Release Notes for the Cisco CMX Engage Release 3.2.4

Release Month: September, 2017

Contents

This document describes the new features, enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.4. Use this document in conjunction with the documents listed in the "Support" section on page 6.

Introduction to the CMX Engage

The CMX Engage is a location intelligence, digital customer acquisition and multi-channel engagement platform that enables companies to connect, know, and engage with visitors at their physical business locations.

The major features of the CMX Engage 3.2.4 release are as follows:

- Universal CMX Engage user accounts that supports both CUWN and Meraki.
- Rich Text Editor to customize the content for the e-mail notifications.
- In the location hierarchy, shows the count of APs, BLE Beacons, Proximity Rules, and Maps for the locations in a cumulative manner.
- For the location manager, provision to add postal address for new locations.

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- Provision to maintain and recover basic module configurations for the location manager account.

- Moved the Metadata option to the left pane of the dashboard for the location manager account.

- Provision to configure the expiry date for the Terms and Conditions from the CMX Engage dashboard.

- A new filter for the captive portal rule that enables to show different captive portals for the first time visitor and repeat visitor.

- Display language names and country names in the language selected by the customer (runtime).

- Support to close the CNA for iOS 11(runtime).

- Universal link for iOS devices (runtime).

- Support for iOS 11 in the CMX Engage iOS SDK.

- Support for Android O in the CMX Engage Android SDK.

New Features

CMX Engage Dashboard

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CMX Engage Dashboard

The following new features are added to the CMX Engage Dashboard:

Universal Account

The CMX Engage now provides universal user accounts that support both CUWN and Meraki wireless networks. If you are having CUWN and Meraki, you can use both these networks simultaneously in the CMX Engage. You can import and maintain the locations of both CUWN and Meraki in the location hierarchy.

You can create proximity rules with locations from both CUWN and Meraki.

The changes are reflected in the following sections:

- **Manage Locations**- A new option "Add Wireless Network" is now available under the More Actions menu against the customer name in the location hierarchy. This menu enables you to add Meraki organizations and CMX nodes to the CMX Engage. Then you can import the child locations of these wireless networks, and simultaneously use the locations of both the wireless networks in the proximity rules.

- **SSIDs**- The imported SSIDs will now be shown in grid view. The SSIDs were displayed in list view previously. You can import the SSIDs of both CUWN and Meraki. If you are importing an SSID with the same name for both wireless networks, the SSID will be listed only once, but the name of both networks will be listed in its grid. Each Meraki SSID will have a Details link using which you can configure the SSID in the Meraki. If required, you can delete the imported SSID for a wireless network from the grid. The "Configure SSIDs Manually" link will have the manual configuration instructions for both CUWN and Meraki.

• **Wi-Fi Icon**- When you click the Wi-Fi icon, a Wireless Network window appears. This window displays the number of Meraki networks and CMX nodes added to the location hierarchy. Also, a Manage Wireless Networks button is provided using which you can view the details of the networks and their synchronization status.

Rich Text Editor in the Engagement Rule

In the Engagement Rule, for the via Email notification type, a Rich Text Editor is provided to edit the content to be sent for the e-mail notification. The Rich Text Editor is available for the engagement rule for consumers and business users.

Cumulative Count in Location Hierarchy

In the location hierarchy, the count of APs, BLE Beacons, Proximity Rules, and Maps for the locations will be shown as cumulative. The count for a location will be the total of its count and the count of all its child locations. For example, the total count of APs for a floor will be the sum total of APs for the floor and the APs for each zone under that floor.

The locations with zero count will not have a link to view the details. Also, you can view the details of the location parameter only from the associated location.

For the proximity rules, only the unique rules are counted. For example, if two zones of a floor are included in an engagement rule, when counting the rule for the floor, that engagement rule will be counted only once.

Enhancements

CMX Engage Dashboard

CMX Engage Runtime

CMX Engage SDK

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Location Manager

The following enhancements are made to the Location Manager:

- In the Team section, to invite an existing location manager for a new location, you must re-invite the user using the 'Invite' button.

- When activating the location manager for a new location, a dialog box appears to provide the postal address of the location at which the APs are placed.

- In the Portal, the basic portal configurations for the modules (Welcome Message, Notice, Get Internet, and Promotion and Offers) appear in the disabled mode. The location manager can edit the Welcome Message, Notice, and Get Internet modules using the Customize button. If the location manager customizes these modules, the edited content is shown to the customers. The location manager can reverse to the basic configuration using the Reset button.

  For the Promotions and Offers module, the location manager cannot overwrite the basic promotions and offers. The location manager can append new promotions using the Add a Promotion button. The basic promotions and the promotions newly added by the location manager are shown to the customer.

- The Metadata option now appears in the left pane of the dashboard. Previously, the metadata was configured using the Tools option.

Portal

In the captive portal, in the Terms and Conditions window, a new check box "Enable Terms and Conditions Expiry" is added to define an expiry date for the Terms and Conditions. If you select this check box, a date range bar appears using which you can specify the expiry date for the Terms and Conditions in number of days. You can specify any value in the range 0-365.The default value is 30 days.

Captive Portal Rule

The Captive Portal Rule now has a new drop-down list "Filter by visitor type". This drop-down list will be having the options, "First time visitor" and "Returning visitor". This filter is optional. This filter enables you to show different captive portals for the first time visitor and repeat visitor.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Language Support for Language and Country Names

After changing the language for the portal using the Globe icon, if the customer click the Language drop-down list, the language list will appear in the language selected by the customer. The Country names listed in the Country Selection drop-down list also appears in the language selected.

iOS 11 CNA Support

- For iOS 11, support is added to close the CNA after internet provisioning. After internet provisioning, the CMX Engage runtime displays a coach mark instructing the customer to close the CNA by tapping the Done button and loads the landing page in the Safari browser after the CNA is closed.

Universal Link for iOS Devices

The CMX Engage now provides universal link support for the iOS devices. Currently you cannot add the universal link in the portal through the dashboard. You must contact the Cisco support team to use this feature.

To avail this feature, the app mentioned in the Get Apps module must be installed in the customer device and the CMX Engage domain URL must be configured in the app. If the portal is having an universal link and the customer device is having the appropriate app installed, when the customer click the Get Apps link in the portal, the app is opened directly. If the customer does not have the app installed, the App Store will be opened.

CMX Engage SDK

The following enhancements are made to the CMX Engage SDK:

Support for iOS 11

The CMX Engage SDK for iOS is enhanced to support iOS 11. The customer can now select from the following three options for the location services: "Allow Always", "While In Use", and "Don't Allow". If the customer choose "while in use", the beacon-based executions happen only if the app is running in the foreground.

Support for Android O

The CMX Engage SDK for Android is enhanced to support Android O.

Resolved Issues

Table 1　　　*Resolved Issues in the CMX Engage 3.2.4*

Description
No resolved issues for this release.

Open Issues

Table 2   *Open Issues in the CMX Engage 3.2.4*

Description
CMX Engage Dashboard
For the CMX Engage accounts with base wireless network as Meraki, in the Wireless Network window, the CMX nodes added or deleted are not shown immediately.
For the CMX Engage accounts with base wireless network as CUWN, the locations manager option is not displayed in the Invite User window.
CMX Engage SDK
For the engagement rules with Sense Type as "Beacon" and user activity as "Present at location", notifications are sent even after the customer exits the beacon premises. This issue is found only in the Android devices.

Support

You can access the support documentation using the Help button in the CMX Engage Dashboard.