

# RUCKUS Analytics Release Notes Version 3.0.0.3

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# RUCKUS Analytics Introduction

RUCKUS Analytics is a cloud service for network intelligence and service assurance.

Powered by machine learning and artificial intelligence, it gives IT comprehensive visibility into network operations. It accelerates troubleshooting and helps IT teams meet their network SLAs. RUCKUS Analytics automatically identifies service assurance incidents, classifies them by severity, traces root causes and makes specific recommendations for remediation. It automatically monitors network health relative to customer defined SLA. Advanced client troubleshooting and incident analytics give IT teams the power to address service issues for individual users and devices. The service also delivers robust reporting and informative dashboards. Create custom dashboards and data visualizations with the Data Explorer tool—and flexibly explore your network data warehouse with drag-and-drop ease.

RUCKUS Analytics aggregates raw data and automatically transforms it into deep insight into network operations. This ML- and AI-powered analytics service frees IT teams a wide variety of manual tasks associated with service assurance. Comprehensive network intelligence helps deliver network service level agreements in support of users, devices and applications.

- Supported Browsers
  - Chrome
  - Firefox
  - Safari

RUCKUS Analytics runs on licenses purchased. A grace period of seven days is available after the license expires and you can only view your historical data for six months after it expires.

## New in This Release

### New Features

RUCKUS Analytics has the following features.

- Melissa AI Assistant is now available on Microsoft Teams, extending Melissa's rich user experience to other collaboration platforms.
- Graphical rendering of data in Melissa AI Assistant: For a select few user intents, Melissa provides graphical rendering of data in the form of pie charts. Melissa supports rendering of charts for user intents with respect to top applications, node status, top zones, bad APs, top SSID, and top APs.

## Known Issues

This section describes the known caveats and limitations of the product.

- RUCKUS Analytics requires ICX switch to be connected with at least one licensed AP.
- Mesh APs cannot operate as station APs in Service Validation with virtual wireless client.
- For new SSIDs, Service Validation tests with virtual wireless client may take up to 24 hours after the SSID is created.
- For scheduled reports and dashboards, if the query times out, no reports or dashboards will be sent.
- For Configuration Change feature:
  - Firmware changes at the SmartZone are not recorded as a configuration change.
  - SmartZone controller configuration changes at system level, domain level, profile configuration, creating and deleting zone, WLAN, WLAN group, AP group, AP and those related to moving APs between zones and AP groups are not supported.
  - Some configuration values such as Channel fly optimization period and AP time zone are not displayed in user-friendly format.

- Multi-level configuration for parameters such as SNMP v2/v3 agent information and AP model specific configurations are not displayed.
- Configuration change entries are not displayed when WLAN QosMapSet state is changed from disable to enable, after editing Internal DPSK WLAN, after changing RGRE to SGR in CCM GBP, and for QinQ.
- Configuration change and AI recommendation features are not yet supported for RUCKUS Cloud tenants.
- RUCKUS Analytics may take up to 30 minutes to display detailed Wi-Fi data of zoom call participants.
- If the Zoom call participants are connected through the VPN, then the Zoom server reports the clients as "wired" though they are connected to RUCKUS Wi-Fi.
- Creating a report in the Data Explorer page renders **Session Count** values ending with "k" such as 13.6k because the median number of the **Session Count** column is larger than 1000. The representation continues when the values grow into millions and billions as "m" and "b" respectively.

## Resolved Issues

This section describes resolved issues. .

- Resolved the issue where there was discrepancy between AP reboot count in AP Report and Data Explorer (ER-11204).
- Resolved the issue where there was discrepancy in client session statistics in different sections of RUCKUS Cloud and RUCKUS Analytics (ER-11195).
- Resolved the issue where daily Reports scheduling failed to send emails to the recipients (ER-11111)
- Resolved the issue where the dashboard report downloaded using the export function in Data Explorer displayed incomplete data (ER-11130)
- Resolved the issue where tenant account was not removed despite account merge (ER-11159)