RELEASE NOTES

RUCKUS Analytics Release Notes Version 3.1

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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.

- **Brand 360 - For Brands**: RUCKUS Analytics introduces a new Data Analytics service that enables Hospitality brands and partners to securely share and gather data in one converged dashboard. Brand 360 provides a fully isolated environment for the Brands to view guest experience, network health and brand compliance of multiple partners and properties. This unique multi-tenant solution allows Hospitality Brands to gather quick insights at a brand, sub-brand, partner, and property level. Brands can set service level agreements (SLAs) to gauge guest experience or focus their attention on top 3 properties or partners that need attention. Brands also gain powerful reporting capability at a global level. For example, brands can generate reports that span multiple geographies and partners for a single sub-brand.

  This model of sharing data is flexible and extensible to accommodate other franchisor/franchisee business models such as those common in retail and fast food industry.
- **Brand 360 - For Partners**: RUCKUS Analytics Brand 360 allows partners (also called Hospitality Service Providers - HSPs) to invite brands to view their managed properties (typically zones). Partners have complete control over this process and they gain a powerful new tool which allows them to identify, isolate and segregate datasets per brand or sub-brands. With labeling, partners are able to demonstrate compliance with brand guidelines and deliver brand-specific guest experience scores.

  Partners are able to optimize their investments while easily sharing data with individual brands.
- **Brand 360 - For Property Owners**: Working with partners and brands, property owners or ownership groups can use RUCKUS Analytics Brand 360 to leverage their investment in RUCKUS Smartzone controllers and access points to deliver superior guest experience.
- **Labels**: Labels created in the organization network hierarchy can be used in Brand 360 dashboard to focus on dataset of interest. Labels can also be used with Data Studio reports to 'Filter' the results to the narrow set required for analysis. Labels created by the partner also

appear in the Brand view so that any new or existing property is correctly labeled to reflect sub-brand or geographic location. Both partners and brand have the ability to create labels.

- **Scheduled Reports in Data Studio**: IT administrator can now schedule reports and email notifications for Dashboards and Charts in Data Studio. This functionality is also available to a Brand administrator which elevates reports to a new level where a Brand administrator can generate a report that spans across its partners, properties, or sub-brands.
- **Explainable AI**: With this release, AI Recommendations is extended to include the condition when 2.4 GHz and 5 GHz radio power levels are equal. To avoid sticky client situation and to encourage the clients to connect on 5 GHz, recommendation is made to reduce the 2.4 GHz radio power level by 1 dBm.
- **Melissa Virtual Network Assistant**:
  - In this release Melissa is now available on Microsoft Teams. This extends Melissa's rich user experience to other enterprise collaboration platforms.
  - For a select few user intents, such as top applications, node status, top zones, bad APs, top SSIDs and top APs, Melissa provides graphical rendering of data.

Known Issues

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

- In Data Studio, native filter has no effect for schedule reports and dashboard export csv.
- In Data Studio, the filter applied on the **Schedules** page resets when you toggle between Admin and Brand modes. You have to apply the filter again.
- If Data Studio is opened in two different tabs or windows, toggling between Admin and Brand modes in a window will impact the other window or tab.
- 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 SGRE 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 WLANs were not available to choose from the dropdown list while creating service validation test (ER-11105)
- Resolved the issue where incidents were not reported in RUCKUS Analytics (ER-11392).

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