

RUCKUS ZoneDirector 10.5 GA Refresh 2 Release Notes

Supporting ZoneDirector 10.5

Copyright, Trademark and Proprietary Rights Information

© 2021 CommScope, Inc. All rights reserved.

No part of this content may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from CommScope, Inc. and/or its affiliates ("CommScope"). CommScope reserves the right to revise or change this content from time to time without obligation on the part of CommScope to provide notification of such revision or change.

Export Restrictions

These products and associated technical data (in print or electronic form) may be subject to export control laws of the United States of America. It is your responsibility to determine the applicable regulations and to comply with them. The following notice is applicable for all products or technology subject to export control:

These items are controlled by the U.S. Government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations.

Disclaimer

THIS CONTENT AND ASSOCIATED PRODUCTS OR SERVICES ("MATERIALS"), ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, COMMSCOPE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, FREEDOM FROM COMPUTER VIRUS, AND WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE. CommScope does not represent or warrant that the functions described or contained in the Materials will be uninterrupted or error-free, that defects will be corrected, or are free of viruses or other harmful components. CommScope does not make any warranties or representations regarding the use of the Materials in terms of their completeness, correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. As a condition of your use of the Materials, you warrant to CommScope that you will not make use thereof for any purpose that is unlawful or prohibited by their associated terms of use.

Limitation of Liability

IN NO EVENT SHALL COMMSCOPE, COMMSCOPE AFFILIATES, OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, LICENSORS AND THIRD PARTY PARTNERS, BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER, EVEN IF COMMSCOPE HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER IN AN ACTION UNDER CONTRACT, TORT, OR ANY OTHER THEORY ARISING FROM YOUR ACCESS TO, OR USE OF, THE MATERIALS. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, some of the above limitations may not apply to you.

Trademarks

ARRIS, the ARRIS logo, COMMSCOPE, RUCKUS, RUCKUS WIRELESS, the Ruckus logo, the Big Dog design, BEAMFLEX, CHANNELFLY, FASTIRON, ICX, SMARTCELL and UNLEASHED are trademarks of CommScope, Inc. and/or its affiliates. Wi-Fi Alliance, Wi-Fi, the Wi-Fi logo, Wi-Fi Certified, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access, the Wi-Fi Protected Setup logo, Wi-Fi Protected Setup, Wi-Fi Multimedia and WPA2 and WMM are trademarks or registered trademarks of Wi-Fi Alliance. All other trademarks are the property of their respective owners.

Contents

Document History	4
Introduction	4
New in This Release	4
New Access Point in 10.5.0.0.150.....	4
New Features.....	5
Changed Behavior.....	5
Hardware and Software Support	5
Supported Platforms.....	5
Supported Access Points.....	5
Upgrade Information	6
Supported Upgrade Paths.....	6
Known Issues	7
Resolved Issues	7
Resolved Issues in Build 10.5.0.0.212.....	7
Resolved Issues in Build 10.5.0.0.190.....	7
Resolved Issues in Build 10.5.0.0.150.....	7
Client Interoperability	7
PC OS.....	7
Smartphone/Tablet OS.....	8
Officially Supported Browsers.....	8
Not Officially Supported Browsers	8
Zero-IT Compatibility with Client Devices.....	8
Client Interoperability Known Issues.....	9

Document History

Revision Number	Summary of changes	Publication date
A	Initial release notes	September 2021

Introduction

This document provides release information on ZoneDirector release 10.5, including new features, enhancements, known issues, caveats, workarounds, upgrade details, and interoperability information for version 10.5.

NOTE

By downloading this software and subsequently upgrading the ZoneDirector and/or the AP to version 10.5, please be advised that:

- The ZoneDirector will periodically connect to RUCKUS and RUCKUS will collect the ZoneDirector serial number, software version, and build number. RUCKUS will transmit a file back to the ZoneDirector and this will be used to display the current status of the ZoneDirector Support Contract.
- The AP may send a query to RUCKUS containing the AP's serial number. The purpose is to enable your AP to autonomously connect with a wireless LAN controller operated by your choice of cloud service provider. RUCKUS may transmit back to the AP, the Fully Qualified Domain Name (FQDN) or IP address of the controller that the AP will subsequently attempt to join.

Please be advised that this information may be transferred and stored outside of your country of residence where data protection standards may be different.

New in This Release

This section lists the new features and changed behavior in this release.

New Access Point in 10.5.0.0.150

- H550

This release adds ZoneDirector support for the new H550 indoor 802.11ax (Wi-Fi 6) AP.

The H550 is a 2x2:2 indoor access point. Equipped with four Ethernet ports for in-room access, the RUCKUS H550 can be used to connect a range of wired network devices such as IPTV set top boxes, IP telephones, or networked minibars while simultaneously providing dual band Wi-Fi 6 WLAN coverage and concurrent BLE & Zigbee coverage with dual IoT Radios.

- T350d

This release adds ZoneDirector support for the new T350d outdoor 802.11ax (Wi-Fi 6) AP.

The T350d is an 802.11ax / Wi-Fi 6, 2x2:2 Outdoor AP with MU-MIMO. Additionally, the T350d comes with an onboard BLE/ZigBee radio plus a USB port - perfect for supporting all manner of IoT technologies.

- T350c

This release adds ZoneDirector support for the new T350c outdoor 802.11ax (Wi-Fi 6) AP.

The T350c is an 802.11ax / Wi-Fi 6, 2x2:2 Outdoor AP with MU-MIMO. It is an omni-directional internal antenna AP, powered through standard PoE (802.3af/at).

New Features

- None.

Changed Behavior

- None.

Hardware and Software Support

Supported Platforms

ZoneDirector firmware version **10.5.0.0.212** supports the following ZoneDirector models:

- ZoneDirector 1200

Supported Access Points

ZoneDirector version **10.5.0.0.212** supports the following RUCKUS Access Point models:

Indoor AP	Outdoor AP
C110	E510
H320	T300
H510	T300e
R310	T301n
R320	T301s
R500	T310c
R510	T310d
R550	T310n
R600	T310s
R610	T610
R650	T610s
R710	T710
R720	T710s
R730	T750
R750	T750se
R850	T350c*
H550*	T350d*

NOTE

H550, T350c, and T350d are introduced in the GA release.

Upgrade Information

Supported Upgrade Paths

The following ZoneDirector release builds can be directly upgraded to this release:

- 10.3.0.0.362 (10.3 GA)
- 10.3.0.0.389 (10.3 GA for R750)
- 10.3.0.0.398 (10.3 GA Refresh 1)
- 10.3.1.0.21 (10.3 MR1)
- 10.3.1.0.24 (10.3 MR1 Refresh 1)
- 10.3.1.0.30 (10.3 Patch for ER-7600)
- 10.3.1.0.42 (10.3 MR Refresh 2)
- 10.3.1.0.45 (10.3 MR1 Refresh 3)
- 10.3.1.0.46 (10.3 MR Patch for ER-8328)
- 10.3.1.0.52 (10.3 MR Patch for AP-13802)
- 10.4.0.0.69 (10.4 GA)
- 10.4.0.0.70 (10.4 GA Refresh 1)
- 10.4.0.0.98 (10.4 GA Refresh 2)
- 10.4.0.0.109 (10.4 Patch for ER-8683)
- 10.4.1.0.214 (10.4.1 GA)
- 10.4.1.0.226 (10.4.1 GA Refresh 1 for T750se)
- 10.4.1.0.236 (10.4.1 Patch for ER-9106)
- 10.4.1.0.238 (10.4.1 GA Refresh 2)
- 10.4.1.0.248 (10.4.1 Patch for ER-9807)
- 10.4.1.0.254 (10.4.1 GA Refresh 3)
- 10.4.1.0.257 (10.4.1 GA Refresh 4)
- 10.4.1.0.272 (10.4.1 GA Refresh 5)
- 10.5.0.0.150 (10.5 GA Release)
- 10.5.0.0.190 (10.5 GA Refresh 1)

If you are running an earlier version, you must upgrade ZoneDirector to one of the above builds before upgrading to this release.

If you do not have a valid Support Entitlement contract, you will be unable to upgrade ZoneDirector to this release. See the *Administer > Support* page for information on Support Entitlement activation.

NOTE

For information and detailed instructions (including video tutorials) on upgrading ZoneDirector, visit the RUCKUS Support How-To Hub at <https://support.ruckuswireless.com/how-to-hub>.

Known Issues

This sections lists the caveats, limitations, and known issues in this release.

Issue	ZF-21726
Description	iphone with iOS 14.0.1 or later version, fails to connect to hotspot 2.0 WLAN.

Resolved Issues

This section lists the customer-reported issues that have been resolved in this release .

Resolved Issues in Build 10.5.0.0.212

- Resolved an issue where AP would unexpectedly reboot under certain conditions. [ER-10577]
- Resolved one MU-MIMO related performance issue for 11ax APs. [ER-9517]
- Resolved one issue where ZoneDirector would not work properly with SCI server. [ER-10522]
- Resolved an issue on AP where the client would become unreachable under WPA/WPA2 WLANs with DVLAN enabled. [ER-9521]
- Resolved an issue on AP where client isolation would not work properly to block multicast traffic. [ER-10555]

Resolved Issues in Build 10.5.0.0.190

- Resolved an issue where Apple clients were getting disconnected from the WLAN due to inactivity. [ER-9831]
- Resolved an issue where the UE loses network connectivity when roaming between radios on same AP, in WPA2 WLAN. [ER-10340]
- Resolved an issue where the WLAN passphrase locks up the system. [ER-10223]

Resolved Issues in Build 10.5.0.0.150

- Resolved an issue where ZD would reboot intermittently due to Tx unit hang. [ER-9758]
- Resolved an issue where username does not support French accents. [ER-9886]

Client Interoperability

ZoneDirector and RUCKUS APs use standard protocols to interoperate with third-party Wi-Fi devices. RUCKUS qualifies its functionality on the most common clients.

The following client operating systems and browsers have been tested for compatibility with this release (for specific OS and browser limitations, including compatibility with Zero-IT, see subsequent sections below).

PC OS

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

Client Interoperability
Smartphone/Tablet OS

- Mac OS 10.9.5
- Mac OS 10.10
- Mac OS 10.11
- Mac OS 10.12
- Mac OS 10.13
- Mac OS 10.14
- Mac OS 10.15

Smartphone/Tablet OS

- iOS (6.1, 7.0, 7.1, 8.1, 8.4, 9.2, 9.3, 10.0, 10.2, 10.3, 11.1/2/3/4, 12.0, 12.1, 12.2, 12.4, 13.0, 13.1, 13.2, 13.4, 13.5, 13.6, 13.7, 14.0, 14.1)
- Android (4.1.2, 4.2.2, 4.3, 4.4.2, 4.4.4, 5.0.1, 5.0.2, 5.1, 6.0, 7.0, 7.1.1, 8.0, 9.0, 10.0)
- Windows Phone (7, 8, 8.1, 10)
- BlackBerry OS (10, 10.3.2) not supported with Zero-IT
- Chrome OS (47.0, 49.0) not Supported with Zero-IT

Officially Supported Browsers

- Internet Explorer 10, 11
- Firefox 34 and later
- Chrome 39 and later

Not Officially Supported Browsers

Safari, Dolphin, Opera Mini, Android Default, BlackBerry Default, etc.

Zero-IT Compatibility with Client Devices

TABLE 1 Zero-IT Compatibility

OS	WPA2 WLAN			802.1x EAP (external Radius Server)		
	Step 1	Step 2	Step 3	Step 1	Step 2	Step 3
iOS 6.x	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 7.x	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.0.2	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.1	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 9.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .2	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .3	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 11.x	Y (ZF-19663)	Y (ZF-19663)	N (ZF-2888)	Y (ZF-19663)	Y (ZF-19663)	N (ZF-2888)
iOS 12.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)

TABLE 1 Zero-IT Compatibility (continued)

MAC OS 10.8.5	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.9.3	Y	Y	Y	Y	Y	N (ZF-4699)
MAC OS 10.9.4	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.9.5	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.10	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.11	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.12	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.13	Y	Y	Y	Y	Y	N (ZF-4699)
Windows 7	Y	Y	Y	Y	Y	Y
Windows 8	Y	Y	Y	Y	Y	Y
Windows 8.1	Y	Y	Y	Y	Y	Y
Windows 10	Y	Y	Y	Y	Y	Y
Windows Phone 8	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
Windows Phone 8.1	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
BlackBerry OS 10.1	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)
BlackBerry OS 10.3	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)
Kindle 7.4.9	Y	Y	Y	Y	Y	Y
Android 4.0.4	Y	Y	Y	Y	Y	Y
Android 4.1.2	Y	Y	Y	Y	Y	Y
Android 4.4.4	Y	Y	Y	Y	Y	Y
Android 5.0	Y	Y	Y	Y	Y	Y
Android 6.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 7.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 7.1.1	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 8.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Chrome OS	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)

- Step 1: Download Zero-IT file
- Step 2: Install Zero-IT script
- Step 3: Automatically connect to the appropriate SSID

Client Interoperability Known Issues

- Zero-IT is not supported on Windows Phone 7/8/8.1 devices. [ZF-3478]
- Zero-IT is not supported on Blackberry OS devices. [ZF-6402]
- Zero-IT is not supported on Chrome OS devices. [ZF-8076]
- iOS clients cannot connect to the Zero-IT WLAN automatically. Users must reconnect to the target WLAN after installing the Zero-IT configuration file. [ZF-2888]
- Mac OS 10.7 and 10.8 cannot automatically connect to an 802.1x EAP WLAN after installing Zero-IT script. [ZF-4699]
- In some situations, Chromebook clients can take up to 10-50 seconds to resume sending traffic after a channel change. [ZF-14883]

