

DATA SHEET

ARUBA USER EXPERIENCE INSIGHT

User-perspective network and application performance analytics

With today's reliance on Wi-Fi and the growing use of SaaS and IoT, IT departments are facing new challenges to deliver the best user experience possible.

To provide a consistent level of reliability and performance, the User Experience Insight solution enables IT to proactively simulate real-world user and client experiences. IT can continuously monitor network connectivity and the performance of wireless and Ethernet connections in critical, high-value locations like office spaces, retail, education, healthcare, and similar types of environments.

Customizable test scripts and easy to deploy sensors provide application and network insights for any vendor-agnostic wireless and wired network dealing with the influx of mobile and IoT devices. In addition, this allows IT to get in front of service issues before they occur.

HOW IT WORKS

The Aruba solution includes simple to deploy sensors, cloud-based data processing and an easy to use web-based administrative dashboard that can be accessed from anywhere. This solution is ideal for any organization and IT team tasked with delivering the best possible network experience with their user's connectivity and application performance in mind.

THE PURPOSE BUILT SENSOR

Sensors can be placed within any area where users or IoT devices are located to reduce the time to identify and resolve application responsiveness and user experience issues. The sensor is placed at the same height that user's devices are placed or held, to continuously run simulated tests over Wi-Fi or Ethernet connections.

Tests can be set up for LAN and WLAN connectivity, DHCP, DNS, authentication, captive portal response, cloud and internal applications.

Installing the sensor, even in extremely remote locations, is simple due to built-in out-of-band cellular connectivity for onboarding and setup. This reduces the time and effort normally required to go on-site, install, diagnose a problem, and put a resolution into action.

KEY FEATURES

- Simple to use network and app-performance dashboard and diagnostics visibility
- Cloud-based analytics and insights engine
- Vendor-agnostic sensor for continuous Wi-Fi and Ethernet service assessment
- Cellular connectivity for onboarding and troubleshooting
- Extensive test suite for Wi-Fi, LAN, DHCP, DNS, authentication, captive portals, cloud applications, and internal applications
- Customizable alerts and integration with email, SMS, and Slack
- Scales to any number of sensors

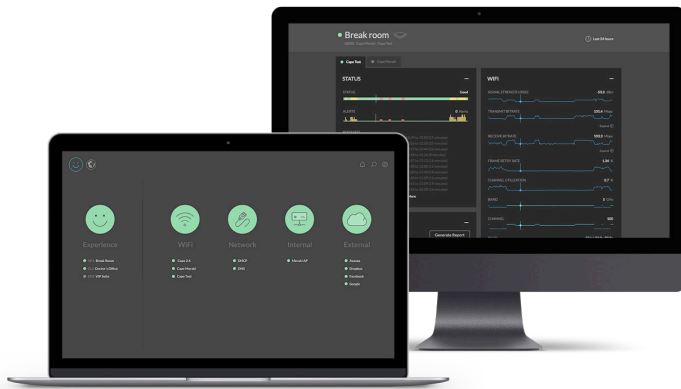


CONFIGURATION AND VISIBILITY

The cloud-based analytics and insights engine provides a robust and scalable model that allows IT to centrally configure and run tests for today's emerging SaaS or internal applications. Pre-configured templates or custom defined tests can monitor the most important apps and services. For example, tests can automatically ping a server to confirm responsiveness, or run a script through a headless browser to see how an application is performing before users encounter a problem.

The web-based dashboard is designed with simplicity and one-glance visibility in mind. It changes how a dashboard should work. A unique, continuously updating, five-column traffic light model easily lets you see when things are working great and when they're not.

The status of each sensor, SSID, service and application being tested are highlighted under each of the traffic light icons. Where each sensor is located is also easy to view. This provides IT a good understanding of overall user experience, Wi-Fi connectivity and quality, responsiveness of core network services, and the reachability of internal and external services. Smart notifications help keep you informed when you're on the run.



SPECIFICATIONS

Sensor Operating Mode

- Emulates a single client for wireless and wired testing
- Supports testing of multiple SSIDs

Electronic Security

- SSL encryption

Supported Interfaces

- 802.11 n/ac dual-band Wi-Fi (2.4 & 5GHz)
- Gigabit Ethernet 10/100/1000
- 3G/LTE connection for onboarding with full managed SIM and service

Power

- Power over Ethernet (PoE) – 802.3af
- AC adapter
- Power failover – array of supercapacitors for short-term connectivity

Mounting

- Wall and ceiling mounting bracket with screw-in option or adhesive backing for quick install (no-residue 3M Command Strips)
- Security fins to prevent the removal of sensor from mounting bracket

Note: recommend mounting near users, on a wall or pillar ±4-5 feet (±1.5m) off the ground

Mechanical

- Dimensions/weight (sensor, excluding mounting accessories):
 - 152 mm x 152 mm x 40 mm (W x D x H), 6 in x 6 in x 1.6 in
 - 318 grams, 11.2 ounces

Environmental

- Operating:
 - Temperature: +14° F to +113° F (-10° C to +45° C)
 - Humidity: 5% to 93% non-condensing
- Storage and transportation:
 - Temperature: -40° F to +158° F (-40° C to +70° C)

Reliability

- MTBF: 640khrs (73yrs) at +25° C operating temperature

Regulatory

- FCC ID: PPD-AR5B22
- FCC ID: QISMU609

For more country-specific regulatory information and approvals, please see your Aruba representative.

Warranty

- Aruba Hardware Limited Warranty (90 days)

Support

- Software support included with subscription
- Hardware support through Foundation Care

ORDERING INFORMATION

The solution consists of a physical sensor and software subscriptions. The subscriptions include the use of the cloud engine and web-based dashboard. There is also an optional unlimited cellular subscription. When ordering a sensor, you choose a 1, 3, or 5-year software subscription for each sensor. The 5 MB per month of cellular data communications included with every subscription enables Ethernet-free setup and backup connectivity to the sensor if Wi-Fi and Ethernet connectivity is lost.

The optional unlimited cellular subscription provides customers with additional cellular service beyond the 5 MB per month. This optional subscription is recommended for locations where the cellular connection is needed to consistently send packet captures from the sensor to the cloud.

Deployment and Ordering Guidelines

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 the end-users and APs.

Guidance:

- One sensor for every five APs in a campus environment (i.e. office space)
- One sensor per branch site (i.e. retail store)
- One sensor per every 10 APs in a large public venue (i.e. stadium or conference space)

Example order:

A customer is looking to purchase 5 sensors with 3-year subscriptions for cloud and dashboard access. No additional cellular subscription required:

- 5 x Q9X65A
- 5 x Q9X70AAE

ORDERING INFORMATION

Part Number	Description
Sensors	
Q9X65A	Aruba User Experience Insight Sensor (US, Canada)
Q9X66A	Aruba User Experience Insight Sensor (APJ Other, EMEA)
Q9X67A	Aruba User Experience Insight Sensor (APJ Australia, New Zealand, Taiwan, Latin America)
Q9X68A	Aruba User Experience Insight Sensor (Japan)
Service Subscriptions	
Q9X69AAE	1yr Aruba User Experience Insight Sensor Subscription + 5MB Cellular Data (E-STU)
Q9X70AAE	3yr Aruba User Experience Insight Sensor Subscription + 5MB Cellular Data (E-STU)
Q9X71AAE	5yr Aruba User Experience Insight Sensor Subscription + 5MB Cellular Data (E-STU)
Q9X72AAE	1yr Aruba User Experience Insight Sensor Subscription + Unlimited Cellular Data (E-STU)
Q9X73AAE	3yr Aruba User Experience Insight Sensor Subscription + Unlimited Cellular Data (E-STU)
Q9X74AAE	5yr Aruba User Experience Insight Sensor Subscription + Unlimited Cellular Data (E-STU)