

Ruckus Wireless[™] SmartCell Insight[™] Release Notes

Supporting SmartCell Insight[™] 3.0.0

Copyright Notice and Proprietary Information

Copyright 2017. Ruckus Wireless, Inc. All rights reserved.

No part of this documentation may be used, reproduced, transmitted, or translated, in any form or by any means, electronic, mechanical, manual, optical, or otherwise, without prior written permission of Ruckus Wireless, Inc. ("Ruckus"), or as expressly provided by under license from Ruckus.

Destination Control Statement

Technical data contained in this publication may be subject to the export control laws of the United States of America. Disclosure to nationals of other countries contrary to United States law is prohibited. It is the reader's responsibility to determine the applicable regulations and to comply with them.

Disclaimer

THIS DOCUMENTATION AND ALL INFORMATION CONTAINED HEREIN ("MATERIAL") IS PROVIDED FOR GENERAL INFORMATION PURPOSES ONLY. RUCKUS AND ITS LICENSORS MAKE NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH REGARD TO THE MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE, OR THAT THE MATERIAL IS ERROR-FREE, ACCURATE OR RELIABLE. RUCKUS RESERVES THE RIGHT TO MAKE CHANGES OR UPDATES TO THE MATERIAL AT ANY TIME.

Limitation of Liability

IN NO EVENT SHALL RUCKUS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR USE, INCURRED BY YOU OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, ARISING FROM YOUR ACCESS TO, OR USE OF, THE MATERIAL.

Trademarks

Ruckus Wireless, Ruckus, the bark logo, BeamFlex, ChannelFly, Dynamic PSK, FlexMaster, Simply Better Wireless, SmartCell, SmartMesh, SmartZone, Unleashed, ZoneDirector and ZoneFlex are trademarks of Ruckus Wireless, Inc. in the United States and other countries. All other product or company names may be trademarks of their respective owners.

Contents

SCI Introduction.....	5
Compatibility Matrix.....	5
Upgrading To This Version.....	5
Supported Controller and AP Firmware Builds.....	6
ZoneDirector.....	6
SmartZone (SmartZone and SmartCell Gateway).....	7
SmartZone Access Points.....	7
New Features and Enhancements.....	9
Resolved Issues.....	11
Caveats, Limitations and Known Issues.....	13
Migration from SCI 1.x.....	15
Prerequisites.....	15
Migration Procedure.....	16
Monitor the Migration Process.....	17

SCI Introduction

- [Compatibility Matrix.....](#) 5
- [Upgrading To This Version.....](#) 5
- [Supported Controller and AP Firmware Builds.....](#) 6

This document provides release information on SmartCell Insight (SCI) Release 3.0.0.

SmartCell Insight (SCI) is a Big Data analytics and reporting engine that provides deep visibility into the performance and operational statistics of your Ruckus Wireless WiFi infrastructure.

This document provides release information about the SCI features with notes on known issues, caveats, and workarounds.

NOTE

Refer to the previous release notes for previously documented enhancements, resolved issues, caveats and limitations.

Additional documentation on SCI 3.0.0, including the SCI Installation Guide, and SCI User Guide, can be found at: <https://support.ruckuswireless.com/>

Compatibility Matrix

The following is the compatibility matrix between SCI and the SmartZone and ZoneDirector controllers.

TABLE 1 Compatibility Matrix

SCI Release	SmartZone (controller) Release		ZoneDirector (controller) Release
Version	Version 3.4 or lower	Version 3.5 or higher	<ul style="list-style-type: none"> • Branch 9.5.3.0, build 45 and above • All branches starting from 9.7.0.0 and above
1.x	Yes	No	Yes
2.x (Up to 2.4)	Yes	No	Yes
2.5 and above	Yes	Yes	Yes

Upgrading To This Version

The following is the required information to upgrade to this release.

Upgrade from SCI version 2.x to 3.0.0: If SCI version 2.x is connected to the Internet navigate to **Admin >Status & Update** to upgrade to SCI version 3.0.0.

TABLE 2 Upgrade Information

Release	Previous versions supported for upgrade to this release	Notes
3.0.0	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin >Status & Update to upgrade to this release.
	SCI 2.2 and above	Can be upgraded using U-pack without Internet connection
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15

TABLE 2 Upgrade Information (continued)

Release	Previous versions supported for upgrade to this release	Notes
2.5.1	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin > Status & Update to upgrade to this release.
	SCI 2.2 and above	Can be upgraded using U-pack without Internet connection
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15
2.5.0	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin > Status & Update to upgrade to this release.
	SCI 2.2 and above	Can be upgraded using U-pack without Internet connection
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15
2.4.0	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin > Status & Update to upgrade to this release.
	SCI 2.2 and above	Can be upgraded using <i>U-pack</i> without Internet connection
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15
2.3.0	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin > Status & Update to upgrade to this release.
	SCI 2.2.0	Can be upgraded using <i>U-pack</i> without Internet connection
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15
2.2.0	Previous versions of 2.x (except SCI 2.0.0)	Connection to the Internet is mandatory. Navigate to Admin > Status & Update to upgrade to this release.
	1.4 (migration only)	Refer to Migration from SCI 1.x on page 15
2.1.1	Previous versions of 2.x (except 2.0.0)	Connection to the Internet is mandatory.
2.1.0	2.0.1	Connection to the Internet is mandatory.
2.0.1		Connection to the Internet is mandatory.
2.0.0		Connection to the Internet is mandatory.

Supported Controller and AP Firmware Builds

This section lists the controller and AP firmware builds supported by SCI in this release.

SCI supports the following controller and AP firmware builds in this release. If you are running a build not included in this list, update your controller/AP firmware to a supported build before connecting to SCI as a data source.

ZoneDirector

- ZD branch 9.5.3.0, build 45 and above
- All ZD branches starting from 9.7.0.0 and above

SmartZone (SmartZone and SmartCell Gateway)

NOTE

As of release 3.1.1, all Ruckus controller products previously called "RuckOS" is now called "SmartZone" controllers. Therefore, the following applies to existing RuckOS products, which is called "SmartZone" (SmartZone 100, SmartCell Gateway 200 and Virtual SmartZone).

- SmartZone branch 2.1.1.0, build 126 and above
- SmartZone branch 2.1.2.0, build 96 and above
- SmartZone branch 2.1.3.0, build 20 and above
- All SmartZone branches starting 2.5.0.0 and above

SmartZone Access Points

- SZ AP FW branch 2.1.1.0, build 106 and above
- SmartZone branch 2.1.1.0, build 106 and above
- SmartZone branch 2.1.2.0, build 110 and above
- SmartZone branch 2.1.3.0, build 10 and above
- All SmartZone Access Point branches starting 2.5.0.0 and above

New Features and Enhancements

This section lists the new features and enhancements in this release.

New Features

- AP Details report
- Client Details report
- Revamped Overview dashboard
- Ruckus SmartAnalytics ^{Beta} Trial feature
- SmartZone 3.5 alarms support

Enhancements

- *Links to AP Details report from all tables, charts and graphs that have AP name/mac.*
- *Links to Client Details report from all tables, charts and graphs that have Client mac/hostname.*
- Updated the local mac vendor file oui.txt with the latest version from <http://standards-oui.ieee.org/>
- Controller firmware version information added to Data Explorer.
- Removed signal fields (RSS, SNR, Noise Floor) and Throughput Estimate from Network, Airtime Utilization, and Sessions data sources due to inaccurate numbers. The information is available in the Clients Data source.

Resolved Issues

This section lists previously known issues that have been resolved in this release.

- Resolved an issue where the ZD password could not be added if it had special characters.
- Resolved an issue where the Airtime Utilization Trend chart failed to load when the user tried to filter the chart on a single radio.

Caveats, Limitations and Known Issues

This section lists the caveats, limitations and known issues in this release, along with workarounds if applicable.

Airtime Utilization Statistics from ZoneDirector

- All versions of ZD below 9.12.1 have a known issue whereby the airtime utilization percentages can be above 100%.

Workaround: Ruckus Wireless recommends that you update ZD to version 9.12.1 or later to resolve this issue.

Saved Filters in Schedules

- Selecting a schedule loads the saved filters, but does not preserve the currently selected filters.
- Saved filters created prior to version 2.4 will not be loaded when a schedule is selected.

Migration from SCI 1.x

- Prerequisites..... 15
- Migration Procedure..... 16
- Monitor the Migration Process..... 17

This section describes how you migrate existing data from SCI 1.x to SCI 3.0.0.

As SCI 3.0.0 is built on a different software stack from SCI 1.x series, if there is a need to migrate existing data from SCI 1.x to SCI 3.0.0, a full migration of raw data files with complete re-aggregation of data sources is required. However, do note that data migration is not necessary for the upgrade from SCI 1.x to SCI 3.0.0. Before you start migration, ensure that you have the following pre-requisites and setup.

NOTE

This self-service migration feature has been tested to the best of our ability. However, we may not have covered all cases since it is highly dependent on the environment and SCI 1.x setup . If you have issues during migration, do contact Ruckus Wireless Support at <https://support.ruckuswireless.com/contact-us>.

NOTE

The migration process can take several hours per month of data, based on data volume and time span.

NOTE

Migration of data from SCI 1.4 is currently supported only for Smart Zone (SZ) data.

Prerequisites

Before you start migration, ensure that you have the following prerequisites.

1. SCI 1.4 is installed. Earlier versions of SCI 1.x should first be upgraded to SCI 1.4 before starting the migration process.
2. SCI 3.0.0 is installed.
3. SCI 3.0.0 requires a higher storage capacity - 4 times higher than the raw data in SCI 1.x version in order to be fault tolerant. Adequate storage requirements are necessary before you begin migration.
4. The system for which migration is to be performed is added to the SCI 3.0.0 instance in the **Admin > Settings** section. Ensure that the system name in SCI 3.0.0 matches the name of the system that is being migrated.
5. **Optional:** You can add more data nodes to the SCI 3.0.0 cluster if you want the migration to be faster.

NOTE

- Application report is not supported in SCI 1.x version.
- Migration of ZoneDirector data is not supported.
- Migration can only be performed for one system at a time.
- Time required for migration is dependent on the number of controllers, number of APs, number of days of data to be migrated, and the server resources allocated to the migration cluster.

Migration Procedure

Follow the steps below to successfully migrate from SCI 1.x to SCI 3.0.0.

1. Download the file *migrate.tar.gz* from the support website <https://support.ruckuswireless.com/>. Copy the tar file to SCI 3.0.0 VM and run the following command.

```
tar xvzf migrate.tar.gz
```

This command will create the following scripts in the current directory.

1. *step-1-tar.sh*
 2. *step-2-scp.sh*
 3. *step-3-list.sh*
 4. *step-4-migrate.sh*
2. Copy the script *step-1-tar.sh* to the SCI 1.4 VM.
 3. On **SCI 1.4 VM** run the following command to prepare the system data for migration.

```
sudo sh step-1-tar.sh <SCI1.4-System-Name>
```

This command generates the following tar file, which contains the data for the system in a compressed format.

```
/opt/ruckuswireless/sci/sci1data.tar
```

4. On SCI 3.0.0 VM, run the following command to copy the file from SCI 1.4 VM. If you are prompted for a username and password, do provide the credentials for SCI 1.4 login.

```
sudo sh step-2-scp.sh <SCI 1.4 -Hostname>
```

5. On SCI 3.0.0 VM, use the following command to list the dates for which data is available.

```
sudo sh step-3-list.sh <SCI1-System-Name>
```

6. On completion of the above step, all the dates for which data is available for migration from SCI 1.4, is listed in the file */storage/rsa-master/logs/migration/dates.txt* in the form of a data directory URL.

Optional: If you wish to migrate data only for a select period, delete the lines from this file for dates which do not have to be migrated. For example, if the system has data from 2014 to 2016 and only 2016 data is required, then all the lines containing */2014/* and */2015/* should be deleted from the file.

NOTE

If you already have a running instance of SCI 2.x, which is collecting data for the system, do delete the overlapping dates from the *dates.txt* file before proceeding with the migration. Otherwise, there will be duplicated data for the overlapping period.

7. Once the *dates.txt* is ready, start the migration process by running the following command on SCI 3.0.0 VM

```
sudo sh step-4-migrate.sh <SCI 3.0.0-System-Name>
```

NOTE

Ensure that the system name in SCI 3.0.0 matches the name of the system that is being migrated from version 1.4.

Monitor the Migration Process

To monitor the progress of the migration job, view the log file `/storage/rsa-master/logs/migration/spark.stdout`. Detailed spark logs are available at <https://< SCI 3.0.0 VM IP:58080/> and indexing logs at <https://< SCI 3.0.0 VM IP>:58090>

The migration process can take several hours per month of data, based on data volume and time span.

To verify that the migration has completed successfully, review the following:

- The last line of the log file (`/storage/rsa-master/logs/migration/spark.stdout`) should read as **Completed Migration**.
- Indexing logs have no entries in **Running Tasks**
- Data is available in SCI 3.0.0 reports.



Copyright © 2006-2017. Ruckus Wireless, Inc.
350 West Java Dr. Sunnyvale, CA 94089. USA
www.ruckuswireless.com