

The background features a vibrant, abstract design with a color gradient from dark blue on the left to bright yellow and white on the right. The design consists of overlapping, wavy horizontal bands and a radial pattern of lines emanating from a bright white point on the right side, creating a sense of motion and energy.

CISCO *Live!*

Let's go



The bridge to possible

Drive faster outcomes

With intuitive technology adoption

Sandeep Milar, VP, Customer Experience Offer Management

Mario Sebastian Miguel, VP, Customer Experience South EMEA

Sustainability through Supply Chain Innovation

Victor Prieto
Enel

Cisco Stories



The bridge to possible

Drive faster outcomes

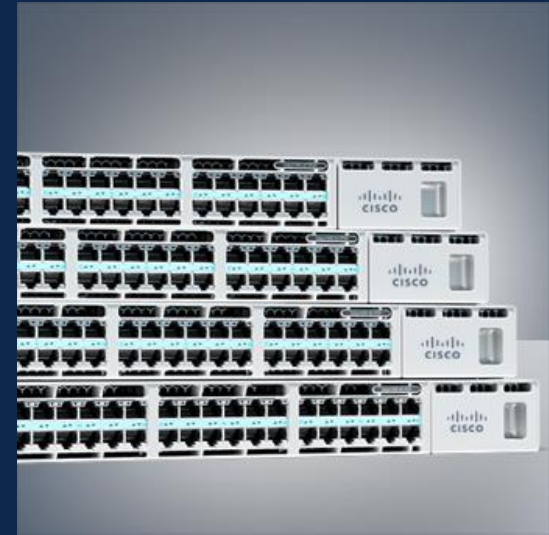
With intuitive technology adoption

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CISCO *Live!*

What do these have in common?





Network Engineer

Objective:

Infrastructure optimization and availability

Challenge:

Execute fast and error-free technology deployments

An expert guided product adoption lifecycle

The screenshot displays the Cisco CX Cloud interface for a user named SODOCO COMPANY. The main navigation bar includes 'My Portfolio: Campus Network' and 'Campus Network Segmentation'. The 'Adoption Lifecycle' tab is selected, showing a progress bar at 26% adopted. The left sidebar contains 'Overview' (highlighted), 'Guided Tasks', and 'Resources'. The main content area is titled 'Campus Network Segmentation' and features three cards: 'Adoption Progress' (26% complete), 'Resources Used' (1 resource), and 'Top Recommendation for You' (Find your next Ask the Expert!). Below these is a '25 Tasks' section with a table of tasks. A red box highlights the 'Onboard' stage tasks, and a hand cursor points to the 'Completion Status' column.

Stage	Checklist	Completion Status
Onboard	<ul style="list-style-type: none"><input checked="" type="checkbox"/> Plan your Cisco DNA Center and SD-Access Project<input checked="" type="checkbox"/> Learn about Cisco DNA Center and SD-Access<input checked="" type="checkbox"/> Complete your Cisco DNA Center Installation	<ul style="list-style-type: none">Not tracked by TelemetryNot tracked by TelemetryCompleted Dec 11, 2022
Implement	<ul style="list-style-type: none"><input type="checkbox"/> Configure your Cisco DNA Center High Availability and Basic System Settings<input type="checkbox"/> Configure your Cisco DNA Center Administration Best Practices<input type="checkbox"/> Create your Cisco DNA Center Network Hierarchy and Configure Network Settings	<ul style="list-style-type: none">Not CompletedNot tracked by TelemetryCompleted Dec 17, 2022

Guided journeys, expert resources

The screenshot displays the 'Implement' phase of a guided journey in Cisco DNA Center. The interface is divided into several sections:

- Header:** Shows the 'Implement' phase with a progress indicator (0 out of 9 tasks) and a link to 'View all resources in Implement'.
- Task List:** A list of tasks with checkboxes. The first task, 'Configure your Cisco DNA Center High Availability and Basic System Settings', is expanded to show recommended resources.
- Learn from these resources recommended by Cisco experts:** A section containing three resource cards:
 - Accelerator:** 'Implement Campus Network Segmentation' (Provided by Cisco).
 - Ask the Expert:** 'Deploying Catalyst Center on AWS' (Provided by Cisco).
 - Ask the Expert:** 'Deploying Events, APIs, and Integrations with Catalyst Center' (Provided by Cisco).
- Check in with these recommended steps to keep moving forward:** A horizontal progress bar with five steps: 'Configure your Cisco Accounts Credentials', 'Ensure that Device Controllability is enabled in', 'Systems Settings', 'Configure your Cisco DNA Center High', and 'Availability'. The first step is completed.
- Task List (continued):** Below the progress bar, two more tasks are listed: 'Configure your Cisco DNA Center Administration Best Practices' and 'Create your Cisco DNA Center Network Hierarchy and Configure Network Settings'.
- Right Sidebar:** A vertical navigation menu with steps: 'Onboard', 'Implement' (current), 'Use', 'Engage', 'Adopt', and 'Optimize'. An illustration of a person with a magnifying glass is next to the 'Implement' step. A 'Share Feedback' button is at the bottom.

Accelerator sessions: 1:1 expert engagement

The screenshot displays the Cisco Accelerator interface, which is divided into two main sections. The left section, titled 'Implement' with a sub-header 'You've checked off 0 out of 9 tasks', contains a checklist of tasks. The first task is 'Configure your Cisco DNA Center High Availability and Basic System Settings'. Below the checklist, there is a section 'Learn from these resources recommended by Cisco experts:' featuring three cards. The first card is for 'Implement Campus Network Segmentation' (Accelerator, Provided by Cisco). The second card is for 'Deploying Catalyst Center on AWS' (Ask the Expert, Provided by Cisco). The third card is for 'Deploying Events, APIs, and Integrations with Catalyst Center' (Ask the Expert, Provided by Cisco). Below these cards, there is a section 'Check in with these recommended steps to keep moving forward.' which includes a table with three columns: 'Configure your Cisco Accounts Credentials', 'Ensure that Device Controllability is enabled in', and 'Systems Settings'. The right section, titled 'Accelerator', shows a detailed view of the 'Implement Campus Network Segmentation' session. It includes a 'Request Session' button, tabs for 'Overview' and 'My Sessions', and a description of the session: 'Learn how to install Catalyst Center (Formerly Cisco DNA Center) and create your Catalyst Center Network Hierarchy and Network Settings. Our experts will also cover how to add Network Devices to Catalyst Center inventory using various methods like Discovery, Plug and Play, and LAN Automation, as well as how to assign Devices to a Site. Review guidelines for migration to Cisco SD-Access and some prerequisites to get started with your SD-access journey, including IP Pool configuration, Host Onboarding, and IPAM integration. Finally, learn how to build your SD-Access Overlay network with Cisco DNA Center through creating Virtual Networks, SD-access fabric and transit networks and designating fabric devices.' Below the description, there is a 'Prerequisite' section with a bullet point 'None'. A hand cursor icon is visible over the 'None' bullet point.

Implement You've checked off 0 out of 9 tasks

☐ Configure your Cisco DNA Center High Availability and Basic System Settings

Learn from these resources recommended by Cisco experts:

Accelerator
Implement Campus Network Segmentation
Provided by Cisco

Ask the Expert
Deploying Catalyst Center on AWS
Provided by Cisco

Ask the Expert
Deploying Events, APIs, and Integrations with Catalyst Center
Provided by Cisco

Check in with these recommended steps to keep moving forward.

Configure your Cisco Accounts Credentials	Ensure that Device Controllability is enabled in	Systems Settings
<input type="checkbox"/> Configure your Cisco DNA Center Administration Best Practices		
<input type="checkbox"/> Create your Cisco DNA Center Network Hierarchy and Configure Network Settings		

Accelerator

Implement Campus Network Segmentation

Provided by Cisco

[Request Session](#)

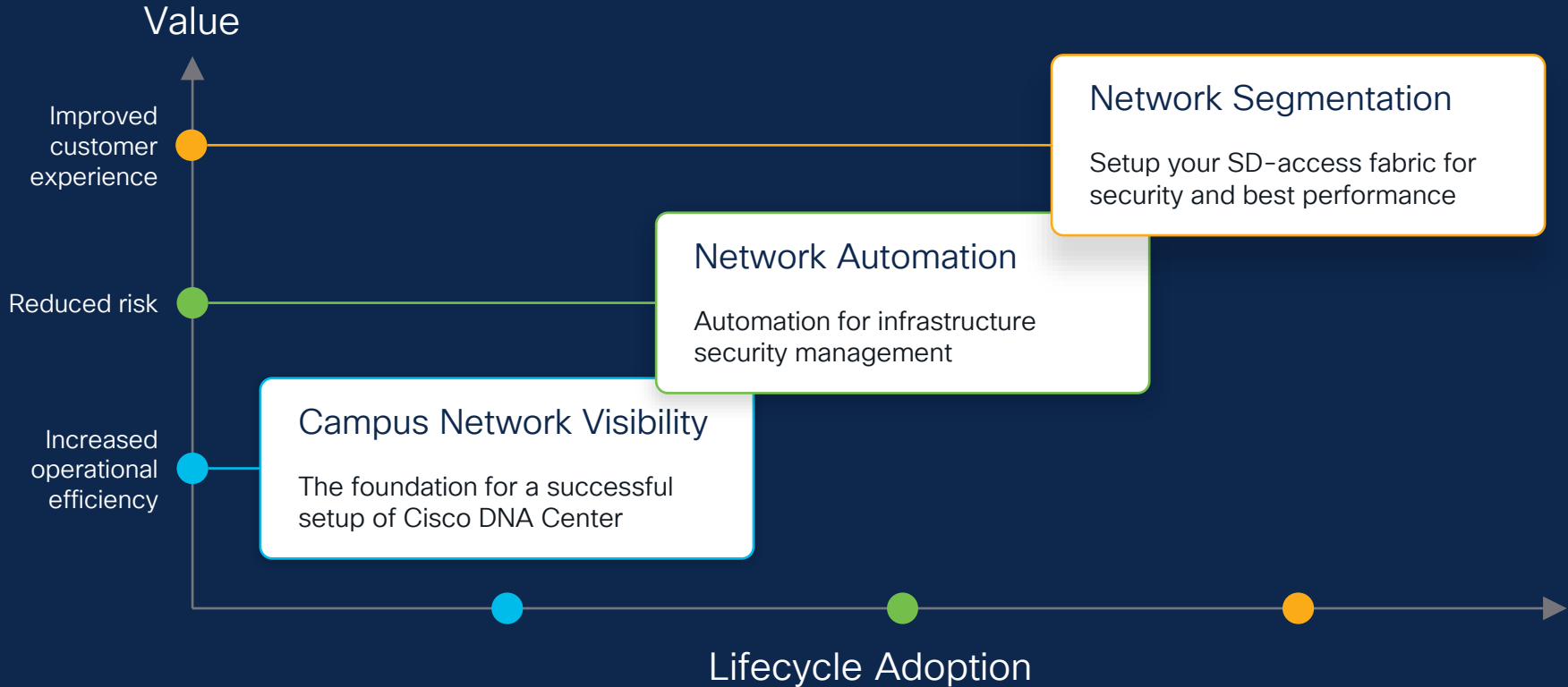
[Overview](#) [My Sessions](#)

Learn how to install Catalyst Center (Formerly Cisco DNA Center) and create your Catalyst Center Network Hierarchy and Network Settings. Our experts will also cover how to add Network Devices to Catalyst Center inventory using various methods like Discovery, Plug and Play, and LAN Automation, as well as how to assign Devices to a Site. Review guidelines for migration to Cisco SD-Access and some prerequisites to get started with your SD-access journey, including IP Pool configuration, Host Onboarding, and IPAM integration. Finally, learn how to build your SD-Access Overlay network with Cisco DNA Center through creating Virtual Networks, SD-access fabric and transit networks and designating fabric devices.

Prerequisite

- None

Faster value realization





Network Operator

Objective:

Reduce operational risk and maintain high availability

Challenge:

Lack of visibility into complete operations details

Your devices/assets list

Cisco CX Cloud | SODOCO COMPANY

My Portfolio: Campus Network | Campus Network Segmentation

Today | **Assets & Coverage** (34% covered) | Adoption Lifecycle (26% adopted) | Advisories (73 active) | Cases (Not available) | Insights (401 available)

Assets | All | Search | **All Assets** | Hardware End of Life | Software End of Life

Assets 845 Total

Name	Product ID	Product Description	Critical Security Advisories	Location	Coverage Status	Software Type	Software Release	IP
Device_48_0_1_51	C9300-24UX	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	IOS-XE	16.9.1	48.
Device_48_0_1_52	C9300-24UX	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	IOS-XE	16.9.1	48.
Device_48_0_1_53	C9300-24UX	Catalyst 9300 24-port mGig and UPOE, base switch	4	SANTA CLARA, CA, USA	✓	IOS-XE	16.9.1	48.
Device_48_0_1_54	C9300-48P	Catalyst 9300 48-port PoE+, Base switch	3	SANTA CLARA, CA, USA	✓	IOS-XE	16.12.4	48.
Device_48_0_1_55	C9300-48P	Catalyst 9300 48-port PoE+, Base switch	3	SANTA CLARA, CA, USA	✓	IOS-XE	16.12.4	48.
BGL14-1-I-07-3650-1	WS-C3650-48TD-E	Cisco Catalyst 3650 48 Port Data 2x10G Uplink IP Services	2	SANTA CLARA, CA, USA	✓	IOS-XE	3.6.6E	48.

Filters | Reset all

Asset Group

Search 10 items

- ☐ 4.2 Assets_group
- ☐ AG_Assets
- ☐ Asset group 3.11
- ☐ Asset group with csv 3.11
- ☐ Assets_AG
- ☐ New Group

Asset Type

Telemetry

Assets approaching end-of-life

The screenshot displays the Cisco CX Cloud interface for a user named SODOCO COMPANY. The main navigation bar includes a search bar and a user profile icon. The left sidebar shows the 'Assets' section with a 'Coverage' filter selected. The main content area shows a table of assets with columns for Product ID, Name, Serial Number, Physical Type, Next Milestone Date, End Of Sale, End Of Software Maintenance, Last Date Of Support, and Location. The table is filtered to show assets approaching end-of-life, with a 'Hardware End of Life' filter selected. A hand cursor points to the 'Next Milestone Date' column.

Today Assets & Coverage 34% covered Adoption Lifecycle 26% adopted Advisories 73 active Cases Not available Insights 401 available

Assets 710 Total

Product ID	Name	Serial Number	Physical Type	Next Milestone Date	End Of Sale	End Of Software Maintenance	Last Date Of Support	Loc
WS-C2960CX-8PC-L	SIMDEMONC122	SIMDEMONC122	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_138	SIM65182138	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_70	SIM6518270	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_71	SIM6518271	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_72	SIM6518272	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_73	SIM6518273	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI CL/
C9500-40X	Device_65_18_2_43	SIM6518243	Chassis	Apr 29, 2024	Apr 29, 2024	Apr 29, 2025	Apr 29, 2029	SAI

Support contracts list

The screenshot displays the Cisco CX Cloud interface for a user named SODOCO COMPANY. The top navigation bar includes a search bar and a user profile icon. The main content area is divided into several sections:

- Today**: Assets & Coverage (34% covered), Adoption Lifecycle (26% adopted), Advisories (73 active), Cases (Not available), Insights (401 available).
- Assets**: A sidebar menu with options for Assets, Coverage (highlighted), and Licenses.
- Filters**: A section for filtering results, including Support Type (Success Track, Non-Success Track), Status, and Expiry.
- Active Contracts**: A table showing the details of active contracts.

The table titled "Active Contracts 1" contains the following data:

Contract Number	Support Type	Start Date	End Date	Coverage Status	Partner Name
205461419	NC(AS-TS)39	Jun 14, 2023	Jun 13, 2026	✓	TEST CXPARTNERDEMO

Cisco Success Tracks

Network visibility for risk reduction and informed planning/budgeting

All delivered through CX Cloud



Unified
visibility



Premium solution
support



Guided use case
journeys



Insights and
analytics



Contextual
learning



Specialized
Expertise

Campus Network | Cloud Network | Data Center Compute | WAN | Integrated Secure Operations | Collaboration

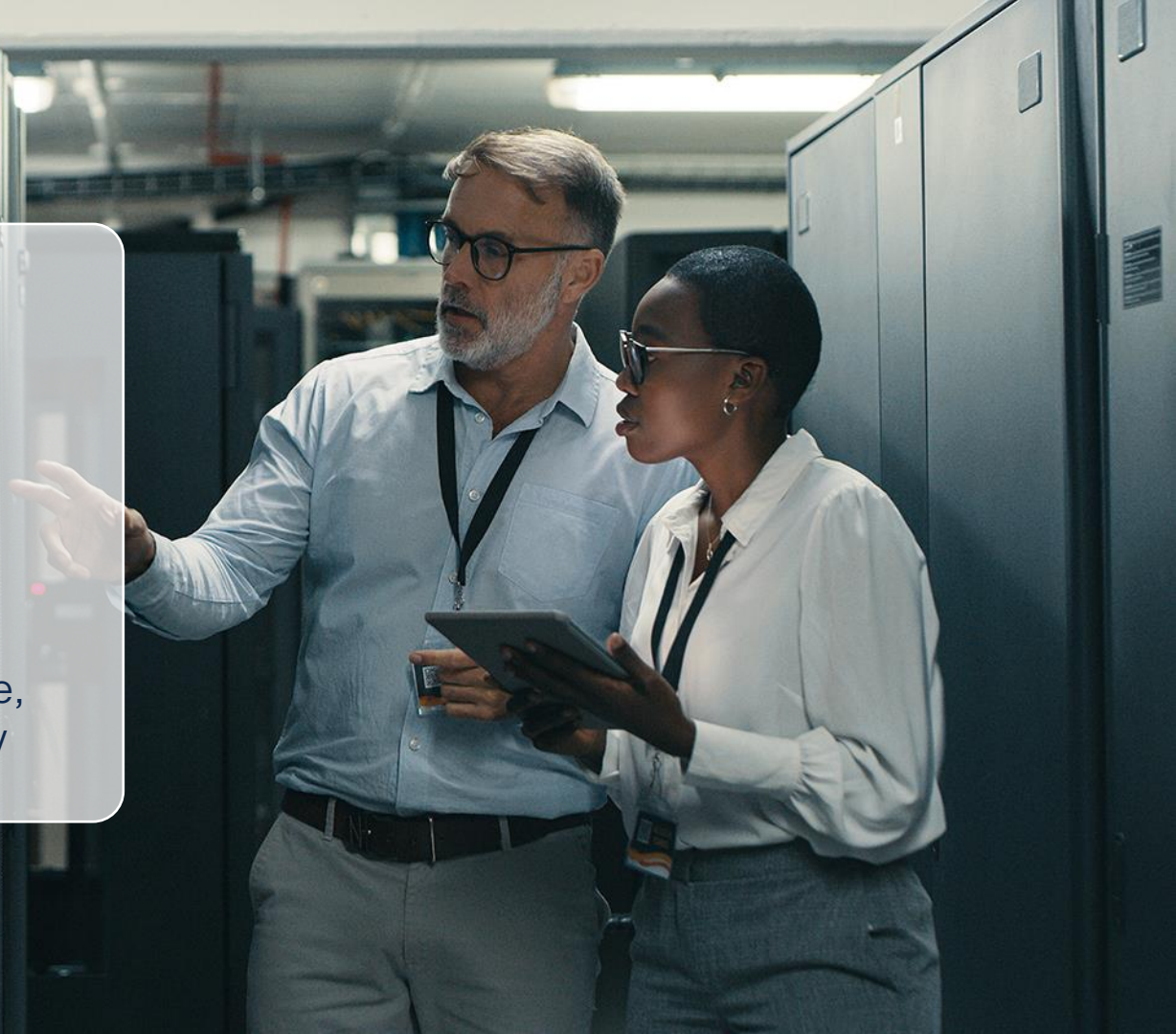
Network Lead

Objective:

Maintain high network availability

Challenge:

Living in a reactive mode, with limited predictability



Identify critical software risk proactively

The screenshot displays the Cisco CX Cloud interface for a user named 'SODOCO COMPANY'. The top navigation bar includes a search bar and a user profile icon. Below the navigation bar, the 'My Portfolio' section shows 'Campus Network' and 'Campus Network Segmentation'. The main dashboard features several tabs: 'Today', 'Assets & Coverage' (34% covered), 'Adoption Lifecycle' (26% adopted), 'Advisories' (73 active), 'Cases' (Not available), and 'Insights' (401 available). The 'Insights' tab is selected, showing a list of software groups with critical risk levels. A red box highlights the 'Software BETA' and 'Crash Risk BETA' filters. A hand icon points to the 'IOS-XE' software type in the table.

Risk Level	Software Group	Managed By	Product Family	Software Type	Current Release	Selected Release	Assets	Suggestions
Critical	C6880-X-LE	198.18.129.102 (CX Cloud Agent)	Cisco Catalyst 6800 Series Switches	IOS	15.2(1)SY5		2	Yes
Critical	C9200-48PXG	198.18.129.100 (Cisco DNA Center)	Cisco Catalyst 9200 Series Switches	IOS-XE	16.12.2	17.9.4a	7	Yes
Critical	C9200-48PXG	198.18.129.102 (CX Cloud Agent)	Cisco Catalyst 9200 Series Switches	IOS-XE	16.12.2	17.9.4a	2	Yes
Critical	C9300-24P	198.18.129.100 (Cisco DNA Center)	Cisco Catalyst 9300 Series Switches	IOS-XE	16.9.2s	17.9.4a	7	Yes
Critical	C9300-24P	198.18.129.102 (CX Cloud Agent)	Cisco Catalyst 9300 Series Switches	IOS-XE	16.9.2s	17.9.4a	2	Yes
Critical	C9300-24UX	198.18.129.100 (Cisco DNA Center)	Cisco Catalyst 9300 Series Switches	IOS-XE	16.11.1	17.9.4a	22	Yes
Critical	C9300-24UX	198.18.129.102 (CX Cloud Agent)	Cisco Catalyst 9300 Series Switches	IOS-XE	16.9.1		3	Yes

Proactively avoid device failures

The screenshot displays the Cisco CX Cloud interface for a user named 'SODOCO COMPANY'. The 'Advisories' tab is selected, showing 73 active advisories. The left sidebar includes a 'Crash Risk' section with a sub-link 'Assets with Crash Risk' circled in red. The main content area shows a table of 71 total assets with a crash risk. A hand cursor points to the third row of the table.

Advisories Tab Summary:

- Today
- Assets & Coverage: 34% covered
- Adoption Lifecycle: 26% adopted
- Advisories: 73 active**
- Cases: Not available
- Insights: 401 available

Assets with Crash Risk Table:

Asset	Risk	Product ID	Software Type	Software Release	Managed By
Device_65_18_3_211	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_206	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_212	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_209	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_216	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_207	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_200	Medium	C9200-48PXG	IOS-XE	16.12.2	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_106	Medium	C9300-24UX	IOS-XE	16.11.1	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_124	Medium	C9300-24UX	IOS-XE	16.11.1	198.18.129.100 (Cisco DNA Center)

Receive a curated list of technical advisories

The screenshot displays the Cisco CX Cloud interface for a user named SODODO COMPANY. The main navigation bar includes a search bar and a user profile icon. Below the navigation bar, the 'My Portfolio' section shows 'Campus Network' and 'Campus Network Segmentation'. The 'Advisories' tab is selected, showing 73 active advisories. The left sidebar contains a 'Security Advisories' tab (highlighted with a red circle), 'Field Notices', and 'Priority Bugs'. The 'Filters' section on the left allows filtering by Impact (Critical, High, Medium, Low, Info) and Last Updated (Less than 30 days, Between 30 to 60 days, Between 61 to 90 days, More than 90 days). The main content area displays a table of security advisories with columns: Advisory, Impact, CVE, Updated, Version, Affected Assets, and Potentially Affected Assets. A hand cursor points to the 'CVE-2023-44487' link in the table.

Advisory	Impact	CVE	Updated	Version	Affected Assets	Potentially Affected Assets
Multiple Vulnerabilities in Cisco IOS XE Software Web UI Feature	Critical	CVE-2023-20198 +1	3 months ago	2.6	109	5
HTTP/2 Rapid Reset Attack Affecting Cisco Products: October 2023	High	CVE-2023-44487	a month ago	1.11	0	5
Cisco IOS XE Software for Catalyst 3650 and Catalyst 3850 Series Switches Denial of Service Vulnerability	High	CVE-2023-20033	4 months ago	1.0	6	0
Cisco IOS XE Software Web UI Command Injection Vulnerability	High	CVE-2023-20231	4 months ago	1.0	0	32
Cisco Iox Application Hosting Environment Command Injection Vulnerability	High	CVE-2023-20076	8 months ago	1.5	0	5
SNMP Remote Code Execution Vulnerabilities in Cisco IOS and IOS XE Software	High	CVE-2017-6736 +8	9 months ago	1.10	0	7
Cisco IOS and IOS XE Software IPv6 DHCP (DHCPv6) Relay and Server Denial of Service Vulnerability	High	CVE-2023-20080	10 months ago	1.0	0	5

Get direct access to detailed advisories

The screenshot displays the Cisco CX Cloud interface for a user named 'SODOCO COMPANY'. The main navigation bar includes 'My Portfolio: Campus Network' and 'Campus Network Segmentation'. The left sidebar shows 'Security Advisories' with 73 total items, along with filters for Impact (Critical, High, Medium, Low, Info) and Last Updated (Less than 30 days, Between 30 to 60 days, Between 61 to 90 days, More than 90 days). The main content area shows a list of advisories, with the top one being 'Multiple Vulnerabilities in Cisco IOS XE Software Web UI Feature', marked as Critical. A hand cursor points to this advisory. The right panel provides a detailed view of this advisory, including its CVE (CVE-2023-20198), CVSS (Base 10.0), and a summary of the vulnerabilities.

Critical

Multiple Vulnerabilities in Cisco IOS XE Software Web UI Feature

CVE-2023-20198

Published: Oct 16, 2023 (3 months ago)

Updated: Nov 1, 2023 (2 months ago)

CVSS: Base 10.0

Version: 2.6

[View Security Advisory](#)

Summary | Affected Assets (109) | Potentially Affected (5) | Status

Cisco is providing an update for the ongoing investigation into observed exploitation of the web UI feature in Cisco IOS XE Software. We are updating the list of fixed releases and adding the Software Checker. Fix information can be found in the Fixed Software section of this advisory. Our investigation has determined that the actors exploited two previously unknown issues. The attacker first exploited CVE-2023-20198 to gain initial access and issued a privilege 15 command to create a local user and password combination. This allowed the user to log in with normal user access. The attacker then exploited another component of the web UI feature, leveraging the new local user to elevate privilege to root and write the implant to the file system. Cisco has assigned CVE-2023-20273 to this issue. CVE-2023-20198 has been assigned a CVSS Score of 10.0. CVE-2023-20273 has been assigned a CVSS Score of 7.2. Both of these CVEs are being tracked by CSCwh87343. For steps to close the attack vector for these vulnerabilities, see the Recommendations section of this advisory.

Automate fault and case management

The screenshot shows the Cisco CX Cloud interface for a user named SODOCO COMPANY. The top navigation bar includes a search bar and a user profile icon. Below this, a 'My Portfolio' section shows 'Campus Network' with a 'Select' dropdown. A dashboard row provides an overview of various metrics: Today, Assets & Coverage (53% covered), Adoption Lifecycle (5% adopted), Advisories (110 active), Cases (288 open), and Insights (711 available).

The left sidebar contains a 'Fault Management' section with a 'Faults' tab highlighted. Other tabs include 'Software BETA', 'Crash Risk BETA', 'Syslogs', 'Compliance', 'Suggestions' (with 'No (7)' and 'Yes (16)' options), 'Risk Level' (with 'High (0)', 'Low (0)', 'Medium (0)', and 'Critical (23)' options), and 'Managed by' (with 'Cisco DNA Center (8)' option).

The main content area displays a table of faults. At the top, it shows '1 Total Faults' with a '24 hours' filter and a 'Clear all' button. A 'Fault Catalog' button and 'Active'/'Ignored' filters are also present. A status indicator shows 'Updated: an hour ago'. The table has the following columns: Title, Case Automation, Severity, Category, Open Cases, Affected Assets, Managed By, Occurrences, and Last Occurrence. One fault is listed: 'Device Crashed' with 'Enabled' automation, 'Critical' severity, 'System' category, 1 open case, 1 affected asset, managed by '198.18.129.100 (Cisco DNA Center)', 1 occurrence, and last occurred 'an hour ago'. A hand cursor points to the table.

Know why your device failed

The screenshot displays the Cisco CX Cloud user interface. At the top, the header includes the Cisco logo, 'CX Cloud', and a company name 'SODOCO COMPANY'. A search bar is located on the right. Below the header, a navigation bar shows 'My Portfolio: Campus Network' and a 'Select' dropdown. The main content area is divided into several sections. On the left, there's a sidebar with navigation links: 'Software BETA', 'Crash Risk BETA', 'Fault Management', 'Faults' (selected), 'Syslogs', and 'Compliance'. Below these are 'Filters' for 'Suggestions' (No (7), Yes (16)) and 'Risk Level' (High (0), Low (0), Medium (0), Critical (23)). The central part of the interface shows a summary of '1 Total Faults' with a '24 hours' filter and a 'Clear all' button. Below this is a table with columns: 'Title', 'Case Automation', 'Severity', 'Category', and 'Open'. The table contains one entry: 'Loss of network time impacts PKI', 'Enabled', 'Critical', 'Services', and '1'. On the right, a detailed view of the 'Device Crashed' alert is shown. It includes the severity 'Critical', category 'System', and management information 'Managed by: 198.18.129.100 (Cisco DNA Center)'. There are buttons for 'DISABLE CASE AUTOMATION' and 'IGNORE FAULT'. The 'Summary' section lists 'Affected Assets (1)' and 'SUPPORTED PRODUCT SERIES' as 'Cisco 2500 Series Wireless Controllers, Cisco 5500 Series Wireless Controllers'. The 'CONDITION' is 'SDK-2-DX_NAC_CRIT.*'. The 'DESCRIPTION' states 'The NAC connector has experienced a critical issue.' The 'IMPACT' is 'This will likely cause a crash on the wireless LAN controller.' The 'SUGGESTION' is to 'Record any actions commands or changes during the occurrence of this message. If the controller did reboot extract any core dumps and crash files for further analysis.'

Today Assets & Coverage 53% covered Adoption Lifecycle 5% adopted Advisories 110 active Cases 288 open

My Portfolio: Campus Network | Select

Software BETA

Crash Risk BETA

Fault Management

Faults

Syslogs

Compliance

Filters Clear all

Suggestions

No (7)

Yes (16)

Risk Level

High (0)

Low (0)

Medium (0)

Critical (23)

Search

1 Total Faults 24 hours Clear all

Title	Case Automation	Severity	Category	Open
Loss of network time impacts PKI	Enabled	Critical	Services	1

Device Crashed

Severity: Critical Category: System

Managed by: 198.18.129.100 (Cisco DNA Center)

DISABLE CASE AUTOMATION IGNORE FAULT

Summary Affected Assets (1)

SUPPORTED PRODUCT SERIES Cisco 2500 Series Wireless Controllers, Cisco 5500 Series Wireless Controllers

CONDITION SDK-2-DX_NAC_CRIT.*

DESCRIPTION The NAC connector has experienced a critical issue.

IMPACT This will likely cause a crash on the wireless LAN controller.

SUGGESTION Record any actions commands or changes during the occurrence of this message. If the controller did reboot extract any core dumps and crash files for further analysis.

Simplify tracking your open support cases

The screenshot displays the Cisco CX Cloud interface for a user named 'SODOCO COMPANY'. The top navigation bar includes a search bar and a user profile icon. Below the navigation bar, there's a section for 'My Portfolio: Campus Network' with a 'Select' dropdown. The main dashboard features several tabs: 'Today', 'Assets & Coverage' (53% covered), 'Adoption Lifecycle' (5% adopted), 'Advisories' (110 active), 'Cases' (288 open), and 'Insights' (711 available). The 'Cases' tab is selected, showing a list of open cases. On the left, there's a sidebar with 'All Open Cases', 'My Open Cases', 'Closed Cases', and 'Support Metrics'. Below this is a 'Filters' section with expandable categories for Status, Severity, and Updated. The main content area shows a table of open cases with columns for Severity, Case Number, Title, Status, RMAs, Auto-Created, Updated, and Customer Contact. Two cases are listed, both with a severity of S3. The second case, with Case Number 695593499, has a title 'Asset crashed' which is circled in red. A 'Share Feedback' button is visible on the right side of the interface.

My Portfolio: Campus Network | Select

Today Assets & Coverage 53% covered Adoption Lifecycle 5% adopted Advisories 110 active Cases 288 open Insights 711 available

All Open Cases My Open Cases Closed Cases Support Metrics

Filters Reset all

Status ^

- ☐ Cisco Pending (251)
- ☐ Close Pending (30)
- ☐ Customer Pending (1)

Severity ^

- ☐ S2 (3)
- ☐ S3 (270)
- ☐ S4 (9)

Updated ^

- ☐ <1 day (37)

Search

Open a Case

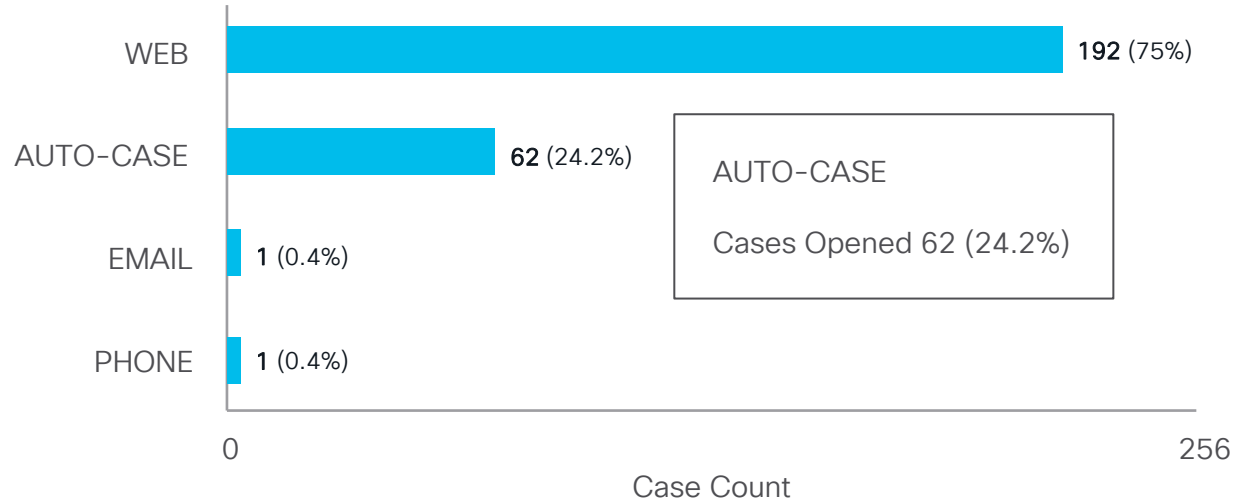
288 Total open cases

Severity	Case Number	Title	Status	RMAs	Auto-Created	Updated	Customer Contact
S3	696792069	CX Cloud AFM: Device C9500-24Q.dcloud.cisco.com re...	Customer Pending	-	✓	Jan 24, 2024	Engelhardt/Jan 24
S3	695593499	Asset crashed	Cisco Pending	-		Jan 23, 2024	Shirley Smith

Share Feedback

Get faster resolution with case automation

Cases Opened by Open Method



Shift from reactive to proactive



Reactive

You reach out
after problems
and issues arise



Proactive

Continually engage
with always-on access
to on-demand insights
and expertise



Predictive

Utilize the power of
AI/ML-driven insights to
act on issues before
they become problems

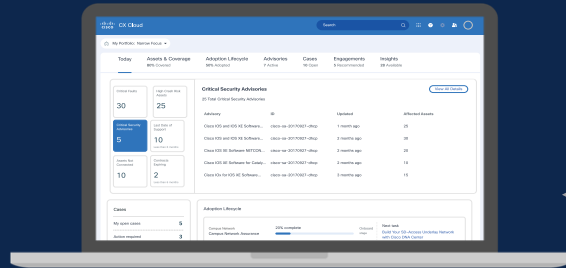
IT efficiency
and experience



Risk and effort

CX Cloud together with PX Cloud

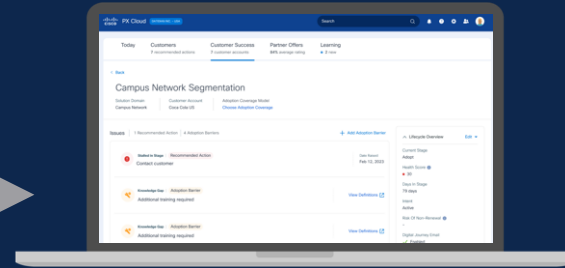
CX Cloud
For Customers



Bi-directional,
real time
information
exchange



PX Cloud
For Partners



- Keeps partner aware of customer issues
- Enables a partner to optimize support services for customers

Which Cisco
technologies
can I use this
with?



NEW Success Tracks

Collaboration Devices

NEW

WAN, including SD WAN

NEW

Cloud Network

Non-Controller

NEW

Campus Network

Controller and Non-Controller

AVAILABLE

Cloud Network

Controller

AVAILABLE

Data Center Compute

AVAILABLE

Integrated Secure Operations

AVAILABLE

What's next

Success Tracks Value

- Accelerate technology adoption
- Improve operational efficiency
- Reduce risk



The bridge to possible

Thank you

CISCO *Live!*

The background features a vibrant, multi-colored abstract design. On the left, there are horizontal, wavy bands of color in shades of red, orange, yellow, and green. On the right, a bright white light source emits a series of sharp, radiating lines in various colors, including blue, green, and yellow, creating a sunburst effect.

cisco *Live!*

Let's go