



Get Started with Cisco Spaces

This chapter provides an overview of Cisco Spaces, its features, the process flow, license packages, and system requirements for Cisco Spaces.

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Overview of Cisco Spaces

Cisco Spaces is a multichannel engagement platform that enables you to connect, know, and engage with visitors at their physical business locations.

Cisco Spaces is the industry's most scalable end-to-end indoor location services cloud platform that empowers customers to achieve business outcomes at scale. With its comprehensive suite of services, it offers a robust solution for all your location-based needs.

Cisco Spaces provides solutions for monitoring and managing the assets in your premises.

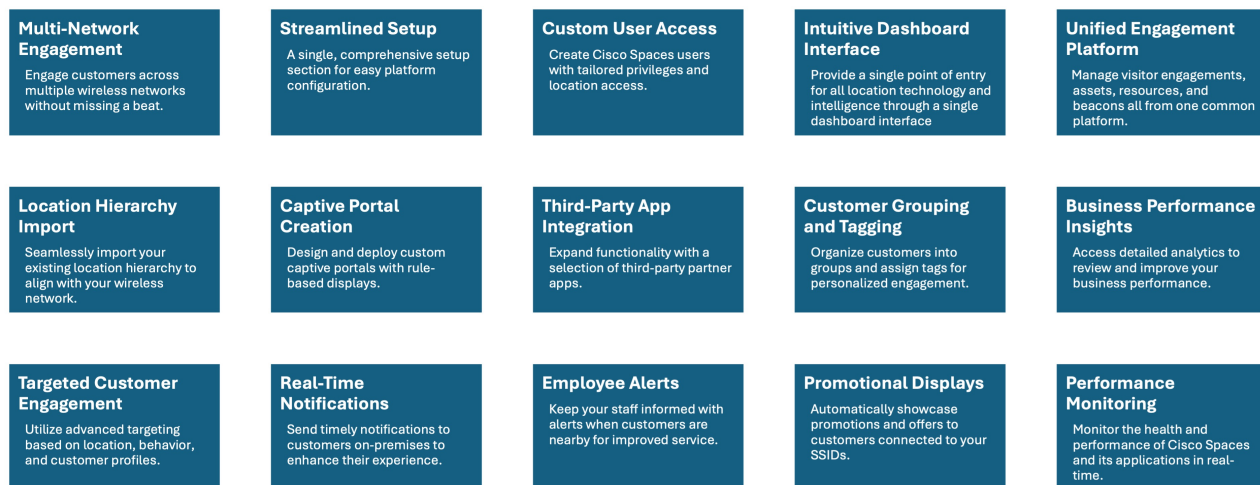
It covers various verticals of business such as

- retail
- manufacturing

- hospitality
- healthcare
- education
- financial services
- enterprise workspaces, and so on.

With Cisco Spaces, users gain centralized access to all location technology and intelligence via a unified dashboard interface. Designed for compatibility with existing Cisco Aironet, Cisco Catalyst, and Cisco Meraki infrastructure, Cisco Spaces stands out as a versatile solution for location-based service needs.

Figure 1: Feature Highlights



Use Case Scenario

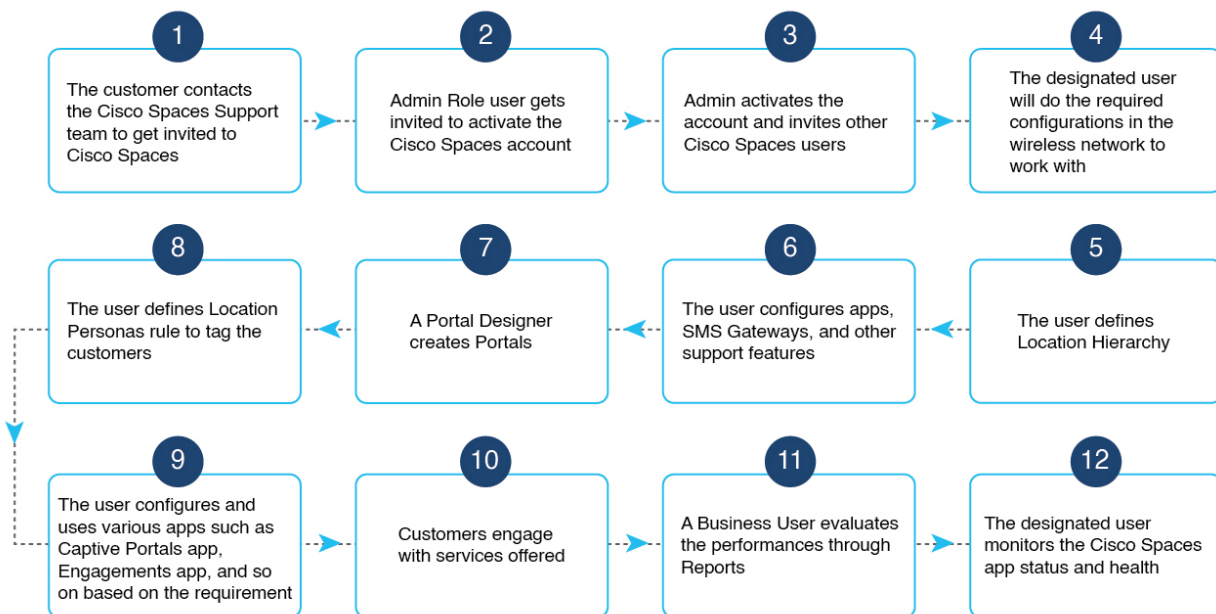
In the ABC shopping mall, to get free Wi-Fi, the customers must connect to an SSID once they enter the mall. ABC wanted to provide a personalized experience to each customer who connects to the Wi-Fi based on their purchase history and visit frequency. After installing Cisco Spaces, ABC could collect the Wi-Fi user's details through the captive portals, and utilize these details to send notifications to the customers regarding the offers and services available to them. The customers once connected to the Wi-Fi are taken to a captive portal, where they are provided with an option to register themselves by filling in details such as name, e-mail address, telephone number, and so on. This information captured is stored in Cisco Spaces. When customers re-visit the mall, promotional offers are sent to the customers through SMS, or e-mail.

Cisco Spaces can also be configured to notify business users such as employees regarding customer activities. For example, you can identify and tag repeat customers as platinum members on Cisco Spaces dashboard. When a platinum customer enters a restaurant and their device is detected by a wireless access point, the restaurant representatives would receive alerts on their devices and can provide personalized services to the customer.

Process Flow for Cisco Spaces

The process flow for Cisco Spaces is as shown in the following figure:

Figure 2: Process Flow for Cisco Spaces



Cisco Spaces Subscriptions and Upgrade Options

Cisco Spaces is available in two license formats:

- Spaces EXTEND bundled with Cisco DNA Advantage with an upgrade option to Spaces ACT or choose between Spaces Smart Operations or Spaces Smart Venues.
- Spaces A-la-carte that includes Spaces ACT (includes all Cisco Spaces features), Spaces Smart Operations, Spaces Smart Venues and Spaces UNLIMITED license.

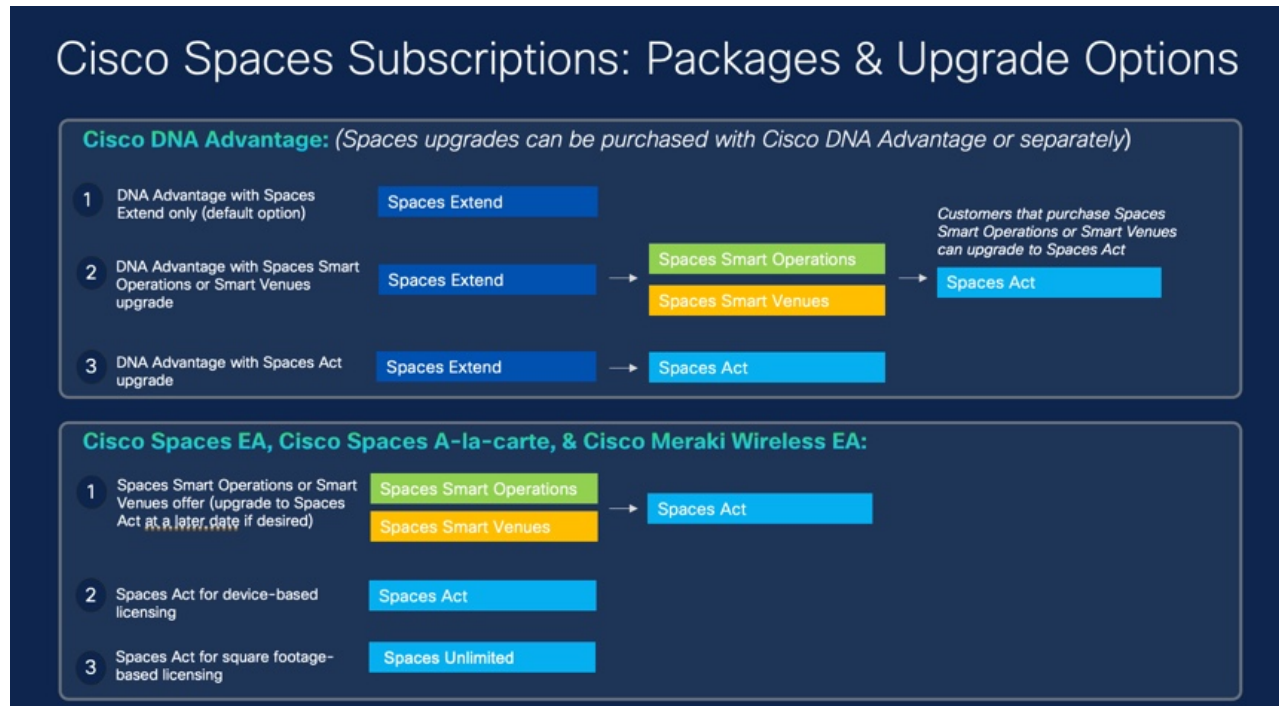
You can purchase either Spaces ACT or Spaces Unlimited licenses, both of which offer full features. Alternatively, you can choose Spaces Smart Operations and Spaces Smart Venues for specific use cases.



Note

Spaces EXTEND subscriptions are only included with Cisco DNA Advantage subscriptions that are paired with Catalyst Wireless and Cisco Catalyst 9300 Series and Cisco Catalyst 9400 Series switches.

Figure 3: Package and Upgrade Options



Cisco DNA Advantage Package

The subscription options available are:

- Cisco DNA Advantage with only Spaces EXTEND is the default subscription option.
- Cisco DNA Advantage with Spaces EXTEND license and Spaces ACT license as the upgrade option.
- Cisco DNA Advantage with Spaces Smart Operations or Spaces Smart Venues along with Spaces EXTEND license. In this subscription option you can upgrade to Spaces ACT license.

Cisco Spaces A-la-carte

The subscription options available are:

- Spaces Smart Operations or Spaces Smart Venues with an option to upgrade to Spaces ACT
- Spaces ACT for device-based licensing
- Spaces ACT Unlimited for square footage based licensing

Cisco Spaces License Packages

Overview of Cisco Spaces License Packages

The Cisco Spaces License package supports the following licenses: **ACT**, **EXTEND**, **SMART_VENUES**, **SMART_OPERATIONS**, **SMART_OPERATIONS_BASE** and **UNLIMITED**.

With the Cisco Spaces License package, you can choose the license option that best suits your needs and preferences.

As a Cisco Spaces user, you can purchase either **SPACES ACT** or **SPACES UNLIMITED** licenses with full features or **SMART_OPERATIONS** and **SMART_VENUES** for specific use cases.

Licensing Options

The Cisco Spaces licensing options are:

- **EXTEND**: Cisco Spaces Extend subscription is included with Cisco DNA Advantage subscriptions with Cisco Catalyst Wireless and Cisco Catalyst 9300 Series and 9400 Series Switches.

- **SPACES ACT**: This license works based on the number of Access Point (AP) provisioned for the Cisco Spaces account.

SPACES ACT license is based on per device/year basis. This is also available as an add-on option on Cisco DNA Advantage subscription (Transactional and EA) as well as offered separately.

The SPACES ACT license is recommended for wireless customers who have Cisco DNA Advantage and who want to keep a device licensing model (without significant expansions or increased device density planned).

- **SPACES UNLIMITED**: Cisco Spaces accounts with **UNLIMITED** license include all the entitlements similar to an existing **ACT** license. It is available in the new Cisco Spaces Unlimited EA and standalone subscription.



Note Cisco Spaces Unlimited license is not available at floor level.

Cisco Spaces SPACES UNLIMITED license is available on a per square foot/square meter building unit/year basis. The Cisco Spaces SPACES UNLIMITED license is recommended for users with:

- Multiple technologies or have dense deployments with **Cisco Smart Workspaces**
- Do not need other features besides **Cisco Smart Workspaces**
- Hybrid work offers



Note For a **Cisco Smart License**-enabled account with **UNLIMITED** license package, the license count is based on the total square foot area of all the floor locations calculated based on the maps uploaded to the Cisco Spaces platform.

- **SMART_VENUES**: This license works in the same way as the existing **EXTEND** license with some additional entitlements.
- **SMART_OPERATIONS_BASE**: This license works in the same way the current **SMART_OPERATIONS** license, excluding some entitlements and the following apps:
 - IoT Explorer,
 - Asset Locator, and
 - IoT Services.

- **SMART_OPERATIONS**: This license works in the same way as the existing **EXTEND** license with some additional entitlements. The **SMART_OPERATIONS** license includes all the access privileges under the **EXTEND** license.

For information about features included in Cisco Spaces, see [Cisco Spaces License Types and Features Compatibility, on page 6](#) and the [Cisco Spaces Data Sheet](#).

**Note**

- The features available for your account depends on the type of Cisco Spaces license package you own.
- In the Cisco Spaces dashboard, the apps are displayed based on the license type for which they will be available.
- Cisco Spaces users can now choose any of these licenses for a location using the **Split License** feature.

Licensing Usage Details for Cisco Smart License Enabled and Non-Enabled Accounts

This table provides an overview of how licenses are consumed for **Cisco Smart License** enabled and **Cisco Smart License** non-enabled accounts, detailing the types of devices counted for each license type:

Table 1: License Consumption

Cisco Spaces Account Type	Devices Counted for License
Cisco Smart License Enabled	Multiple appliances such as: Access Points, Camera, Webex Devices, Sensor (Only Portal Beams), Switches
Cisco Smart License Non-Enabled	Only one appliance: Access Points

**Note**

The license counts for both **Cisco Smart License** enabled and **Cisco Smart License** non-enabled accounts will not include Cisco Meraki's MT Sensors.

Cisco Spaces License Types and Features Compatibility

Cisco Spaces offers various license tiers according to your business needs.

This table describes the Cisco Spaces feature compatibility depending on the license types.

Table 2: Feature Compatibility

Features	Cisco Spaces Extend	Cisco Spaces Smart Operations Base	Cisco Spaces Smart Operations	Cisco Spaces Smart Venues	Cisco Spaces Act	Cisco Spaces Unlimited
Location Hierarchy	Available	Available	Available	Available	Available	Available

Features	Cisco Spaces Extend	Cisco Spaces Smart Operations Base	Cisco Spaces Smart Operations	Cisco Spaces Smart Venues	Cisco Spaces Act	Cisco Spaces Unlimited
Open Roaming (carrier offload)	Available	Available	Available	Available	Available	Available
Open Roaming (device native)	Available	Available	Available	Available	Available	Available
Right Now	Available	Available	Available	Available	Available	Available
Location Analytics	Available	Available	Available	Available	Available	Available
Detect & Locate Base/CLE	Available	Available	Available	Available	Available	Available
Partner Stream/Local Firehose	Available	Available	Available	Available	Available	Available
Firehose API	Available	Available	Available	Available	Available	Available
Partner App Center	Available	Available	Available	Available	Available	Available
Data Export	Available	Available	Available	Available	Available	Available
CMX On-premise	Base + Partner Stream	-	Advanced	Advanced	Advanced	Advanced
Camera Metrics	Available	Available	Available	Available	Available	Available
Impact Analysis	Available	Available	Available	Available	Available	Available
Behavior Metrics	Available	Available	Available	Available	Available	Available
IoT Explorer/Asset Locator	-	-	Available	-	Available	Available

Features	Cisco Spaces Extend	Cisco Spaces Smart Operations Base	Cisco Spaces Smart Operations	Cisco Spaces Smart Venues	Cisco Spaces Act	Cisco Spaces Unlimited
Location Analytics Advanced (Path Analytics, Zone)	-	-	Available	Available	Available	Available
Base BLE Gateway	-	Available	Available	-	-	-
IoT Services (Wireless) + Advanced (Path Analytics, Zone level)	-	-	Available	-	Available	Available
Base BLE Gateway	-	Available	Available	-	-	-
IoT Services (Wireless) + Advanced BLE Gateway	-	-	Available	-	Available	Available
Detect & Locate Advanced (History, Fast Locate, etc)	-	Available	Available	-	Available	Available
Captive Portals	-	-	-	Available	Available	Available
Spaces SDK	-	-	-	Available	Available	Available
Engagements	-	-	-	Available	Available	Available
Personas	-	-	-	Available	Available	Available
Density Rules	-	-	-	-	Available	Available
Proximity Reporting	-	-	-	-	Available	Available
Employee Experience	-	-	-	-	Available	Available

Features	Cisco Spaces Extend	Cisco Spaces Smart Operations Base	Cisco Spaces Smart Operations	Cisco Spaces Smart Venues	Cisco Spaces Act	Cisco Spaces Unlimited
Workspace Manager	-	-	-	-	Available	Available
Standard Rich Maps	-	-	-	-	Available	Available
Smart Workspaces Data Out	-	-	-	-	Available	Available



Note If your license status shows **Out of Compliance**, purchase new licenses or remove unlicensed devices to comply.

Log In

Cisco Spaces is now integrated with the Cisco Customer Identity (CCI) application for the login workflow. Cisco Spaces users are now redirected to the CCI application window for login authentication and then proceed to log in to the Cisco Spaces dashboard.

The new workflow is applicable to the following users:

- Cisco domain users
- Customer domain non-SSO users

With the introduction of CCI integration, you can now use the **Switch Users** option to switch between different email addresses in the Cisco Spaces login window.



Note

- Customer domain SSO users can continue to use the existing login workflow.
- The domain specific URLs to log in to Cisco Spaces:
 - European Union (EU): dnaspaces.eu
 - Singapore: ciscospaces.sg
 - Unified: dnaspaces.io

For more information about CCI, see [Login and Account Help](#).

Procedure

Step 1 Go to [Cisco Spaces](#) and click **Login**.

Note

During the login process, a pop-up window is displayed for Cisco Spaces users who were on board before April 2022 to update their country information. You can either provide the required information or click **Skip & Continue** to skip and proceed to the Cisco Spaces **Home** window. Once you provide the information, the pop-up window is not prompted again during subsequent logins.

Step 2 In the **Email** field, enter your Cisco Spaces account email ID and click **Continue**.

You will be redirected to the CCI pop-up window.

Step 3 In the CCI pop-up window, enter your Cisco Spaces account email ID and click **Next**.

You can use the following options in the pop-up window as required:

- **Unlock account:** Use to unlock the Cisco Spaces account if the account gets locked because of incorrect password attempts. Your account will be automatically locked if you make four failed attempts.
- **Forgot email address:** Use to retrieve your Cisco Spaces account email address.

Step 4 In the **Password** field, enter your password.

Use **Forgot password** to retrieve or reset your password.


Step 5 Click **Log In**.

Step 6 In the Cisco Spaces pop-up window, from the **Select Customer** drop-down list, select a customer.

Step 7 Click **Proceed**.

Cisco Spaces dashboard window is displayed.

Note

To log out, click the profile icon () and choose **Logout**.

Single Sign-On for Cisco Spaces

Cisco Spaces supports Single Sign-On (SSO) so that users can login to Cisco Spaces using their SSO credentials. For example, if the Cisco domain is SSO-enabled, Cisco employees, who have a Cisco Spaces account, can access Cisco Spaces using their Cisco e-mail address and password. Additionally, if a Cisco employee is already logged in to the Cisco domain through any other Cisco website or application, that Cisco employee can access Cisco Spaces by simply specifying the Cisco e-mail address.

When you click the **Login** button, only the **e-mail ID** field will appear in the **Login** window along with a **Continue** button. If the user is already logged into the SSO-enabled domain, then the user will be directly taken to the Cisco Spaces Dashboard after clicking the **Continue** button. If the Cisco Spaces account supports multiple customer names, then the **Select Customer** window will be displayed. If the user has not logged into

the domain, then the user will be redirected to the IDP page for login authentication, and user can login by specifying the SSO credentials.

To enable SSO for your Cisco Spaces account, contact the [Cisco Spaces support team](#) and provide the following information:

- Account name
- Domain name (for which SSO needs to be enabled)
- Application Name
- SSO type: Currently, only SAML is supported.
- If only authentication is needed or both authentication and authorization needs to be enabled. This is done by setting the **authenticateOnly** flag to True or False.
 - True: Only authentication is enabled for the user.
 - False: Both authentication and authorization is enabled for the user.

**Note**

- If you set **authenticateOnly** to **False**:
 - You need to pass additional information from the IDP while sending the user details. For example, **role=dnaspaces:174923535949:Dashboard_Admin**.
 - The value for **role** is mandatory and must be available in the IDP while sending the user details.
 - You need not invite individual users from the **Cisco Spaces dashboard > Admin Management**. User invitation and activation is based on both authentication and authorization process by the specific customer IDP & Cisco Spaces.

You can use the Cisco Spaces dashboard existing default roles or create a new role in the Cisco Spaces dashboard and use that specific role name. The Cisco Spaces dashboard default roles are:

User Dashboard Admin Role: Provides full admin permission to the List user for the selected account

bullet
5

User Dashboard Admin Read: Provides read permission to the user List for the selected account

bullet
5

If you use the Cisco Spaces dashboard default roles, you must pass the **role** string value in the specified format:

```
role": "dnaspaces:<account number>:Dashboard Admin Role",
```

```
role": "dnaspaces:<account number>:Dashboard Admin Read",
```

If you use custom roles, create these custom roles in **Cisco Spaces > Admin Management > Roles** and pass the role name as the **role** string value in the IDP response.

-
- The following information from the metadata.xml file:
 - SSO Details
 - Entity
 - Entry point

Once you provide the above details, the [Cisco Spaces support team](#) will send you the following so that you can configure your application:

- Entity ID
- Reply URL (also known as Assertion Consumer Service URL)

- Cisco metadata file with the following information:
 - Depending on the location of your application, either the US or EU Cisco Spaces IDP metadata
 - Identifier: <https://dnaspaces.io>
 - Sign On URL: <https://dnaspaces.io/api/tm/v1/account/login>
 - Sign out URL: <https://dnaspaces.io/api/tm/v1/account/logout>
 - CallBack URL from your IDP to Cisco Spaces: <https://dnaspaces.io/api/tm/v1/account/login/callback>

You need to configure your IDP metadata to return the **firstName**, **lastName** and **email** fields as below:

```
nameid-format:"emailAddress","firstName":"Jane","lastName":"Doe","phone":"9876543210","level":"info", "
```

Start Working with Cisco Spaces

Before starting working with Cisco Spaces ensure that you have the [prerequisites](#) mentioned in [System Requirements](#).



Note Initially, you must contact the [Cisco Spaces support team](#) for creating a Cisco Spaces account. You will get an invite to activate your Cisco Spaces account through e-mail. Click the **Accept Activate** button, and in the window that displays configure the log in credentials, and click **Activate Account**. You are now logged into Cisco Spaces. If you are a **Dashboard Admin**, you can now invite other Cisco Spaces users.

To start working with Cisco Spaces, perform the following steps:

Procedure

Step 1 Log in to Cisco Spaces.

Note

You can enable Single Sign-On for Cisco Spaces. For more information, see [Single Sign-On for Cisco Spaces, on page 10](#).

Step 2 Connect to your wireless network and configure the wireless network for Cisco Spaces referring to the instructions in the **Setup** section of the Cisco Spaces dashboard.

The setup instructions are also available in the following sections of this guide:

- **Meraki:** For configuring a Cisco Meraki network, see [Configuring Cisco Meraki for Cisco Spaces](#).
- **Cisco Unified Wireless Network with Cisco CMX:** For connecting Cisco Spaces with Cisco AireOS Controller through Cisco CMX, see [Connecting Cisco Spaces to Cisco Wireless Controller through Cisco CMX](#).
- **CiscoAireOS Wireless Controller or Cisco Catalyst 9800 Series Wireless Controller (without Cisco CMX).**

Note

Connecting through the Cisco Wireless Controller Direct Connection method is only recommended for small scale deployments. All large-scale production deployments require a Cisco Spaces: Connector.

- **Using Cisco Wireless Controller Direct Connect:** For configuring Cisco Spaces with Cisco Wireless Controller using Wireless Controller Direct Connect, see the [Connecting Cisco Catalyst 9800 Series Wireless Controller or Cisco Wireless Controller to Cisco Spaces Using WLC Direct Connect or Cisco Spaces: Connector](#) section.
- **Using Cisco Spaces Connector:** For configuring a Cisco Spaces with Cisco AireOS Wireless Controller or Cisco Catalyst 9800 Series Wireless Controller using Cisco Spaces: Connector, see [Connecting Cisco Spaces to Cisco AireOS Wireless Controller or Cisco Catalyst 9800 Series Wireless Controller using Cisco Spaces: Connector](#).
- **Using Cisco Embedded Wireless Controller:** For configuring a Cisco Unified Wireless Network using Cisco Embedded Wireless Controller, see [Configuring Mobility Express to work with Cisco Spaces](#).

Note

Cisco Spaces provides a universal account so that you can connect Cisco Spaces to multiple wireless networks.

- Step 3** Add your team members, and assign them roles and permissions. For more information about adding Cisco Spaces users, see [Managing Cisco Spaces Users](#).
- Step 4** Import the location hierarchy defined in your wireless network to Cisco Spaces. For more information on configuring the location hierarchy, see [Location Hierarchy in Cisco Spaces](#) and [Overview of Location Hierarchy 2.0](#).
- The following steps are optional and depend on the apps that you want to use and the activities that you want to perform.
- Step 5** To use the Captive Portals app, import SSIDs to Cisco Spaces. For more information on importing the SSIDs, see the “SSIDs” section.
- Step 6** Define Location Personas Rules to tag customers. For more information on creating a Location Personas Rule, see the “Creating or Modifying Tags Using a Location Persona App” section.
- Step 7** Configure supporting features such as SMS Gateways. Refer to the respective topic in this guide for configuration.
- Step 8** If required, create Captive Portals. For more information on creating the captive portals, see the “Creating and Managing Portal” section.
- Step 9** If required, create Captive Portal Rules to display the appropriate captive portal to various customers. For more information on creating Captive Portal Rules, see the “Captive Portal Rule” section.
- Step 10** If required, create Engagement Rules to send appropriate notifications to the customers. For more information on creating Engagement Rules, see the “Creating an Engagement Rule” section.
- Step 11** Analyze the Cisco Spaces performance, and your business performance using apps such as Behavior Metrics, Location Analytics, and Impact Analysis. For more information on these apps, see the respective section.
- Step 12** Monitor the Cisco Spaces domain and apps using the Monitor section.

Profile Information

Cisco Spaces supports adding the profile information such as first name, last name, and mobile number of the Cisco Spaces dashboard user.

- A tab, **My Profile**, is available in the **Account Preferences** window to add the profile information. You can specify the first name, last name, and mobile number in this window, where mobile number and its verification are optional. When you specify the mobile number, a **Verify Mobile Number** link appears, which allows you to verify the mobile number using One Time Password. Once the mobile number is verified, the status **Verified** is shown. The **Verify Mobile Number** link will appear again when you change your mobile number.

- The Login workflow for Cisco Spaces displays the **Update Profile Information** dialog box as part of the login process if the Profile Information is not available for the particular Cisco Spaces user. You can skip this step, and can proceed to log in. You can then add the profile details through the Account Preferences window any time later. However, the **Profile Information** dialog box is shown as part of the Login workflow till the time information is provided.

Note

The SSO users will not be able to edit the profile information or verify the mobile number. Also, the **Update Profile Information** dialog box will not be shown to SSO users during login.

Support to Change Password after Expiry Date


Cisco Spaces allows you to change your password even after your password is expired. After entering your credentials when you click the **Continue** button, a pop-up window to change the password appears.

Cisco Spaces Dashboard GUI Enhancements

Cisco Spaces has introduced a new Beta version of the existing dashboard. The new beta dashboard exclusively offers all new features and enhancements, retaining the functionalities of the current one while providing an improved experience. We encourage you to try the beta version for an enhanced experience and better performance.

To highlight few updates in the new beta version:

- The **Location Hierarchy** feature is available in the previous version of the Cisco Spaces dashboard. In the beta UI, experience the features of **Location Hierarchy 2.0** that includes features to import the locations in the same structure in which you have defined in your wireless network such as Cisco AireOS Wireless Controller, Cisco Catalyst 9800 Series Wireless Controller, or Cisco Meraki.
- Instead of the **Map Service (Set Up > Map Service)** feature available in the previous version, use the **Locations and Maps (Setup > Locations and Maps)** feature to import, normalize and unify network hierarchies from various sources such as Cisco Meraki, Catalyst Center, and Cisco Prime Infrastructure into a single business oriented hierarchy.
- The **Room Occupancy Reports** feature is available under the Cisco Spaces: Space Utilization App application.

To access the new beta Cisco Spaces dashboard, click the **Try new version (Beta)** () toggle option that is available on the top-right corner of the Cisco Spaces dashboard window.


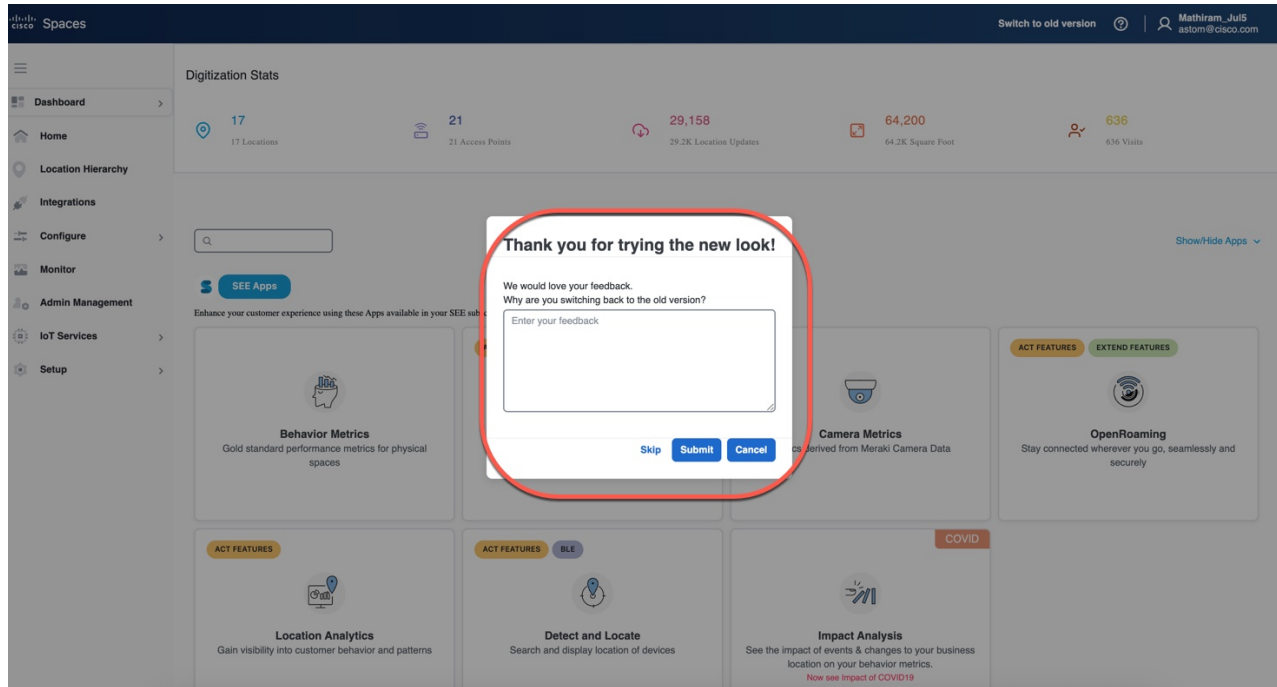
To go back to the old version, click **Switch to old version** () . Use the **Feedback** pop-up window to share your feedback and valuable suggestions to improve the user experience.

Figure 4:



Verticals overview

Cisco Spaces apps supports various verticals to provide tailored solutions for different industries.

Currently, **Behavior Metrics** App and **Space Utilization** App supports verticals.

These are the four verticals supported:

- Generic: Provides insights into behavior patterns, monitors and locates assets in real-time to optimize operations.
- Workspaces: Utilizes Wi-Fi-associated devices and room sensors to provide accurate occupancy data. Campus-level computation is implemented for the Workspaces vertical.
- Retail: Uses Wi-Fi probing, cameras, and sensors to gather data.
- Education: Smart campus solutions, attendance tracking, and wayfinding.

Verticals for apps are defined at the backend level. Currently, Cisco Spaces does not support a GUI to select verticals for apps.

Cisco Spaces supports associating verticals to the Cisco Spaces account. Verticals are added with the Cisco Spaces account when the account is onboarded to Cisco for the first time.

If you want to update the vertical for your account, contact [Cisco Spaces support team](#).



Note By default, for workspaces and education vertical accounts, Wi-Fi metrics data will be displayed. For more information, see [Cisco Spaces: Behavior Metrics App](#) and [Cisco Spaces: Space Utilization App Guide](#).

Cisco Meraki Integration Workflow

You can onboard Cisco Spaces through the Cisco Meraki Dashboard. The new seamless integration flow eliminates the need for multiple manual steps in establishing a mapping between the Cisco Meraki Dashboard and Cisco Spaces. This eliminates the need to manually copy and paste the API key and post URLs from one platform to the other. With the new integration, you can easily initiate the integration from the Meraki dashboard with just a few clicks.

For more information, see [Seamless Meraki Integration with Cisco Spaces](#).

For setup instructions, see [Cisco Meraki Integration with Cisco Spaces](#).

The following integration options are available:

- **Native Integration:** Simple and seamless flow to enable Cisco Spaces integration via Cisco Meraki dashboard
- **Bundled Licensing:** Cisco Spaces Licenses are now bundled with Cisco Meraki Enterprise and Advanced licenses.
 - If you already have a Cisco Spaces account with Smart Licensing, you must create a new Cisco Spaces account when integrating Cisco Meraki Organization with Cisco Spaces. Otherwise, the bundled Cisco Meraki licenses are not displayed in Cisco Smart Software Manager (CSSM), and the Smart Licensing dashboard displays the status as Out of Compliance.
 - If you already have a Cisco Spaces account with Legacy Licensing, and the existing licensing tier matches the Cisco Meraki Organization being integrated, we recommend that you use the existing account when integrating Cisco Meraki Organization.

For example, if the existing Cisco Spaces account is Spaces EXTEND licensing and the Cisco Meraki licensing is MR Enterprise, that would be the same Cisco Spaces licensing tier.
 - If you already have a Cisco Spaces account with Cisco Spaces Legacy Licensing, and the existing licensing tier is higher than the Cisco Meraki Organization being integrated, we recommend that you create a new Cisco Spaces account when integrating Cisco Meraki Organization.

For example, if the existing Cisco Spaces account is Spaces ACT licensing and the Cisco Meraki licensing is MR Enterprise, that would be a higher Cisco Spaces licensing tier.

Idle Timeout for Cisco Spaces

A user who is logged in to the Cisco Spaces dashboard can remain idle only for a specific time period. If inactive for 20 minutes, the user is automatically logged out of the dashboard. A notification is displayed 5 minutes before the idle timeout and the title of the browser window where the Cisco Spaces application is

open changes to **INACTIVE**: You will be logged out in 5 mins. Any action performed on the corresponding window extends the user's session.

Migrate Data from Cisco Prime Infrastructure to Catalyst Center

In the Cisco Spaces Location Hierarchy, if you have previously imported map data using Cisco Prime Infrastructure's import feature, you can now perform the same map data import using Catalyst Center's import feature.

This migration from Cisco Prime Infrastructure import to Catalyst Center import is considered as the source data migration in Cisco Spaces Location Hierarchy. After the migration, the import type source is considered as Catalyst Center import.

Before proceeding with map import or data migration, we strongly recommend that you reach out to the [Cisco Spaces support team](#) for assistance and guidance.

Contact Cisco Spaces Support

The process for requesting support for Cisco Spaces is enhanced. To contact Cisco Spaces support, you now need to raise a case using the Support Case Manager, based on the account types: **Paid** and **Non-Paid**.



Note All the support contact email addresses are decommissioned.

Follow these steps to raise a support case.

Procedure


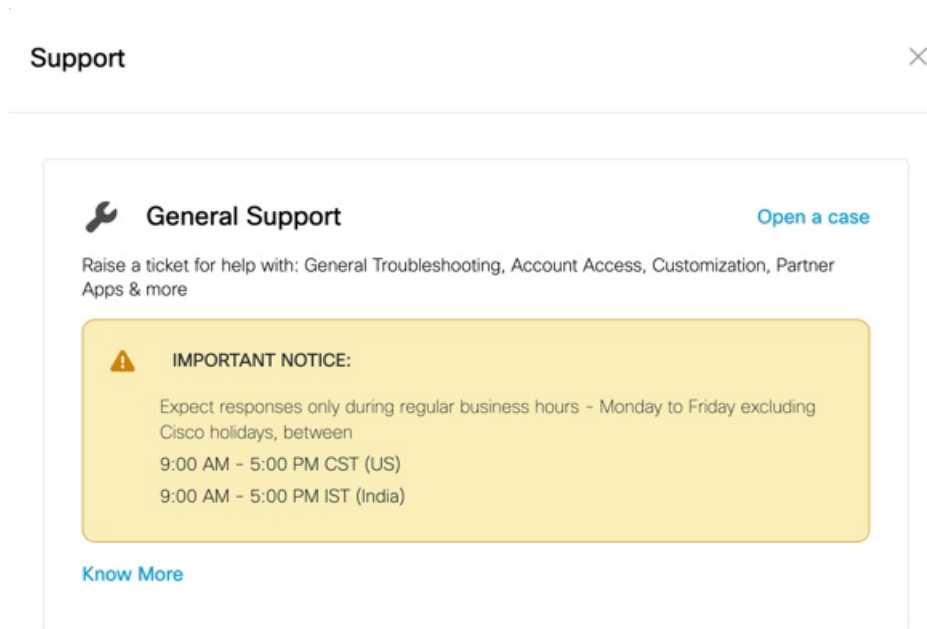
-
- Step 1** Log in to Cisco Spaces.
- Step 2** In the Cisco Spaces Dashboard, click the  (**Support**) icon displayed at the top-right.
- Step 3** Click **Support**. The **Support** slide-in pane displays.
- Step 4** Depending on the account types, the following support options are available:
- **Paid**: There are two different SCM links for **Paid** accounts.
 - For [General Support](#), raise a case with Moderate Impact (S3) severity.
 - For [Configuration & Deployment Support](#), raise a case with Ask a Question / Warranty (S4) severity.

Figure 5: Paid Account Support Options


- **Non-Paid:** Use the [General Support](#) link to raise both general support and onboarding/use case deployment assistance cases.

Figure 6: Non-Paid Account Support Options



Step 5 Click **Open a Case** to raise a case using SCM.

Cisco Spaces Documentation

You can access the documentation for Cisco Spaces including Configuration Guides and Release Notes using the **Cisco Spaces Support** icon () displayed at the top-right of the Cisco Spaces dashboard.

You can also view the documentation, announcements, deployment guides, use cases and support information from the **Spaces LaunchPad** section. To do this, click the **Spaces LaunchPad** icon that is available at the bottom-right in Cisco Spaces UI.