

airheads

TECH TALK *LIVE*

aruba
a Hewlett Packard
Enterprise company

User Experience Insight & Customer Business Case

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#ArubaAirheads

Agenda

- **User Experience Insight Introduction**
- **Demo**
- **Customer Use Case**

Introducing Aruba User Experience Insight

Purpose-Built UX Sensors



Simple to setup and deploy on any vendor's wired and wireless networks

Cloud-Based UI



Simple user interface for administration, real-time monitoring, proactive actionable alerts, troubleshooting

Small Enclosure. Lots of Value!

Powerful Linux-based client

- ✓ Wi-Fi (dual band MIMO)
- ✓ Ethernet (GigE)
- ✓ Cellular (LTE)
- ✓ 30-day storage
- ✓ Browser
- ✓ Backup power (for graceful shutdowns)

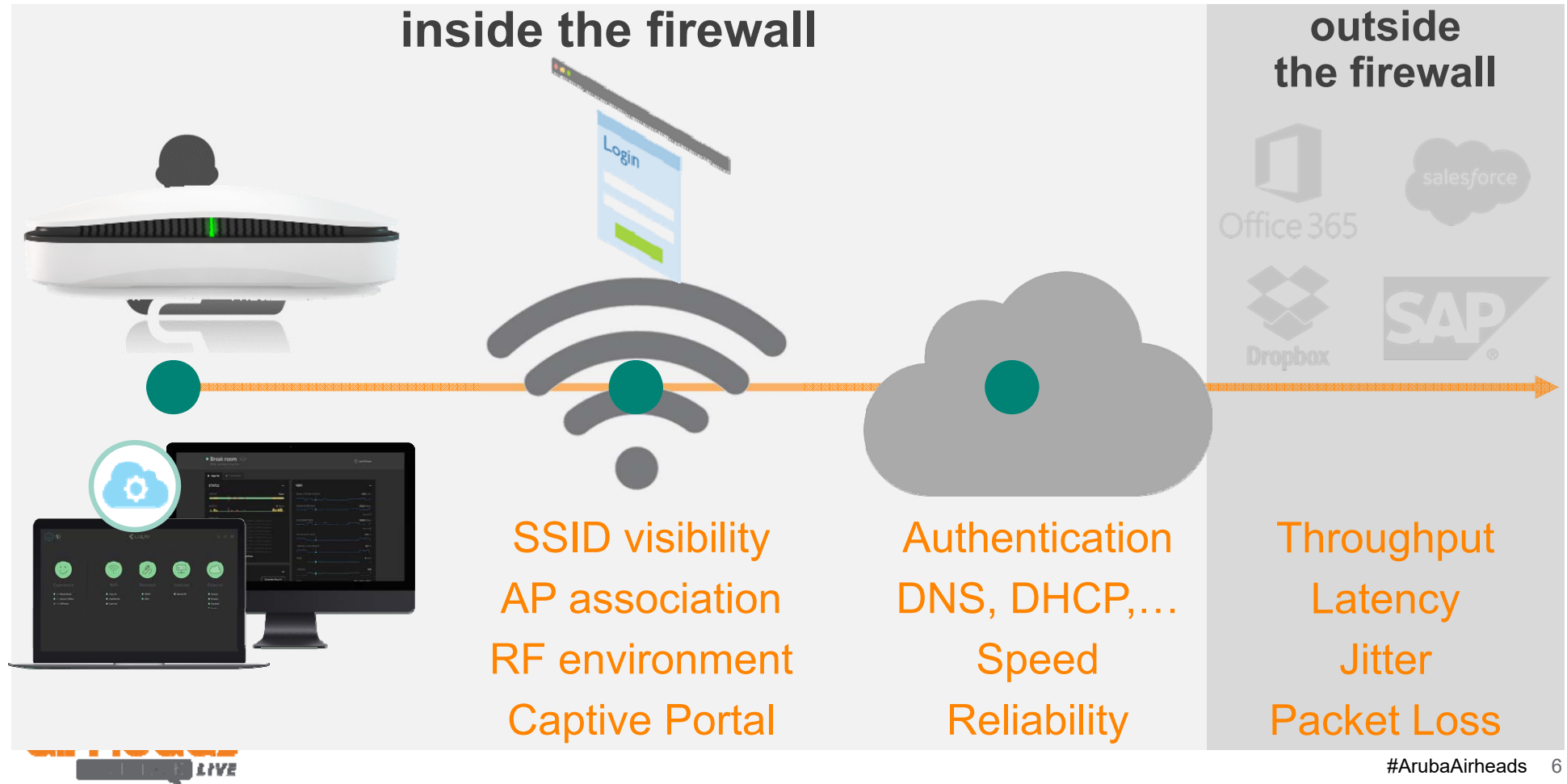


User Experience Insight

Features and User Interface



Data to Optimal User Experiences



Test Suite

Thorough Testing **To** and **Through** Your Network

Wi-Fi

- Scan
- Association
- Packet capture
- Measure KPIs (RSSI, Util, etc.)
- ZAPd / MyMeraki

Network

- Authentication
- Gateway
- DNS
- DHCP
- Iperf3
- Ping/Hping
- HTTPGet / Curl
- Telnet
- MTR*

Growing Library of Apps (sample)

- Box
- Chromium (script)
- Captive Portal
- Google: Gmail, Drive, Docs
- Jira
- Dropbox (API)
- YouTube download
- VOIP MOS (Skype, BlueJeans)
- Salesforce
- Slack

- Create-Your-Own

Zero-Touch Deployment Is As Easy As 1, 2, 3

In the office or in the branch



1

Place or mount

1 sensor for every 5-10 Aps
at end-user locations

2

Connect to power

AC adapter or PoE

3

Login to dashboard

View real-time status

At-A-Glance Status

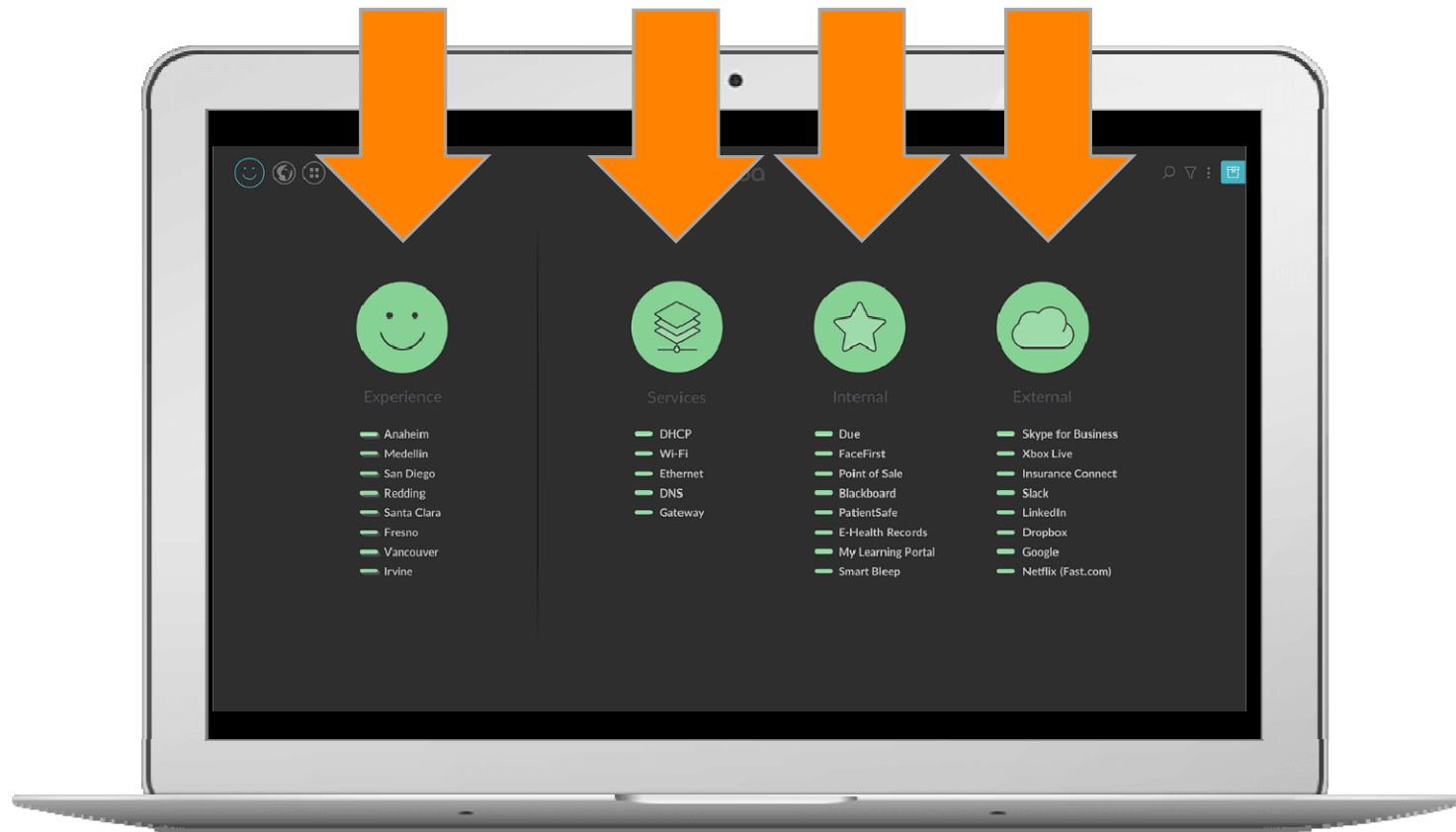


Performance is OK

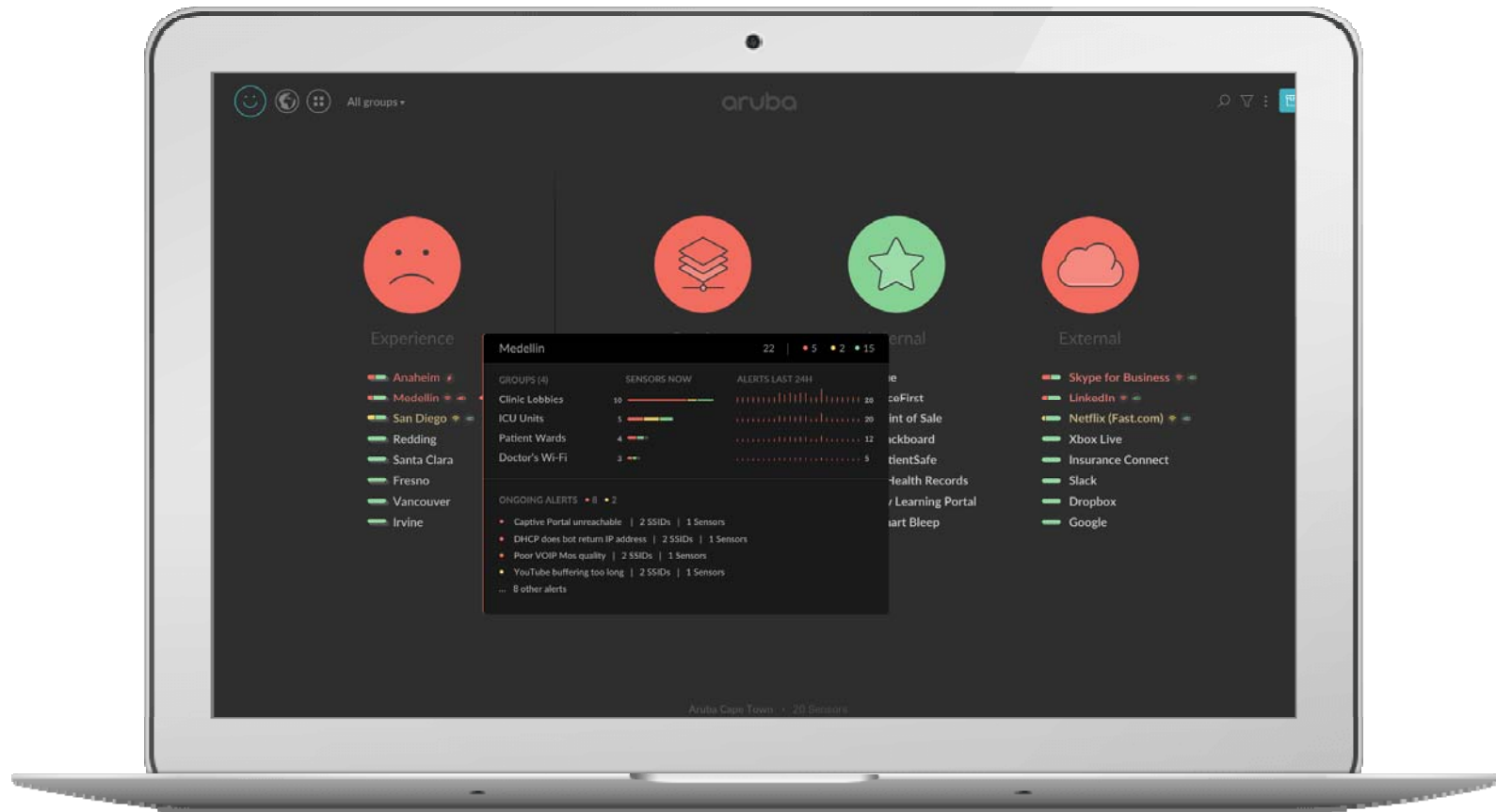


There's an issue

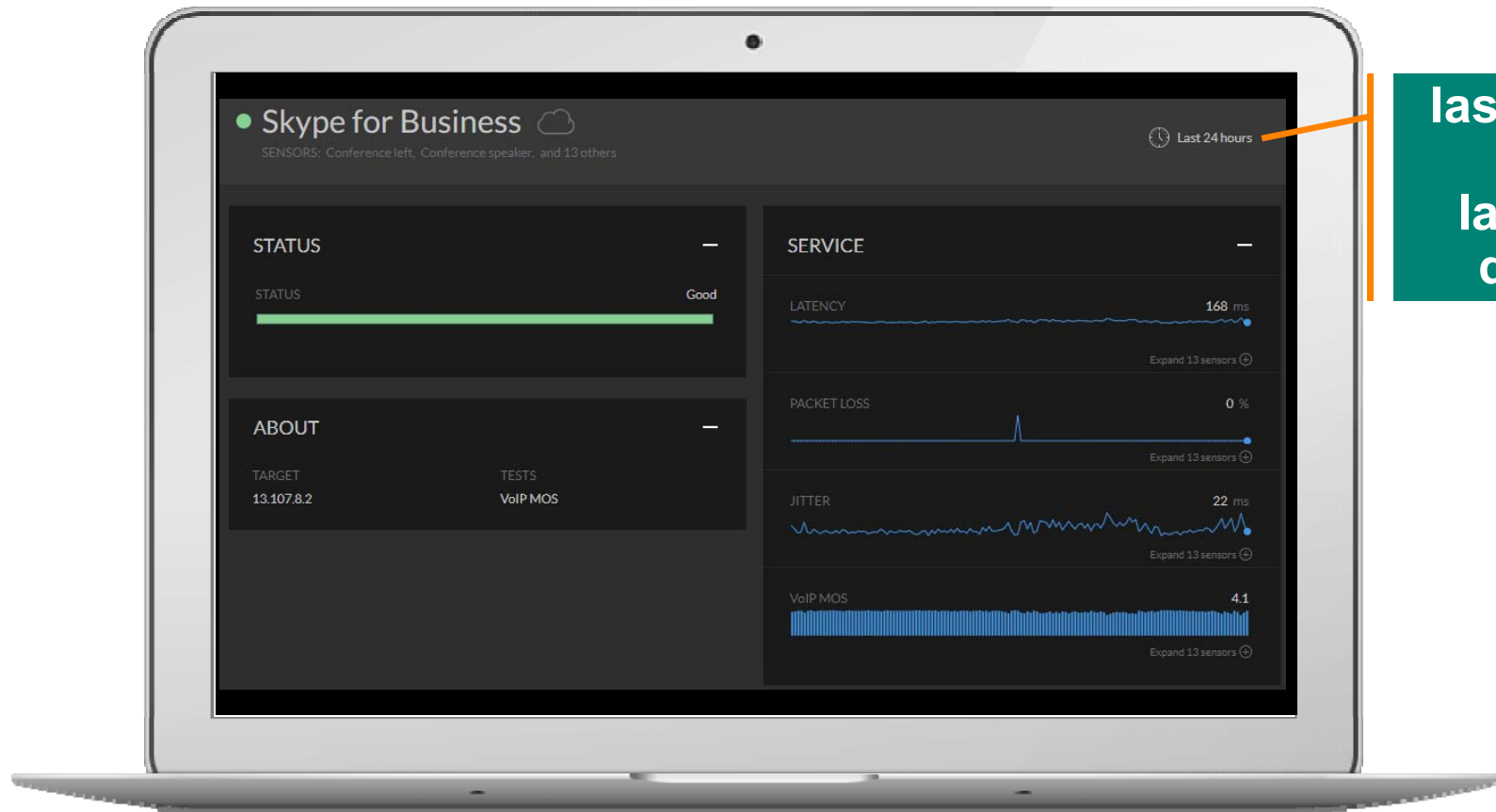
Intuitive Real-Time Status



Deeper Insights



Insights Include History



Automatic Troubleshooting

Fast **remote** troubleshooting

Internal service is unavailable

Resolved04:04 to 04:04 (a few seconds)
SSID: Guest WiFi 5GH
SENSOR: Dests 1 - window

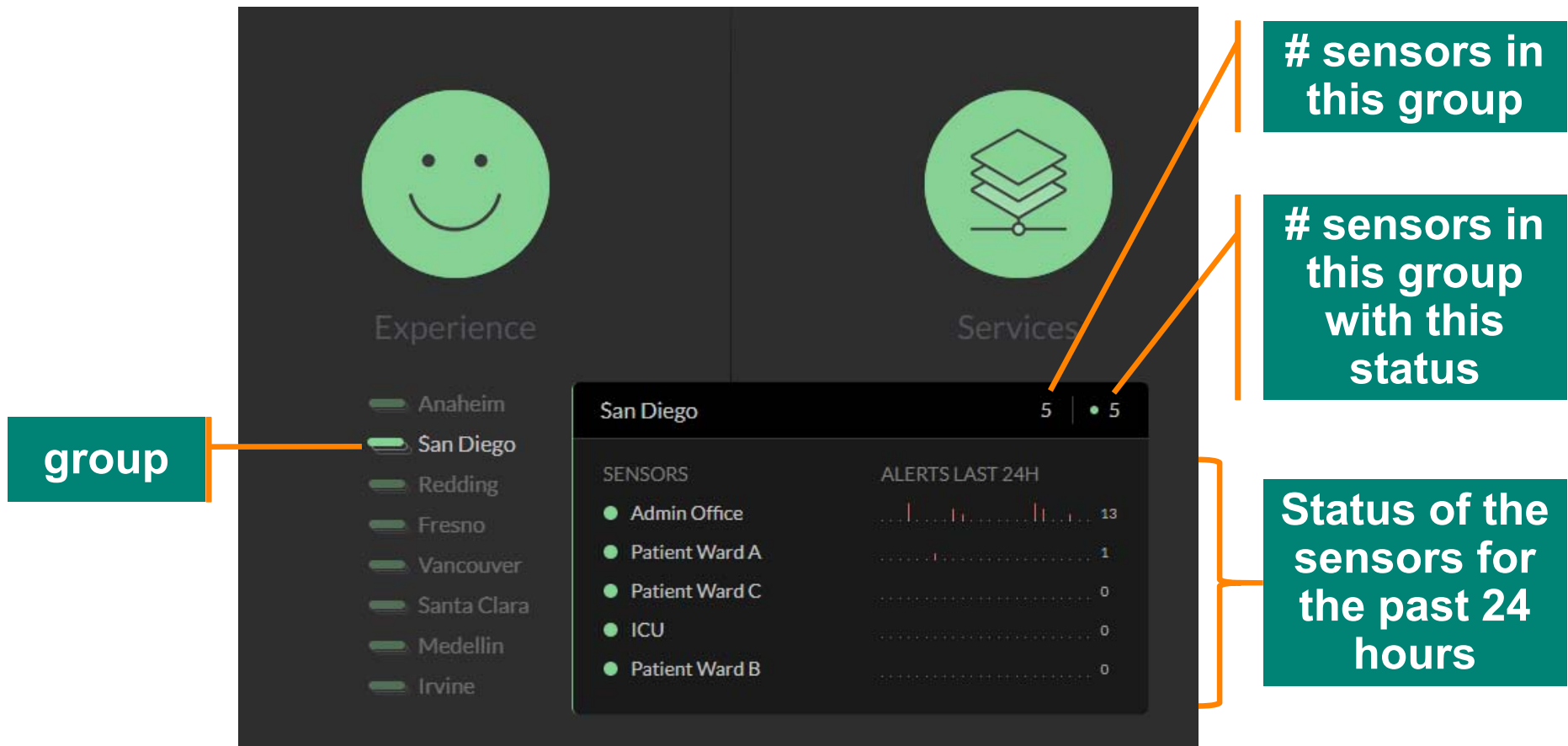
TestHost: chrome.google.com
Port: 80
Type: ServiceAvailability

Analysis

INTERFACE	SECONDS	STATUS	MESSAGE	TASK	TARGET	
WiFi	0.0	✓	WiFi is associated	WiFi association		
	0.2	ⓘ	Detailed DHCP lease information	DHCP lease		+
	0.2	✓	Gateway is reachable	Gateway	10.12.6.1	+
	2.3	✓	Nameserver is operating normally	Service on default DNS		+
	3.7	✓	Successfully connected to an external host	External connectivity		
	3.7	⚠	No response from host	Host, ICMP Ping	chrome.google.com	+
	7.1	✓	Host is responding to pings	Host, TCP Ping port 80	chrome.google.com	+
	9.4	⚠	Service is unavailable	Test errors		
Ethernet	9.4	✓	Ethernet is connected and up	Interface status		+
	9.5	ⓘ	Detailed DHCP lease information	DHCP lease		+
	9.5	✓	Gateway is reachable	Gateway	10.12.4.1	+
	11.6	✓	Nameserver is operating normally	Service on default DNS		+
	13.2	✓	Successfully connected to an external host	External connectivity		
	13.2	✗	High packet loss to host	Host, ICMP Ping	chrome.google.com	+
	16.6	✓	Host is responding to pings	Host, TCP Ping port 80	chrome.google.com	+
ROOT CAUSE: ⚠ GOOD: ✓ ERROR: ✗ INFO: ⓘ WARNING: ⚠						

easily identify root cause

Hierarchical Sensor Grouping



User Experience Insight

New Features



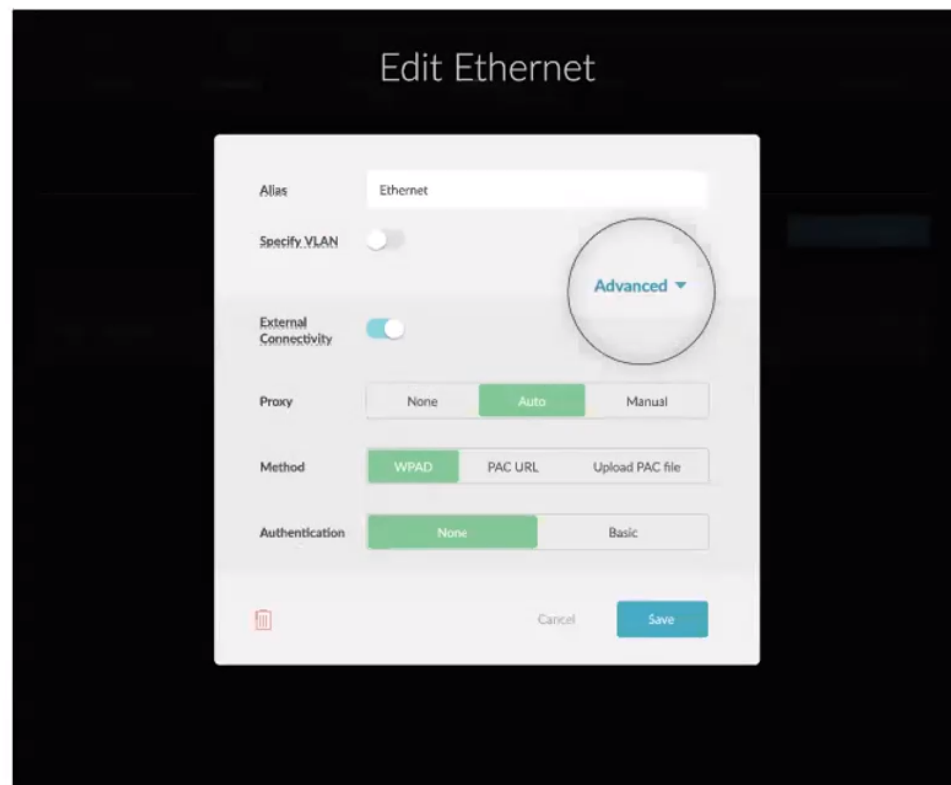
Wired Testing Upgrade

- Introducing Ethernet enhancements in addition to wireless testing.
- Users can now:
 - Assign a static IP on wired.
 - Configure a wired proxy.
 - Filter the main dashboard to see only wired (or wireless) status.
 - More upgrades to charts, navigation and mapping.
- PCAP and 802.1x authentication on Ethernet coming soon



Web Proxy Auto-Discovery Protocol (WPAD)

- In many networks, complex proxy rules are maintained by common Proxy Auto Configuration (PAC).
- UXI now supports WPAD and custom PAC files.
- Users can now configure a proxy in the following ways -
 - Auto - through WPAD
 - PAC file URL
 - PAC File Upload
 - Manual (as before)



SSO Integration

- Security Assertion Markup Language (SAML) based AD-SSO is now available on the dashboard!
- In order to request this feature for your customer please email support@capenetworks.com

Hierarchies (vs. Groups)

- Lately, we introduced Hierarchies on the dashboard.
- Hierarchies are multi-level groups (up to 7!)
- Configuring hierarchies is a manual process using a spreadsheet (obtained from support).
- Please contact support@capenetworks.com to set up on customer accounts.

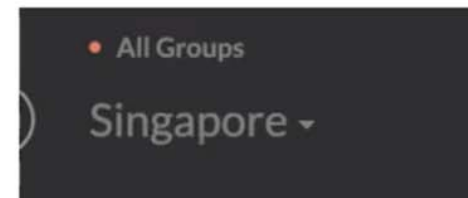


Fig 1. Single Level Groups

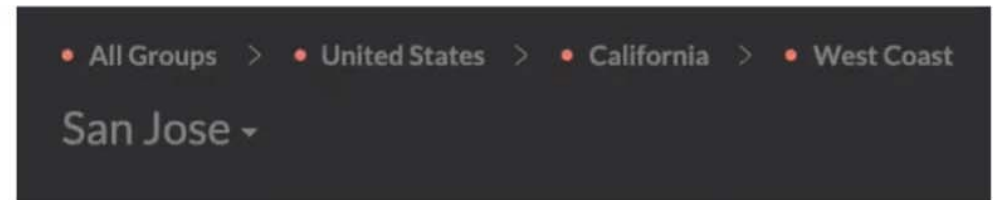


Fig 2. Multi-level Hierarchies

Summary & Value Proposition

- **Increases the performance** of, and **experience with**, your network
 - Uniquely empowers focus on **user experience** with **proactive problem solving**
- **IMPROVES IT's** responsiveness, efficiency, credibility, job satisfaction
- Great for **VALIDATING**
 - Applications, infrastructure, configuration changes
- Automatic **TROUBLESHOOTING** and **ROOT CAUSE ANALYSIS**
 - Minimizes site-visits and truck-rolls
- **VENDOR and INFRASTRUCTURE NEUTRAL**
- **SIMPLICITY**
 - Immediate time-to-value; low ongoing administration

User Experience Insight

Demo



Summary & Benefits

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UPM **BIOFORE** **BEYOND** FOSSILS



Mika Passila
Head of Networks

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Thank You