

RUCKUS Analytics Release Notes Version 2.1.1

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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 receive the SZ KSP and the AP Patch.

New Features

RUCKUS Analytics has the following features.

- Built-in 90 day RA trial: All SmartZone (SZ) customers will have a built-in 90 day trial for up to 100 APs. Trial will start from the moment SZ is onboarded on to RUCKUS Analytics. Trial is available to all SZ customers, new and existing, that are new to Ruckus Analytics. At the end of 90 day, this trial cannot be extended further.
- Incident priority selection in Webhook URL: Customers will be able to select the incidents by priority level to send to the Webhook recipient. This capability will allow better control and streamline network operations to focus on most important incidents in the customer network environment leading to faster resolution.
- 12 month data retention for Service Validation and Network Health: Network IT team can now retain Service Validation and Network Health test reports for a duration of 12 months allowing them to compare the network performance over months and quarters.

Known Issues

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

- For Configuration Change feature:
 - Firmware changes at the SmartZone are not recorded as a configuration change.
 - Indoor channel set to "auto" is displayed as 0 in the configuration change table.
 - Configuration change entries are created for both licensed and unlicensed APs.
 - 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.
 - KPI health metrics are displayed based on before and after time even if there are no configuration changes because various environment factors contribute to KPI changes other than configuration change.
 - Some configuration values such as Channel fly optimization period and AP time zone and so on do not appear in user-friendly format.
 - Multi-level configuration for parameters such as SNMP v2/v3 agent information and AP model specific configurations are not displayed.
 - Values of configuration parameters such as vlan_pool when disabled appear as 0.
 - 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.
 - When AP configuration is changed for the first time after disabling mesh configuration, configuration change continues to detect change in mesh configuration.
 - When a configuration change is made on the SmartZone web interface, two changes are updated in the backend to maintain backward compatibility of features. RUCKUS Analytics displays this information for greater visibility of configuration changes.
 - Configuration change feature is not yet supported for RUCKUS Cloud tenants
- The Wi-Fi Connection Quality field is empty sometimes if the participants are not connected to a RUCKUS Wi-Fi network for the entire duration of the zoom call.
- 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 the export of a custom dashboard in Data Explorer will fail if the dashboard contains a text widget.
- Resolved a regression where some of the supported intents in Melissa chatbot stopped working.
- Enhanced the switch memory insight to reduce false alarms due to quick fluctuations in the memory usage.

