

# CX Cloud Release Notes June 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 and known issues.

Use this [link](#) to access CX Cloud and log in with CCO credentials.

## Cisco Security Update

### Enhanced Portal Access Security

Multifactor Authentication (MFA) is an industry standard approach to preventing unauthorized access. Cisco has enabled MFA for CX Cloud portal access. MFA requires users to verify their identity by providing at least two pieces of evidence to prove their identity during log in. Customers have the option to authenticate using *DUO* or *Google Authenticator*. MFA. Click [here](#) for more information.

## What's New

### Case Closure and Reopen within Cases

CX Cloud users can now request to close and reopen a case using the new **Close Case** and **Reopen Case** buttons within the **Case** view. Closed cases can be reopened within 14 days of closure.

#### Success Track Renamed

The Data Center Network (DCN) Success Track has been renamed to “Cloud Network”. All instances of the Success Track have been updated in the CX Cloud portal to reflect this change.

#### View Optimize Details for Beyond Optimize Pitstops

CX Cloud customers that have advanced past the Optimize pitstop can continue to view Optimize details including the checklist (with all completed items checked off), resources, and other available content.

#### View Files Collected for Diagnosis Purpose

CX Cloud customers can now view the files that are automatically collected from their device in the **Cases** view to help Cisco experts diagnose and quickly resolve their case.

#### Suggestions Available More Frequently for Campus Network Success Track Users

Campus Network Success Track customers can now view Software Suggestions more frequently as the Suggestions schedule is now available for one week, one month and three months. Additionally, customers can now pick Suggestions Start dates using the calendar.

#### Search Assets by Contract Number

CX Cloud Super User Administrators can now search assets by Contract Number when creating an Asset group.

#### Supported DNAC Version

Supported Digital Network Architecture Center (DNAC) versions now include version 2.2.3.5. Currently, the supported Cisco DNAC versions are 1.2.8 to 1.3.3.9 and 2.1.2.0 to 2.2.3.5. The CX Cloud Agent guide has been updated to reflect updated DNAC versions.

## Resolved Defects

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

### Identifier

### Headline

[CSCwb73008](#)

Previously, selecting **User Profile > Manage Profile** from the CX Cloud portal opened a new CX Cloud log in tab directing customers out of the portal. This issue is resolved and **Manage Profile** opens the profile page in another tab as expected.

[CSCwb74262](#)

Previously, customers with “Read only” permissions were able to access options to upgrade the device image in the Software Group view. This issue has been resolved such that customers have access according to their roles and permissions.

[CSCwb75808](#)

Previously, faults with the status “published and deleted” failed to display in **Insights > Faults**. This issue has been resolved and faults execute as expected.

[CSCwb92088](#)

Previously, the patch to upgrade CX Cloud Agent NextGen 2.0.1 was failing. This issue has been resolved and customers can successfully perform the NextGen upgrade.

## Known Defects

This section lists all known defects in this release:

**Identifier**

**Headline**

[CSCwc02821](#)

When customers request to create, delete, and modify the Asset group in **Settings > Asset Group > Create Asset Group**, an error displays preventing them from completing the request.

[CSCwc06435](#)

The Quick Tour User group setup and Asset group setup features in **CX Cloud Help > Asset Group** are not working as expected, throwing error messages, or indirectly redirecting to the **Asset Group** page.

[CSCwc06966](#)

Customers and TAC Engineers cannot view Rapid Problem Resolution (RPR) scan attachments while raising a support request in Assets for Campus Network Success Track as the RPR scan fails.

[CSCwc14336](#)

The CX Cloud Agent NextGen 2.0.2 upgrade from NextGen 2.0.0 gets stuck in the Initialized state preventing customers from completing the NextGen 2.0.2 upgrade patch.

**AWS Performance Defects**

[CSCwb82901](#)

Customers are currently unable to access the **Privacy Data Sheet** from the **Help > Privacy Data Sheet** page. When accessed, an error message displays.

[CSCwc02766](#)

The background color of the **Affected Assets** and **Violations** tabs in **Settings > Insights > Compliance > Rule Violations** is inconsistent with other tabs in portal.

[CSCwc03795](#)

The automated schema for newly onboarded customers in EMEA and APJC region is not being created in the Dynamo database, preventing Syslogs and faults from being processed.