



Working with the WiFi Engage

This chapter describes the WiFi Engage features and how to create location-specific experience zones. It also describes how to manually configure the SSIDS.

- [WiFi Engage Features, page 2-1](#)
- [Pre-requisites to Deploy the Enterprise Mobility Services Platform, page 2-2](#)
- [Developing Location-Specific Experience Zones, page 2-4](#)
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WiFi Engage Features

The WiFi Engage enables you to do the following:

- Develop location-specific experience zones
- Create portals for experience zones
- Edit the portal from the Experience Zone Manager App
- View reports that help in analyzing the usage, type of users, and performance of an experience zone
- View details of users for various social networking sites like Facebook and Linked In.

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Pre-requisites to Deploy the Enterprise Mobility Services Platform

This section describes the port configurations and bandwidth requirements to deploy the Enterprise Mobility Services Platform.

Ports and IP Addresses

The Enterprise Mobility Services Platform is a cloud-based solution and there is no physical installation involved. So, there is no need to open any port to deploy the Enterprise Mobility Services Platform. As Meraki is also cloud-based, there is no need to open any port to establish connection between Meraki and Enterprise Mobility Services Platform.

Bandwidth Requirements to Deploy WiFi Engage

The following table lists the response received for various bandwidth and number of users.

Table 2-1 Bandwidth Responses

Bandwidth	Number of Users	Response in seconds
1 Mbps	1	9.2
	2	10.41
	3	12.18
	4	13.5
	5	16.56
	6	17.84
2 Mbps	1	9.06
	2	9.15
	3	10.48
	4	11.28
	5	12.06
	6	12.34
	7	13.5
	8	15.5
	9	15.7
	10	16.85
	11	17.7

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Table 2-1 Bandwidth Responses

Bandwidth	Number of Users	Response in seconds
5 Mbps	5	9.34
	10	11.56
	11	11.92
	12	11.51
	13	12.5
	14	12
	15	13.82
	16	13.18
	17	14.91
	18	16.72
	19	15.96
7 Mbps	20	16.98
	21	17.41
	25	13.93
	30	15.41
	31	15.21
9 Mbps	32	15.64
	33	16.31
	34	18.92
	30	10.56
	35	12.11
	40	14.79
	41	14.7
	42	13.27
	43	13.93
44	15.68	
45	16.81	
46	16.13	
47	19.25	

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Table 2-1 Bandwidth Responses

Bandwidth	Number of Users	Response in seconds
11 Mbps	35	9.57
	40	10.07
	50	11.85
	55	13.51
	56	13.96
	57	14.67
	58	15.86
	59	16.36
	60	16.08
	61	17.11

Developing Location-Specific Experience Zones

The WiFi Engage enables you to create location-specific experience zones. Each experience zone provides visitors with a menu of services and content that is specific to the business and relevant to that location or area.

ABC is a leading hotel chain with many hotels around the globe. The hotel provides free WiFi access to all its customers. ABC is WiFi Engage enabled. Mr. White is a businessman and a regular customer of ABC who uses ABC's various hotels during his business trips. Mr. White has to visit New York and London as part of his business trip and he has booked the hotels of ABC in both these places. When he is in New York, Mr White connects to the internet through ABC's Wi-Fi. Then a portal is shown which has the tourist spots, shopping centers, local news, local advertisements of New York. Mr. White travels to London and accesses ABC's Wi-Fi. Now the portal shown to him has the tourist spots, shopping centers, local news, and local advertisements of London.



Note

You need to have both Meraki and WiFi Engage accounts to create experience zones.

To develop a location-specific experience zone, perform the following steps:

1. [Enabling the SSIDs in the Meraki, page 2-5](#)
2. [Accessing the WiFi Engage, page 2-5](#)
3. [Connecting to the Meraki from the WiFi Engage, page 2-6](#)
4. [Importing the SSIDs, page 2-7](#)
5. [Defining the Locations, page 2-7](#)
6. [Adding Access Points to a Location, page 2-8](#)
7. [Enabling Maps for a Location, page 2-9](#)
8. [Searching the Map for a location, page 2-10](#)
9. [Developing the Experience Zones, page 2-11](#)
10. [Activating the SSIDs, page 2-12](#)

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Enabling the SSIDs in the Meraki

To import the SSIDs to the WiFi Engage, you need to enable those SSIDs in the Meraki.

**Note**

As the Meraki is not a part of the Enterprise Mobility Services Platform, the menu path and menu names are subject to change.

To enable the SSIDs in the Meraki, perform the following steps:

-
- Step 1** Go to meraki.cisco.com.
 - Step 2** Log in to the application using the login credentials for your Meraki account.
 - Step 3** Click the Meraki organization in which you want to enable the SSIDs, and choose the required network.
 - Step 4** Choose **Wireless> Configure> SSIDs**.
The SSIDs available for the network appears.
 - Step 5** Rename the SSID and enable it.
 - Step 6** Click **edit settings**, and in the Splash page option, choose the **click-through** radio button.

**Note**

If you need to apply a radius server configuration for your SSID, choose the respective option. For more information see, [Radius-Authentication for Portals, page 3-25](#).

- Step 7** Click **Save Changes**.

**Note**

To enable the SSIDs, you need to have a Meraki account.

Accessing the WiFi Engage

The WiFi Engage dashboard is available to the users through emsp.cisco.com. Cisco provides the user credentials to each customer of the WiFi Engage.

To access the WiFi Engage, perform the following steps:

-
- Step 1** Go to emsp.cisco.com.
 - Step 2** In the Sign in window, enter the user credentials provided for your Enterprise Mobility Services Platform account, and click the arrow button to sign in.
 - Step 3** Click the **WiFi Engage** icon.

**Note**

You can directly log in to the WiFi Engage using the URL <https://emsp.cisco.com/wifiengage/>.

- Step 4** From the Select Customer drop-down list, choose the customer name corresponding to the Meraki, and click **Proceed**.

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The WiFi Engage dashboard appears.

Connecting to the Meraki from the WiFi Engage

To develop the experience zones for a Meraki SSID, you need to import that SSID from the Meraki network. Also, you need connection to the Meraki network to add access points to locations and publish the experience zones.

To connect to the Meraki, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, click the icon for the Account Settings.
 - Step 2** In the Meraki Settings dialog box that appears, click **Connect account**.
 - Step 3** Enter the username and password for your Meraki account, and click **Connect account**.
 - Step 4** In the Organization dialog box that appears, choose the Meraki organization to which you need to log in, and click **Submit**. The Account switched successfully message appears. Now, the WiFi Engage is connected to the Meraki network.
 - Step 5** Click **Continue** to navigate to other activities in the WiFi Engage.
-

**Note**

You can switch to a different Meraki account using the Meraki Account Settings button.

**Note**

You can use a WiFi Engage account only for one Meraki organization. For more information on the Meraki organization, see the user guide for the Meraki.

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Importing the SSIDs

The SSIDs refer to the network IDs you connect to access the internet through WiFi. To create experience zone for an SSID of Meraki, you need to import that SSID from the Meraki network.

To import the SSIDs for a Meraki network, you need to enable the SSIDs in meraki.cisco.com. For more information, see the “[Enabling the SSIDs in the Meraki](#)” section on page 2-5. The enabled SSIDs are available for importing.

To import the SSIDs, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > SSIDs**, and click **Import**.
 - Step 2** In the Please Select SSID To Import window, select the SSIDs you need to import, and click **Import SSID**. The imported SSIDs appear in the SSIDs window.



Note As the WiFi Engage needs to synchronize with the Meraki network to load the imported SSIDs, you may need to refresh the window to view the imported SSIDs.

Defining the Locations

The WiFi Engage enables you to provide different experience zones for the various locations. A location can be defined as a logical grouping of access points. So, when a WiFi user connects to the internet using the same SSID from different locations, the user is provided with different experience zones, if configured so. Define the locations for which you want to create the experience zones.

To define a location, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > Locations**, and click **Add Location**.
 - Step 2** In the Add Location window, enter the name of the location, and click **Add**. The location added appears in the Locations window.
-

Searching for a Location

If you have a number of locations, you can use the search option to locate the location. You can search for a location based on the location name or the MAC address of the access points associated with that location.

To search for a location, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > Locations**, and click **Add Location**.
 - Step 2** In the Search field, enter the name of the location that you want search for or the MAC address of the access points that are associated with the location.

The location gets displayed based on the search.

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Adding Access Points to a Location

When you create an experience zone for a location, that experience zone is available for all of the access points associated with that location. You can add all of the access points in a network or selected access points for a location.



Note

The access points added to a location are not available for another location.

To add access points for a location, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Configure > Locations**.

The locations defined appear.



Note

You can search for a location using the Search option. You can search for a location by the location name or the MAC address of the access points associated with that location.

Step 2 Click the **Add access points** link corresponding to the location for which you need to define the access points.

Step 3 In the Access Points window, do the following:

- a. From the Select network drop-down list, choose the network of which you need to add the access points. All of the access points for this network appear.
- b. Select the access points you need to add for the location.
- c. Click **Add Access Points**.

The access points are added for the location. The total number of access points added appears against the location in the Locations window.



Note

You can search for an access point using the Search option. You can search by the access point name or tag.

Adding Access Points in Bulk to a Location

You can add the access points in bulk to the WiFi Engage. You need to import the access point details in a csv file. You can download the csv template using the Export Template button available in the Locations window. The access points get associated to the location that you have specified in the .csv template.

To add the access points in bulk to the WiFi Engage, perform the following steps:

Step 1 In the WiFi Engage dashboard, choose **Configure > Locations**.

Step 2 In the Locations window that appears, click **Export Template**.

Step 3 In the Opening Meraki_Access Points-Template.csv window that appears, click **Save** to save the template on your computer in the .csv format.

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- Step 4** Enter the following details of each access point that you want to import to the WiFi Engage, and save the file.
- Access Point Name
 - Ethernet MAC Address
 - Base Radio MAC Address
 - Location Name
 - Network Id
 - Network Name
 - Network Display Name



Note Ensure that you associate an access point only with a single location.

- Step 5** In the WiFi Engage dashboard, click **Import Template**.
- Step 6** In the Import Access Points Template window that appears, click **Upload**.
- Step 7** In the File Upload window that appears, choose the .csv file in which you have added the access point details earlier, and click **Open**.
- The uploaded file name gets displayed in the Import Access Points Template window.
- Step 8** Click **Done**.
- The access points gets added to the WiFi Engage and the “Successfully, access points are imported” message appears in the Locations window.
-



Note You can change the map of a location using the Change Map link.

Deleting an Access Point from a Location

To delete an access point from a location, perform the following steps:

- Step 1** In the WiFi Engage dashboard, choose **Configure > Locations**.
- The WiFi Engage locations appears.
- Step 2** Click the edit icon adjacent to the location from which you want to delete the access point.
- Step 3** In the page that appears, select the access point that you want to delete from the location.
- Step 4** Click **Remove access points**.

Enabling Maps for a Location

You can configure maps that must appear for various locations. When the user accesses the WiFi Engage from a location, the corresponding map appears.

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

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > Maps**.
All of the locations that are added to the WiFi Engage appear.
- Step 2** Expand the location for which you need to configure the map.
All of the access points associated with that location appear.



Note The locations with the arrow mark adjacent have access points associated with it.

- Step 3** Click the **Change Map** link corresponding to the location for which you need to enable the map.
- Step 4** In the Change Map window, set the map for the access point. You can upload the map from the Meraki, Micello map, or an external source.
- To display a Meraki map, choose **Meraki Map**. The map for this access point in the Meraki appears along with its name. Edit the name, if required, and click **Save**.



Note To display the Meraki map for a location, you need to connect to the Meraki and import the access points for that location.

- To display a map from an external source, choose **Upload Map**. Upload the map using the **Upload** button and enter a name for the map in the Map Name field, and click **Save**.
 - To display a map from the Micello map, choose Micello map. Specify the Micello Map ID or Map URL of the map to upload. The map appears along with its name. Edit the name, if required, and click **Save**.
-



Note To upload a Micello map, you need to have a Micello account. For a Micello account, contact support@micello.com.

Searching the Map for a location

The WiFi Engage enables you to search the map that is configured for a location.

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

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > Maps**.
The Maps page appears.
- Step 2** In the Search field, enter the name of the location.
The map for the location appears.
-

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Creating the Portals

A portal is the user interface that appears when a Wi-Fi user is logged into an experience zone. You can enhance the portals using the various portal modules provided by the WiFi Engage.

To create a portal, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Create > Portals**, and click **Create New**.
 - Step 2** Choose a template for the portal. Navigate using the arrows highlighted in the window to choose the required template.
 - Step 3** In the Name field, enter a name for the portal, and click **Create**.
The portal page appears with the portal modules on the left and portal preview on the right.
 - Step 4** Add features to the portal using the [Portal Modules](#).
 - Step 5** Click **Save** to save the changes made to each module.
-

Developing the Experience Zones

An experience zone refers to the portal that appears for a user who accesses the WiFi Engage from a particular location with a specific SSID. The experience zones are created with respect to an SSID, Portal, and locations.

To create an experience zone, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > Experience Zones**, and click **+Experience Zone**.
 - Step 2** In the Add Experience Zone window, add the following details, and click **Add Zone**.
 - a. From the SSID drop-down list, choose the SSID for which you want to define the experience zone.
 - b. From the Portal drop-down list, choose the portal that must appear for this experience zone.
 - c. In the Location area, choose **All Locations** if the experience zone is applicable for all of the locations, or choose **Choose Location**, and specify the locations for which you need to define this experience zone. Then, click **Add**.
 - d. In the Name field, enter a name for the experience zone, and click **Add Zone**.
-

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Activating the SSIDs

After creating the experience zone, you need to activate the SSID to publish the experience zone. The access points immediately broadcast the SSID with your captive portal. You can now have your customers enable Wi-Fi on their device (mobile, laptop, and so on) and connect to your SSID, and view the experience zone associated with that SSID and location.



Note

The imported SSIDs need to be activated to show the experience zones to the end users. When you activate an SSID, the Meraki network is updated with the WiFi Engage configurations required to show the experience zones.

To activate an SSID, perform the following steps:

-
- Step 1** In the WiFi Engage dashboard, choose **Configure > SSIDs**.
 - Step 2** Click **Activate** corresponding to the SSID that you want to activate.
The SSID updates that need to be configured in the Meraki network appears.
 - Step 3** Click **Update**.
The Meraki network gets updated with the required configurations to show the experience zones for this SSID.
-



Note

On an iPhone, within 3 seconds after connecting, the user is automatically taken to the portal for the experience zone.



Note

On an Android phone, the user may require to open a browser to view the portal for that experience zone.

Synchronizing with the Meraki

If there is any WiFi Engage configuration update that is not synchronized with the Meraki network for an SSID, a red indicator appears against the SSID. Click the Sync link to synchronize. After synchronization, the indicator turns green.

Advanced Configurations for the SSID

The WiFi Engage displays whether a radius server from the Enterprise Mobility Services Platform or a captive portal created using the Enterprise Mobility Services Platform Studio is configured for an SSID. If either of these, or both of these are configured for an SSID, then an Advanced Configuration With Meraki message appears against that SSID in the Actions column of the SSID window.

In addition, for the radius server configuration, the Radius Server Configuration message appears in the Remarks column. Similarly, for an Enterprise Mobility Services Platform Studio portal configuration, the details of the Enterprise Mobility Services Platform Studio Portal configuration appear in the Remarks column of the SSID. A green indicator is shown for each of these configurations.

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If the Radius server or captive portal configured is not of the Enterprise Mobility Services Platform, the sync option appears in red.

You can revert the advanced configurations for an SSID by clicking the corresponding Revert to Basic Config button. Then, the WiFi Engage captive portal gets configured for that SSID.

Manually Configuring the SSIDs

To manually configure an SSID in the Meraki, you have to initially import that SSID in the WiFi Engage. For more information, see the “[Importing the SSIDs](#)” section on page 2-7.

To configure the SSID manually in the Meraki, perform the following steps:

-
- Step 1** Go to meraki.cisco.com.
 - Step 2** Log in to the application using the login credentials for your Meraki account.
 - Step 3** Choose the required Meraki organization and network from the respective drop-down list.
 - Step 4** Choose **Wireless > Access Control**.
 - Step 5** From the SSID drop-down list, choose the SSID that you want to configure for the WiFi Engage.
 - Step 6** In the splash page area, choose **Click-through**.
 - Step 7** From the Wall garden drop-down list, choose **Wall garden is enabled**.
 - Step 8** In the Wall garden ranges text field, enter the required wall garden ranges.
To view the wall garden ranges, in the WiFi Engage dashboard, choose **Configure > SSIDs**, and then click the **Configure SSIDs Manually?** link.
 - Step 9** Click **Save Changes**.
 - Step 10** Go to **Wireless > Splash page**.
 - Step 11** For the previously selected SSID, in the Custom Splash URL area, choose **Or provide a URL where users will be redirected**, and in the adjacent field enter the splash URL.
-
-  **Note** When you import an SSID to the WiFi Engage, the splash page URL for the SSID is generated in the WiFi Engage. To view the splash URL for an SSID, in the WiFi Engage dashboard, choose **Configure > SSIDs**, and then click the “**Configure SSIDs Manually?**” link.
-
- Step 12** Click **Save Changes**.
 - Step 13** Repeat steps 4-12 for all the SSIDS that you want to use in the WiFi Engage.
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