AirMagnet is Back! What is New?

Thank you for joining the "AirMagnet is Back! What's New?" webinar! Below are list of FAQ's (Frequently Asked Questions) that were asked during the webinar.

1. **Will copies of the webinar recording and presentation be available?**
Yes, you can download them using the following links:
https://bit.ly/2Kwg6is
https://youtu.be/aRHXx8UBLNE

2. **Will you make the heatmaps look better on the reports? Currently the resolution is low.**
Great enhancement request! We will review this request and see if we can include it on our next release, currently scheduled for Q3 2020.

3. **What happened to AirMagnet Enterprise?**
Good question! Both AirMagnet Enterprise and Optiview XG stayed with NETSCOUT after we became an independent company (NetAlly). Please contact NETSCOUT for more information on their roadmap for these two product lines.

4. **If AirMagnet is going away, are there any products that are intended to replace it or the features it provides?**
Good news is that AirMagnet is not going away! More software updates will be available soon. Still, as part of our commitment to innovation you will start seeing a lot more integration between AirMagnet and tools like the EtherScope nXG or AirCheck G2. For example, the EtherScope nXG currently has a lot of the same functionality as AirMagnet WiFi Analyzer, and with the AirMapper app you will also be able to use it as a data collector for AirMagnet Survey Pro on our next release.

5. **Can you go into detail about Wi-Fi 6 support? Is it just reading beacons, or can you provide more information regarding things like OFDMA?**
It depends on the type of survey being performed:

   Passive Survey – One this case since we are just passively scanning the air, we only need to look at beacons.

   Active Survey – This will depend on the adapter you use. For example, if you use a Wi-Fi 6 client adapter that support OFDMA and the AP you are connected to support OFDMA you will be able to see actual Wi-Fi 6 information. On the other hand, if you use a Wi-Fi 5 adapter and connect to a Wi-Fi 6 AP the connection will be limited to the adapter's capabilities, thus you will only see Wi-Fi 5 information.

6. **Do you have a list of supported Wi-Fi 6 adapters?**
AirMagnet Survey can use any Wi-Fi adapter, so technically any Wi-Fi 6 adapter is supported! The problem is that currently there are not a lot of Wi-Fi 6 adapters on the market. The only one we are currently aware of is the Intel ax200. Still, you should be able to use any other adapters that are released in the future too.

7. **Will the licensing model and the way you activate licenses remain the same? Connecting licenses to network cards is bit difficult.**
Yes, even though we may look at improving the process to activate licenses in the future, we will continue using the same licensing model. Allowing the end user to tie the license to any MAC address provides more freedom since it allows the end user to tie the license to an external USB Wi-Fi adapter, and thus share the software with team members and coworkers. We like the idea of making easier to collaborate!

8. **Are there new preferred adapters available that will support Noise, SNR, and Interference measurements?**
Not at this time, after two years of testing we could not find a USB based Wi-Fi 5 adapter that can reliably measure noise and SNR, and at this time there are no Wi-Fi 6 USB adapters on the market yet. Still, we are currently working on a new solution that will allow us to work around USB Wi-Fi dongle market limitations! The ability to use AirMapper as a data collector will be available on our next AirMagnet survey release!

9. **Is OFDMA taken into consideration when simulating?**
Currently, the simulation tool can recognize Wi-Fi 6 AP's, but not fully simulate them. The reason is that the simulation engine is tied to the Planner tool. We plan to add Wi-Fi 6 support to the Planner and thus enhance the simulation mode on our next release.

10. **Ekahau had to provide a special version of iPerf (called ePerf) because of issues with roaming. Did you test the basic iPerf 3 with roaming?**
Great question! We made multiple improvements to the currently existing Windows version of iPerf 3 when we imported it into AirMagnet Survey, so you should have no problems with roaming! One thing to keep in mind though is that we recommend using Unix/Linux based versions of iPerf 3 as a server (like the one used by the Test Accessory or WLAN Pi). The Windows version has known stability issues.

11. **Is there macOS support?**
You can indeed run AirMagnet Survey on MAC OS, but since it is a Windows native application you will need to use Boot Camp or a similar solution. Of course, since the AirMapper solution is cloud based you do not need to worry about operating systems! It can be accessed using any device with a browser.

12. **Do you plan to release MacOS Support?**
You currently have the option of running AirMagnet Survey on a MAC using Boot Camp or a similar solution. No native support is planned at this time. Still, if your worried about operating system support, we recommend you check out the new AirMapper on Link-Live. No need to worry about operating systems anymore! You just need a web browser.

13. **Can you still use your old username and password to login into the new My AirMagnet?**
Yes, your username and password remained the same.

14. **You mentioned a backwards compatibility with the Spectrum XT. Did I get that right?**
A new version of the Spectrum XT software is now available, but you still can use older version of the software if needed. We recommend updating though! The new version of the Spectrum XT software adds Wi-Fi 6 support too.

15. **Is there going to be a new GUI within the roadmap?**
Great question! This is something we are looking at. For the first few releases we may focus on functionality enhancements, but we will also consider doing user interface improvements. Of course, I highlight recommend checking out the user interface of the new AirMapper on Link-Live!

16. **Will you be able to perform an Active survey using Wi-Fi 6 adapters?**
Yes, there are not many on the market at this time, but you should be able to use them when they become available.

17. **Can you use the AirCheck G2 as a data collector for surveys?**
You will on our next release! Watch out for AirMagnet Survey v10 and AirCheck G2 v5.

18. **Any plans for an iOS app for mobile surveys? What about Augmented Reality adoption? Other solutions introduced this, and it has drastically decreased survey times.**
No plans for an iOS app. We think performing a survey while having to use a tethered device connected to your phone or tablet is old school. We just released a simpler, quicker, and more productive solution that combines everything into a single device. AirMapper on the EtherScope nXG or AirCheck G2!

19. **What will the difference be on AirMapper surveying between the AirCheck G2 and the EtherScope xNG?**
No differences! Both will have the same survey capabilities.

20. **Does the iPerf3 test use the laptop Wi-Fi NIC or the USB adapter?**
You can use any of them to perform an iPerf 3 survey.

21. **Will max MCS for Wi-Fi 6 be limited by the adapter capabilities?**
It will depend on the type of survey:
Passive Survey – No, MCS is calculated information provided by the beacons. This information includes number of spatial streams, modulation, coding, and mode (HT, VHT, HE).
Active Survey – The actual MCS at which the adapters connect will be limited by the adapter's capabilities.

22. **Where can I contact support? I tried once but did not receive a reply, I need to know my product's support status.**
Please go to https://www.netally.com/contact-us/. At the bottom of the screen, there is a link to contact Technical Support via an online form.

23. **How to you compare to other products after multiple years without software updates?**
Luckily, other products took many years to catch up to AirMagnet (some are still working on it), because of that AirMagnet is still a viable solution that can support most enterprise level planning and validations needs. As for the future, we do not plan to just catch up, our goal is to innovate and create a better way to survey. Check out AirMapper on the EtherScope nXG and Link-Live for a preview!

24. **Was this a rewrite of the application or an update to the legacy code base?**
For AirMagnet Survey, we performed multiple updates to the existing code. For AirMapper on Link-Live we rewrote and improved the code.

25. **How is training done for this product, is it still CBT training?**
We currently have two options:
CBT's – This pre-recorded training videos are available for free if you have an AllyCare support contract and can be easily accessed through the My AirMagnet portal.

AirMagnet Academy – This are full certification courses provided by our training partners at WiTS! They offer on-the-job training, on-site training, live remote, and in-class courses. For more information go to: https://www.netally.com/support/training/.

26. **Will you be able to extract wall objects from CAD drawings in Multi-Floor Planner?**
Not currently, but this is a great enhancement request! We will review this request and see if we can include it on our next release, currently scheduled for Q3 2020.

27. **Are antenna patterns for newer AP's like the Cisco C9120axi included on this release?**
Regretfully not, still any antenna patterns missing on this release will be included on the next one! Feel free to send a list of antenna patterns you would like to see included on the next release to our technical support team.

28. **Any integration between AirMagnet and Link-Live?**
Great question! Not at this time, but there is a high possibility this will be included on the next release. Use AirMapper to collect data, upload to Link-Live, and then download to AirMagnet Survey!

29. **Will the new AirMapper support with AirCheck include noise and SNR measurements?**
Yes, it will!

30. **Can you offset the measurements to mimic a client on AirMapper? An iPhone for example?**
We are looking into enabling the offset function on Link-Live, rather than on the EtherScope or AirCheck units themselves. This will allow for much more flexibility while determining differences between device types after the survey has been completed.

31. **Do you have a List Price for an AirMapper/AirCheck Bundle?**
List price for an AirCheck G2 including AirMapper will be $2,795. This provides access to coverage heatmaps and SSID filtering on Link-Live and will allow you to export to AirMagnet Survey. If you buy at least one year of support ($419) you will get access to all the other Link-Live options. Also, if you already own an AirCheck G2 and have an AllyCare support contract you will be able to get the AirMapper functionality for free!

32. **Where do I download the AirMapper Site Survey app and what is the cost?**
If you own an EtherScope nXG you will be able to download AirMapper from Link-Live for free (included on v1.2 release)! AirMapper will also be available for the AirCheck G2 later this year and will be part of the v5.0 release, which you will be able to download from Link-Live if you have an AllyCare support contract (it will be included for free on new units after release).

33. **Do you have a List Price for an AirMapper/EtherScope Bundle?**
List price for an EtherScope nXG including AirMapper is $8,250. This provides access to coverage heatmaps and SSID filtering on Link-Live and will allow you to export to AirMagnet Survey in the future. If you buy at least one

year of support ($1,238) you will get access to all the other Link-Live options.

34. **Will it show everything including the survey paths?**
Survey paths will not be available on v1 of AirMapper, but they are on the roadmap.

35. **Will the "Enable Locate Station" feature on AirMagnet Survey be restored?**
Thank you for the enhancement request! We will review the request and consider making this feature available on AirMagnet Survey again in the future.

36. **Will you also get spectrum analysis with the EtherScope/AirCheck "AirMapper" bundle solutions?**
Great question! Not on v1 of the AirMapper solution, but this is something we are currently researching. We hope to be able to do this in the future!

37. **When using a very large floorplan can you zoom in and out on the EtherScope display when performing a survey with AirMapper?**
Yes, you can! All the normal functionality available on an Android phone or tablet are available. You will be able to zoom in, zoom out, swipe, etc.

38. **Is AirMapper available as an app for iPad or Android?**
No, the Wi-Fi radios used by common mobile devices do not provide the functionality or access needed to perform measurements like noise, SNR, etc. Meanwhile, purpose-built tools like the AirCheck G2 or EtherScope nXG do. Notice though that if you would like a simple survey app for your mobile device, we recommend using the AirMagnet Survey Mobile app (Android only), which is included for free with AirMagnet Survey PRO.

39. **How many radios are available in the AirCheck/EtherScope?**
It depends on the product:
AirCheck G2 – Includes one 3x3 Wi-Fi radio.
EtherScope nXG – Includes one 1x1 Wi-Fi radio for connectivity, one 4x4 Wi-Fi radio for testing, and a BT/BLE radio.

40. **Can I upgrade my previous NETSCOUT version of AirMagnet Survey to latest NetAlly version?**
Yes! If your support contract has not expired, you will be able to upgrade to the latest version of the software. If your support contract with NETSCOUT expired, you will need a new AllyCare support contract.

41. **Do you plan to provide a continuous site survey option on AirMapper?**
Yes, we do! Its currently on the roadmap.

42. **Will the EtherScope/AirCheck be able to perform non-iPerf Active Surveys (send L2 frames to the AP and log 802.11 Retries)?**
Yes, it will! Its currently on the roadmap, for both normal Active surveys and Active iPerf surveys.

43. Will the AirCheck G2 also get the remote connection from Link-Live?
Yes, it may not be available on v5.0, but this one is on the roadmap too.

44. How long does the EtherScope nXG take to scan each channel? How many radios are in EtherScope for scanning channels? What is the delay time between channels when EtherScope nXG changes band (e.g. Scans Channel 11, then Channel 36)?
Channel dwell time is adjustable, and the default is 110ms. As for the number of scan radios, currently one of the two radios is used for scanning, the second one is used for connectivity (remote access). Regarding delay while changing bands, there is virtually no delay.

45. What about secondary signal strength?
Another great request! This one is currently on the roadmap too.

46. Is a Link-Live subscription included with an AirMapper license?
Yes, reality is you do not even need AirMapper to gain access to Link-Live since it is completely free! You can go to www.link-live.com and register any time. If you have an AllyCare support contract on your EtherScope nXG you also get access to the remote-control feature, extra heatmaps, and advanced filtering tools.

47. Are Meraki MR56 AP's included in the update?
Regretfully not, we included the MR55, still any antenna patterns missing on this release will be included on the next one! Feel free to send a list of antenna patterns you would like to see included on the next release to our technical support team.

48. Is temporary license support is still available with all capabilities? Yes, it is!

49. Is there a global tech support available?
YES! You can contact them using the following link: http://www.netally.com/support/#AllyCareSupport.

50. It seems like most of the demo was around EtherScope nXG. Will most of the changes apply without the EtherScope nXG? Traditional Windows laptop?
Yes, you do not need to own an EtherScope nXG to gain access to all the new AirMagnet Survey features. The reason we spent a lot of time highlighting AirMapper on the EtherScope nXG is that you will be able to use it as a data collector for AirMagnet Survey in the next release!

51. What is the estimated of release date for AirMagnet Survey Pro v10?
The current plan is to release AirMagnet Survey Pro v10 in August 2020. Maybe sooner!

52. What are the plans to enhance the predictive modeling of the AirMagnet product?
Great question! As part of the next release, besides adding AirMapper support, we will also add Wi-Fi 6 support to the AirMagnet Planner. If you have a list of other enhancements you would like to see, please share it with us!

53. Are their specific tests for VoIP?
Yes, there are! AirMagnet Survey Pro gives you the option to perform what we call a VoFi survey, which allows you to measure the quality of an active call as you move through the site. It provides MOS, roaming, utilization, and more. As for AirMapper, on v1 we do not include a VoFi option, but it is something we will be happy to consider for a future release.

54. In the past I was able to get noise and SNR, using a D-Link or Proxim NIC. Those were 802.11n-based adapters. Why/when did SNR and noise stop being reported?
Great question! Noise and SNR measurements stopped being reported when 802.11ac adapters came to the market. The reason is that none of the 802.11ac USB based adapters on the market could perform accurate noise and SNR measurements. We spent two years trying to find an adapter we could use, and none worked, so to work around this market limitation we designed our own solution called AirMapper. Of course, we may also look at 802.11ax adapters when they become available.

55. How is noise being measured on AirMapper?
Great question! The purpose-built Wi-Fi radio we use on the EtherScope nXG and AirCheck G2 can measure both signal and noise, thus allowing for SNR measurements.

56. Any plans for Wi-Fi 6E?
Indeed, we already started researching Wi-Fi 6E and heard that new chipsets will become available near the end of 2021. At that time, we will look at the options available and will determine if we can add support for the 6GHz band on AirMagnet, AirCheck, and EtherScope.

57. What version of BLE does the EtherScope nXG support?
The Bluetooth radio on the EtherScope nXG uses version 5.0.

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