

CX Cloud Release Notes January 2022

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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 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:

- The CX Cloud portal and all associated documentation is now available in the Japanese language.

- Customers will have the basic Asset and Lifecycle views for Success Tracks that are available to them in CX Cloud without any additional setup or purchase.
- The Cases View list can now be sorted by additional columns, providing more information. Users can also determine the software release for submitted cases and search by the software release.
- The Cases 360 view has been updated to provide easy access to customer focused information. In addition to a new view, updates include: Ability to edit the Tracking Number field
Addition of TAC Engineer name and operational hours
New section to display Current Status, Action Plan, and Resolution Summary
Access to Contract Number in Assets > Coverage

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

Routing and 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
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CSCwa03015	Push to Faults was failing for some of the Intellectual Capitals.
CSCwa04166	Export to CSV was failing with 500 Error.
CSCwa08078	CX Cloud was displaying the CX Cloud Agent upgrade status as Progress even after successful upgrade to version 1.12.
CSCwa09097	An incorrect message was displaying in the <i>Current Release</i> tab on the 360 window.
CSCwa09663	The Violation 360 > <i>Affected assets</i> tab did not fit to screen as expected while selecting all the column grid.
CSCwa10604	Sorting was failing for some columns in the Syslog grid and API responded with 500 Error.
CSCwa10630	Sorting was failing for some columns in the Faults grid and API responded with 500 Error.
CSCwa12046	Landing page search box options were listed in the <i>Asset 360</i> tab.
CSCwa12055	Tooltip did not display for information icon against Restore Access button in the Partner landing page
CSCwa15951	Insights > <i>Compliance</i> tab was incorrectly redirecting to Data Collection page.
CSCwa17182	Pagination was breaking in Priority Bugs, PSIRT, and Field Notices.
CSCwa18535	Assets details was not displaying after clicking the affected feature page.
CSCwa20546	The Action column was visible with no values in the Case Summary page.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCwa23665	Asset data is not showing up for ISO- L0 user though data is available in the database.
CSCwa53530	The Insight carousal compliance count does not update after removing the use case filter.
CSCwa58949	AWS Performance : Functionality is intermittently unavailable when switching between CX Cloud accounts.
CSCwa60064	The Field Notice summary view's problem statement contains CSS text fonts.
CSCwa60067	The Description and Severity information is missing from the Priority Bug 360 view.
CSCwa60070	Affected devices do not display under the Assets 360 view in Advisories.
CSCwa60825	Feedback submit enabled with <Enter> from the keyboard without considering thumb up/down icon selection.
CSCwa60828	AWS Performance: When hovering over the Last Checked column in Insights > Compliance displays only the date instead of the date and time stamp together.
CSCwa61057	Column alignment is not proper in Assets list when selecting all the columns from Edit/Hide columns.
CSCwa61274	EMEA Performance: Export CSV are failing across Software with 504 Error.
CSCwa61551	The "Licenses out of Compliance" banner has a wrapped View Details link that appears as two links instead of one.
CSCwa61901	AWS Performance: Admin Settings>Insights, Compliance track is not disabled for any Success Track except Campus.
CSCwa62100	The search option is missing from the Partner selection drop-down menu of the License Renewal.
CSCwa62314	AWS Performance: License renewal request is returning 500 error.
CSCwa62336	Additional attributes for License Renewal are missing.
CSCwa62365	Performance: Duplicate affected contract data in renewal request email sent.
CSCwa64557	Performance: Asset link on case 360 is not active and hence not navigating to the Assets 360 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.