

RUCKUS Analytics Release Notes Version 2.3

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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.

- In the **My Profile Settings** page, additional email addresses can be defined for all email notifications.
- Onboarded SmartZone systems can now be deleted from the **Admin > Onboarded Systems** page.
- In the CTP message sequence diagram, EAPOL is displayed instead of EAP.
- In the Client Troubleshooting page, the reason for disconnection is now displayed for disconnect events.
- In the Client Troubleshooting page, if a client switches the band between 2.4GHz and 5GHz, it is indicated as re-association instead of a roaming event.
- The description of the WAN Throughput incident is changed from "AP(s) operating on Low WAN Throughput" to "Sub-optimal WAN throughput - speed mismatch between AP and peer device".
- Multiple network interfaces are displayed in the Sub-optimal WAN Throughput incident details page, where applicable.
- Latency for all reports is reduced to 30 mins from 45 mins.
- 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.

- Occupancy analytics feature provides insights into how a space within a facility (site) is used. Customers can use occupancy analytics to understand the utilization of different areas in terms of number of connected visitors and how long visitors spend in any given area. Site utilization, average dwell time, heatmaps, total in-site visitors and distribution of visitors by dwell time help customers plan and utilize the space more effectively. One of the unique capability of occupancy analytics is the flexibility in defining spaces. Tagging or labeling sites helps with comparing sites easily.
- Incidents and insights provide compelling value to Ruckus Analytics customers. Data has shown a wide variance in network behavior between service provider networks, large enterprises and small to mid-size business networks. Customers can now customize the incidents to align with the practice of their IT organization by taking advantage of mute/unmute incident feature available in this release.
- Service validation test creation is further simplified and a manual step of selecting encryption type is removed. System intelligently reads the encryption type corresponding to WLAN selected by the network admin leading to less mistakes or trial and error.
- In the Config Change analysis, it is now possible to rapidly drill down to relevant configuration changes by simply clicking on a specific KPI in the health tile. This ability allows administrators to quickly focus their attention and investigation only on the relevant configuration changes.
- Virtual Network Assistant, Melissa, is now enhanced with more capabilities. For example, you can now:
 - Check the status of devices and troubleshoot issues e.g.. *check status AP Ruckus AP*
 - Check the status of incidents - e.g.: *check incident P1*
 - Check the status of <hierarchy item> - e.g.: *check zone Alphanet*
 - Check network SLAs, traffic - e.g.: *check network SLA, check network traffic*
 - Create zoom video calls and check the status of these tests e.g.: *create zoom call service@commscope.com*
 - Create a support ticket and also track it. e.g.: *Create support case*
 - You can also review the status of the customer case by entering the case number in the virtual network assistant.
 - Verify top applications, WLANs, APs, zones and clients, configuration changes e.g.: *verify top WLANs*

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.

Resolved Issues

- 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.

None.

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