RELEASE NOTES

RUCKUS Analytics Release Notes Version 2.6

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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.

- New dimensions Device Type and OS Vendor Type are included to Client Sessions and Client Info and Statistic data cubes.

  RUCKUS Analytics is aligned to the rogue policies defined in SmartZone 5.1.1 and later. This implies that new rogue types will also appear in RUCKUS Analytics.
- Related configuration changes will now be displayed for all AP reboot incidents.
- Audit trail for mute/unmute incident action is now available by hovering over “Unmute” in the Action column in the Analytics page.
- Exact time for roaming events above 4 sec will now be displayed by hovering over the roaming event in Client Troubleshooting page.

New Features

RUCKUS Analytics has the following features.

- AI based recommendation - RUCKUS Analytics monitors both static and dynamic network factors and uses the knowledge of configuration changes on the network to tune the network to achieve superior Wi-Fi performance.
- Explainable AI - RUCKUS Analytics explains the recommendation to the administrator such as what is the recommendation, why is the recommendation being made and what are the potential trade-offs of accepting the recommendation, thereby providing insights on the reasons for the recommendation rather than just giving the recommendation
- Following are some of the AI Recommended items:
  - Channel selection mode
  - Background scan timer

  - DFS Channels
- Auto Remediation Actions : Administrators can immediately remediate sub-optimal network configuration or schedule it for later date. If the administrator chooses to take action, RUCKUS Analytics monitors the network for seven days to evaluate if the desired network performance benefit is being realized. If the benefits are not being realized, the administrator receives an email to revert the change. This is done so that the change can be reverted at a safe "non-peak" hour.
- Melissa Slack Integration: Melissa is an AI-powered virtual network assistant included with RUCKUS Analytics. Combined with ready integration with Slack and advanced natural language processing (NLP), Melissa determines the administrators' intent. They can ask variety of questions related to their network and receive highly insightful responses within the Slack app. IT teams can increase productivity by saving time and accelerate troubleshooting. Customers can interact with their network using natural language queries without the need for any coding.

Known Issues

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

- RUCKUS Analytics requires ICX switch to be connected with at least one licensed AP.
- For Service Validation with virtual wireless client, only a neighbor on the same radio band can be used as the station AP. For example, if AP-1 has its 2.4 GHz radio turned off, it will not be used as the station AP for AP-2 even if AP-1 is the closest to AP-2.
- For Service Validation with virtual wireless client, there must be actual client traffic going through the target SSID. Otherwise, the test will fail.
- Mesh APs cannot operate as station APs in Service Validation with virtual wireless client.
- For new SSIDs, Service Validation tests with virtual wireless client are only available 24 hours after the SSID is created.
- 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 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. .

- An issue with the edit function for custom dashboards in Data Explorer has been resolved (ER-10698).

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