FAQs

This chapter describes the frequently asked questions regarding various features of the CMX Engage.

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General and Log In Related Queries

1. **I am unable to login to CMX Engage Dashboard. It is showing the following error**:

   "ERROR 'ACCEXP600':Your access has been restricted. Please contact support with this message along with error code."

   Answer: The validity for the login had expired due to which you got the error.

2. **All of a sudden I cannot login. I reset my password and it is telling me I do not have permission. What happened?**

   Use the CMX Engage Dashboard URL: https://emsp.cisco.com/cmxengage to login. We suspect that you might be trying to login using https://emsp.cisco.com.

3. **Is CMX Engage certified as 508-complaint?**

   No, the CMX Engage is not certified for 508 compliance.

Locations

This section contains the frequently asked questions regarding CMX Engage locations.

1. **What is the location hierarchy in the CMX Engage?**

Location hierarchy refers the hierarchy of your business locations. The location hierarchy is usually defined in the wireless network. You can import this location hierarchy to the CMX Engage. The CMX Engage allows you to maintain the same location hierarchy structure defined in your wireless network.

2.   **What are the type of locations that you add to the location hierarchy?**

The type of locations that you can add to the location hierarchy depends on your wireless network. For Meraki, you can add the following type of locations: Organization, Network, Floor, and Zone.

3.   **Can I configure external maps for my business locations?**

The CMX Engage allows you to configure external map and Micello map at floor and zone level.

4.   **Can I add a location that is not defined in the Meraki?**

No, you cannot add a location that is not defined in the Meraki.

5.   **Do I have to connect to the Meraki to import the locations?**

Yes, you have to establish connection between CMX Engage and Meraki to import the locations.

6.   **Can I rename the locations in the CMX Engage?**

Yes, after importing you can rename the locations in the CMX Engage. However, the name change will not be reflected in the Meraki.

7.   **What is a location metadata?**

Location metadata consists of a key and variable. For example, you can define a location metadata and associate similar locations under it. Similarly, create another location metadata for another set of similar locations. This helps you in grouping the locations.

8.   **Can I delete an access point from the CMX Engage?**

You cannot delete an access point from the CMX Engage. However, you can group the access points using zones.

9.   **Is it important to import the location hierarchy?**

Yes. To create the Proximity Rules in the CMX Engage, you must specify the locations for which the rule must be applied. Also, locations are required to use the other features in the CMX Engage dashboard such as experience zones.

10.   **How will the imported locations sync withe the Meraki?**

CMX Engage synchronize with the Meraki at frequent intervals. If there is any synchronization issue, you can view them by clicking the Sync icon in the Locations page. Whenever you log in to the CMX Engage, the CMX Engage displays the latest synchronization status.

11.   **Can I delete a location in the hierarchy?**

You can delete a location, provided it is not associated with any Proximity Rules or experience zones.

SSIDS

This section contains the frequently asked questions regarding SSIDs.

1.   **Why I should import the SSIDs?**

To define the captive portals for various SSIDs using the Captive Portal Rule, you must import that SSID to the CMX Engage dashboard.

2.   **Where will I define the SSID?**

You must define and enable the SSIDs in the Meraki.

3. **Can I show different captive portals for the same SSID?**

Yes, you can configure to show different captive portal for the same SSID based on locations, customers, time period, and so on. To achieve this, you must define various captive portal rules with the required captive portal and same SSID.

4. **How will I import the SSIDs to the CMX Engage?**

You can import the SSIDs to the CMX Engage using the Import SSIDs option in the CMX Engage dashboard.

5. **How will I get the splash URL (redirect URL)?**

When you import an SSID to the CMX Engage dashboard, the splash URL is automatically created for that SSID.

6. **Are the splash URLs portal-specific or SSID-specific?**

For the Meraki, the splash URLS are SSID-specific.

7. **Will the splash page URL for an SSID changes?**

No, the splash page url for an SSID will not change.

8. **What is the portal URL link that must be used for redirect? Where will I configure it?**

You can find the custom splash page URL's for your SSIDs in the CMX Engage dashboard.To view the custom splash URL for your SSIDs, in the CMX Engage dashboard, choose **SSID > Setup SSIDs in Meraki/CUWN**.

You must configure this splash URL in the Meraki.

To configure the redirect URL in the Meraki, perform the following steps:

Step 1 In the Meraki dashboard, choose **Wireless > SSID.**

Step 2 Choose the SSID that you want to configure for the CMX Engage.

Step 3 In the splash page area, choose **Click-through**.

Step 4 Go to **Wireless > Splash page**.

Step 5 In the Custom Splash URL area, provide this splash URL where users will be redirected.

9. **How do I change the SSID used for an experience zone?**

You cannot change the SSID for an existing Experience Zone. However, you can delete the existing experience zone, and create a new one with the required SSID. Also, you can use **Proximity Rules > Captive Portal Rule**, and configure the required SSID, with the desired portal and locations.

10. **Based on the platform that I am using, what should the Meraki splash page configuration be if I wants to apply multiple portals to a single SSID separated by experience zones?**

There is no change required for the Meraki splash page configurations. You must create different experience zones with different portals for the same SSID.

Captive Portal Rule

This section contains the frequently asked questions for Captive Portal Rules.

1. **What is a Captive Portal Rule?**

   Captive Portal Rule is a feature in the CMX Engage that enables you to create rules based on which the captive portals are displayed to your customers, when they are connected to your network. You can create the Captive Portal Rule with various conditions and filters.

2. **What all I can do with a captive portal rule?**

   The Captive Portal Rule enables you to do the following:

   – Configure the captive portals to be displayed for the customers when they connect to your SSIDs.

   – Create tags, which is grouping of customers.

   – Send the details of the customers who have connected to your SSID to an external API.

3. **When a captive portal rule becomes live?**

   After creating a Captive Portal Rule, you must publish the rule to make it live.

4. **Can I edit a published rule?**

   Yes, you can edit a published rule. For a published rule, only the **Save and Publish** button will be available for saving so that the changes made will be reflected immediately after clicking the **Save and Publish** button.

5. **Can I pause a published Captive Portal Rule?**

   Yes. To pause a live rule, in the Captive Portal Rules page, click the **Pause Rule** button that appears at the far right of the rule.

6. **How will I view the captive portal rules configured for a location?**

   To view the captive portal rules configured for a location, in the CMX Engage dashboard, click **Manage Locations**. In the Locations page, click the location for which you want to view the captive portal rule. In th Locations page that appear, click the **Proximity Rules** tab, and then click the **Captive Portal Rules** tab. The captive portal rules defined for that locations are listed.

7. **Will all the captive portals defined be available for selection for a captive portal rule?**

   The captive portals that will be available for selection depends on the location selected for the rule. When defining a captive portal you must specify the locations for which the captive portal must be available.

Engagement Rule

This section contains the frequently asked questions for Engagement Rules.

1. **What is an Engagement Rule?**

   Engagement Rule is a feature in the CMX Engage dashboard that enables you to send notifications to your customers when they are in your business premises. You can also send notifications to business users such as employees or to an external API using this feature. The indoor notifications can have better business benefit than the outdoor notifications.

2. **What can I do with an engagement rules?**

   With the engagement rule you can do the following:

  – Send notifications to the customers when they are in your business premises.

  – Send notifications to the business users such as employees so that the employees can provide personalized services to your customers.

  – Capture customer details and send it to an external API.

3. **When an Engagement Rule becomes live?**

   After creating an Engagement Rule, you must publish the rule to make it live.

4. **Can I edit a published rule?**

   Yes, you can edit a published rule. For a published rule, only the **Save and Publish** button will be available for saving so that the changes made will be reflected immediately after clicking the **Save and Publish** button.

5. **Can I pause a published Engagement Rule?**

   Yes. To pause a live rule, in the Engagement Rules page, click the **Pause Rule** button that appears at the far right of the rule.

6. **How will I view the Engagement Rules configured for a location?**

   To view the Engagement Rules configured for a location, in the CMX Engage dashboard, click **Manage Locations**. In the Locations page, click the location for which you want to view the Engagement Rule. In th Locations page that appear, click the **Proximity Rules** tab, and then click the **Engagement Rules** tab. The Engagement Rules defined for that locations are listed.

Profile Rule

This section contains the frequently asked questions for Profile Rules.

1. **What is a Profile Rule?**

   Profile Rule is a feature in the CMX Engage dashboard that enables you to create tags by grouping customers.

2. **What can I do with a Profile Rule?**

   With the Profile Rule you can do the following:

   – Create a tag with the customers filtered for the rule.

   – Create a tag excluding the customers filtered for the rule.

   – Add the customers filtered for the rule to an existing tag.

   – Remove the customers filtered for the rule from an existing rule.

3. **When a Profile Rule becomes live?**

   After creating a Profile Rule, you must publish the rule to make it live.

4. **Can I edit a published rule?**

   Yes, you can edit a published rule. For a published rule, only the **Save and Publish b**utton will be available for saving so that the changes made will be reflected immediately after clicking the **Save and Publish** button.

5. **Can I pause a published Profile Rule?**

   Yes. To pause a live rule, in the Profile Rules page, click the **Pause Rule** button that appears at the far right of the rule.

6. **How will I view the Profile Rules configured for a location?**

To view the Profile Rules configured for a location, in the CMX Engage dashboard, click **Manage Locations**. In the Locations page, click the location for which you want to view the Profile Rule. In the Locations page that appear, click the **Proximity Rules** tab, and then click the **Profile Rules** tab. The Profile Rules defined for that locations are listed.

Captive Portals

This section contains the frequently asked questions for Captive Portals.

1. **What is a captive portal?**

   Captive Portal is an user interface that is displayed when connected to an SSID.

2. **What all items can I include in a Captive Portal?**

   You can add brand name, welcome message, notices, help line number, venue details, apps, youtube videos, link to access internet, and promotions and offers to a portal. You can also add the custom links that connect to various web pages.

3. **Can I control the Internet provisioning through a portal?**

   You can control the internet provisioning through your portals using the Authentication module.The Authentication module enables you to authenticate the Internet provisioning through any of the following methods:

   – Hard SMS with Verification Code

   – Soft SMS'

   – Email

   – Social Network

4. **Can I capture the details of the customers who are accessing internet through my portal?**

   Yes, you can capture the details of the customers who are accessing the internet through your portal. For this, you must use the Hard SMS with Verification Code or Email authentication types. When you select either of these options, a Data Capture module appears for that portal using which you can capture the customer details. You can configure the mandatory details to be provided by the customer to provision internet.

5. **What happens if I configure a Data Capture module?**

   When you configure a Data Capture module, the Data Capture form is displayed to the customer, when the customer go through the authentication process to access the internet. The details entered by the customer are stored in the CMX Engage which can be used to target the customers with right market decisions.

6. **Can I configure a language for a portal?**

   Yes, you can configure the language for the static content and labels in your portal. However, in the portal, you cannot enter the content in any language other than English. If you want to include dynamic content in a language other than English, you have to copy the content from the respective sources.

7. **How will I share the preview URL of a portal?**

   The CMX Engage enables you to share the preview URL through e-mail or using QR code.

8. **Can I preview the portal in various devices?**

   Yes, you can preview the portal in mobile, ipad, and laptop.

9. **Can I enhance the portal using an external application?**

Yes. You can export the portal using the Export option for the portal, make necessary changes, and then can import the portal using the Import option for that portal.

10. **Will the portal that I have created will be available for all the locations?**

When you create a captive portal, you must specify the locations for which the captive portal must be available. When creating a captive portal rule, the captive portal will be available for selection only if you choose a location for which the captive portal is applicable.

11. **Can I rearrange the modules in a portal?**

Yes, you can rearrange all the modules in a portal except the following. However, during customer acquisition, these modules can be can rearranged.

- – Brand Name
- – Notice
- – Welcome Message
- – Promos & Offers

12. **Can I pre-fill place holder text in an CMX Engage portal?**

When you can change the static texts (place holder texts, titles, menu names, and so on) inside a portal using language support, there is no option to pre-fill values of text boxes (which expects a user input) using the language support.

Reports

This section contains the frequently asked questions for Reports.

1. **When I view the report, I could see some default data. Are they for a particular period?**

The default report displays the data for the time from which the CMX Engage is installed. The data will be for the location in which you have access rights. However, the CMX Engage enables you to filter the report for a particular period and location.

2. T**here seems to be an issue with the setup of the post URL in the Meraki. I cannot see any data in the CMX Engage reports.**

To view the reports, you must configure the Notification URL in the Cisco Meraki Dashboard. After adding a Meraki network to the CMX Engage dashboard, you will receive a pop-up in the Locations window. Click **Yes** to add the notification URL automatically in the Cisco Meraki Dashboard.

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

Step 2   Click **More Actions** at the far right of the customer name, choose **Add Organization,** and add the Organization.

Step 3   Click **More Actions** at the far right of the Organization, and choose **Add Network**.

After adding the network, a dialog box appears.

Step 4   Click **Yes**. Now the notification URL is configured in the Cisco Meraki for that network.

In the location hierarchy, for a network for which the notification URL is not configured, a dialog box appears asking whether to configure the notification URL when you click the network or a location under it.

You can also configure the notification URL manually in the Cisco Meraki dashboard. For more information, see Configuring Meraki for Notifications, page 5-2.

CMX Engage User Accounts

This section describes the frequently asked questions regarding CMX Engage user accounts.

1. **Who can invite the CMX Engage users?**

   Only the Account Admin can invite a CMX Engage user.

2. **How will I invite a CMX Engage user?**

   If you are an Account Admin, you can invite a CMX Engage user using the Team option in the CMX Engage dashboard.

3. **What should I do to get a CMX Engage user invite?**

   To get a CMX Engage user invite, scroll down to the **Request a Demo** section at the bottom of the CMX Engage home page, enter the required details, and click **Submit Request**.

   The Account Admin will evaluate your eligibility for a CMX Engage account, and sends you an invite email, if you are eligible.

4. **How will I accept the CMX Engage user invite?**

   You will receive the invite through an e-mail. Click the **Accept Invitation** button provided in the e-mail. In the window that appears, define the user name and password, and click **Set Password**. You will be logged in to your CMX Engage account.

5. **If I have a CMX Engage user account, will I have access to all the features in the CMX Engage account?**

   The CMX Engage features to which you can access depends on the type of CMX Engage account you possess. Moreover, it also depends also on the CMX Engage license type.

6. **What are the CMX Engage license types available?**

   The CMX Engage is available in three different license packages namely Base, Advance, and Enterprise.

7. **What are the CMX Engage account types that are available?**

   The following types of CMX Engage accounts are available:

   – **Account Admin**—This user has complete administrative rights on the CMX Engage dashboard.

   – **Admin**—This user has all the privileges except user management on the specified location. For example, an admin user cannot invite a user to join the CMX Engage.

   – **Portal Designer**—This user has the access only to the Portal features of the CMX Engage on the portals.

   – **AccessCode Manager**—This user has the access only to create and manage access codes.

   – **Location Manager**—This user can edit the portals and define the location metadata for the locations for which the account admin has provided access rights. This user can also view the report related to those locations.

   – **Read Only Access**—This user has the access only to view the CMX Engage dashboard for the specified location. That is, this user cannot edit the CMX Engage configurations.