

RUCKUS Analytics Release Notes Version 2.2

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..... 4**
- New in This Release..... 4**
 - Changed Behavior..... 4
 - New Features..... 5
- Known Issues 5**
- Resolved Issues..... 6**

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.

- The following data cubes are renamed in this release:
 - AP Radio to AP Airtime and Hardware
 - AP Wired Client to AP Wired Device
 - Client Connection Failures to Client Connection Counts
 - Client Connection Statistics to Client Connection Events
 - Client TTC to Client Time to Connect
 - Clients to Client Info and Statistics
 - Events to AP Events
 - Network to AP Info and Statistics
 - Rogue APs to AP Rogues
 - Sessions to Client Sessions
 - Wi-Fi Calling to AP WiFi Calling
- VLAN Mismatch incidents are modified: untagged VLANs in APs are not considered as switch-AP VLAN mismatches anymore however, switch-switch untagged VLAN mismatches are considered for incidents.
- In the **User** page, the resource group and role mapping can be changed for internal users.

New Features

RUCKUS Analytics has the following features.

- Disconnect events in the **Client Troubleshooting** page will now include disconnect reasons, which will further enhance the suite of information required for troubleshooting.
- Customers can be automatically informed when APs are operating in sub-optimal conditions or under-performing because PoE power available is too low. This is typically caused due to low power at the PoE switch or really long cables leading to power loss.
- Customers can be automatically informed when AP WAN throughput is low and under-performing due to a mismatched upstream switch configuration. This is typically caused when upstream WAN switch-port does not support multi-gig speeds needed by APs or faulty auto-negotiation.
- The Scheduler functionality is now available for Service Validation Network Health tests, all reports, and also for all custom dashboards in Data Explorer. The schedules can be configured to run on a daily, weekly or monthly basis. The reports or custom dashboards can also be shared on-demand or scheduled to be sent to multiple email addresses.
- The **Incident** page allows users to provide feedback about the incident. Click **Tell us about this incident!** on the **Incident** page.
- Virtual Network Assistant, Melissa, is now able to create and track customer support tickets.

Known Issues

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

- In RUCKUS Cloud, the AP uptime data in Data Explorer is incorrect.
- For scheduled reports and dashboards, if the query times out, no reports or dashboards will be sent.
- 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 SGR 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.

Resolved Issues

- 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 full selection of WLAN is unavailable in Service Validation for controllers with high number of domains and zones (ER-10059)
- 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 chat-box stopped working.
- Enhanced the switch memory insight to reduce false alarms due to quick fluctuations in the memory usage.

COMMScope®
RUCKUS®

© 2020 CommScope, Inc. All rights reserved.
350 West Java Dr., Sunnyvale, CA 94089 USA
<https://www.commscope.com>