

August 2019

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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, 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:

- Role-Based Access Control for Cisco Spaces user accounts.
- Visitor Engagement report for Engagement Rules.
- Partner API Documentation in new outlook (Partner dashboard).
- Provision to renew API Keys for partner apps (Partner dashboard).
- AP removal support for Cisco CMX.
- For Meraki, support for location updates from bluetooth devices.
- Enhancement to display failed login attempts in log history.
- D3 framework for Behavior Metrics reports to optimize the accuracy of graphs.
- Support to include the Date of Birth field in the Data Capture form (runtime).

New Features - August 2019

Cisco Cisco Spaces Dashboard

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

Role Based Access Control

Cisco Spaces user account management feature is now enhanced to provide role-based user accounts. This role-based access control feature enables you to invite users with access rights to individual apps.You can now create user roles with different access rights to different apps. For example, you can create a user role with read and write permisision in the Captive Portals app, and read only permission in the Operational Insights app. You can create another user role with read only in Operational Insights and BLE Manager app. Similarly, you can create as many user roles you want combining various services provided. Previously, Cisco Spaces provided only certain predefined user roles, and there was no provision to create custom user roles.

In addition, for certain apps such as Captive Portals you can invite and manage the users from the particular app itself. The Captive Portals app has a **User Management** option to manage the users. The Captive Portals app has user roles **Creative User** and **AccessCodeManager** .

In the Cisco Spaces dashboard, the **Users** option to invite Cisco Spaces users is now renamed to **Admin Management**.

When a Cisco Spaces account is created, a Dashboard Admin Role user is created for the account with the e-mail ID provided. This Dashboard Admin can invite other users for Cisco Spaces.

Cisco Spaces provides only one default user role, **Dashboard Admin Role**.

- For the ACT license, by default, Dashboard Admin Role will have read and write access rights to the services, DNASpaces (including menu items in the left pane of the dashboard, and the apps Behavior Metrics, OpenRoaming, Location Analytics, Engagements, and Location Personas), CaptivePortals, and OperationsInsights.
- For the SEE (Base) license, by default, a Dashboard Admin Role will have access only to DNASpaces.
- If the Dashboard Admin Role requires access to any other services(apps) such as BLE Manager, you must contact the Cisco Spaces support team.

Engagement Rule- Visitor Engagement Report

A new report, **Visitor Engagement**, is now available in the **Engagements** App. The Visitor Engagement report shows the details of engagements with the visitors based on the Engagement Rule you have configured. A new option **Visitor Engagement** is now available in the menu that appears when you click the three parallel line icon in the **Engagements** window.

Partner Dashboard

In the Partner Dashboard, the online Help that appears when you click the **API Documentaion** is now revamped to appear in a different outlook. The new online Help is enpowered by XMART.

For the Partner apps that are integrated with Cisco Spaces Partner dashboard, you can now renew the API Keys for connecting Cisco Spaces with the particular App. Ninety days after defining an API Key, a message

is displayed recommending you to renew the API Key. However, API Key renewal is optional. A new **Renew** button now appears when you hover over the API Key. You can renew the API key separately for Sandbox, Pre Production, and Production environment.

Network Sync Server-AP Removal Support

Network sync server now supports to delete the APs that are removed from Cisco CMX. Previously, such APs had to be removed manually from backend.

Support for location Updates from Bluetooth Devices-Meraki

For Meraki network, Cisco Spaces now supports to receive location updates from Bluetooth devices. The location updates from bluetooth devices are reflected in the Behavior Metrics report.

Cisco Spaces Runtime

The following new features are add to Cisco Spaces Runtime:

Data Capture Form

The Data Capture form in Captive Portals now supports to add the **Date of Birth** field. If you have enabled GDPR, you cannot include the **Date of Birth** field in the Data Capture form. The Date of Birth is captured in runtime either from the **Enable Age Gating** or **Date of Birth** field. Currently, there is no dashboard support for this field. If you want to add the **Date of Birth** field in the Data Capture form, you must contact Cisco Spaces support team.

Also, for **GDPR-Age Gating** with **Strict** mode, the drop-down list for selecting the age is now replaced with a Date Picker.

Enhancements - August 2019

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

Log History Enhancements

The log history that appears when you click the **View History** link is enhanced to display failed log in attempts to the particular Cisco Spaces account. Previously, only successful logins were logged.

Behavior Metrics

D3 Framework has been implemented for Behaviour Metrics charts. Previously, JQwidget was used for Behavior Metrics charts. This enhancement enables to display more accurate charts without gaps.

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
CSCvr12826	Unable to login to dashboard , throws type error Upper case is not function
CSCvq31873	LIVE - Unable to get the URL option for Webex teams and email option in engagement rule
CSCvr21932	RBAC - Unable to create controller using V3 SNMP version "Failed to create controller"
CSCvq83680	RBAC - Admin users who has access to specific locations was not able to login to dashboard.
CSCvq83686	Unable to launch the dashboard when ad blockers are enabled.
CSCvr22232	User is not able to change the password when the password is going to expire
CSCvq99869	Portal - On copying a portal with the asset, Asset is not added in the newly created portal.
CSCvp96608	Setup Widget Import Controllers Count is wrong for Spaces Connector.
CSCvq09339	Controller version gets changed from actual version configured on WLC.
CSCvq79945	RBAC - License type logo is clickable but nothing happened when clicked.

Issue Identifier	Issue Description
CSCvq79930	RBAC-If the token is expired,On clicks activation link it throws "Failed to get activate the user"
CSCvq41890	RBAC - While login ACM user, First it's redirected to CP and then ACM page is displayed.
CSCvq24076	Right Now - On modifying location hirearchy, existing associated counters not cleared.
CSCvp57525	Location Analytics- Dwell time range % is overlapping in Dwell time break down chart when dwell time values are lesser
CSCvr23534	Visitor count is not proper when SSID info is not received during visit start and received later.

Resolved Issues

Table 2: Resolved Issues

Issue Identifier	Issue Description
CSCvp46851	Retail Metrics - Tooltip had multiple pointer while placing cursor in the scatter plot charts.
CSCvr12782	Unable to view Token for WLC Direct widget for Base subscription accounts