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Overview of Cisco Spaces

Cisco Spaces is a powerful location services platform that leverages the existing wireless as well as Internet of Things (IoT) and Bluetooth Low Energy (BLE) infrastructure to provide actionable insights and drive business outcomes through built-in applications in Cisco Spaces.

These insights include:

- **Location Analytics**: Provides the capability to slice and dice location data by time or location and get a deeper visibility into the behavior of users who are connected to your network.
- **Right Now**: Reports that provide a real-time count of the number of visitors (identified by devices connected to Wi-Fi) within your physical space, and how it compares to the historical average. Based on the authentication method in use, **Right Now** reports can detect multiple devices belonging to a single user and count them as belonging to one visitor.
- **Business Insights**: Provides the capability to measure how frequently people visit your physical location, and how much time they spend at these locations. This data is benchmarked monthly across all the locations. It also provides the capability to compare and benchmark the performance of your locations historically, by group, or by industry.
- **Impact Analysis**: Provides the capability to measure the impact of at-location events, campaigns, and layout changes on the behavior of users who are connected to your network. It is easy to create an **Event** using the Cisco Spaces application and measure its impact based on the following:
    - The time spent
    - The frequency during specific timelines such as **Before**, **After**, and **During** its occurence

Cisco Spaces applications include customer experience management apps such as **Captive Portals**, **Location Personas**, and **Engagements** that allow you to connect with your customers in real time when they are at your physical location. Additional applications also include an **Asset Tracking** app, a service manager to

manage and configure IoT services (BLE), if any, as well as an open API framework for extracting this data and correlating or integrating it into other enterprise systems.

Cisco Spaces provides a single dashboard interface to avail these multiple services through various location-based technologies and intelligence. Cisco Spaces also enables you to connect and engage with visitors at your physical business locations. It finds applications in various industries such as work spaces, retail, manufacturing, hospitality, healthcare, education, financial services, and so on. The asset-tracking application in Cisco Spaces provides solutions for monitoring and managing the assets in your premises. Cisco Spaces offers a variety of toolkits, apps, and APIs to turn these insights into actions.

Through its partner program, Cisco Spaces offers businesses access to various partner applications across verticals.

Cisco Spaces is compatible across Cisco Catalyst, Cisco AireOS, and Cisco Meraki infrastructure.

In addition to the services specified, the scope of Cisco Spaces apps have been extended to meet the business requirements that arise due to the global pandemic, COVID-19. Extensions have been built on existing applications and newer applications have been added to meet specific requirements for COVID 19. Extensions to apps, such as **Impact Analytics**, **Location Analytics**, **Behavior Metrics**, and **Right Now**, allow you to analyse the impact of COVID-19 at your business locations, as well as take appropriate actions. For example, you can now create a rule based on the device density at your location and be automatically notified if the number of people at your location exceed a specific count or density (people per area). The **Location Analytics** app also has the capability to share executive summary reports with your colleagues in the organization. Additionally, COVID-19-based trend analysis for individual or group locations can now be done using the **Behavior Metrics** app. This enables the comparison of specific business locations with that of the overall organization as well as with your specific industry.

The **Proximity Reporting** app in Cisco Spaces provides a quick way to review the location history as well as device proximity history of an impacted device. Based on the user ID or MAC address, a report for the device location in the building for the last 14 days is generated along with the proximity of other devices. This report can also be exported or shared using the share feature. Similarly, the **Detect and Locate** app now has the capability to cluster devices into specific counts to check and report on areas that may be violating social distancing guidelines.

For additional information about Cisco Spaces, including setup and configuration, see the Cisco Spaces Configuration Guide.

What's New in this Release

Location Analytics

The following features have been introduced in the **Location Analytics** app:

- **Share report**: An option to share **Custom Report** is introduced in the **Location Analytics** app. You can share reports with both Cisco Spaces users and non-Cisco Spaces users. Non-Cisco Spaces users must perform a one-time registration to access the reports. If you do not have the necessary permissions to access the report, request access from the administrator or the user who initiated the report. You cannot access a report if it is deleted or revoked. Only an administrator or a sender can revoke a report.
- **Path widget**: A new widget called **Path** is added in **Custom Report**. The Path widget shows the visitor traverse pattern between locations and displays the percentage of visits at various floors or zones within the same **Network**. In your custom report, hover the cursor over any floor or zone in the Path widget to

view the exact visit count. You can filter using only the locations available below the **Network** to view the path analytics. The **Path** widget is only available for the Cisco Spaces ACT license accounts.

Right Now - Density Rules

The following features have been introduced in the **Density Rules** feature:

- **Density Rules**: The **Density Rules** option allows you to create rules that trigger notifications to business users based on the number of people captured by the Meraki Camera located in the business location.
- **Test Rule**: The **Test Rule** option enables you to test the configured notification channel. The message configured on the rule is delivered through the configured notification channel.

Cisco Spaces Dashboard

The following feature is introduced in the **Cisco Spaces Dashboard**:

- **Idle Timeout**: A user who is logged in to the Cisco Spaces dashboard can remain idle only for a specific time period. If inactive for 20 minutes, the user is automatically logged out of the dashboard. A notification is displayed 5 minutes before the idle timeout and the title of the browser window where the Cisco Spaces application is open changes to `INACTIVE: You will be logged out in 5 mins.` Any action performed on the corresponding window extends the user's session.

What's Changed in This Release

IoT Device Marketplace

When you click the **IoT Device Marketplace** tile on the Cisco Spaces dashboard, it automatically redirects you to the **IoT Device Marketplace** application. Before this enhancement, you had to provide the login credentials again to log in to the IoT Device Marketplace application.

Cisco Spaces Dashboard

The following changes are made to the Cisco Spaces dashboard:

- Meraki Service Account Workflow: When you connect Meraki using **Connect via Meraki Login** or **Connect via Meraki API key** widgets, the **Enable Service Account** window is displayed with the **Continue with Service Account** and **Continue without Service Account** options. If you select **Continue with Service Account**, the service account instructions are included as part of Meraki configuration steps.
- Meraki Sync: The user count that is currently getting synchronized with Meraki is displayed under the **Connect your Meraki** options (**Connect via Meraki Login** and **Connect via Meraki API Key**).
- **Setup** window enhancement: You can now manage maps from the **Setup** window under **Connect WLC/Catalyst 9800 Directly** and **Connect Via Spaces Connector**. The following new links are introduced:
  - **Import/Sync Maps**: Upload a **Cisco Prime Infrastructure** or the **Cisco Catalyst Center** map in order to work with **Detect & Locate**, **Asset Tracker**, and **IoT Services** seamlessly.

- **Map Upload History**: View the list of uploaded maps. You can view the filename, source type, status and other related information.
- **Manage Maps**: Navigate to the **Map Service** application to manage maps.

- **Captive Portals** Asset Upload restriction: When you upload a new asset in the **Stylesheet editor** > **Asset Library** of **Captive Portals**, the maximum file size supported per attachment is 15 MB. Before this enhancement, the maximum file size supported per attachment was 50 MB.
- **Location Hierarchy**: In the **More Actions** menu, the **Add Wireless Networks** option is removed. The **Connect Wireless Networks** option is added with the **Go to Setup** option. Click **Go to Setup** to navigate to the **Setup** > **Wireless Networks** window, to configure the wireless networks.

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 Caveats

This section lists the open caveats in this release of Cisco Spaces. A caveat that was open for a prior release and is still unresolved applies to all future releases until it is fixed.

Table 1: Cisco Spaces Open Caveats

Caveat Identifier	Caveat Description
CSCvt93539	In the **Right Now** > **Visits by floor** section, floor names are not displayed on the X-axis in the charts.
CSCvu98859	Telemetry such as **Button Click** and **Movement** data gets reset to 18+ hours when applying new configuration

Caveat Identifier	Caveat Description
CSCvv16880	During gateway deployment workflow, the AP is sometimes erroneously categorised as `needs config mode` due to timing issues.
CSCvv28936	Under **Detect & Locate**, provide an option to filter Kontakt BLE devices.
CSCvv34216	Connector restarts in HA pair causing ControllerChannel and APChannel to split between connectors
CSCvv64362	Provide an option to auto-enable GRPC and app host for custom AP groups
CSCvv91424	Recent activity for density rule report shows no data when the number of density triggers are large

Resolved Caveats

This section lists the bugs that have been resolved in this release of Cisco Spaces.

Table 2: Cisco Spaces Resolved Caveats

Caveat Identifier	Caveat Description
CSCvv74810	The **Integrations** hamburger link is not shown when a read-only Cisco Spaces user logs in to the **Dashboard**.
CSCvw18656	**Map Service** - Upload does not fail when a user uploads multiple map files
CSCvu78949	Unable to import locations in location hierarchy if there is an extra space in the location name
CSCvv60285	The active APs link on the **Home** page disappears while refreshing the page in the browser
CSCvs79627	Meraki camera - Users are able to import non-camera devices as well
CSCvu46143	Display appropriate error message when a user is trying to use the a previously accepted invitation
CSCvv74806	The **IOT Device Marketplace** app icon displays as a broken image in the **Switch Apps** menu.