



Release Notes for the Cisco CMX Engage Release 3.2.1

Release Month: June, 2017

Contents

This document describes the new features, enhancements, resolved issues, and open issues for the Cisco CMX Engage Release 3.2.1. Use this document in conjunction with the documents listed in the [“Support” section on page 5](#).

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Introduction to the CMX Engage

The CMX Engage is a location intelligence, digital customer acquisition and multi-channel engagement platform that enables companies to connect, know, and engage with visitors at their physical business locations.

The major features of the CMX Engage 3.2.1 release are as follows:

- Re-branded the product as CMX Engage.
- Provision to define the expiry date for the Terms and Conditions for the portals (runtime support).
- Enhancements in Reports including option to access the Real-Time report directly from the dashboard.
- Unicode Text Support for Authentication Messages.



New Features

CMX Engage Dashboard

- [Product Re-branding, page 2](#)

CMX Engage Runtime

- [Expiry Date for Terms and Conditions, page 2](#)

CMX Engage Dashboard

The following new features are introduced in the CMX Engage dashboard:

Product Re-branding

The product is now re-branded as **CMX Engage**. The re-branding will be reflected in all the features of the application including supporting features such as Help documents and the What's New section.

CMX Engage Runtime

The following new features are introduced in the CMX Engage Runtime:

Expiry Date for Terms and Conditions

You can now define an expiry date for the Terms and Conditions (T&C) for the portal, which the customer has to accept for completing the authentication process. For each portal, you can define the expiry date for the T&C for that portal. Currently you cannot do this configuration from the CMX Engage dashboard. You can contact the CMX Engage support team to enable this feature till the feature becomes available in the dashboard.

Based on the expiry date defined, the T&C appears when the customer accesses the captive portal in various scenarios as follows:

- **A new customer accesses a portal for which the expiry date is defined for the T&C:** The T&C is shown and the expiry date will be counted from the date on which the customer accepts the T&C. For example, if the expiry date is set as 10 days, and if a customer accesses the portal and accepts the T&C today, the T&C will be valid for the next 10 days. If the customer is accessing this portal within these 10 days, the T&C will not be shown for that customer.
- **A customer who is a repeat user accesses the portal after the T&C is expired:** The T&C is shown again even though the customer had accepted it earlier. The customer has to accept the T&C to complete the authentication process. The expiry date is renewed based on date on which the T&C is newly accepted. In the previous example, if the customer tries to access the same portal after 10 days, the T&C will be shown again, and the customer has to accept it. Then, the expiry date for the T&C is reset to a date 10 days thereafter.

- **A customer accepted the T&C before defining the expiry date for the portal:** The T&C will be shown again when the customer accesses the portal for the first time after defining the expiry date. The date of expiry will be counted from the day on which the customer has accepted the T&C after defining the expiry date.

Enhancements

CMX Engage Dashboard

- [Reports, page 3](#)
- [Engagement Rule Report, page 4](#)
- [Profile Rule Report, page 4](#)

CMX Engage Runtime

- [Unicode Text Support in Authentication Messages, page 4](#)

CMX Engage Dashboard

The following enhancements are made to the CMX Engage Dashboard:

Reports

The changes that are made to the Reports section are as follows:

- The following two options are now available under Reports:
 - **Overview** - Displays the report that was available in the earlier version of CMX Engage, which includes Customer Acquisition, User Activity, Engagement, and Right Now sections.
 - **Real-Time** - Displays the Right Now report which shows the data of current customers in your locations. So, you can directly access the Right Now section from the CMX Engage dashboard.
- The Overlay loader for the Right Now section is removed. The Right Now section now appears in the report after loading the entire data. The overlay loader was displayed earlier in the Right Now section till the data was loaded.
- In the Real-Time Reports, for Map View, the data will be shown for locations that are one more level higher than the floors such as Campus or Network. For Meraki, the data for the network is shown. For CUWN, data for the campus is shown. Previously, the data was displayed for the floor that is detected first.
- In the User Activity and Right Now sections, the data will be shown in the graphs using horizontal bars. Previously, the data was displayed using the vertical bars.
- For Real-time reports, in the List View, the data must appear in the descending order of the count of current customers. Now, if there is any error in displaying the locations in the descending order of the count of current customers, a Refresh Sorting option appears. You can click this option to sort the location in the descending order of number of current customers. After sorting, the locations at all the levels in the location hierarchy are reordered except groups.

Engagement Rule Report

In the User Insights section, the data is shown in the graphs using the horizontal bars. Previously, the data was shown in the graphs using the vertical bars.

Profile Rule Report

In the User Insights section, the data is shown in the graphs using the horizontal bars. Previously, the data was shown in the graphs using the vertical bars.

CMX Engage Runtime

The following enhancements are made to the CMX Engage Runtime:

Unicode Text Support in Authentication Messages

The messages that are sent to the customers during the authentication process (messages with verification code and link to the portal) now support Unicode characters. This enhancement enables you to send the authentication messages in languages other than English also.

Resolved Issues

Table 1 *Resolved Issues in the CMX Engage 3.2.1*

| Description |
|--|
| CMX Engage Dashboard |
| The warning message is not shown if trying to create captive portal rule without importing the SSIDs. |
| In the Proximity Rules, able to create or update the rules, even if the start date and end date specified are invalid. |
| In the Engagement Rule Report, the data was not loading properly for the User Profile section. |

Open Issues

Table 2 *Open Issues in the CMX Engage 3.2.1*

| Description |
|---|
| CMX Engage Dashboard |
| In the Internet Explorer 11.0 browser, when creating the proximity rules, if entering a wrong start time and end time, the validation message that appears is incorrect. The message "Proximity Rules already exists" is shown instead of "Failed to save Proximity Rules". |

Table 2 **Open Issues in the CMX Engage 3.2.1****Description**

For portals, not able to upload images in the Promotions and Offers module for the Internet Explorer 11.0 browser.

Runtime

Duplicate profile and business tag entries are occurring for the customers.

In the portals with e-mail inline authentication, for a repeat user who had provided an invalid e-mail ID previously, the Terms and Conditions appears again, even though the customer had accepted it earlier.

Support

You can access the support documentation using the Help button in the CMX Engage Dashboard.

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