

Ruckus ZoneDirector 10.4 Refresh 2 Release Notes

Supporting ZoneDirector 10.4 Refresh 2

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Document History

Revision Number	Summary of changes	Publication date
A	Initial release notes	May 2020

Introduction

This document provides release information on ZoneDirector release 10.4, including new features, enhancements, known issues, caveats, workarounds, upgrade details and interoperability information for version 10.4.

NOTE

By downloading this software and subsequently upgrading the ZoneDirector and/or the AP to version 10.4, please be advised that:

- The ZoneDirector will periodically connect to Ruckus and Ruckus will collect the ZoneDirector serial number, software version and build number. Ruckus will transmit a file back to the ZoneDirector and this will be used to display the current status of the ZoneDirector Support Contract.
- The AP may send a query to Ruckus containing the AP's serial number. The purpose is to enable your AP to autonomously connect with a wireless LAN controller operated by your choice of cloud service provider. Ruckus may transmit back to the AP, the Fully Qualified Domain Name (FQDN) or IP address of the controller that the AP will subsequently attempt to join.

Please be advised that this information may be transferred and stored outside of your country of residence where data protection standards may be different.

New in This Release

This section lists the new features and changed behavior in this release.

New Access Points

- R650

The Ruckus R650 is a new mid-range "Wi-Fi 6" (802.11ax) dual-band indoor 4x4: 4 AP with BeamFlex+, one 2.5 Gbps PoE+ port and one 1 Gbps Ethernet port, and onboard support for IoT and BLE/Zigbee.

- T750

The Ruckus T750 is a new carrier-class "Wi-Fi 6" (802.11ax) dual-band outdoor access point with integrated 2-port Ethernet and SFP/SFP+ fiber interface. The T750 includes onboard BLE/Zigbee support, one 2.5 Gbps PoE+ port and one 1 Gbps Ethernet port in addition to the fiber interface.

New Features

- Limit the Allowed Login Domains for Google Authentication

Google authentication can be limited to specific domains for corporate Gmail users.

- PoE Mode Warnings

Displays a warning icon and a message when an AP is receiving less than full power. Refer to the Online Help for AP-specific details on limitations due to reduced power input.

- WiFi4EU Snippet

This option allows introduction of a WFi4EU snippet, which allows EU citizens and visitors free of charge Wi-Fi access via hotspots in public spaces in municipalities across Europe.

- External DPSK

Dynamic PSKs can now be created for clients authenticated via external RADIUS server, in addition to the internal database.

- UMM Login Enhancement

Improved handling of remote login from UMM.

Changed Behavior

- Remove R700 support

R700 AP is discontinued in this release and cannot be upgraded to 10.4 or later.

Hardware and Software Support

Supported Platforms

ZoneDirector firmware version **10.4.0.0.98** supports the following ZoneDirector models:

- ZoneDirector 1200

Supported Access Points

ZoneDirector version **10.4.0.0.98** supports the following Ruckus Access Point models:

Indoor AP	Outdoor AP
C110	E510
H320	T300
H510	T300e
R310	T301n
R320	T301s
R500	T310c
R510	T310d
R600	T310n
R610	T310s
R650*	T610
R710	T610s
R720	T710
R730	T710s
R750	T750*

NOTE

R650 and T750 are new in this release.

NOTE

R700 is no longer supported in this release and cannot be upgraded to 10.4 or later. If R700 APs exist on your network, a warning message will appear when attempting to upgrade. If you continue the upgrade, the R700 APs will not be upgraded and will be unable to connect to ZoneDirector.

Upgrade Information

Supported Upgrade Paths

The following ZoneDirector release builds can be directly upgraded to this release:

- 10.2.0.0.189 (10.2 GA)
- 10.2.1.0.58 (10.2 Patch Release: R720 LACP)
- 10.2.1.0.75 (10.2 MR1)
- 10.2.1.0.129 (10.2 MR1 Refresh 1)
- 10.2.1.0.135 (10.2 MR1 Refresh 2)
- 10.2.1.0.147 (10.2 MR1 Refresh 3)
- 10.2.1.0.159 (10.2 MR1 Refresh 4)
- 10.2.1.0.183 (10.2 MR1 Refresh 5)
- 10.3.0.0.362 (10.3 GA)
- 10.3.0.0.389 (10.3 GA for R750)
- 10.3.0.0.398 (10.3 GA Refresh 1)
- 10.3.1.0.21 (10.3 MR1)
- 10.3.1.0.24 (10.3 MR1 Refresh 1)
- 10.4.0.0.69 (10.4 GA)
- 10.4.0.0.70 (10.4 GA Refresh 1)

If you are running an earlier version, you must upgrade ZoneDirector to one of the above builds before upgrading to this release.

If you do not have a valid Support Entitlement contract, you will be unable to upgrade ZoneDirector to this release. See the *Administer > Support* page for information on Support Entitlement activation.

NOTE

For information and detailed instructions (including video tutorials) on upgrading ZoneDirector, visit the Ruckus Support How-To Hub at <https://support.ruckuswireless.com/how-to-hub>.

Known Issues

This section lists the caveats, limitations and known issues in this release.

Issue	ZF-20914
Description	R730 mesh functionality is not supported in this release. If any mesh-enabled R730 APs are connected, upgrading to 10.4 will be disallowed.

Issue	ZF-21003
Description	WeChat authentication fails on iOS 13.x clients.

Issue	SCG-111333
Description	Under some rare cases, clients connected to 11ax APs may be unable to pass data traffic when connected to Wi-Fi. In these scenarios, turning off and on the Wi-Fi on the client can help recover from this situation.

Issue	SCG-112524
Description	After a channel change on an 11ax AP, some Mac OS clients can take a few seconds to reconnect and could temporarily lose data connectivity during that time.

Resolved Issues

Resolved Issues in Build 98

- Resolved several security issues related to UI vulnerabilities. For security incidents and responses, see www.ruckuswireless.com/security.
- Resolved a kernel panic issue on R730 AP. [ER-7896]
- Resolved a soft lockup issue on R730 AP. [ER-7736]
- Resolved an issue that could cause R730 AP to unexpectedly reboot due to watchdog timeout. [ER-7870]
- Resolved an issue that could cause APs to unexpectedly reboot due to target fail detected. [ER-7874]
- Resolved an issue where accessing the ZoneDirector GUI would intermittently fail. [ER-8267/ER-8217/ER-8056]
- Resolved an issue where connection failure events would increase drastically in fast roaming cases. [ER-7920]
- Resolved an issue where the temporary license for AP management was not deleted properly after a ZoneDirector factory reset . [ER-8046]
- Resolved an issue where the configured gateway for the management interface would not work properly on ZoneDirector. [ER-8053]
- Resolved an issue where accessing the "Access Point" page in the ZoneDirector web interface would fail due to special characters in rogue AP event messages. [ER-8082]
- Changed the log level of one PoE-related syslog message from error to debug. [ER-8439]
- Resolved an issue with false alarms reported for "URL filtering License file download fail". [ER-8192]
- Resolved an issue where the Directed-Multicast setting would not persist on the WLAN and Ethernet interfaces on APs. [ER-7600]
- Resolved an issue where clients in sleep mode could not receive multicast/broadcast packets. [ER-8085]
- Resolved an issue with throughput performance in WPA/WAP2 WLANs. [ER-7956]
- Resolved an issue where the reported MAC address and other content was inaccurate in packets sent from the AP to the Aeroscout server. [ER-7937/ER-8161]
- Resolved an issue where "Join another Controller" would not work properly for migrating a ZoneDirector AP to SmartZone/Cloud AP. [ER-7730]

Resolved Issues in Build 70

- Resolved two security issues related to UI vulnerabilities. For security incidents and responses, see www.ruckuswireless.com/security.

Client Interoperability

ZoneDirector and Ruckus APs use standard protocols to interoperate with third-party Wi-Fi devices. Ruckus qualifies its functionality on the most common clients.

The following client operating systems and browsers have been tested for compatibility with this release (for specific OS and browser limitations, including compatibility with Zero-IT, see subsequent sections below).

PC OS

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Mac OS 10.9.5
- Mac OS 10.10
- Mac OS 10.11
- Mac OS 10.12
- Mac OS 10.13

Smartphone/Tablet OS

- iOS (6.1, 7.0, 7.1, 8.1, 8.4, 9.2, 9.3,10.0,10.2,10.3,11.1/2/3/4,12.0)
- Android (4.1.2, 4.2.2, 4.3, 4.4.2, 4.4.4, 5.0.1, 5.0.2, 5.1, 6.0, 7.0, 7.1.1, 8.0)
- Windows Phone (7, 8, 8.1, 10)
- BlackBerry OS (10, 10.3.2) not supported with Zero-IT
- Chrome OS (47.0, 49.0) not Supported with Zero-IT

Officially Supported Browsers

- Internet Explorer 10, 11
- Firefox 34 and later
- Chrome 39 and later

Not Officially Supported Browsers

Safari, Dolphin, Opera Mini, Android Default, BlackBerry Default, etc.

Zero-IT Compatibility with Client Devices

TABLE 1 Zero-IT Compatibility

OS	WPA2 WLAN			802.1x EAP (external Radius Server)		
	Step 1	Step 2	Step 3	Step 1	Step 2	Step 3

TABLE 1 Zero-IT Compatibility (continued)

iOS 6.x	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 7.x	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.0.2	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 8.1	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 9.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .2	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 10 .3	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
iOS 11.x	Y (ZF-19663)	Y (ZF-19663)	N (ZF-2888)	Y (ZF-19663)	Y (ZF-19663)	N (ZF-2888)
iOS 12.0	Y	Y	N (ZF-2888)	Y	Y	N (ZF-2888)
MAC OS 10.8.5	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.9.3	Y	Y	Y	Y	Y	N (ZF-4699)
MAC OS 10.9.4	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.9.5	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.10	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.11	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.12	Y	Y	Y	Y	Y	N (ZF-4699)
Mac OS 10.13	Y	Y	Y	Y	Y	N (ZF-4699)
Windows 7	Y	Y	Y	Y	Y	Y
Windows 8	Y	Y	Y	Y	Y	Y
Windows 8.1	Y	Y	Y	Y	Y	Y
Windows 10	Y	Y	Y	Y	Y	Y
Windows Phone 8	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
Windows Phone 8.1	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
BlackBerry OS 10.1	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)
BlackBerry OS 10.3	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)
Kindle 7.4.9	Y	Y	Y	Y	Y	Y
Android 4.0.4	Y	Y	Y	Y	Y	Y
Android 4.1.2	Y	Y	Y	Y	Y	Y
Android 4.4.4	Y	Y	Y	Y	Y	Y
Android 5.0	Y	Y	Y	Y	Y	Y
Android 6.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 7.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 7.1.1	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Android 8.0	Y (ZF-19664)	Y	Y	Y (ZF-19664)	Y	Y
Chrome OS	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)	N (ZF-8076)

- Step 1: Download Zero-IT file
- Step 2: Install Zero-IT script
- Step 3: Automatically connect to the appropriate SSID

Client Interoperability Known Issues

- Zero-IT is not supported on Windows Phone 7/8/8.1 devices. [ZF-3478]
- Zero-IT is not supported on Blackberry OS devices. [ZF-6402]
- Zero-IT is not supported on Chrome OS devices. [ZF-8076]
- iOS clients cannot connect to the Zero-IT WLAN automatically. Users must reconnect to the target WLAN after installing the Zero-IT configuration file. [ZF-2888]
- Mac OS 10.7 and 10.8 cannot automatically connect to an 802.1x EAP WLAN after installing Zero-IT script. [ZF-4699]
- In some situations, Chromebook clients can take up to 10-50 seconds to resume sending traffic after a channel change. [ZF-14883]

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