

# 1.2


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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 offers a variety of toolkits, apps, and APIs to turn these insights into action.

The following are the major features of this release:

- New Setup feature to easily connect and configure wireless network.
- Updated Cisco Spaces Connector and CMX Tethering configuration process.
- Behavior Metrics with segregated core and diagonastic metrics.
- Enhanced Soft SMS Fingerprint verification with device properties.
- Provision to auto update notification URL in Cisco Meraki when importing network location to Cisco Spaces location hierarchy.
- Restricted invalid login attempts to Cisco Meraki during network synchronization to avoid account locking.

# New Features in Release 1.2

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

# Setup

To ease the connection between Cisco Spaces and Wireless network, and to do the required configurations in the wireless nerwork, Cisco Spaces now provides a new setup (Setup v2) flow. The new setup has provision to connect Cisco Spaces to Cisco AireOS or Cisco Meraki. Based on the wireless network you select, various methods through which you can connect to the particular network are displayed. When you select a particular method, the steps to connecting through that method is displayed along with the configuration instructions.

In the Cisco Spaces dashboard, when you choose **Setup > Wireless Network**, in the **Connect your wireless Network** window, a new button **Add New** is displayed. You can get the configuration instructions for a particular method using this button. For example, suppose you want to connect the Cisco Spaces to Cisco AireOS using a Cisco Spaces Connector. For that, click the **Add New** button, and click **Select** for **Cisco AireOS/Catalyst**. Then click **Select** for **Via Spaces Connector**. The Prerequisities for uisng this method is displayed. Click **Customize Setup**. Now a new bar **Connect via Spaces Connector** appears in the **Connect your wireless network** window. Click the drop arrow at the far right of the bar to view the configuration instructions for this method. The steps required for configuration such as **Create a new token**, **Add Controllers**, and **Import Controllers** , and so on will be available in the corresponding step at which they are required.

# Cisco Spaces Connector and CMX Tethering

In the **Cisco Spaces** dashboard, the **CMX Connector** and **Spaces Connector** options are no more available directly under **Setup**. A new option **Wireless Networks** is added under **Setup** for configuring the connetors.

The **Add New** button in the **Connect your wireless network** window enables you to display the configuration instructions for **Cisco Spaces Connector** and **CMX Tethering**.

Once added, a bar correpsonding to the wireless network and method selected appears in the **Connect your wireless Network** window. For **Cisco Spaces Connector**, a bar **Connect via Spaces Connector** appears. You can create the token using **Create a new token** provided at Step 2 of the configuration instructions, and you can add wireless controllers using **Add Controllers** provided at Step 3. You can then import the wireless controllers using **Import Controllers** provided at Step 4.

For CMX Tethering, a bar **Connect via CMX Tethering** appears. You can create the token using **Create New Token** provided at Step 2, and after configuring the token in Cisco CMX, you can add the Cisco CMX node to the location hierarchy using **Add CMX** provided at Step 3.

# Behavior Metrics

The Behavior Metrics feature is enhanced to display performance on core metrics and the impacting factors separately. The report tabs now displayed are **Behavior Metrics**, **WiFi Adoption**, and **Right Now**. The **Business Metrics** tab is renamed as **Behavior Metrics**. The report tabs that were displayed at the far left of the window are now displayed at the top of the window. By default, now the **Behavior Metrics** report tab is shown.

The Behavior Metrics tab will now have the following sections:

**Performance Benchmarking: Performance on Core Metrics relative to Peers**

Visit Duration across locations, Visit Duration for key locations, Visit Duration for sub brands, Visit Duration Distribution along with Visit Frequency across locations, Visit Frequency for key locations, Visit Frequency for sub brands, and Visit Frequency Distribution are shown in this section.

**Diagnostics: Factors that Impact or are Impacted by the Core Metrics**

The graphs for Visit Duration by Visit Number, Repeat Visitors and Visit Recency across locations, Repeat Visitors and Visit Recency for key locations, and Repeat Visitors and Visit Recency for sub brands are shown in this section. In addition, Visit Distribution for Hour of day and Visit Distribution for day of week are displayed. Graphs showing the impact of store size on visits such as **Size of Store and visit duration** and **Size of store and No. of Visits** are also shown.

## Auto Update Notification URL during Network Location Import

If the wireless network is Cisco Meraki , when you import a Meraki network location to Location Hierarchy, now the Notification URL automatically gets configured in Cisco Meraki. Previously, you had to manually configure the notification URL in Cisco Meraki for location updates.



**Note** This support is not applicable for the Meraki networks added using Meraki API Key.

# Enhancements in Release 1.2

The following enhancements are made to the Cisco Spaces in this release:

## Cisco Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

### Behavior Metrics

For Repeat Visitors charts in the Behavior Metrics tab, the tool tips are updated.

### Restriction for Invalid Login Attempts for Meraki

When Cisco Spaces connects to Cisco Meraki automatically for network synchronization, the login attempt with false credentials is now restricted to one. The login attempt usually fails if any change is made to credentials for the particular Meraki account. This enhancement helps to avoid the Cisco Meraki account getting locked due to false login attempts.

## Cisco Spaces Runtime

The following changes are made to Cisco Spaces Runtime:

### Soft SMS Fingerprint Validation

To make the Soft SMS fingerprint verification more secure, the verification process based on mobile number alone has been enhanced to include device properties such as “hardware concurrency” and “deviceMemory” that are available as browser properties. So when a fingerprint verification is done from a different device than the one from which the authentication request is initiated, the customer is asked to confirm, for completing the fingerprint verification.

# 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 1.2

***Table 1: Open Issues***

| Issue Identifier | Issue Description |
|---|---|
| CSCvp46851 | Tooltip had multiple pointer while placing cursor in the scatter plot charts. |
| CSCvo00172 | Cumulative Stats - Location Count and AP counts are mismatched |
| CSCvo19097 | Visitor, Locupdate and Visits data is displayed as N/A after removing the location |

## Resolved Bugs - Release 1.2

***Table 2: Resolved Bugs***

| Issue Identifier | Issue Description |
|---|---|
| CSCvo05264 | Wireless Network names displayed differently in Location hierarchy and network setup page |