

DATA SHEET

# ARUBA USER EXPERIENCE INSIGHT

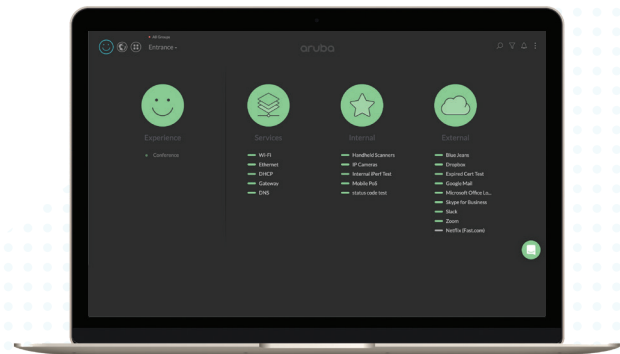
Aruba User Experience Insight (UXI) is a cloud-based application performance monitoring solution that validates network health and troubleshoots problems that affect day-to-day user experience. Ideal for campus and branch environments alike, UXI assumes the role of an end-user, evaluating the performance, connectivity, and responsiveness of network infrastructure as well as internal and external services such as corporate ERM or Office365 applications. 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

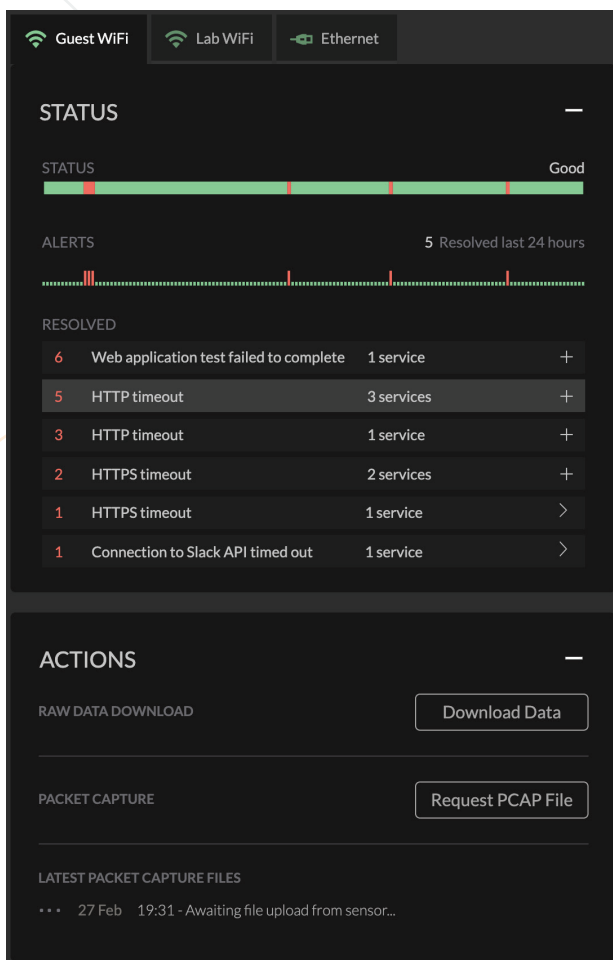
- Intuitive, simple-to-use dashboard with end-to-end visibility over performance and health
  - AI powered alerts that highlights issues affecting high priority services
  - Automated user and application experience monitoring through synthetic testing
  - Network performance metrics for wired, wireless, 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
- **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 (WAT):** 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. 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
- Unique Identities and Access Management (IAM) keys
- 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 cloud applications over the WAN. One sensor can test up to four networks, one via the Ethernet port and up to three for Wi-Fi SSIDs. Components include:

### 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.



### F-Series Sensors

F-Series Sensors have the aesthetic of a Wi-Fi access point, and are deployed on walls or ceilings. All models feature PoE and Wi-Fi radios. A cellular option offers the same rapid deployment benefits as the G-Series Sensors.



### 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.

## REQUEST A DEMO

For more information and to demo the solution, please [contact your Aruba sales representative](#).



SPECIFICATIONS			
	Aruba UXI G- Series sensor	Aruba UXI G- Series LTE sensor	Aruba UXI F-Series sensor
Network Interface	<ul style="list-style-type: none"> <li>802.11a/b/g/n/ac 2.4GHz &amp; 5GHz with two special streams</li> <li>Gigabit Ethernet 10/100/1,000</li> <li>Bluetooth Low Energy (BLE5.0) radio; 6dBm transmit power with a receive sensitivity of -95dBm</li> </ul>	<ul style="list-style-type: none"> <li>802.11a/b/g/n/ac 2.4GHz &amp; 5GHz with two special streams</li> <li>Gigabit Ethernet 10/100/1,000</li> <li>Bluetooth Low Energy (BLE5.0) radio; 6dBm transmit power with a receive sensitivity of -95dBm</li> <li>3G/LTE connection for onboarding with full managed SIM and service</li> </ul>	<ul style="list-style-type: none"> <li>802.11 n/ac dual-band Wi-Fi (2.4 &amp; GHz)</li> <li>Gigabit Ethernet 10/100/1000</li> <li>3G/LTE connection for onboarding with full managed SIM and service</li> </ul>
Power	<ul style="list-style-type: none"> <li>802.3af Power over Ethernet (PoE)</li> <li>Optional AC power adapter</li> </ul>	<ul style="list-style-type: none"> <li>802.3af Power over Ethernet (PoE)</li> <li>Included AC power adapter</li> </ul>	<ul style="list-style-type: none"> <li>802.3af Power over Ethernet (PoE)</li> <li>Included AC power adapter</li> </ul>
Mounting	<ul style="list-style-type: none"> <li>Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground</li> <li>Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height</li> <li>Each sensor includes a bracket, with a star set screw and Kensington lock slot</li> <li>Non-skid rubber feet for placing sensors on a flat surface</li> <li>Optional T-Bar mounting kit</li> </ul>	<ul style="list-style-type: none"> <li>Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground</li> <li>Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height</li> <li>Each sensor includes a bracket, with a star set screw and Kensington lock slot</li> <li>Non-skid rubber feet for placing sensors on a flat surface</li> <li>Optional T-Bar mounting kit</li> </ul>	<ul style="list-style-type: none"> <li>Wall or ceiling mounting bracket with screw-in option or adhesive backing for quick install</li> <li>Security fins to prevent the removal of sensor from mounting bracket</li> </ul>
Physical Characteristics	<ul style="list-style-type: none"> <li>Weight: 387 grams</li> <li>Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in</li> </ul>	<ul style="list-style-type: none"> <li>Weight: 436 grams</li> <li>Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in</li> </ul>	<ul style="list-style-type: none"> <li>Weight: 318 grams</li> <li>Dimension of sensor: 152mm x 152 mm x 40 mm</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>Operating Temperature: 32° F to 104° F, 0° C to 40° C</li> <li>Humidity: 5% to 93% non-condensing</li> <li>UL 2043 Plenum rated for use in air-handling spaces</li> <li>Storage &amp; Transportation Temperature: -40° F to 158° F, -40° C to 70° C</li> </ul>	<ul style="list-style-type: none"> <li>Operating Temperature: 32° F to 104° F, 0° C to 40° C</li> <li>Humidity: 5% to 93% non-condensing</li> <li>UL 2043 Plenum rated for use in air-handling spaces</li> <li>Storage &amp; Transportation Temperature: -40° F to 158° F, -40° C to 70° C</li> </ul>	<ul style="list-style-type: none"> <li>Operating Temperature: 14°F to 113°F (-10°C to 45°C)</li> <li>Humidity: 5% to 93% non-condensing</li> <li>UL 2043 Plenum rated for use in air-handling spaces</li> <li>Storage &amp; Transportation Temperature: -40° F to 158° F, -40° C to 70° C</li> </ul>
Reliability	MTBF 824 kHrs <sup>1</sup> at 25° C operating temperature	MTBF 776 kHrs <sup>1</sup> at 25° C operating temperature	MTBF 640 kHrs at 25° C operating temperature
Regulatory	<ul style="list-style-type: none"> <li>FCC ID: R3R67A: Q9DASIN0301</li> <li>CE Marked</li> <li>RED Directive 2014/53/EU</li> <li>EMC Directive 2014/30/EU</li> <li>Low Voltage Directive 2014/35/EU</li> <li>UL/IEC/EN 60950</li> </ul>	<ul style="list-style-type: none"> <li>FCC ID: R3S69A: Q9DASIN0302</li> <li>CE Marked</li> <li>RED Directive 2014/53/EU</li> <li>EMC Directive 2014/30/EU</li> <li>Low Voltage Directive 2014/35/EU</li> <li>UL/IEC/EN 60950</li> </ul>	<ul style="list-style-type: none"> <li>FCC ID: PPD-AR5B22</li> <li>FCC ID: QISMU609</li> <li>CE Marked</li> </ul>
Warranty & Support	<ul style="list-style-type: none"> <li>1-year replacement warranty with 10-day shipment</li> <li>Software support included with subscription</li> <li>Hardware support through Foundation Care</li> </ul>	<ul style="list-style-type: none"> <li>1-year replacement warranty with 10-day shipment</li> <li>Software support included with subscription</li> <li>Hardware support through Foundation Care</li> </ul>	<ul style="list-style-type: none"> <li>Aruba Hardware Limited Warranty (90 days)</li> <li>Software support included with subscription</li> <li>Hardware support through Foundation Care</li> </ul>

<sup>1</sup> The MTBF numbers exclude the RTC battery because of its electrochemistry characteristics



## 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).

## 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)

Part Number	Description
<b>Sensor Hardware</b>	
R3R67A	Aruba User Experience Insight G-Series sensor (Ethernet + Wi-Fi AC)
R3S69A	Aruba User Experience Insight G-Series sensor (Ethernet + Wi-Fi AC + Cellular)
Q9X66A	Aruba UXI Sensor (APJ Other, EMEA)
Q9X67A	Aruba UXI Sensor (APJ Australia, New Zealand, Taiwan, Latin America)
<b>Service Software</b>	
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
<b>Accessories</b>	
R3T84A	Aruba User Experience Insight T-Bar and Ceiling Mounting Kit
R3T90A	Aruba User Experience Insight Universal AC Power Supply