

# RUCKUS Analytics Release Notes Version 3.4

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# Contents

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- RUCKUS Analytics Introduction..... 5**
- New in This Release..... 7**
  - New Features in 3.4..... 7
- Known Issues ..... 9**
- Resolved Issues..... 11**



# RUCKUS Analytics Introduction

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RUCKUS Analytics is a cloud service for network intelligence and service assurance.

RUCKUS Analytics is a cloud service that delivers robust service assurance for IT and business intelligence to line-of-business stakeholders to help customers get the most from their enterprise network. Powered by artificial intelligence (AI) and machine learning (ML) algorithms, this cloud service simplifies operations by automatically classifying service incidents by severity-tracing root causes, and recommending steps for remediation. Artificial intelligence automatically recommends configurations that optimize the RF environment in the customers network. RUCKUS Analytics enables line-of-business stakeholders to define and monitor business key performance indicators (KPIs) for better business outcomes.

Smartzone controllers, access points, and switches serve as data sources, that measure and collect various key performance indicators (KPIs), connectivity status and flows, traffic, applications, and more. The data is packaged by the AP, switch, or controller as lightweight streaming telemetry and sent to the cloud through a secure transport. Once in the cloud, data is ingested into a scalable and efficient data warehouse, analyzed using machine learning and artificial intelligence algorithms, and presented for your consumption in several different formats for a variety of use cases.

- 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

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- [New Features in 3.4.....7](#)

## New Features in 3.4

RUCKUS Analytics has added the following features.

- AI Driven Cloud RRM feature also adds capabilities to adapt 'Tx power control' in addition to 'Channel plan' and 'Channel bandwidth' in order to optimize the customer network and improving throughput by reducing interference.
- In the **AI-Driven Cloud RRM** details page, a new **Download RRM Comparison** button is added to download the Cloud RRM recommendation report in CSV format.
- In the **Client Troubleshoot** page, a new **Download PCAP** button is added to download packet captures for all failure events with respect to the specific client.

### NOTE

PCAPs will be available in RUCKUS Analytics for associated Smartzone release 6.1.2 and later.





# Known Issues

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

- PCAPs are displayed within 15 minutes of the failure time.
- When there are more than one node in a SZ cluster, AI Driven Cloud RRM needs SZ firmware 6.1.1 and later for it to work.
- AI-Driven Cloud RRM does not operate in zones that have mesh configuration enabled.
- In cases where the number of APs is increased by a large percentage or the channel range is greatly reduced after the AI-Driven Cloud RRM recommendation is applied, the number of interfering links may show an increase over the original value (before the network changes). This indicates that the network conditions had changed and interference cannot be driven to zero. However, AI-Driven Cloud RRM still runs in the background and provides the best possible channel plan given the new network conditions.
- In Data Studio, native filter has no effect for schedule reports and dashboard export csv.
- In Data Studio, the filter applied on the **Schedules** page resets when you toggle between Admin and Brand modes. You have to apply the filter again.
- If Data Studio is opened in two different tabs or windows, toggling between Admin and Brand modes in a window will impact the other window or tab.
- RUCKUS Analytics requires at least one AP to be connected to the SZ/vSZ.
- Mesh APs cannot operate as station APs in Service Validation with virtual wireless client.
- For new SSIDs, Service Validation tests with virtual wireless client may take up to 24 hours after the SSID is created.
- 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.
  - 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.
  - Some configuration values such as Channel fly optimization period and AP time zone are not displayed in user-friendly format.
  - Multi-level configuration for parameters such as SNMP v2/v3 agent information and AP model specific configurations are not displayed.
  - 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.
  - Configuration change and AI recommendation features are not yet supported for RUCKUS Cloud tenants.
- RUCKUS Analytics may take up to 30 minutes to display detailed Wi-Fi data of zoom call participants.
- 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

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This section describes resolved issues.

- Several RADIUS failure incidents occurred when client connected through Portal (WISPr) and Self Sign In (MacAuth) (ER-12188)
- Uncontrolled high memory utilization occurs on the APs during DHCP failures debugging (ER-12137)
- Tunneled static VLANs causes VLAN ID mismatches between the AP and its uplink. (ER-12200)
- Admins are unable to view APs and wireless information in the UI (ER-12184)



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