

November 2019

- Introduction to Cisco Spaces, on page 1
- New Features - November 2019, on page 2
- Enhancements - November 2019, on page 3
- Issues, on page 4

Introduction to Cisco Spaces

Cisco Spaces is a location platform that leverages existing Wi-Fi infrastructure to give you actionable insights and drive business outcomes. It 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:

- New app **Impact Analysis** to measure the impact of an event based on before and after analytics.
- The **Monitoring & Support** section now shows the health and uptime of all the partner apps..
- Enhanced the Partner dashboard to display **Sign up and Onboarding** window as the first window in the Activation wizard.
- Provision to download the Terms and Conditions for the app from the Activation wizard.
- Added two new Firehose API events in the Partner dashboard, and decprecated two existing events.
- New text field in the Partner dashboard to add Sign Up URL.
- Support to display total number of app activation for a partner in the Partner dashboard.
- Network Synchronization support for Meraki floors when connected using Meraki API key.
- In Behavior Metrics, instead of displaying "locations" and "visitors", the sub vertical specific terms are displayed.
- Enabled Support to add custom variables in **Engagement Rule** for **Trigger API**.
- In Partner dashboard, enabled the validation of the OAuth Base URL field, and added a note to include only https protocol in the URL.

New Features - November 2019

Cisco Spaces Dashboard

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

Impact Analysis

A new app **Impact Analysis** is now available in Cisco Spaces dashboard. Impact Analysis is a way of measuring the effect of any action you made based on before and after analytics. You can see the impact of events and changes to your business location on your behavior metrics.

This helps you to analyze the metrics in a location during a particular period, and compare it with daily average in last 365 days or with the same period in the previous year. This app will be available for SEE, ACT, and Extend license types.

You can create an event with a particular time period, and can compare the metrics during the period of the event with the metrics of :

- Daily Average during Past 365 days
- Same period last year.

You can compare the following metrics:

- Visit duration
- Visit Count

The report displays the comparison report. The report will have the following data:

- **Impact on Visit Duration**: Displays a bar chart with the average visit duration for the event, and the average visit duration for the selected time window, in minutes.
- **Impact on Visit Count**: Displays a bar chart with the average visit count for the event and the average visit count for the selected time window, in percentage.

For example, you can define an event with **From** date as 10-1-2019, **To** date as 10-10- 2019, and Business Location as B. Choose **Same period last year** for comparing. You will get a report showing the performance in location B during 1st and 10th of October 2019 along with the performance in location B during 1st and 10th of October 2018.

Monitoring & Support

The **Monitoring & Support** section now displays the health of the partner apps the customer has activated. In the **Monitoring** tab, a new section, **Partner Apps** is now available that displays the uptime and health status of all the apps the customer has activated. The overall status of partner apps is shown in the **Summary** section.

App Activation Flow

For partner apps, the first window in the **App Activation** wizard will now be **Sign up and Onboarding**.

In the **Sign up and Onboarding** window, if you select "I dont have an account with <partner name>, and would like to sign up for an account", a **Sign Up** button appears in the window. The **Sign Up** button will be redirected to Sign Up URL configured for the app in the Partner dashboard. The **Sign Up** button appears only if the partner has configured the **Sign Up URL** field in the **App Title** tab in the Partner dashboard.

App Activation Terms

For partner apps, in the **Accept Terms & Conditions** window of the Activation wizard, a link will be available to download the Terms and Conditions . You can download the Terms and Conditions in the Text format.

Partner dashboard

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

- **Event Types**: Two new Fire Hose API events , **Device Presence** and **User Presence** are newly added for partner apps. The events **Device Active** and **Device Passive** are deprecated.
- **Sign Up URL** Field: In the **App Title** tab for an app, a new field **Sign Up URL** is added to specify the URL to which the customer will be redirected after clicking the **Sign Up** button during activation.
- **Total Count of Activated Apps**: When a partner logs in to the Partner dashboard, the total number of activations happened for all of the apps of the particular partner is displayed at the top-right of the dashboard.

Network Sync Server

Network Sync Server now supports synchronization for the Meraki floors when Cisco Spaces is connected to the Meraki Network using a Meraki API Key. So, now the floors are imported to the location hierarchy, and are synched with Cisco Meraki by the network sync server. Previously, if connected using Meraki API Key, floors were not imported and syncronization was not happening.

Enhancements - November 2019

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

Behavior Metrics

In Behavior Metrics report, for the Retail vertical, the terms for **Visitors** and **Location** in descriptions can be changed based on the sub vertical of your business. Suggested text for various sub verticals will be as shown in the following table:

Table 1: Text for Various Sub Verticals

Text	Restaurant	Gym	Museum	Club	Casino	Financial Retail	Auto Retail	Default/ All Others
Visitors	Diners	Members	Visitors	Members	Gamers	Customers	Customer	Visitor
Location	Restaurant	Gym	Museum	Club	Casino	Branch	Dealership	Location

However, the suggested sub vertical terms will be used only on request basis. You can contact the Cisco SpacesCisco Spaces support team if you want to avail this feature.

Custom Variable Support for Trigger API

In the Engagements Rule, for Trigger API, you can now define custom variables for the methods, GET, POST FORM, POST BODY, and POST JSON. When you click on a variable field for a method, a **Custom Variable** button is displayed along with the pre-defined variables. For the POST BODY method, currently there is no custom variable support for POST BODY DATA field, but it is expected in the upcoming releases. However, the URI field will not have custom variable support.

Validation of App Dashboard URL

In the Partner dashboard, in the **App Title** tab for the apps, a note is added in the **OAuth Base URL** field asking only to include **https** protocol in URLs. In addition, the Partner dashboard is enhanced to validate this URL during saving, and to display an error message if the validation failed or the URL is not a secure one (HTTPS).

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 2: Open Issues

Issue Identifier	Issue Description
CSCvq83680	RBAC - Admin users who has access to specific locations was not able to login to dashboard.
CSCvq24076	Right Now - On modifying location hirearchy, existing associated counters not cleared.

Issue Identifier	Issue Description
CSCvp57525	Location Analytics- Dwell time range % is overlapping in Dwell time break down chart when dwell time values are lesser
CSCvr99306	Engagement rule link template no validation available for Link , accept plain text as well.
CSCvr99286	Renaming any portal name with existing portal name error message is not correct.
CSCvr89015	Activation page keeps on loading when wrong password is entered during activation.
CSCvr88600	Search and rename the searched location displayed html tags on rename text box.
CSCvr95954	On clicking captive portal tile, observed blank page for few sec while loading the portal list page .
CSCvs17068	SSID - Not able to delete the Meraki's SSID, if network name has starting with the space..

Resolved Issues

Table 3: Resolved Issues

Issue Identifier	Issue Description
CSCvs06204	Date/day is wrong in Cisco Spaces report.
CSCvr21932	RBAC - Unable to create controller using V3 SNMP version "Failed to create controller"
CSCvs10018	Not able to find current session . please login again error displayed in live dashboard.
CSCvs05071	Meraki API Key - Wireless Network status was not displayed as connected after authenticating Meraki.
CSCvr93655	CMX Tethering - Only one Floor is getting added and rest all got cleared and not imported
CSCvr88647	All locations - No validation message displayed on renaming same location name.
CSCvr95920	Rules - Success message is not displayed if user selects "seamlessly provision internet" option.