



Ruckus Wireless™ ZoneDirector™ Version 9.10.1

Release Notes

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Introduction

This document provides release information on ZoneDirector release 9.10.1, including new features, enhancements, known issues, caveats, workarounds, upgrade details and interoperability information for version 9.10.1.

NOTE: By downloading this software and subsequently upgrading the ZoneDirector and/or the AP to version 9.10.1, 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.

Supported Country Codes

Refer to the Ruckus Wireless Price List for available country certifications.

What's New in This Release

For a additional information on the new features that have been added in this release, see the *What's New in ZoneFlex 9.10* document, available from the Ruckus Wireless support website. Please refer to Release Notes for prior releases for information on previously documented caveats, limitations, enhancements and resolved issues. These documents can be found at: <https://support.ruckuswireless.com/>.

Supported Platforms and Upgrade Information

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Supported Platforms

ZoneDirector version **9.10.1.0.59** supports the following ZoneDirector models:

- ZoneDirector 1100
- ZoneDirector 1200
- ZoneDirector 3000
- ZoneDirector 5000

Access Points

ZoneDirector version **9.10.1.0.59** supports the following Access Point models:

- H500 *** (ZoneDirector 1200, 3000, 5000 only. Not supported on ZD 1100)*
- R300
- R500
- R600
- R700
- SC8800-S
- SC8800-S-AC
- T300
- T300e
- T301n
- T301s
- ZF7055
- ZF7321
- ZF7321-u
- ZF7341
- ZF7343
- ZF7352

- ZF7363
- ZF7372
- ZF7372-E
- ZF7441
- ZF7761-CM
- ZF7762
- ZF7762-AC
- ZF7762-S
- ZF7762-S-AC
- ZF7762-T
- ZF7781CM
- ZF7782
- ZF7782-E
- ZF7782-N
- ZF7782-S
- ZF7982

NOTE: ZoneFlex 7025 APs are no longer supported as of this release, and cannot be upgraded to ZoneFlex version 9.10 or 9.10.1.

NOTE: H500 is not supported on ZoneDirector 1100.

Upgrading to This Version

This section lists important notes on upgrading ZoneDirector to this version.

Officially Supported 9.10 Upgrade Paths

The following ZoneDirector builds can be directly upgraded to ZoneDirector build 9.10.1.0.59:

- 9.9.0.0.205 (9.9 GA)
- 9.9.0.0.212 (9.9 GA refresh 1)
- 9.9.0.0.216 (9.9 GA refresh 2)
- 9.9.1.0.31 (9.9 MR 1)
- 9.10.0.218 (9.10 GA refresh)

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

Due to the enforcement of the Support Entitlement feature in ZoneDirector 9.10, Ruckus recommends upgrading to 9.10.1 from one of the above builds only.

You can also upgrade directly to 9.10.1 from one of the following 9.8 builds. However, you will be prompted to reset to factory defaults before the upgrade can continue. (This is not required when upgrading from 9.9 to 9.10.1)

9.8 builds that can be directly upgraded to 9.10.1 (requires factory default):

- 9.8.0.0.379 (9.8 GA)
- 9.8.1.0.101 (9.8 Maintenance Release 1)
- 9.8.2.0.15 (9.8 Maintenance Release 2)

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

Enhancements and Resolved Issues

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This section lists new features and enhancements that have been added in this release and resolved issues from previous releases.

Enhancements

- None

Resolved Issues

- Resolved an issue that could result in an HTTP process restart when deleting guest passes. [ER-2745]
- Resolved an issue where clients would fail to reach the captive portal page if the HTTP request was larger than 1600 bytes. [ER-2659]
- Resolved an issue where ZD Access Points would fail to generate alarms when the alarm was enabled. [ER-2384]
- Resolved an issue where ZD would fail to restore WLAN group VLAN settings when rebooting, resulting in lost tunnel traffic. [ER-2557]
- Resolved an issue with slow loading of Captive Portal. [ER-2604]
- Resolved an issue with ZoneDirector reporting uptime incorrectly to FlexMaster. [ER-2519]
- Resolved an issue with high CPU utilization after upgrading from 9.8 to 9.10. [ER-2618]
- Resolved an issue that could cause the ZoneDirector 1100 web UI to stop responding after upgrading from 9.7.2 to 9.8.2. [ER-2427]
- Resolved a ZoneDirector 5000 issue that could cause the web UI to become unstable in high density environments. [ER-2037]
- Resolved an issue that could cause ZoneDirector web UI to become unresponsive when saving debug logs or changing debug log settings. [ER-2498]
- Resolved an issue where the AP would broadcast only one SSID after its 5GHz channel width was changed. [ER-2162]

- Resolved an issue where when a WLAN on the R700 AP was deleted, other WLANs started experiencing connectivity issues and were losing IP data traffic. [ER-1982]
- Resolved an issue that could cause ZoneFlex 7363 and 7372 APs to reboot due to watchdog timeouts in high multicast/broadcast traffic environments. [ER-1859]
- Resolved a display issue on the AP Monitor tab where a DFS blocked channel would be displayed repeatedly. [ER-608]
- Resolved an issue with incorrect traffic counters and duplicate acct-session-id values in Radius Accounting messages. [ER-2172]
- Resolved an issue with Guest Passes generated using some versions of Internet Explorer that would prevent the Guest Pass from properly displaying the “Print” option and the user’s info. [ER-2477]
- Resolved an issue that could cause client counts to differ between those shown during an SNMP walk and those displayed on ZoneDirector’s web interface. [ER-2065]
- Resolved an issue with standalone R500 APs when configured with 802.1X authentication that could result in missing NAS-IP-Address fields in RADIUS Access Request messages. [ER-2208]
- Hidden AP CLI commands have been added that allow the customer or admin to disable the Aggregated Mac Protocol Data Unit (A-MPDU) feature on the WiFi interface. This feature avoids or reduces transmission aggregation errors under certain conditions and maybe helpful finding errors. By default the A-MPDU is enabled on the AP. [ER-1943]
- Resolved an issue with incorrect IP addresses being displayed for connected clients on the Monitor page. [ER-1596]
- Passwords displayed on the printed instructions from the Configure > Users page are now properly displayed as a series of asterisks (*). [ER-1905]
- Reduced the timer for guest pass self-service to five minutes, to allow users to use the same info to register a new guest pass using the same info more quickly. [ER-2740]
- Resolved an issue with ZoneDirector transmitting UE host names containing non-UTF-8 characters incorrectly encoded in XML to FlexMaster for reporting, which could result in FlexMaster failing to produce some reports correctly. [ER-2263]

- Resolved an issue where ZoneDirector's SNMP contact information could fail to synchronize with APs. [ER-2644]
- Guest Pass email messages now properly include the Guest Pass validity period. [ER-2590]
- Resolved a typo in the "client disconnected" SNMP trap. [ER-2170]
- Resolved an issue with Daylight Savings Time rules being incorrectly applied to other time zones. [ER-2305]
- Resolved an issue with Japanese translation of client details page information. [ER-2309]
- SNMP no longer returns incorrect WLAN Rate Limiting Downlink values. [ER-2428]
- Resolved an issue with Guest Portal text in Traditional Chinese. [ER-2704]
- Resolved an issue with cookies in guest pass authentication that could allow guests to continue accessing the network after their authorized session has expired. [ER-2044]
- Resolved an issue that could cause ZoneDirector 5000's system clock to drift from NTP time by about 5 seconds a day. [ER-2190]
- Resolved an issue for the Brazil time zone where Daylight Savings Time would not get properly adjusted after NTP sync. [ER-2233]
- Resolved an issue with the Currently Managed AP Groups widget where the widget would not display configured AP groups after upgrading to 9.9. [ER-2296]
- Updated the link to the Ruckus Support website from the Product Registration page to point to the new URL: https://support.ruckuswireless.com/warranty_registration. [ER-2303]
- Resolved an issue that could cause the Most Active Clients report on the Dashboard to fail to display some clients. [ER-2374]
- Resolved an issue with ZoneDirector 5000 that could cause the controller to reboot due to inability to handle kernel paging requests in certain rare scenarios. [ER-2150]
- Resolved an issue where the Guest Pass email message would display the time in GMT instead of the proper time zone. [ER-2516]
- Resolved an issue where none of the settings on the AP Group page of the ZoneDirector web interface could be edited. [ER-2014]

- Resolved an issue that could allow DPSK users to create additional accounts using the same Active Directory user name but with different upper- and lower-case letters. [ER-2115]
- Resolved an issue that could cause R700 APs to stop broadcasting SSIDs on the 5GHz radio. [ER-2181]
- Resolved an issue where, when using 802.1x with VLAN Pooling and moving between APs, the device loses its dynamically assigned VLAN and defaults to the WLAN's Access VLAN. [ER-2784]
- Resolved an issue that could cause ZoneDirector to reboot after changing Guest Access configuration. [ER-2579]
- Resolved an issue with the display of ZF 7055 AP Ethernet ports on the ZoneDirector Monitoring page. [ER-2576]
- Resolved an issue where some APs could fail to display properly in Map View. [ER-2122]
- Resolved an issue where clients associated with the 5GHz band on the R700 AP could not obtain an IP address from the DHCP server. Clients associated with the 2.4GHz band did not experience this issue. [ER-1855]
- Resolved a DNS issue with R500 APs that could cause the AP to fail to discover a controller using the DNS discovery method. [ER-2464]
- Resolved an issue where some 7781-CM and 7782 APs were not reporting GPS locations and were displaying "Acquiring satellite signal" instead. [ER-1622]
- Resolved an R500 kernel panic issue that could occur under certain rare conditions. [ER-2390]
- Resolved a scan issue that could cause APs to be unable to service clients on the 5 GHz radio. [ER-2543]
- Resolved an issue with Ascom/Mital VoIP Phones dropping connections during roaming. [ER-2488]
- Resolved an issue that could cause the ZF 7025 LAN port speed to fall to 10Mbps when connecting to an STB. [ER-1895]
- Resolved an issue where Aeroscout RFID tags were not being detected as client devices, and were therefore not being passed to the SPoT location server. [ER-2868]
- Resolved an issue that could prevent users from creating Dynamic-PSKs with lengths less than the WLAN-configured default when using Northbound Portal Interface for Secure Hotspot. [ER-1042]

- Resolved a Dynamic VLAN issue that could cause 802.11ac clients to lose broadcast packets for 10-30 seconds when more than 5 clients were connected to a WLAN with DVLAN enabled. This applies to all 802.11ac Wave 1 APs (R500, R600, R700, H500, T300/301 family). [ER-2331]
- Resolved a memory leak problem which could result in increased CPU utilization and reboots on R700 APs. [ER-2252]

Caveats, Limitations, and Known Issues

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

Ethernet Port Settings

ZoneDirector 1100 and ZoneFlex AP Ethernet ports can become disabled if half-duplex is forced on any port. (ID ER-1208, ER-1229)

This problem affects the following:

- ZoneDirector: ZD 1100
- APs: ZoneFlex 7341, 7343, 7363, 7761, and 7762

Workaround: Uplink switch ports must be set to 100Mbps auto-negotiation or 1000Mbps auto-negotiation.

Web Interface

- ZoneDirector release 9.10.1 supports the following Web browsers:
 - Firefox 31 and later
 - Internet Explorer 10, 11
 - Chrome 36 and later
- Chrome browser may fail to redirect to the authentication page for WISPr and Guest Access profiles when a user attempts to browse to a page that uses HTTP Strict Transport Security (HSTS).

Workaround: browse to a website that does not use HSTS, complete the authentication, then browse to any site. (ZF-10401)

General

- Under certain conditions, two APs may be assigned the same IPv6 address at the same time. (ZF-9540)
- Chrome displays a certificate invalid error when a station connects to a WLAN using open+none+web auth authentication. (ZF-11058)

- ZoneDirector web interface sometimes requires the user to log in twice. (ZF-11267)
- SSIDs with special characters fail to deploy with no indication. (ZF-11249)
- Some ZD web pages have minor display issues in IE compatibility mode. (ZF-11550)

11ac Mesh

- “mesh-uplink-selection” command is not supported in AP CLI. (ZF-11310)

Self Service Guest Pass

- Guest pass print out shows validity in English instead of the language selected. (ZF-9802)
- Delivering multiple Self-Service Guest Passes in batch with Sponsor Approval enabled via SMS (Clickatell) may result in some guest passes failing to be delivered. (ZF-12202)

R500, R600, R700 and T300 Series APs

The following features are not included in this release:

- Airtime Fairness on 5 GHz radio
- Spectrum Analysis on 5 GHz radio
- WLAN prioritization on 5 GHz radio

ZoneDirector Controller and RuckOS Controller Interoperability

To ensure reliable network operations, it is recommended that ZoneDirector controllers and RuckOS controllers (SCG, vSCG, SZ, SAMs controllers) not be deployed on the same IP subnet or in such a way as the controllers share the same DHCP address scopes and domain name servers (DNS) as there may be limitations or restrictions in AP controller discovery capabilities. An effective network segmentation strategy should be developed when ZoneDirector and RuckOS controllers co-exist in the same network.

Redeploying ZoneFlex APs with RuckOS Controllers

Note that a supported ZoneFlex AP configured to operate with ZoneDirector will require an upgrade to a compatible RuckOS controller approved software release prior to interoperating with a SmartCell Gateway, vSCG, SmartZone or SAMs controller. Once the AP firmware is updated, the AP will no longer be able to communicate with its old ZoneDirector controller. The AP must be reset to factory-default settings before attempting to configure the AP from the RuckOS controller.

NOTE: There are established ZoneDirector to RuckOS controller migration tools and procedures. Contact support.ruckuswireless.com for the latest available procedures and utilities.

ZoneFlex Release 9.9 and AP Standalone Mode and FlexMaster Managed Mode Operation

Starting January 1, 2015 the default image that ships from the factory on Ruckus access points (APs) will change from ZoneFlex Release 9.8.x to ZoneFlex Base Image Release 100.0.x. Most customers will not notice any difference in AP operation. The APs will continue to support standalone mode and FlexMaster managed mode operations and will automatically discover and connect to ZoneDirector or RuckOS controllers.

Beginning in ZoneFlex Release 9.9 and higher, the AP has a new behavior: once an AP connects to a controller the AP will no longer support standalone mode and FlexMaster managed mode operation after the controller completes the necessary AP firmware update during initialization.

An AP removed from a controller managed network may be restored to operate in standalone mode and FlexMaster managed mode operation by updating the AP firmware back to ZoneFlex Base Image Release 100.0.x or to a ZoneFlex-AP Release 9.8.x or lower.

These software images are available on the Ruckus support site, see support.ruckuswireless.com for more information.

AP Interoperability

APs with ordering number prefix 901- (example 901-T300-WW81), may now be supplied with an AP base image release 100.0. or higher.

The AP base image is optimized for controller-discovery compatibility to support all Ruckus Wireless controller products including ZoneDirector, SCG, vSCG, Smart-Zone and SAMS.

Once the AP discovers and joins a controller (for example ZoneDirector), the AP is updated to the compatible controller-specific AP firmware version. The updated AP firmware version becomes the factory-default image. The updated AP firmware version (for example ZoneFlex 9.9) will remain persistent on the AP after reset to factory defaults.

An AP configured with base image release 100.0 may be managed by the FlexMaster management tool or may be used in standalone controller-less operation if controller discovery is disabled on the AP web UI.

Client Interoperability

ZoneDirector and ZoneFlex APs use standard protocols to interoperate with third-party Wi-Fi devices. Ruckus Wireless 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
- Mac OS 10.8.3
- Mac OS 10.8.5
- Mac OS 10.9.3
- Mac OS 10.9.4
- Mac OS 10.10

Smart Phone/Tablet OS:

- iOS (6.x, 7.x, 8.0, 8.0.2, 8.1)
- Android (4.0.3, 4.1, 4.1.1, 4.1.2, 4.2.2, 4.3, 4.4, 4.4.2, 4.4.4)
- Windows Phone 7.5, 8, 8.1
- BlackBerry OS 10.1.0.4633
- Kindle (7.4.2)

Officially Supported Browsers:

- Internet Explorer 10, 11
- Firefox 33 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
IOS 7.0.3	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 8.0	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 6.1.3	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 8.1	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 7.1	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 7.0.4	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 7.1.2	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 7.0	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
IOS 6.1.3	Y	Y	N(ZF-2888)	Y	Y	N(ZF-2888)
Mac OS 10.9.5	Y	Y	Y	Y	Y	N(ZF-4699)
Mac OS 10.10.1	Y	Y	Y	Y	Y	N(ZF-4699)
MAC OS 10.8.5	Y	Y	Y	Y	Y	N(ZF-4699)
MAC OS 10.9.4	Y	Y	Y	Y	Y	N(ZF-4699)
Mac OS 10.9.3	Y	Y	Y	Y	Y	N(ZF-4699)
Windows 8.1	Y	Y	Y	Y	Y	Y
Windows 7	Y	Y	Y	Y	Y	Y
Windows 8	Y	Y	Y	Y	Y	Y
Windows Phone 7.5	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
Windows Phone 8	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)	N (ZF-3478)
BlackBerry OS 10	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)	N (ZF-6402)
Kindle 7.4.2	Y	Y	Y	Y	Y	Y
Android 4.2.2	Y	Y	Y	Y	Y	Y
Android 4.4.2	Y	Y	Y	Y	Y	Y
Android 4.3	Y	Y	Y	Y	Y	Y
Android 4.0.3	Y	Y	Y	Y	Y	Y

Table 1. Zero-IT Compatibility

	WPA2 WLAN			802.1x EAP (external Radius Server)		
Android 4.1.2	Y	Y	Y	Y	Y	Y
Android 4.4	Y	Y	Y	Y	Y	Y
Android 4.4.4	Y	Y	Y	Y	Y	Y
Chrome	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 Issues

- Windows Phone 8 clients cannot properly download the Zero-IT configuration file. [ZF-3478]
- Blackberry Z10 devices cannot properly download the Zero-IT configuration file. [ZF-6402]
- Android 5.0 devices are unable to properly install the Zero-IT configuration file. [ZF-12632]
- Chrome OS devices do not support the Zero-IT configuration file type. [ZF-8076]
- iOS clients cannot automatically connect to Zero-IT WLANs; users must manually switch WLANs after Zero-IT installation. [ZF-2888]
- Mac OS 10.7 and 10.8 cannot automatically connect to an 802.1x EAP WLAN after installing the Zero-IT script. [ZF-4699]
- Mac OS 10.8.5 clients may be unable to connect to a WPA2-PSK WLAN when 802.11r is enabled. [ZF-10290]
- Safari browser on iPhone 5, 5s, and iPad2 (iOS 7, iOS 8) does not properly redirect to the user's intended page after successful authentication. [ZF-10177]
Workaround: Clear cookies (Safari > Reset Safari), or try another browser.
- Opera mini fails to properly redirect to any of the web authentication pages. [ZF-11841]



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