Device Analytics

Device Analytics

Information About Device Analytics

The Device Analytics feature enhances the enterprise Wi-Fi experience for client devices to ensure seamless connectivity. This feature provides a set of data analytics tools for analyzing wireless client device behavior. With device profiling enabled on the controller, information is exchanged between the client device and the controller and AP. This data is encrypted using AES-256-CBC to ensure device security.

Starting from Cisco IOS XE Bengaluru 17.6.1, this feature is supported on Intel devices with AC9560, AC8561, AX201, AX200, AX1650, AX210, AX211, and AX1675 chipsets. Device information and other information received from the Intel devices are shared with Cisco Catalyst Center. It will also be used to enhance device profiling on the controller.

Note From Cisco IOS XE Dublin 17.12.1, MacBook Analytics is supported on the controller when the MacBook device sends 11k action frames along with the model information.

Note Apple clients such as iPhones and iPads use 802.11k action frames to send device information to the controller. When they fail to send 802.11k action frames, the controller will not perform device classification based on the 802.11 protocol. Hence, this falls back to legacy device classification which is based on HTTP and DHCP protocols.

Restrictions for Device Analytics

- This feature is applicable only for Cisco device ecosystem partners.
- This feature is supported only on the 802.11ax and Wave 2 APs.

- This feature is supported using central authentication in either local mode or FlexConnect mode.
- To support Intel devices, AP should have PMF capability and PMF should set to optional or required on the WLAN.

Configuring Device Analytics (GUI)

Procedure

Step 1 Choose **Configuration** > **Tags & Profiles** > **WLANs**.

Step 2 On the **WLANs** page, click the name of the WLAN.

Step 3 In the **Edit WLAN** window, click the **Advanced** tab.

Step 4 In the **Device Analytics** section, select the **Advertise Support** check box.

Step 5 Select the **Advertise PC Analytics Support** check box to enable PC analytics on the WLAN.

Step 6 (Optional) In the **Device Analytics** section, select the **Share Data with Client** check box.

Step 7 Click **Update & Apply to Device**.

Configuring Device Analytics (CLI)

Procedure

	Command or Action	Purpose
Step 1	**configure terminal** **Example:** `Device# configure terminal`	Enters global configuration mode.
Step 2	**wlan** *wlan-name wlan-id SSID-name* **Example:** `Device(config)# wlan device_analytics 1 device_analytics`	Enters the WLAN configuration sub-mode. • *wlan-name*—Enter the profile name. The range is from 1 to 32 alphanumeric characters. • *wlan-id*—Enter the WLAN ID. The range is from 1 to 512. • *SSID-name*—Enter the Service Set Identifier (SSID) for this WLAN. If the SSID is not specified, the WLAN profile name is set as the SSID. **Note** If you have already configured WLAN, enter **wlan** *wlan-name* command.

	Command or Action	Purpose
Step 3	**client association limit** {*clients-per-wlan* | **ap***clients-per-ap-per-wlan* | **radio** *clients-per-ap-radio-per-wlan*} **Example:** `Device(config)# client association limit 1 1`	Sets the maximum number of clients, clients per AP, or clients per AP radio that can be configured on a WLAN.
Step 4	**[no] device-analytics** **Example:** `Device(config)# device-analytics`	This is enabled by default. Enables or disables device analytics. WLANs advertise analytics capability in beacons & probe responses.
Step 5	**[no] device-analytics** [**export**] **Example:** `Device(config)# device-analytics export`	When **export** option is set, the information from Cisco devices are shared with compatible clients (such as, Samsung devices). Here, information from Cisco devices refer to the Cisco controller details, AP version, and model number. This configuration is disabled by default.
Step 6	**device-analytics pc-analytics** **Example:** `Device(config)# device-analytics pc-analytics`	Enables PC analytics on the WLAN. WLANs advertise analytics capability in beacons & probe responses.
Step 7	**no shutdown** **Example:** `Device(config)# no shutdown`	Enables the WLAN.
Step 8	**end** **Example:** `Device(config)# end`	Returns to privileged EXEC mode.

Verifying Device Analytics

Procedure

Step 1 On the **Monitoring > Wireless > Clients** page, click on a client in the table to view its properties and statistics.

Step 2 In the **General** tab, click on **Client Properties** to view the **PC Analytics** reports. This section displays the neighbor AP information, candidate BSSIDs, and reports for low RSSI, beacon miss, failed APs, and unknown APs.

Verifying Device Analytics Configuration

To view the status of device analytics export, use the following command:

```
Device# show wlan 1 test-wlan

WLAN Profile Name     : test-wlan
================================================
Identifier                      : 1
Description                     :
Network Name (SSID)             : test-open-ssid
Status                          : Enabled
Broadcast SSID                  : Enabled
Advertise-Apname                : Disabled
Universal AP Admin              : Disabled

Device Analytics
    Advertise Support           : Enabled
    Share Data with Client      : Disabled
```

To view client device information, use the following command:

```
Device# show device classifier mac-address 0040.96ae.xxx detail

  Client Mac: 0040.96ae.xxxx
  Device Type: Samsung Galaxy S10e(Phone)
  Confidence Level: 40
  Device Name: android-dhcp-9
  Software Version(Carrier Code): SD7(TMB)
  Device OS: Android 9
  Device Vendor: android-dhcp-9
  Country: US
```

To view the last disconnect reason, use the following command:

```
Device# show device classifier mac-address 0040.96ae.xxxx detail

Client MAC Address : 0040.96ae.xxxx
Client IPv4 Address : 12.1.0.52
Client IPv6 Addresses : fe80::631b:5b4f:f9b6:53cc
Client Username: N/A
AP MAC Address : 7069.5a51.53c0
AP Name: AP4C77.6D9E.61B2
AP slot : 1
Client State : Associated

Assisted Roaming Neighbor List
Nearby AP Statistics:
EoGRE : No/Simple client
Last Disconnect Reason : User initiated disconnection - Device was powered off or Wi-Fi
turned off
```

To view the per client pc-analytics reports, use the following command:

```
Device# show wireless client mac-address 3413.e8b6.xxxx stats pc-analytics

-------------------------
Neighbor APs Info:
-------------------------
Reported time:: 06/21/2021 18:50:34
-------------------------
Roaming Reasons:
```

```
-------------------------
Selected AP RSSI:: -67
Candidate BSSIDs:
-----------------
Neighbor AP RSSI(dB)
a4b2.3903.d10e -70
-------------------------
PC Analytics report stats
-------------------------
------------------------------------------------------------------------
Report Type Processed Reports Dropped Reports
------------------------------------------------------------------------

STA Info 1 0
Neigh AP 1 0
Low RSSI 0 0
Beacon Miss 0 0
Failed AP 0 0
Unknown APs 0 0
```

Adaptive 802.11r

Information About Adaptive 802.11r

The Cisco device ecosystem partner now supports 11r functionality on an adaptive 802.11r SSID. Samsung is one of the partners.

Note The Adaptive 802.11r is enabled by default. This means that when you create a WLAN, the adaptive 802.11r is configured by default.

Client device information such as its model number, supported operating system is shared with the controller and AP while the device receives information such as controller and AP type, software release, etc. Also, this enables 802.11r-compatible devices to benefit from adaptive 802.11r on Cisco networks. This ecosystem comes handy especially for troubleshooting device disconnection from the AP as the controller receives information such as the disconnect reason code from the client device.

Note Devices without 11r support cannot join an SSID where 11r is enabled.

To use the 11r functionality on devices, you need to create a separate SSID with 11r enabled and another with 11r disabled to support the non-11r devices in the network.

Adaptive dot11r is supported by Apple iPad, Apple iPhone, and Samsung S10 devices. However; some software update creates a MIC mismatch error in these devices. But these errors are transient and clients will successfully be able to associate to the SSID in subsequent results.

Configuring Adaptive 802.11r (GUI)

Procedure

Step 1 Choose **Configuration** > **Tags & Profiles** > **WLANs**.

Step 2 On the **WLANs** page, click the name of the WLAN.

Step 3 In the **Edit WLAN** window, click the **Security** > **Layer2** tab.

Step 4 In the **WPA Parameters** section and **Fast Transition** drop-down list, choose **Adaptive Enabled**.

Step 5 Click **Update & Apply to Device**.

Verifying Adaptive 802.11r

To view the details, use the following command:

```
Device# show running-config all
wlan test-psk 2 test-psk
 security ft adaptive
"adaptive" is  optional
```

Note The following command is used to enable or disable adaptive 11r:

[no] security ft adaptive

The following command is used to enable or disable 802.11r:

[no] security ft