

# Get Started with Cisco Spaces

This chapter provides an overview of Cisco Spaces, its features, the process flow, license packages, and system requirements for Cisco Spaces.

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## Overview of Cisco Spaces

Cisco Spaces is a multichannel engagement platform that enables you to connect, know, and engage with visitors at their physical business locations.

Cisco Spaces is the industry's most scalable end-to-end indoor location services cloud platform that empowers customers to achieve business outcomes at scale. With its comprehensive suite of services, it offers a robust solution for all your location-based needs.

Cisco Spaces provides solutions for monitoring and managing the assets in your premises.

It covers various verticals of business such as

- retail
- manufacturing
- hospitality
- healthcare
- education
- financial services
- enterprise workspaces, and so on.

# Log In

As a Cisco Spaces user, you can log in to Cisco Spaces using the existing account login credentials. The domain specific URL to log in to Cisco Spaces is https://spaces-gov.cisco/.

# Start Working with Cisco Spaces

Before you start working with Cisco Spaces ensure that you have the prerequisites mentioned in System Requirements.

**Note** Initially, you must contact the Cisco Spaces support team for creating a Cisco Spaces account. You will get an invite to activate your Cisco Spaces account through e-mail. Click the **Accept Activate** button, and in the window that displays configure the log in credentials, and click **Activate Account**. You are now logged into Cisco Spaces. If you are a **Dashboard Admin**, you can now invite other Cisco Spaces users.

Follow these steps to start working with Cisco Spaces.

**Procedure**

**Step 1** Log in to Cisco Spaces.

**Note**
You can enable Single Sign-On for Cisco Spaces.

**Step 2** Connect to your wireless network and configure the wireless network for Cisco Spaces referring to the instructions in the **Setup** section of the Cisco Spaces dashboard.

The setup instructions are also available in the following sections of this guide:

- **Meraki**: For configuring a Cisco Meraki network, refer to Configuring Cisco Meraki for Cisco Spaces.
- **Cisco Unified Wireless Network with Cisco CMX**: For connecting Cisco Spaces with Cisco AireOS Controller through Cisco CMX, refer to Connecting Cisco Spaces to Cisco Wireless Controller through Cisco CMX.
- **CiscoAireOS Wireless Controller or Cisco Catalyst 9800 Series Wireless Controller (without Cisco CMX )**.

  **Note**
  Connecting through the Cisco Wireless Controller Direct Connection method is only recommended for small scale deployments. All large-scale production deployments require a Cisco Spaces: Connector.

  - **Using Cisco Wireless Controller Direct Connect**: For configuring Cisco Spaces with Cisco Wireless Controller using Wireless Controller Direct Connect, refer to the Connecting Cisco Catalyst 9800 Series Wireless Controller or Cisco Wireless Controller to Cisco Spaces Using WLC Direct Connect or Cisco Spaces: Connector section.

**Note**
Cisco Spaces provides a universal account so that you can connect Cisco Spaces to multiple wireless networks.

**Step 3** Add your team members, and assign them roles and permissions. For more information about adding Cisco Spaces users, refer to Manage Cisco Spaces Users.

**Step 4** Import the location hierarchy defined in your wireless network to Cisco Spaces. For more information on configuring the location hierarchy, refer to the section *Overview of Location Hierarchy*.

**Step 5** Monitor the Cisco Spaces domain and apps using the **Monitor** section.

# Onboard Workflow

Follow these steps to log in to Cisco Spaces.

### Before you begin

We recommend that you completed FRMOD onboarding process and have the FRMOD credentials available. For a successful onboarding experience, use your organization specific Identity Provider (IDP) by configuring the domain.

### Procedure

**Step 1** Complete the FRMOD onboarding process.

**Step 2** Use your IDP and configure the domain.

For example, Cisco uses the frmod-cisco domain for Production onboarding and fedmod-cisco domain for staging environmemt.

**Step 3** Use your organization's email address to request invite for Cisco Spaces Dashboard and Administrator Management access.

**Step 4** Use the **`frmod-company.com`** email address and proceed with the activation instructions.

**Step 5** Use the same **`frmod-company.com`** credentials to log in to Cisco Spaces.

### What to do next

# Cisco Spaces: Connector 3.0

Cisco Spaces: Connector (referred to as Connector in all subsequent references in this document) is a fully redesigned version of the Connector with the capability to efficiently manage multiple services that connect to different network devices such as Cisco Wireless controller and switches for data. The Connector platform makes it easy to add/remove new services from the cloud. It enables enhanced troubleshooting with debugging, log upload, and restart functionalities from the cloud. Connector also provides detailed metrics for each service with CPU, Memory, Connectivity and Up/Down status.

Connector is the next generation connector of Cisco Spaces that provides an enhanced user experience, architecture to support multiple services, simplicity, modularity, seamless upgrade and High Availability. Connector supports an active-active High Availability setup. Unlike the earlier releases of Connector 2.x, you

can specifically configure and monitor the High Availability pair. All services and device configurations are managed at the Connector level to make it easy to pair with High Availability.

The Connector and device status is also aggregated at the Connector level from each instance for easy monitoring. Connector provides full visibility to each instance of a High Availability pair. You can view how the services are running on each instance, their upgrade status and so on. You can also perform actions on a particular instance, such as restarting of services.

# Idle Timeout for Cisco Spaces

A user who is logged in to the Cisco Spaces dashboard can remain idle only for a specific time period. If inactive for 15 minutes, the user is automatically logged out of the dashboard. A notification is displayed 5 minutes before the idle timeout and the title of the browser window where the Cisco Spaces application is open changes to `INACTIVE: You will be logged out in 5 mins.` Any action performed on the corresponding window extends the user's session.

# Contact Cisco Spaces Federal Support

To contact Cisco Spaces Federal support, you need to raise a case using the Support Case Manager.

Follow these steps to raise a support case.

**Procedure**

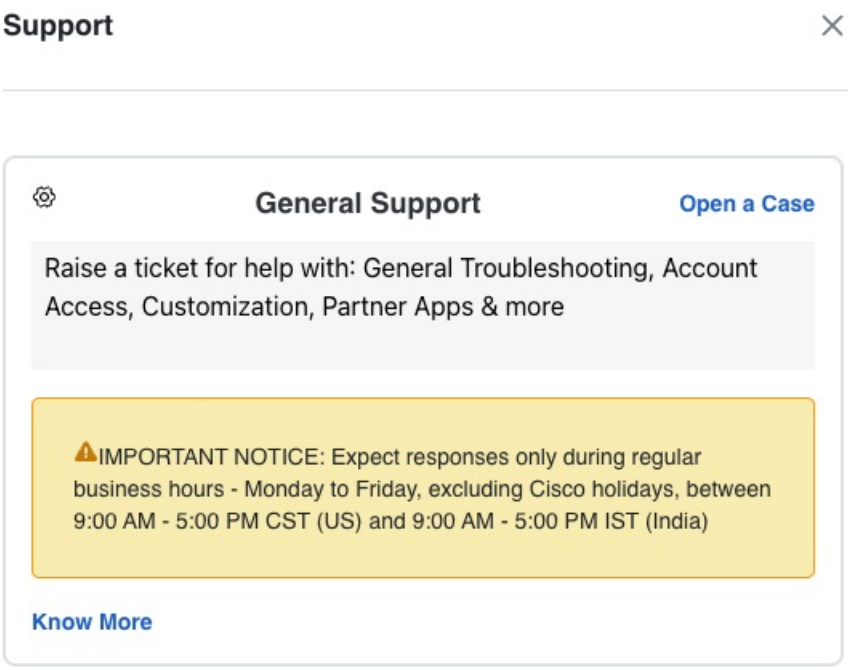
**Step 1** Log in to Cisco Spaces.

**Step 2** In the **Home** page, click the  (**Support**) icon displayed at the top-right.

**Step 3** Click **Support**. The **Support** slide-in pane displays.

**Step 4** In the **General Support** section, click **Open a Case** to raise a case using SCM.

*Figure 1: General Support Options*




# Cisco Spaces Documentation

You can access the documentation for Cisco Spaces including Configuration Guides and Release Notes using the **Cisco Spaces Support** icon ( ) displayed at the top-right of the Cisco Spaces dashboard.

Access these documentation support resources.

- Help Center
- Documentation
- Support
- Latest Release Notes
- Release Notes History