RELEASE NOTES

RUCKUS Analytics Release Notes Version 1.3

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

New in This Release

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New Features

RUCKUS Analytics has the following features.

- Service Validation is a new feature that offers a comprehensive, end-to-end testing mechanism to validate LAN, WAN and connectivity to application servers. IT teams can use Service Validation to generate tests to perform step-by-step tests of each connection stage 802.11, EAP, RADIUS, DHCP, Ping, Traceroute and Speed Tests (Upload/Download) . This approach helps in a methodical network analysis and reveals failures and bottlenecks in network connection stages.

  IT administrators can use APs in service to create virtual end user clients and perform network tests without impacting existing client connections. This flexibility allows IT team to perform periodic network maintenance without the need to advertise service downtime during the service maintenance window.

  In this release IT administrators can choose the following authentication types - WPA2-Personal, WPA2-Enterprise, 802.1X with WISPr, Web Authentication, Guest Access and Open Auth.

  This feature is supported on SmartZone version 5.2.1 and later, and supported only in 802.11ac-wave2 and 802.11ax APs. Following are the list of AP models that are supported.

  - H550
  - R730
  - R750
  - R650
  - T750
  - T750SE
  - R850
  - R550
  - R320
  - R510
  - M510
  - H510
  - H320
  - T310/T310D/T310S/T310C
  - T305I/E
  - E510
  - R710
  - R720
  - T710
  - T610
  - R610
- The Reboot insight provides more information regarding AP reboot events, number of APs that rebooted, and number of clients connected to the AP during reboot.

- The SmartZone CPU overload insight provides more information about the CPU usage and I/O usage across applications and application groups.

Changed Behavior

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

None.

Known Issues

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

- SmartZone 5.1.2 is the minimum supported controller version
- Service Validation feature requires SZ 5.2.1 controller version
- Custom DNS server is not used in ping, traceroute and speedtest phase of service validation test
- 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
- RUCKUS recommends that you do not test Service Validation with disabled user accounts on the AAA server.
- Service Validation is not supported with AAA servers configured with retry or action, from client options.
- 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.

- Issue with controller onboarding to RUCKUS Analytics and synchronizing licensing data was resolved. (ER-8659, ER-8688).
- Issue with certain VAR user accounts for invitation as third-party users was resolved (ER-8856).
- Errors when downloading AP Details were resolved. (ER-8784).
- Issues with vSZ onboarding due to account information mismatch were resolved (ER-8663).

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