atmosphere'22
BELGIUM

Everyone Loves UXI

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September 2022

aruba
a Hewlett Packard Enterprise company

Loss due to poor end user digital experience

Problems faced by IT teams

- ✓ Users/clients can't tell where connections fail.
- ✓ Every problem feels like Wi-Fi, but there's so much more to the reality.
- ✓ Fact: Mean Time to Innocence (MTTI) drives ITs' day.

"Zoom is slow today"

"Our new app isn't working"

"My call keeps dropping"

Is that site ready for hybrid workplace?"

I don't want to log a ticket

Where to start…?

How to address these challenges with Aruba UXI

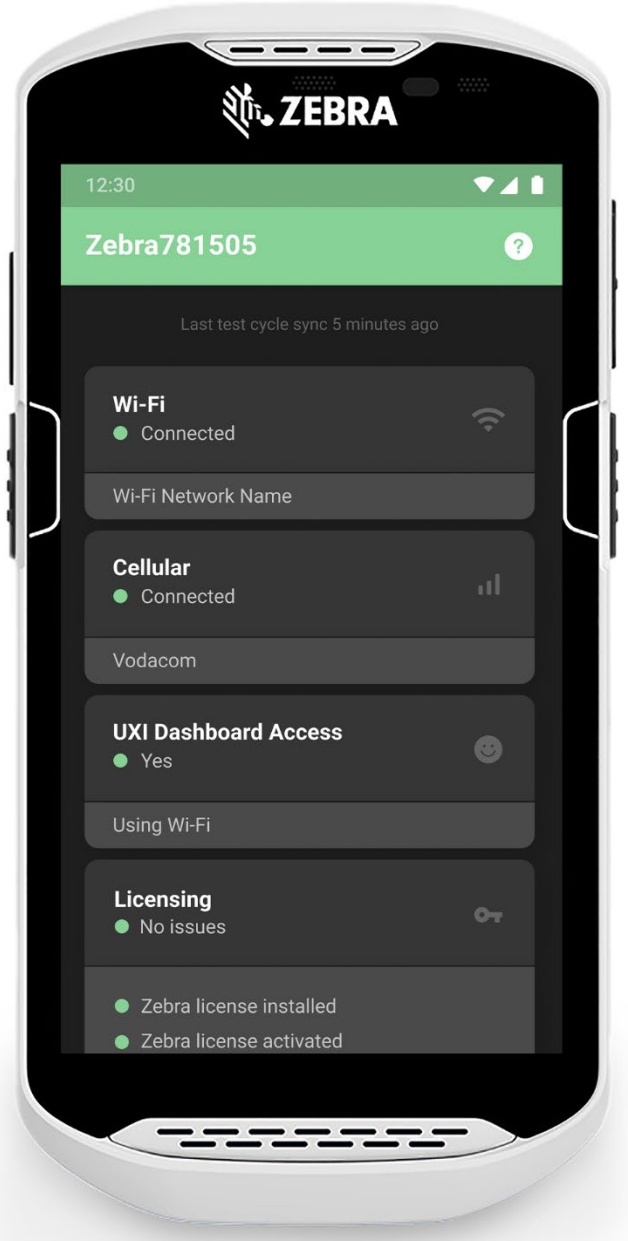
Aruba User Experience Insight (UXI) helps customers achieve the best user-experience through insights, recommendations and automation, delivered in a simple-to use and understandable way on ANY vendors' network.

Aruba UXI

- UXI Wi-Fi 6 Sensors
- Web Application Testing
- AIOps Incident Detection
- Incident Overview
- Wi-Fi maps
- UXI Workflow Integration

UXI Integration with Zebra

- Synthetic application testing
- Visualize overall roaming performance including:
  - Why a roam started.
  - Reason the roam failed.
  - When the roam completed/failed
- Voice Analysis Test:
  - Packet-level analysis provided by the Zebra Wireless Insights Engine provides true SIP calls analysis.
  - Real SIP performance measurements of through the time of a call.
- Packet capture of events
- Indoor map locationing with 802.11mc



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At-A-Glance status

Performance is OK

There’s an issue

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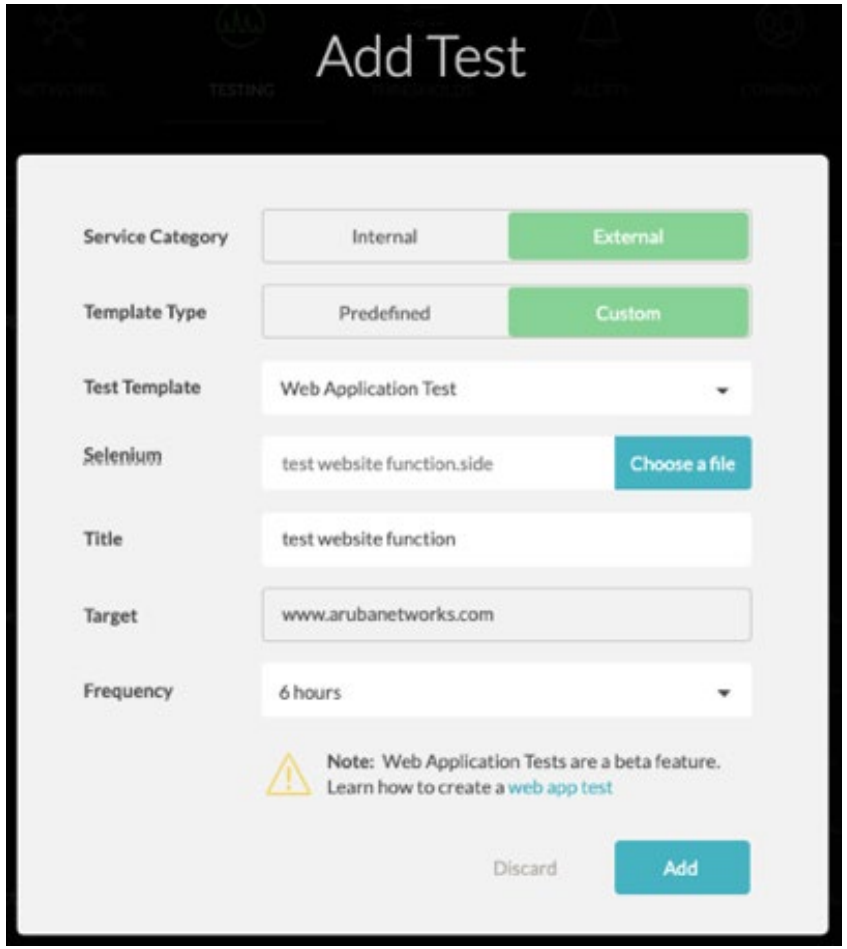
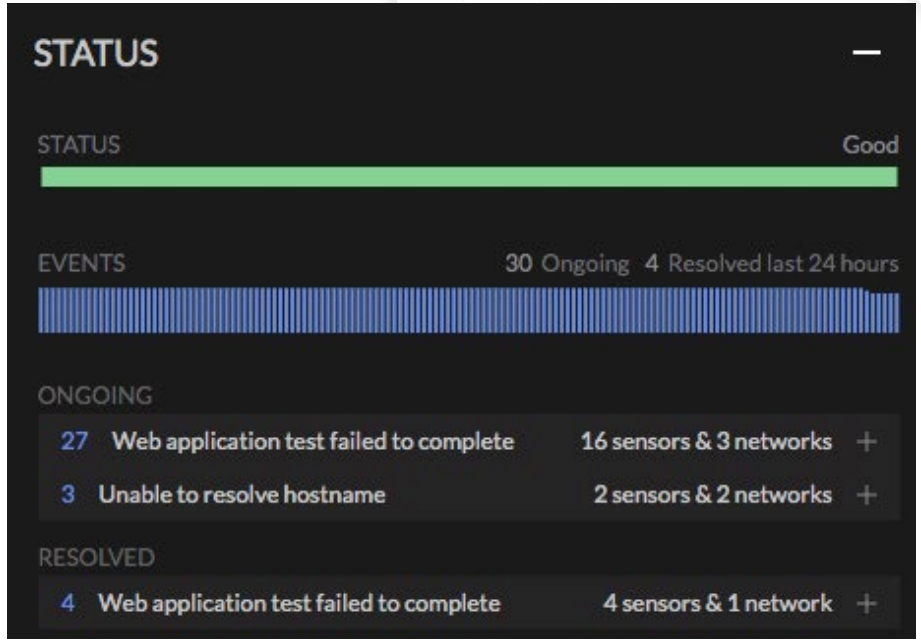
Aruba UXI Web Application Testing (WAT)

Mimic your user →
Configure sensors to test end to end user workflows, like logging in, adding items to cart, logging out and many such scenarios





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Identify important issues with Incident Detection

Problem

- In a very large network, client devices constantly detect issues
- IT teams only want to tackle “important” issues in real-time, not deal with “normal” issues

What is “normal”?

- Different customers have different definitions
- Some issues are transient and resolve on their own after several retries→ Analyze off-line
- Some issues are known→ Fix in the future
- Some issues have limited impact→ Tackle if free

Challenge

- How can we identify “abnormal” issues in real-time, for a specific customer?
- How do we detect anomalies on a per application basis

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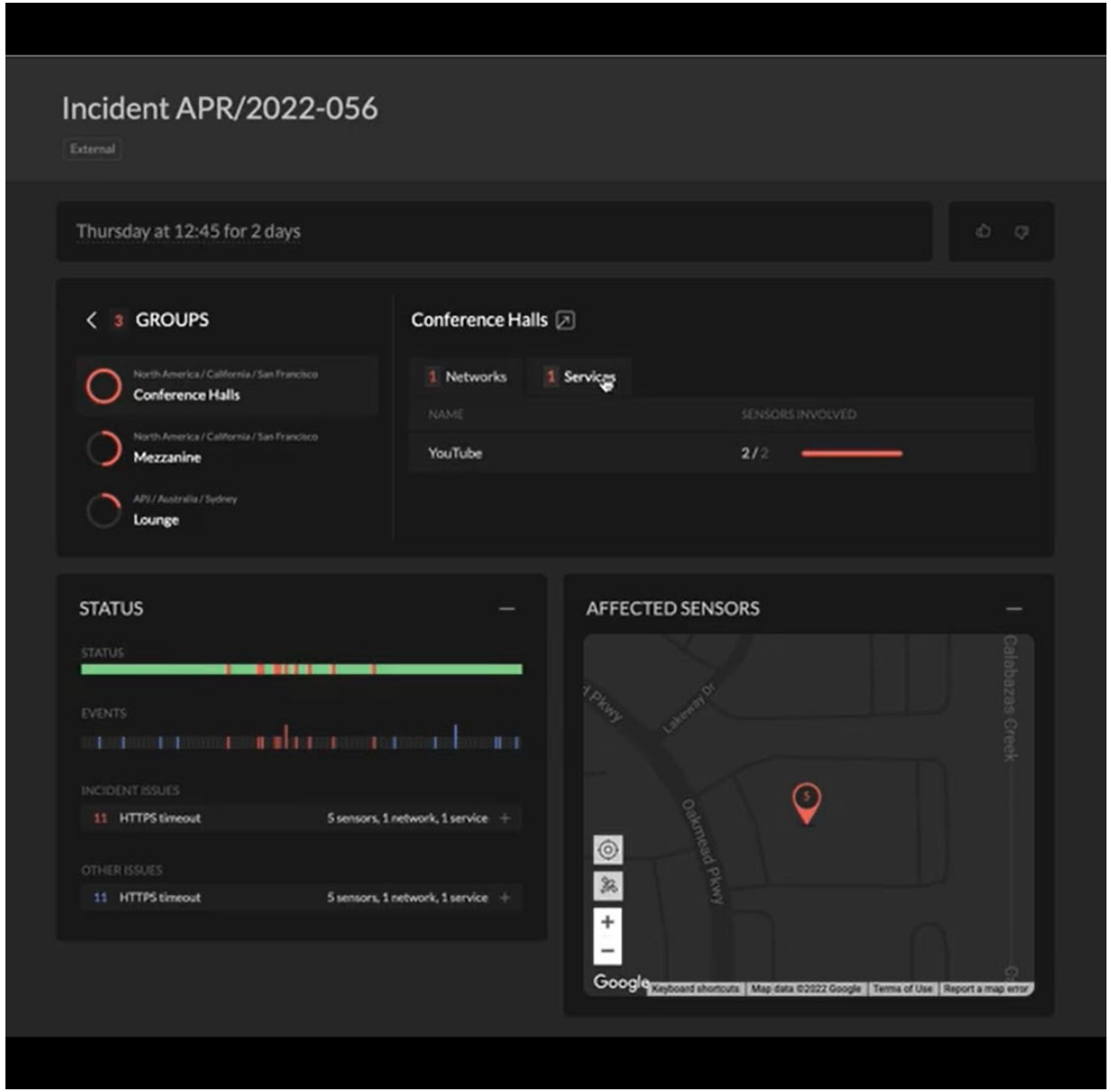

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Incident Overview

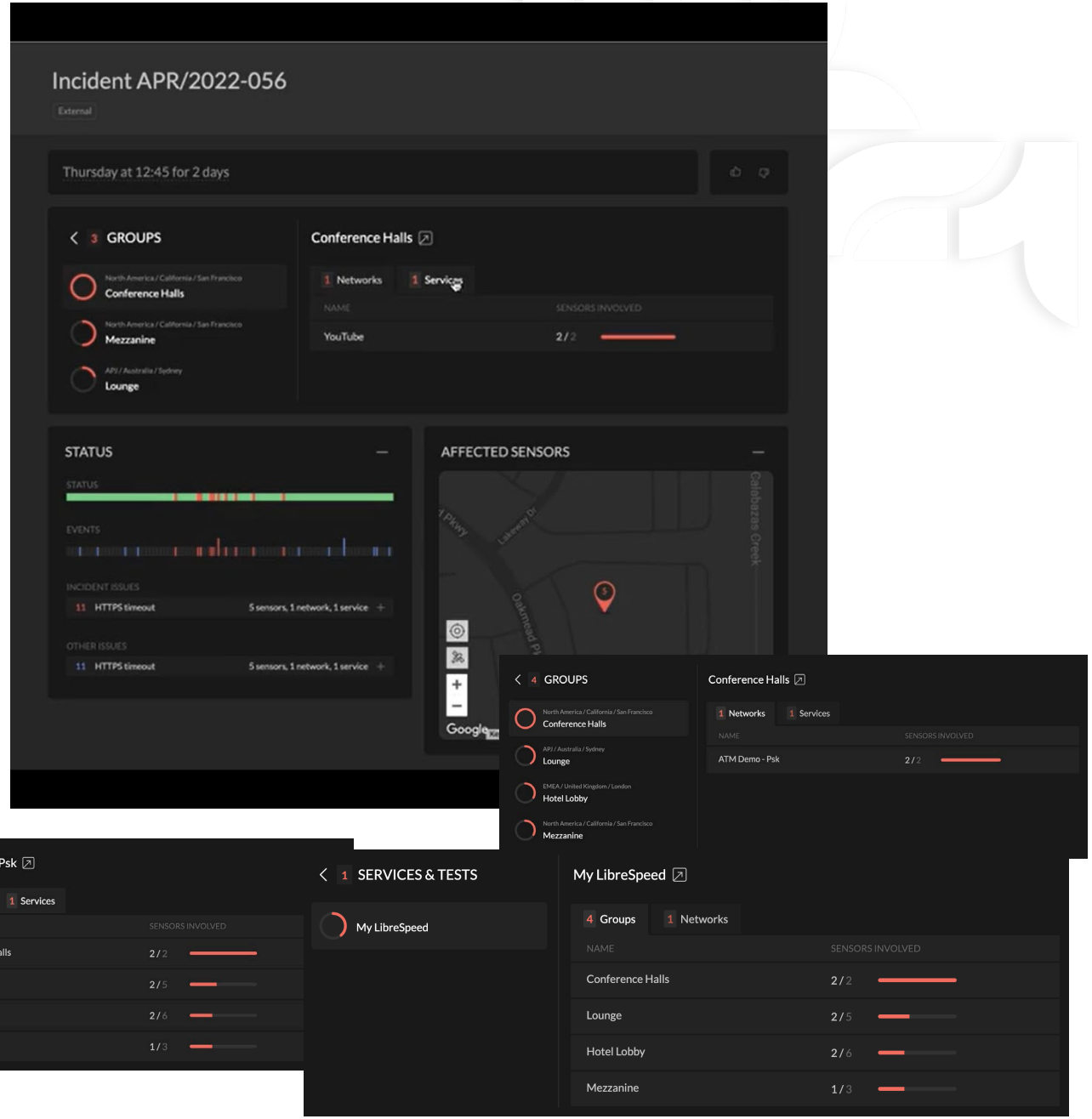
Get a summary of Impact Analysis

Understand which issues are impacting which

- ❑Sites
- ❑Sensors
- ❑Group
- ❑Services
- ❑Tests

Helps business to get an overall view of ongoing issues and their impact

Learn More – Video Link



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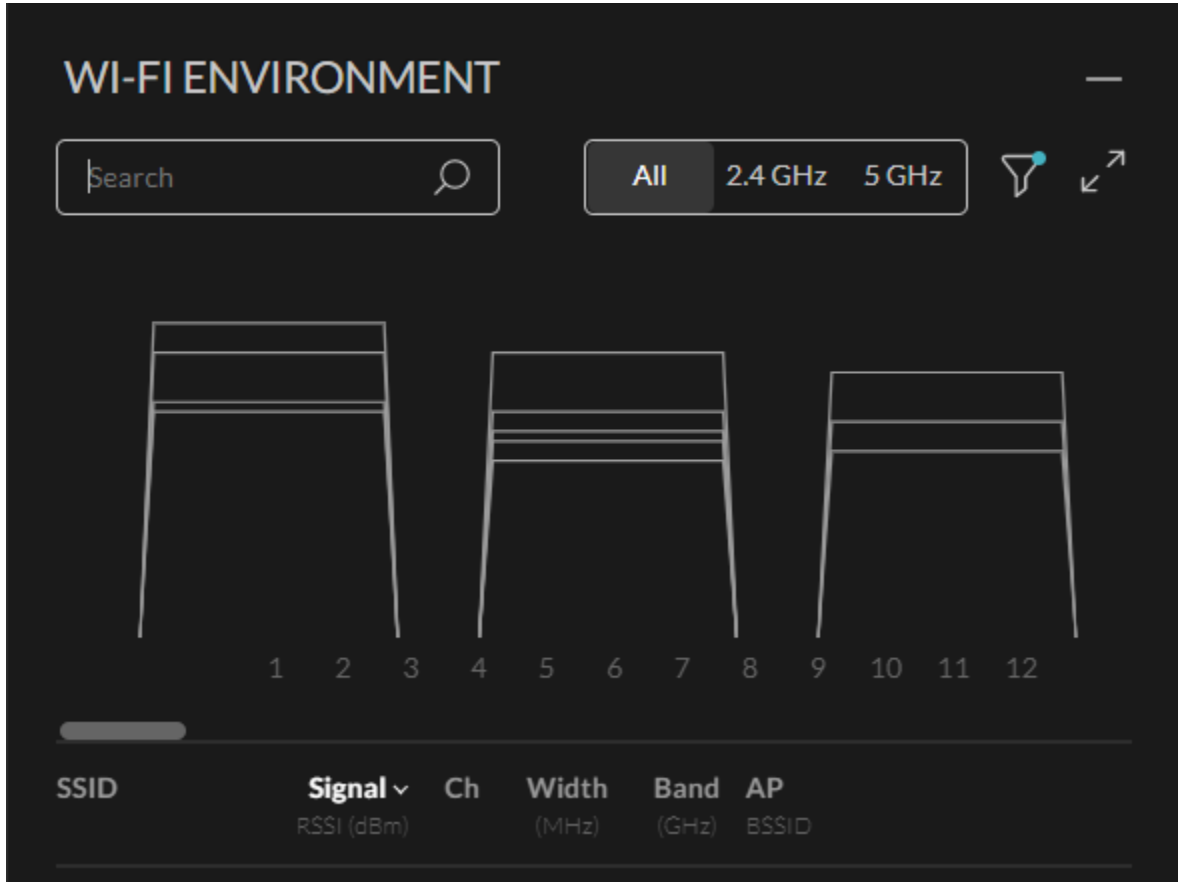


Wi-Fi Visualization

Get a better understanding of Wi-Fi network performance

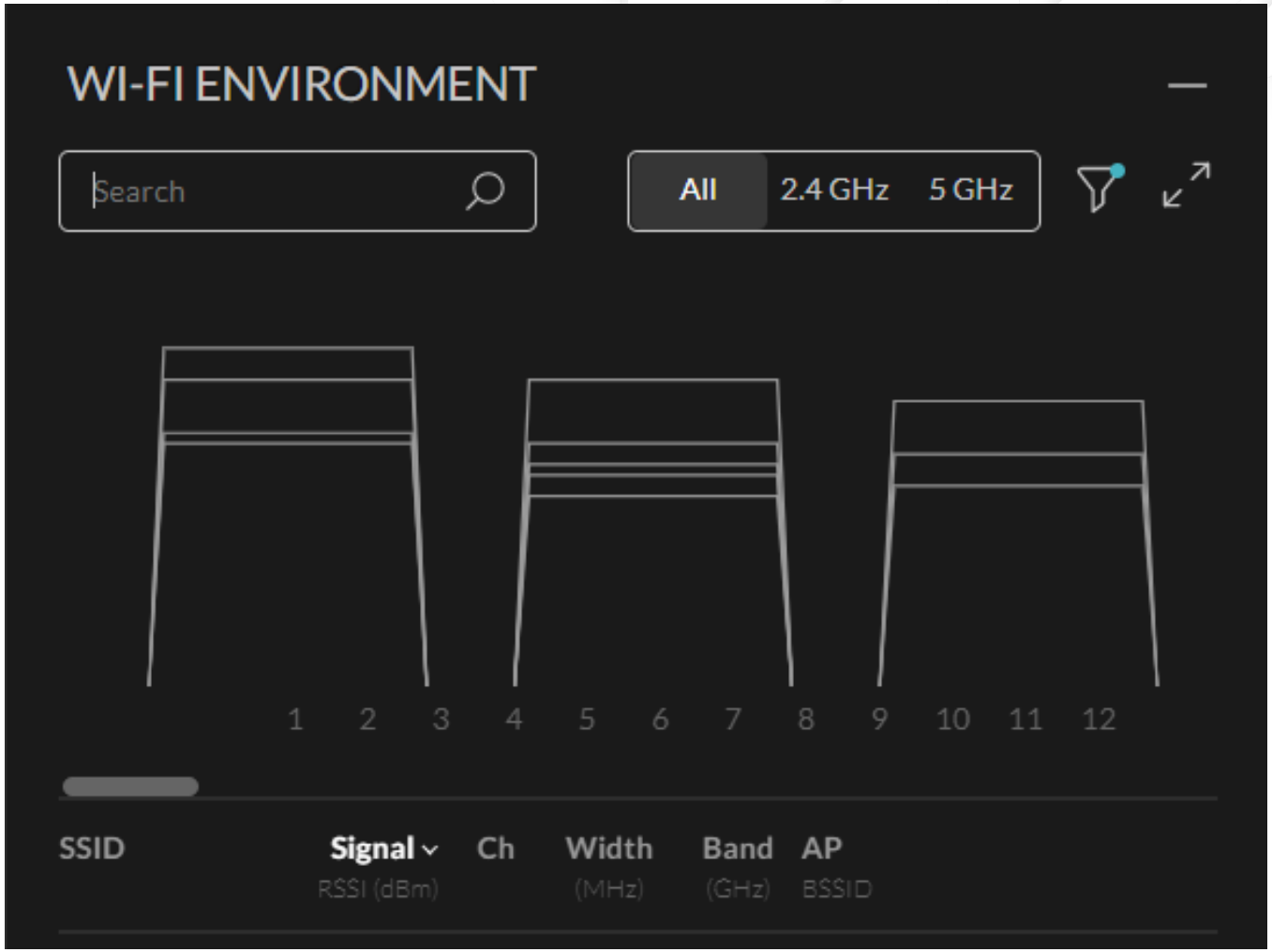
Displays the Wi-Fi environment around the sensor from a periodic AP scan..

The results include:

- SSIDs
- BSSIDs
- RSSI
- Channel
- Band
- Width

Benefits

Helping you visualize your channel plan and see areas free, with channel overlap or with channel interference.



Learn more – help article

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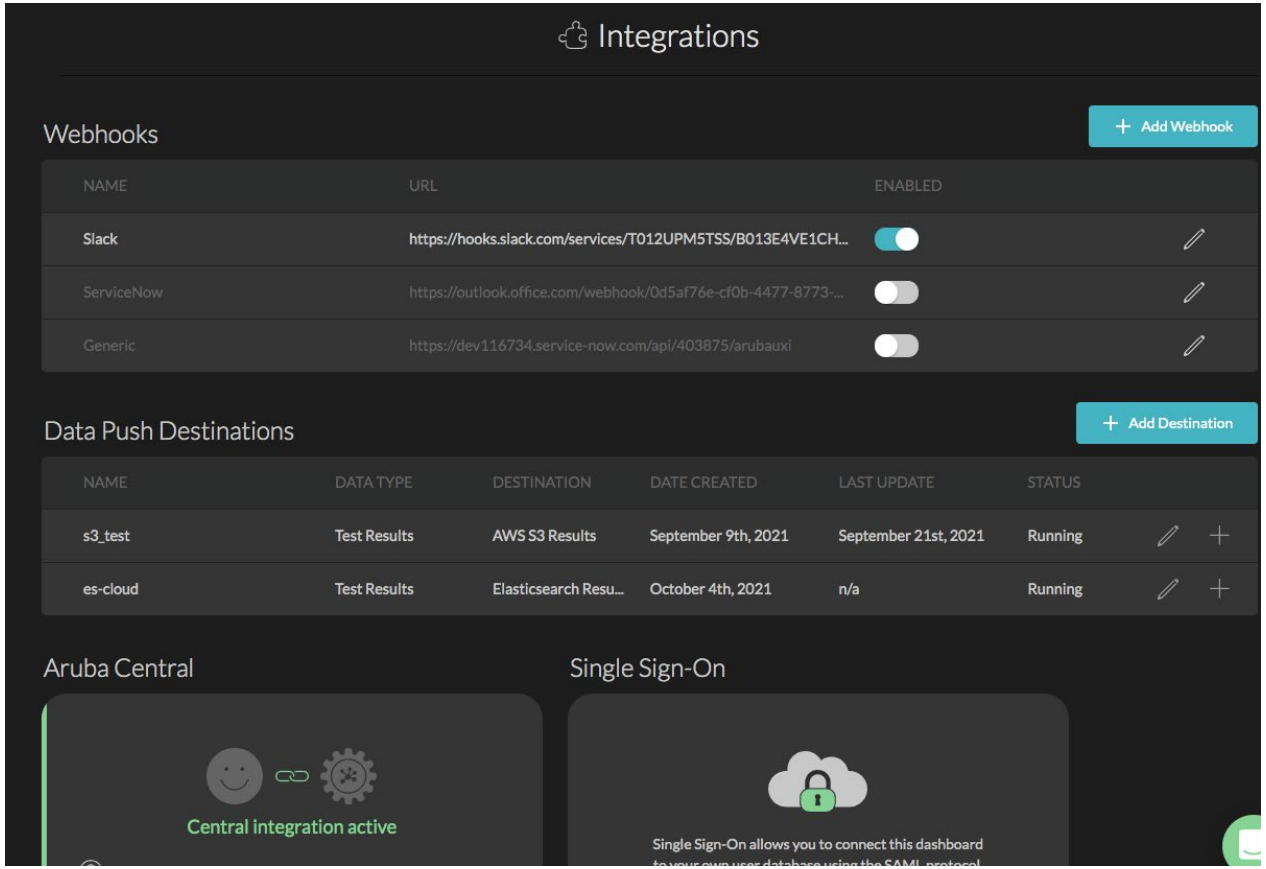
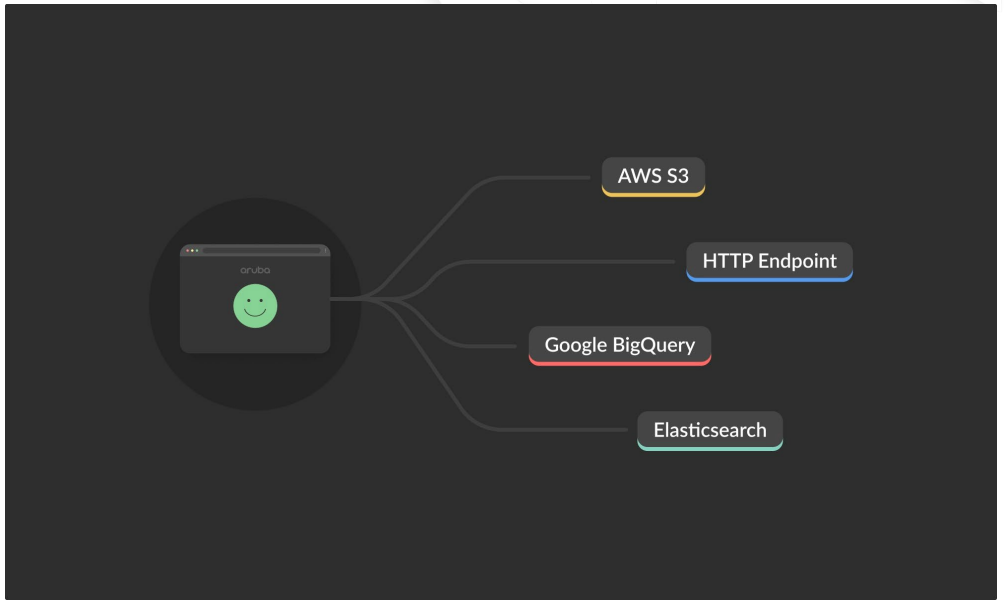


Data Push Destination

Analyze data captured by UXI Sensors on your preferred big data platform

Allows you to configure your UXI dashboard to send test result and issue data to a destination that you manage.
Send data to:

AWS S3
Google BigQuery
Elasticsearch
Generic HTTP Endpoint



Benefits

- Create custom reports and summarize the test results over a time-range that the user can specify and control
- Build custom dashboards in external platforms to visualize the test results along with that of other network and application monitoring systems
- Perform ad-hoc analysis and look at the data in different ways, so as to troubleshoot issues in more detail

Learn more

Enhanced UXI Reports

Customizable issue and incident reports

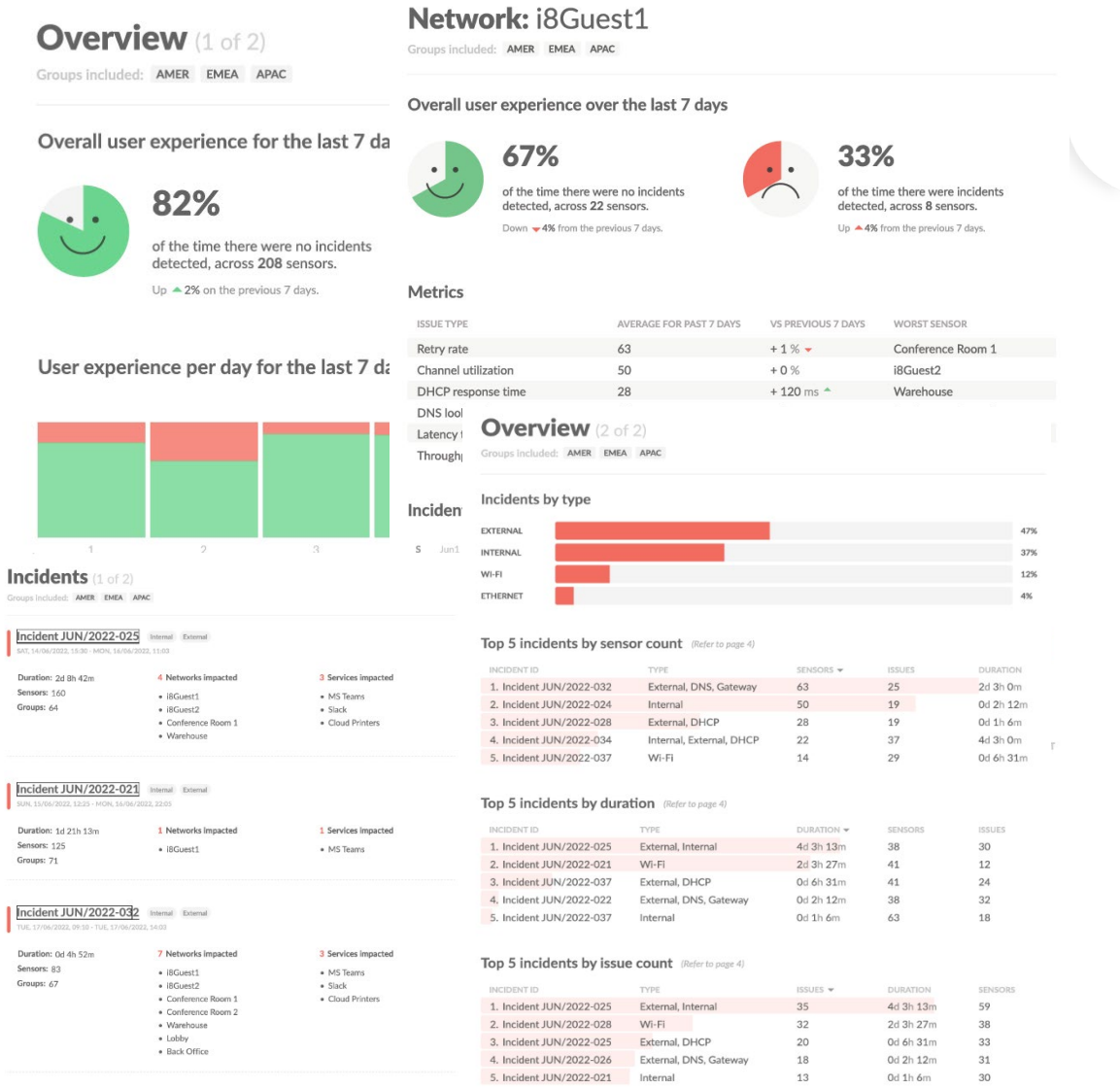
Pick your reporting according to

- **Sensor Groups**
- **Networks**
- **Schedule – Weekly, Monthly, Daily**
- **Date**
- **Time**

Benefits

- Create custom reports and summarize the test results over a time-range that the user can specify and control

- Allow a customizable reporting period instead of the current period of one week



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Thank you

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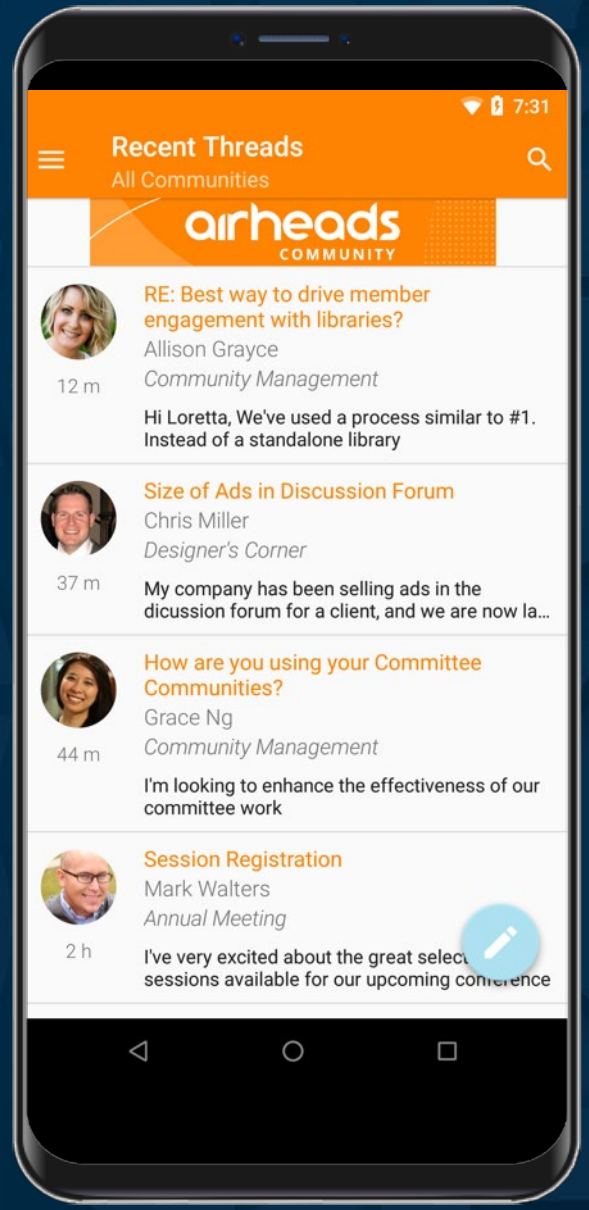
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