



# Release Notes for the Cisco CMX Engage Release 3.2.9

---

**Release Month: February, 2018**

## Contents

This document describes the enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.9. Use this document in conjunction with the documents listed in the [“Support” section on page 5](#).

- [Introduction to the CMX Engage, page 1](#)
- [Enhancements, page 4](#)
- [Resolved Issues, page 5](#)
- [Open Issues, page 5](#)
- [Support, page 5](#)

## 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 3.2.9 release are as follows:

- Data Capture Support for “SMS with Link Verification” authentication (runtime).
- Expiry period for the Confirmation link for “SMS with Link Verification” authentication (runtime).
- Inline support for “No Authentication” (runtime).
- 2-click support for Terms and Conditions to avoid legal issues (runtime).
- Support to configure bandwidth and session expiry period beyond the wireless network limit for captive portals (runtime).



- Provision for the repeat user to access the internet even if all the modules are disabled in the portal, if the inline authentication is enabled (runtime).
- Changed the background color and text color for brand name (runtime).
- Deployed a new network synchronization server that can detect the changes in the Meraki.
- Provision to view the Radius Server Secret key in the CMX Engage dashboard.
- Product Updates link updated with quarterly release updates.

## New Features

### CMX Engage Runtime

- [Data Capture Support for SMS with Link Verification, page 2](#)
- [SMS with Link Verification-Expiry Period for Confirmation Link, page 2](#)
- [Inline Support for No Authentication, page 3](#)
- [T&C 2-Click Support, page 3](#)
- [Bandwidth and Session Expiry for Captive Portals, page 3](#)
- [No Module Enabled for Inline Authentication, page 3](#)

### CMX Engage Dashboard

- [Network Synchronization Server, page 4](#)

## CMX Engage Runtime

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

### Data Capture Support for SMS with Link Verification

The “SMS with Link Verification” authentication now supports data capture. Currently there is no dashboard support for this feature. You can contact the CMX Engage support team to avail this feature.

If the Data Capture is configured, during customer acquisition, the Data Capture form is displayed along with the phone number field.

During finger print verification, if the customer selects “Cancel” in the Confirmation page, the user will not be redirected to the landing page, and the message “Thank you for confirmation” is shown. In addition, the customer is not acquired.

Next time when the customer tries to access the internet, the data capture form is displayed (with all the data filled by the customer during the previous visit, except the mobile number). The customer then has to confirm the data by clicking the confirmation link. The data capture form with the pre-filled data is displayed for all the subsequent visits till the customer verify the data by clicking the Confirmation link.

### SMS with Link Verification-Expiry Period for Confirmation Link

For the “SMS with Link Verification” authentication, the CMX Engage is now capable of setting an expiry period for the Confirmation link sent in the SMS. If the customer accesses the link after the expiry period, the link expired message is shown. The expiry period for the Confirmation link is 8 hours.

Next time when the customer tries to access the internet, the customer has to provide the mobile number to get the confirmation link.

## Inline Support for No Authentication

The CMX Engage now supports inline authentication for the authentication type, “No Authentication”. For inline “No authentication”, the T&C link will be displayed as inline in the captive portal.

Currently there is no dashboard support for this feature. You can contact the CMX Engage support team to avail this feature.

## T&C 2-Click Support

To meet the legal requirements that may arise in various countries, the CMX Engage now provides 2-click support for Terms and Conditions. If T&C 2-click is enabled for a portal, in addition to the current “Accept Terms and Continue” button, there will be a check box adjacent to the T&C link, which the customer has to click to proceed further.

Currently there is no dashboard support for this feature. You can contact the CMX Engage support team to avail this feature.

## Bandwidth and Session Expiry for Captive Portals

For the captive portals with radius server configuration, you can configure the bandwidth required and the duration for ending an internet session.

This bandwidth and session expiry configuration will override the configurations in the wireless network such as Meraki or CUWN. In addition, you can configure more bandwidth and duration limit than the one that you can configure in the wireless network. For example, if the maximum session duration that you can specify in Meraki is 90 days, you can configure more than 90 days as session duration using this feature.

The bandwidth and session expiry will be configured in the Captive Portal rule. This enables you to set different bandwidth and session expiry period for the same captive portal for different rules.

## No Module Enabled for Inline Authentication

If inline authentication is configured for a captive portal, a repeat user can now access the captive portal even if all the modules in the captive portal are in the disabled state.

When the repeat user accesses the captive portal without any modules, a **Continue** button will be shown to access the internet. After the internet provisioning, the customer will be redirected to the landing page configured in the Authentication module.

## CMX Engage Dashboard

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

## Network Synchronization Server

An advanced network synchronization server is now deployed for the CMX Engage. This network synchronization server is capable of detecting the changes in the Meraki during the synchronization process, and can initiate the synchronization of the affected Meraki networks, floors, and SSIDs. Only the networks that have updates will be synchronized, skipping other networks, and thereby increases the performance of the synchronization process.

# Enhancements

### CMX Engage Dashboard

- [Radius Secret Key Displayed in the Dashboard, page 4](#)
- [Product Updates, page 4](#)

### CMX Engage Runtime

- [Get Internet Module, page 4](#)
- [Style Changes, page 5](#)

## CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

### Radius Secret Key Displayed in the Dashboard

The secret key for configuring the radius server is now displayed in the CMX Engage dashboard. In the page that appears when you click the “Setup SSIDs in Meraki/ CUWN” link, in the “Radius Server Configuration” section, the Radius Secret key is displayed. The secret keys are available for both Meraki and CUWN networks in the respective tabs.

### Product Updates

The “Product Updates” link in the CMX Engage home page is updated with the CMX Engage product update details till last quarter.

## CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

### Get Internet Module

For the captive portals for which inline authentication is configured, the “Get Internet” option will not be shown even if it is configured.

## Style Changes

The following style changes are applied to the captive portal:

- The default color for background and text for the brand name module are changed.
- The Globe icon for language will appear in “Black & White” to support all types of background color.

## Resolved Issues

**Table 1** *Resolved Issues in the CMX Engage 3.2.9*

Description
<b>CMX Engage Dashboard</b>
In Meraki, cannot handle the sync failure for a permitted Organization due to IP address restriction for another organization.

## Open Issues

**Table 2** *Open Issues in the CMX Engage 3.2.9*

Description
<b>CMX Engage Dashboard</b>
For Meraki, the SSIDs of the configuration template are not listed in the Import/Configure SSID window.
<b>CMX Engage Runtime</b>
For the “SMS with Link Verification” authentication with a data capture form, if T&C 2-click is enabled, when the customer click the Connect button, the existing errors are not getting displayed together.
For the “SMS with Link Verification” authentication with a Data capture form with mandatory e-mail field, if the customer accesses the internet with an unverified e-mail ID, a Skip button is shown when the customer accesses the internet next time.
For “SMS with Link Verification” authentication, event is not logged when loading the cancel page.

## Support

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

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2018 Cisco Systems, Inc. All rights reserved.