

CX Cloud Release Notes October 2021

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Introduction

The Customer Experience (CX) Cloud is a SaaS offering that enables Customer success throughout their journey to onboard, optimize, and adopt new technologies across all architectures. Customers with Cisco Success Tracks subscriptions get access to the following features:

- **Contextual Learning:** Window to Collaborative Intelligence Platform with the latest resources for network engineers and architects via “Ask the Expert” webinars, “Success Tips”, Accelerator’s engagements, and training.
- **Trusted Support:** Help solve immediate technical problems and get proactive and prescriptive service options at the software and solution level.
- **Insights & Analytics:** Digital Intelligence tools that deliver proactive and predictive insights and help customers recognize potential problems, optimize operations, and accelerate technology adoption/transitions.
- **Expert Resources:** One-stop experience for all available architectures and Cisco products with access to strategic expert advice on detailed design and validation as well as industry-specific solutions.

This document provides information about new features in CX Cloud, supported browsers, resources, and known issues. Use this [link](#) to access CX Cloud and log in with CCO credentials.

What's New

This section highlights new capabilities that are part of this release:

- Embedded Wireless Controller (EWC) and Mobility Express (ME) assets are now supported by Regulatory Compliance Checks for HIPAA and PCI.

- Enhance overall infrastructure health by determining the trending health of the infrastructure. Measure device risk trends over time, identify the factors contributing to risk and prioritize actions to address any concerns.
- Attach files to support the incident case by generating the “auth token”. Tokens remain valid until the case is active.
- Virus-infected files display additional warnings and information to ensure safer downloads. Infected files are not available for download and are displayed with the prefix “Infected_” for easier identification.
- For a better user experience, Success tips have been introduced for existing Success Tracks, replacing the earlier available UI documentation.

Supported Product Families

This section covers the Optimal Software Versions (OSV) and Automated Fault Management (AFM) supported product families.

Cisco Digital Network Architecture Center (DNAC) Supported Types

- Single Node
- Cluster

Optimal Software Versions Supported Product Families

Routing and Switching

- Cisco Catalyst 2960-C Series Switches
- Cisco Catalyst 2960-CX Series Switches
- Cisco Catalyst 2960-L Series Switches
- Cisco Catalyst 2960-Plus Series Switches
- Cisco Catalyst 2960-X Series Switches
- Cisco Catalyst 2960-XR Series Switches
- Cisco Catalyst 3560-CX Series Switches
- Cisco Catalyst 3650 Series Switches
- Cisco Catalyst 3750-X Series Switches
- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 4500-X Series Switches
- Cisco Catalyst 6500 Series Switches
- Cisco Catalyst 6800 Series Switches
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 9600 Series Switches

Wireless

- Cisco 3500 Series Wireless Controllers

- Cisco 5500 Series Wireless Controllers
- Cisco 8500 Series Wireless Controllers
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco Catalyst 9800 Wireless Controllers for Cloud

Automated Fault Management Syslog Supported Product Families

Routing and Switching

- Cisco Catalyst 9600 Series Switches
- Cisco Catalyst 9300 Series Switches
- Cisco Catalyst 9200 Series Switches
- Cisco Catalyst 9400 Series Switches
- Cisco Catalyst 9500 Series Switches
- Cisco Catalyst 2960-C Series Switches
- Cisco Catalyst 2960-CX Series Switches
- Cisco Catalyst 2960-L Series Switches
- Cisco Catalyst 2960-X Series Switches
- Cisco Catalyst 2960-XR Series Switches
- Cisco Catalyst 3560-CX Series Switches
- Cisco Catalyst 3650 Series Switches
- Cisco Catalyst 3850 Series Switches
- Cisco Catalyst 4500 Series Switches
- Cisco Catalyst 4500-X Series Switches
- Cisco Catalyst 6500 Series Switches
- Cisco Catalyst 6800 Series Switches
- Cisco 4000 Series Integrated Services Routers

Wireless

- Cisco 5500 Series Wireless Controllers
- Cisco 8500 Series Wireless Controllers
- Cisco 3500 Series Wireless Controllers
- Cisco Catalyst 9800 Series Wireless Controllers
- Cisco Catalyst 9800 Wireless Controllers for Cloud

Aironet Access Points

- Cisco Aironet 1800 Series
- Cisco Aironet 4800 Access Points
- Cisco Aironet 1850 Series Access Points
- Cisco Aironet 1830 Series Access Points
- Cisco Aironet 3800 Series Access Points
- Cisco Aironet 1815 Series Access Points
- Cisco Aironet 2800 Series Access Points

Note: Signatures supported for Routing & Switches, Wireless product series only.

Supported Browsers

The following browsers (latest official release) are recommended for an optimal CX Cloud experience.

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Resolved Defects

This section lists all defects resolved as a part of this release:

Identifier	Headline
CSCvz49161	Recommendations were not getting generated for devices though the candidate releases were available with better risk scores.
CSCvz57749	WEM published handouts and datasheet docs were not reaching CX Cloud.
CSCvz57957	ACC 1-on-1 Request was failing with 500 error.
CSCvz61479	Scan scheduled in IST time was triggering in GMT zone for the same time.
CSCvz63301	CX-DNAC-Frey: FES entitlement API was failing initiating bug IC scans, Status code:400.
CSCvz64263	CX-DNAC-Frey: Two different groupId were created for CX customer in Iron bank who first connected in DNAC, then on-boarded in CX Cloud portal and on day-0 though it should be one when customer onboarded from CX cloud portal.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCvz80195	Scan status is displaying as failed in assets 360 view page for never scanned assets
CSCvz86293	ACC Feedback notifications are not updated in Lifecycle when ACCs get completed.
CSCvz86744	Notice duplicate violation get listed for ME and EV devices as command response throw error
CSCvz87705	Top Contributing factors are varying for each week pipeline execution even when there are no changes in the device configuration.
CSCvz87735	Bulk approval functionality is not working in the pagination i.e. no response on clicking the "Approve all" and "Deny all" buttons under Partner 360 tab.
CSCvz89197	The risk trends pipeline is failing and displaying error banner message for some of product IDs instead of displaying their data on CX Cloud.
CSCvz90292	Cancellation for registered ATX failing intermittently with 'Error fetching Cisco Okta Access Token'.

[CSCvz91757](#)

[CSCvz92930](#)

[CSCvz94501](#)

[CSCvz97409](#)

Color code for Risk is not displayed in assets with crash risk similar assets screen

The default image is appearing in ATX and ACCs instead of user-defined thumbnail in CX Cloud (uploaded from PX Cloud).

Advisories count is not matching with Assets 360 and Assets list view.

The case count value is changing after selecting Case Carousel tab.

Resources

The resources in this section are used in the CX Cloud portal:

CX Cloud Support Site

To learn more about CX Cloud documentation, visit [Cisco CX Cloud Agent](#) where you can view the portal overview video, latest and previous releases, downloads, and community pages.

Submit Your Comments/Ideas

Your input matters to us, and we want to include it in the CX Cloud to enhance your experience! Click [here](#) to submit ideas or other feedback.

Customer Feedback Included

We heard you and your feedback is now included in CX Cloud. Read on to see what made it to the portal.

- Now users can efficiently manage the assets as assets with "Active" install status are only displayed in CX Cloud for telemetry.
- Telemetry for Meraki now includes Meraki Cameras for increased visibility across Meraki assets.
- User can view if the email notifications are enabled for faults directly from the fault catalog column.