RUCKUS Analytics Release Notes Version 3.2

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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 in 3.2

RUCKUS Analytics has the following features.

- This release introduces the AI-Driven Cloud Radio Resource Management (RRM), which represents a step function improvement in jointly optimizing channel and channel width parameters to drive down number of interfering links for SmartZone (SZ) managed access points (APs) to zero when theoretically possible. In doing so, co-channel interference is also minimized to lowest level possible. AI-Driven Cloud RRM offers tremendous simplification for network administrators and improves wireless end user performance in terms of increased throughput, lower latency, greater reliability leading to improvements in end user experience.

  AI-Driven Cloud RRM is introduced as an AI-Recommendation, thus offering a simple one-click method to the network administrators to apply a complex channel and channel width change across zones in SmartZone controller.

  Considerations:

    - AI-Driven Cloud RRM will overwrite existing static manual configurations. If a static manual configuration is detected, RUCKUS Analytics will flag this it in the recommendation itself with corresponding warnings. This allows the network administrator to decide whether they want to override the static manual configurations by activating AI-driven Cloud RRM.
    - AI-Driven Cloud RRM recommendations are triggered only for zones with 100% licensed APs. Any unlicensed APs added to the zone after AI-Driven Cloud RRM is applied are not considered and this may result in suboptimal channel planning in the zone.

Known Issues

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

- In RUCKUS Analytics 3.2 release, AI-Driven Cloud RRM does not operate in zones that have mesh configuration enabled.

- In RUCKUS Analytics 3.2 release, in cases where the number of APs is increased by a large percentage or the channel range is greatly reduced after the AI-Driven Cloud RRM recommendation is applied, the number of interfering links may show an increase over the original value (before the network changes). This indicates that the network conditions had changed and interference cannot be driven to zero. However, AI-Driven Cloud RRM still runs in the background and provides the best possible channel plan given the new network conditions.

- 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 at least one AP to be connected to the SZ/vSZ.

- 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 an issue where Email notifications were not sent to Email addresses which had transient bounces (ER-11273)
- Resolved an issue where there was RA port VLAN descrepency between Data Explorer and VLAN mismatch incident report (ER-10817)

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