



Technical Guide
ecCLOUD Virtual Wireless Expert
Add-on Setup Guide

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1. Introduction

This document is to provide an instruction for setting up the Virtual Wireless Expert (VWE) add-on on ecCLOUD. Aprecomm's Virtual Wireless Expert (VWE) provides an easy and reliable way to analyze and troubleshoot your wireless network. Aprecomm's AI Engine proactively monitor's Wi-Fi networks 24x7, so you don't have to. Conditions that can potentially lead to poor wireless experience are detected by VWE even before users experience them. Further, VWE provides recommendations that helps network operations teams to resolve Wi-Fi issues faster.

Aprecomm VWE provides the following features.

hiSense: Abstracts complexity and offers to enable network maintenance without the need for subject matter experts. Evaluate Wi-Fi quality of experience (QoE) by measuring application performance, Wi-Fi network health and WAN performance. Get immediate insights to drop in QoE.

Virtual Expert: Detect Wi-Fi issues instantly with Aprecomm's AI based platform and Evolv insights. Identify drop in application performance due to underlying network problems. Get precise recommendations for faster resolution to issues.

Express Root Cause: Simplify debugging and analysis of huge log dumps with macro-to-micro analytics. Enhance turnaround time from hours to minutes.

Complete Wi-Fi Visibility: See all the Wi-Fi events, devices connected, issues in Wi-Fi, data consumption, application usage and several other vital information in one dashboard.

AP/Client Analytics: Understand device-specific behavior to drive better device performance

2. Supported AP Models

For the time being, Virtual Wireless Expert add-on is supported on the AP listed below.

Model	Supported versions
EAP101	v12.3.1 or newer
EAP102	v12.3.1 or newer
EAP104	v12.3.1 or newer

3. Getting Started

Before subscribing to the security service, please make sure the AP is on the support list and managed by ecCLOUD. For how to register an AP to ecCLOUD, please check the instructions in the Edgecore Help Center (<https://support.edge-core.com/hc/en-us/sections/900000350566-ecCloud>) or the ecCLOUD user manual (https://wifi.edge-core.com/assets/Document/UserManual/EC_ecCLOUD_UserManual.pdf).

4. Enabling Virtual Wireless Expert Add-on

4.1. Applying voucher

- i. Go to “Add-ons” page. Find Virtual Wireless Expert add-on and click the “SUBSCRIBE / REDEEM” button to get to the add-on subscription page.

The screenshot shows the ecCLOUD user interface. The top navigation bar includes the ecCLOUD logo, a search icon, a menu icon, a notification bell with a '50' badge, a user profile icon for 'Hi, Sebastian', and an 'add-ons' dropdown. The left sidebar, titled 'CLOUD MENU', lists various navigation options: 'Choose a Site...', 'Dashboard', 'Devices', 'Activity', 'Manage' (with sub-items 'Site management', 'User management', and 'Add-ons' which is highlighted with a red box and a '1' badge), 'Licenses & Billing', 'Properties', 'AuthPort', and 'Notifications'. The main content area is titled 'Add-ons' and shows a list of available add-ons under the heading 'Latest'. The 'Virtual Wireless Expert' add-on is the first item, featuring the Aprecomm logo and a description: 'Enable Aprecomm's AI Engine, Virtual Wireless Expert to perceive and improve Real Time Customer WIFI Experience.' Below the description is a 'SUBSCRIBE / REDEEM' button, which is highlighted with a red box and a '2' badge. Other add-ons shown include 'Barrista License', 'Wedge Security Service', and 'Smart Indoor Location'.

- ii. In the subscription page for the VWE add-on, click the “APPLY VOUCHERS” button. A modal will pop-up for filling the voucher codes.

The screenshot shows the 'Subscribe Add-on: Virtual Wireless Expert' page. The top navigation bar is similar to the previous screenshot. The left sidebar is also similar, but 'Add-ons' is now selected. The main content area is titled 'Subscribe Add-on: Virtual Wireless Expert' and 'Add License'. A large grey box contains an 'ADD VOUCHERS' button, which is highlighted with a red box. Below this box is the text: 'Please contact your distributor or ecwifi@edge-core.com to obtain the voucher.' At the bottom of the page, there is a 'License Information' section with 'DETAIL' and 'MANAGE LICENSES' buttons, and a message stating 'No Available License.'

- iii. Get a voucher code from Edge-core team. Enter the voucher code and click the “ADD” button. The voucher code is valid, the voucher value will be listed below. After inputting all of your valid voucher codes, click the “APPLY” button. A dialog box will be popped-out for your confirmation. Click “CONFIRM” button if you would like to apply the vouchers.

Note that the voucher code will be consumed after click “CONFIRM” button. The applied voucher cannot be recovered or transferred to another cloud.

The image shows a sequence of three screenshots illustrating the voucher application process:

- Step 1:** The 'Apply vouchers' dialog box prompts the user to 'Please enter your voucher codes'. A text input field contains the code 'JNJ72530' (marked with a red circle '1'). An 'ADD' button is visible (marked with a red circle '2').
- Step 2:** The 'Apply vouchers' dialog box shows the 'Code' field empty. Below it, a table displays the added voucher information:

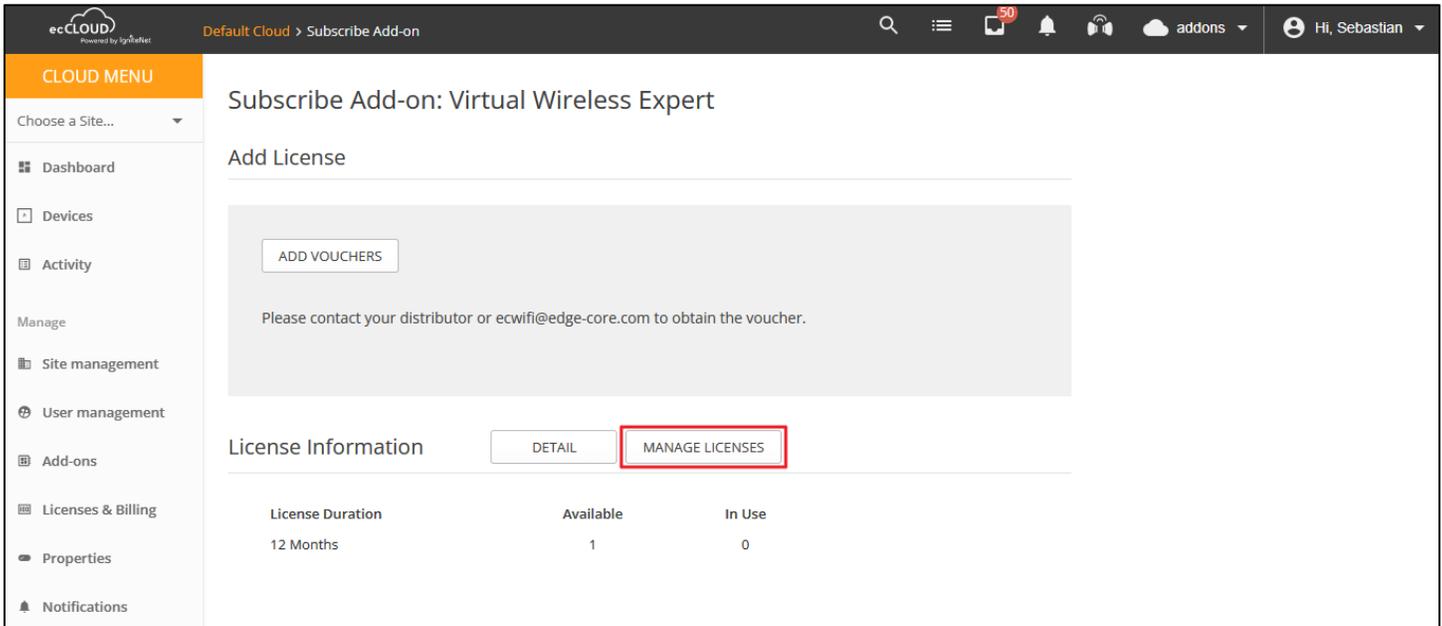
Voucher Code	License Quantity	Valid Time	
JNJ72530	1	12 Months	X

The 'APPLY' button is highlighted with a red circle '3'.

- Step 3:** A 'Confirmation Required' dialog box is displayed over the 'Apply vouchers' dialog. It contains the text: 'Please confirm the voucher information, once you applied, the vouchers can not be able to change or remove.' The 'CONFIRM' button is highlighted with a red circle '4'.

4.2. License control for APs

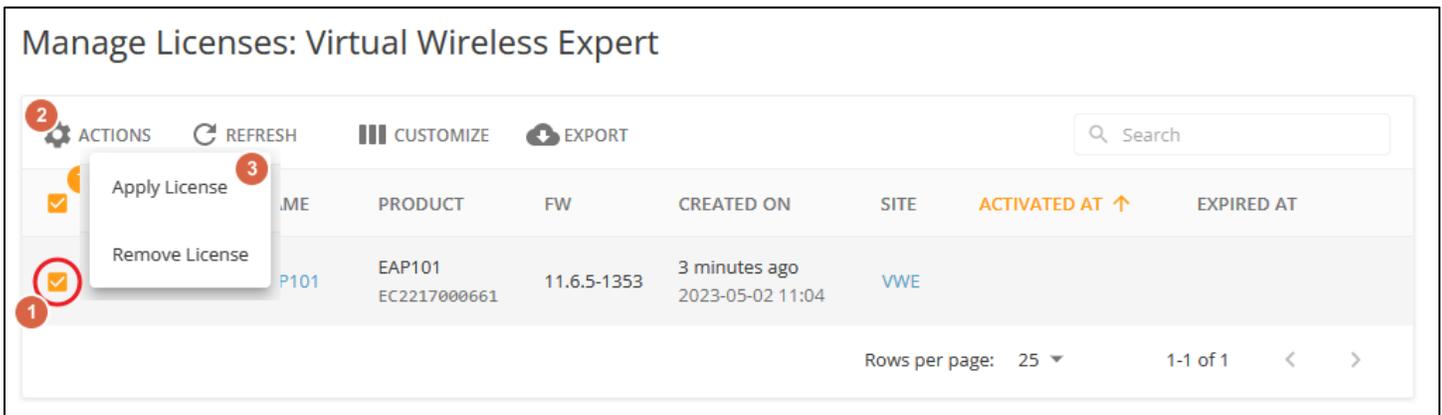
- i. Go to the subscription page for Virtual Wireless Expert add-on. Click “MANAGE LICENSE” button to check the device list.



The screenshot shows the ecCLOUD interface. The top navigation bar includes the ecCLOUD logo, 'Default Cloud > Subscribe Add-on', search, menu, notifications (50), and user profile (Hi, Sebastian). The left sidebar is titled 'CLOUD MENU' and lists various options like Dashboard, Devices, Activity, Site management, User management, Add-ons, Licenses & Billing, Properties, and Notifications. The main content area is titled 'Subscribe Add-on: Virtual Wireless Expert' and contains an 'Add License' section with an 'ADD VOUCHERS' button and a message: 'Please contact your distributor or ecwifi@edge-core.com to obtain the voucher.' Below this is a 'License Information' section with two tabs: 'DETAIL' and 'MANAGE LICENSES' (highlighted with a red box). A table below the tabs shows license details:

License Duration	Available	In Use
12 Months	1	0

- ii. Select the AP you would like to apply the license, open the “ACTIONS” menu and click “Apply License”.

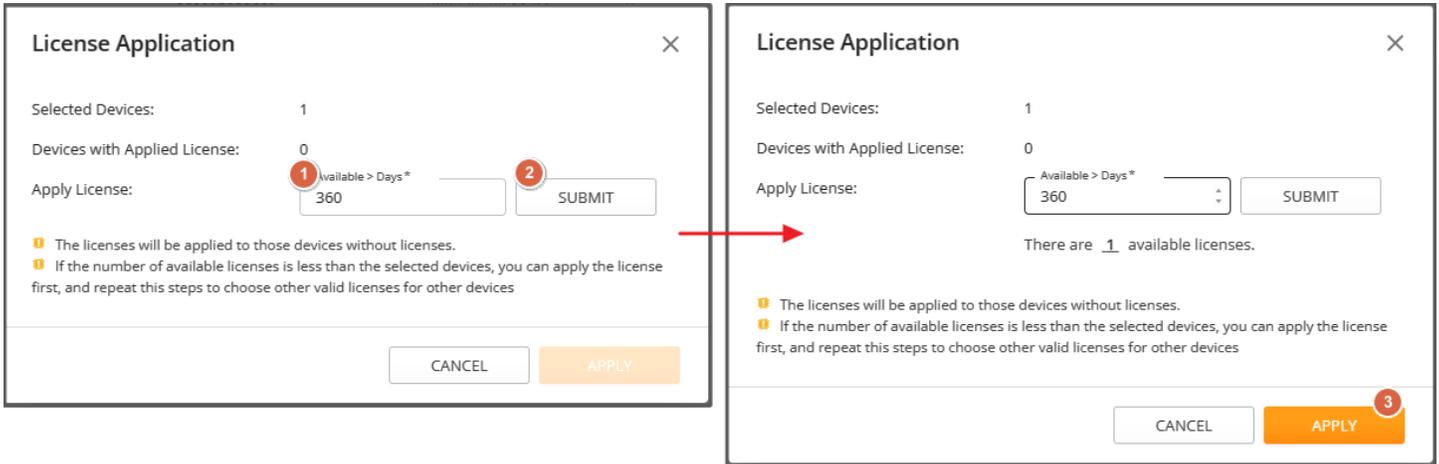


The screenshot shows the 'Manage Licenses: Virtual Wireless Expert' page. The top navigation bar includes 'ACTIONS', 'REFRESH', 'CUSTOMIZE', and 'EXPORT' buttons, along with a search bar. The main content area is a table with columns: NAME, PRODUCT, FW, CREATED ON, SITE, ACTIVATED AT, and EXPIRED AT. A red box highlights the 'ACTIONS' menu, which is open, showing 'Apply License' and 'Remove License' options. The 'Apply License' option is highlighted with a red box. The table contains one row of license data:

NAME	PRODUCT	FW	CREATED ON	SITE	ACTIVATED AT	EXPIRED AT
P101	EAP101 EC2217000661	11.6.5-1353	3 minutes ago 2023-05-02 11:04	VWE		

At the bottom right, there is a 'Rows per page: 25' dropdown and '1-1 of 1' with navigation arrows.

- iii. A dialog box will pop-up for your confirmation to apply the license. First, you may filter the licenses by the available duration. For example, inputting 360 and click “SUBMIT” button, the licenses with more than 360 days of available duration will be counted in. After filtering the license duration, clicking “APPLY” button then the system will automatically select a license from the pool and apply to the selected APs.



- iv. After the license is applied to an AP, the “ACTIVATED AT” and “EXPIRED AT” will be shown. Note that the license is for 1 year from the time it is applied to an AP.

Manage Licenses

ACTIONS REFRESH CUSTOMIZE EXPORT Search

	NAME	PRODUCT	FW	CREATED ON ↓	SITE	ACTIVATED AT	EXPIRED AT
0	EAP101 EC2038000725	11.6.2-1269	a day ago 2022-07-06 17:07	site_addon	a day ago 2022-07-06 17:15	in a year 2023-07-06 17:15	

Rows per page: 25 1-1 of 1

- v. Check the Activity page. There should an Addon Management activity to update the add-on license to the AP. Initially, the status would be “Scheduled”, which means this task is scheduled to be executed. If the status becomes “Running”, it means that the installation of the related packages is in progress. When the status becomes “Completed”, the AP is ready to provide service.



5. Checking License Status

The summary of the license information is listed in the add-on subscription page. The number of available licenses and the number of in-use licenses are listed based on the length of the license duration.

License Information		
	DETAIL	MANAGE LICENSES
License Duration	Available	In Use
12 Months	3	2

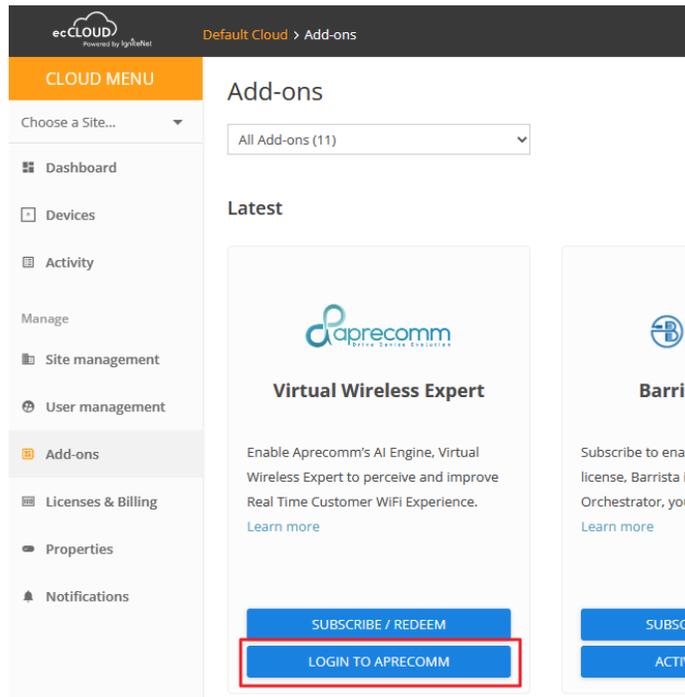
By clicking the “DETAIL” button, you can check the details of all the licenses. In the license details page, you can check whether the license is activated or not, and even check which AP on which site the license is applied to. The original license duration and the available license duration for each license are also shown in the details.

License Details: Virtual Wireless Expert							
LICENSE ID	LICENSE DURATION	AVAILABLE DURATION	ACTIVATE	ACTIVATE AT	EXPIRE AT	DEVICE NAME	SITE NAME
17236	1 year	a year	Y	2023-04-14 17:43	2024-04-14 17:43	EAP101_VWE_01	addons
17237	1 year	a year	Y	2023-04-14 17:43	2024-04-14 17:43	EAP101_VWE_02	addons
17259	1 year	a year	Y	2023-04-14 17:43	2024-04-14 17:43		
17260	1 year	a year	N				
17261	1 year	a year	N				

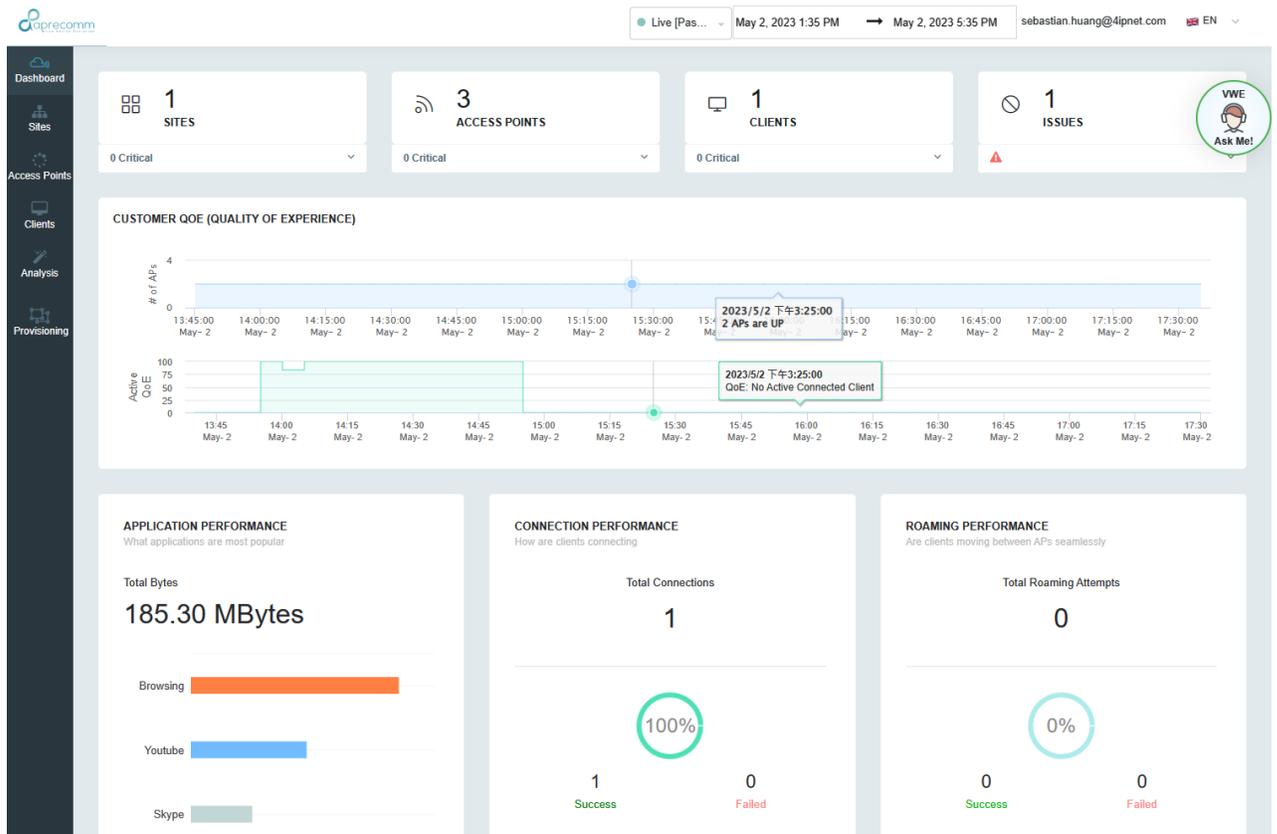
Rows per page: 25 ▾ 1-5 of 5 < >

6. Login to Aprecomm VYOM Dashboard

- i. After applying voucher successfully, a new button “LOGIN TO APRECOMM” appears. Clicking this button will open a new window, and login automatically to the Aprecomm VYOM dashboard.



- ii. In the VYOM dashboard, you can check the detail statistics and analysis for the APs with licenses applied and the wireless clients connected to the APs.



7. Remark

For more information, please submit a ticket at <https://support.edge-core.com/hc/en-us>, or just send an email to ecwifi@edge-core.com.