

October 2020

- Overview of Cisco Spaces, on page 1
- What's New in this Release, on page 2
- What's Changed in this Release, on page 3
- Issues, on page 4

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

Right Now

The following features have been introduced in the **Right Now** app:

- Presence chart: The **Presence Trend** chart replaces the **Cumulative Visitors** chart. The **Presence Trend** chart is plotted every ten minutes and depicts the location capacity, which is based on a location's occupancy limit. The location's occupancy limit is configured from **Location Hierarchy**.
- Exclude SSID: From the **Settings** menu, you can now exclude specific SSIDs from the visitor count processing.

What's Changed in this Release

Map Service

The following enhancements have been made to **Map Service** to keep **Location Hierarchy** in sync with the imported map data:

- Maps exported from Cisco Prime Infrastructure or Cisco Catalyst Center and imported into Cisco Spaces using **Map Service** now appears automatically under **Location Hierarchy**.
- If you delete a location from **Location Hierarchy**, it will also be removed from **Map Service**.
- AP import restrictions have been implemented based on the AP license limits for the Cisco Spaces account.



Note If your locations have maps, create a map-based location hierarchy. However, if you have already created a location hierarchy through **WLC Direct** > **AP prefix**, **CMX On-Prem Auto-Sync**, or **CMX Manual Upload** and have imported the maps containing the overlapping APs, then the APs will be moved to a map-based hierarchy.

If a location is deleted from **Map Service**, then only the corresponding access points are removed from **Location Hierarchy**.

Dashboard

The following changes have been made to the Cisco Spaces dashboard on the home page and under **Location Hierarchy**:

- The enhancements on the Cisco Spaces home page are listed below:
  - **Detect and Locate**: The tracked devices count is now displayed on the **Detect and Locate** app tile.
  - **Proximity Reporting**: The count of proximity reports created is now displayed on the **Proximity Reporting** app tile.
- **Location Hierarchy** now automatically reflects the hierarchical structure defined in maps imported from Cisco Prime Infrastructure or Cisco Catalyst Center. To support this enhancement, the following changes have been made:
  - The **Dashboard** now restricts the import of locations, under **Location Hierarchy** > **Add Wireless Networks**, using **CMX On-Prem** or **WLC Direct Connect** > **Import from Maps**.
  - The **Dashboard** now restricts the selective import of locations, like a campus, building, or floor, into the **Location Hierarchy** using the below methods:
    - **Add AP Zones**
    - **Add Building**
    - **Add Campus**
    - **Add CMX zones**

- **Add Floor**

Note If a location, like a campus, building, or floor, is deleted from **Location Hierarchy**, it can be added back to **Location Hierarchy** by uploading the previously uploaded map using **Map Service** > **Maps Upload**.

Location Analytics

Under **Location Analytics**, the **Without SSID** filter is removed from the report.

Behavior Metrics

The following charts have been added under **Behavior Metrics** for the workspaces vertical; these charts will be displayed in both group and location views:

- **Workday Duration Distribution**: This graph displays the time spent by an employee at the workplace, as a percentage of visits.
- **Employee Frequency Distribution**: This graph displays the number of visits by each employee to the workplace.

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
CSCvs79627	Meraki camera - Users are able to import non-camera devices as well
CSCvt93539	In the **Right Now** > **Visits by floor** section, floor names are not displayed on the X-axis in the charts.
CSCvu78949	Unable to import locations in location hierarchy if there is an extra space in the location name
CSCvu98859	Telemetry such as **Button Click** and **Movement** data gets reset to 18+ hours when applying new configuration
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
CSCvv60285	The active APs link on the **Home** page disappears while refreshing the page in the browser
CSCvv64362	Provide an option to auto-enable GRPC and app host for custom AP groups
CSCvv74806	The **IOT Device Marketplace** app icon displays as a broken image in the **Switch Apps** menu.
CSCvv74810	The **Integrations** hamburger link is not shown when a read-only Cisco Spaces user logs in to the **Dashboard**.
CSCvv91424	Recent activity for some **Density Rule Reports** shows no data available due to a 504 error
CSCvv91536	**Density Rule Reports** - Capacity is spelt wrongly as `capcity` in the **Recent Activity** section
CSCvw18656	**Map Service** - Upload does not fail when a user uploads multiple map files

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
CSCvv56842	Add support for AP9117 BLE Antenna PID for map generation from Cisco Prime Infrastructure