CX Cloud Release Notes November 2021

Contents

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 helps 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:

- CX Cloud Super User admins receive email notifications for the Partner access request to promote a quicker response.

- CX Cloud Admins can now view the different ways Partners access customer data in the CX Cloud Partner Access Management portal (through the APIs or with the PX Cloud views).
- The CX Cloud Admin Settings have been updated to reflect the next incremental patch version of the CX Cloud Agent. Previously, only the two latest patch versions were displayed.
- Compliance now provides the ability to associate a Role attribute to an Asset with violations, allowing the customer to filter on an Asset Role for Assets with violations.
- Compliance has expanded the tooltip information for the Waiver Icon to include the number of active waivers and total number of waived assets associated to given rule.

Supported Product Families

This section covers the Software Insights and Faults supported product families.

Cisco Digital Network Architecture Center (DNAC) Supported Types

- Single Node
- Cluster

Software Insights 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

Faults Supported Product Families

Switching

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

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
CSCvz80195	Scan status was displaying as failed in assets 360 view page for assets that were never scanned.
CSCvz86744	Notice duplicate violation was getting listed for ME and EWC devices as command response throws error.
CSCvz87705	Top Contributing factors were varying for each weekly pipeline execution even when there were no changes in the device configuration.
	Bulk approval functionality was not working in the pagination i.e. no response on clicking the "Approve all" and "Deny all"

CSCvz87735	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 thier data on CX Cloud.
CSCvz90292	Cancellation for registered ATX was failing intermittently with 'Error fetching Cisco Okta Access Token'.
CSCvz91757	Color code for Risk was not being displayed in assets with crash risk similar assets screen.
CSCvz92930	The default image was appearing in ATX and ACCs instead of user-defined thumbnail in CX Cloud (uploaded from PX Cloud).
CSCvz97409	The case count value was changing after selecting the Case Carousel tab.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCvz92245	Waiver tooltip devices information is retained even after the user has changed the policy profile from all assets to specific assets.
CSCwa03015	Push to Faults fails for some of the Intellectual Capitals.
CSCwa04166	Export to CSV fails with 500 Error.
CSCwa06479	When using the Firefox browser, lines display on a record data in Violations 360 window.
CSCwa08078	CX Cloud displays the CX Cloud Agent upgrade status as Progress even after successful upgrade to version 1.12.
CSCwa09097	An incorrect message displays in the Current Release tab on the 360 window.
CSCwa09663	The Affected assets tab in the Violation 360 does not fit to screen when selecting all the column grid.
CSCwa10604	Sorting fails for some columns in the Syslog grid and API responds with 500 Error.
CSCwa10630	Sorting fails for some columns in the Faults grid and API responds with 500 Error.
CSCwa10730	The tooltip of Rule violations or Assets with Violation is not removed even after clicking outside it.
CSCwa12046	Landing page search box options are listed in the Asset 360 tab.
CSCwa12055	Tooltip does not display for information icon against Restore Access button in the Partner landing page
CSCwa15951	Page redirects to Data Collection page after selecting the compliance tab from Insights.
CSCwa16219	The remaining optional column does not display after performing a search of unselected columns.
CSCwa17182	Pagination breaks in Priority Bugs, PSIRT & Field Notices.
CSCwa18535	Assets details do not display after clicking the affected feature page.
CSCwa20546	The **Action** column is visible with no values in the Case Summary page.
CSCwa23227	Pagination is missing in the Case list view.

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 into this month's release.

- Enhanced clarity around adding users via the single vs multi-user graphic in CX Cloud settings.
- Messaging in the Data Sources tab clearly indicates the data storage region/location.
- Case search is made easier with the recently allowed search for non-exact matches.
- Auto-select has been removed for Success Tracks and Use Casesto provide a holistic view in CX Cloud.
- Filter data by Last Date Of Service (LDOS), Advisories, Role, and Product Type without selecting a Success Track to increase ease and efficiency across data in CX Cloud.
- Export asset information for Field Notices and Priority Bugs in the Advisories tile,making it easier to view and save the data.
- The Search results page for the CX Cloud global search now includes relevant ATX and Accelerator sessions, providing educational opportunities.