

Extreme Agent ONE™ Coworker v9.3.0 Release Notes

New Features, Limitations, and Known
Issues

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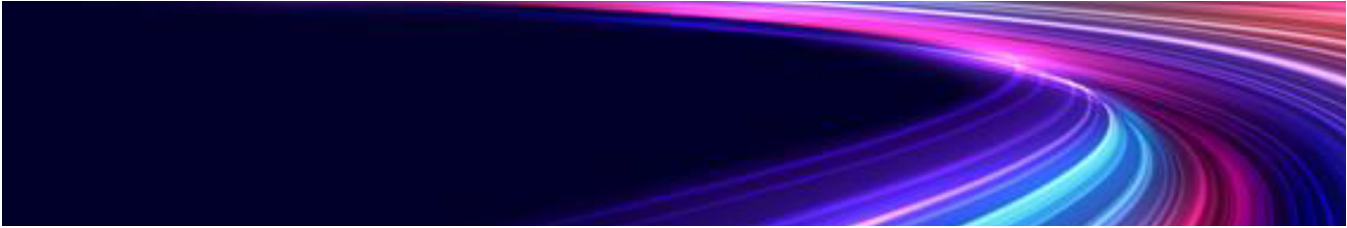


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Abstract

These release notes for Extreme Agent ONE™ Coworker version 9.3.0 describe new features, resolved issues, known issues, and limitations for the AI assistant that operates within Extreme Platform ONE™. The default skills are Nudge, Talk to Data, Talk to Knowledge, and Talk to Support. New features include redesigned exported chat PDFs, citation hover tooltips, improved copy formatting, better conversational memory, reasoning updates every 4–5 seconds, localized nudges, and Talk to Knowledge preference for Extreme Platform ONE documentation. The Release Notes also cover Resolved Issues, Known Issues, and Limitations. Limitations note that Talk to Support incidents create no Extreme Exchange™ audit log and that change logs omit the originating skill; users must verify tickets in the support portal and correlate changes by timestamp, user, and action.



Help and Support

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

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

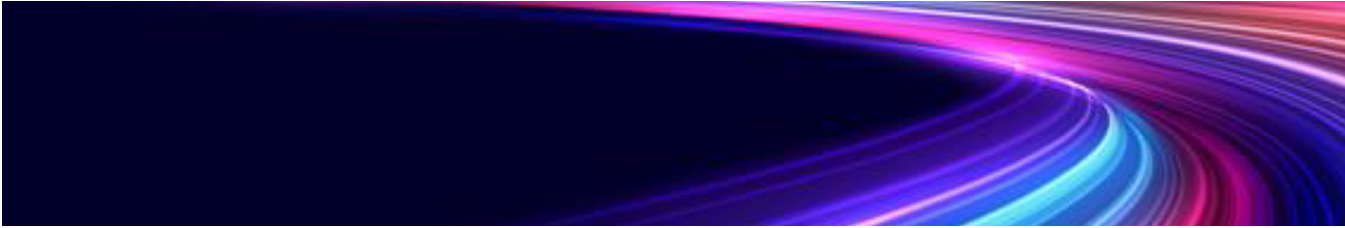
Subscribe to Product Announcements

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.



General Release Information

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Features and Updates

Release 9.3.0 features the following updates:

- **PDF downloads**—Overhauled exported chat PDFs to improve the usability of downloaded PDFs. The new format provides visualizations that make it easier to distinguish admin messages from those of Extreme Agent ONE™ Coworker.
- **User Interface updates**—Enhanced the user interface by adding tooltips for chat icons, hover tooltips that display the citation when you hover your cursor over a link, and consolidated links when there are multiple links that go to the same source.
- **Copy Improvements**—Improved text formatting output when you copy text from an existing chat and paste in a text editor.
- **Conversational memory enhancements**—Memory improvements ensure that Extreme Agent ONE Coworker retains the context of existing conversations. In addition, reasoning improvements ensure that Extreme Agent ONE Coworker provides reasoning updates every 4–5 seconds while preparing a response.
- **Localization**—Localization improvements ensure that nudges appear in the admin's preferred language.
- **Talk to Knowledge improvements**—To ensure that Extreme Platform ONE documentation is emphasized over legacy documentation.

Resolved Issues

Issue	Description
DT4N-8825	Resolved issue with troubleshooting flow where Extreme Agent ONE Coworker suggested next steps but did not indicate who should complete those steps: the user or Extreme Agent ONE Coworker.
DT4N-8826	Resolved issue with troubleshooting flow where Extreme Agent ONE Coworker did not return data for a query and did not provide a clear message of the reason. Updated messaging to provide more information on the reason that no data was returned (for example, an incorrect identifier).

Issue	Description
DT4N-8695	Resolved issue where option to upload attachments such as logs or other files was given to the user after generating an evidence though case creation was not requested yet.
DT4N-9064	Resolved issue where no option to upload attachments such as logs or other files was given after user has generated a an evidence report.
DT4N-9314	Addressed issue where the timestamps of charts generated by Extreme Agent ONE Coworker reponses did not match the system time of Extreme Platform ONE™ Networking.
DT4N-9624	Addressed issue where the widget action buttons remain disabled after another interaction with a widget is completed.
DT4N-9699	Addressed issue where the Intro Nudge language was not updating after changing the preferred language.
DT4N-9729	Resolved issue with troubleshooting flow where Extreme Agent ONE Coworker stops helping when you switch context by asking for clarifications on existing information or recommendations based on information provided. The update gives you more control over the troubleshooting flow.
DT4N-9738	Resolved issue that occurred when you asked Extreme Agent ONE Coworker about a device or client, but provided an incorrect identifier (for example, an incorrect MAC address). In this situation, Extreme Agent ONE Coworker tried to answer your question instead of first asking you to clarify the specific device or client.

Known Issues

Issue	Description
CFD-18480	An issue exists where case descriptions that the Talk to Support skill generates use inconsistent formatting.
CFD-18478	An issue exists where Extreme Agent ONE does not distinguish between public and internal only cases. If an admin requests a list of open cases, Extreme Agent ONE Coworker may return all open cases.
DT4N-9629	An issue has been observed with wired client metrics where data returned by Extreme Agent ONE may differ from that of Extreme Platform ONE.

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](#)