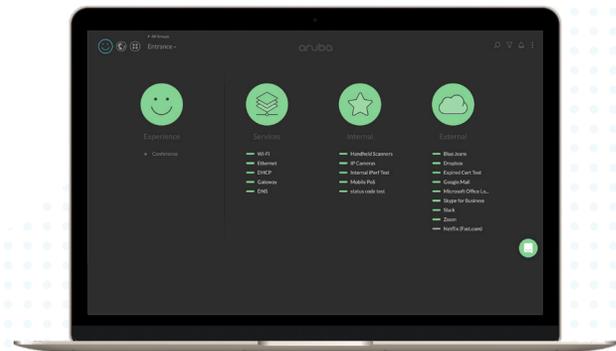# ARUBA USER EXPERIENCE INSIGHT

Aruba User Experience Insight (UXI) is a cloud-based application performance monitoring solution that validates network health and troubleshoots problems that affect day-to-day user experience. Ideal for campus and branch environments alike, UXI assumes the role of an end-user, evaluating the performance, connectivity, and responsiveness of network infrastructure and applications such as corporate ERM or Office365 applications. In addition to the above evaluation, the UXI agent for Zebra gathers detailed end-user roaming and voice analysis from the Zebra devices with the Zebra Wireless Insights API. This outside-in perspective is presented through a simple, intuitive dashboard, powered by machine learning, that provides a proactive way to solve problems before they impact the business. UXI is easy to configure, deploy and manage, and immediately begins providing insights once sites are online.

AI-POWERED ANALYTICS

UXI contributes to Aruba ESP by using a combination of AIOps capabilities and onsite sensors to automatically identify various issues that can affect wired, wireless and WAN access. Sensors mimic user and IoT behavior by accessing and using applications like Netflix or Skype for Business. Upon detecting an issue in real time, UXI analyzes the severity of the issue using machine learning algorithms, and groups the issues that requires immediate attention into larger events called incidents. These incidents are highlighted on the dashboard, thereby eliminating alert fatigue, and triggering automatic ticket creation to alert and help IT quickly and proactively fix problems and optimize experiences without frustrating and time-consuming troubleshooting.

Examples of available insights and outcomes include:

- **Device association:** All stages of connections including authentication, DHCP and DNS helps identify where in the process users may experience problems.
- **End-to-end app responsiveness:** Continuous visibility into the responsiveness of internal and cloud-hosted applications by location that gets in front of issues where there are no dedicated IT resources.
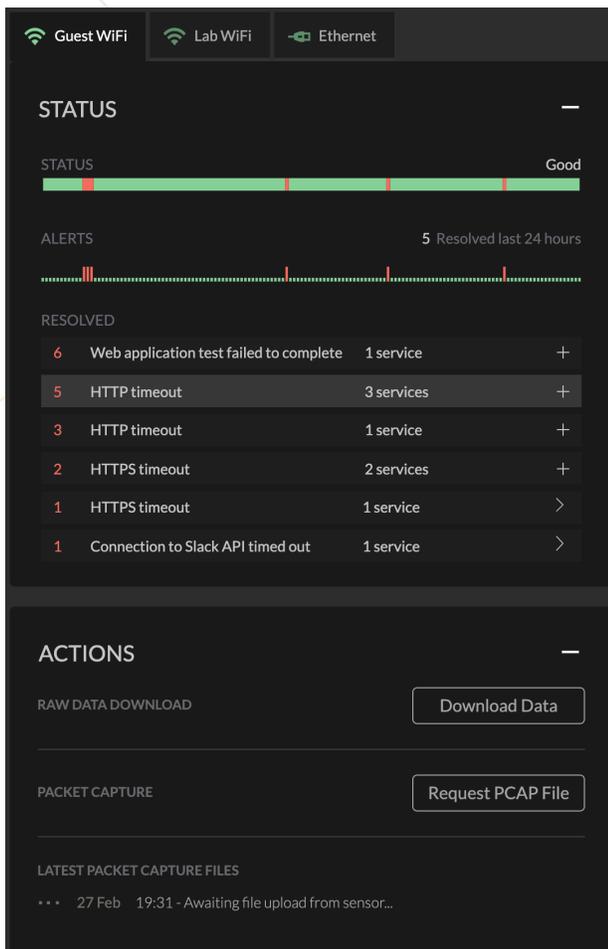
KEY FEATURES

- Intuitive, simple-to-use dashboard with end-to-end visibility over performance and health
- AI powered alerts that highlights issues affecting high priority services
- Automated user and application experience monitoring through synthetic testing
- Network performance metrics for wired, wireless, and cloud application connectivity
- Simplified deployment and backup connectivity with built-in cellular connectivity
- Multivendor support enables testing for any Aruba or third-party network environment
- Integration with third-party applications like ServiceNow and Slack via Webhooks

- **UXI agent for Zebra:** Monitors the network experience faced by Zebra devices. When used alongside UXI hardware sensors, the complete solution helps IT teams to baseline network and application performance and rapidly troubleshoot network issues.
- **Incident Detection:** Near real-time insights for high priority services that require IT attention, such as guest portal load times, slow application performance, bad VoIP quality, packet loss and outages that IT can use to quickly troubleshoot issues. Incidents can also trigger external applications like ServiceNow and Slack using Webhooks.

· **Web Application Testing:** Test web applications from an end user perspective by easily customizing test cases to mimic end users. Aruba UXI enables businesses to test end to end workflow like hopping on to a website, logging in, clicking a button, and logging out of the web application.

APPLICATION AND NETWORK MONITORING

The UXI sensors monitor on-premises, data center and cloud based enterprise applications. When used with UXI agent for Zebra businesses can also monitor roaming and voice traffic performance. Customers can configure the sensor to log in and out of mission critical web applications, click links, fill out forms and perform various web interactions – just like real users do. The UXI dashboard will report on the overall health of these applications including success, failure and transaction times. UXI sensors also come with an extensive library of pre-configured popular tests such as Dropbox, YouTube, Slack and Netflix.

UXI sensors use dynamic packet captures that are uploaded to the cloud when issues are detected. The packet capture data is invaluable for troubleshooting issues in depth and arriving at root cause without having to visit the site. Reported data includes: connectivity, throughput, latency, jitter, packet loss, web server response time, web application transaction time and VoIP MoS.

SECURE TO THE CORE

UXI has been built from the ground up to ensure complete network security and privacy. Features include:

· Data encryption at rest and in motion, and all communication using TLS
· Hashing to conceal network access credentials
· No SSID bridging nor externally-accessible logic ports (SSH and in-bound Telnet are disallowed)
· Security validation by independent vulnerability and penetration assessments

KEY BENEFITS

Proactive user experience insights

Gain first-hand intelligence over network health from a user perspective. By using a synthetic sensor, multiple combinations of common user workflows can be tested.

Dynamic Packet Capture (PCAP)

Dynamic packet captures help identify problems and conduct root-cause analyses. PCAP files can be generated and uploaded automatically or on demand, and retained for up to 30 days. Raw data is retained for up to 18 months.

Cloud-delivered updates

With every subscription, UXI provides continuous software updates that enhance the value of your existing sensor infrastructure.

Vendor neutral

Deliver insights quickly for any network environment – just connect to a Wi-Fi or wired network.

Third-party integrations

Enable Webhooks with services like Slack and ServiceNow for instant notifications anywhere.

World-class Support

Get 24/7 assistance from Aruba Live Chat directly from the dashboard.

FLEXIBLE DEPLOYMENT OPTIONS

UXI is available for Aruba and multi-vendor networks, and gathers health metrics from the wired LAN, WLAN, and Internal and external applications.

UXI Dashboard

The Cloud-based UXI Dashboard provides an end-to-end view of user and application experiences and orchestrates the configuration, deployment, collection, and visualization of network health across every site. From the main dashboard, easily identify problems and perform remediation actions.

G-Series Sensors

G-Series Sensors have a slim, cylindrical design with a pleasing aesthetic that fits in with any workplace décor – while a Kensington lock keeps them in place. All models feature PoE and Wi-Fi. A Bluetooth 5.0 radio allows the system to be set-up via the UXI Mobile App, while a cellular option allows sensors to be rapidly configured and immediately begins serving the network. One sensor can test up to four networks, one via the Ethernet port and up to three for Wi-Fi SSIDs.

G5 Sensors - Linux based devices powered by a dual Core 1.3Ghz ARM based processor, ideal for testing Wi-Fi 5 and previous generations network environment.

G6 Sensors - Linux devices powered by 2.0GHz chipset, 2GB RAM and 8GB eMMC, ideal for testing Wi-Fi 6 and previous generations network environment.

Mobile App

The UXI Mobile App connects to a G-Sensor's Bluetooth radio and allows UXI Sensors to be quickly set up, registered, and configured. The app also configures network and application testing.

Aruba UXI agent for Zebra

The Aruba User Experience Insight (UXI) agent for Zebra compliments the hardware sensor and enables IT administrators and network operators to measure and troubleshoot the end-user experience by analyzing the network performance from the perspective of Zebra android-based handsets. The agent passively monitors Wi-Fi performance while also actively performing synthetic application and services tests. It works in tandem with the Zebra Wireless Insights API to get in-depth data on roaming performance and voice analysis.

REQUEST A DEMO

For more information and to demo the solution, please contact your Aruba sales representative.

ORDERING INFORMATION

The solution consists of a cloud dashboard that is accessed through a 1, 3, or 5 year software subscription attached to each sensor in deployment. A separate 1, 3 or 5 year cellular data LTE subscription is required for cellular enabled sensor models (see below).

For the Aruba UXI Agent, customers need to buy a license from Aruba for each Zebra device running the agent. The software is free to download from Google Play but requires a valid subscription from Aruba to function. The UXI Agent gathers roaming and voice analysis information from the Zebra Wireless Insights API. The Wireless Insights API is sold separately by Zebra Technologies and is not included in the Aruba subscription.

SPECIFICATIONS

	Aruba UXI G5 Sensor	Aruba UXI G5C Sensor (LTE)	Aruba UXI G6 Sensor	Aruba UXI G6C Sensor (LTE)
Network Interface	• 802.11a/b/g/n/ac 2.4GHz & 5GHz with two spatial streams • Gigabit Ethernet 10/100/1,000 • Bluetooth Low Energy (BLE5.0) radio	• 802.11a/b/g/n/ac 2.4GHz & 5GHz with two spatial streams • Gigabit Ethernet 10/100/1,000 • Bluetooth Low Energy (BLE5.0) radio • 3G/LTE connection for onboarding with full managed SIM and service	• 802.11a/b/g/n/ac/ax 2.4GHz & 5GHz with two spatial streams • Gigabit Ethernet 10/100/1,000 • Bluetooth Low Energy (BLE5.1) radio	• 802.11a/b/g/n/ac/ax 2.4GHz & 5GHz with two spatial streams • Gigabit Ethernet 10/100/1,000 • Bluetooth Low Energy (BLE5.1) radio • 3G/LTE connection for onboarding with full managed SIM and service
Power	• 802.3af Power over Ethernet (PoE) • Optional AC power adapter • Power Consumption of 12W	• 802.3af Power over Ethernet (PoE) • Included AC power adapter • Power backup of 20s • Power Consumption of 12W	• 802.3af Power over Ethernet (PoE) • Optional AC power adapter • Power Consumption of 12W	• 802.3af Power over Ethernet (PoE) • Included AC power adapter • Power backup >=20s • Power Consumption of 12W
Mounting	• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground • Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height • Each sensor includes a bracket, with a star set screw and Kensington lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground • Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height • Each sensor includes a bracket, with a star set screw and Kensington lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground • Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height • Each sensor includes a bracket, with a star set screw and Kensington lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground • Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height • Each sensor includes a bracket, with a star set screw and Kensington lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit
Physical Characteristics	• Weight: 387 grams • Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	• Weight: 436 grams • Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	• Weight: 449 grams • Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	• Weight: 498 grams • Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in
Environmental	• Operating Temperature: 32° F to 104° F, 0° C to 40° C • Humidity: 5% to 93% non-condensing • UL 2043 Plenum rated for use in air-handling spaces • Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	• Operating Temperature: 32° F to 104° F, 0° C to 40° C • Humidity: 5% to 93% non-condensing • UL 2043 Plenum rated for use in air-handling spaces • Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	• Operating Temperature: 32° F to 104° F, 0° C to 40° C • Humidity: 5% to 93% non-condensing • UL 2043 Plenum rated for use in air-handling spaces Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	• Operating Temperature: 32° F to 104° F, 0° C to 40° C • Humidity: 5% to 93% non-condensing UL 2043 Plenum rated for use in air-handling spaces Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C
Reliability	MTBF 824 kHrs[1] at 25° C operating temperature	MTBF 776 kHrs[1] at 25° C operating temperature	MTBF 868 kHrs[1] at 25° C operating temperature	MTBF 838 kHrs[1] at 25° C operating temperature

[1] The MTBF numbers exclude the RTC battery because of its electrochemistry characteristics

SPECIFICATIONS

	Aruba UXI G5 Sensor	Aruba UXI G5C Sensor (LTE)	Aruba UXI G6 Sensor	Aruba UXI G6C Sensor (LTE)
Regulatory	• FCC ID: R3R67A: Q9DASIN0301 • CE Marked • RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 60950	• FCC ID: R3S69A: Q9DASIN0302 • CE Marked • RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 60950	• FCC ID: R7H75A: Q9DASIN0303 • CE Marked • RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 62368	• FCC ID: R7H76A: Q9DASIN0304 • CE Marked • RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 62368
Warranty and Support	• 1-year replacement warranty with 10-day shipment • Software support included with subscription • Hardware support through Foundation Care	• 1-year replacement warranty with 10-day shipment • Software support included with subscription • Hardware support through Foundation Care	• 1-year replacement warranty with 10-day shipment • Software support included with subscription • Hardware support through Foundation Care	• 1-year replacement warranty with 10-day shipment • Software support included with subscription • Hardware support through Foundation Care

DEPLOYMENT INFORMATION

Multiple sensors can be placed within an environment to monitor performance within different areas. This number is dependent on many factors, including the density of both end-users and network devices. Guidance:

- One sensor for every five APs in a typical carpeted office
- One sensor per site (e.g. retail store or branch)
- One sensor every 10 APs in a large public venue (e.g. stadium or conference center)
- The Aruba UXI agent for Zebra is recommended on every supported Zebra device running the appropriate android operating system and updates.

Please refer to the product help documentation for supported Zebra devices and software requirements.

Part Number	Description
Sensor Hardware	
R3R67A	Aruba User Experience Insight G5 sensor (Ethernet + Wi-Fi AC)
R3S69A	Aruba User Experience Insight G5C sensor (Ethernet + Wi-Fi AC + Cellular)
Q9X66A	Aruba UXI Sensor (APJ Other, EMEA)
Q9X67A	Aruba UXI Sensor (APJ Australia, New Zealand, Taiwan, Latin America)
R7H75A	Aruba User Experience Insight G6 sensor (Ethernet + Wi-Fi AX)
R7H76A	Aruba User Experience Insight G6C sensor (Ethernet + Wi-Fi AX + Cellular)
UXI agent for Zebra	
R8R05AAE	Aruba UXI 1 year Zebra Agent Cloud Sub E-STU
R8R06AAE	Aruba UXI 3 years Zebra Agent Cloud Sub E-STU
R8R07AAE	Aruba UXI 5 years Zebra Agent Cloud Sub E-STU
Service Software	
R4W97AAE	Aruba 1 Year User Experience Insight Cloud Subscription E-STU
R4W98AAE	Aruba 3 Year User Experience Insight Cloud Subscription E-STU
R4W99AAE	Aruba 5 Year User Experience Insight Cloud Subscription E-STU
R4X00AAE	Aruba 1 Year User Experience Insight LTE Subscription E-STU
R4X01AAE	Aruba 3 Year User Experience Insight LTE Subscription E-STU
R4X02AAE	Aruba 5 Year User Experience Insight LTE Subscription E-STU
Accessories	
R3T84A	Aruba User Experience Insight T-Bar and Ceiling Mounting Kit
R3T90A	Aruba User Experience Insight Universal AC Power Supply

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