

April 2020

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Introduction to Cisco Spaces

Cisco Spaces is a location services cloud platform that provides wireless customers with location-based services, including location analytics, business insight, customer experience management, asset tracking, Bluetooth Low Energy (BLE) management, and API. It provides a single dashboard interface to avail these multiple services through various location based technologies and intelligence. Cisco Spaces 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, and so on. The asset tracking feature of Cisco Spaces 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. In addition, Cisco Spaces through its partner program, offers different apps for different verticals. Cisco Spaces is compatible across Cisco Catalyst, Cisco AireOS or Cisco Meraki infrastructure.

The following are the major features of this release:

- Support to integrate Cisco Spaces with Catalyst Center.
- The right now reports is completely revamped, and a new **Right Now** app is introduced.
- Support to analyze the impact of Covid 19 in the locations using the **Impact Analysis** report.
- Added active user count, **Device by Operating System** graph, and **Data Consumed per User** graph in the **OpenRoaming** app.

New Features - April 2020

Cisco Spaces Dashboard

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

Cisco Catalyst Center Integration

Cisco Spaces is now enhanced to integrate with Catalyst Center. This enhancement enables Cisco Spaces:

• To synchronize maps from Catalyst Center.

• To provide location information to Catalyst Center.

However, Cisco Spaces can be integrated as a BETA feature, with an optional package on top of Catalyst Center which is expected to be available by July 2020. Contact your account team after the specified time period to obtain the Cisco Spaces optional package .

The pre-requisites for integration are:

- Catalyst Center version 2.1.1 or higher with Cisco Spaces optional package.
- The wireless network connected to Cisco Spaces using Cisco Spaces connector.

A new option **Integrations** > is now available in the three-line menu that appears at the top-left of the Cisco Spaces dashboard to support this integration. You can create a token for an instance using the **Create Token** option. You can then configure this token in the Catalyst Center to integrate it with Cisco Spaces.

Right Now

The **Right Now** report is now removed from the **Behavior Metrics** app and is made available as a separate app in the Cisco Spaces dashboard. This enhancement will facilitate to provide a much advanced **Right Now** report. The **Right Now** report will now have the following charts:

By default, the report shows the details of visitors currently present at all the locations. You can filter the data for network level locations.

- **Active Visitors present**: Displays the total number of visitors in the filtered location including its child locations during the last 10 minutes.
- **Total Visitors present** : Displays the total number of visitors in the filtered location including its child locations during the last 3 hours. For the **Workspaces** vertical, the data will be for last 10 hours.
- **Active Visitors present in Key Locations**: Displays top three locations with highest number of active visitors and bottom three locations with lowest number of active visitors during last 10 minutes.
- **Total Visitors present in Key Locations**: Displays top three locations with highest number of visitors and bottom three locations with lowest visitors during last 3 hours. For the **Workspaces** vertical, the data will be for last 10 hours.
- **Visits Cumulative**: Displays the total number of visits for each hour of the day in a cumulative manner.
- **Composition: First Time and Repeat Visitors**: Displays the percentage of new and repeat visitors among the active visitors.
- **Composition: Visitor and Employees** : Displays the percentage of visitors and employees among the active visitors.
- **Presence: By Location**: Displays location-wise count of active visitors in the child locations of the filtered location. The location-wise count is displayed in Map view and list view.

Enhancements - April 2020

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

Impact Analysis

To notify that the effect of Covid 19 can be analyzed through the **Impact Analysis** app, a **Covid 19 Analytics** banner is added to the **Impact Analysis** app tile. A default **Covid19** event is now available in the **Impact Analysis** window to measure the impact.

OpenRoaming

In the **OpenRoaming** app, in the **Statistics** window, the following new options are added under the **Custom** tab:

- **Users Active Right Now**: Displays the total number of users currently connected to the internet from the filtered location and its child locations.
- **Devices by Operating System**: Displays a pie chart to show the total number of devices that are connected from the filtered location and its child locations during the date range specified, based on the operating system of the devices. The total number of devices with a particular operating system is displayed at the centre of the pie chart when you hover over that operating system name in the pie chart.
- **Data Consumed per User** : Displays a bar graph that shows the average data consumed by each user on each day of the date range specified.

Cisco Spaces Runtime

The following changes are made to the Cisco Spaces runtime:

Auto-Fill Issue on Browsers

The **Data Capture form** is enhanced to resolve the auto-fill issue for phone number during customer acquisition. In the Data Capture form, the country code was blanked out after entering the phone number using the auto-fill option. This issue, which occurred for the browsers, Apple Safari and CNA, is now fixed.

Place Holder Text for Phone Number-Data Capture Form

During customer acquisition, incorrect place holder text was shown in the **Phone Number** field in **Data Capture form**. This is fixed to show the correct place holder configured in Dashboard Portal.

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

Table 1: Open Issues

Issue Identifier	Issue Description
CSCvq83680	RBAC - Admin users who have access only to specific locations are not able to login to dashboard.
CSCvp57525	Location Analytics- Dwell time range % is overlapping in Dwell time break down chart when dwell time values are lesser.
CSCvs79627	Meraki camera - User is able to import non camera devices as well.
CSCvs97445	Users count is showing wrong in location hierarchy page.
CSCvt29202	By default Visitor and Visits count are displayed for newly created account in Digitization Stats.
CSCvt62394	User should not be able to save total area value without selecting total area unit value.
CSCvt65983	Away rule time selection should be limited as per the vertical visit end time for each account.
CSCvu01155	UI - Clicking location hierarchy menu from monitoring section redirects user to home page.
CSCvt99974	In the Right Now -Visitor vs Employee chart section, Proportion of Employee count is shown less.

Issue Identifier	Issue Description
CSCvt93539	In the Right Now -Visits by floor section, Floor names are not shown in tooltip text, when count of visits is low

Resolved Issues

Table 2: Resolved Issues

Issue Identifier	Issue Description
CSCvt83390	Error message not displayed when submitting the form without entering an access code.
CSCvt86059	T&C text is shown on loading screen while doing access code authentication.