

# RUCKUS LTE AP KPI Guide SC 04.03.00

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# Contents

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- RUCKUS Customer Support and Feedback..... 5**
  - Self-Service Resources..... 5
  - Open a Case..... 5
  - Document Feedback..... 5
  
- About This Guide..... 7**
  - Introduction..... 7
  - Terminology..... 7
  
- Ruckus LTE AP Statistics..... 9**
  - Ruckus LTE AP Statistics Overview..... 9
  - Statistics Supported in Ruckus LTE AP Release SC 2.4.1..... 9
  - KPIs Supported in Ruckus LTE AP SC Release 2.4.1..... 11



# RUCKUS Customer Support and Feedback

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The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their RUCKUS products, and customers and partners with active support contracts.

## Self-Service Resources

The RUCKUS Support Portal at <https://support.ruckuswireless.com> offers a number of tools to help you to research and resolve problems with your RUCKUS products.

## Open a Case

When your entire network is down, or severely impacted, call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at <https://support.ruckuswireless.com/contact-us> and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

## Document Feedback

RUCKUS is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to RUCKUS at [#Ruckus-Docs@commscope.com](mailto:#Ruckus-Docs@commscope.com).

When contacting us, include the following information:

- Document title
- Document part number



# About This Guide

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- Introduction.....7
- Terminology.....7

## Introduction

This Ruckus LTE AP KPI Reference Guide provides a number of statistics that you can use to establish key performance indicators (KPIs) for the network.

This guide is written for service operators and system administrators who are responsible for managing, configuring, and troubleshooting Ruckus Wireless devices. Consequently, it assumes a basic working knowledge of local area networks, wireless networking, and wireless devices.

### NOTE

This guide assumes that Ruckus LTE AP has already been installed as described in Getting Started Guide.

## Terminology

The following table lists the terms used in this guide.

**TABLE 1** Terms used in this guide

Term	Description
EIRP	Effective Isotropic Radiated Power
EUTRAN	Evolved UMTS Terrestrial Radio Access Network
HO	Handover
KPI	Key Performance Indicator
RF	Radio Frequency
RRC	Radio Resource Control
UE	User Equipment



# Ruckus LTE AP Statistics

- [Ruckus LTE AP Statistics Overview.....](#) 9
- [Statistics Supported in Ruckus LTE AP Release SC 2.4.1.....](#) 9
- [KPIs Supported in Ruckus LTE AP SC Release 2.4.1.....](#) 11

## Ruckus LTE AP Statistics Overview

Ruckus LTE AP provides a number of statistics to establish Key Performance Indicators (KPIs) to evaluate the performance of the small cell.

Statistics that are used to calculate Ruckus LTE AP KPIs are described in the following sections.

## Statistics Supported in Ruckus LTE AP Release SC 2.4.1

The following tables provide information about statistics supported in Ruckus LTE AP Release SC 2.4.1.

**TABLE 2** Ruckus LTE Statistics

Statistics	Description
networkTenantId	This counter is used for reporting the identification number of network tenant.
networkName	This counter is used for reporting the name of the network.
networkClientsCount	This counter is used for reporting the total number of network clients.
radioFreq	This counter is used for reporting the radio band indicator.
radioFreqId	This counter is used for reporting the identity of LTE AP.
plmnid	This counter is used for reporting the PLMN identity of Ruckus LTE AP.
Number of Dropped Calls (erabRelEnbNbrSum)	This counter is used for reporting the total number of dropped calls. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
RRC Connection Establishment Attempts (rrcConnEstabAttSum)	This counter is used for reporting the total number of RRC connection establishment attempts. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
RRC Connection Establishment Successes (rrcConnEstabSuccSum)	This counter is used for reporting the number of successful RRC connections. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
RRC Connection Reestablishment Attempts (rrcConnReEstabAttSum)	This counter is used for reporting the number of reestablishment attempts for RRC connection. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
RRC Connection Reestablishment Successes (rrcConnReEstabSuccSum)	This counter is used for reporting the number of reestablishment successes for RRC connection. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Initial E-RABs Setup Attempts (erabEstabInitAttNbrSum)	This counter is used for reporting the number of initial E-RABs establishment attempts. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Initial E-RABs Setup Successes (erabEstabInitSuccNbrSum)	This counter is used for reporting the number of initial E-RABs establishment successes. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Additional E-RAB Setup Attempts (erabEstabAddAttNbrSum)	This counter is used for reporting the number of additional E-RABs establishment attempts. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Additional E-RAB Setup Successes (erabEstabAddSuccNbrSum)	This counter is used for reporting the number of additional E-RABs establishment successes. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Handover Attempts(eutranToEutranHoOutAttTargetSum)	This counter is used for reporting the number of HO attempts. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.

## Ruckus LTE AP Statistics

Statistics Supported in Ruckus LTE AP Release SC 2.4.1

**TABLE 2** Ruckus LTE Statistics (continued)

Statistics	Description
Handover Successes (eutanToEutanHoOutSuccTargetSum)	This counter is used for reporting the number of successful HO. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Cell Unavailable Time (cellUnavailableTime)	This counter is used for reporting the time for which Ruckus LTE AP is unavailable.
Average Number of Active UEs (numOfActiveUE)	This counter gives the instantaneous number of active UEs.
SAS Unavailability (sasUnavailableTime)	This counter is used for reporting the time for which SAS is unavailable.
GPS Unavailability (gpsUnavailableTime)	This counter is used for reporting the number of seconds elapsed between last GPS/GNSS unavailability until GPS availability.
Phase Sync Loss Time (phaseSyncLossTime)	This counter is used for reporting the number of seconds elapsed between last PTP phase sync loss until PTP phase sync lock.
Average DL Throughput (Mbps) (txKbps)	This counter is used for reporting the average downlink throughput. This counter is used to calculate per venue or system KPI using ( $\sum$ of all Ruckus LTE AP)/# of Ruckus LTE AP.
Average UL Throughput (Mbps) (rxKbps)	This counter is used for reporting the average uplink throughput. This counter is used to calculate per venue or system KPI using ( $\sum$ of all Ruckus LTE AP)/# of Ruckus LTE AP.
DL Traffic Volume (GBytes) (dlTrafficVolume)	This counter is used for reporting the volume of downlink traffic in bytes. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
UL Traffic volume (GBytes) (ulTrafficVolume)	This counter is used for reporting the volume of uplink traffic in bytes. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Frequency Sync Loss Time (frequencySyncLossTime)	This counter is used for reporting the duration for which frequency synchronization is lost, including PTP ACQUIRING state. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
Percentage Phase Locked (percentagePhaseLocked)	This counter is used for reporting the percentage of the duration for which PTP phase is locked. The sum of this counter from all Ruckus LTE APs can be used to calculate per venue/system KPI.
cellUnavailableTimeInvalid	This counter is used for reporting whether cellUnavailable time recorded is valid or not.
sasUnavailableTimeInvalid	This counter is used for reporting whether sasUnavailable time recorded is valid or not.
gpsUnavailableTimeInvalid	This counter is used for reporting whether gpsUnavailable time recorded is valid or not.
erabRelActNbrSum	This counter is used for reporting the total number of connections released.
erabSessionTimeSum	This counter is used for reporting the sum of activity sessions over all ERABs.
rrcConnEstabFailCause_<0-7>	This counter is used for reporting RRC connection establishment failure. (0 - Emergency, 1 - highPriorityAccess, 2 - MT, 3 - MO Signaling, 4 - MO User Bearer, 5 - delayTolerantAccess-v1020)
rrcConnReEstabFailCause_<0-3>	This counter is used for reporting RRC connection re-establishment failure. (0 - reconfigurationFailure, 1 - handoverFailure, 2 - otherFailure)
configuredSyncSource	This counter is used for reporting the configured sync source of Ruckus LTE AP.
holdoverTime	This counter is used for reporting the Holdover time.
numOfTfcsStateTransToGpsLocked	This counter is used for reporting the number of times GPS is locked in TFCS state.
numOfTfcsStateTransToHoldover	This counter is used for reporting the number of holdover in TFCS state.
numOfTrackedSatellites	This counter is used for reporting the number of tracked satellites.
numOfPtpSlaves	This counter is used for reporting the number of PTP slaves.
numOfTfcsStateTransToPhaseLocked	This counter is used for reporting the number of time PTP is phase locked.
syncRecoveryTime	This counter is used for reporting the sync recovery time.
hoInterFreqAttempts	This counter is used for reporting the inter-frequency HO statistics.
hoIntraFreqSuccess	This counter is used for reporting the intra-frequency HO statistics.
numOfSCellAddAttempt	This counter is used for reporting the number of requests sent for addition of secondary cells.
numOfSCellAddSuccess	This counter is used for reporting the number of successful requests for addition of secondary cells.
numOfSCellAddFail	This counter is used for reporting the number of failed requests for addition of secondary cells.

**TABLE 2** Ruckus LTE Statistics (continued)

Statistics	Description
numOfSCellReleaseAttempt	This counter is used for reporting the number of requests sent for release of secondary cells.
numOfSCellReleaseSuccess	This counter is used for reporting the number of successful requests for release of secondary cells.
numOfSCellReleaseFail	This counter is used for reporting the number of failed requests for release of secondary cells.
numOfActiveUESCell	This counter is used for reporting the number of active users on a secondary cell.

## KPIs Supported in Ruckus LTE AP SC Release 2.4.1

The following table provide information about KPIs supported in Ruckus LTE AP SC Release 2.4.1.

**TABLE 3** System KPIs

KPI	Description
DCR (Dropped Call Rate)	<p>To calculate Dropped Call rate, use the following formula:  <math>(100 * A) / (B + C)</math></p> <p>A = Number of dropped calls            B = Number of additional E-RABs successful to setup            C = Number of initial E-RABs successful to setup</p> <p>To calculate per venue/system, use <math>\sum</math> of all Ruckus LTE APs.</p>
RRC Connection Establishment Success rate	<p>To calculate RRC Connection Establishment Success rate, use the following formula:  <math>(\sum A / \sum B) * 100</math></p> <p>where</p> <p>A = Number of RRC connection establishment successes            B = Number of RRC connection establishment attempts</p> <p>To calculate per venue/system, use <math>\sum</math> of all Ruckus LTE APs.</p>
RRC Connection Re-establishment Success rate	<p>To calculate RRC Connection Re-establishment Success rate, use the following formula:  <math>(\sum A / \sum B) * 100</math></p> <p>where</p> <p>A = Number of RRC connection re-establishment successes            B = Number of RRC connection re-establishment attempts</p> <p>To calculate per venue/system, use <math>\sum</math> of all Ruckus LTE APs.</p>
Initial E-RAB Setup Success rate	<p>To calculate initial E-RAB Setup Success rate, use the following formula:  <math>(\sum A / \sum B) * 100</math></p> <p>where</p> <p>A = Number of initial E-RABs successful to setup            B = Number of initial E-RABs attempted to setup</p>
Additional E-RAB Setup Success rate	<p>To calculate additional E-RAB Setup Success rate, use the following formula:  <math>(\sum A / \sum B) * 100</math></p> <p>where</p> <p>A = Number of additional E-RABs successful to setup            B = Number of additional E-RABs attempted to setup</p>

## Ruckus LTE AP Statistics

KPIs Supported in Ruckus LTE AP SC Release 2.4.1

**TABLE 3** System KPIs (continued)

KPI	Description
Initial Bearer Setup Success Rate	To calculate Initial Bearer Setup Success rate, use the following formula: $(A * 100) / B$ where A = Number of initial E-RABs successful to setup B = Number of initial E-RABs attempted to setup
Additional Bearer Setup Success Rate	To calculate Initial Bearer Setup Success rate, use the following formula: $(A * 100) / B$ where A = Number of additional E-RABs successful to setup B = Number of additional E-RABs attempted to setup
Handover Success rate	To calculate Handover Success rate, use the following formula: $(\sum A / \sum B) * 100$ where A = Number HO successes B = Number HO attempts
SAS Availability	To calculate SAS Availability, use the following formula: $[(A - B) / A] * 100$ where A = Measurement Period B = SAS unavailable time
Cell Availability	To calculate cell availability, use the following formula: $[(A - B) / A] * 100$ where <ul style="list-style-type: none"> <li>• A = measurement_period</li> <li>• B = sum of cell unavailable time</li> </ul>
Average Cell Availability	To calculate average cell availability per venue/system, use the following formula: $\{ 1 - (U / T) \} * 100 = \%$ where <ul style="list-style-type: none"> <li>• U = average cell unavailability in seconds = (S/R)                             <ul style="list-style-type: none"> <li>- S = sum of all Cell Unavailable time from all Ruckus LTE APs</li> <li>- R = total number of Ruckus LTE APs</li> </ul> </li> <li>• Reporting interval in seconds</li> </ul> To calculate average cell availability for plots, compute and display cell availability on the charts/Plots (if possible) or the reported Cell unavailability time.
Average number of Active UEs	To calculate average number of active UEs per venue/system, use sum of all UEs for Ruckus LTE APs.
Total DL Traffic Volume (GBytes)	To calculate total DL Traffic volume per Ruckus LTE AP, use the following formula: $\sum$ of all dlTrafficVolume reported for the Ruckus LTE AP in given interval of reporting time.
Total UL Traffic Volume (GBytes)	To calculate total UL Traffic volume per Ruckus LTE AP, use the following formula: $\sum$ of all ulTrafficVolume reported for the Ruckus LTE AP in given interval of reporting time.

**TABLE 3** System KPIs (continued)

KPI	Description
Frequency Synchronized	<p>Frequency synchronized is reported as A or calculated in percentage value as  <math>\text{Frequency Synchronization} = (1-A/T) * 100</math></p> <p>where</p> <p>A = <math>\sum</math> of all frequencySyncLossTime reports for all Ruckus LTE AP with GPS / # no. of Ruckus LTE AP with GPS</p> <p>T = Reporting Time interval</p>

**TABLE 4** System Throughput KPIs

KPI	Description
Average DL Throughput (Mbps)	To calculate per venue/system, use $(\sum \text{ of all Ruckus LTE APs})/\# \text{ of Ruckus LTE APs}$ .
Average UL Throughput (Mbps)	To calculate per venue/system, use $\sum$ of all Ruckus LTE APs.
DL Traffic Volume (GBytes)	To calculate per venue/system, use $\sum$ of all Ruckus LTE APs.
UL Traffic Volume (GBytes)	To calculate per venue/system, use $\sum$ of all Ruckus LTE APs.

**TABLE 5** System GPS KPIs

KPI	Description
GPS Availability	<p>GPS availability is reported as A or calculated in percentage value as  <math>\text{GPS Availability} = (1-A/T) * 100</math></p> <p>where</p> <p>A = <math>(\sum \text{ of all gpsUnavailableTime reports for each Ruckus LTE AP with GPS as timing source} / \# \text{ no of Ruckus LTE AP with GPS}) - \text{Reporting Time}</math></p> <p>T = Reporting Time interval</p>
Phase Locked	<p>To calculate Phase Locked, use the following formula:  <math>[(A-B)/A] * 100</math></p> <p>where</p> <p>A = measurement_period</p> <p>B = Phase sync loss time</p> <p>For per venue KPI, use the following formula:  <math>\text{Phase sync loss time} = \sum \text{ of all GPS Ruckus LTE AP} / \# \text{ no of Ruckus LTE AP with GPS}</math></p>
Holdover	<p>To calculate Holdover, use the following formula:  <math>100-A</math></p> <p>where</p> <p>A = Percentage of time in Phase Locked</p> <p>To calculate per venue KPI, use the following formula:  <math>\text{percentagePhaseLocked} = \sum \text{ of all percentageHoldover from Ruckus LTE AP with GPS} / \# \text{ no of Ruckus LTE AP with GPS}</math></p>
Frequency Phase Recovery	<p>To calculate Frequency Phase Recovery, use the following formula:  <math>(A/B) * 100</math></p> <p>where</p> <p>A = Frequency Sync Loss Time</p> <p>B= measurement_period</p> <p>To calculate per venue KPI, use the following formula:  <math>\text{frequencySyncLossTime} = \sum \text{ of all GPS Ruckus LTE AP} / \# \text{ no of Ruckus LTE AP with GPS}</math></p>

