

The Cisco Live! logo features the word "CISCO" in a dark blue, sans-serif font, followed by "Live!" in a dark blue, cursive script font. The background of the entire image is a vibrant, multi-colored abstract pattern of overlapping, wavy lines and geometric shapes, transitioning from dark blue on the left to bright yellow and white on the right, with a sunburst effect on the right side.

CISCO *Live!*

Let's go



The bridge to possible

Drive faster outcomes

With intuitive technology adoption

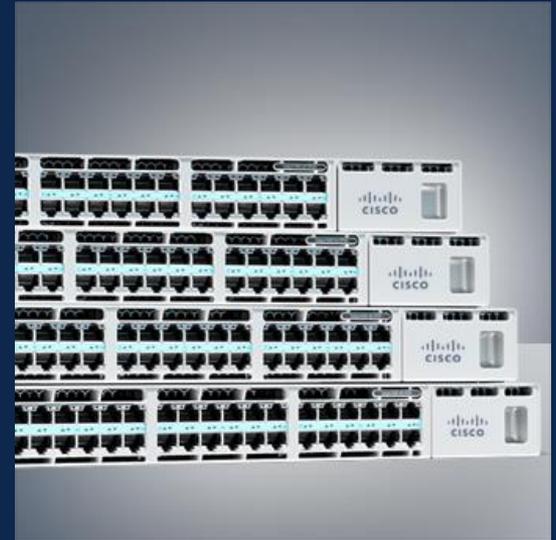
Sandeep Milar, VP, Customer Experience Offer Management

Mario Sebastian Miguel, VP, Customer Experience South EMEA

CISCO *Live!*

PSOCX-1687

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 SODOGO COMPANY. The main navigation bar includes 'My Portfolio: Campus Network' and 'Campus Network Segmentation'. The 'Adoption Lifecycle' tab is selected, showing '26% adopted'. The interface is divided into several sections:

- Overview:** A sidebar menu with 'Overview' (selected), 'Guided Tasks', and 'Resources'.
- Adoption Progress:** A card showing '26% complete' with a bar chart icon and the text 'Configure your Cisco DNA Center High Availability and Basic System Settings'.
- Resources Used:** A card showing '1 resources' and a list: Accelerators (0), Ask The Experts (0), Learnings (0), and Success Tips (1).
- Top Recommendation for You:** A card titled 'Find your next Ask the Expert!' with the text: 'You'll be able to speak directly with the host, ask questions, and meet individuals focused on similar stages.'
- 25 Tasks:** A table with columns for Stage, Checklist, and Completion Status.

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

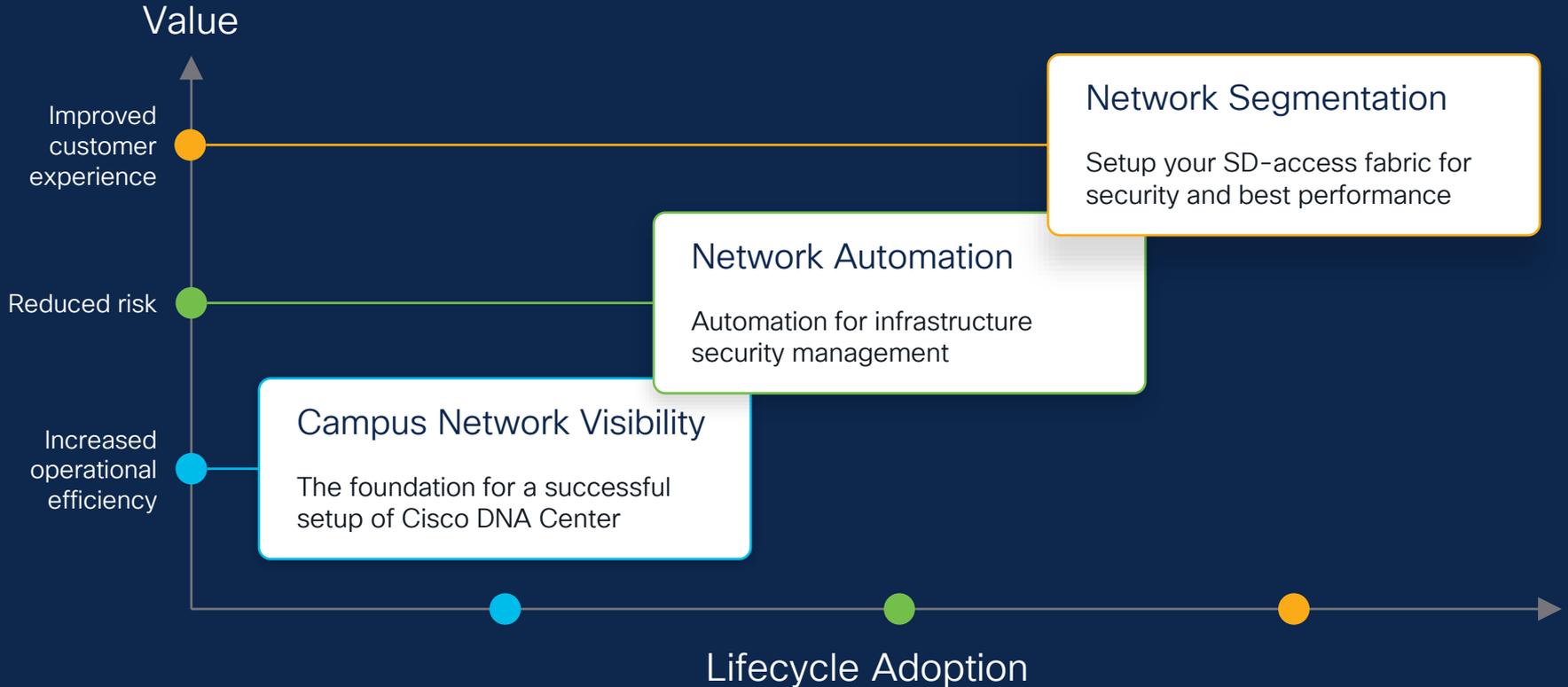
Guided journeys, expert resources

The screenshot shows a guided journey interface for the 'Implement' phase. At the top, it says 'Implement' with a progress indicator 'You've checked off 0 out of 9 tasks' and a link 'View all resources in Implement >'. Below this is a list of tasks, each with a checkbox and a dropdown arrow. The first task is 'Configure your Cisco DNA Center High Availability and Basic System Settings'. Underneath, there's a section 'Learn from these resources recommended by Cisco experts:' containing three resource cards. The first card is 'Accelerator: Implement Campus Network Segmentation' provided by Cisco. The second is 'Ask the Expert: Deploying Catalyst Center on AWS' provided by Cisco. The third is 'Ask the Expert: Deploying Events, APIs, and Integrations with Catalyst Center' provided by Cisco, which has a hand cursor icon over it. Below the resources is a 'Check in' section with a progress bar and five steps: 'Configure your Cisco Accounts Credentials', 'Ensure that Device Controllability is enabled in', 'Systems Settings', 'Configure your Cisco DNA Center High', and 'Availability'. At the bottom, there are two more tasks: 'Configure your Cisco DNA Center Administration Best Practices' and 'Create your Cisco DNA Center Network Hierarchy and Configure Network Settings'. On the right side, there's a vertical navigation menu with 'Onboard', 'Implement' (selected), 'Use', 'Engage', 'Adopt', and 'Optimize'. A 'Share Feedback' button is also visible.

Accelerator sessions: 1:1 expert engagement

The screenshot displays the Cisco Accelerator interface. On the left, a sidebar shows a task list under the heading 'Implement' with a sub-header 'You've checked off 0 out of 9 tasks'. The tasks include: 'Configure your Cisco DNA Center High Availability and Basic System S...', 'Configure your Cisco DNA Center Administration Best Practices', and 'Create your Cisco DNA Center Network Hierarchy and Configure Netw...'. Below the tasks, there are three recommended resources: 'Accelerator Implement Campus Network Segmentation', 'Ask the Expert Deploying Catalyst Center on AWS', and 'Ask the Expert Deploying Events, APIs, and Integrations with Cata...'. A 'Check in' section follows with a table of steps: 'Configure your Cisco Accounts Credentials', 'Ensure that Device Controllability is enabled in Systems S...', and 'Configure your Cisco DNA Center Network Hierarchy and Configure Netw...'. On the right, a detailed view for the 'Implement Campus Network Segmentation' session is shown. It includes a 'Request Session' button, tabs for 'Overview' and 'My Sessions', a description of the session content, and a 'Prerequisite' section listing 'None'. A hand cursor is visible over the 'Prerequisite' section.

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

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

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.

Assets approaching end-of-life

The screenshot displays the Cisco CX Cloud interface for a user named SODOGO COMPANY. The main navigation bar includes a search bar and a user profile icon (SM). Below the navigation bar, the user's portfolio is shown as 'Campus Network' and 'Campus Network Segmentation'. A summary row provides an overview of various metrics: Today, Assets & Coverage (34% covered), Adoption Lifecycle (26% adopted), Advisories (73 active), Cases (Not available), and Insights (401 available).

The 'Assets' section is active, showing a search bar and filter tabs for 'All Assets', 'Hardware End of Life' (selected), and 'Software End of Life'. A sidebar menu on the left includes 'Assets', 'Coverage' (highlighted with a red circle), and 'Licenses'. Below the sidebar, there are filter sections for Physical Type (Chassis, Module, Power Supply, Fan), Coverage, Current Milestone, Next Milestone, and End of Sale.

The main content area displays a table of 710 assets. The table columns are: Product ID, Name, Serial Number, Physical Type, Next Milestone Date, End Of Sale, End Of Software Maintenance, Last Date Of Support, and Location. A hand cursor is pointing to the 'Next Milestone Date' column for the third asset in the list.

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/CL/

Support contracts list

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

Assets Search Active Contracts Active Inactive Share Feedback

Coverage Active Contracts 1

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

Filters Reset all

Support Type ^
 Success Track
 Non-Success Track

Status v

Expiry v

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

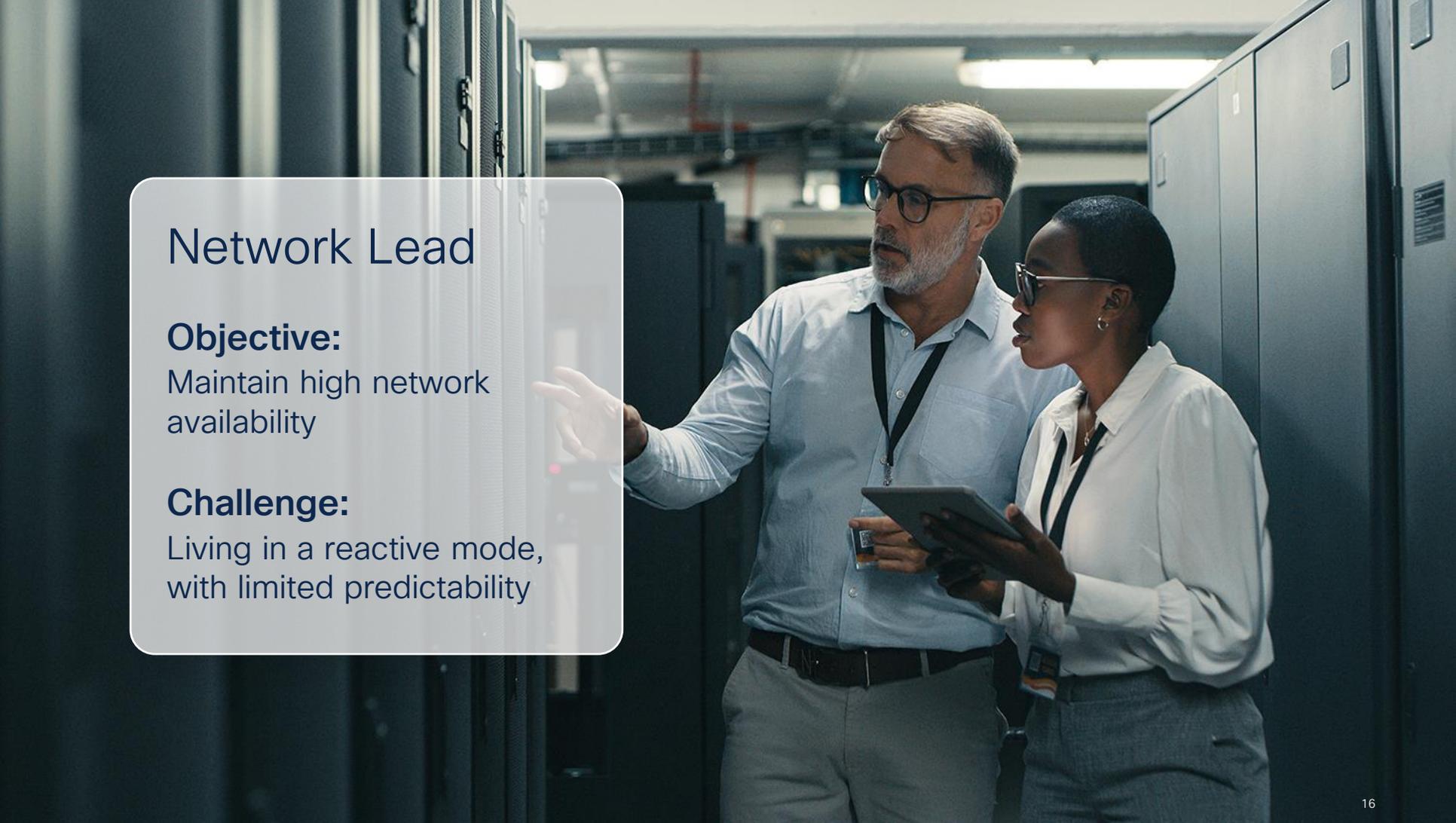


Contextual
learning



Specialized
Expertise

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

A man with a beard and glasses, wearing a light blue shirt and a lanyard, is pointing towards a server rack. A woman with glasses, wearing a white shirt and a lanyard, is holding a tablet and looking at the man. They are in a server room with rows of server racks.

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 main navigation bar includes 'My Portfolio: Campus Network' and 'Campus Network Segmentation'. The 'Insights' tab is active, showing 401 available insights. The left sidebar contains navigation options: 'Software BETA', 'Crash Risk BETA', 'Fault Management', and 'Compliance'. The 'Crash Risk BETA' section is highlighted with a red box. Below this, a table lists software groups with critical risk levels. A hand cursor is pointing to the 'IOS-XE' software type in the third row of 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 'SODOGO COMPANY'. The main navigation bar includes a search bar and a user profile icon. Below the navigation bar, there are several tabs: 'Today', 'Assets & Coverage' (34% covered), 'Adoption Lifecycle' (26% adopted), 'Advisories' (73 active), 'Cases' (Not available), and 'Insights' (401 available). The 'Advisories' tab is currently selected and circled in red. On the left sidebar, the 'Assets with Crash Risk' section is highlighted with a red circle. The main content area shows a search bar and a table of assets with a crash risk. The table has 7 columns: Asset, Risk, Product ID, Software Type, Software Release, and Managed By. There are 10 rows of data, all with a 'Medium' risk level. A mouse cursor is pointing at the third row of the table. On the right side of the interface, there are buttons for 'Included' and 'Excluded', and a 'Share Feedback' button.

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	C9300-24LUX	IOS-XE	16.11.1	198.18.129.100 (Cisco DNA Center)
Device_65_18_3_124	Medium	C9300-24LUX	IOS-XE	16.11.1	198.18.129.100 (Cisco DNA Center)

Receive a curated list of technical advisories

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

Security Advisories Search Security Advisories Active Acknowledged

Field Notices Priority Bugs

Filters Reset all

Impact

- Critical
- High
- Medium
- Low
- Info

Last Updated

- Less than 30 days
- Between 30 to 60 days
- Between 61 to 90 days
- More than 90 days

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 I0x 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 'SODOGO 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 highlighted: 'Multiple Vulnerabilities in Cisco IOS XE Software Web UI Feature'. This advisory is marked as 'Critical' and has a CVSS score of 10.0. The detailed view on the right shows the advisory title, CVE ID (CVE-2023-20198), CVSS score (Base 10.0), publication date (Oct 16, 2023), and update date (Nov 1, 2023). The summary section indicates that Cisco is providing an update for an ongoing investigation into the exploitation of the web UI feature in Cisco IOS XE Software. The text states: '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 with 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 'SODOGO COMPANY'. The main navigation bar includes a search bar and a user profile icon. Below this, there's a 'My Portfolio' section with 'Campus Network' selected. A summary row shows various metrics: 'Today', 'Assets & Coverage' (53% covered), 'Adoption Lifecycle' (5% adopted), 'Advisories' (110 active), 'Cases' (288 open), and 'Insights' (711 available). The 'Faults' section is active, showing a search bar and filter buttons for 'Fault Catalog', 'Active', and 'Ignored'. A summary indicates '1 Total Faults' with a '24 hours' filter and a 'Clear all' button. A table lists the faults:

Title	Case Automation	Severity	Category	Open Cases	Affected Assets	Managed By	Occurrences	Last Occurrence
Device Crashed	Enabled	Critical	System	1	1 ▲	198.18.129.100 (Cisco DNA Center)	1	an hour ago

The 'Faults' menu item in the left sidebar is circled in red, as is the 'Device Crashed' entry in the table. A hand cursor is visible over the table area. On the right side, there is a 'Share Feedback' button.

Know why your device failed

The screenshot displays the Cisco CX Cloud interface for a user named 'SODOGO COMPANY'. The main dashboard shows various metrics: Today, Assets & Coverage (53% covered), Adoption Lifecycle (5% adopted), Advisories (110 active), and Cases (288 open). A sidebar on the left contains navigation options: Software (BETA), Crash Risk (BETA), Fault Management, Faults (selected), Syslogs, and Compliance. Below the sidebar are filters for Suggestions (No: 7, Yes: 16) and Risk Level (High: 0, Low: 0, Medium: 0, Critical: 23). The central area shows a search bar and a table of faults. One fault is listed: 'Loss of network time impacts PKI', with Case Automation 'Enabled', Severity 'Critical', Category 'Services', and 1 open case. A detailed view on the right, titled 'Device Crashed', shows the severity as 'Critical', category as 'System', and managed by '198.18.129.100 (Cisco DNA Center)'. It includes buttons for 'DISABLE CASE AUTOMATION' and 'IGNORE FAULT'. The detailed view also lists the supported product series as 'Cisco 2500 Series Wireless Controllers, Cisco 5500 Series Wireless Controllers', the condition as '%LDX-2-DX_NAC_CRIT:~', and the description as 'The NA connector has experienced a critical issue.' The impact is noted as '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 coreclumps and crash files for further analysis.'

Simplify tracking your open support cases

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

Search

Open a Case

Share Feedback

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	David.../New York
S3	695593499	Asset crashed	Cisco Pending	-		Jan 23, 2024	Shery.../San Francisco

Filters Reset all

Status ^

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

Severity ^

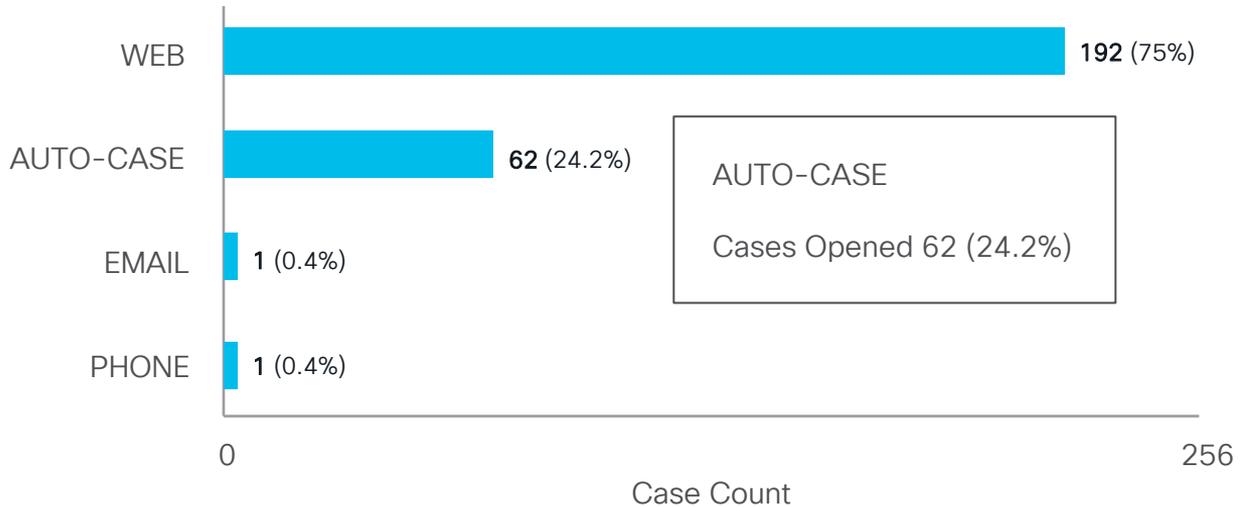
- S2 (3)
- S3 (270)
- S4 (9)

Updated ^

- <1 day (37)

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



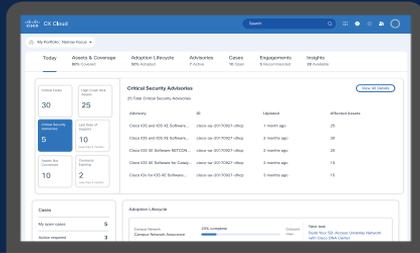
Predictive

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



CX Cloud together with PX Cloud

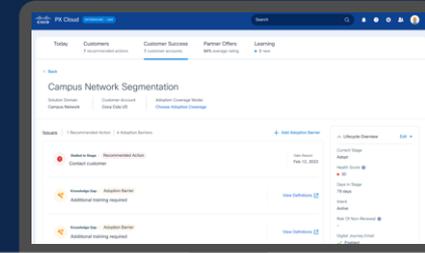
CX Cloud
For Customers



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 Cisco Live! logo features the word "CISCO" in a bold, black, sans-serif font, followed by "Live!" in a black, cursive script font. The background of the entire image is a vibrant, multi-colored abstract pattern of overlapping, wavy bands in shades of red, orange, yellow, green, and blue, creating a sense of motion and energy.

CISCO *Live!*

Let's go