CX Cloud Release Notes July 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.

What's New

Support Feature Renamed

The CX Cloud White Glove Support feature has been renamed to **CX Cloud Success Team Support**. Support requests have been enhanced to include customer details such as **Name**, **Email**, and **Company** in the CX Incident Management emails allowing the support team to contact customers to learn more about the incident and expedite resolution.

Intersight Integration

CX Cloud Super Admins and Admins can now choose to add **Intersight** as a Data Source for the Data Center Compute and Cloud Network Success Tracks as well as for Hybrid Cloud as a Service. This ability to integrate gives the CX Cloud Admins control over which Intersight accounts to link with their CX Cloud account and see the status of last updates.

Enhanced Cases UI with additional features

Case creation in CX Cloud has been enhanced with new **Contact Information** fields where users can include **Communication Preference**, **Mobile** and **Business Phone**, the ability to copy others on the case, and an option to change **Email Notifications**. A contact phone number is now mandatory for Severity 1 and 2 cases. Other updates include:

- Ability to enter a reference number during case creation
- Displaying the software version in the Asset section (if available)
- Providing response time information in the confirmation window

Crash Diagnostics Support for new Product Families

CX Cloud has been enhanced to diagnose device crashes for the following product families:

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

Resolved Defects

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

Identifier	Headline
CSCwb82901	Previously, customers were unable to access the Privacy Data Sheet from the Help menu. CX Cloud has been updated such that the Privacy Data Sheet opens as expected.
CSCwc02766	Previously, the background color for the Affected **Assets** and **Violations** tab were inconsistent with the other tabs in the portal. The issue has been resolved and the background color of all tabs are consistent across the portal.
CSCwc03795	Previously, the automated schema for new onboarding customers was not being created, preventing Syslogs and faults from being processed. The CX Cloud portal has been updated such that the automated schema is successfully created and the Syslogs and faults execute as expected.
CSCwc06966	Previously, due to Rapid Problem Resolution (RPR) scans failures, customers, and Technical Assistance Center (TAC) engineers were unable to view RPR scan attachments while raising support request in **Assets** for the Campus Network Success Track due to RPR scans failure. This issue has been resolved such that RPR scan attachments are now available.

Known Defects

This section lists all known defects in this release:

Identifier	Headline
CSCwb5395	Assets and Coverage scan results do not display priority bugs in the CX Cloud portal.

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CSCwc42886 Customers are intermittently unable to switch from Japanese to English in the CX Cloud por

CSCwc42944 Customers are unable to delete the crash file for Catalyst 9K (IO-XE) devices for the US reg

AWS Performance Defects

CSCwb46656 On-demand scans fail in the **Assets with Violations** page in EMEA and US regions.

CSCwb51837 Delete requests for scheduling scans do not currently reach the collector. Deleted scan grou are only deleted from the CX Cloud portal and not from the collector, preventing the creation new groups with the same devices.

CSCwc37787 Search results display details not associated with the search in the **Admin Settings > Data Sources** window.

CSCwc42811 The **Create Asset Group** button is unavailable in the **Identity & Access** window preventing users from creating an Asset group.