QuickSpecs

Overview

User-perspective network and application performance analytics

With today's reliance on Wi-Fi for SaaS Enterprise and IoT applications, IT departments are facing new challenges to deliver the best user and client experience possible. To provide a consistent level of performance, the Aruba Service Assurance solution enables IT to proactively simulate real-world user and client experiences. IT can continuously monitor network connectivity and the performance of wireless and Ethernet connections in critical, high-value locations like office spaces, retail, education, healthcare, and similar types of environments.

Customizable test scripts and easy to deploy sensors provide application assurance and network insights for any vendor-agnostic wireless and wired network dealing with the influx of mobile and IoT devices. In addition, this allows IT to get in front of service issues before they occur.

Unique features

- Simple to use network and app-performance dashboard and diagnostics visibility
- Cloud-based analytics and insights engine
- Vendor-agnostic sensor for continuous Wi-Fi and Ethernet service assessment
- Cellular connectivity for onboarding and troubleshooting
- Extensive test suite for Wi-Fi, LAN, DHCP, DNS, authentication, captive portals, cloud applications, and internal applications
- Customizable alerts and integration with email, SMS, and Slack
- Scalable to any number of sensors

How it works

The Aruba Service Assurance solution includes simple to deploy sensors, cloud-based data processing and an easy to learn web-based administrative dashboard that can be accessed from anywhere using either Chrome or Safari. It's ideal for any organization and IT team tasked with delivering the best possible network experience with their user's connectivity and app performance in mind.

The Purpose-built Sensor

Aruba LTE sensors can be placed within any area where users or IoT devices are located to reduce the time to identify and resolve application responsiveness and user experience issues. The sensor is placed at the same height where user's devices are placed or held, to run accurate simulated tests over Wi-Fi. Wired connections are also supported.

Tests can be set up for LAN and WLAN connectivity, DHCP, DNS, authentication, captive portal response, cloud and internal applications. Installation of the sensor, even in extremely remote locations is easy due to built-in out-of-band cellular connectivity. This reduces the time and effort normally required to go on-site, diagnose a problem and put a resolution into action.

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Overview

Figure 1: Aruba LTE sensor

Configuration and visibility

The cloud-based analytics and insights engine provides a robust and scalable model that allows IT to centrally configure and run tests for today's emerging SaaS or internal applications. Pre-configured templates or custom defined tests can monitor the most important apps and services. For example, tests can automatically ping a server to confirm responsiveness, or run a script through a headless browser to see how an application is performing before users encounter a problem.

The web-based service assurance dashboard is designed with simplicity and one-glance visibility in mind. It changes how an assurance dashboard should work. A unique, five-column traffic light model easily lets you see when things are working great and when they're not.

The status of each sensor, SSID, service and application being tested are highlighted under each of the traffic light icons. This provides IT a good understanding of overall user experience, Wi-Fi connectivity and quality, responsiveness of core network services, and the reachability of internal and external services. Smart notifications help keep you informed when you're on the run.

Figure 2: Web-based dashboard

Configuration

Ordering information

The service assurance solution consists of a physical sensor and software subscriptions. The subscriptions include the use of the cloud engine and web-based dashboard. There is also an optional unlimited cellular subscription. When ordering a sensor, you must also choose a 1-3, or 5-year software subscription for each sensor. The 5 MB per month of cellular data communications included with every subscription enables Ethernet-free setup and backup connectivity to the sensor if WI-FI and Ethernet connectivity is lost.

The optional unlimited cellular subscription provides customers with additional cellular service beyond the 5 MB per month. This optional subscription is recommended for locations when the cellular connection is needed to consistently send packet captures from the sensor to the cloud.

Deployment Guidelines

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 the end-users and APs. Guidance:

- One sensor for every five APs in a campus environment (e.g., high-tech office space)
- One sensor per branch site (e.g., retail store)
- One sensor per every 10 APs in a large public venue (e.g., stadium or conference space)

Description	Part Number
Sensors	
Aruba Service Assurance Sensor (US-Canada)	Q9X65A
Aruba Service Assurance Sensor (APJ Other-EMEA)	Q9X66A
Aruba Service Assurance Sensor (APJ Australia-New Zealand-Taiwan-Latin America)	Q9X67A
Aruba Service Assurance Sensor (Japan)	Q9X68A
Service Subscriptions	
Aruba 1yr Service Assurance Sensor Subscription + 5 MB Cellular Data E-STU	Q9X69AAE
Aruba 3yr Service Assurance Sensor Subscription + 5 MB Cellular Data E-STU	Q9X70AAE
Aruba 5yr Service Assurance Sensor Subscription + 5 MB Cellular Data E-STU	Q9X71AAE
Aruba 1yr Service Assurance Sensor Cellular Data Unlimited Subscription E-STU	Q9X72AAE
Aruba 3yr Service Assurance Sensor Cellular Data Unlimited Subscription E-STU	Q9X73AAE
Aruba 5yr Service Assurance Sensor Cellular Data Unlimited Subscription E-STU	Q9X74AAE

Technical Specifications

Specifications

Sensor operating mode

- Emulates a single client for wireless and wired testing
- Supports testing of multiple SSIDs

Electronic security

- SSL encryption

Supported interfaces

- IEEE 802.11 n/ac dual-band Wi-Fi (2.4 & 5GHz)
- Gigabit Ethernet 10/100/1000
- 3G/LTE connection for onboarding with fully managed SIM and service

Power

- Power over Ethernet (PoE) – 802.3af
- AC adapter
- Power failover – array of supercapacitors for short-term connectivity

Mounting

- Wall and ceiling mounting bracket with screw-in option or adhesive backing for quick install (no-residue 3M Command Strips)
- Security fins to prevent the removal of sensor from mounting bracket
  NOTE: Recommend mounting near users, on a wall or pillar ±4-5 feet (±1.5m) off the ground

Mechanical

- Dimensions/weight (sensor, excluding mounting accessories):
  - 152 mm x 152 mm x 40 mm (W x D x H), 6 in x 6 in x 1.6 in
  - 318 grams, 11.2 ounces

Environmental

- Operating:
  - Temperature: +14° F to +113° F (-10° C to +45° C)
  - Humidity: 5% to 93% non-condensing
- Storage and transportation:
  - Temperature: -40° F to +158° F (-40° C to +70° C)

Reliability

- MTBF: 640khrs (73yrs) at +77° F (+25° C) operating temperature

Regulatory

- FCC ID: PPD-AR5B22
- FCC ID: QISMU609
  NOTE: For more country-specific regulatory information and approvals, please see your Aruba representative.

Technical Specifications

Warranty

- Aruba Hardware Limited Warranty (90 days)

Summary of Changes

Date	Version History	Action	Description of Change
07-Jan-2019	Version 3	Changed	Entire document revised. Document name changed to Aruba Service Assurance
01-Oct-2018	Version 2	Added	SKUs added: Q9X64A, Q9X65A, Q9X66A, Q9X67A, Q9X68A
04-Jun-2018	Version 1	Created	Document creation.

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