

Cisco Spaces Dashboard

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Cisco Spaces Navigation

When you log in to the Cisco Spaces dashboard, the **Home** page is displayed.

You can navigate to the **Home** page by clicking **Cisco Spaces** logo displayed at the top-left of the dashboard or using the **Home** option.

All Cisco Spaces apps are accessible from the Home page. Click **Dashboard** to view and open the available apps.

Use the menu icon displayed at the top-left of the **Home** page to expand and collapse the left navigation pane.

Use the left navigation pane to access these features of Cisco Spaces.

- **Location Hierarchy**
- **Integrations**
- **Configure**
- **Monitor**
- **Admin Management**
- **IoT Services**
- **Setup**

Cisco Spaces Home

The new and improved Cisco Spaces dashboard - **Home** page introduces these changes to enhance user experience and navigation:

- A new tab structure for Spaces Apps, Partner Apps, and Device Marketplace streamlines navigation and improves accessibility.
- App overviews now highlight the value, key personas, and provide quick setup guidance.
- You can mark apps as favorites. Click the heart-shaped **Add to Favorites** icon on an app tile to mark the app as a favorite. After you mark one or more apps as favorites, the **Favorite Apps** section appears.

Note A Favorite Apps section appears after you mark one or more apps as favourites.

Note While the dashboard and apps feature a more organized design for better performance, the functionality and features remain the same. Your data, instance, and access will not change.

Click the info icon displayed on the app tile to view the app summary in the slide-in window.

Figure 1: Spaces Apps

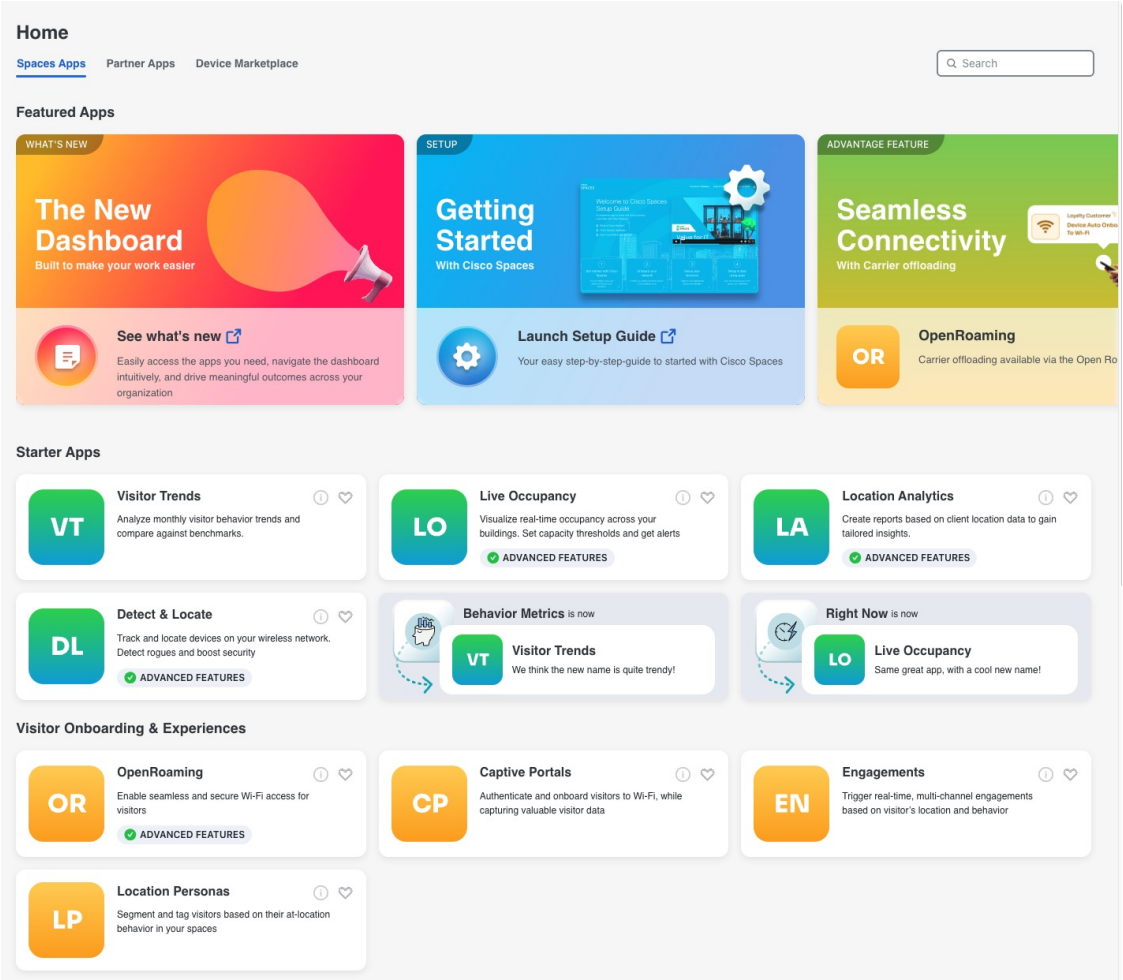


Figure 2: Partner Apps

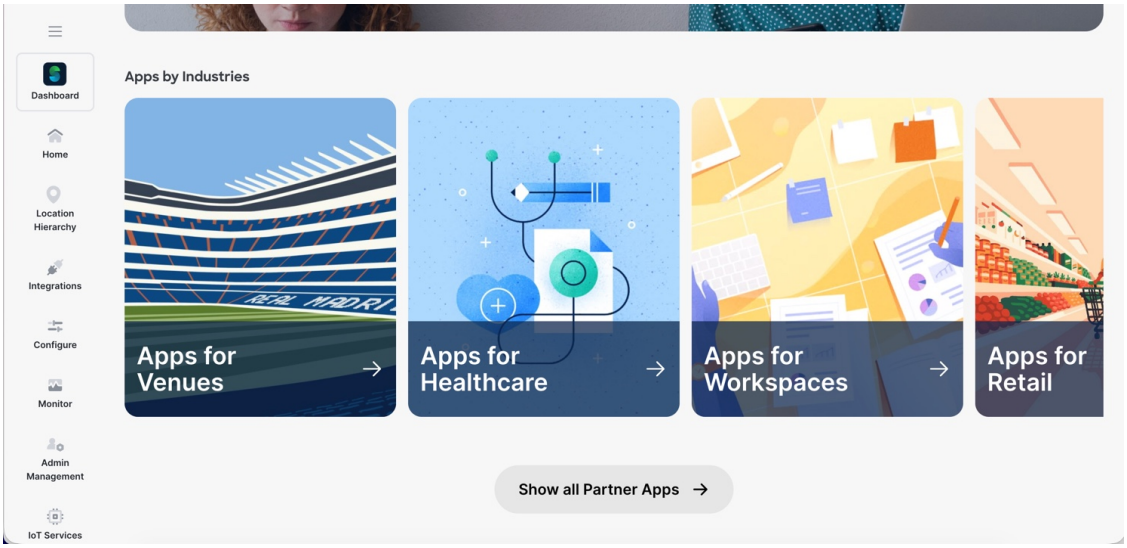


Figure 3: Device Marketplace

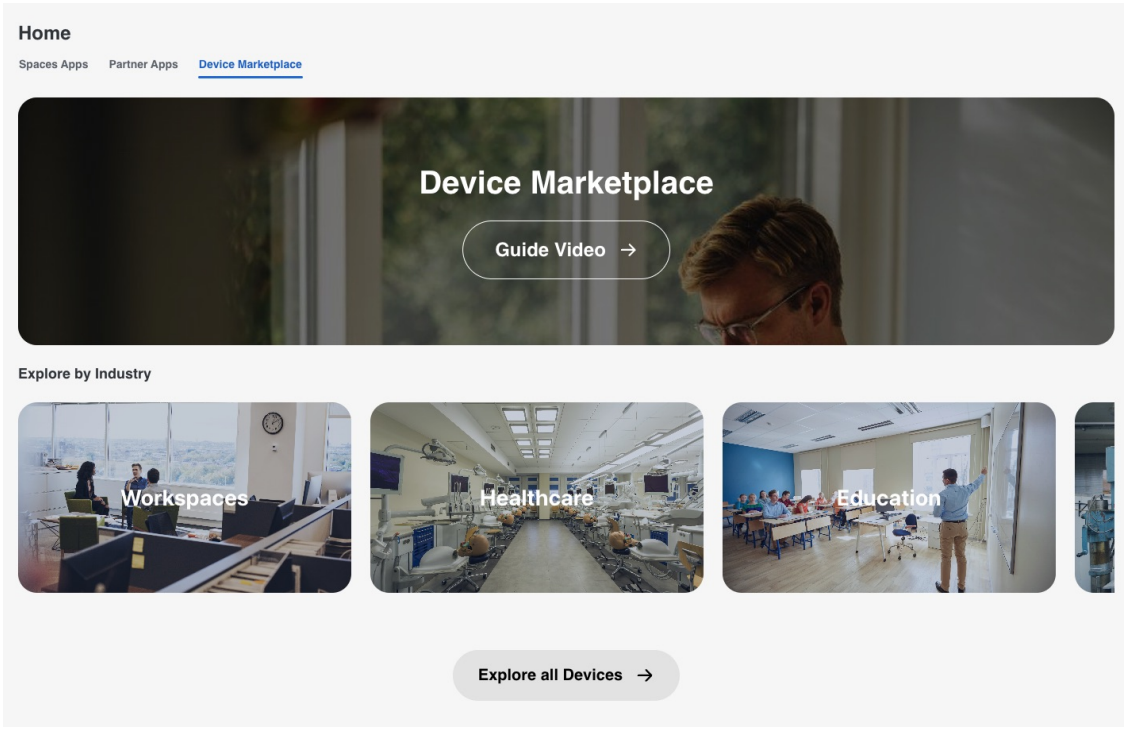


Figure 4: Favorite Apps

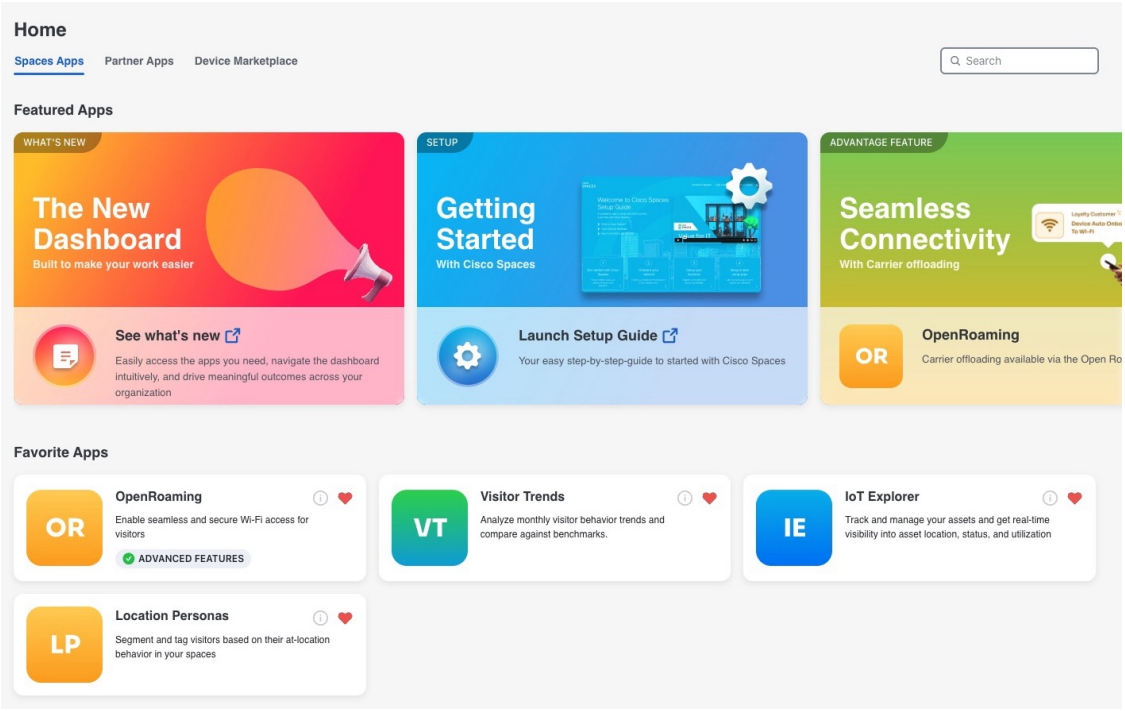
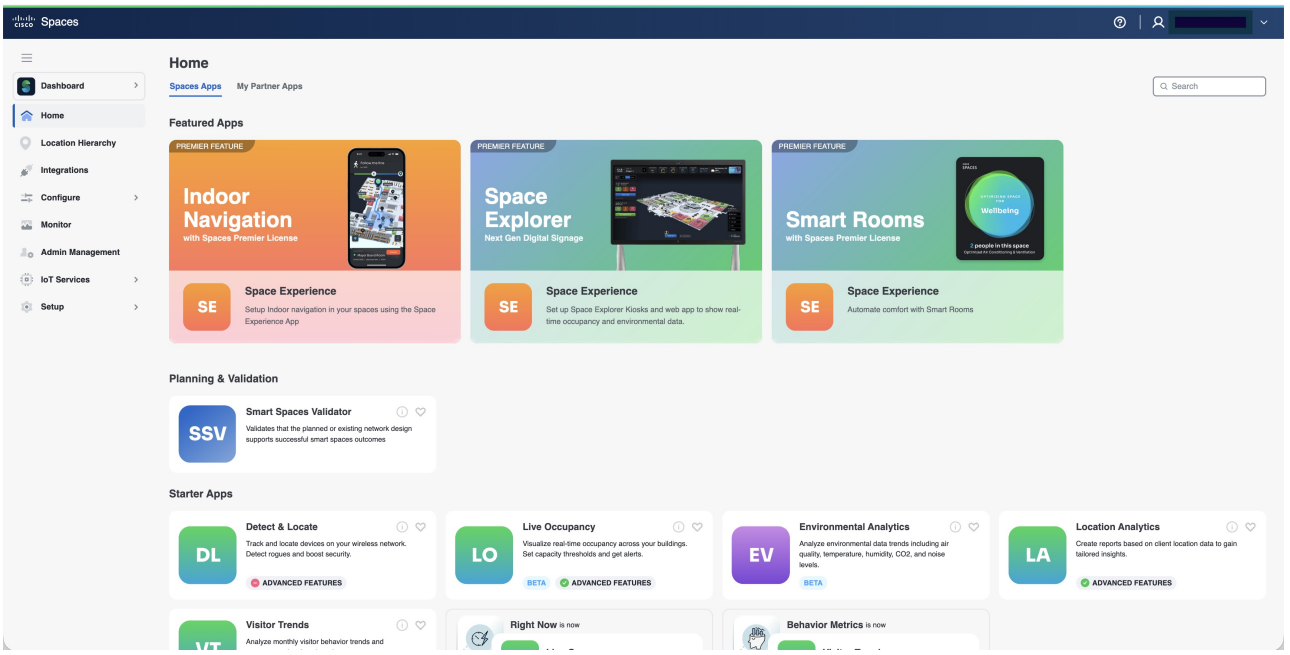


Figure 5: Home

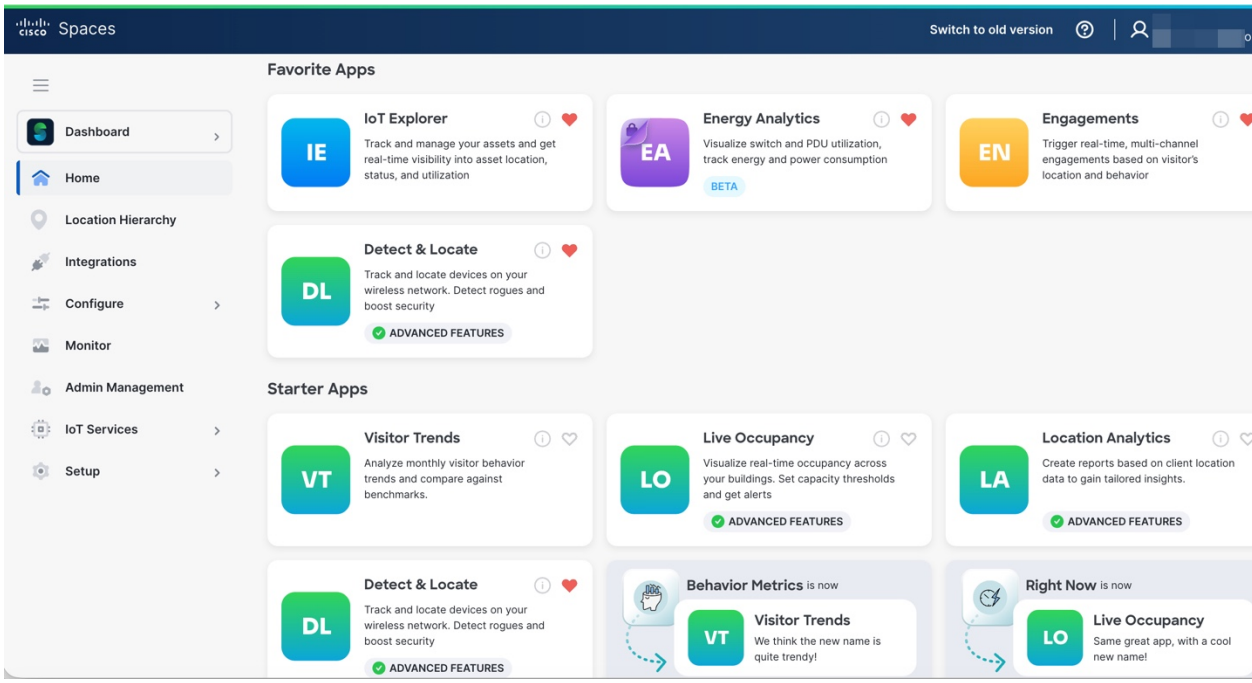


Cisco Spaces Dashboard

Cisco Spaces dashboard is the default home page of Cisco Spaces application. The Cisco Spaces GUI adopts the Magnetic design implementation. Magnetic design follows a persistent header and collapsible left navigation pane.

After you log in to Cisco Spaces, the **Home** window is displayed as shown in the following image:

Figure 6: Cisco Spaces Home



The Cisco Spaces **Home** window includes the **Dashboard** drop-down list (in the left navigation pane) which allows you to search and view the available apps associated with your Cisco Spaces license.

Use the **Dashboard** drop-down list to choose and navigate to any selected app. To navigate back to the Cisco Spaces **Home** window, choose **Dashboard** option from the drop-down list.

The dashboard has the following main areas: Menu Bar, Information icon, Profile icon, and various applications available as per your subscription.

Left Navigation Pane

Use the left navigation pane to access these features.

- Home
- Location Hierarchy
- Integrations
- Configure
- Monitor

- Admin Management
- IoT Services
- Setup

Icons

Click the icons on the right side of the menu bar to perform common tasks:

Icon	Description
	Support: Displays help center, support and documentation links.
	User Profile: Displays account, smart licenses and logout options. The license information is available under **My Account** > **License Info** > **License Units Consumed**. For more information, refer to User Profile, on page 11.

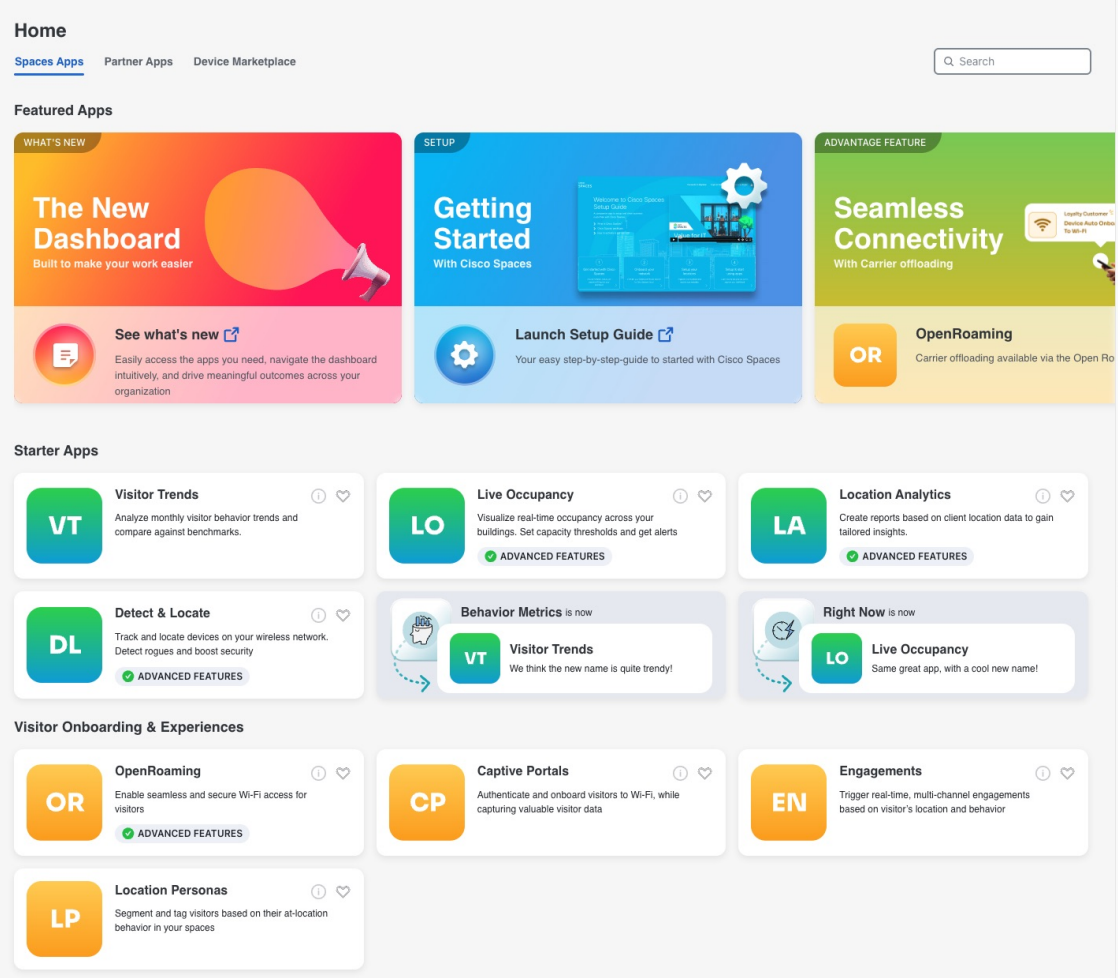
Cisco Spaces Features

The major features of Cisco Spaces dashboard includes:

Cisco Spaces Apps

- Log in to **Cisco Spaces**.
- In the left navigation pane, click **Dashboard** to view the apps.
- On the Home page, click the **Spaces Apps** tab.
- Use the Search field to search for apps and features.
- Check the app tiles. If a tile displays a lock icon, the app cannot be accessed with the current account or license.
- Click a **featured app** card to open the overview drawer.
- In the overview drawer, click **Open App** to launch the app.

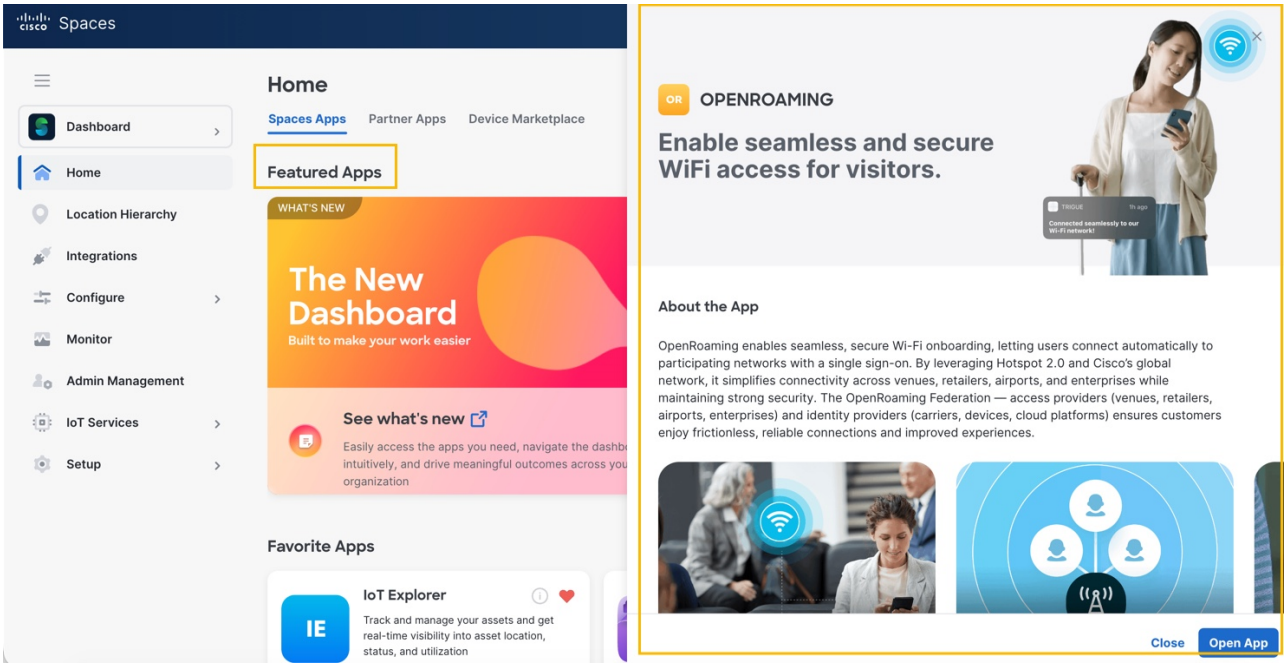
Figure 7: Spaces Apps



Note **Right Now** is now called **Live Occupancy**, and **Behavior Metrics** is renamed **Visitor Trends**.

- Log in to **Cisco Spaces**.
- In the left navigation pane, click **Dashboard**.
- On the **Home page**, click the **Spaces Apps** tab.
- In the **Featured Apps** section, click a featured app card.
- The app overview drawer opens.
- Click **Open App** to launch the app, or click **Close** to return to the **Home page**.

Figure 8: Featured App Cards



Location Hierarchy

Location Hierarchy enables you to define and organize the business locations used by Cisco Spaces. You can import or add locations from supported wireless networks and maintain them in a hierarchy that reflects your organization's structure, such as networks, campuses, buildings, floors, and zones.

Apps such as **Engagements**, **Captive Portals**, and **Location Personas** use the locations defined in **Location Hierarchy**.

Cisco Spaces maintains the location hierarchy at the account level, so locations from multiple wireless networks can be added to the same hierarchy. The APs and locations available for use can vary based on the Cisco Spaces license associated with your account.

1. Log in to Cisco Spaces.
2. In the left navigation pane, click **Location Hierarchy**.
3. Use the hierarchy tree or search option to find the required location.
4. Expand the hierarchy nodes, such as network, campus, building, floor, or zone.
5. Select the required location to view or manage its details.

Integrations

The **Integrations** feature enables you to connect Cisco Spaces with Cisco and third-party applications, such as Catalyst Center, Office 365, Google Calendar, ServiceNow, and Hamina.

These **integrations** help extend Cisco Spaces data and workflows into other systems. Depending on the integration, Cisco Spaces can synchronize maps, provide device location updates, share location, occupancy, space utilization, or footfall data, and synchronize meeting room booking information. This helps improve workspace operations and maximize the value of your Cisco Spaces deployment.

- Log in to **Cisco Spaces**.
- In the left navigation pane, click **Integrations**.
- Select the required integration, such as **Catalyst Center, Office 365, Google Calendar, ServiceNow,** or **Hamina**.
- Click **Connect or Manage** depending on the integration status.
- For more information click **More details**.
- Complete the configuration steps shown for the selected integration.

Configure

The **Configure** feature enables you to configure Cisco Spaces options such as **SDK, Notifications,** and **Location Compute**.

- Log in to Cisco Spaces.
- In the left navigation pane, expand **Configure**.
- Select **SDK, Notifications,** or **Location Compute**.
- Configure the required settings and save the changes.

Monitor

The **Monitor** feature enables you to view the operational status of Cisco Spaces and related services. It displays summary information for connectivity, anomalies, connectors, controllers, location updates, Cisco Spaces apps, enterprise integrations, partner integrations, Meraki networks, and support tickets.

- Log in to Cisco Spaces.
- In the left navigation pane, click **Monitor**.
- Review the **Summary, Connectivity, Anomaly,** and **status sections**.
- Use the available tables or **See All links** to view more details.

Admin Management

The **Admin Management** feature enables you to invite and manage Cisco Spaces admin users. You can create and edit roles, assign permissions, and restrict user access to specific locations based on their role.

- Log in to Cisco Spaces.
- In the left navigation pane, click **Admin Management**.
- Use the **Admins** tab to invite, edit, resend invitations, or remove users.

- Use the **Roles** tab to create, edit, or remove roles.
- Assign permissions and location access, then save the changes.

IoT Services

Cisco Spaces: IoT Services enables you to activate, claim, manage, monitor, and configure IoT devices using Cisco wireless and wired infrastructure. It supports IoT device management across vendors, form factors, and technology protocols. Bluetooth Low Energy (BLE) is supported for IoT device management, with additional device and gateway workflows available through IoT Services.

IoT Services uses Cisco Spaces, Cisco Spaces Connector, Cisco Catalyst 9800 Series Wireless Controllers, compatible Cisco access points, and supported switches to enable wireless and wired gateway activation, device onboarding, inventory management, monitoring, and device configuration.

- Log in to Cisco Spaces.
- In the left navigation pane, expand **IoT Services**.
- Use **About** to review IoT Services status and activation guidance.
- Use **Inventory** to view APs, wired devices, and claimed devices.
- Use **Manage** to onboard or manage devices and policies.
- Use **Monitoring** to monitor device and gateway status.
- Use **Settings** to configure options such as device filtering or sensor history.

For more information, refer to Cisco Spaces: IoT Service Configuration Guide (Wireless).

Setup

Use Setup > Locations & Maps to manage location information, network maps, and digital maps in Cisco Spaces. You can import locations, upload or manage network maps, and add digital maps for supported use cases.

To manage an existing **CMX Tethering** configuration.

1. Go to **Setup > Wireless Networks**.
2. Choose **Cisco Catalyst > CMX Tethering**.
3. In the **Wireless Networks** window, locate the existing **CMX Tethering** connection and use the available options to view or manage the configuration.

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Note **CMX Tethering** is supported only for legacy customers who already use this connection method. New customers must use the currently supported wireless network onboarding methods. **CMX Tethering** is deprecated for new deployments.

For legacy customers, use **CMX Tethering** only to manage an existing CMX-based deployment. The **Cisco Catalyst > CMX Tethering** option may not be displayed for new customers or accounts that are not enabled for this legacy workflow.

To manage an existing **CMX Tethering** configuration, click the **Menu** icon and choose **Setup > Wireless Networks**. In the **Wireless Networks** window, locate the existing **CMX Tethering** connection and use the available options to view or manage the configuration.

The **Setup** menu features are categorized into:

- **Network Connectivity:**
  - Wireless Networks
  - Wired Network
- **Location and Physical Monitoring:**
  - Locations & Maps
  - Sensors
  - Camera
- **Integrations and Management:**
  - Webex
  - pxGrid Cloud
  - Data Export
  - Plugins
  - Device Placement

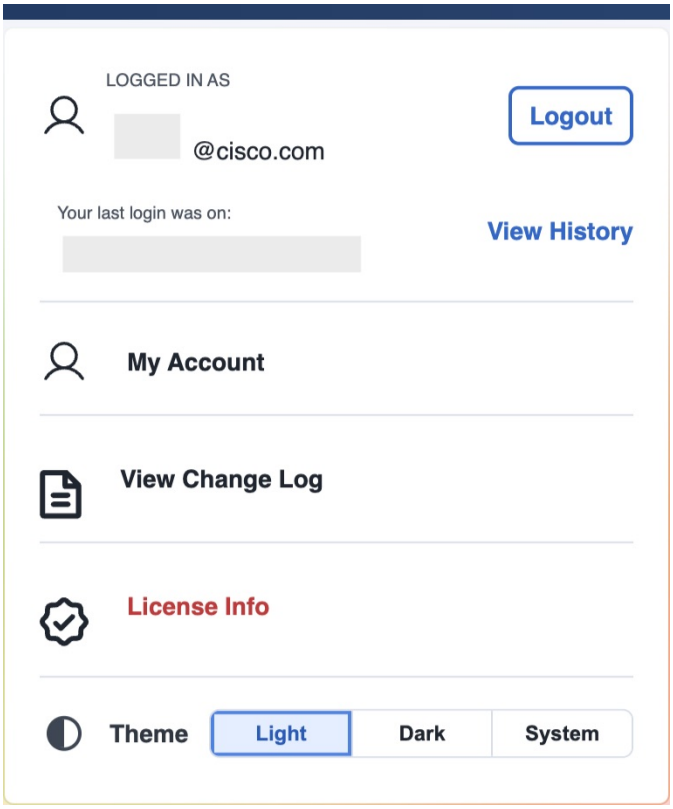
Locations & Maps

Use Locations & Maps to upload and manage location maps in Cisco Spaces. Navigate to **Setup > Locations & Maps > Network Maps**or **Digital Maps** to manage maps and configure CMX Tethering.

User Profile

The **User Profile** icon ( ) in the top-right of the Cisco Spaces dashboard lets you view account details, smart licenses and logout options.

Figure 9: User Profile



You can view the last login and timestamp details. Click **View History** to view the recent login attempts.

The **User Profile** feature includes the following options:

- **My Account**: Click to display the **My Account** window. For more information, refer to Viewing Cisco Spaces Account Details, on page 13.
- **View Change Log**: Click to open the **Change Log** tab in the **My Account** window that displays the activity details of all the users in a particular account. For more information, refer to Viewing Cisco Spaces Account Details, on page 13.
- **Activate Smart License**: Click to activate Smart License. For more information, refer to Activate Smart License, on page 14.
- **Logout**: Click to log out from Cisco Spaces.
- **License Info**: Opens license usage and Smart Software License details.
- **Theme**: Displays the **Light**, **Dark**, and **System** options. Choose a theme to change the appearance of the Cisco Spaces dashboard. The selected theme persists across sign-ins until you choose a different theme.

  The **Theme** feature (**Profile icon** > **Theme**) allows you to select the appearance of the Cisco Spaces dashboard.

Note The **Light** theme is applied by default the first time a user signs in. If the user chooses **Dark** or **System**, Cisco Spaces retains the selection after sign-out. When the user signs in again, the previously selected theme is applied.

Viewing Cisco Spaces Account Details

Use the **My Account** window to view Cisco Spaces profile details, account activity, licence information, preference, and change log details. The **My Account** window has the following tabs:

- **My Profile**: Displays the basic profile information such as first name, last name, email and mobile number.
- **Account Activity**: Displays Recent Login details in a searchable table with columns for IP Address, Date, and Browser, with pagination controls at the bottom.
- **License Info**: Displays the Cisco Spaces account information, access points limit and Smart Software License details. Click **Link your Smart Account** to activate Cisco Smart License.
- **Preferences**: This tab includes the following options:
  - **Add new domain**: Click to add a new domain for SSO authentication.
  - **Enable Support Access**: Click this option to enable or disable access to their account to the Cisco Spaces support team. Enabling this option helps the Cisco Spaces support team to detect and debug issues under exceptional situations.

Note
- By default, the **Enable Support Access** option is enabled.
- When access is enabled, the Cisco Spaces support team gets access to the customer's Cisco Spaces account.

- **Change Log**: Displays a filterable table with Activity, Time, App, Section, and User columns. Click an activity to view detailed information, including Time, Activity, App, Section, Email, Old Value, and New Value.

  The **View Change Log** feature (**Profile icon** > **My Account** > **Change Log**) helps you to track audit trail activities for the Cisco Spaces apps.

Cisco Smart License

Smart License support in Cisco Spaces allows you to view and manage the Cisco Spaces software license associated with your Cisco Smart Account. To enable Smart Licensing in Cisco Spaces, you must have a Smart Account configured in Cisco Smart Software Manager (CSSM).

In Cisco Spaces, choose **Profile icon** > **Activate Smart License** to start the activation workflow. You can also go to **Profile icon > My Account > License Info** and click **Link Your Smart Account** or **Register for Smart Licensing**, if shown.

Cisco Spaces can now display more detailed Smart License states during registration and post-registration review, including progress, completed, and unavailable statuses while the back end processes the entitlement lifecycle.

Note To enable Smart Licensing in Cisco Spaces, you must have a Cisco Smart Account configured in CSSM. For more information, refer to Smart Software Licensing.

Verify Cisco Smart License Status

The purpose of this task is to verify the Cisco Smart License Status in the Cisco Smart Software Manager (CSSM).

Use this procedure to verify the Cisco Smart License status in Cisco Smart Software Manager (CSSM).

Procedure

Step 1 Log in to CSSM.

Step 2 Identify the Smart Account and Virtual Account used for Cisco Spaces.

Step 3 In CSSM, navigate to the selected **Virtual Account** and verify that the required Cisco Spaces license SKUs are available.

Step 4 Confirm that the available SKUs match the intended Cisco Spaces base license level.

Step 5 If a downgrade or license-level change is required, contact the Cisco Spaces support team.

Activate Smart License

Procedure

Step 1 Log in to Cisco Spaces.

Step 2 In the Cisco Spaces dashboard, choose **Profile Icon (** **)** > **My Account** > **License Info**.

Step 3 In **Smart Software License** area, click **Link Your Smart Account**.

The **Terms and Conditions** window is displayed.

Step 4 Read the terms and conditions, and click **Accept Terms and Conditions**.

The **Smart Licensing Configuration** window is displayed.

Step 5 If you already have a Cisco Smart Software Manager (CSSM) account, choose **Yes, I have**. If you do not have a CSSM account, choose **No, I don't have** and complete the account-creation flow before returning to this registration process.

Step 6 Click **Next**.

Step 7 Follow the on-screen instructions to create a token in the CSSM tool.

Note Ensure that you copy the generated token to use the same in step 7.

Make sure the Product Instance Token is copied exactly as generated in CSSM. This token is used by Cisco Spaces to start Smart License registration against the selected Smart Account and Virtual Account.

Step 8 Click **Next** after you have generated the token.

Step 9 In the **Product Instance Token** field, paste the generated token.

Step 10 Click **Register** to register Cisco Spaces with your CSSM account.

A success notification message is displayed. You can view the Smart License Software registration details and license compliance information in the **Profile icon > My Account > License Info**

Note

- After the Cisco Smart License activation, contact the Cisco Spaces support team to enable the trial support. If trial mode is enabled, the smart agent will not update the license usage to Cisco Smart License Management.
- After you activate your Cisco Smart License, you can upgrade the base license level to match the licenses present in the linked Smart Account. To do this, choose **Profile Icon** > **License Info** > **Select License**. For more information, refer to Update License Information, on page 15.
- After the Cisco Smart License activation, contact the Cisco Spaces support team to downgrade the base license level.

Update License Information

Use **License info** tab to manage onboarding, renewals/extensions, or to troubleshoot activation and entitlement visibility issues.

Use the **License Info** tab in the **My Account** window to view and manage Cisco Spaces license details, Smart Software License registration, compliance status, account details, and license usage.

These licenses are available:

- **ESSENTIAL**
- **ADVANTAGE**
- **EXTEND**
- **SMART VENUES**
- **SMART OPERATIONS**
- **UNLIMITED**

- **PREMIER (W)**
- **PREMIER (CW)**

Note

- For **UNLIMITED**, **PREMIER**, and **PREMIER_CW**, floor area can increase the calculated license quantity. If floor area is not defined, device counts are converted by the configured building-unit threshold instead.
- ESSENTIAL is the base license available for Cisco Spaces. You can upgrade from ESSENTIAL to any higher-tier license.
- After a location is upgraded to a higher-tier license, it can be downgraded only up to the base license that was purchased during onboarding. If the base license for that location is ESSENTIAL, then downgrading back to ESSENTIAL is supported.
- Downgrades are allowed only down to the base license purchased during onboarding; you cannot downgrade to any license tier lower than that base license.

Procedure

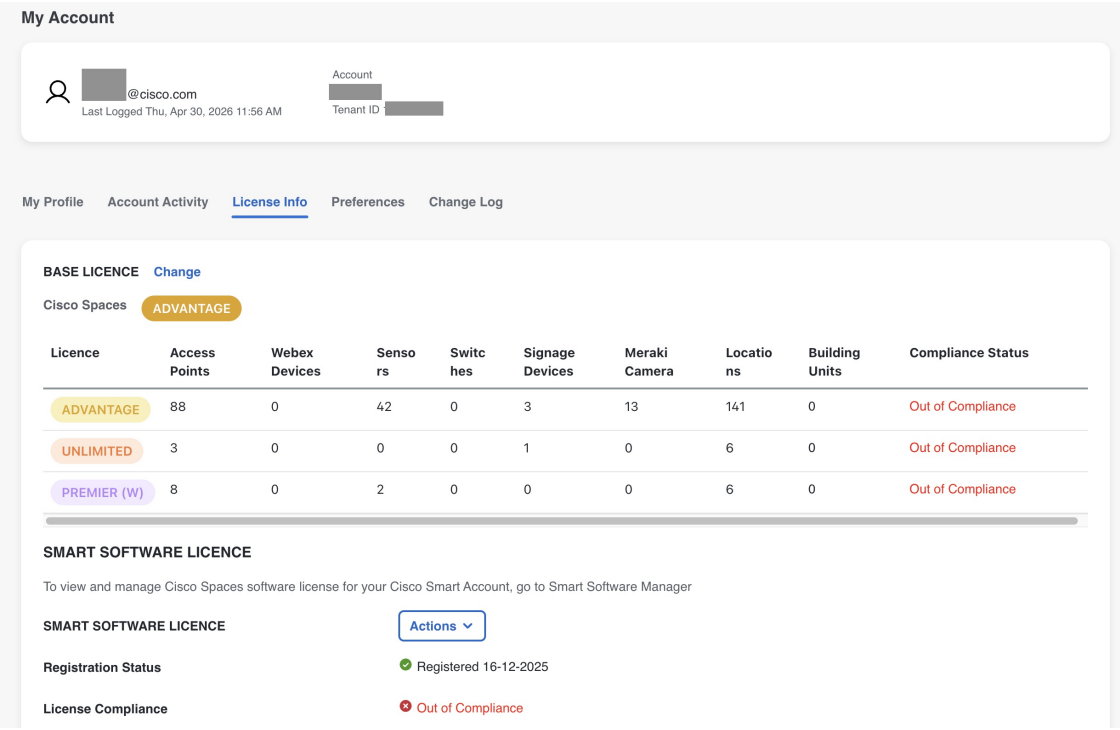
Step 1 Log in to Cisco Spaces.

Step 2 In the Cisco Spaces dashboard, choose **Profile Icon ( )** > **My Account**.

Step 3 In the **My Account** window, click the **License Info** tab.

The **LICENSE USAGE** area displays the Cisco Spaces license details and compliance status.

Figure 10: License Usage



Step 4 To upgrade or change the license for your Cisco Spaces account, click **Change**.

The **Select License** window is displayed. The current license detail is displayed in the top right of the window. The upgrade possibilities are enabled in the **Select License** window.

a) Select the plan you would like to upgrade.

A warning message is displayed with license upgrade information.

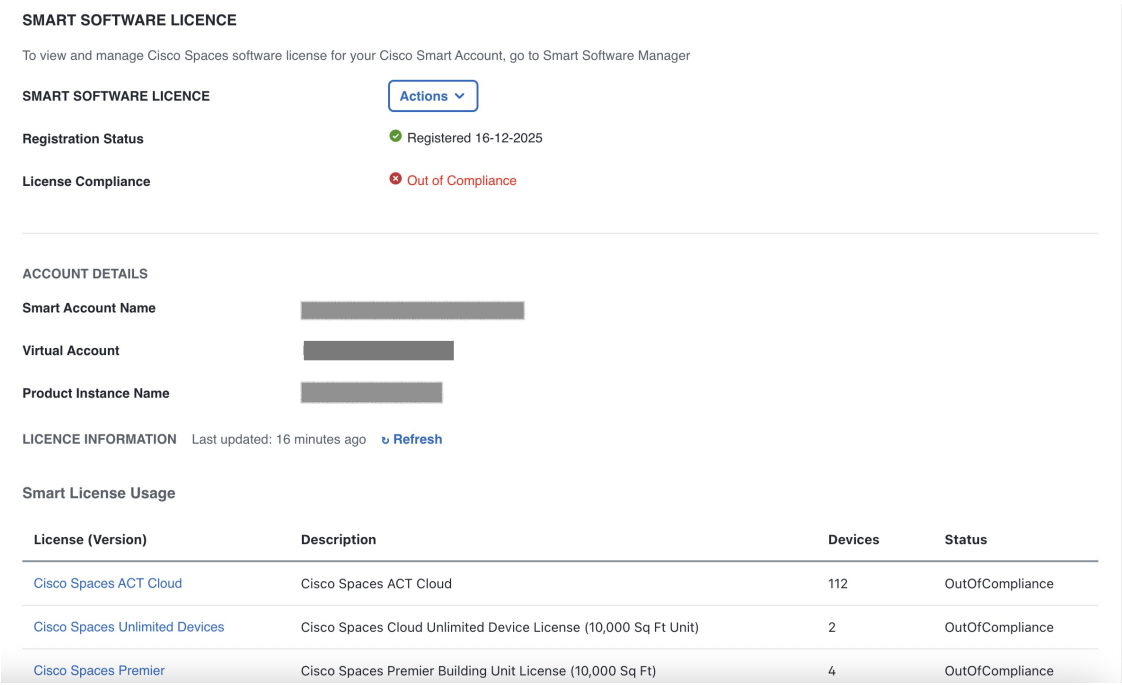
b) Check the **I accept the terms and conditions** checkbox to proceed.

c) Click **Change Plan**.

Cisco Spaces displays a success notification message. You need to log out, and then log back in to Cisco Spaces to use the new license privileges.

Step 5 In the **Smart Software License** area, the following information is displayed:

Figure 11: Smart Software License



- **Registration Status**: Displays the Cisco Spaces smart license registered status.
- **License Compliance**: Displays the Cisco Spaces smart license compliance details. The compliance statuses available are: **Init** (Initiated), **In Compliance** and **Out of Compliance**.

Note If the status indicates **Out of Compliance**, you cannot access the Cisco Spaces dashboard once the Smart Account licenses expire. However, Cisco Spaces will still allow access to the Cisco Spaces dashboard if the number of access points exceeds the license limit or the account is in an **Out of Compliance** status.

In addition to the compliance states listed above, you can also track unavailable, deregistered, failed, and retry conditions during the registration lifecycle. The **Smart Software License** window also shows **Refresh** and **Last updated** information.

Step 6 Click **Actions** drop-down list to view these options:

- **Renew Authorization**: Click to renew Cisco Spaces smart license authorization. Use **Renew Authorization** when you want Cisco Spaces to refresh the authorization view against CSSM after recent Smart Account changes.

Note

- This action is optional as renew authorization is performed automatically when Cisco Spaces communicates with CSSM. Alternatively, Smart License agent performs renew authorization automatically after every 30 days from backend.
- We recommend that you perform this action if you want to troubleshoot or renew authorization manually if status is `Out of Compliance`. You also can renew authorization manually to reflect any recent Smart Account updates in Cisco Spaces.

- **Renew Smart License**: Click to renew Cisco Spaces smart license registration. Use **Renew Smart License** when you want to renew the registration identity and certificate.

Note

- This action is optional as renew registration is performed by Cisco Spaces automatically in backend at the time of registration.
- This action renews the Registration ID and Certificate with CSSM. Cisco Spaces performs this action automatically every 6 months from backend.

- **Re-register**: Click to re-register Cisco Spaces smart license in the CSSM. Use **Re-register** only when you are ready to replace the existing registered instance.

Note

- This action forcefully re-registers Smart License and overrides any existing registered instance. This action results in reported data loss of that particular instance in Smart Account.
- We recommend that you perform this action to troubleshoot Smart License.

- **Deregister**: Click to deregister Cisco Spaces smart license from CSSM.

Note We recommend that you perform this action if Cisco Spaces is not in use and you want to deregister the instance from CSSM.

Step 7 In the **Account Details** area, the following information is displayed:

- **Smart Account Name**: Displays the Cisco Spaces smart license account name.
- **Virtual Account**: Displays the Cisco Spaces virtual account name.
- **Product Instance Name**: Displays the Cisco Spaces product instance name.

Use **Refresh** option to refresh the account details.



Note **Smart Account Name**, **Virtual Account**, and **Product Instance Name** remain the key account-identification fields for the linked CSSM registration.

Step 8 In the **Access Points** area, the following information is displayed:

- **Active APs**: Displays the number of active access points.

Step 9 In the **Smart License Usage** area, the following information is displayed:

- **License (Version)**: Displays the license version.
- **Description**: Displays the license description.
- **Devices**: Displays the device counts.
- **Status**: Displays the license status.