Extreme Agent ONE™ Coworker v10.1.0 Release Notes

New Features, Limitations, and Known Issues

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Abstract

These release notes for Extreme Agent ONE™ Coworker v10.1.0, an AI assistant within Extreme Platform ONE™ Networking, describe new features, resolved issues, known issues, and limitations for network administrators. New features include a Ctrl+B or Command+B shortcut for the chat window, a persistent Command Bar position, rotating landing page greetings, improved recognition of sites and site groups named in chat, action pills, conversation IDs in exported PDF footers, and Alert IDs on critical nudges. Nineteen addressed issues address location, site, and device name recognition, snoozed nudges, case creation, and diagnostic file uploads. Seven known issues include data that differs from Extreme Platform ONE Networking for wired client metrics, fan counts, and Tx and Rx rates, and failures to find unhealthy clients or a second access point in one chat. Limitations: Talk to Support incidents create no Extreme Exchange™ audit log, and change logs omit the originating skill; verify tickets in the support portal and correlate changes by timestamp, user, and action. Support channels are also listed.

Help and Support

If you require assistance, contact Extreme Networks using one of the following methods:

Extreme Agent ONE™ Coworker "Talk to Support"

For customers with Extreme Platform ONE™ ExtremeWorks / ExtremeWorks Premier subscriptions, technical support cases can be created using Extreme Agent ONE™ Coworker. This option requires that a user has an existing Extreme Networks Support Portal account login (using the same email address as used to log into Extreme Platform ONE™ Networking.) For more information about Extreme Agent ONE™ Coworker "Talk to Support", see the Extreme Agent ONE™ Coworker documentation.

Extreme Portal

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

The Hub

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

Call GTAC

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2800. For the support phone number in your country, visit www.extremenetworks.com/support/contact.

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

Subscribe to Product Announcements

You can subscribe to email notifications for product and software release announcements, Field Notices, and Vulnerability Notices.

1. Go to The Hub.
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

You can modify your product selections or unsubscribe at any time.

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Features and Updates

Extreme Agent ONE™ Coworker v10.1.0 includes the following updates:

- **New Keyboard Shortcut**—You can select `Ctrl+B` (for Windows) or `Command+B` (for Mac) to open or close the chat window.
- **Persistent Command Bar position**—The position of the Command Bar persists across Extreme Platform ONE™ Networking sessions. You no longer need to move the Command Bar at the start of every new session because its position remains where you left it when you signed out of your last session.
- **Rotating landing page greetings**—The Extreme Agent ONE Coworker landing page shows a rotating greeting after your first login. This update ensures that the welcome stays fresh.
- **Improved Locations recognition**—Improvements with the Locations feature ensure that Extreme Agent ONE Coworker more reliably recognizes sites, site groups, and other locations that are named in chat. This update reduces the need for repeated questions to clarify sites and locations.
- **Faster actions on page load**—Hovering the cursor over the Extreme Agent ONE Coworker logo shows the main actions for a location right away, without having to wait for the full page to finish loading.
- **Action pills in New Chat**—The New Chat window now shows four context-aware action pills. The suggested actions update as you move around Extreme Platform ONE Networking.
- **Conversation ID in PDF downloads**—Conversation PDF downloads include the unique conversation ID in the footer. This update helps Extreme Networks support staff find and investigate reported issues faster.
- **Alert IDs for critical nudges**—The pre-investigation data that displays when a user interacts with a Critical Nudge now includes the **Alert ID**. This update allows users to identify and correlate the Critical Nudge with the corresponding alert in the **Alerts** tab on Extreme Platform ONE Networking.

Addressed Issues

Table 1 lists addressed issues with Extreme Agent ONE Coworker v10.1.0.

Table 1: Addressed Issues

Issue	Description
CFD-18478	Addressed issue where Extreme Agent ONE Coworker did not distinguish between public and internal-only cases while providing a list of open cases to an admin.
CFD-18811	Addressed issue where Extreme Agent ONE Coworker was unable to recognize or see CAPWAP events.
CFD-18883	Addressed issue where client health monitoring checks failed intermittently due to an access token generation failure. This issue was fixed in ExtremeCloud IQ v25.15.
DT4N-9673	Addressed issue where cases that were created using the **Open a Case** command after a critical nudge were assigned a generic conversation title rather than a title that is specific to that issue.
DT4N-9758	Addressed issue where Extreme Agent ONE Coworker was unable to recognize the names for locations, sites, and site groups that were entered in the chat window.
DT4N-9780	Addressed issue where Extreme Agent ONE Coworker still delivered critical nudges after users had snoozed them.
DT4N-9797	Addressed issue where users were able to delete a conversation in which Extreme Agent ONE Coworker was still generating a response.
DT4N-9809	Addressed issue where the Command Bar remained visible floating on top of the Command Center dialog.
DT4N-9812	Addressed issue where prompt nudge notifications showed a generic welcome title ("Your network has a coworker") rather than a title that is relevant to the prompt.
DT4N-9924	Addressed issue where Extreme Agent ONE Coworker, while generating a response to a user prompt, provided debug-like strings instead of reasoning status updates.
DT4N-9925	Addressed issue where Extreme Agent ONE Coworker was unable to identify specific building names that were entered in chat.
DT4N-9927	Addressed issue where Extreme Agent ONE Coworker was unable to recognize specific device names.
DT4N-9952	Addressed issue where Extreme Agent ONE Coworker was unable to recognize site identifiers even after clear instruction.
DT4N-9958	Addressed issue where Extreme Agent ONE Coworker was unable to upload valid support diagnostic files during case creation.
DT4N-9992	Addressed issue where Extreme Agent ONE Coworker was unable to recognize entity names that existed as more than one data type, and then entered into a repetitive look for clarification. For example, this issue occurred where the same name was used for both a building and a site.
DT4N-10007	Addressed issue where Extreme Agent ONE Coworker forgot reference information from a critical nudge that it delivered.
DT4N-10020	Addressed issue where the Command Bar state (full-size or minimized) did not persist after opening and closing a chat.

Table 1: Addressed Issues (continued)

Issue	Description
DT4N-10086	Addressed issue where the chat status in Command Center did not consistently reflect whether the chat was read or unread if the chat window had been closed while Extreme Agent ONE Coworker was still processing a query. After query completion, Command Center marked the chat as Read, but if the Command Center was closed and reopened, the chat was marked as Unread.
DT4N-10171	Addressed issue where a deleted chat could be redisplayed, provided the browser had not been refreshed, by pressing the `Ctrl+B` keyboard shortcut.

Known Issues

Table 2 lists known issues with Extreme Agent ONE Coworker v10.1.0.

Table 2: Known issues

Issue	Description
CFD-18480	An issue exists where case descriptions that the Talk to Support skill generates use inconsistent formatting.
CFD-18874	An issue exists where Extreme Agent ONE Coworker provides an incorrect timestamp that does not match the Last Seen time in ExtremeCloud IQ or the disconnect alert timestamp in Extreme Platform ONE Networking. In some cases, Extreme Agent ONE Coworker also incorrectly reports a disconnected, unplugged AP as "active".
CFD-18937	An issue has been observed where wired client metrics that were returned by Extreme Agent ONE Coworker differ from that of Extreme Platform ONE Networking.
CFD-18938	Extreme Agent ONE Coworker fails to locate or pull data for unhealthy clients. The Monitoring Dashboard from Extreme Platform ONE Networking identifies unhealthy clients in the system, but Extreme Agent ONE Coworker reports no knowledge of the same clients. *Workaround*: Review unhealthy client lists and client health telemetry directly on the Extreme Platform ONE Networking Monitoring Dashboard.
CFD-18939	Fan counts that are calculated using Extreme Agent ONE Coworker may conflict with fan counts that are reported using Extreme Platform ONE Networking.
CFD-18940	Extreme Agent ONE Coworker Transmit (Tx) and Received (Rx) rates may conflict with those of Extreme Platform ONE Networking.
CFD-18980	An issue has been observed where Extreme Agent ONE Coworker is asked to locate more than one AP within the same chat. Extreme Agent ONE Coworker successfully resolves an initial AP by BSSID, but fails to locate a second AP when asked about another BSSID within the same chat session/thread.

Limitations

Talk to Support Incidents Not Reflected in Chat Logs

Incident creation through the Talk to Support skill succeeds in the support system but does not currently create a dedicated audit log in Extreme Exchange™. Capture the ticket number

returned in the conversation and verify it directly in the support portal or ticketing system. For this release, do not use Chat Logs as the sole evidence of incident creation.

Change Logs Do Not Identify the Originating Skill

Configuration changes executed through Extreme Agent ONE Coworker are logged in Extreme Exchange, but the logs do not explicitly show the exact originating skill name. For now, correlate activities using timestamp, user, object changed, and action detail. If stricter traceability is needed, maintain supplemental operational notes for high-impact changes performed through Extreme Agent ONE Coworker.

Related Documentation

The following documentation is available for Extreme Agent ONE™ Coworker:

- Extreme Agent ONE™ Coworker User Guide

The following documentation is available for Extreme Exchange™:

- Extreme Exchange™ User Guide