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RUCKUS Analytics Release Notes Version 1.3.3

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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

Changed Behavior

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

- Service validation feature requires SZ 5.2.1 controller installed with **MLISA_SERVICE_VALIDATION_5_2_1_811419.ksp** , and running AP patch version **5.2.1.0.1038**. Please contact RUCKUS Support through https://support.ruckuswireless.com/contact-us to recieve the SZ KSP and the AP Patch.

New Features

RUCKUS Analytics has the following features.

- Drill-downs in the **Health** page for connection failures and average time to connect including Top Zones/WLANs and impacted clients.
- Webhook for integration with platforms like ServiceNow, Salesforce for ITSM and other collaboration and automation platforms such as Slack, Zapier.io and Automate.io.
- Channel Distribution: a new incident that is able to detect sub-optimal channel plans in a zone.

Known Issues

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

- For SmartZone controller versions lower than 5.2.1:
  - AP-controller connection failures incidents are generated for all APs whether they are licensed or unlicensed, and it can be seen by users depending on the resource group.

     – Incidents are generated for all APs whether they are licensed or unlicensed, and it can be seen by users depending on the resource group.

     – AP Downtime is calculated for all APs.

- The custom option in the DNS server for ping, traceroute and speedtesting of the Service Validation feature is not supported.

- Service Validation does not support the following authentication types in this release - 802.1X with EAP-TLS/EAP-SIM, WPA3, DPSK, Hotspot 2.0, MAC authentication, WeChat, WISPr with external service provider

- Service Validation should not be tested with disabled user accounts on the AAA server

- Service Validation is not supported with AAA servers configured with retry or action, from client options

- 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)

- Occasional time out of PDF export of larger reports

- Sections in the Health Page can time out if a time period of less than 1 month is selected

- Data granularity is expected to be set at the highest granularity: 90 seconds for vSZ-E, and 180s for vSZ-H

- 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

- Data Explorer leverages on an estimation algorithm called hyperloglog. It is an algorithm that is designed to make data estimations where exact count reporting in large data sets is challenging from a performance perspective. It reduces resource requirements and query times, at the expense of 1% - 3% of accuracy. This trade-off allows users to quickly and easily slice and dice the data in the Data Explorer user interfcae.

Resolved Issues

This section describes resolved issues.

- Enhancement was made to the report export service to resolve the occasional out-of-memory issues (ER-8895)

- Increased resource allocation to front-end services for better response or loading times

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