Aruba User Experience Insight
A new approach to ensuring amazing user experiences
The User Experience Insight Sensor and Dashboard

Continuously test Wi-Fi and application performance from the perspective of an end user. Proactively monitor and troubleshoot in your office or at a location on the other side of the world without leaving your desk, while improving the user experience and optimizing IT efficiencies and cost.
How it works

The solution sensor and dashboard work together to give you peace of mind.

The User Experience Insight sensor tests your Wi-Fi network, services, and apps 24/7 while the dashboard's smart notifications alert you if something is wrong before users complain. Together they help you troubleshoot remotely, saving you time and effort.
The Sensor

Designed to look good in a conference room, classroom, or 5-star lounge.

This sleek sensor’s powerful dual core CPU runs a full Linux stack and an array of network tests. The sensor is always connected using at least one of three on-board network interfaces: Wi-Fi, Ethernet or Cellular. Remote software updates add features over time and ensure the sensor remains secure.
**WI-FI**
802.11 n/ac dual-band Wi-Fi (2.4 & 5GHz)

**BACKUP CONNECTIVITY**
Gigabit Ethernet 10/100/1000
3G/LTE connection with fully managed SIM card and service (optional)

**MOUNTING**
Wall and ceiling mounting bracket with adhesive backing for quick install. Adhesive: no-residue 3M Command Strips. Recommended mounting location: near users, on a wall or pillar ±4-5 feet (±1.5m) off the ground

**SECURE MOUNTING**
Mounting bracket can be screwed to wall or ceiling for added security. Included security fins prevent removal from mounting bracket without a screwdriver.

**POWER**
Power over Ethernet: 802.3af POE or AC power adapter (included)

**BACKUP POWER**
Last gasp power backup, using an array of supercapacitors, runs a final test and shuts down gracefully after losing power in order to verify the impact of power issues.
The Dashboard

Understanding your end-user experience just got easier—whether you’re a WLAN expert or not.

This User Experience Insight dashboard is the product of years of experience with existing tools plus decades of usability, information design and software development expertise.

Your job is difficult enough already. With this dashboard you can have the peace of mind that your network is healthy with just a glance.

ONE-GLANCE DIAGNOSIS
Simple traffic lights show if there’s an issue—and what it is.

WI-FI AND APPS
Monitor Wi-Fi, network services, and applications you care about.

RICH HOVER
Move your mouse to see more details. Click for even more info.
Five traffic lights show the status of:

- **Experience**: overall user experience
- **Wi-Fi**: connectivity and quality
- **Network**: core network services
- **Internal**: your most critical internal services, like mail servers
- **External**: important external services on the public or private cloud

Under each traffic light, indicators show the status of each location, SSID, service, and application.

Without unnecessary charts or clutter, you can focus on delivering amazing user experiences.
The simple dashboard is just the tip of an iceberg of information. Hover your mouse for a rich summary. Click to drill down into the details.

For each sensor you can see real-time and historical data on:

- User experience status
- Warning and issue details
- Signal strength (RSSI)
- Band
- Channel
- BSSID
- DHCP response time
- DNS lookup time
- Latency, jitter & packet loss
- Throughput
- Authentication
- Application and service statuses
Other great features

SMART NOTIFICATIONS
Nobody wants a deluge of alerts when something goes wrong, or to keep being reminded about an issue you are already aware of. That’s why we’ve built a host of features to help you only receive the alerts that matter to you.

Our Smart Notification system groups notifications to avoid alert fatigue. If an alert is still bothering you, mute it with one click.

CLOUD-BASED DATA
Our data processing and dashboards are cloud-based: robust, scalable, don’t need installation, and can be accessed from anywhere in the world.

We use Amazon and Google’s cloud platforms to store and process data, keeping it safe, secure, and always available.

MOBILE & POWER BACKUP
A cellular connection means the sensor is always online and always uploading data, so you never lose sight of your network.

An array of supercapacitors enable the sensor to notify you of any power issues, ensure the network is still up, and enter sleep mode gracefully.
Seamless setup

Your users expect great Wi-Fi everywhere they go, which is why we’ve designed devices and dashboards to fit into any environment. From the cellular connection to the adhesive mount, everything has been designed for the fastest, easiest setup.

- Adhesive for tool-free mounting in 2 minutes
- Mobile connection auto downloads settings in minutes
- Web-based setup to enter SSID details
- Standard tests and thresholds come preconfigured
- Secure mount included for public locations
- So small you can mail to a remote site
Testing

To users, Wi-Fi is the Internet. So “the Wi-Fi is broken” could mean there is a Wi-Fi issue...

...or it could mean something else is wrong: LAN, DHCP, DNS, Authentication, Gateway, captive portal, Active Directory, an AWS instance, YouTube, Google...

Eliminate ambiguity by testing from the user’s perspective...

**CAPTIVE PORTAL**
How do you test a captive portal today? One of our customers had no idea their captive portal failure rate was 89% during their busiest hour.

**INTERNAL AND EXTERNAL APPS AND SERVICES**
Are your vendors and services providers performing as promised? One of our customers used our solution’s data as proof that the vendor’s equipment was misconfigured.

**VENDOR NEUTRAL**
Our data and reports are unbiased and vendor agnostic.

the list goes on. You can test all of these and more to provide an end-to-end view of network performance.
HOW MANY SENSORS DO I NEED TO MONITOR MY NETWORK?
As a rule of thumb, place at least one sensor in each of the areas where your users congregate and use Wi-Fi the most, or areas with Wi-Fi performance concerns.

For best results, we recommend:
• 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 for every 10 APs in large public venues (i.e. stadium or conference space)

When in doubt, start smaller—it is easy to add more sensors over time.

WHERE CAN I PLACE SENSORS?
Each sensor should be as close to your users as possible. You can place it on a desk, or use the mounting plate to mount it on a wall or pillar. The mounting bracket works on ceilings too, but the sensor will provide better data when placed at about the same height as a user. Avoid placing sensors inside closets, near metal, or within 7 feet (2 metres) of an access point. You can use either POE or AC as a power source.

I HAVE A CAPTIVE PORTAL. CAN I TEST THE CAPTIVE PORTAL EXPERIENCE?
Yes! The Aruba User Experience Insight solution is perfect for testing captive portals. We have found that captive portals can generate a disproportionate percentage of the issues we detect. Contact us to find out how to set up captive portal testing.

HOW SECURE ARE THE SENSORS?
We have engineered our sensors with security in mind, designing them to be more secure than BYOD or IoT devices that could connect to your network. Several large companies with strict security policies trust our sensors on their internal networks.

CAN I MOVE SENSORS AFTER INSTALLING THEM?
Yes, but we don't typically recommend it. Moving a sensor means the new data it collects is not comparable with its historical data. If you would like a device to move around between trouble spots in response to user complaints, we recommend keeping a spare sensor for temporary, tactical deployments. Alternatively, consider preemptively placing additional sensors in areas where users congregate or use Wi-Fi the most.
“These sensors provide visibility into what my users are experiencing in any office around the world at any time. I can see if we have issues and take corrective action before clients or users even know there is an issue.”

- LARRY
IT Head at Multinational, San Francisco