

VMware Edge Network Intelligence Client App



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Edge Network
Intelligence™

Introduction

The Client App is optional software available with VMware Edge Network Intelligence™ to monitor network performance for people working from home or anywhere. It is designed to give enterprise IT and end-device users a full view of the network and services that enable these devices to connect to business applications. The Client App is an additional data source that can be installed on end-user devices to collect performance metrics from the client perspective, and to run ongoing synthetic tests to measure performance of Wi-Fi, Internet, and VPN connections.

VMware Edge Network Intelligence, part of VMware SASE™, is an AIOps solution that provides visibility into end-user and IoT device performance when these devices access apps in the cloud, on-premises, or both. Edge Network Intelligence can provide valuable insights into performance data from the network side, but organizations also see value in diagnosing and resolving problems from the end user's side.

Client App use cases

With the Client App, organizations can:

- Proactively address last hop Wi-Fi connectivity issues experienced by problematic clients
- Correlate the data from the Client App and other Edge Network Intelligence data sources to provide a holistic view that can help with fault isolation and root cause analysis
- Gain actual insights into the client experience with data correlated across the entire network
- Access a wide range of client information that includes the Wi-Fi driver, CPU utilization, battery health, and client signal-to-noise ratio

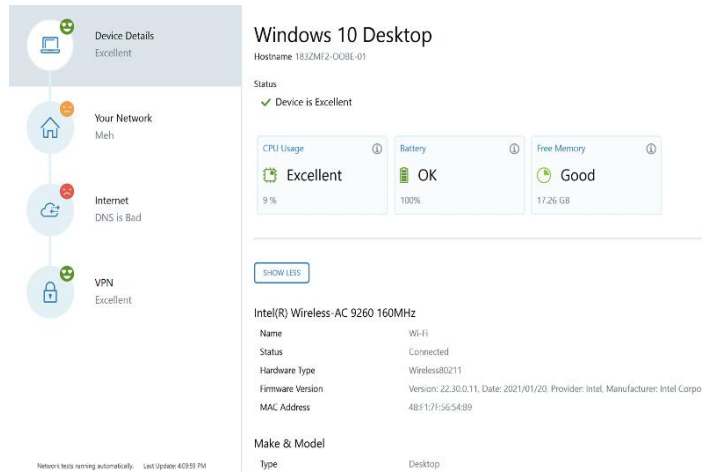


Figure 1: Example Client App user experience on an end-user device

Client App specifications

Supported devices

- Windows 10
- Windows 11
- macOS X

Supported mobile device management installations

- VMware Workspace ONE
- Microsoft Endpoint Configuration Manager

Resource usage

- CPU: 1% to 5 %
- Disk: 30 MB
- RAM: 45 MB (Windows) and 110 MB (MacBook)

Device data collected

- CPU usage
- Free memory
- Make and model
- Client hostname
- Battery
- MAC address
- OS version

Synthetic tests

PING and DNS with default test interval of 5 seconds.

Network data collected

- Wi-Fi SSID
- Wi-Fi channel/width/band
- Location
- Ping latency
- DNS address
- Wi-Fi BSSID
- Wi-Fi mode (802.11 a/b/g/ac)
- Device IP address
- Last and average response time for gateway pings
- Network adapter manufacturer
- Wi-Fi RSSI/noise/SNR
- Speed
- Gateway IP address
- Subnet mask

Internet data collected

- DNS status
- Public IP address ping latency
- Last and average response time for DNS
- Lookups and Internet destination pings

VPN data collected

- VPN status
- Ping latency
- Last and average response time for VPN target pings

Security

Client App data is sent to VMware Edge Network Intelligence with the following details.

Data is encrypted with RSA/ TLS 1.2, RSA for key exchange and AES as the encryption algorithm with 256-bit keys. The webhook endpoint is an AWS network load balancer that supports only TLS 1,2 using the following TLS Ciphers:

- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES128-SHA256
- ECDHE-ECDSA-AES128-SHA
- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-RSA-AES256-SHA384
- ECDHE-RSA-AES256-SHA
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-RSA-AES128-SHA256
- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-ECDSA-AES256-SHA384
- ECDHE-ECDSA-AES256-SHA

Local storage of Client App data uses the AES-CBC-PKCS7 (AES256 in CBC mode with PKCS7 padding) encryption, and its key size is 256 bits.

Learn more

VMware SASE: sase.vmware.com

VMware Edge Network Intelligence:
[sase.vmware.com/products/
edge-network-intelligence](https://sase.vmware.com/products/edge-network-intelligence)

Privacy settings

System data, Wi-Fi data and network data collected by the Client App can be blocked from being sent to the VMware Edge Network Intelligence Analytics Engine by managing the Client App Group settings.

Admins can also limit which SSIDs the Client App gathers data about by specifying which ones should be gathered. All other SSIDs will be ignored.

Additionally, users can unregister their device at any time to stop sending data to the VMware Edge Network Intelligence Analytics Engine.

Download the Client App

Visit the VMware [technical documentation site for the Client App](#) to read download instructions.

For more in-depth information about VMware Edge Network Intelligence, visit the [product technical documentation site](#).