



## Location Hierarchy in the CMX Engage

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This chapter describes the structure of the location hierarchy in the CMX Engage, and how to define the location hierarchy in the CMX Engage.

### Location Hierarchy

Each CMX Engage customer is provided with a default customer name and this customer name acts as the root location of the CMX Engage location hierarchy. You can import the locations of both CUWN or Meraki networks to the location hierarchy. You can import the locations in the same structure in which they are defined in CMX or Meraki. For CUWN, you can use the CMX Engage even without installing the Cisco CMX. However, this option will be having certain restrictions for the location hierarchy structure.

As CMX Engage provides universal account, you can import and manage the locations of both CUWN and Meraki. However, the wireless network specified when creating your customer account will be your base network. A proximity rule can include the locations of both CUWN and Meraki.

You can create proximity rules such as captive portal rule, engagement rule, and profile rule, and view access points, BLE beacons, maps, and users for any location in the location hierarchy. The number of access points, BLE beacons, proximity rules, maps, and users for each location in the location hierarchy are displayed against that particular location. For example, the number of proximity rules, maps, and users for a group are shown against that group in the location hierarchy. The count of these location parameters are shown in a cumulative manner.



**Note**

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For a CMX Engage account with existing experience zones, you can view and edit the experience zones for each location from the location hierarchy.

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- [Defining the Location Hierarchy, page 3-2](#)
- [Managing the Location Hierarchy, page 3-10](#)
- [Defining Metadata for a location, page 3-22](#)
- [Defining or Changing the Time Zone for Locations, page 3-23](#)
- [Wireless Network Synchronization, page 3-20](#)
- [Managing the Maps for a Location, page 3-21](#)
- [Managing the Access Points, page 3-23](#)
- [Managing the Zones, page 3-26](#)

# Pre-requisites for Defining the Location Hierarchy

To define the location hierarchy in the CMX Engage dashboard, you must first define the required hierarchy structure in your wireless provider system such as Meraki or CUWN. In addition, you must establish connection between CMX Engage and your wireless network. When you try to add a wireless network in the location hierarchy, the CMX Engage asks you to provide the login credentials to connect to that wireless network. For CUWN-WLC, it is only required to ensure that the required access points are configured in the WLC.

## Defining the Location Hierarchy

In the CMX Engage, you can import the locations in the same structure in which you have defined in your wireless network such as CUWN or Meraki. You can use the CMX Engage with CUWN even if you don't have installed the Cisco CMX.

In the Add a Wireless Network screen, you can select the required option based on the scenarios described below:

- Meraki- If your wireless network is Meraki, you can define the location hierarchy using the Meraki option.
- CUWN with Cisco CMX-If your wireless Network is CUWN and if you are having a Cisco CMX installed, you can define the location hierarchy using the CUWN-CMX option.
- CUWN with WLC --If your wireless Network is CUWN and if you are not having the Cisco CMX installed, you can define the location hierarchy using the CUWN-WLC option.

Based on your wireless network, opt the required instructions from the following:

- [Defining the Location Hierarchy for Meraki, page 3-2](#)
- [Defining the Location Hierarchy for CUWN with CMX, page 3-5](#)
- [Defining the Location Hierarchy for CUWN - with WLC, page 3-8](#)

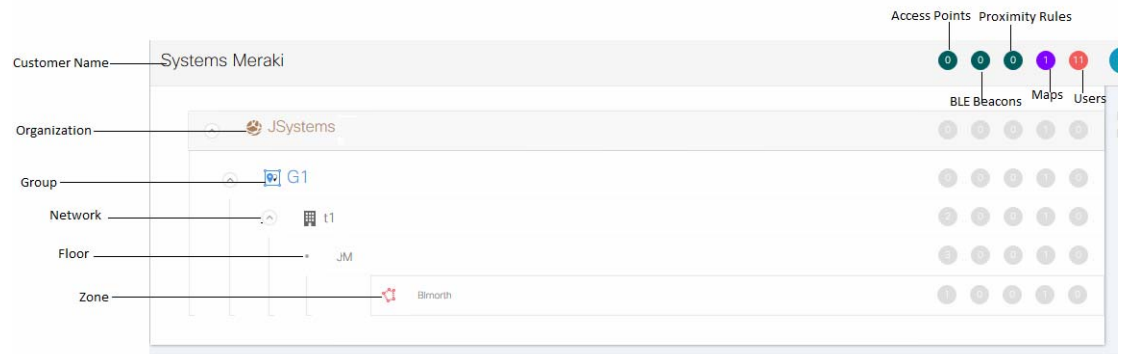
## Defining the Location Hierarchy for Meraki

To import the Meraki locations, first you must add the Meraki Organization under the customer name. You can then import Meraki networks. When you import a Meraki network, its floors, and access points are also imported. You can group the access points and create zones at network or floor level. You can group the locations at customer name, or organization level. You can also rename the customer name.

Before creating the location hierarchy, ensure that all the pre-requisites are met. To know the pre-requisites for creating the location hierarchy, see [Pre-requisites for Defining the Location Hierarchy, page 3-2](#).

The Location Hierarchy for the Meraki is as shown in [Figure 3-1](#).

Figure 3-1 Location Hierarchy



To import the Meraki locations to the location hierarchy, perform the following steps:

1. [Adding a Meraki Organization, page 3-3](#)
2. [Adding a Network to the Meraki organization, page 3-4](#)
3. [Creating Zones and Adding Access Points, page 3-4](#)

## Adding a Meraki Organization

To create the location hierarchy in the CMX Engage, first you must add the Meraki organization of which you want to import the locations to the location hierarchy.



### Note

The CMX Engage enables you to add multiple Meraki organization to the location hierarchy so that you can connect to the multiple Meraki organizations simultaneously.

To add a Meraki organization to the location hierarchy, perform the following steps:

- Step 1** In the Location screen, click **More Actions** at the far right of the customer name (root name).
- Step 2** Choose **Add a Wireless Network**.
- Step 3** From the Add a Wireless Network drop-down list that appears, choose **Meraki**.
- Step 4** Enter the username and password for your Meraki account, and click **Connect account**.



### Note

You can also connect to the Meraki using the Wi-Fi icon in the left pane of the dashboard. If you are already connected the Meraki, the fields to enter the login credentials will not appear.

- Step 5** From the Select Organization drop-down list, select the Meraki organization of which you want to import the locations.
- Step 6** Click **Add**.  
The organization added gets listed in the location hierarchy

## Adding a Network to the Meraki organization

The CMX Engage enables you to maintain the network, and floor structure followed for the location hierarchy in the Meraki. After adding a Meraki organization to the location hierarchy, you can import its networks, and the associated floors.

To import a network and its associated floors to the location hierarchy, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click the drop-down menu icon at the far right of the Meraki organization for which you want to add the network.
- Step 3** Choose **Add Network**.
- Step 4** In the Add Location window, select the networks that you want to add to the location hierarchy.
- The Add Network window appears with all the available networks for that Meraki organization. If you select a network, its floors appears to the right of the network.




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**Note** You can add a network to the location hierarchy any time later using the Add Network option.

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- Step 5** Click **Add**.
- The networks added gets listed in the location hierarchy along with its associated floors.




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**Note** In the Meraki, ensure that the network name is not duplicated.

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## Creating Zones and Adding Access Points

You can group the access points of a network or floor using zones. You can create the zones at network or floor level.




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**Note** You cannot modify the access points for a floor.

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To create a zone for a network or floor, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.
- Step 2** In the Locations page, click the **More Actions** icon at the far right of the network or floor under which you want to create the zone.
- Step 3** In the Add Zone window that appears, perform the following steps:
- In the Enter Zone Name Here text field, enter a name for the zone.
  - In the Select Access Points area, select the check box for the access points that you want to add to the zone.
  - Click **Add**.
-

**Tip**

Before creating the zones, locate the access points that you want to include in the zone in the Meraki dashboard.

**Note**

When you add an access point of a network or floor to a zone, that access point will not be available for that network or floor. The access points added to a zone will not be available for other zones.

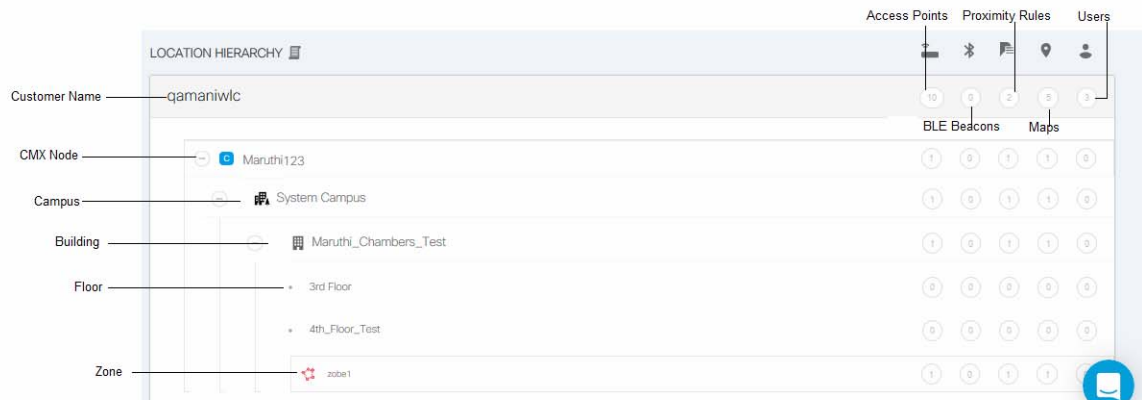
## Defining the Location Hierarchy for CUWN with CMX

If you have the Cisco CMX installed, you can use the CUWN-CMX option for defining the location hierarchy for CUWN. The CUWN-CMX option enables you to import the locations in the same hierarchy in which you have defined them in the CMX. Initially, you must add CMX nodes to the location hierarchy under the customer name. You can then import campuses. When you import a campus, its buildings, floors, and access points are also imported. You can create zones at building or floor level by grouping the access points. You can group the locations at customer name (root name), CMX node, or campus level. You can also rename the customer name.

Before creating the location hierarchy, ensure that all the pre-requisites are met. To know the pre-requisites for creating the location hierarchy, see [Pre-requisites for Defining the Location Hierarchy](#), page 3-2.

The location hierarchy of the CUWN-CMX is shown in [Figure 3-2](#).

**Figure 3-2** Location Hierarchy



To create the location hierarchy for the CUWN-CMX, perform the following steps:

1. [Adding a CMX Node](#), page 3-6
2. [Adding a Campus to the Location Hierarchy](#), page 3-6
3. [Creating Zones and Adding Access Points](#), page 3-7
4. [Creating Groups](#), page 3-24

If your CMX is not publicly accessible, you can manually import the locations. For more information on manually importing the locations, see [Creating the Location Hierarchy by Manually Uploading the CMX Details, page 3-8](#)

## Adding a CMX Node



**Note** The CMX Engage supports CMX 8.0 or later.

To add a CMX node to the location hierarchy, perform the following steps:

- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the customer name (root name).
- Step 3** Choose **Add a Wireless Network**.
- Step 4** From the Add a Wireless Network drop-down list that appears, choose **Cisco-CMX**.
- Step 5** In the Display Name text field, enter the name that must display for the CMX node in the location hierarchy.
- Step 6** In the URL text field, enter the URL to connect to CMX.
- Step 7** In the User Name field, enter the user name to connect to CMX.
- Step 8** In the Password field, enter the password to connect to CMX.
- Step 9** Click **Add**.

The CMX node appears in the location hierarchy under the customer name.



**Note** The CMX Engage will not allow you to add two CMX nodes with the same access point.



**Note** You can add the CMX nodes under the customer name, or under a group with the customer name. That is, if you are creating a group with the entire locations including the customer name, you can add CMX nodes to that group.

## Adding a Campus to the Location Hierarchy

The CMX Engage enables you to maintain the campus, building, and floor structure followed for the location hierarchy in the CMX. After adding a CMX node to the location hierarchy, you can import its campuses, and the associated buildings, floors, and access points.

To import a campus and its associated buildings, floors, and access points to the location hierarchy, perform the following steps:

- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the CMX node for which you want to add the campus.

**Step 3** Click **Add Campus**.

**Step 4** In the Add Campus window that appears, select the campuses that you want to add to the location hierarchy.

The Add Campus window appears with all the available campuses for that CMX node. If you select a campus, its buildings and floors appears to the right of the campus.



**Note** If you do not want to add a particular building or floor of a campus to the location hierarchy, you can remove it by unselecting the corresponding check box. If required, you can add it to the location hierarchy any time later. For more information on adding a building to a campus, see [Adding a Building to a Campus, page 3-12](#). For more information on adding a floor to a building, see [Adding a Floor to a Building, page 3-13](#).

**Step 5** Click **Add**.

The campuses added gets listed in the location hierarchy along with its associated buildings and floors.



**Note** In the CMX, ensure that there is no duplicate for a building name under a campus.

## Creating Zones and Adding Access Points

You can group the access points of a building or floor using zones. You can create the zones at building or floor level.



**Note** You cannot modify the access points for a floor.

To create a zone for a location or floor, perform the following steps:

**Step 1** In the CMX Engage dashboard, choose **Manage Locations**.

**Step 2** In the Locations page, click **More Actions** at the far right of the building or floor under which you want to create the zone.

**Step 3** In the Add Zone window that appears, perform the following steps:

- a. In the Enter Zone Name Here text field, enter a name for the zone.
- b. In the Select Access Points area, select the check box for the access points that you want to add to the zone.
- c. Click **Add**.



**Note** When you add an access point of a building or floor to a zone, that access point will not be available for that building or floor. The access points added to a zone will not be available for other zones.

## Creating the Location Hierarchy by Manually Uploading the CMX Details

If you want to use the location hierarchy of a CMX that is not publicly accessible, you can import the location hierarchy to the CMX Engage by uploading the Json file that contains the location hierarchy details.

For a location hierarchy created using the Json file, you can rename and delete the locations such as building, floor, and so on, but you cannot edit the locations. You can create groups and zones in the location hierarchy.


**Note**

As this method has many limitations, we recommend you to use this option only if you cannot connect to the CMX from the CMX Engage dashboard.

To create a location hierarchy using a Json file, perform the following steps:

- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the customer name.
- Step 3** Click **Add Wireless Network**.
- Step 4** From the Add Wireless Network drop-down list, choose **CUWN-CMX**.
- Step 5** Select **Upload Json**.
- Step 6** Enter the name that must be displayed for the CMX node in the location hierarchy.
- Step 7** Select the JSON file to upload using the **Browse** button.
- Step 8** Click **Upload**.

The Json file is uploaded and the location hierarchy is created for the CMX in the CMX Engage dashboard.


**Note**

After uploading the Json file and creating the location hierarchy, you cannot re-import the Json file for that CMX account to update the location hierarchy.

## Defining the Location Hierarchy for CUWN - with WLC

You can use the CMX Engage with CUWN, even without installing the Cisco CMX. In such cases, you must use the CUWN-WLC option. However, for CUWN-WLC, you can add only zones in the location hierarchy.




**Note**

If you were using CMX Engage earlier with the CMX, and if you are moving to use the CMX Engage with WLC, the Reports and proximity rules will be affected. The Reports will be shown based on the new location configurations. You also have to re-configure the proximity rules to display captive portals or to send notifications.



To avail the CUWN-WLC option, you must configure the WLC to import the access points to the CMX Engage dashboard. For more information on configuring the WLC for importing the access points to the CMX Engage dashboard, see [Configuring the WLC to Import the Access Points to the CMX Engage, page 3-9](#).

For CUWN, to use the CMX Engage only with the WLC, create the location hierarchy as following.

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the customer name.
- Step 3** Click **Add Wireless Network**.
- Step 4** From the Add Wireless Network drop-down list, choose **CUWN-WLC**.  
The Controller IPs gets listed.
-  **Note** The controller IPs get listed only if you configure the WLC for importing access points to the CMX Engage. For more information on configuring the WLC, see [Configuring the WLC to Import the Access Points to the CMX Engage, page 3-9](#).
- 
- Step 5** Select the Controller IP, and click **ADD**.  
The controller IP will be listed in the location hierarchy, and the Access Points for that Controller IP get added to the CMX Engage.
- Step 6** Click the **Access Points** icon for the corresponding controller IP to verify the access points.
- Step 7** In the location hierarchy, click the **More Actions** icon at the far right of the controller IP, and click **Add Zone**.
- Step 8** In the window that appears, enter a name for the zone, and select the APs to be included in the zone.
- Step 9** Similarly, create all the required zones.
-  **Tip** If you are an existing CMX Engage with CUWN user, create zones in the same structure as created earlier with the CMX.
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- Step 10** If you already have created the location hierarchy using the CMX earlier, delete that location hierarchy, and re-configure the proximity rules.
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## Configuring the WLC to Import the Access Points to the CMX Engage

To configure the WLC for importing the access points to the CMX Engage, perform the following steps:

- 
- Step 1** In the WLC CLI mode execute the following commands:
- `config cloud-services cmx disable`
  - `config cloud-services server url https://$customerpathkey.proximitymx.io 50.16.12.224`
  - `config cloud-services server id-token $JWT Token`
  - `config cloud-services cmx enable`

**Note**


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You must contact the Cisco CMX Engage support team to get customerpathkey & JWT Token values.

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**Step 2** Check the Summary using the following command.

```
show cloud-services cmx summary
```

The result appears.

Now in the CMX Engage dashboard, when you choose CUWN-WLC in the Add a Wireless Network window, the controller IP of the WLC will be listed. So, you can import the APs of that controller IP to the CMX Engage.

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**Sample Result**

```
(Cisco Controller) >show cloud-services cmx summary
```

```
CMX Service
```

```
Server ..... https://$customerpathkey.proximitymx.io
```

```
IP Address..... 50.16.12.224
```

```
Connectivity..... https: UP
```

```
Service Status ..... Active
```

```
Last Request Status..... HTTP/1.1 200 OK
```

```
Heartbeat Status ..... OK
```

## Managing the Location Hierarchy

- [Renaming the Customer Name, page 3-10](#)
- [Adding a Wireless Network, page 3-11](#)
- [Defining or Editing Metadata for a Location, page 3-19](#)
- [Searching for a User in a Location, page 3-11](#)
- [Searching for an Access Point, page 3-12](#)
- [Managing the Location Hierarchy for the CUWN, page 3-12](#)
- [Managing the Location Hierarchy for Meraki, page 3-16](#)

## Renaming the Customer Name

To rename the customer name, perform the following steps:

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- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the customer name.
- Step 3** Click **Rename Root**.
- Step 4** In the Rename - Root window that appears, enter the customer name you want.

**Step 5** Click **Rename**.

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## Adding a Wireless Network

The CMX Engage supports both CUWN and Meraki. You can add both CMX nodes and Meraki organizations using the Add a Wireless network option.

The Add a Wireless Network drop-down list will be having the following three options:

- **Meraki**- To define the location hierarchy for Meraki network.
- **CUWN-CMX**- To define the location hierarchy for the CUWN, when a Cisco CMX is installed.
- **CUWN -WLC** -To define the location hierarchy for the CUWN, when a Cisco CMX is not installed.

For more information on adding a CMX node, Meraki organization, or WLC access points using the Add a Wireless Network option, see the respective topic from the following:

- [Adding a CMX Node, page 3-6](#)
- [Adding a Meraki Organization, page 3-3](#)
- [Defining the Location Hierarchy for CUWN - with WLC, page 3-8](#)

## Searching for a Location

You can search for a location in the location hierarchy using its name. To search for a location in the location hierarchy, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The location window appears.
- Step 2** In the Search text field, enter the name of the location that you want to search.  
The location gets highlighted in the location hierarchy.
- 

## Searching for a User in a Location

When creating users, you can restrict the access to the locations. You can search for those users under that CMX node.

To search for a user in a location, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click the **Users** icon for that location.
- Step 3** On the Users and Permission tab, enter the name of the user whom you want to search in the Search text field.

The user gets listed in the window.

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## Searching for an Access Point

You can search for an access point using its name or Mac address.

To search for an access point in the location hierarchy, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations window appears.
- Step 2** In the Search text field, enter the name or Mac address of the access point that you want to search.  
The access point gets highlighted.
- 

## Managing the Location Hierarchy for the CUWN

- [Adding a Building to a Campus, page 3-12](#)
- [Adding a Floor to a Building, page 3-13](#)
- [Renaming a CMX Node, page 3-13](#)
- [Editing a CMX Node, page 3-13](#)
- [Deleting a CMX Node, page 3-14](#)
- [Renaming a Campus, page 3-14](#)
- [Deleting a Campus, page 3-14](#)
- [Renaming a Building, page 3-15](#)
- [Deleting a Building, page 3-15](#)
- [Renaming a Floor, page 3-16](#)
- [Deleting a Floor, page 3-16](#)

### Adding a Building to a Campus

To add a building to a campus, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the campus to which you want to add the building.
- Step 3** Click **Add Building**.
- Step 4** In the Add Building window that appears, select the building that you want to add under the campus.
- Step 5** Click **Add**.

The building gets listed under the campus in the location hierarchy.

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## Adding a Floor to a Building

To add a floor to a building, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
  - Step 2** In the Locations page, click **More Actions** at the far right of the building to which you want to add the floor.
  - Step 3** Click **Add Floor**.
  - Step 4** In the Add Floor window that appears, select the floor that you want to add under the building.
  - Step 5** Click **Add**.

The floor gets listed under the floor.

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## Renaming a CMX Node

To rename a CMX node, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the CMX node that you want to rename.
  - Step 3** Click **Rename “cmx name”**.
  - Step 4** In the window that appears, enter the new name for the CMX node.
  - Step 5** Click **Rename**.
- 



**Note** The renaming is not reflected in the CMX.

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## Editing a CMX Node

You can edit the CMX connection credentials.

To edit a CMX node, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the CMX node that you want to edit.
  - Step 3** Click the option to edit the CMX node.
  - Step 4** In the window that appears, provide the updated CMX log in credentials for the CMX node.

**Step 5** Click **Edit**.

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## Deleting a CMX Node

To delete a CMX node from the location hierarchy, perform the following steps:

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- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the CMX node that you want to delete from the location hierarchy.
- Step 3** Click the option to delete the CMX node.
- 



**Note** The option to delete the CMX node is available only if there is no location under that CMX node. That is, to delete a CMX node, first you have to delete the locations and sub groups under that CMX node, if any.

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**Note** You cannot delete a CMX node that is associated with the experience zones or proximity rules.

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## Renaming a Campus

To rename a campus, perform the following steps

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- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the campus that you want to rename.
- Step 3** Click **Rename “campus name”**.
- Step 4** In the Rename- campus window that appears, enter the new name for the campus.
- Step 5** Click **Rename**.
- 

## Deleting a Campus

To delete a campus, perform the following steps:

---

- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the campus that you want to delete.

**Step 3** Click **Delete campus**.

---



**Note** The Delete campus option is available for a campus only if there is no building under that campus. That is, to delete a campus, first you have to delete the locations under that campus, if any.

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**Note** You cannot delete a campus that is associated with the experience zones or proximity rules.

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## Renaming a Building

To rename a building, perform the following steps:

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- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the building that you want to rename.
- Step 3** Click **Rename “building name”**.
- Step 4** In the Rename - network window that appears, enter the new name for the building.
- Step 5** Click **Rename**.
- 

## Deleting a Building

To delete a building, perform the following steps:

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- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the building that you want to delete.
- Step 3** Click **Delete building**.
- 



**Note** The Delete building option is available for a building only if there is no floor or zones with access points under that building. That is, to delete a building, first you have to delete the floor or zones under that building, if any.

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**Note** You cannot delete a building that is associated with an experience zone or proximity rule.

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## Renaming a Floor

To rename a floor, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the floor that you want to rename.
  - Step 3** Click **Rename “floor name”**.
  - Step 4** In the Rename-floor window that appears, enter the new name for the floor.
  - Step 5** Click **Rename**.
- 

## Deleting a Floor

To delete a floor, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the floor that you want to delete.
  - Step 3** Click **Delete floor**.
- 



**Note** If the floor that you delete has any zone under it, that zone is moved under the building after the deletion of the floor.

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## Managing the Location Hierarchy for Meraki

You can rename, and delete the locations under Meraki.

- [Adding Floors to a Network, page 3-16](#)
- [Renaming an Organization, page 3-17](#)
- [Deleting a Meraki Organization, page 3-17](#)
- [Renaming a Network, page 3-17](#)
- [Deleting a Network, page 3-18](#)
- [Renaming a Floor, page 3-16](#)
- [Deleting a Floor, page 3-16](#)

## Adding Floors to a Network

To add a floor to a network, perform the following steps:



- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the network under which you want to create the floor.
- Step 3** In the Add Floor window that appears, select the floor that you want to add under the network.
- Step 4** Click **Add**.  
The floor gets added to the network.
- 

## Renaming an Organization

To rename a Meraki Organization, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the organization that you want to rename.
- Step 3** Click **Rename “Organization Name”**.
- Step 4** In the Rename -meraki window that appears, enter the new name for the Meraki organization.
- Step 5** Click **Rename**.
- 

## Deleting a Meraki Organization

To delete a Meraki Organization, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the Meraki organization that you want to delete.
- Step 3** Click **Delete Organization**.
- 



**Note**

The Delete Organization option is available for a Meraki Organization only if there is no location under that organization. That is, to delete an organization, first you have to delete the locations and sub groups under that organization, if any.

---



**Note**

You cannot delete any organization that is associated with the experience zones or proximity rules.

---

## Renaming a Network

To rename a network, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the network that you want to rename.
- Step 3** Click **Rename “network name”**.
- Step 4** In the Rename - network window that appears, enter the new name for the location.
- Step 5** Click **Rename**.
- 

## Deleting a Network

To delete a network, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the network that you want to delete.
- Step 3** Click **Delete network**.
- 



**Note** The Delete network option is available for a network only if there is no floor or access point under that network. That is, to delete a network, first you have to delete the floors and access points under that network, if any.

---



**Note** You cannot delete any network that is associated with an experience zone or proximity rule.

---

## Renaming a Floor

To rename a floor, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the floor that you want to rename.
- Step 3** Click **Rename “floor name”**.
- Step 4** In the Rename -floor window that appears, enter the new name for the floor.
- Step 5** Click **Rename**.
-

## Deleting a Floor

To delete a floor, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the floor that you want to delete.
- Step 3** Click **Delete floor**.
- 



**Note** If the floor that you delete has any zone under it, that zone is moved under the location after the deletion of the floor.

---



**Note** You cannot delete any floor that is associated with an experience zone or proximity rule.

---

## Defining or Editing Metadata for a Location

The CMX Engage enables you to define metadata for a location using variables. You can define the metadata at any level in the location hierarchy. You can use this metadata for filtering the locations when creating the proximity rules. For example, if you want to categorize your locations as corporate branch, division branch, and local branch, then you can define a location metadata with key as **Branch** and values as CB, DB, and LB, respectively. Then, you can use this metadata to filter the locations when creating the proximity rules.

To define a metadata for a location, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
- Step 2** In the Locations page, click **More Actions** at the far right of the location for which you want to add the location metadata.
- Step 3** Click **Add Metadata**.
- Step 4** In the Add Metadata window that appears, perform the following steps:
- Click the **Add Metadata** button.
  - In the Key text field, enter a name for the variable key.
  - In the Value text field, enter a value for the variable key.
  - Click **Save**.
- 

To update the metadata for a location, perform the following steps:

- 
- Step 1** In the Locations page, click **More Actions** at the far right of the location for which you want to update the location metadata.

- Step 2** In the Add Metadata for [location] window that appears, click the metadata that you want to update.
- Step 3** Make necessary changes, and click **Update**.



**Note** You can delete a location metadata by clicking the Delete button for that metadata.

---

## Defining or Changing the Time Zone for Locations

You can define the time zone for various locations in the location hierarchy. To define the time zone for a location, perform the following steps:

- Step 1** In the CMX Engage dashboard, click **More Actions** for the location for which you want to define the time zone.
- Step 2** Click **Time Zone**.
- The Change TimeZone window appears. In the Current Time Zone field, the time zone configured for the location appears. For a location for which the time zone is not yet defined, **No Time Zone** appears in the Current Time Zone field.
- Step 3** From the Time Zone drop-down list, choose the time zone that you want to configure for this location.
- Step 4** Click **Change**.
- The time zone is defined for the location.



**Note** The notifications are sent for the locations based on the configured time zones.

---

## Wireless Network Synchronization

To know the synchronization status of the locations, perform the following steps:

- Step 1** In the CMX Engage dashboard, click the Wi-Fi icon in the left pane.
- Step 2** Click **Wireless Network Status**.
- Step 3** Click the tab for the wireless network of which you want to see the synchronization status. For example, to view the synchronization status for the Meraki, click **Meraki**.
- The synchronization status is displayed.

# Managing the Maps for a Location

The maps are displayed by default based on the map configuration in the wireless network. The CMX Engage enables you to display the Micello map for the floors and zones. Also, you can upload external maps for the floors and zones.

- [Viewing the Maps for a Location, page 3-21](#)
- [Configuring a Micello Map, page 3-21](#)
- [Uploading an External Map, page 3-22](#)

## Viewing the Maps for a Location

To view the map for a location, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click the Maps icon for the location for which you want to view the map.  
The map appears in the Maps tab.
- 

## Configuring a Micello Map

The CMX Engage enables you to configure Micello map for a floor or zone.

To configure the Micello map, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click the Maps icon for the floor or zone for which you want to configure the Micello map.
- Step 3** Click the **Micello** tab.
- Step 4** In the Map Name text field, enter a name for the map.
- Step 5** In the Enter Micello details area, choose whether you want to configure the Map ID or Map URL to display the Micello map.
- Step 6** In the following text field, enter the Map ID or Map URL for the Micello map based on the previous selection.
- Step 7** In the API Key text field, enter the API key for the Micello map.
- Step 8** Click **Save**.  
The maps gets loaded from the Micello and appears in the page.
-

**Note**

To configure a Micello map, you must have a Micello account. For a Micello account, contact [support@micello.com](mailto:support@micello.com).

## Uploading an External Map

The CMX Engage enables you to configure external maps of your choice for a floor or zone.

To configure an external map, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click the Maps icon for the floor or zone for which you want to configure the external map.
  - Step 3** Click the **Image** tab.
  - Step 4** In the Map Name text field, enter a name for the map.
  - Step 5** Click the **Browse** button and upload the image file for the map.
  - Step 6** Click **Save**.
- 

**Note**

You can upload the map image file in png, jpeg, and gif formats.

## Defining Metadata for a location

The CMX Engage enables you to define metadata for a location using variables. You can define the metadata at any level in the location hierarchy. You can use this metadata for filtering the locations when creating the proximity rules. For example, if you want to categorize your locations as corporate branch, division branch, and local branch, then you can define a location metadata with key as Branch and values as CB, DB, and LB respectively. Then, you can use this metadata to filter the locations when creating the proximity rules.

To define a metadata for a location, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
  - Step 2** In the Locations page, click **More Actions** at the far right of the location (campus, building, and so on) for which you want to add the location metadata.
  - Step 3** Click **Add Metadata**.
  - Step 4** In the Add Metadata window that appears, perform the following steps:
    - a. Click the Add Metadata button.
    - b. In the Key text field, enter a name for the variable key.
    - c. In the Value text field, enter a value for the variable key.

- d. Click **Save**.
- 

**Note**

You can delete a location metadata by clicking the Delete button for that metadata.

---

## Defining or Changing the Time Zone for Locations

You can define the time zone for various locations in the location hierarchy. To define the time zone for a location, perform the following steps:

- Step 1** In the CMX Engage dashboard, click **More Actions** for the location for which you want to define the time zone.
  - Step 2** Click **Time Zone**.  
The Change TimeZone window appears. In the Current Time Zone field, the time zone configured for the location appears. For a location for which the time zone is not yet defined, **No Time Zone** appears in the Current Time Zone field.
  - Step 3** From the Time Zone drop-down list, choose the time zone that you want to configure for this location.
  - Step 4** Click **Change**.  
The time zone is defined for the location.
- 

**Note**

The notifications are sent for the locations based on the configured time zones.

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## Managing the Access Points

You can add or remove access points to a zone.

- [Adding an Access Point to a Zone, page 3-23](#)
- [Removing an Access Point from a Zone, page 3-24](#)

## Adding an Access Point to a Zone

To add access points to a zone, perform the following steps:

- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click the zone to which you want to add the access point.
- Step 3** Click **Modify Access Points**.
- Step 4** Select the check box for the access point that you want to add.

- Step 5** Click **Modify Access Points**.  
The access point gets added to the zone.



**Note** If there are no access points under that zone, the button name will be **Add Access Points**.



**Note** To import the access points, the CMX must be publicly accessible. For a default CUWN installation, the ports 80 and 443 must be open. For more information, see the [“Ports and IP Addresses” section on page 2-4](#).

## Removing an Access Point from a Zone

To remove an access point from a zone, perform the following steps:

- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click the zone from which you want to delete the access point.
- Step 3** Click **Modify Access Points**.
- Step 4** Unselect the check box for the access point that you want to delete.
- Step 5** Click **Modify Access Points**.  
The access point gets deleted from the zone.

## Managing the Groups

The CMX Engage enables you to view the group map and view the users who have access rights to the group. Also, you can rename the group name, and delete an independent group.

- [Creating Groups, page 3-24](#)
- [Renaming a Group, page 3-25](#)
- [Editing a Group, page 3-26](#)
- [Deleting a Group, page 3-26](#)

## Creating Groups

Grouping enables you to create proximity rules specific to a set of locations. You can create groups at the higher levels in the location hierarchy.

For CUWN, you can group the CMX nodes or campuses in the location hierarchy. For example, you can group the Campus1 and Campus 2 under one group and Campus 3 and Campus 4 under another group. You can also create sub groups under these groups. For Meraki, you can group the Meraki organizations



or networks in the location hierarchy. You can create a group even at the customer name level. You can also create sub groups under these groups. For example, you can group the Network 1 and Network 2 under one group and Network 3 and Network 4 under another group.

You can create a group even at the customer name level so that you can create groups including the wireless network nodes of both CUWN and Meraki. However, you cannot group the lower level locations of CUWN and Meraki. For example, you cannot group a campus and a Meraki network.

To create a group for a location, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, click **Manage Locations**.
  - Step 2** In the Locations page, click **More Actions** at the far right of the location under which you want to add the group.
  - Step 3** Click **Add Group**.
  - Step 4** In the window that appears, perform the following steps:
    - a. Enter a name for the group.
    - b. Select the locations that you want to add under this group.



---

**Note** The locations available for selection depends upon where you are adding the group in the location hierarchy. When you add a group under the customer name (root level), the first level locations (For example, CMX node, Meraki Organization) are available for selection. When you add a group under a CMX node, only the campuses under that CMX node are available for selection.

---

- c. Click **Create**.
- 



**Tip** If you want to have a parent group without any location, and sub groups with location, then you first create the parent group with all the required locations that must become the part of its sub groups. Then you create a sub group under the parent group. The locations added to the parent group are available for selection. Select the locations that you want to add under the sub group. Similarly, you can create more sub groups under the parent group.

---



**Note** You can add more locations to a group at any time.

---

## Renaming a Group

To rename a group, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the group that you want to rename.
  - Step 3** Click **Rename “group name”**.

- Step 4** In the Rename - group window that appears, enter the new name for the group.
- Step 5** Click **Rename**.
- 

## Editing a Group

You can add or remove the locations from a group.

To edit a group, perform the following steps:

- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the group that you want to edit.
- Step 3** Click **Edit group**.
- Step 4** In the Edit Group window that appears, select the locations that you want to be part of the group.
- Step 5** Click **Update**.
- 

## Deleting a Group

To delete a group, perform the following steps:

- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
- Step 2** In the location hierarchy, click **More Actions** for the group that you want to delete.
- Step 3** Click **Delete group**.
- 



### Note

The Delete group option is available for a group only if there is no location or sub group under that group. That is, to delete a group, first you have to delete the locations and sub groups under that group, if any.

---



### Note

You cannot delete a group that is associated with the experience zones or proximity rules.

---

## Managing the Zones

You can rename and delete the zones created for CUWN or Meraki.

- [Renaming a Zone, page 3-27](#)

- [Deleting a Zone, page 3-27](#)

## Renaming a Zone

To rename a zone, perform the following steps

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the zone that you want to rename.
  - Step 3** Click **Rename “zone name”**.
  - Step 4** In the Rename- zone window that appears, enter the new name for the zone.
  - Step 5** Click **Rename**.
- 

## Deleting a Zone

To delete a zone, perform the following steps:

- 
- Step 1** In the CMX Engage dashboard, choose **Manage Locations**.  
The Locations page appears with the location hierarchy.
  - Step 2** In the location hierarchy, click **More Actions** for the zone that you want to delete.
  - Step 3** Click **Delete zone**.
- 

You cannot delete any zone that is associated with the experience zones or proximity rules

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