Cisco Spaces: Asset Tracker App Federal Support Guide

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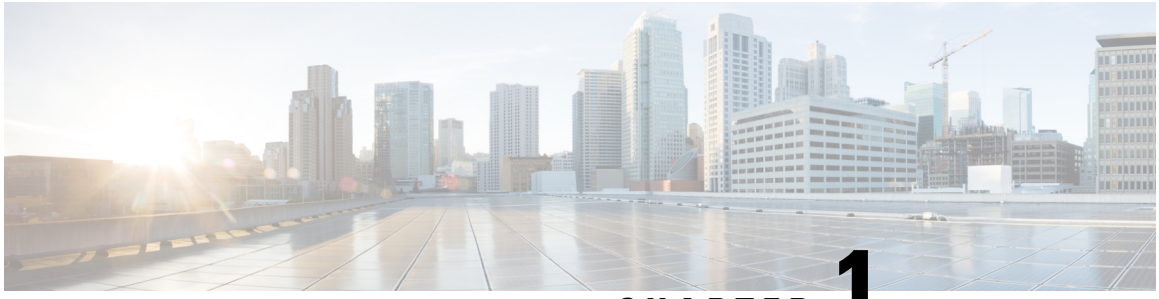

CHAPTER 1

Asset Tracker

- Asset Tracker, on page 1
- Licensing Requirements, on page 2
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Asset Tracker

The **Asset Tracker** app in Cisco Spaces allows administrators and operators to search, monitor, categorize, and manage tracked assets across configured locations. Users can view assets in a list or map view, associate tags with assets, assign labels, create rules, configure notifications, manage role-based access, and review tag reports.

Cisco Asset Tags are hardware devices that can be attached to physical assets and used with supported Cisco Spaces infrastructure to determine asset location. For more information, refer to Cisco Asset Tag Hardware Installation Guide

The Asset Tracker dashboard app enables administrators and operators to associate Cisco Asset Tags, CCX/RFID,Wi-Fi devices and other UWB devices.

The Cisco Asset Tracker mobile app enables authorized field users to onboard Cisco Asset Tags, locate assets, and confirm the physical tag associated with an asset. For more information, refer to Asset Tracker Mobile Application

The Cisco Asset Tag is an advanced asset location and management solution designed for enterprises. It seamlessly integrates with Cisco Spaces to provide precise, real-time tracking of valuable assets across your organization.

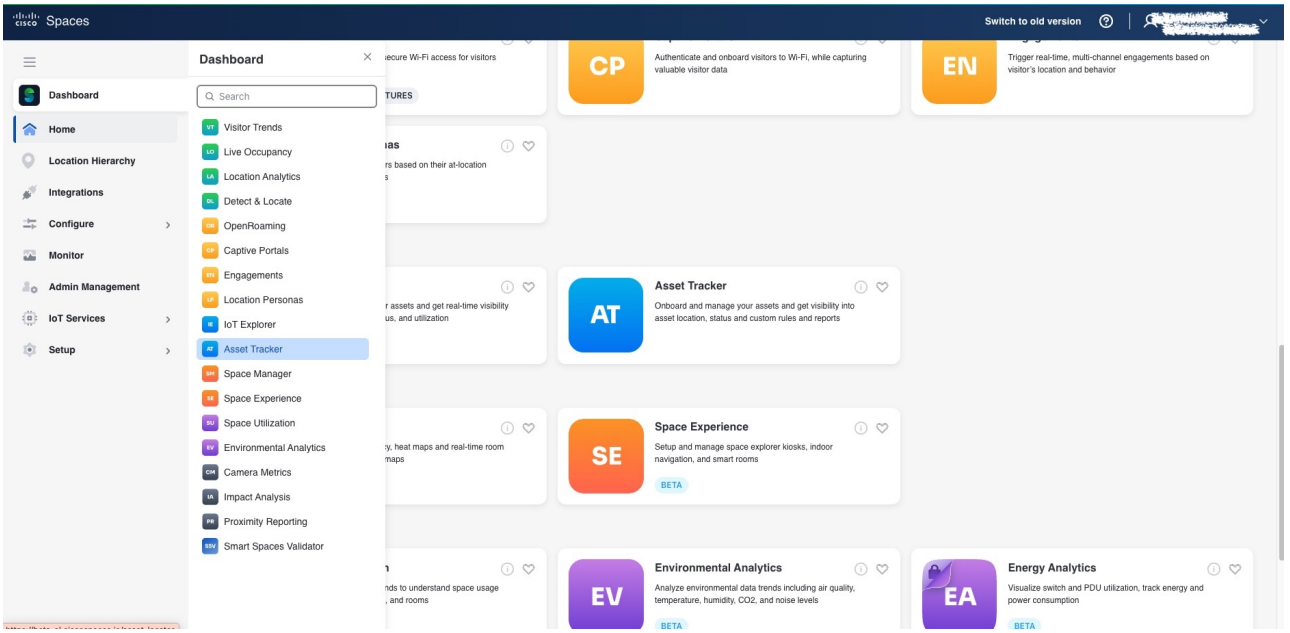
For more information, refer to these

- Cisco Asset Tag Data Sheet
- Cisco Asset Tag Deployment Guide
- Asset Tracker Solution Guide

The Asset Tracker app helps users manage tracked assets by category and location. Search across assets, switch between list and map views, define asset categories, manage users, and review tag reports.

On the Cisco Spaces dashboard, choose **Asset Tracker** app.

Figure 1: Asset Tracker



Licensing Requirements

The Asset Tracker App is tied to these Cisco Spaces licenses.

- SMART OPERATION
- ADVANTAGE
- UNLIMITED
- PREMIER_W
- PREMIER_CW

Prerequisites

You can use the Asset Tracker app if your Cisco Spaces deployment meets these requirements:

- Complete the Cisco Spaces location hierarchy for all your campuses, buildings, floors, and zones.
- Configure the system to work with your wireless networks so Wi-Fi metrics and insights are collected.
- Place access points on the map using AP Auto Locate or Network Map Calibration.
- Set up digital maps for each location where you need Asset Tracker.
- To use UWB-based asset location, activate **UWB Location** for each applicable building.

  On the Cisco Spaces dashboard, choose **Configure** > **Location Compute**.

Supported UWB-capable access points must be assigned to the applicable floors and placed on the floor maps. Only eligible access points that are placed on a floor map appear in **Location Compute**.

Associate each onboarded Cisco Asset Tag with an asset record before you expect the tag to appear in **Asset Tracker**.

An onboarded but unassociated tag appears in **IoT Services** and **Detect and Locate**. However, it does not appear in Asset Tracker.

Note If **UWB Location** is not activated, a Cisco Asset Tag that supports BLE and UWB continues to provide BLE data, but UWB-based location is unavailable through Cisco Spaces.

- Make sure the Asset Tracker Dashboard application has Smart Ops or a higher license.
- Make sure Cisco Asset Tags and the Asset Tracker mobile app have Spaces Premier licenses.

Asset Tracker App Feature

The **Asset Tracker** app provides a centralized view to search, monitor, categorize, and manage tracked assets across configured locations. View assets in list and map views, manage asset categories, associate tags, configure rules, control user access, and review tag reports.

Search

- Search assets across configured locations.
- Use filters to narrow search results.
- Switch between **List** view and **Map** view.
- Review asset details, metadata, labels, last-heard timestamp, and floor map context.

Asset Categories

The **Asset Categories** area allows you to define asset types and manage assets, history, rules, and role access for each category. A category identifies the department, tracking type, map color, icon, and description for a group of assets.

- Create categories before adding assets.
- Choose the category tracking type, such as **Individually tracked assets** or **Group-tracked assets**.
- Add assets manually or import assets in bulk using a CSV file.
- Review category history and asset movement on the map.
- Configure category-specific rules and notifications.

User Management

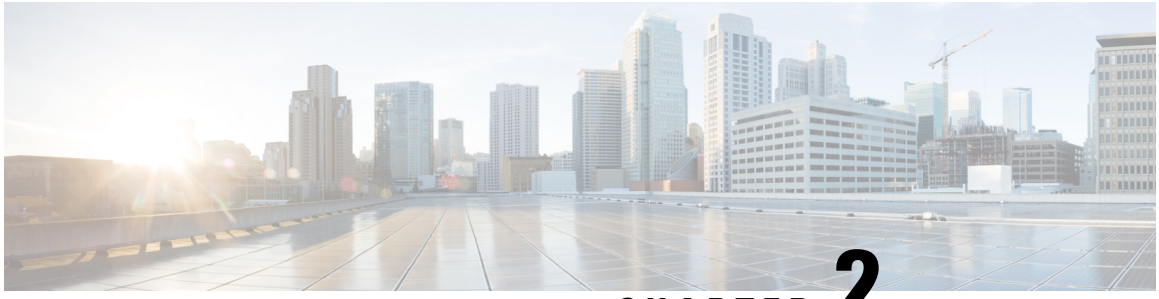
The **User Management** area allows administrators to create roles and invite users. Roles define the categories, locations, and permission levels that users can access.

- Create roles for Asset Tracker administrators and operators.
- Scope user access by category and location.
- Invite users and assign the required role.
- Use enterprise SSO where applicable.
- Support A+ users whose Cisco Spaces roles include access to Asset Tracker and the applicable locations.

Reports

The **Reports** area allows you to review tag distribution by asset category, model, and location. The **Tag Report** dashboard provides chart views and an exportable report table.

- Review tags by asset category.
- Review tags by model.
- Review tag distribution by floor or location.
- Export report data using **Export CSV**.



CHAPTER 2

Search

- Search, on page 5
- Search Asset, on page 6

Search

The **Search** page allows users to locate assets across configured locations. Search results reflect the user role, category scope, and location scope configured in **User Management**.

Key features:

- **Search**: Search by asset name, tag MAC address, category name, serial number, metadata, manufacturer, and labels.
- **Quick Searches**: The **Quick searches** area displays frequently used asset searches based on your favorite categories. Use quick searches to open commonly used asset results without manually entering search criteria.

Note Quick searches are available only after you mark one or more categories (up to five categories) as favorites. If no favorite categories are configured, the **Quick searches** area displays a message that quick searches are currently unavailable.

- **Filters**: Use filters to search for assets by location, department, category, included labels, or excluded labels.
- **Show all assets in list**: Displays all assets in a table format so that you can review asset name, MAC address, category, location, department, battery, labels, and last seen.
  - **List**: Use **List** view to compare asset records and operational attributes
  - **Table settings** icon: Displays **Table density** and **Column settings**. The available options are **Compact**, **Comfy**, and **Spacious**. Shows or hides columns in the asset table. You can also reorder columns by dragging them.

Note You can pin up to four columns in the table setting.

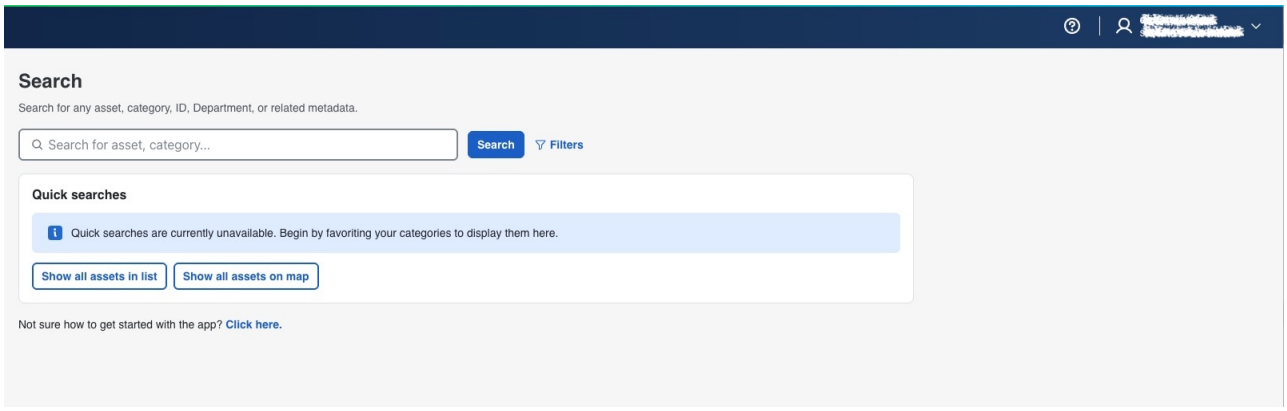
- **Show all assets on map**: Displays all assets on the map so that you can review asset locations visually within the selected location context in real time.
  - **Map**: Use **Map** view to validate asset location in building, floor, department, or filtered location context.

Search Asset

Procedure

Step 1 In the **Asset Tracker** app, click **Search**.

Figure 2: Search



Step 2 In the **Search** field, enter the asset name, tag MAC address, category, department, label, serial number, metadata, or other asset attribute.

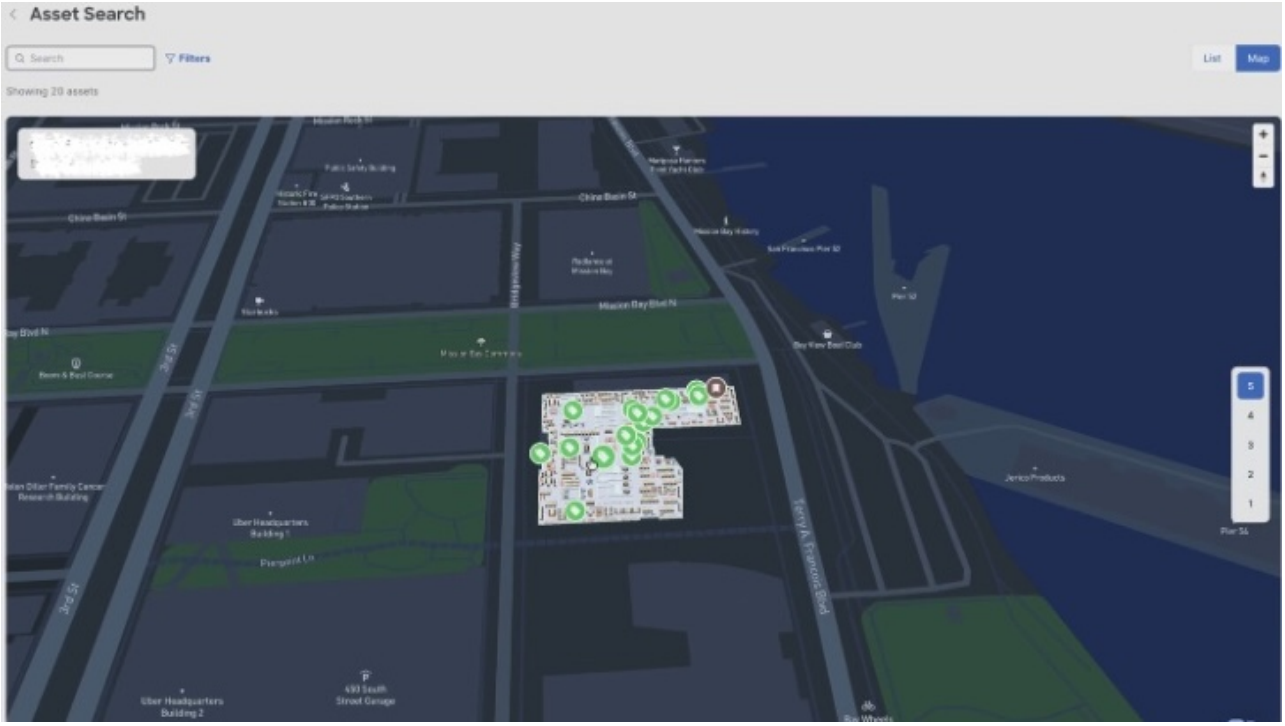
Step 3 Click **Search**.

Step 4 To refine the search results, click **Filters** and configure the required filter criteria.

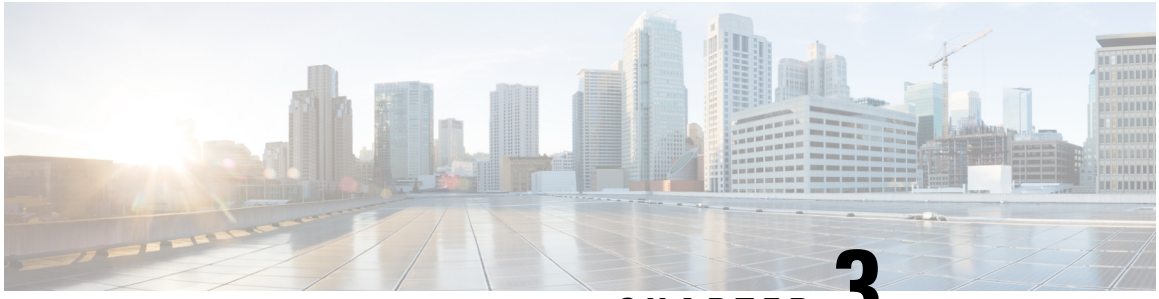
Step 5 To view all assets, click **Show all assets in list**.

Step 6 To change the asset view, click **List** or **Map**.

Figure 3: Asset Search



Step 7 To review an asset in context, click the required asset from the search results.



CHAPTER 3

Categories

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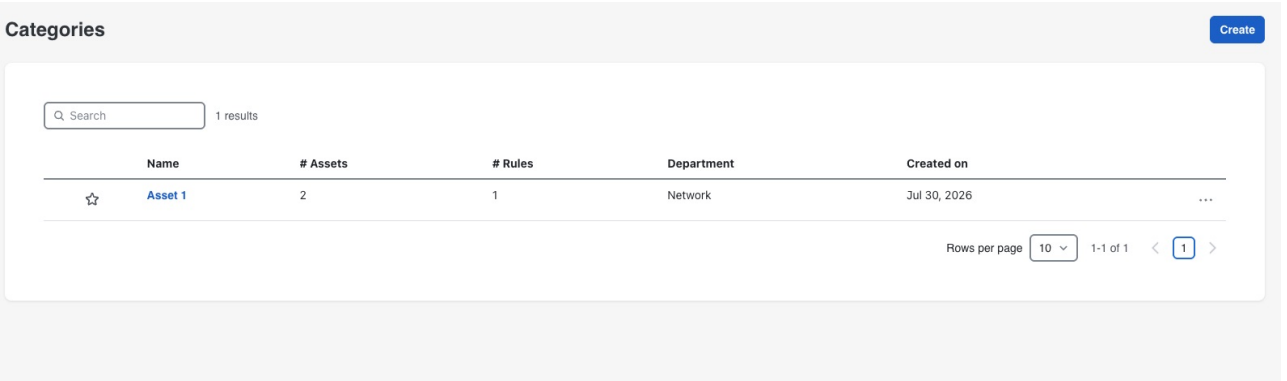
Categories

Use the **Categories** page to create and manage asset categories. A category defines how assets are grouped and tracked in the **Asset Tracker** app. You can use categories to manage assets, review history, configure rules, and control role-based access.

Key features

- Create categories to define the department, tracking type, category color, icon, and description.
- Search for categories by name.
- Mark up to five categories as favorites so that they appear in **Quick searches**.
- View the number of assets and rules associated with each category.
- Edit or delete a category from the category row.

Figure 4: Categories



The **Categories** page includes these details:

Table 1: Categories

Field	Description
Favorite icon	Marks the category as a favorite. You can mark a maximum of five categories as favorites. Favorite categories appear in **Quick searches**.
Name	Displays the category name. Click the linked category name to open the category details.
Assets	Displays the number of assets added to the category.
Rules	Displays the number of rules configured for the category.
Department	Displays the department assigned to the category.
Created on	Displays the date on which the category was created.
More options (...)	Includes **Edit** and **Delete** options for the category.
Create	Click to create a new asset category.

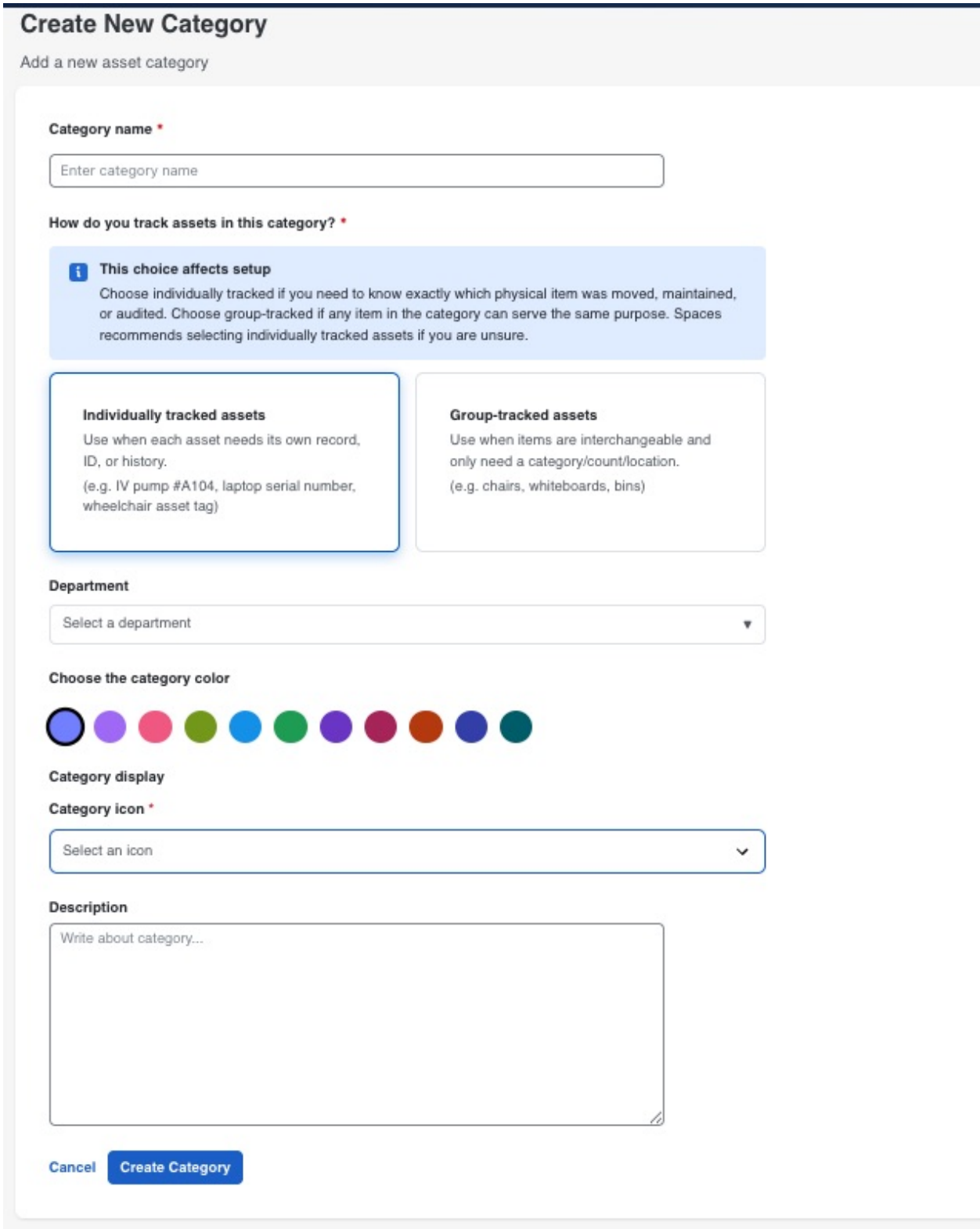
Create a Category

Use **Create** to define a new asset category by choosing the tracking type, department, category color, icon, and description.

The **Categories** feature allows you to create category definitions for assets that must be tracked in the **Asset Tracker** app. A category groups similar assets and determines how the app manages assets, history, rules, and role-based access for that asset type.

Complete these steps to create a category.

Figure 5: Create New Category.



Procedure

Step 1 In the **Asset Tracker** app, click **Categories**.

Step 2 Click **Create Category**.

Step 3 In the **Category name** field, enter the category name.

Step 4 In the **How do you track assets in this category?** area, choose **Individually tracked assets** or **Group-tracked assets**.

Category type describes how an asset communicates its location.

Table 2: Create Category

Category type	Use it when	Example
Individually tracked assets	Use when each physical item has its own network identity or meaningful per-item history. You can identify the asset by its MAC address or another unique record.	A network-connected collaboration display, a laptop serial-numbered device, or another Wi-Fi device.
Group-tracked assets	Use when the physical assets are interchangeable or do not communicate with the network and require separately attached tags for tracking.	A wheelchair that you track by attaching a Cisco asset tag.

Note If you are unsure which option to choose, Cisco Spaces recommends that you choose **Individually tracked assets**.

Step 5 From the **Department** drop-down list, choose the department.

To create a new department, complete these steps.

a) In the department drop-down list, click **+Add New Department**.
b) Enter the department name.
c) Click **Create**.

Step 6 In the **Choose the category color** area, choose the category color.

Step 7 From the **Category icon** drop-down list, choose the category icon.

Step 8 In the **Description** field, enter a category description.

Step 9 Click **Create Category**.
The **Assets** tab displayed.

What to do next

+Add Assets, **Upload bulk assets**, or **Export CSV** details in the **Assets** tab.

Add Assets

Add asset one at a time. Use single asset creation for small updates.

Procedure

Step 1 In the **Asset Tracker** app, click **Categories**.

Step 2 In the **Name** column, click the required category name.
The **Assets** tab window is displayed.

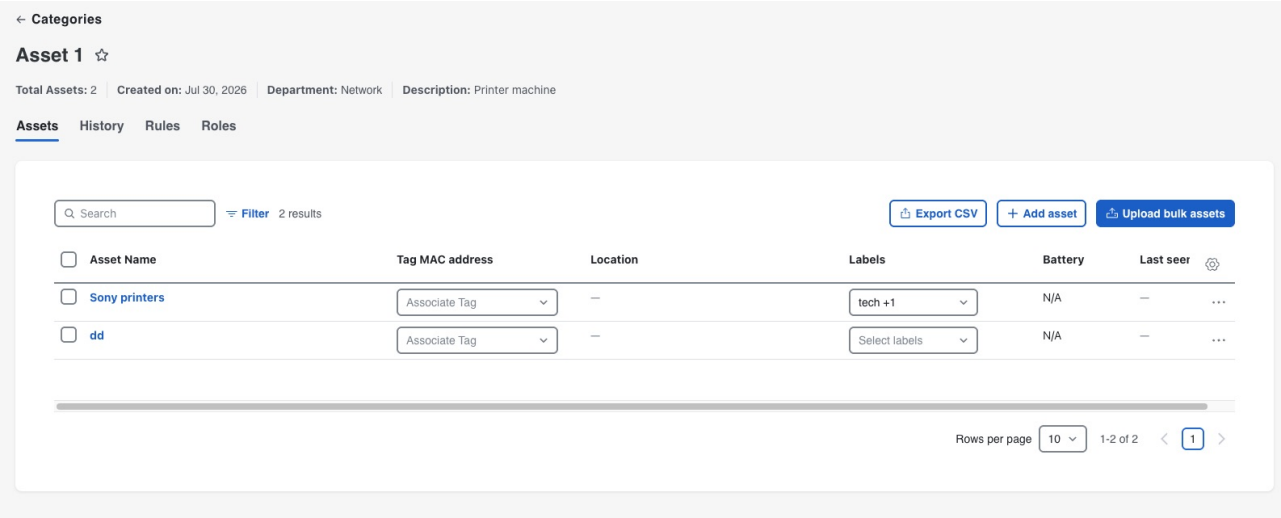
Step 3 In the **Assets** tab, click **Add asset**.

a) Enter the asset name.

b) (Optional) Enter a MAC address.

Select the checkbox if the asset uses a Wi-Fi device for tracking.

Figure 6: Category Assets tab.



Step 4 Click **Save**.

Add Label

Before you begin

Add your assets to complete the task.

Procedure

Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Name** column, click the required category name.
The **Assets** tab window is displayed.

Step 3 In the **Labels** column, select the labels from the drop-down list.

To create a new label, complete these steps.

a) In the label drop-down list, click **+Add New Label**.
b) Enter the label name.
c) Click **Create**.

Bulk Import Assets with CSV

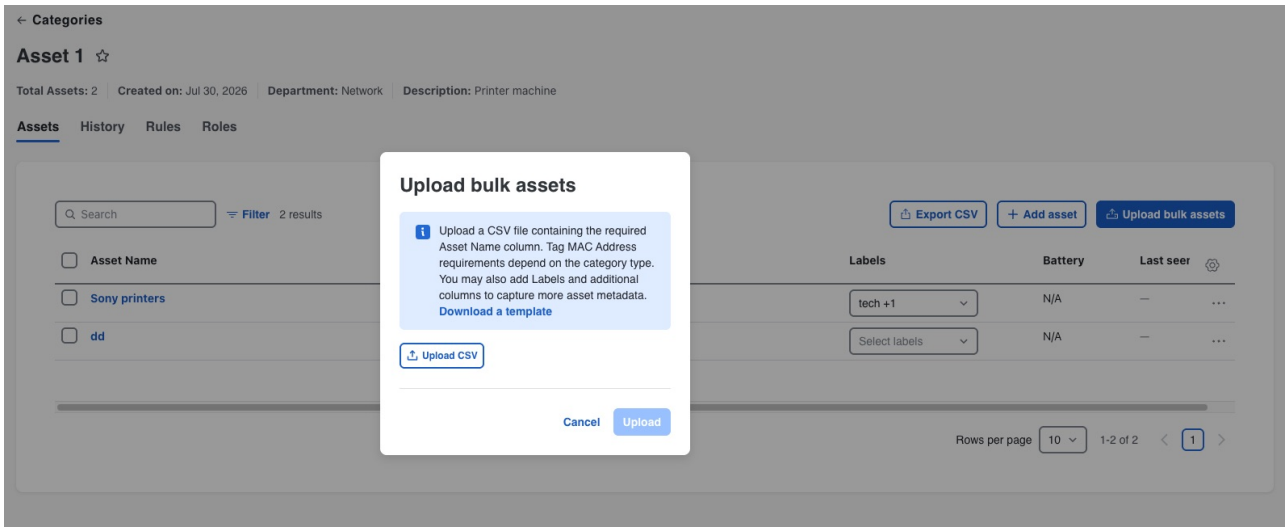
Procedure

Step 1 In the **Asset Tracker** app, click **Categories**.

Step 2 In the **Name** column, click the required category name.
The **Assets** tab window is displayed.

Step 3 In the **Asset** tab, click **Upload bulk assets**.

Figure 7: Upload bulk assets.



Step 4 Click the CSV template download link.

Populate the required columns and any optional metadata columns in the CSV file.

Step 5 Click **Upload CSV** and choose the completed CSV file.

Wait for the import to complete and verify the imported rows in the category asset table.

Step 6 Click **Upload**.

Delete an Asset

Procedure

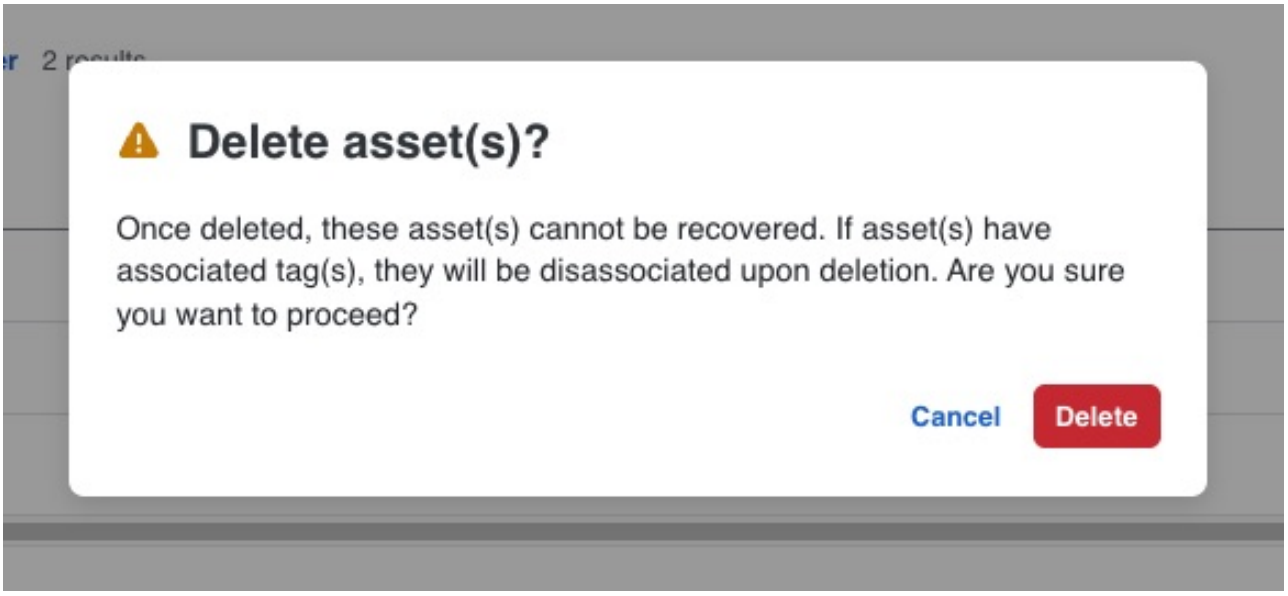
Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Name** column, click the required category name.
The **Assets** tap is displayed.

Step 3 In the required asset row, click the **More Options (…)** icon and click **Delete**.

Step 4 In the **Delete Assets** dialog, review the asset details and click **Delete**.

Figure 8: Delete Assets



Note If the asset is associated with a tag, the tag is automatically de-associated when the asset is deleted.

The system displays a message confirming success.

Edit an Asset

Procedure

Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Name** column, click the required category name.
The **Assets** tab window is displayed.

Step 3 In the required asset row, click the **More Options (…)** icon and click **Edit asset name**.

Step 4 Enter the asset name.

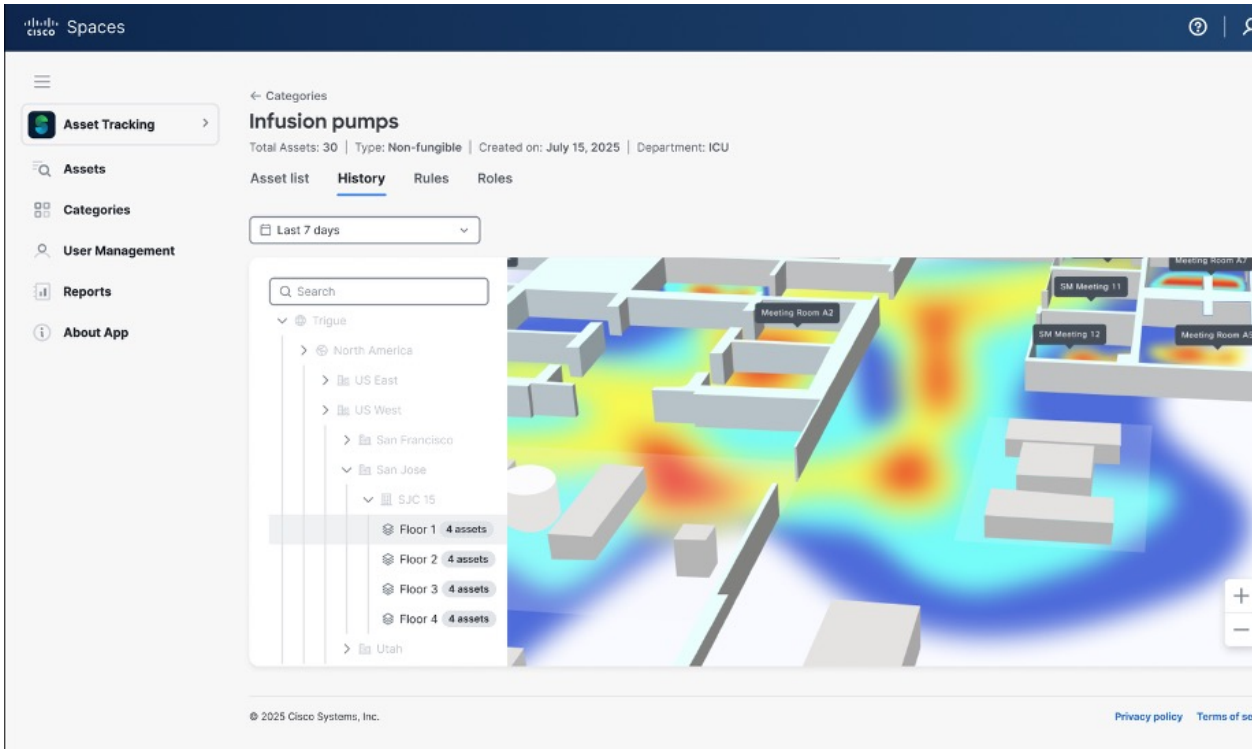
Step 5 Click **Save**.
The system displays a message confirming success.

Asset Category History

The **History** tab in **Categories** provides a map-based view to review historical asset activity for the selected category. Use this tab to understand where assets in the category were detected during a selected time and to analyze asset movement within a floor context.

The **History** tab supports time-based filtering and floor-level heatmap visualization for category-level asset activity.

Figure 9: Asset History



On the **Asset Tracker** app, choose **Categories**.

In the **Name** column, click the required category name.

Click the **History** tab.

Key features:

- **Time-period selection**: Choose a time from the drop-down list.
  - **Last 24 hours**
  - **Last 7 days**
  - **Last 30 days**
- **Location hierarchy**: Select a floor from the location hierarchy to display the heatmap for that floor.
- **Heatmap visualization**: View asset activity as a heatmap on the selected floor map. The heatmap helps identify areas where assets were detected more frequently during the selected time period.
- **Category context**: Review history for the selected category while retaining category details such as total assets, created date, department, and description.

Asset Category Rules

Use the **Rules** tab to create and manage rules for the selected asset category. Rules allow you to monitor asset activity and trigger actions based on configured conditions.

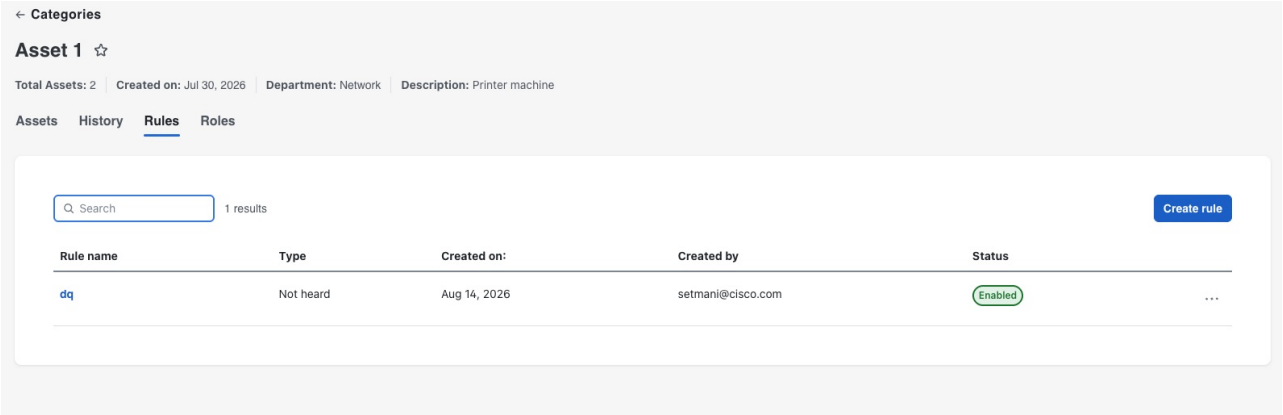
The **Rules** tab lists the rules created for the selected category along with the rule type, creation details, creator, status, and available actions.

Key features

- Create new rules for the selected asset category.
- View all existing rules in one list with key metadata, such as rule name, type, created date, creator, and status.
- Search for rules by name.
- Track whether a rule is active by checking the **Status** column.
- Disable or delete a rule from the rule row.

The **Rules** tab includes these details:

Figure 10: Asset Category Rules



Field	Description
Rule name	Displays the rule name. Click the linked rule name to open the rule details.
Type	Displays the rule type or condition configured for the rule.
Created on	Displays the date on which the rule was created.
Created by	Displays the user who created the rule.
Status	Displays the current rule status, such as **Enabled** or **Disabled**.
More options (...)	Includes options to manage the rule, such as **Disable Rule** and **Delete Rule**.
Create rule	Click to create a new rule for the selected category.

Create Rule

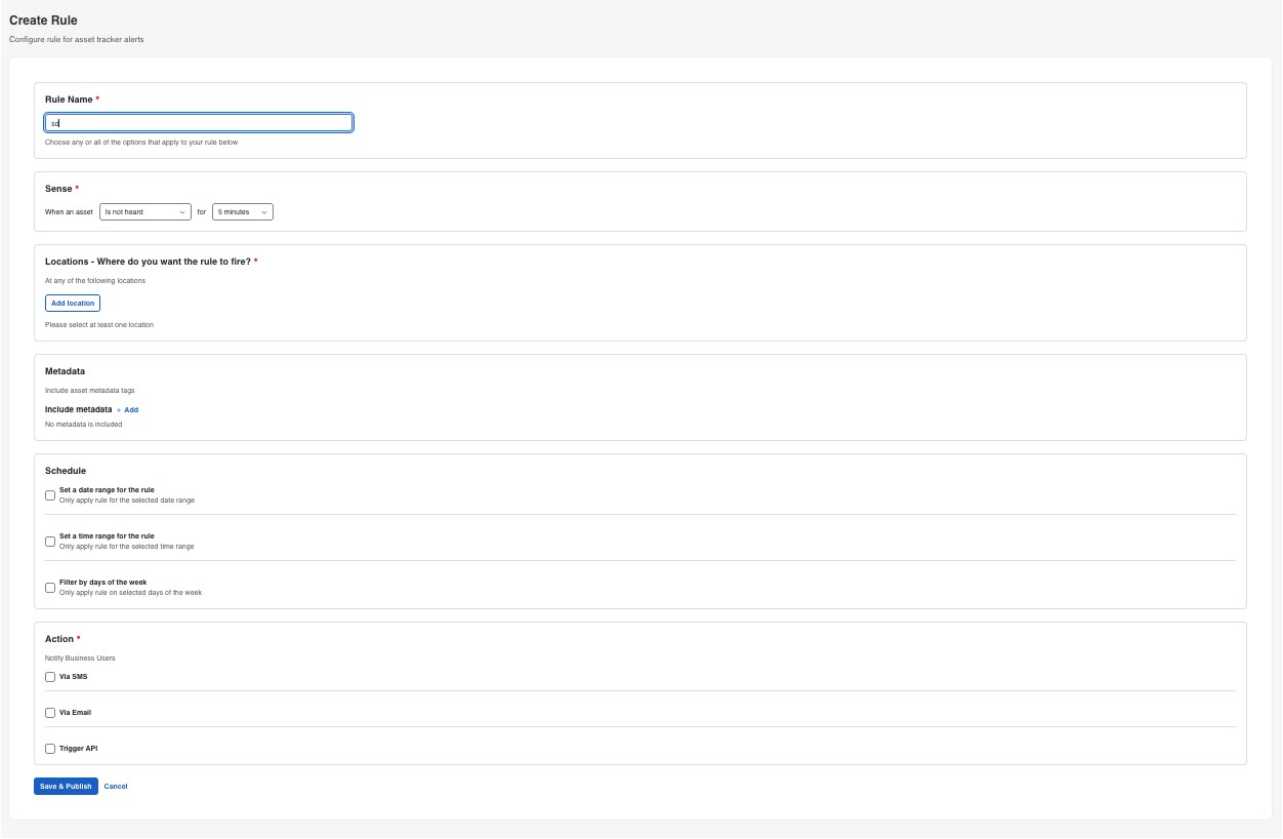
Procedure

Step 1 In the **Categories**, click the required category name.

Step 2 Click the **Rules** tab.

Step 3 In the **Rules** tab, click **Create Rule**.

Figure 11: Create Rule



Step 4 In the **Rule Name** field, enter a rule name.

Step 5 In the **Sense** section, configure the condition that triggers the rule.

Step 6 In the **Locations** section, choose the locations where the rule must apply.

Step 7 In the **Metadata** section, complete these.

a) Click **+Add**.

- **Select Tags**: Select from the drop-down list.
- **Select Value**: Choose from the drop-down list.

b) Click **Done**.

Step 8 In the **Schedule** section, configure when the rule must apply.

a) **Set a date range for the rule**: Select the check box and choose the start and end dates.
b) **Set a time range for the rule**: Select the check box and choose the start and end times.
c) **Filter by days of the week**: Select the check box and choose the required dates.

Step 9 In the **Action** section, choose one or more notification methods:

a) Select the **Via SMS** check box and complete these fields.
   - **SMS Gateway**: Choose from the drop-down list.
   - **To**: Enter the phone numbers.
   - **Insert variable**: Select from the list.
   - **Link**: Enter the link URL.

b) Select the **Via Email** check box and complete these fields.
   - **From Email**: Displays the email address from which the notification is sent.

     Note You cannot edit this field.

   - **To Email**: Enter the email address.
   - **Subject**: Enter the subject
   - **Insert variable**: Select from the list.
   - **Link**: Enter the link URL.

c) Select the **Trigger API** check box and complete these fields.
   - **Method**: Choose from the drop-down list.
   - **Key**: Enter the key.
   - **Value**: Enter the value.
   - **Insert variable**: Select from the list.
   - **URL**: Enter the link URL.
   - Click **+Add** to add new request headers and request parameters.

d) Click **Save & Publish**.

Delete Rule

Procedure

Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Categories** window, click the required category name.

Step 3 Click the **Rules** tab.

Step 4 In the **Rules** tab, click **More icon (…)**.

Step 5 Click **Delete Rule**.
A warning message is displayed.

Step 6 Click **Delete**.

Disable Rule

Procedure

Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Categories** window, click the required category name.

Step 3 Click the **Rules** tab.

Step 4 In the **Rules** tab, click **More icon (…)**.

Step 5 Click **Disable Rule**.
A warning message is displayed.

Step 6 Click **Disable Rule**.

Edit Rule

Procedure

Step 1 On the **Asset Tracker** app, choose **Categories**.

Step 2 In the **Categories** window, click the required category name.

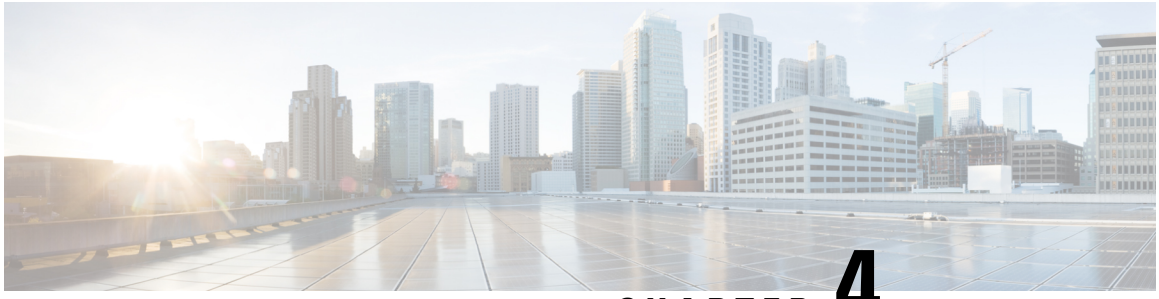
Step 3 Click the **Rules** tab.

Step 4 In the **Rules** tab, click the required rule name.
The **Edit Rule** window is displayed.

Step 5 Edit the required information.

For more information, refer to Create Rule section.

Step 6 Click **Update & Publish**.



CHAPTER 4

User Management

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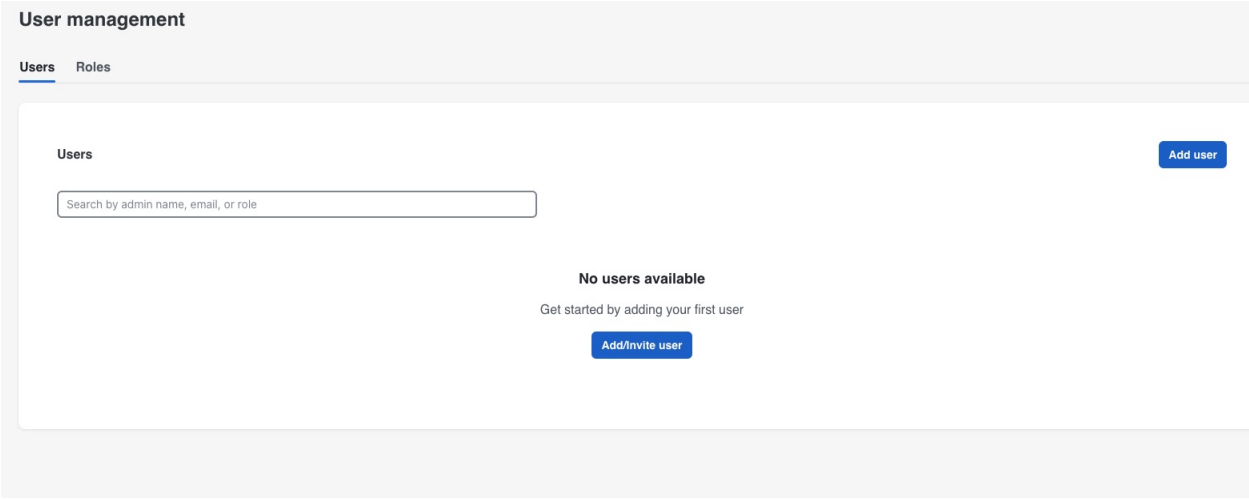
- Send a user invitation, on page 24
- Create Role, on page 25

User Management

The **User Management** section in the **Asset Tracker** app allows administrators to manage user access, roles, and location permissions. Use this section to view existing users, create roles, invite users, assign role-based access, and control which asset categories and locations users can access.

Figure 12: User Management



Key features

- Search functionality: Use the **Search** bar to quickly search and filter users or roles.
- Role management: Create roles and define access based on categories, locations, and permission levels.
- New user invitation workflow: Invite users by entering the email address, selecting a role, and assigning location access.
- User attributes: Displays user details such as **Name**, **Email**, **Role**, **Location**, and **Invitation Status**.

- Pagination controls: Use pagination controls to navigate through the user list.
- A+ user support: Displays users provisioned through Cisco Spaces A+ user management and applies their assigned Asset Tracker and location permissions.

A+ user support

Asset Tracker supports A+ users who are provisioned at the Cisco Spaces account level. An A+ user can access Asset Tracker when the user is assigned a Cisco Spaces role that includes access to the Asset Tracker app and the applicable locations.

A+ users appear in the **Users** tab in **User Management**. Their Asset Tracker access and location scope are derived from the role assigned in Cisco Spaces. Manage the account-level role and location access for an A+ user from **Admin Management** in Cisco Spaces.

Users invited directly from Asset Tracker are managed by using the roles, asset categories, locations, and permission levels configured in the Asset Tracker **User Management** section.

For information about creating Cisco Spaces roles and assigning account-level user access, refer to Managing Cisco Spaces Users and Accounts in the Cisco Spaces Configuration Guide.

Note You cannot modify the account-level role or location access of an A+ user from Asset Tracker. To change this access, use **Admin Management** in Cisco Spaces.

Send a user invitation

Add a new user to the **Asset Tracker** app by sending an invitation with the appropriate role and location permissions.

Use this procedure when you need to add a new user to the **Asset Tracker** app and provide the appropriate access permissions.

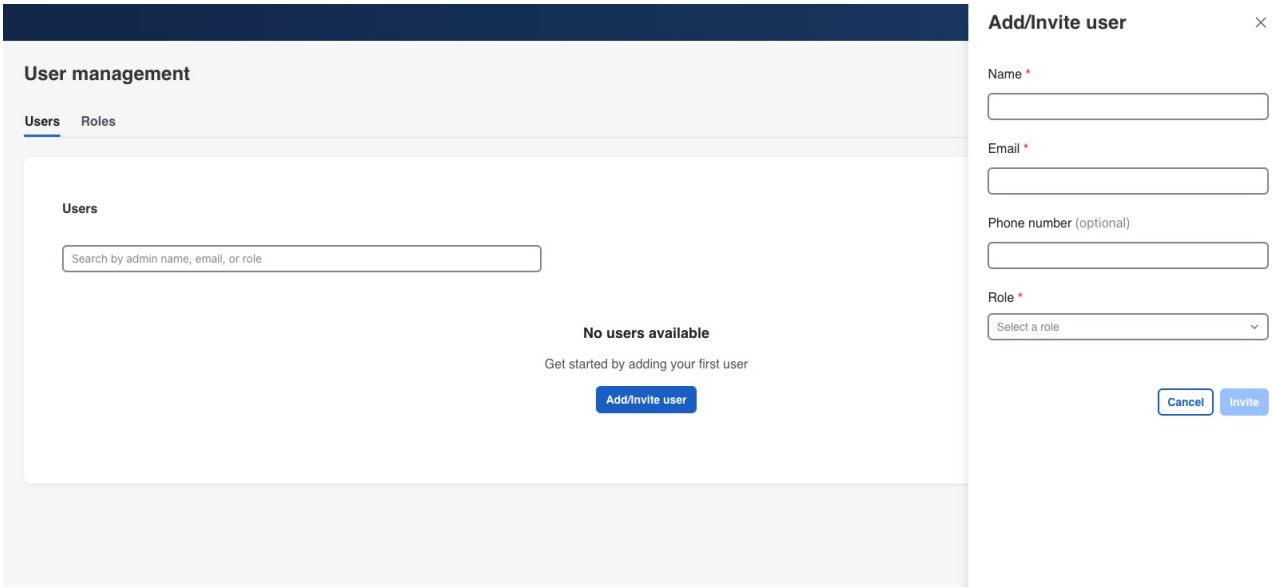
Procedure

Step 1 On the **Asset Tracker** app, choose **User Management** from the left-navigation menu.

The **Users** tab window is displayed.

Step 2 In the **Users** tab, click **Add user**.

Figure 13: Add User



A slide panel appears on the right side of the window.

Step 3 In the **Add/Invite user** slide panel, complete these fields.

a) **Name**: Enter the name.
b) **Email**: Enter the email address.
c) (Optional) **Phone number**: Enter the phone number.
d) **Role**: Select a role from the drop-down list.

Step 4 Click **Invite**.

The system sends an invitation to the user. The user appears in the **Users** tab with the assigned Asset Tracker role and location access.

Create Role

Procedure

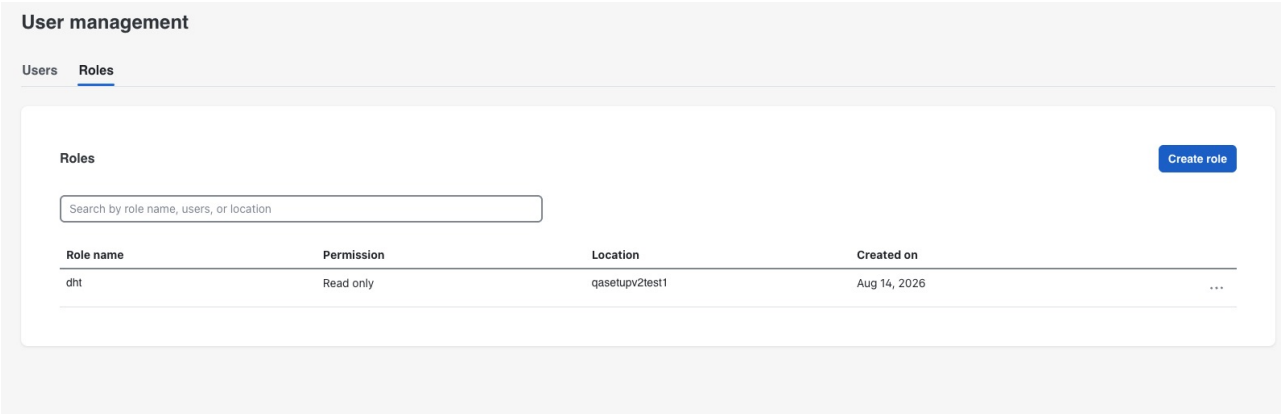
Step 1 On the **Asset Tracker** app, choose **User Management** from the left-navigation menu.

The **User Management** window is displayed.

Step 2 In the **User Management** window, click **Roles** tab.

Step 3 In the **Roles** tab, click **Create Role**.

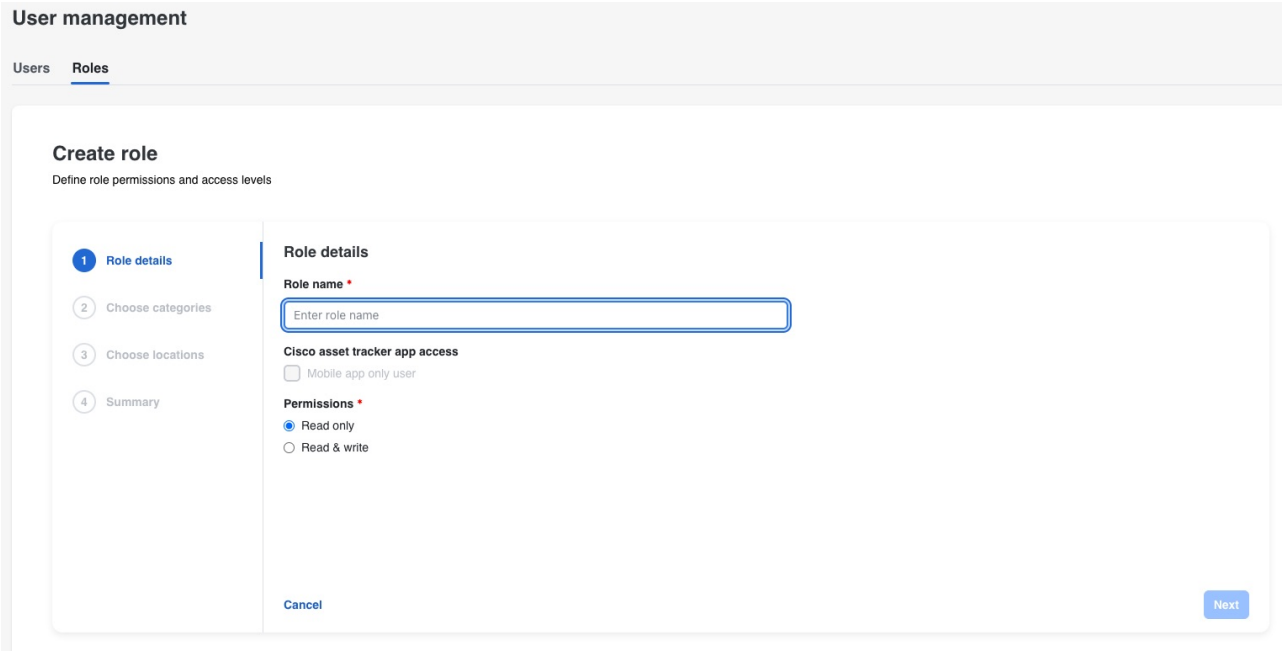
Figure 14: Create Role



The **Create Role** window is displayed.

Step 4 In the **Role details** section, complete these fields.

Figure 15: Role details



a) **Role name**: Enter the role name.

b) **Cisco asset tracker app access**: Check the Mobile app only user check box.

Note Users with this option can access only the Cisco **Asset Tracker** mobile app and cannot access the **Asset Tracker** web dashboard.

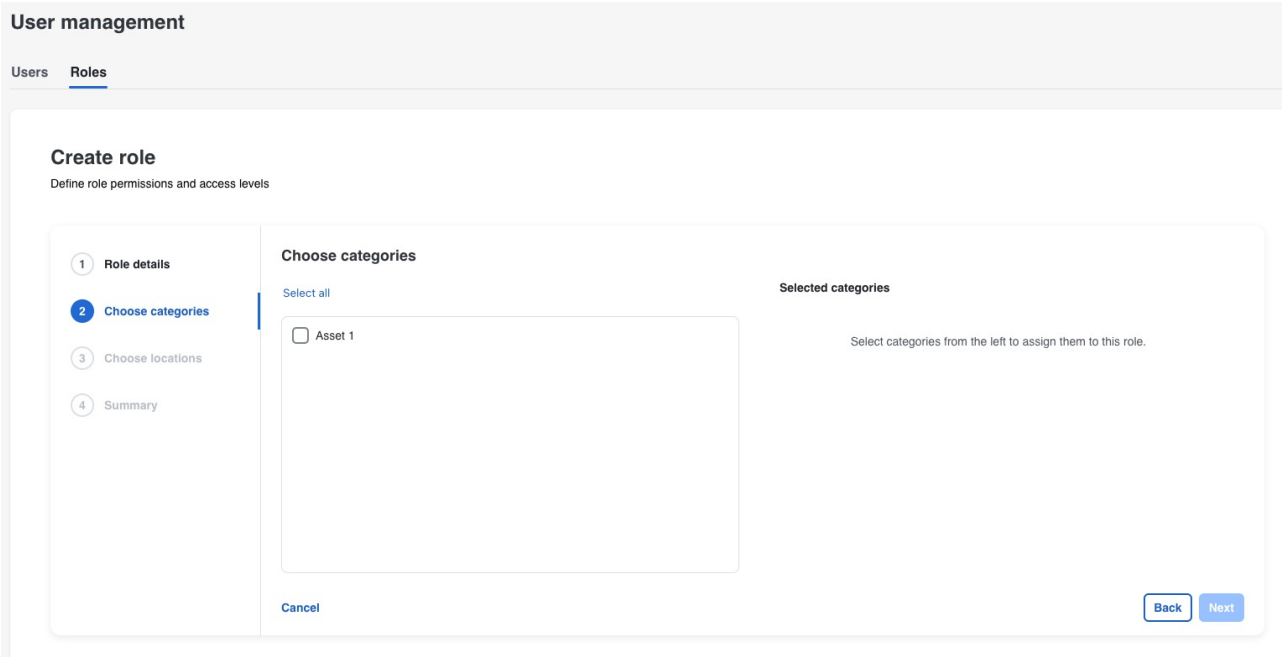
This applies only to **Premier C** and **Premier CW** users.

c) Permissions: Choose **Read only** or **Read & Write**.

Step 5 Click **Next**.

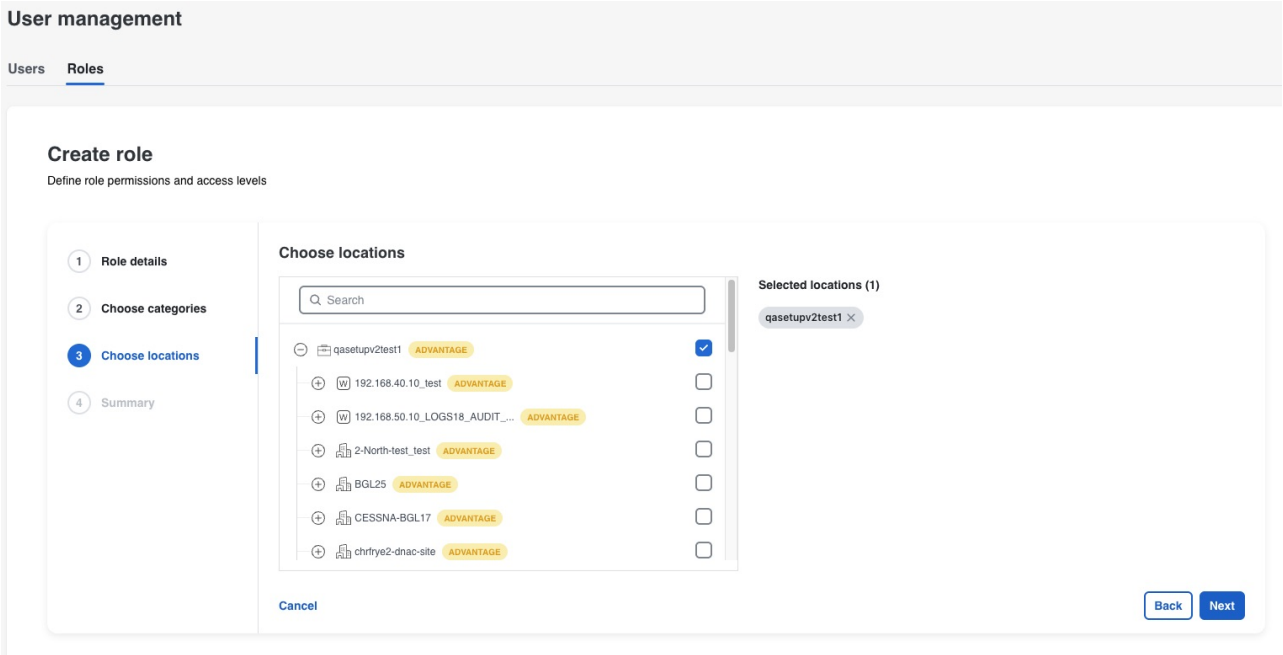
Step 6 In the **Choose categories** section, select the asset categories from the list.

Figure 16: Choose categories



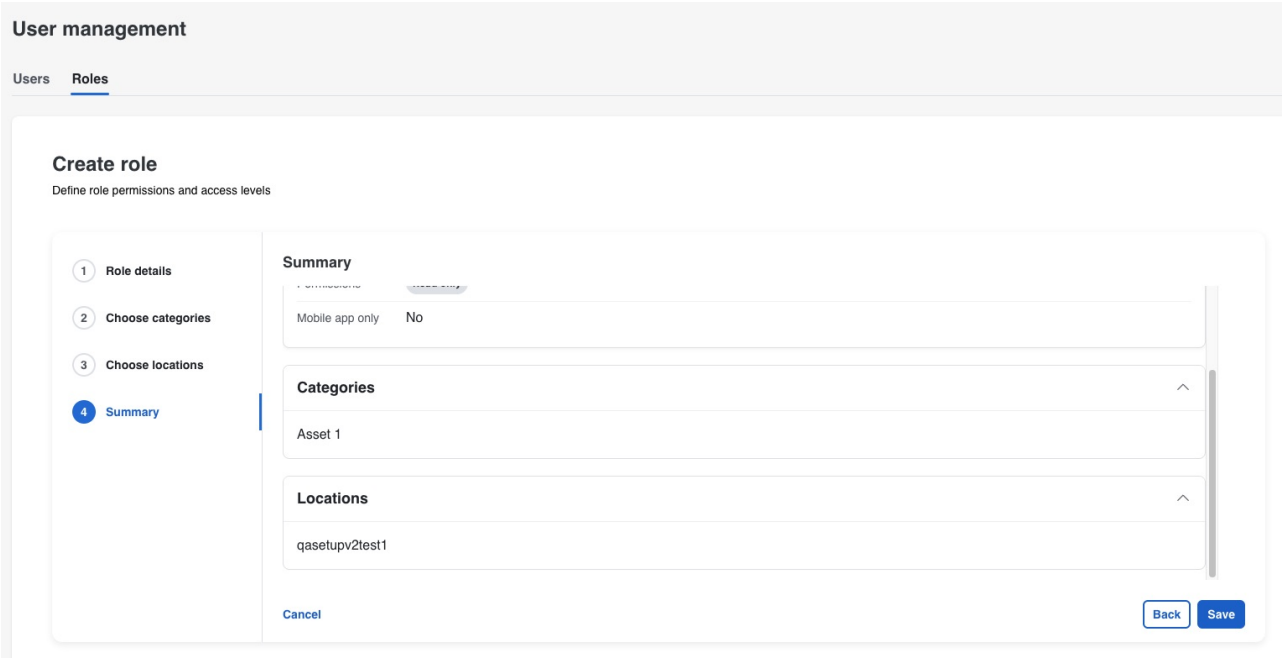
Step 7 In the **Choose locations** section choose the locations that users with this role can access.

Figure 17: Choose locations

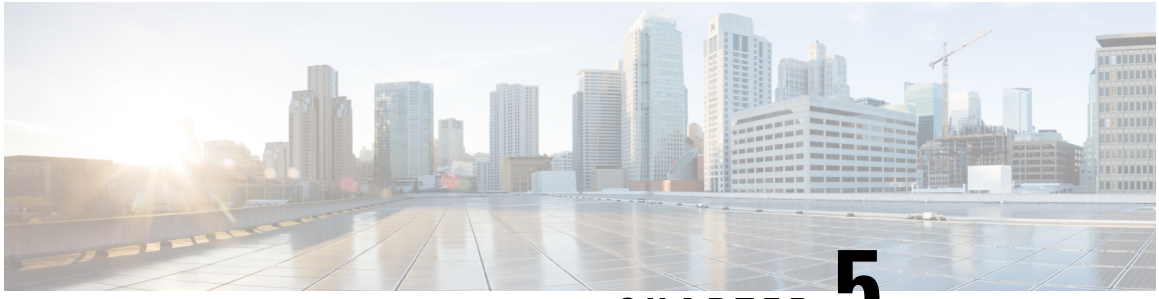


Step 8 In the **Summary** section, review the role configuration.

Figure 18: Summary



Step 9 Click **Save**.



CHAPTER 5

Reports

- Reports, on page 29
- View Asset Tracker Reports, on page 29

Reports

The **Reports** section in the **Asset Tracker** app provides a summary of tracked assets and tags across configured locations. You can view tag distribution by floor or location, search asset records, review asset and tag details, and export the report data for offline use.

Key features

- View graphical tag distribution by floor or location.
- Search asset records from the report table.
- Review **Asset Category** details.
- Export report data by using **Export CSV**.

View Asset Tracker Reports

Procedure

Step 1 On the **Asset Tracker** app, choose **Reports** from the left-navigation menu.

The **Reports** window is displayed.

Step 2 Review the chart at the top of the **Reports** window.

The chart displays tag distribution across floors or locations.

Step 3 Use the **Search** field to search for a specific asset, tag MAC address, location, category, or other report value.

Step 4 View the following details in the report table:

- **Asset Name**

- **Tag MAC address**
- **Location**
- **Tag Model**
- **Asset Category**
- **Labels**
- **Battery**
- **Last seen**
- **Serial no.**
- **Manufacturer**
- **Organization**

Step 5 Click **Export CSV** to download the report data.
The report is downloaded as a CSV file.