

RUCKUS Analytics Release Notes Version 2.1

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Contents

- RUCKUS Analytics Introduction..... 5**
- New in This Release..... 7**
 - Changed Behavior..... 7
 - New Features..... 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. 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.....](#) 7
- [New Features.....](#) 7

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.

- **Configuration Changes:** In this release, we are introducing a feature that analyzes the impact of a configuration and software change introduced in the network. RUCKUS Analytics tracks the configuration applied at individual controller level at zone, WLAN group, WLAN, AP group and AP level. Algorithms then assess the impact of this configuration change and display a 'before' and 'after' comparison of network health key performance indicators (KPIs). With this feature, customers can de-risk the configuration changes before rolling it out across the network.
- **Video Call QoE:** In the remote learning and work environment, Zoom calls over Wi-Fi networks are ubiquitous. However, there is a lack of troubleshooting tools that help customers understand the reason for poor video call quality. Video Call Quality of Experience (QoE) is a new feature that is being introduced to allow network administrators to test the quality of video calls made through Zoom over the RUCKUS Wi-Fi network. Video call quality metrics such as latency, jitter, packet loss, frame rate, Wi-Fi connection quality metrics are analyzed to determine the reason for poor video call quality. This data is presented to help network administrators improve their video call quality.
- **Online APs:** A new key performance indicator (KPI) health metric is introduced in the Analytics-->Health setting. Online AP count shows the percentage of APs online for a selected time range. Time series chart shows online AP count over time while the bar chart show daily online AP percentage.

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.

- Fixed the issue where VLAN mismatch was detected between APs and switches when native VLAN is configured with some other VLAN other than VLAN 1 (ER-9901).
- Fixed the issues where data was not populated in the Dashboard and Analytics pages for RUCKUS Cloud accounts integrated with RUCKUS Analytics in EU regions (ER-9668, ER-9388).

