

# RUCKUS Analytics Release Notes Version 1.2

Supporting RUCKUS Analytics 1.2

# Copyright, Trademark and Proprietary Rights Information

© 2020 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

---

- RUCKUS Analytics Introduction..... 5**
- New in This Release..... 7**
  - New Features..... 7
  - Changed Behavior..... 7
- Known Issues ..... 9**
- Resolved Issues..... 11**



# 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. The service identifies service assurance incidents, classifies them by severity, traces root causes and makes specific recommendations for remediation. It automatically monitors network health relative to configurable thresholds. 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 you from a wide variety of manual tasks associated with service assurance. Comprehensive network intelligence helps you deliver on network service level agreements in support of users, devices and applications.

- Supported Controller Versions:
  - SmartZone versions 5.1.2 and later
- Supported Browsers
  - Chrome
  - Firefox
  - Safari



# New in This Release

---

- [New Features..... 7](#)
- [Changed Behavior..... 7](#)

## New Features

RUCKUS Analytics has the following features.

- Administrators can now invite third-party users or partners to access their RUCKUS Analytics account. Administrators can also invite a third-party user or partner to specific resource group and assign roles
- Single sign-on is available for partners who are invited by multiple customers. Partners can conveniently select which customer account data to view without having to logout and re-login.
- Includes the ability to detect when clients take longer than expected to connect to the network. These Time To Connect incidents provide data to view the time taken at each stage such as authentication, association, EAP, DHCP and Radius.
- Connection Events in the Client Troubleshooting page provide more information regarding the AP details, SSID and Radio.

## Changed Behavior

This section describes changes in product behavior, in this release.

- Application data is now available for 5 GHz Radio. You can now filter application by 5 GHz radio type in the **Applications Report**, and from **Data Explorer > Application Cube**.
- Status messages provided in the **Onboarding Systems** page are more detailed (tool-tip is displayed with detailed information).
- KPI information provided in the Health page is detailed and comprehensive. KPIs that met the SLA for the entire time range and selected time range can now be compared.
- Improved speed and ability to select license for APs.
- License page performance is improved.





# Known Issues

---

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

- SmartZone 5.1.2 is the minimum supported controller version
- Supported browsers include Chrome, Firefox and Safari
- Search bar data is delayed by 15 minutes
- Reports data is delayed by 45 minutes
- Filter Selection: Changing the filter selection in a report applies only to that report. When user moves from the Analytics pages to a report, the network filter is carried over (i.e. selected network filter applied to the report)
- The PDF export of a report can timeout sometimes (for large reports)
- Sections in the Health Page can time out if a time period of > 1month is selected.
- Data granularity is expected to be set at the highest granularity: 90 seconds for vSZ-E, and 180s for vSZ-H
- It can take up to one week for the system to learn your network and generate insights
- The SmartZone controller name is retrieved from the controller at the time of onboarding. However, if the name is changed after onboarding the controller, RUCKUS Analytics will not display the updated controller name.
- A grace period of seven days is available after the licenses expire. After license expires, you can only view your historical data for six months.



# Resolved Issues

---

This section describes resolved issues.

- Enhanced configuration change management to prevent missing APs in RUCKUS Cloud (MLSA-3484, ER-8646).
- Occasional failures in PDR exports were fixed (MLSA-3300, ER-8494).
- Resolved an UI issue where zones are not shown on circle pack, license and resource group hierarchy navigation (MLSA-3398, ER-85).

