

CX Cloud Release Notes March 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 (ATX)” 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:

- Cisco+ Hybrid Cloud Success users now have access to the following features:
 - Export detailed search results for Consumption Details (usage breakdown) and Subscription Details (*Consumption Packs* tab) into excel files
 - View asset details tied to specific deployment/subscriptions in the Consumption dashboard to track and monitor usage at the device level
 - View Third-Party Hardware Storage consumption data in the **Consumption** summary, in the usage breakdown as separate workloads, and in the detailed 360 Degree view; The 360 Degree view includes Resource, Workload, Capacity (reserve and on-demand) and Provider information
 - A banner message notifies users that Cases and Assets for Third-Party Hardware

Storage are not displayed in the CX Cloud Cases list

- The Case 360 Degree view in CX Cloud has been enhanced with a new *Contacts* tab. This new tab includes the **CC: Recipients** and **Email Notifications** fields (both editable) and the existing **Customer** and **TAC Engineer** sections have been moved to this new tab from the *Summary* tab.
- CX Cloud Agent v2.0 is available to all users. With this update, the CX Cloud Agent moved to pure cloud-based architecture from the previous hybrid mode offering customers vastly scalable AWS Internet of Things (IoT) Core Services and improved security. The prerequisites are modified to incorporate these changes including making the **Domain Name Server IP** field mandatory (it was optional for v1.0) and allowing specific domains in the customer's firewall. For more information, refer to the [CX Cloud Agent Overview v2.0](#).

Resolved Defects

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

Identifier	Headline
CSCwa19486	Previously, customers experienced slow performance with the User Interface API call (cp-rcc-compliance-api/service/allAssetGroups) due to sequentially running SQL queries. CX Cloud has been updated such that the API call is working as expected with improved performance.
CSCwa23665	CX Cloud has been updated such that Asset data displays as expected for Integrated Secure Operations L0 users.
CSCwa79945	Previously, registration for Webex Ask the Expert (ATX) failed. CX Cloud has been updated such that users can successfully register for Webex ATX sessions.
CSCwa80314	Previously, status of the Meraki Day 0 setup collection did not update from First collection pending to Collection completed even after successful set up. This issue has been resolved to reflect the appropriate, completed status as expected.
CSCwb43377	log4j was not being updated in collection micro services. This issue is fixed now and working as expected.

Known Defects

This section lists all known defects in this release.

Identifier	Headline
CSCwa94301	Currently, when using the X icon to clear text from the Partner 360 Degree View Search field, the 360 Degree View closes instead of clearing the text.
CSCwa98291	Critical Security Advisories and Advisories attributes are not removed from the CSV file before the CSV export.
CSCwa98532	Rapid Problem Resolution (RPR) scan requests fails from Process Orchestration Layer (PAL) to Assets even when the IP Address used to call the related API is present on the "allowed" list.
CSCwb10430	Users are currently unable to configure a newlyadded Digital Network Architecture Center (DNAC) from the CX Portal UI for CX Cloud Agent v1.x.
CSCwb10564	DNAC details do not display when CX Cloud Agent is upgraded from v1.12.3 to v2.0.
CSCwb13003	Currently, the Email Notifications and Add CC: Recipients fields are non-editable for Cisco Employee Credentials (CEC IDs) in the Contacts section of existing Cases.
CSCwb14982	Users are currently unable to submit license renewal requests for Campus Network Success Tracks.
CSCwb15037	Currently, the License Renewals Request banner does not display as expected in CX Cloud.
CSCwb16620	Currently, the Auto Search functionality in the <i>Compliance</i> tab does not properly list available options in the Search field.
AWS Performance Defects	
CSCwb14748	Currently, for the Sydney and EMEA regions, the Insights-Compliance > On-Demand scan fails rather than displaying updated violations and last checked time.
CSCwb16148	Faults Intellectual Capital's title and description are different in the Fault catalog and Active Faults.
CSCwb16270	The "loading" icon continuously displays in the Admin Settings > Data Collection page.
CSCwb16362	The Remove and Delete waiver options are not currently available from the Admin Settings > Insights > Compliance > Waiver Summary page.
CSCwb16594	<i>The Asset 360 tab does not close as expected when users click outside the tab.</i>
CSCwb17752	The exported configuration suggestion file (excel, csv) displays a blank User ID field in the Rule Violation 360 and the Asset with Violation 360 page where the first and last name of the user should display. The configuration suggestion file can be accessed by navigating to Admin Settings > Insights > Compliance .
CSCwb18147	When users navigate to the Admin Settings page and view an upgrade, a notification message about the upgrade displays. Upon selecting an upgrade option, this message does not currently close as expected. Users must click the X button to close the message.