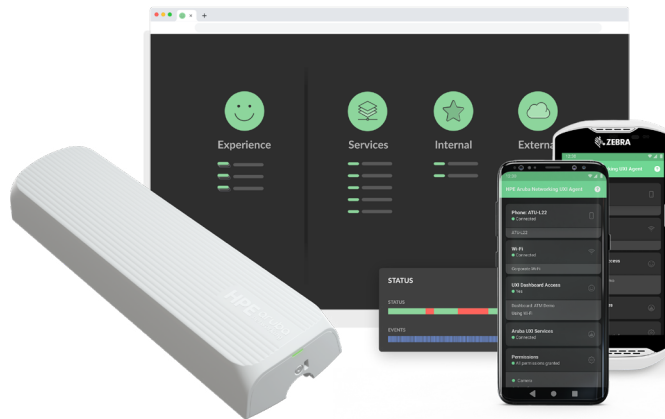


# HPE Aruba Networking User Experience Insight (UXI)



## Key features

- AI powered DEM (Digital Experience Monitoring)
- Intuitive, simple-to-use dashboard with end-to-end visibility over performance and health
- AI powered alerts that highlights issues affecting high priority services
- Automated user and application experience monitoring through synthetic testing
- Network performance metrics for wired, wireless, and cloud application connectivity
- Simplified deployment and backup connectivity with built-in cellular connectivity and DPP (Device Provisioning Protocol)

HPE Aruba Networking User Experience Insight (UXI) is a digital experience monitoring solution that validates network health, application performance, and troubleshoots problems that affect day-to-day user experience. Ideal for campus, branch, and remote environments alike, UXI assumes the role of a remote technician, evaluating the performance, connectivity, and responsiveness of network infrastructure and applications such as corporate ERM, Office365 or web applications. In addition to the above evaluation, the HPE Aruba Networking Agent for Zebra gathers detailed end-user roaming and voice analysis from the Zebra devices. This outside-in perspective is presented through a simple, intuitive dashboard, powered by machine learning, that provides a proactive way to solve problems before they impact the business. HPE Aruba Networking UXI is easy to configure, deploy and manage, and immediately begins providing insights once sites are online.

## AI-powered analytics

UXI contributes to HPE Aruba Networking ESP by using a combination of AIOps capabilities and onsite sensors and agents to automatically identify various issues that can affect wired, wireless and WAN access. Sensors mimic user and IoT behavior by accessing and using applications like Netflix or Skype for Business. Upon detecting an issue in real time, UXI analyzes the severity of the issue using machine learning algorithms, and groups the issues that requires immediate attention into larger events called incidents. These incidents are highlighted on the dashboard, thereby eliminating alert fatigue, and triggering automatic ticket creation to alert and help IT quickly and proactively fix problems and optimize experiences without frustrating and time-consuming troubleshooting.

**Key features (continued)**

- Multivendor support enables testing for any HPE Aruba Networking or third-party network environment
- Integration with third-party applications like ServiceNow and Slack via Webhooks
- Insights into remote employees' digital experience
- Supports Wi-Fi 6E network monitoring

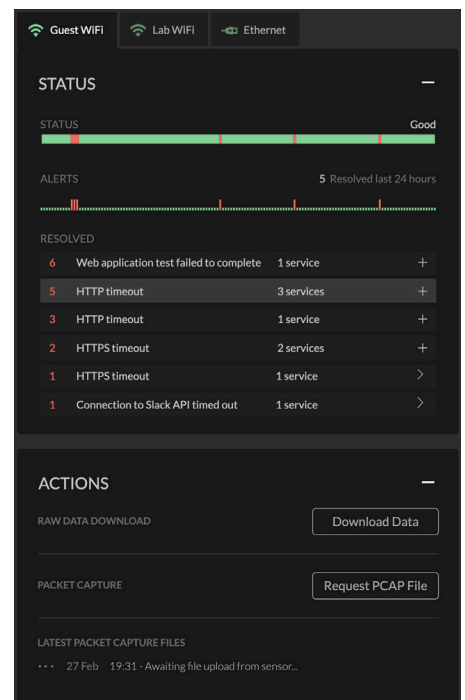
Examples of available insights and outcomes include:

- **Device association:** All stages of connections including authentication, DHCP and DNS helps identify where in the process users may experience problems.
- **End-to-end app responsiveness:** Continuous visibility into the responsiveness of internal and cloud-hosted applications by location that gets in front of issues where there are no dedicated IT resources.
- **Incident Detection:** Near real-time insights for high priority services that require IT attention, such as guest portal load times, slow application performance, bad VoIP quality, packet loss and outages that IT can use to quickly troubleshoot issues. Incidents can also trigger external applications like ServiceNow and Slack using Webhooks.
- **Web Application Testing:** Test web applications from an end user perspective by easily customizing test cases to mimic end users. HPE Aruba Networking UXI enables businesses to test end to end workflow like hopping on to a website, logging in, clicking a button, and logging out of the web application.
- **Support for IPv6:** UXI provides precise visibility and in-depth network performance in an IPv6 environment to show DHCPv6, DNS64/NAT64, and SLAAC configurations, and applications performance over the network.
- **Data Push Destination:** Businesses can create custom reports by configuring the HPE Aruba Networking UXI Dashboard to send network and application monitoring test results to a destination (data analysis platform) that businesses manage. The current options are AWS S3, Google Big Query, Elasticsearch, Splunk (Beta), or business can setup a generic HTTP endpoint to receive this data. Using generic http endpoint, businesses can now analyze the data in ServiceNow, PowerBI, Sumo logic, Mode analytics, PagerDuty, etc.

- **Upgraded Reports:** UXI can be configured to generate highly customizable reports on weekly basis—both On-demand and configurable. Business can choose to get the reports according to Sensor Groups, Networks, Schedule—Weekly, Monthly, Daily, Date, and Time.

**Application and network monitoring**

The HPE Aruba Networking UXI Sensor and Agent monitor on-premises, data center and cloud based enterprise applications. HPE Aruba Networking UXI Agent for Zebra also monitors roaming and voice traffic performance. Customers can configure the UXI Sensors to log in and out of mission critical web applications, click links, fill out forms and perform various web interactions—just like real users do. UXI will report on the overall health of these applications including success, failure and transaction times. UXI Sensors and Agents also come with an extensive library of pre-configured popular tests such as Dropbox, YouTube, Slack and Netflix.



UXI Sensor use dynamic packet captures that are uploaded to the cloud when issues are detected. The packet capture data is invaluable for troubleshooting issues in depth and arriving at root cause without having to visit the site. Reported data includes: connectivity, throughput, latency, jitter, packet loss, web server response time, web application transaction time and VoIP MoS.

## Secure to the core

HPE Aruba Networking UXI has been built from the ground up to ensure complete network security and privacy. Features include:

- Data encryption at rest and in motion, and all communication using TLS
- Hashing to conceal network access credentials
- No SSID bridging nor externally-accessible logic ports (SSH and in-bound Telnet are disallowed)
- Security validation by independent vulnerability and penetration assessments

## Key benefits

### Digital experience monitoring for remote employees

HPE Aruba Networking UXI Agent for Android runs low-impact synthetic tests to monitor network and application performance from the end-users' perspective, irrespective of users' network and location. The tests capture details like: DNS lookup time, Gateway reachability, HTTP Get Elapsed time, packet loss, latency, jitter, gateway reachability, etc.

### Proactive user experience insights

Gain first-hand intelligence over network health from a user perspective. By using a synthetic sensor, multiple combinations of common user workflows can be tested.

### Dynamic Packet Capture (PCAP)

Dynamic packet captures help identify problems and conduct root-cause analyses. PCAP files can be generated and uploaded automatically or on demand, and retained for up to 30 days. Raw data is retained for up to 18 months.

### Cloud-delivered updates

With every subscription, HPE Aruba Networking provides continuous software updates that enhance the value of your existing sensor infrastructure.

### Vendor neutral

Deliver insights quickly for any network environment – just connect to a Wi-Fi or wired network.

### Third-party integrations

Enable Webhooks with services like Slack and ServiceNow for instant notifications anywhere.

### World-class Support

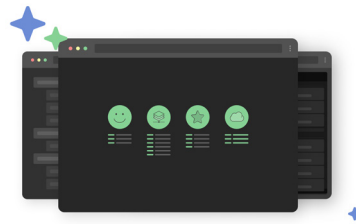
Get 24/7 assistance from HPE Aruba Networking Live Chat directly from the dashboard.



## UXI components

### UXI dashboard

The Cloud-based HPE Aruba Networking Dashboard provides an end-to-end view of user and application experiences and orchestrates the configuration, deployment, collection, and visualization of network health across every site. From the main dashboard, easily identify problems and perform remediation actions.



### G-Series sensors

G-Series Sensors have a slim, cylindrical design with a pleasing aesthetic that fits in with any workplace décor—while a Kensington lock keeps them in place. All models feature PoE and Wi-Fi. A Bluetooth 5.0 radio allows the system to be set-up via the UXI Mobile App, while a cellular option allows sensors to be rapidly configured and immediately begins serving the network. One sensor can test up to four networks, one via the Ethernet port and up to three for Wi-Fi SSIDs.



### G5 sensors

Linux based devices powered by a dual Core 1.3Ghz ARM based processor, ideal for testing Wi-Fi 5 and previous generations network environment.

### G6 sensors

Linux devices powered by 2.0GHz chipset, 2GB RAM and 8GB eMMC, ideal for testing Wi-Fi 6 and previous generations network environment.

### G6E sensors

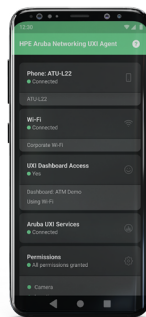
UXI Wi-Fi 6E Sensor monitors Wi-Fi 6E and previous generation network environments. The sensor is equipped with dual radios for monitoring tri-band operation 2.4/5/6 GHz, and comes with differentiated features like Off-Band monitoring, client monitoring , and enhanced Wi-Fi environment analysis. In addition to network and application performance test results, the new sensor also displays SNR, QBSS, and client count, giving visibility into the noise in the environment and the number of clients affected by ongoing issues. The off-band monitoring feature enables comparison of different BSSIDs in an SSID, providing a detailed view about Wi-Fi environment.



**HPE Aruba Networking UXI Agent for Android**

HPE Aruba Networking Agent for Android devices is deployed on end-users' Android devices and runs synthetic tests to provide rich data analysis across network, application, and user devices, helping IT teams rapidly find the root cause of the issues impacting the end-user experience.

HPE Aruba Networking UXI Agent offers easy onboarding with a troubleshooting pane that highlights all the required permission and connectivity statuses and helps users to onboard their devices with the minimum support from the IT team.



**HPE Aruba Networking UXI Agent for Zebra**

HPE Aruba Networking UXI Agent for Zebra is deployed on Zebra devices and continuously performs synthetic tests to monitor network and application performance, it also provides detailed insight into roaming and SIP call quality and helps IT to pinpoint the issue location.



**Request a demo**

For more information and to demo the solution, please contact your HPE Aruba Networking sales representative.

**Ordering information**

The solution consists of a cloud dashboard that is accessed through a 1, 3, or 5 year software subscription attached to each sensor in deployment. A separate 1, 3 or 5 year cellular data LTE subscription is required for cellular enabled sensor models (see below).

For the HPE Aruba Networking UXI Agent, customers need to buy a license from HPE Aruba Networking for each device running the agent. The software is free to download from Google Play but requires a valid subscription from HPE Aruba Networking to function. The HPE Aruba Networking Agent for Zebra leverages the Zebra Mobility DNA Wireless Insights solution to provide detailed insight into roaming and SIP call performance. In addition to the HPE Aruba Networking UXI Agent for Zebra license, customers also need to buy an additional license from Zebra for Zebra Mobility DNA Wireless Insights (This is not included in HPE Aruba Networking's subscription).



Specifications

|                          | HPE Aruba Networking UXI G5 and G5C (LTE) Sensor   | HPE Aruba Networking UXI G6 and G6C (LTE) Sensor   | HPE Aruba Networking UXI G6E and G6EC (LTE) Sensor  |
|--------------------------|--|--|---|
| Network Interface        | <ul style="list-style-type: none"> <li>• 802.11a/b/g/n/ac 2.4GHz &amp; 5GHz with two spatial streams</li> <li>• Gigabit Ethernet 10/100/1,000</li> <li>• Bluetooth Low Energy (BLE5.0) radio</li> <li>• Exclusive to G5C: 3G/LTE connection for onboarding with full managed SIM and service</li> </ul>  | <ul style="list-style-type: none"> <li>• 802.11a/b/g/n/ac/ax 2.4GHz &amp; 5GHz with two spatial streams</li> <li>• Gigabit Ethernet 10/100/1,000</li> <li>• Bluetooth Low Energy (BLE5.1) radio</li> <li>• Exclusive to G6C: 3G/LTE connection for onboarding with full managed SIM and service</li> </ul>   | <ul style="list-style-type: none"> <li>• Dual radio 802.11a/b/g/n/ac/ax 2.4GHz, 5GHz &amp; 6Ghz with two spatial streams.</li> <li>• Gigabit Ethernet 10/100/1,000</li> <li>• Bluetooth Low Energy (BLE5.1) radio</li> <li>• Exclusive to G6EC: 3G/LTE connection for onboarding with full managed SIM and service</li> </ul>   |
| Power                    | <ul style="list-style-type: none"> <li>• 802.3af Power over Ethernet (PoE)</li> <li>• Optional AC power adapter</li> <li>• Power Consumption of 12W</li> <li>• Exclusive to G5C: Power backup of 20s</li> </ul>  | <ul style="list-style-type: none"> <li>• 802.3af Power over Ethernet (PoE)</li> <li>• Optional AC power adapter</li> <li>• Power Consumption of 12W</li> <li>• Exclusive to G6C: Power backup &gt;=20s</li> </ul>  | <ul style="list-style-type: none"> <li>• 802.3af Power over Ethernet (PoE)</li> <li>• Included AC power adapter</li> <li>• Power Consumption of 12W</li> <li>• Exclusive to G6EC: Power backup &gt;=60s</li> </ul>  |
| Mounting                 | <ul style="list-style-type: none"> <li>• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground</li> <li>• Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height</li> <li>• Each sensor includes a bracket, with a star set screw and Kensington lock slot</li> <li>• Non-skid rubber feet for placing sensors on a flat surface</li> <li>• Optional T-Bar mounting kit</li> </ul> | <ul style="list-style-type: none"> <li>• Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground</li> <li>• Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height</li> <li>• Each sensor includes a bracket, with a star set screw and Kensington lock slot</li> <li>• Non-skid rubber feet for placing sensors on a flat surface</li> <li>• Optional T-Bar mounting kit</li> </ul> | <ul style="list-style-type: none"> <li>• Ideal placement on a wall mounting, pillar, etc. ± 4 to 5 feet (± 1.5 meters) off the ground</li> <li>• Mount must be drilled on</li> <li>• Each sensor includes a bracket, with a star set screw and Kensington lock slot</li> <li>• Non-skid rubber feet for placing sensors on a flat surface</li> <li>• Optional T-Bar mounting kit</li> </ul> |
| Physical characteristics | <ul style="list-style-type: none"> <li>• Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in</li> <li>• Exclusive to G5: Weight: 387 grams</li> <li>• Exclusive to G5C: Weight: 436 grams</li> </ul>   | <ul style="list-style-type: none"> <li>• Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in</li> <li>• Exclusive to G6: Weight: 449 grams</li> <li>• Exclusive to G6C: Weight: 498 grams</li> </ul>   | <ul style="list-style-type: none"> <li>• Dimensions with the mounting bracket: Width: 85mm, 3.34in Depth: 47mm, 1.85in Height: 306mm, 12.05in</li> <li>• Exclusive to G6E: Weight: 611 grams</li> <li>• Exclusive to G6EC: Weight: 682 grams</li> </ul>   |
| Envoronmental            | <ul style="list-style-type: none"> <li>• Operating Temperature: 32° F to 104° F, 0° C to 40° C</li> <li>• Humidity: 5% to 93% non-condensing</li> <li>• UL 2043 Plenum rated for use in air-handling spaces Storage &amp; Transportation Temperature: 40° F to 158° F, -40° C to 70° C</li> </ul>  | <ul style="list-style-type: none"> <li>• Operating Temperature: 32° F to 104° F, 0° C to 40° C</li> <li>• Humidity: 5% to 93% non-condensing</li> <li>• UL 2043 Plenum rated for use in air-handling spaces Storage &amp; Transportation Temperature: 40° F to 158° F, -40° C to 70° C"</li> </ul>   | <ul style="list-style-type: none"> <li>• Operating Temperature: 32° F to 104° F, 0° C to 40° C</li> <li>• Humidity: 5% to 93% non-condensing</li> <li>• UL 2043 Plenum rated for use in air-handling spaces</li> <li>• Storage &amp; Transportation Temperature: -40° F to 158° F, -40° C to 70°</li> </ul>   |
| Reliability              | <ul style="list-style-type: none"> <li>• Exclusive to G5: MTBF 824 kHrs<sup>1</sup> at 25° C operating temperature</li> <li>• Exclusive to G5C: MTBF 776 kHrs<sup>1</sup> at 25°temperature</li> </ul>   | <ul style="list-style-type: none"> <li>• Exclusive to G6: MTBF 868 kHrs<sup>1</sup> at 25° C operating temperature</li> <li>• Exclusive to G6C: MTBF 838 kHrs<sup>1</sup> at 25° C operating temperature</li> </ul>  | <ul style="list-style-type: none"> <li>• Exclusive to G6E: MTBF 858.094kHrs<sup>1</sup> at 25° C operating temperature</li> <li>• Exclusive to G6EC: MTBF 759.657 kHrs<sup>1</sup> at 25° C operating temperature</li> </ul>  |

<sup>1</sup> The MTBF numbers exclude the RTC battery because of its electrochemistry characteristics



**Specifications (continued)**

|                      | <b>HPE Aruba Networking UXI G5 and G5C (LTE) Sensor</b>   | <b>HPE Aruba Networking UXI G6 and G6C (LTE) Sensor</b>   | <b>HPE Aruba Networking UXI G6E and G6EC (LTE) Sensor</b>   |
|----------------------|---|---|---|
| Regulatory           | <ul style="list-style-type: none"> <li>• CE Marked</li> <li>• RED Directive 2014/53/EU</li> <li>• EMC Directive 2014/30/EU</li> <li>• Low Voltage Directive 2014/35/EU UL/ IEC/EN 60950</li> <li>• Exclusive to G5: FCC ID: R3R67A: Q9DASIN0301</li> <li>• Exclusive to G5C: FCC ID: R3S69A: Q9DASIN0302</li> </ul> | <ul style="list-style-type: none"> <li>• CE Marked</li> <li>• RED Directive 2014/53/EU</li> <li>• EMC Directive 2014/30/EU</li> <li>• Low Voltage Directive 2014/35/EU UL/ IEC/EN 62368</li> <li>• Exclusive to G6: FCC ID: R7H75A: Q9DASIN0303</li> <li>• Exclusive to G6C: FCC ID: R7H76A: Q9DASIN0304</li> </ul> | <ul style="list-style-type: none"> <li>• CE Marked</li> <li>• RED Directive 2014/53/EU</li> <li>• EMC Directive 2014/30/EU</li> <li>• Low Voltage Directive 2014/35/EU</li> <li>• UL/IEC/EN 62368</li> <li>• Exclusive to G6E: FCC ID: SOU51A: Q9DASIN0305</li> <li>• Exclusive to G6EC: FCC ID: SOU52A: Q9DASIN0306</li> </ul> |
| Warranty and support | <ul style="list-style-type: none"> <li>• 1-year replacement warranty with 10-day shipment</li> <li>• Software support included with subscription</li> <li>• Hardware support through Foundation Care</li> </ul>   | <ul style="list-style-type: none"> <li>• 1-year replacement warranty with 10-day shipment</li> <li>• Software support included with subscription</li> <li>• Hardware support through Foundation Care</li> </ul>   | <ul style="list-style-type: none"> <li>• 1-year replacement warranty with 10-day shipment</li> <li>• Software support included with subscription</li> <li>• Hardware support through Foundation Care</li> </ul>   |

<sup>1</sup> The MTBF numbers exclude the RTC battery because of its electrochemistry characteristics

**Deployment information**

Multiple sensors can be placed within an environment to monitor performance within different areas. This number is dependent on many factors, including the density of both end-users and network devices. Guidance:

- One sensor for every five APs in a typical carpeted office
  - One sensor per site (e.g., retail store or branch)
  - One sensor every 10 APs in a large public venue (e.g. stadium or conference center)
  - The HPE Aruba Networking UXI Agent is recommended on every supported Android/Zebra device running the appropriate android operating system and updates.
- Please refer to the product help documentation for supported Zebra devices and software requirements.

**Ordering information**

| <b>Part number</b> | <b>Description</b>   |
|--------------------|--|
| Sensor hardware    | 1-year replacement warranty with 10-day shipment. Software support included with subscription Hardware support through Foundation Care |
| R3R67A             | HPE Aruba Networking UXI G5 sensor (Ethernet + Wi-Fi AC)   |
| R3S69A             | HPE Aruba Networking UXI G5C sensor (Ethernet + Wi-Fi AC + Cellular)   |
| R7H75A             | HPE Aruba Networking UXI G6 sensor (Ethernet + Wi-Fi AX)   |
| R7H76A             | HPE Aruba Networking UXI G6C sensor (Ethernet + Wi-Fi AX + Cellular)   |
| SOU51A             | HPE Aruba Networking User Experience Insight G6E (Ethernet + Wi-Fi 6E) – without Power Supply Unit                                     |
| SOU52A             | HPE Aruba Networking User Experience Insight G6EC (Ethernet + Wi-Fi 6E + Cellular) – with Power Supply Unit                            |



**Ordering information (continued)**

| Part number   | Description  |
|---|--|
| <b>HPE Aruba Networking UXI Agent for Android devices</b>     |  |
| S2D97AAE  | HPE Aruba Networking UXI Agent 1- year Cloud Sub E-STU   |
| S2D98AAE  | HPE Aruba Networking UXI Agent 3- year Cloud Sub E-STU   |
| S2D99AAE  | HPE Aruba Networking UXI Agent 5- year Cloud Sub E-STU   |
| <b>HPE Aruba Networking UXI Agent for Zebra devices</b>       |  |
| R8R05AAE  | HPE Aruba Networking UXI Agent for Zebra Cloud 1-year Subscription E-STU   |
| R8R06AAE  | HPE Aruba Networking UXI Agent for Zebra Cloud 3-years Subscription E-STU  |
| R8R07AAE  | HPE Aruba Networking UXI Agent for Zebra Cloud 5-years Subscription E-STU  |
| <b>Accessories</b>  |  |
| R3T84A  | HPE Aruba Networking UXI T-Bar and Ceiling Mounting Kit  |
| R3T90A  | HPE Aruba Networking UXI Universal AC Power Supply   |
| <b>Cloud subscription software (required for all sensors)</b> | 1,3 or 5-year cloud software subscription is required for each sensor. This subscription provides 24/7 software support, data trending, analytics, and security services via the dashboard.          |
| R4W97AAE  | HPE Aruba Networking UXI Cloud 1-Year Subscription E-STU   |
| R4W98AAE  | HPE Aruba Networking UXI Cloud 3-Year Subscription E-STU   |
| R4W99AAE  | HPE Aruba Networking UXI Cloud 5-Year Subscription E-STU   |
| <b>Cellular subscription software</b>                         | Required for all LTE-enabled sensors. This subscription enables managed cellular services that are used for zero-touch provisioning, onboarding, out-of-band failure analytics, and issues alerting. |
| R4X00AAE  | HPE Aruba Networking UXI LTE 1-Year Subscription E-STU   |
| R4X01AAE  | HPE Aruba Networking UXI LTE 3-Years Subscription E-STU  |
| R4X02AAE  | HPE Aruba Networking UXI LTE 5-Year Subscription E-STU   |





## Data sheet

For HPE Aruba Networking UXI cellular sensor to operate a valid Cloud and LTE subscription are required, for non-cellular sensor a valid Cloud subscription is required. If your current subscription expires, a new Cloud and/LTE subscription is required to reactivate the dashboard.

Should you want to upgrade your HW support with Foundation care, the additional services can be ordered from [Support Services Central SKU lookup tool](#). Foundation Care does not allow access to the dashboard.

**Make the right purchase decision.  
Contact our presales specialists.**



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