Invite a 3rd Party to Ruckus Analytics

Introduction

RUCKUS Analytics is a cloud service for network intelligence and service assurance. Powered by machine learning and artificial intelligence, it gives IT comprehensive visibility into network operations. The service accelerates troubleshooting and helps IT teams meet their network SLAs. RUCKUS Analytics delivers powerful incident analytics, network health monitoring, advanced client troubleshooting and more.

This guide will help you create a **Resource Group**, then **Invite a 3rd Party** to manage said group.

Managing Resource Groups

You can provide Role-Based Access Control (RBAC) to allow an administrator to manage APs and switches organized into resource groups.

A resource group is made up of your selection of APs and switches available in RUCKUS Analytics. There are many roles associated with resource groups with specific functional privileges. The roles available are Admin, Network Admin and Reporting. A resource group allows the Admin to confine access for a group of users to a restricted set of APs and switches. Therefore, a resource group is equivalent to a tenant.

RUCKUS Analytics contains a Default resource group. This group corresponds to the entire set of Wi-Fi assets. The Default resource group cannot be edited or deleted.

1. To create a resource group of APs and switches, from the web interface, go to Admin > Resource Groups. The Resource Groups page is displayed.
2. Click Create Resource Group.
   The Create Resource Group page is displayed.
   Configure the following options:
   - Name: Enter the name of the resource group that you are want to create. In this case, use the Customer Company Name
   - Description: Enter a short description about the group for reference.

- Click the **AP** radio button and **Switch** radio button to view the devices within the network and domains. Choose the devices that you want by selecting the check-boxes, and click **Create**. The resource group with the selected APs and switches is created and displayed in the **Resource Group** page.

Inviting Users and Assigning the Resource Group

You can add registered users, assign roles to the users, associate them to resource groups, and manage users from the RUCKUS Analytics web interface.

The user must be registered with the system.

1. From the web interface, go to Admin > Users.
2. Add third-party users by clicking Invite 3rd Party.
   A third-party user is a user who does not belong to your organization. By inviting a third-party user, you are explicitly granting access to someone outside your organization to the RUCKUS Analytics service account. Ensure that you have the necessary authorization to do so. A third-party user or a partner can only access a single resource group as defined by the administrator.

   Note: If the **Admin** role is granted, the third-party user will also be able to invite other users into your account. If this is not desired, you can grant the third-party user a **Network Admin** or **Report Only** role. **Network Admin** is the preferred role for most deployments.

   The Invite 3rd Party dialog box is displayed where you can search for the user by their email ID. After typing the email ID, click Find. Select the specific **Resource Group** and **Role** that you want the third-party user to be associated with and click Invite. **Network Admin** is the preferred role for most deployments.

   Note: The user must have a valid email ID that is registered with RUCKUS support. Else, the third-party account will be rendered invalid.

   Information relevant to the invitee is displayed in the Users page. The user can accept or reject the invitation; the status of which is also displayed on this page as **Accepted** , **Rejected** or **Pending**. The user must also have a registered RUCKUS Analytics account to accept the invitation. Additionally, only users having their own account with RUCKUS Analytics can accept invitations. Else, they will not be granted permission to access the application. If the user wants to use another account to accept invitations, then the new account has to be added and registered with RUCKUS Analytics before the user can accept invitation from that account.
3. Partners or third party users who are invited to manage multiple customer accounts can take advantage of single sign-on by clicking on **Accounts** in the profile icon (top right). Partners can conveniently switch account views without having to re-login.

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