Overview

Aruba User Experience Insight

24/7 Network Service Assurance

Aruba User Experience Insight (UXI) is a cloud-based service assurance 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 software agent gathers detailed end-user roaming and voice analysis form the Zebra devices with the Zebra Wireless Insights API. This outside-in perspective is presented through a simple, intuitive dashboard 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.

Aruba User Experience Insight

Models

Aruba User Experience Insight Sensor 802.11ac Ethernet	R3R67A
Aruba Usr Experience Insight Sensor (APJ Other-EMEA)	Q9X66A
Aruba Usr Experience Insight Sensor (APJ Australia-New Zealand-Taiwan-LATAM)	Q9X67A

What's New

Overview

Aruba User Experience Insight Zebra end point software agent is a UXI software embedded in Zebra Android based handset, the agent provides real-time visibility into the network and application health including roaming and voice analysis

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

Standard Features

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.
- Aruba 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.
- AI Alerts: Near real-time insight per area into critical 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. Alerts can also trigger external applications like ServiceNow and Slack using Webhooks.

Applicaton and Network Monitoring

The UXI sensors monitor on-premises, data center and cloud based enterprise applications. When used with UXI Zebra software agent 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

Standard Features

- No SSID bridging nor externally-accessible logic ports (SSH and in-bound Telnet are disallowed)
- Security validation by independent vulnerability and penetration assessments.

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 Integration

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

Standard Features

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

The Aruba User Experience Insight (UXI) Zebra software end point agent compliments the hardware sensor and enables IT administrators and network operators to measure and troubleshoot the end-user experience from Zebra android-based handsets. The agent passively monitors Wi-Fi 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.**

Configuration Information

Build To Order: BTO is a standalone unit with no integration. BTO products ship standalone are not part of a CTO or Rack-Shippable solution.

BTO Models

Rule #	Description	SKU
Notes:	PSU Not Included but optional	
	Aruba User Experience Insight Sensor 802.11ac Ethernet	R3R67A
Notes:	PSU included	
	Aruba User Experience Insight Sensor 802.11ac Ethernet w/ LTE (Global)	R3S69A
3	Aruba Usr Experience Insight Sensor (APJ Other-EMEA)	Q9X66A
4	Aruba Usr Experience Insight Sensor (APJ Australia-New Zealand-Taiwan-LATAM) Zealand-Taiwan-LATAM)	Q9X67A

Configuration Rules

3	Available in specific EMEA and APJ Countries. Look-Up Country Compliance in Link below:	
	https://geocompliance.arubanetworks.com/	
	Order SW only after checking valid compliance for selected country	
4	Available in Austrailia, New Zealand, Taiwan and Latin Countries. Look-Up Country Compliance in Link below:	
	https://geocompliance.arubanetworks.com/	
	Order SW only after checking valid compliance for selected country	
Notes:	– Wireless Sensors include direct AC power plug-in, and option for PoE	
	– OCA Only Model Selection Form - Aruba > User Experience & Analytics > Sensors: Aruba User Experience Insight	

Service Options

Rule #	Description	SKU
	User Experience Cloud Subscription	
	Std (min 0 // max 1) User Selection (min 1 // max 1)	
1	Aruba 1yr User Experience Insight Cloud Subscription E-STU	R4W97AAE
1	Aruba 3yr User Experience Insight Cloud Subscription E-STU	R4W98AAE
1	Aruba 5yr User Experience Insight Cloud Subscription E-STU	R4W99AAE
Notes:	If selecting multiple sensors, customer must select the same Subscription Term	
	User Experience LTE Subscription	
	Std (min 0 // max 1) User Selection (min 0 1 // max 1)	
1, 2	Aruba 1yr Usr Experience Insight Sensor LTE Subscription E-STU	R4X00AAE
1, 3	Aruba 3yr Usr Experience Insight Sensor LTE Subscription E-STU	R4X01AAE
1, 4	Aruba 5yr Usr Experience Insight Sensor LTE Subscription E-STU	R4X02AAE

Configuration Rules

1	Not supported on the following sensors:	
	Aruba User Experience Insight Sensor 802.11ac Ethernet	R3R67A

Configuration Information

	ArubaUserExperienceInsightG-Series.11ax+EthernetSensor	R7H75A

Notes: User Experience LTE Subscription Term must be the same as User Experience Cloud Subscription Term.

Power Options

For R3R67A and R7H75A Std (Min 0 // max 1) User Selection (min 0 // max 1)

Remarks	Description	SKU
	Aruba User Experience Insight Power Supply Worldwide (Global)	R3T90A

Notes: Bring in (Min 1 // Max 1) Localized power cord based on the Aruba Localization Menu

Mounting Options

Remarks	Description	SKU
	Mounting Kit	
	For R3R67A, R3S69A Std (Min 0 // max 1) User Selection (min 0 // max 1)	
	For R7H75A, R7H76A Std (Min 0 // max 1) User Selection (min 0 // max 1)	
	Aruba User Experience Insight Mounting Kit	R3T84A

User Experience Insight Agent for Zebra

Agent for Zebra

Rule #	Description	SKU
	Aruba User Experience Insight 1 year Zebra Agent Cloud Subscription E-STU	R8R05AAE
	Aruba User Experience Insight 3 year Zebra Agent Cloud Subscription E-STU	R8R06AAE
	Aruba User Experience Insight 5 year Zebra Agent Cloud Subscription E-STU	R8R07AAE

Notes:
– Place in Aruba Catalog as follows: Aruba > User Experience & Analytics > Sensors > Aruba User Experience Insight Agent for Zebra
– Generate Unbuildable/FAN and Display the following: Order quantity is less than 500, Contact Cape-PLM@hpe.com for override approval

Technical 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; 6dBm transmit power with a receive sensitivity of -95dBm • 3G/LTE connection for onboarding with full managed SIM and service	• 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; 6dBm transmit power with a receive sensitivity of -95dBm • 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 of 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	• 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	• 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	• 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

Technical Specifications

	lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	• Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	lock slot • Non-skid rubber feet for placing sensors on a flat surface • Optional T-Bar mounting kit	• 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

	Aruba UXI G5-Sensor	**Aruba UXI G5C-Sensor (LTE)**	**Aruba UXI G6 Sensor**	**Aruba UXI G6C Sensor (LTE)**
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)	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
Regulatory	• FCC ID: R3R67A: Q9DASIN0301 • CE Marked	• FCC ID: R3S69A: Q9DASIN0302 • CE Marked	• FCC ID: R7H75A: Q9DASIN0303 • CE Marked	• FCC ID: R7H76A: Q9DASIN0303 • CE Marked

Technical Specifications

	• RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 60950	• RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 60950	• RED Directive 2014/53/EU • EMC Directive 2014/30/EU • Low Voltage Directive 2014/35/EU • UL/IEC/EN 62368	• 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

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

Summary of Changes

Date	Version History	Action	Description of Change
07-Mar-2022	Version 3	Changed	Overview, Standard Features, and Configuration Information sections were updated. New SKUs were added in Configuration Information.
06-Dec-2021	Version 2	Changed	Standard Features, Configuration Information, and Technical Specifications sections were updated. SKUs were added and removed in Configuration Information section.
04-May-2020	Version 1	New	New QuickSpecs

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a00067750enw - 16483 - Worldwide - V3 - 07-March-2022