



Release Notes for the Cisco CMX Engage Release 3.2.5

Release Month: October, 2017

Contents

This document describes the new features, enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.5. Use this document in conjunction with the documents listed in the [“Support” section on page 6](#).

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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 3.2.5 release are as follows:

- Provision to use the CMX Engage with CUWN without installing Cisco CMX.
- Displays the character count and SMS count for the SMS notification in unicode characters.
- Provision to import/configure the SSID from the Captive Portal Rule section.
- Provision to create portals from the Captive Portal Rule section.
- Tool Tips for all the features of the CMX Engage.



- For Facebook Authentication, customer age captured in age range (runtime).
- File drag and drop facility in the Import Portal window.
- A Delete option for all the locations in the location hierarchy.
- The CSS Editor with enhanced UI.
- Clear icon for the Search option.

New Features

CMX Engage Dashboard

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- [Import/Configure SSID from the Captive Portal Rule Section, page 3](#)
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CMX Engage Runtime

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CMX Engage Dashboard

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

SMS Notification

In the Engagement Rule, the Via SMS option will now be having the following features:

- All the variables that you can add to the message will be listed below the message text box. Previously, the variables were shown in a drop-down list.
- Now the variables get added at the cursor location thus enables you to add variables at any part of the message.
- The characters are counted based on the unicode characters entered. If there are no variables added to the message, the exact character count is shown. If any variable is added, approximate character count is shown. Based on the characters count, SMS count is calculated. An SMS can have a maximum of 160 characters. If the character count crosses 160, the remaining content will be sent as another SMS. The SMS count for the message will be shown at the bottom of the text box.
- When you add the variables and text in non-GSM characters, that content is highlighted with a background color. The message with non-GSM characters are sent as unicode SMS. An unicode SMS can have upto 70 characters.

The new Via SMS UI is applicable for both consumers and business users.

Import/Configure SSID from the Captive Portal Rule Section

You can now import/configure the SSID when creating or editing the captive portal rule. In the Create Captive Portal Rule page, the “connected to” drop-down list will have a “Configure SSID” option using which you can import /configure the SSID. When you select the Configure SSID option, you are redirected to the Import/Configure SSID window.

In the earlier version of the CMX Engage, a warning message used to appear when you try to create a Captive Portal Rule without importing the SSIDs.

Create Portal from the Captive Portal Rule Section

You can now create portals when creating or editing the captive portal rule. In the Captive Portal Rule page, in the Actions area, the Show Captive Portal drop-down list will display a “Create Portal” option. When you select the Create Portal option, you are redirected to the Create Portal window, where you can create the portal.

CMX Engage with WLC

In the Manage Locations page, for the Add a Wireless network option, a new option CUWN-WLC is now available. This option enables you to use the CMX Engage with CUWN without installing the Cisco CMX. You just need to have a WLC to use the CMX Engage with CUWN.

If you select the CUWN-WLC option, the list of the WLCs added will be listed. When you import a WLC, the associated access points also will be imported. During each CMX Engage login, the WLC and its access points will synchronize with the latest WLC information.

The WLC is added as a network node and it doesn't have any floors. You can add only zones under a WLC network.

Tool Tips

All the features in the CMX Engage dashboard will now have a tool tip that explains the functionality of that feature.

CMX Engage Runtime

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

Facebook Authentication

The CMX Engage runtime is enhanced to capture the customer age in age range for Facebook authentication.

Sample age range: 21 and above, 13-17.

For example, if the age of the customer is 14 years, the customer age is captured as 13-17.

CSS Editor

For better understanding of the CSS rules, appropriate comments are added to the CSS Editor.

Enhancements

CMX Engage Dashboard

- [Portal, page 4](#)
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- [CSS Editor, page 5](#)
- [Search Option, page 5](#)

CMX Engage Runtime

- [Soft SMS Skip Button, page 5](#)

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Portal

Import Portal

The Import Portal window will now have a Drag and drop file area. So you can add the portal file to be imported through drag and drop.

Rename Portal

In the captive portal, in the Rename Portal window, the current name of the portal is displayed in a text box. Previously, the current name was not shown.

Portal Preview URL

After sending the portal preview URL through email, a dialog box appears with the e-mail ID to which the URL is sent along with the portal name.

Portal Terms and Conditions

For the portal, in the Terms and Conditions window, the Expiry slide bar is replaced with a “Enable WiFi Policy Terms and Conditions” Toggle Switch and a “Terms & Conditions should be accepted by visitors” drop-down list with pre-defined expiry date values. The “Terms & Conditions should be accepted by visitors” drop-down list will be having the following options:

- Once every day
- Once every month
- Once every 6 months
- Once every year
- Only once

The default expiry value will be “Only once”. If the Toggle Switch is on, the expiry value mentioned in the drop-down list will be applicable.

Previously, the expiry date was specified using the Expiry slide bar.

Delete Option for Locations

In the location hierarchy, the Delete option will now be available for all the locations except the root location (customer name). However, you can delete only those locations without child locations and associated proximity rules. Previously, the Delete option was available only for the locations for which deletion was possible.

When you click the Delete option for a location for which deletion is possible, a dialog box appears for confirming the deletion. When you click the Delete option for a location for which deletion is not possible, a dialog box appears describing the reason for not allowing the deletion of that location

CSS Editor

The CSS Editor UI is enhanced for better understanding of the CSS.

Search Option

The following enhancements are made to the Search option in the CMX Engage:

- After entering any text in the search option, a clear icon appears using which you can clear the search text.
- When you click Cancel, the search text box is cleared and the search bar is closed.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Soft SMS Skip Button

For Soft SMS, the SKIP button that appears after authentication will appear in the disabled mode initially. The SKIP button is then enabled after 8 seconds. Previously, the SKIP button used to appear only after 8 seconds.

Resolved Issues

Table 1 **Resolved Issues in the CMX Engage 3.2.5**

Description
CMX Engage Runtime
In iOS CNA, menu links pointing to CMX Engage domain were not carrying some of the relevant URL parameters.
In the Data Capture form, after entering a mobile number, if the customer deletes that number, and tap the Submit button, the Data Capture form gets submitted.

Open Issues

Table 2 **Open Issues in the CMX Engage 3.2.5**

Description
CMX Engage Dashboard
In the Engagement Rule, for the Via SMS option, the character count and approximate character count are not properly calculated.
In the Engagement Rule, for the Via SMS option, the variables are not getting added at the cursor location as expected.
In the Captive Portal Rule, when the “Configure SSID” or “Create Portal” option is selected, the URL is not changed to that of the corresponding page. The captive portal rule URL is still shown.
In the Engagement Rule, for the Via SMS option, when copy pasting the text, the text is not getting pasted in the selected line.

Support

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

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