



# Extreme Intuitive Insights User Guide

Version 3.3.0

9037949-00 Rev AA  
September 2023



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# About the Dashboard

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[Badges](#) on page 4

[Widgets](#) on page 4

The Dashboard is the first page you encounter after logging in to ExtremeCloud Intuitive Insights. It displays:

- [Badges](#) on page 4 - small graphics that indicate the status or count of an item
- [Widgets](#) - specialized applications that provide deeper insights

## Badges

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The Badge elements in the Extreme Intuitive Insights dashboard are:

- **Online:** the total number of online devices across all locations.
- **Offline:** the total number of offline devices across all locations.
- **Active Analysis in Progress:** the total number of devices running active analysis.
- **Battery level:** the number of devices which require charging.

## Widgets

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These Widgets are available in the Extreme Intuitive Insights dashboard:

- **Top 5 locations:** Shows the top five deployment locations.
- **Offline vs Online Devices:** Contains pie charts that indicate the number of offline and online devices, per top five locations.
- **Top Events**
- **Top Errors**
- **Events by location**
- **Change in % of warning**
- **Roaming Report**
- **Battery Health**



# Devices

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[Manage Devices](#) on page 6

The **Devices** page displays the list of all onboarded devices. Use the **Search** field to search through all devices. Use the **Filter** option to filter the page contents based on:

- **Device name**
- **Status:** Hover over the symbol for more information about the status.
- **Serial**
- **IP address**
- **MAC address**
- **Location**

Save filters to reuse later as needed.

Device information displays as follows:

- By default:
  - **Device Name**
  - **Status**
  - **Serial #**
  - **IP Address**
  - **MAC Address**
  - **Location**
  - **Battery**
  - **Model**
- By the column picker:
  - **Host name**
  - **OS Version**
  - **NTP State**
  - **Make**
  - **IMEI #**
  - **SSID**
  - **WI Status:** Status of Zebra Wireless Insights
  - **UP time**
  - **Disk space**
  - **Agent version**

- **GPS:** the real (or last known) GPS coordinates of the device based on Google Location Services
- **Last seen:** time/date when the device was connected to the Cloud last time
- **Added at:** the time/date when device was provisioned to the cloud
- **Floor Plan:** integration with ExtremeLocation Essentials
- **SW Details**

## Manage Devices

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Select the **Manage Devices** tab or the **Manage Device** button on the **Devices** page.

This page displays the same information as the **Devices** page, but with the option to add a device or apply some action.

1. To add a device, see [Add Devices](#) on page 6.
2. To download the list of all devices in the **devices.csv** file, select **Action > Download**.
3. To delete selected devices on the page, select **Action > Delete**.
4. To run an Active Analysis, see [Run an Active Analysis](#) on page 6.
5. To assign devices to a particular location, see [Assign a Device to a Location](#) on page 7.



### Note

You must first [add a location](#).

## Add Devices

Select the **Manage Devices** tab or the **Manage Device** button on the **Devices** page.

Use this task to add a new device.

1. Select **Add Device**.
2. Select an onboard method.
  - a. For **Manually**, enter the serial number of the device.
  - b. To onboard multiple devices, select **I have CSV File** and upload the prepared CSV file.



### Note

The file must only contain a single row of serial numbers.

## Run an Active Analysis

Select the **Manage Devices** tab or the **Manage Device** button on the **Devices** page.

Use this task to run a Roaming, Voice, or Web analysis.

1. Select **Action > Run Active Analysis**.

2. Select from the following options:
  - **Schedule Analysis**
  - **Disable/enable simulated data traffic** (for Roaming analysis only)
  - **Define the destination**
  - **Web Response:** Configure URLs to test the reachability and performance of defined web servers.
3. Select **Stop Active Analysis** to immediately stop the active analysis on selected devices.

## Assign a Device to a Location

[Add a location.](#)

Use this task to assign devices to locations.

1. Select **Manage Devices**.
2. Select a device and select **Assign Location**.
3. Select a location **Alias** from the dropdown.
4. Select **Save**.



# Manage Locations

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[Add a Location](#) on page 8

You can view existing location add new ones, and assign them to devices. After you select the **Manage Locations** tab, a list of defined locations display.

- To add a location, see [Add a Location](#) on page 8.
- To assign a device to a location, see [Assign a Device to a Location](#) on page 7.

## Add a Location

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Select the **Manage Locations** tab.

You need to add network locations before you can assign one to a device

1. Select **Add Location**.
2. In the **Alias** field, enter a name for this location.
3. Drag an image for that location into the box.
4. Enter the address of the location.
5. Enter a description of the location.

[Assign a device to the location.](#)





## About Events

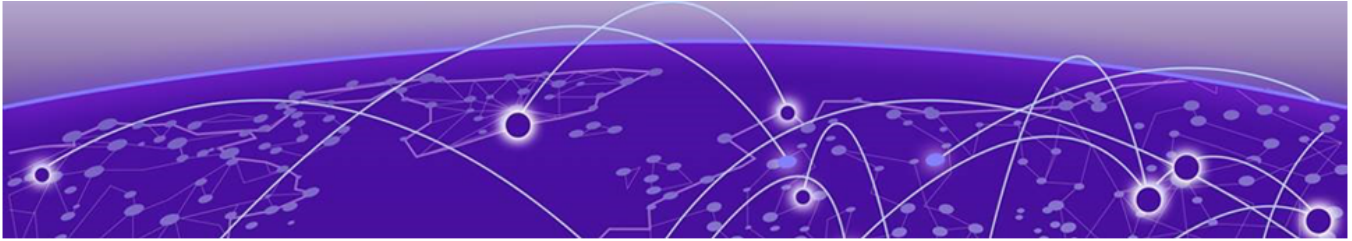
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This page shows the list of events throughout all locations for the last 24 hours (by default). The timeframe can be changed. There is a search bar to help navigate the page, with options to display only **Errors**, **Warnings** or **All Events**. The latter will also include events with severity indications.

The **Filter** option offers the ability to create a custom filter based on the following:

- Severity Contains
- Cause Contains
- Location Contains
- Device Name Contains

Filters can be saved for later reuse.



## Notifications Panel

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You can see the following notifications in this panel:

- Number of Offline devices
- Devices found not in an assigned location. This is based on Google Location Services for devices located over 2 km (1.25 miles) from the assigned location.
- Number of devices with low battery indicator
- Number of errors since last login



# Reports

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You can review the following reports in Extreme Intuitive Insights:

**Roaming Report:** Report shows statistical information per location. Default view is 24 hours, but can be changed up for 30 days.

**Loss Prevention Report:** Shows the following information per location:

- number of provisioned devices
- number of currently connected devices
- number of currently disconnected devices
- number of devices disconnected within last 24 hours but were connected earlier
- number of devices that were disconnected earlier but become online in the last 24 hours
- number of misplaced devices (based on Google location services)



# Device Insights

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## Knobs

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**Show Device Info** (Off/On; Default position: **ON**): When On, it shows device details such as:

- device model
- serial number
- OS version
- make
- status
- hostname
- uptime
- IP address
- MAC address
- NTP state
- agent version
- IMEI number
- SSID connected to
- battery status
- map with location based on Google location services

**Device View / Network View:** When **Device View** is enabled (it is the default state), the information shown comes only from the mobile device. This is the default position.

When **Network View** is enabled, some information from ExtremeCloud IQ will also be available on the page. If the device is not connected to the Access Point on the same ExtremeCloud IQ account, you will see this error: "The device is not connected to wireless network configured on current account."

## Widgets

**Signal Strength:** Displays the Received Signal Strength Indicator (RSSI) level of the device. You can read it as follows:

**Table 1: Signal Strength**

Graph Color	Description
Blue	RSSI data points received from the device
Purple*	RSSI datapoint received from ExtremeCloud IQ regarding this device*
Green*	Noise Floor data points received from ExtremeCloud IQ*
Red	Vertical red lines indicate the Roaming event of the device and also includes information like the Access Point BSSID (Roam From → To) and the Channels (From → To)

\*This will appear only if **Network View** is enabled.

**Status and Events:** This widget returns one of the following status messages.

**Table 2: Status Messages**

Status Message	Color Code	Description
Online	green	Device was in its normal operations state. Zebra device default state: Passive Voice analysis.
Offline	red	Device was not connected to cloud.
Active Voice Analysis	blue	There was an instruction from the cloud to put Zebra device into “active voice analysis” state.
Active Roaming Analysis	purple	There was an instruction from the cloud to put Zebra device into “active roaming analysis” state.
Web Response Analysis	orange	There was an instruction from the cloud to put device into “web analysis” state.

The analyses listed above can run for up to 8 hours, either once or scheduled for daily, weekly, monthly or yearly intervals.

You may see Event flags on top of the Status line; their severity corresponds with the following colors:

- Red : Error Events
- Yellow: Warning Events
- Green: Info Events

Only Error and Warning events are visible by default; select **Info legend** to see Info events. Each Event description includes the WLAN code, WLAN Event name, Reason, and Severity.

Select the Status line for a summary of all events during the analysis period. Additionally, you can select the **Active Voice Analysis** period (color-coded blue) for more

information about the voice analysis: Average RSSI (dBm), Voice Latency (ms), Average Packet Loss (%), WiFi Link Quality, VoIP Link Quality.

Select **Statistics** to display detailed information for a period of time.

**Roaming Report** (per device): This widget is located in the Status and Events widget on the individual device page. The Roaming Report gives detailed information on the following device roaming data during a period of time.

- Date
- Time
- From AP (BSSID)
- To AP (BSSID)
- From Channel
- To Channel
- From RSSI
- To RSSI
- Roaming Time (ms)
- Roaming Status. If this status returns as Failed, the reason for the failure is described in the following line.

**Web Response:** This widget displays graphs of the results if Web Response analysis is scheduled for the device.

**Usage** and **Client Trail:** These widgets are available only if Network View is enabled; both return data from ExtremeCloud IQ Client360.