

# 1.1


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# Introduction to Cisco Spaces

Cisco Spaces is a multichannel engagement platform that enables you to connect and engage with visitors at your physical business locations. It covers various verticals of business such as retail, manufacturing, hospitality, healthcare, education, financial services, enterprises work spaces, and so on. Cisco Spaces also provides solutions for monitoring and managing assets in your premises. Cisco Spaces provides business ready insights, and offers a variety of toolkits, apps, and APIs to turn these insights into action.

The following are the major features of this release:

- Auto provision access to Cisco Spaces for customers having multiple apps that are integrated with Cisco Spaces.
- Industry, Country, State, and Branch benchmarks in the Behavior Metrics report.
- Display of geographical details for network locations.
- Provision to auto login to the integrated apps such as Operational Insights, Location SDK, BLE Manager, and so on from the Cisco Spaces dashboard.
- A new Cisco Spaces user role, **Installer**, in the **Team** option.
- Provision to send password update notifications.

# New Features in Release 1.1

The following new features are added to the Cisco Spaces dashboard:

# Auto Provision Access to Cisco Spaces

If a customer is having access to multiple apps that are integrated with Cisco Spaces, that customer is auto provisioned access to Cisco Spaces dashboard. Such customers can log in to Cisco Spaces dashboard using the same credentials used for the apps they own.

The following are the apps that are integrated with Cisco Spaces:

- Operation Insights
- BLE Manager
- Location Analytics
- Location SDK
- Detect and Locate

If you are having access only to one of these apps, and if you try to log in to Cisco Spaces using the credentials for that app, you will be redirected to the dashboard of that particular app.

# Benchmarks in Behavior Metrics

The Behavior Metrics option now supports to show industry, country, state, and brand benchmarks in the reports. You can tag the locations under country, state, and brand benchmarks by defining meta data for the locations.

**Industry Benchmark**: Displays the average value for the industry to which your business belongs. For example, if you are in retail sector, in the Visit Duration Distribution graph, the average visit duration for retail is displayed. The industry benchmark average value is restricted to the data obtained from other clients who have installed Cisco Spaces.

**Country Benchmark**: Displays the average value for the locations tagged under the particular country. For example, if you choose US as tag, in the Average Visit Duration graph, a bar corresponding to US is displayed which is the average visit duration for all the locations tagged under US. The total number of locations associated with the country tag is also displayed. If the locations under the particular country tag is associated with any other tag, in certain graphs such as Average Visit Duration, the average value for that tag is also shown.

**State Benchmark**: Displays the average value for the locations tagged under that particular state. If you select a state tag, in certain reports two additional bars appear in the graph. One displays the average value with the state name, and the other bar displays the same average value with total number of locations in the state. For example, Average Visit Duration graph.

**Brand Benchmark**: Displays the average value for the brand name. A brand name can be used as meta data only for the locations of a particular state.If you choose a brand, in certain graphs such as Average Visit Duration, the average value for the state to which the brand is tagged is also displayed.



**Note**

- The country, state, and brand benchmarks are displayed based on the data for the particular customer.
- When you filter the report for a brand, do not filter a state name that is not associated with it.
- Do no filter the report for two brands simultaneously.

## Geo Location for Network Location

For network locations, now the geographical details of that location such as country, state, city, and address are displayed in the Cisco Spaces dashboard. The geographical location details are fetched during the network synchronization. The geographical details of the first AP will be considered for the network location.

In the Location Hierarchy window, in the **More Actions** menu for a network location, if you click the **Locations Info** option, the geo location details for that network location is displayed. The information is displayed only for locations at network level.



**Note** This is applicable only if you using Cisco Spaces with Cisco Meraki.

# Enhancements in Release 1.1

The following changes are made to the Cisco Spaces dashboard:

## Auto Login to Apps

Cisco Spaces is now enhanced to support auto log in to the following apps available in the Cisco Spaces dashboard:

- Operation Insights
- Location SDK
- Detect and Locate

## Installer Role

A new Cisco Spaces user role, **Installer**, is now available in the **Team** option.

A user in this role will have access only to the basic Cisco Spaces features such as the following:

- Settings
- SSIDs
- Connectors
- Wireless networks
- Behavior Metrics.

## Password Expiry Notification

Cisco Spaces is now enhanced to notify the customers about password expiry date. When you log into Cisco Spaces dashboard, if your password expiry date is just 10 days ahead, then a dialog box appears stating that the password is going to expire. The dialog box contains **Change Password** and **Do it later** buttons. If you

click the **Change Password** button, you are redirected to the **Change Password** window. You must provide the old password and new password to change the password.

# Issues

Issues describe unexpected behavior in the Cisco Spaces application. The Resolved Issues and Open Issues sections list the issues in this release.

The following information is provided for each issue:

- Identifier: Each issue is assigned a unique identifier (ID) with a pattern of CSC*xxNNNNN*, where *x* is any letter (a-z) and *N* is any number (0-9). These IDs are frequently referenced in Cisco documentation, such as Security Advisories, Field Notices, and other Cisco support documents. Cisco Technical Assistance Center (TAC) engineers or other Cisco staff can also provide you with the ID for a specific issue.
- Description: A description of what is observed when the issue occurs.

This section contains the following topics:

## Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a gateway to the Cisco bug-tracking system, which maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. The BST provides you with detailed defect information about your products and software.

## Open Issues - Release 1.1

***Table 1: Open Issues***

| Issue Identifier | Issue Description |
|---|---|
| CSCvo19097 | If a location is removed or modified from the location hierarchy, the corresponding change in the Visitor, Visit, and location update count are not updated in the **Digitization Stats** section. The location name and count are not updated in the **Right Now** report also. For example, the Top Locations displayed in the **Right Now** report will be affected. |
| CSCvo05264 | The network types listed in following two windows are not matching, and can cause confusion:<br>• In the Cisco Spaces dashboard, choose **Location Hierarchy**, and then click the **More Actions** icon for the root location, and click **Add a Wireless Network**. In the **Add a Wireless Network** window that appears, network types are listed in the **Wireless Network** drop-down list.<br>• In the Cisco Spaces dashboard, choose **Setup** > **Wireless Networks**, click the **Get Started** button, and then click the icon at the far right of the root location. Network types are listed in the **Network Setup** window.<br>Ideally, the network types should be unique across the windows. |

| Issue Identifier | Issue Description |
|---|---|
| CSCvo19301 | In the **Wireless Network** window, in the **Deployment Prerequisites** area, the links to various Wireless network instructions are not aligned properly. |
| CSCvo00172 | Locations newly added to the location hierarchy are not updated immediately in the **Digitization Stats** section. So, the location count in the **Location Hierarchy** window and **Digitization Status** section are not matching.<br>Similarly, for APs also the count is not matching. |

# Resolved Issues - Release 1.1

***Table 2: Resolved Issues***

| Issue Identifier | Issue Description |
|---|---|
| CSCvp11522 | Following changes are made to the Cisco Spaces user interface:<br>• Renamed DNA Spaces to Cisco Spaces everywhere.<br>• **Cisco Spaces User Invitation Email**<br>  • Removed the **About DNA Spaces** link.<br>  • Removed the**Product Updates** link.<br>  • Updated the Copyright Year.<br>• **Log in Page**<br>  • Removed the **Product Updates** link.<br>  • Updated the **Learn More** link.<br>• **Home Page**<br>  • Removed the **Close** button in the **Active APs** window<br>  • Changed the status of **BLE Manager** and **Locate and Detect** apps to **Beta**.<br>• **Engagements App**<br>  • Renamed **Via Cisco Webex Team** to **Via Cisco Webex Teams**.<br>• **Team**<br>Removed the following user roles that are currently not supported by Cisco Spaces:<br>  • Portal Designer<br>  • Location Manager<br>  • Access Code Manager<br>  • Reporting Analyst |

| Issue Identifier | Issue Description |
|---|---|
| CSCvo49148 | Cisco Spaces now allows the **Account Admin** to activate the account by specifying the email ID in any case. Previously, the email ID was case sensitive and was not allowing to activate if mentioned any letter in a different case.<br><br>Also, Cisco Spaces users can now activate their account by specifying the email ID in any case. Previously the email ID specified by the **Account Admin** to invite users was case sensitive, and was not allowing the invited users to activate the account if any letter in the e-mail ID is mentioned in a different case. |
| CSCvo09309 | In the **Behavior Metrics** report, in the **WiFi Adoption** section, the line bar in the Overview section appears as straight bar if the count for **Clicked on SSID** and **Internet Provisioned** are same. |
| CSCvo31524 | If the Meraki locations are imported using the Meraki API key, after importing SSIDs, the **Delete** button was not appearing for the SSIDs. Now the **Delete** button is appearing for such SSIDs. |
| CSCvo22915 | You can now edit the name of the Cisco Spaces Connectors added to Cisco Spaces. Previously, the **Edit** option was not allowing to edit the name of Cisco Spaces Connectors. |
| CSCvo59773 | In the **Wireless Networks** window, in the configuration instructions for Cisco Spaces Connector under **Deployment Prerequisites**, the OVA link was not working as expected. Now the link is redirecting to the appropriate web page. |
| CSCvp18798 | Cisco Spaces has the following navigation issues:<br>• When in the **Team** window, if you click the **Refresh** button, the cursor keeps on spinning, but the **Team** window is not displayed.<br>• From the Cisco Spaces dashboard, if you access any of the following apps, and navigate to the previous window, the expected window is not displayed.<br>  • Operation Insights<br>  • BLE Manager<br>  • Location Analytics<br>  • Location SDK<br>  • Detect and Locate<br><br>Now these navigation issues are resolved |
| **Cisco Spaces Runtime** | |
| CSCvo97772 | If an Inline **No Authentication** captive portal add edited to add a **Data Capture** form, the repeat users who had already completed authentication were not able to proceed further after loading the captive portal. Now both the new and repeat users can proceed further to view the Data Capture form. |

| Issue Identifier | Issue Description |
|---|---|
| CSCvp13861 | Cisco Spaces now supports captive portal authentication for Internet Explorer 11.0. Previously, captive portal authentication was not happening if the browser is Internet Explorer 11.0. |
| CSCvn82672 | After entering invalid credentials for Cisco Spaces login, if tries to log in using correct credentials, not able to log in, and the message Session Expired is displayed. |
| CSCvo17285 | For Cisco Meraki, in the **Wireless Network Status** window, the locations are not left aligned to display near the location logo. |
| CSCvo18918 | In the **Digitization Stats** section, the count for visitor, location updates, and visits are displayed with decimals. For example, 96.0399999999. This is occurring when the total count is less than 1000. |
| CSCvo17280 | For Cisco Meraki, in the Wireless Network Status window, after clicking the **Expand-Collapse** button for a location, if you navigate to a different network tab and return to the window, the **Expand-Collapse** button appears as expanded, but locations are not displayed. |