

# CX Cloud Release Notes April 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

### Taxonomy Changes for Cisco+ Hybrid Cloud

CX Cloud has been enhanced such that taxonomy changes have been implemented for Cisco+ Hybrid Cloud as outlined in the following table. These changes are consistent across Cisco+ Hybrid Cloud and can also be viewed in exported excel files.

Previous Terms	Revised Terms
Consumption Pack	Subscription
Consumption Unit	Deployment
Technology	Service Category

Resource	Capacity Type
Workload	Service Name
All Technologies	All Service Categories

## Exporting Reports

Cisco+ Hybrid Cloud users can now export search results for the following files into excel files:

- Consumption At-a-Glance
- Charged Units At-a-Glance
- Charged Units Details (charged units breakdown)
- Charged Amounts At-a-Glance
- Charged Amounts Details (charged amount breakdown)

**Note:** Users can also download Consumption Details (Usage Breakdown) and Subscription Details (Consumption Packs) which were provided as part of a previous release.

## Crash Diagnosis for Supported Product Families

CX Cloud has been enhanced to improve the Crashed Asset component of Crash Risk for the following product families:

- 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
- Cisco Catalyst 9800 Series Switches

**Note:** Additional product families will be considered in upcoming releases.

CX Cloud can now distinguish crashes from other reset events, significantly reducing false positive results. With better detection, a new crash diagnostics workflow has been added to accelerate identification of the root cause of the crash event. This workflow helps users locate, extract, and upload crash files for processing against Cisco's proprietary machine learning engines to isolate the specific problem. Customers also have the option to self-remediate issues or request assistance from the Technical Assistance Centre (TAC) Team, leveraging Rapid Problem Resolution.

## Editing Case Title

CX Cloud has been enhanced such that users can now edit Case titles directly from the **Cases** tile. User can click on edit icon to add details for easy identification.

## Resolved Defects

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

Identifier	Headline
<a href="#">CSCwa94</a>	Previously, using the <b>X</b> icon to clear text from the <b>Search</b> field closed the entire

<a href="#">301</a>	view instead of clearing only the related text. CX Cloud has been updated such that the <b>X</b> icon clears only the text in <b>Search</b> field as expected.
<a href="#">CSCwb10</a> <a href="#">430</a>	Previously, users were unable to configure a newly added Digital Network Architecture Center (DNAC) from the CX Portal UI for CX Cloud Agent v1.x. This issue has been resolved such that users can successfully configure a newly added DNAC, as expected.
<a href="#">CSCwb10</a> <a href="#">564</a>	Previously, DNAC details did not display when CX Cloud Agent was upgraded from v1.12.3 to v2.0. CX Cloud Agent has been enhanced such that DNAC details display successfully following the upgrade to v2.0.
<a href="#">CSCwb13</a> <a href="#">003</a>	Previously, the <b>Email Notifications</b> and <b>Add CC: Recipients</b> fields were non-editable for Cisco Employee Credentials (CEC IDs) in the <b>Contacts</b> section of existing Cases. CX Cloud has been updated such that users can edit these fields as expected.
<a href="#">CSCwb14</a> <a href="#">982</a>	Previously in CX Cloud, users were unable to submit license renewal requests. Updates have been made such that Campus Network Success Tracks users can submit license renewal requests as expected.
<a href="#">CSCwb16</a> <a href="#">620</a>	CX Cloud has been updated such that the Auto Search functionality in the <b>Compliance</b> tab lists available options in the <b>Search</b> field as expected.
<a href="#">CSCwb14</a> <a href="#">748</a>	Previously, the <b>Insights-Compliance &gt; On-Demand</b> scan to display updated violations and last checked time for Sydney region failed. CX Cloud has been updated such that On-Demand scans are running successfully, displaying results as expected.
<a href="#">CSCwb16</a> <a href="#">270</a>	Previously, the <b>Admin Settings &gt; Data Collection</b> page failed to load. CX Cloud has been updated to fix this issue and the page opens as expected.
<a href="#">CSCwb16</a> <a href="#">594</a>	Previously, the <b>Asset 360</b> tab did not close as expected when users clicked outside the tab. CX Cloud has been updated such that the tab closes as expected when users click outside the tab.
<a href="#">CSCwb17</a> <a href="#">752</a>	CX Cloud has been updated such that the exported configuration suggestion file (excel, csv) displays as expected in the <b>Rule Violation 360</b> and the <b>Asset with Violation 360</b> pages.
<a href="#">CSCwb18</a> <a href="#">147</a>	Previously, when users navigated to the <b>Admin Settings</b> page to view an upgrade, the upgrade notification message failed to close upon selecting an upgrade option. CX Cloud has been updated such that the notification message closes as expected when an upgrade option is selected.

## Known Defects

This section lists all known defects in this release.

Identifier	Headline
<a href="#">CSCwb46</a> <a href="#">507</a>	Users are not being prompted to complete a new CX Cloud login as expected following modifications to user roles.
<a href="#">CSCwb46</a> <a href="#">532</a>	CX Cloud is currently experiencing a lag of approximately 50 seconds to display newly added users and modified user roles in Admin Settings.
<a href="#">CSCwb51</a> <a href="#">852</a>	<p>CX Cloud is currently experiencing the following User Interface (UI) issues in the <b>Asset 360</b> tab:</p> <ul style="list-style-type: none"> <li>• Search options move while scrolling through the page and do not close when clicking outside the <b>Search</b> field</li> <li>• Extra spaces display between the name of the <b>Asset Attributes</b> field and the field itself</li> <li>• A black rectangle is highlighted when users click the <b>Asset attributes</b> field</li> <li>• The <b>Edit</b> button is highlighted (in blue color) by default</li> </ul>

#### AWS Performance Defects

- [CSCwb46656](#) Currently, **Insights-Compliance > On-Demand** scans intermittently fail in the EMEA region.
- [CSCwb46497](#) Currently, CX Cloud Agent v2.0 Day 0 registration times out, preventing users from completing registration as expected.
- [CSCwb48160](#) Currently, updated and deleted rule details for rules that include a space in the rule name are not being updated in the authorization database.
- [CSCwb49600](#) Super admin users are not receiving Partner reminder notifications for customer access requests as expected.
- [CSCwb53685](#) CX Cloud users are currently unable to modify an existing User Group in **Admin Settings > Identity & Access > Users** tab.

## Customer Included Feedback

- CX Cloud users can now turn Email Notifications on and off for faults under **Admin Settings** in the **Insights > Faults** tab.