

# Cloudpath End-User Experience for Windows Devices

## Supporting Software Release 5.2

## Copyright Notice and Proprietary Information

Copyright 2017 Brocade Communications Systems, 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 or as expressly provided by under license from Brocade.

## 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. BROCADE and RUCKUS WIRELESS, INC. AND THEIR 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. BROCADE and RUCKUS RESERVE THE RIGHT TO MAKE CHANGES OR UPDATES TO THE MATERIAL AT ANY TIME.

## Limitation of Liability

IN NO EVENT SHALL BROCADE or 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 in other countries. Brocade, the B-wing symbol, MyBrocade, and ICX are trademarks of Brocade Communications Systems, Inc. in the United States and in other countries. Other trademarks may belong to third parties.

# Contents

---

- Overview..... 4**
  - Supported Windows versions.....4
- User Experience..... 4**
  - Enrollment User Prompts..... 4
  - Configuration Wizard..... 10
  - Wizard Application User Experience..... 13
  - Other Methods for Launching Application..... 17

# Overview

The Cloudpath Enrollment System (ES) automates WPA2-Enterprise configuration on any device that connects to the network and automatically connects the device to a secure SSID.

This Automated Device Enablement (ADE) means authorized devices onboard simply and securely, with the appropriate level of access.

Cloudpath supports all operating systems including Windows, Mac OS X, iOS, Android, Linux, Chromebooks, and more.

This document provides an example of the end-user process for using Cloudpath to migrate a device running the Windows operating system to the secure network.

## Supported Windows versions

Cloudpath supports Windows Vista, Windows 7, 8, 10, and later, with automated configuration.

## User Experience

Cloudpath provides the prompts that guide the user through the sequence of steps that make up the enrollment workflow. During this process, the user enters information as requested, and makes selections about user type, device type, among others.

Based on the information provided from the enrollment prompts, the wizard (or network profile) contains the wireless configuration to allow the device on the secure network.

## Enrollment User Prompts

This section displays the user prompts for a typical enrollment workflow. The sequence of steps for an enrollment can differ, depending on the selection that is made.

### *Welcome Screen With AUP*

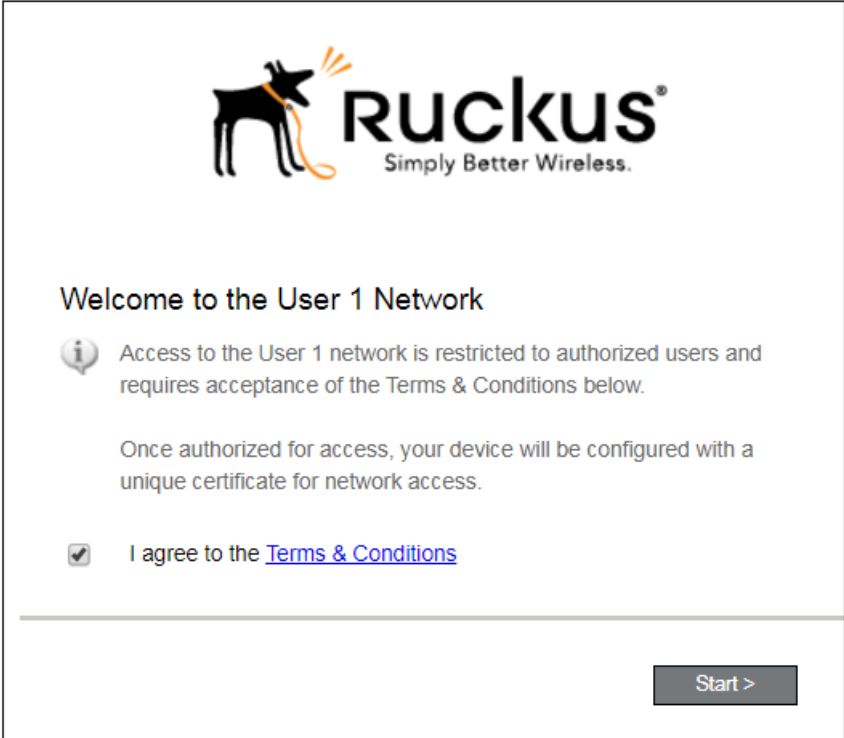
When the user enters the enrollment URL on their device, the Login (or Welcome) screen displays.

The Login screen is typically customized with the logo, colors, and text for the organization or institution. The screens in this example use the default look and feel of the application.

#### **NOTE**

If you have set up a captive portal, the user connects to onboarding SSID and is redirected to the Cloudpath Welcome page to start the enrollment process.

FIGURE 1 Welcome Screen



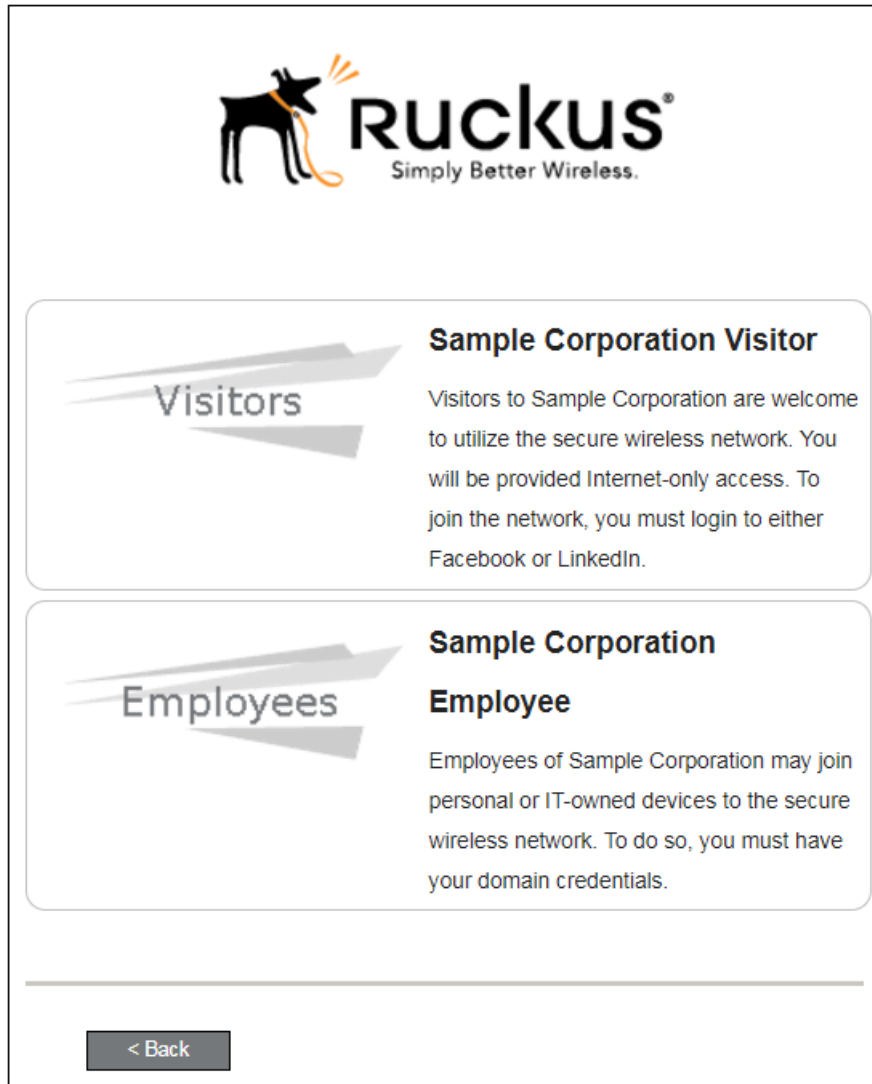
An acceptable use policy (AUP) prompt displays a message and requires that the user signal acceptance to continue. The welcome text and Start button can be customized.

Click **Start** to continue.

## User Type

If required by the network, the user might receive a User Type prompt. For example, an Employee might be required to enter domain credentials, and a Guest or Partner might be required to enroll using their social media credentials.

FIGURE 2 User Type Prompt

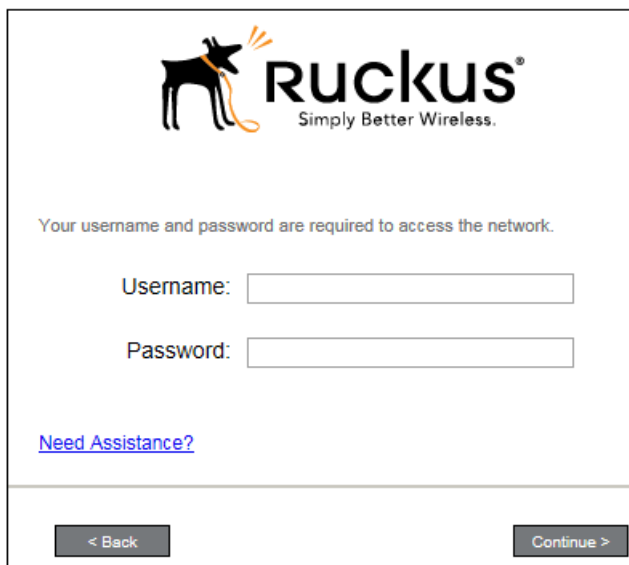


Select the user type to continue. This example follows the *Employee* workflow branch.

## User Credentials

If required by the network, a prompt similar to the one below requires the user to enter network credentials.

FIGURE 3 User Credential Prompt



The image shows a user credential prompt window for Ruckus. At the top is the Ruckus logo, which features a black silhouette of a dog with an orange leash and three orange curved lines above its head, followed by the text "RUCKUS" in a bold, black, sans-serif font and "Simply Better Wireless." in a smaller font below it. Below the logo, the text "Your username and password are required to access the network." is displayed. Underneath this text are two input fields: "Username:" followed by a white rectangular box, and "Password:" followed by a white rectangular box. Below the input fields is a blue, underlined link that says "Need Assistance?". At the bottom of the window, there are two grey buttons: "< Back" on the left and "Continue >" on the right.

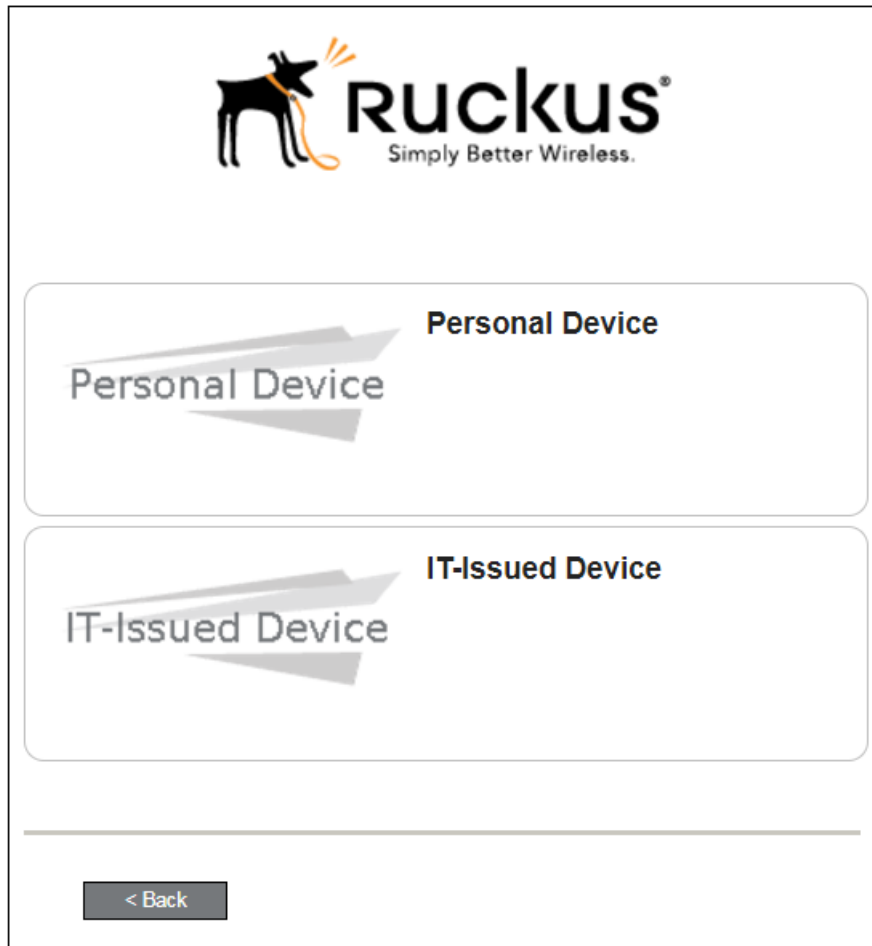
Enter the user credentials and click **Continue**.

## Device Type

If required by the network, the user might receive a Device Type prompt.

An example is that a personal device selection might add a prompt for a MAC address, and an IT-Issued device would be allowed to bypass the MAC address prompt.

FIGURE 4 Device Type Prompt



Select a device type to continue. This example follows the IT-Issued Device enrollment workflow.

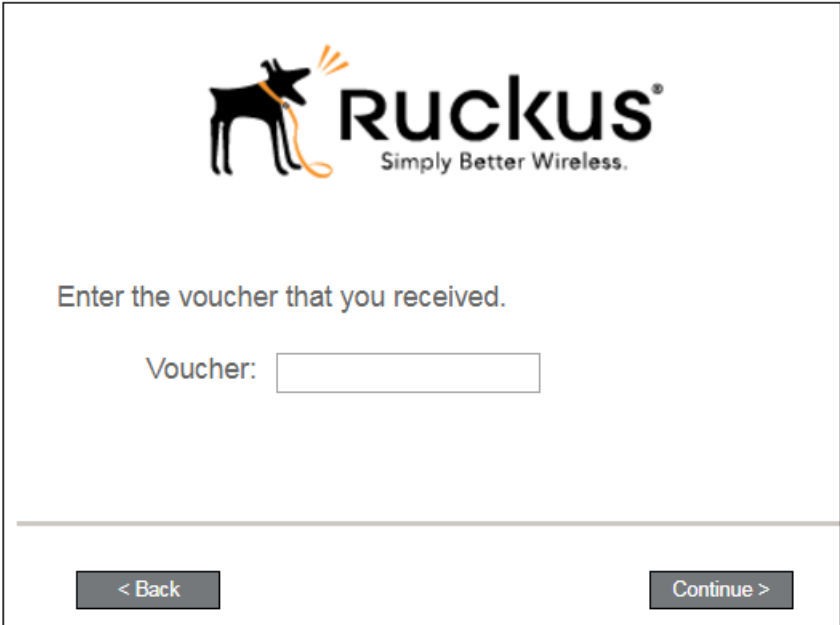
### ***Voucher Code***

Your network might require that you enter a voucher (one-time password) as an additional verification step.

Vouchers are typically sent email or SMS from a network sponsor or administrator.



FIGURE 5 Voucher Code Prompt

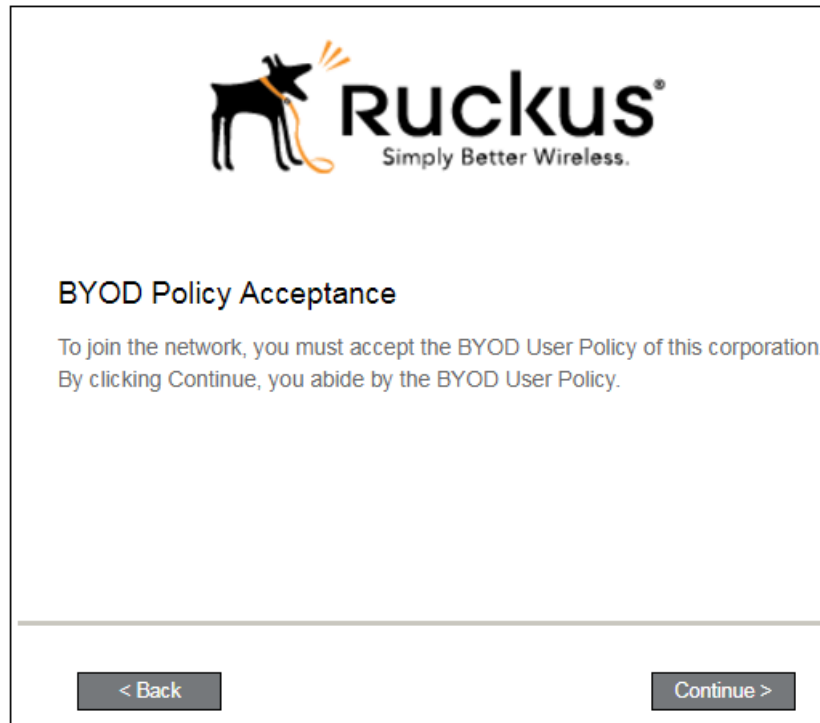


Enter the voucher code and click **Continue**.

## BYOD Policy

If configured by the network administrator, you may be prompted to agree to the terms and policies of the network before you can continue with BYOD configuration.

FIGURE 6 BYOD Policy



Click **Start** to continue.

After the enrollment prompts, the user will download and run the configuration Wizard to migrate the device to the secure network.

## Configuration Wizard

The enrollment workflow for Windows devices follows the same process as the other OSes. The user accepts the AUP, logs in with Active Directory or other credentials, then the configuration wizard runs to configure the device and migrate the user to the secure network.

The Wizard application can be set to start automatically or start manually from the download page. These user experience options are set in the Cloudpath Admin UI, but the user experience can also vary depending on the Java version detected (if installed), the browser, or the OS version on the device.

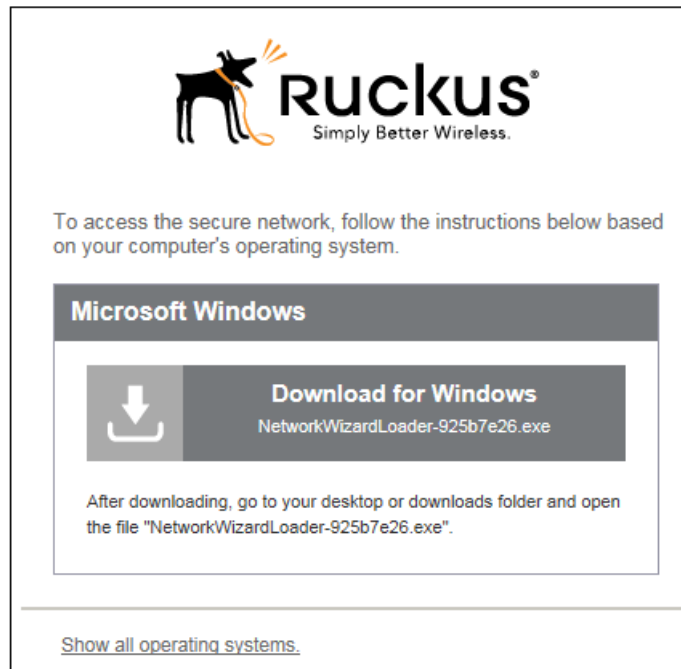
### Download and Run Application

The default user experience setting for Windows devices is to download the application to the user device, run the application to configure the wireless settings, and migrate the device to the secure network.

### Download Page

The application detects the device user agent and displays the appropriate Windows-specific instructions.

FIGURE 7 Windows Download Page

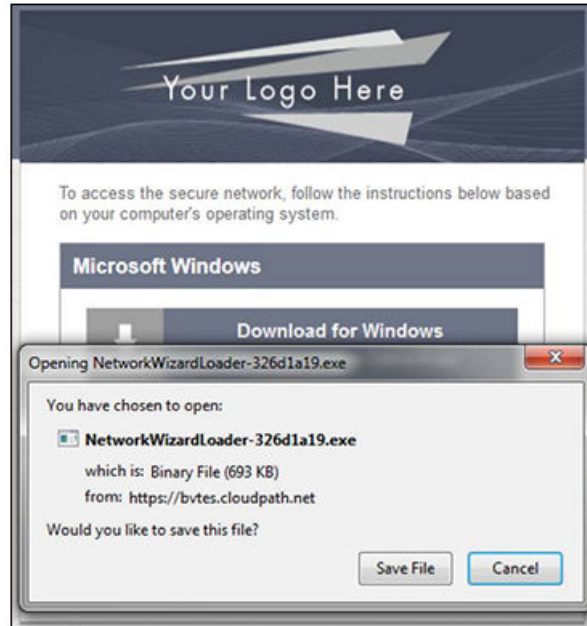


Click the down arrow to download the zip file, which contains the application file.

### ***Save the File***

You will be asked to save the application file.

FIGURE 8 Save File



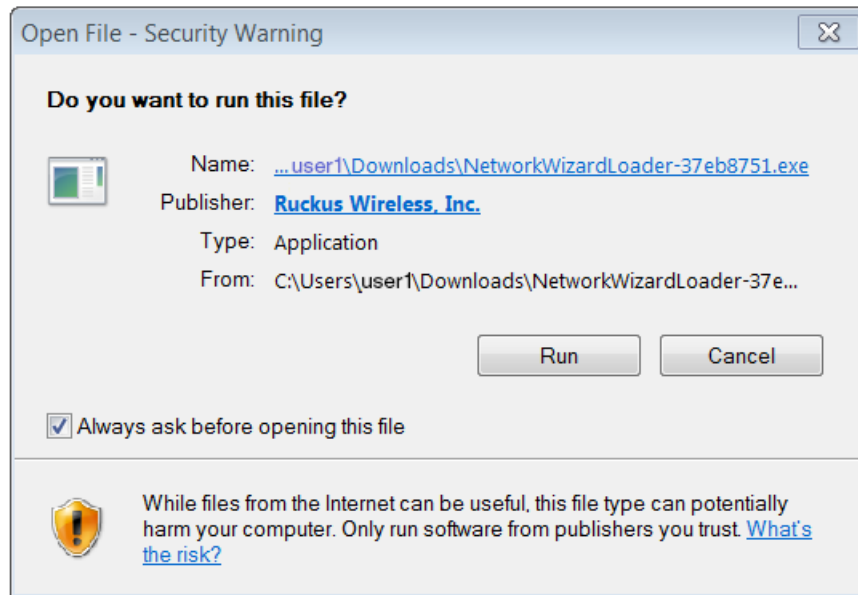
### *Locate and Open the File*

Find the **Cloudpath** application file in your Downloads folder, then double-click this file to start the Wizard, which runs through the configuration and migration process.

### *Confirm Running the File*

Your browser or operating system may prompt you to confirm that you want to run the application file.

FIGURE 9 Confirm Running the File



Click **Run** to continue.

## Wizard Application User Experience

After the user has gone through the enrollment prompts, the Wizard runs to configure the wireless network settings on the device.

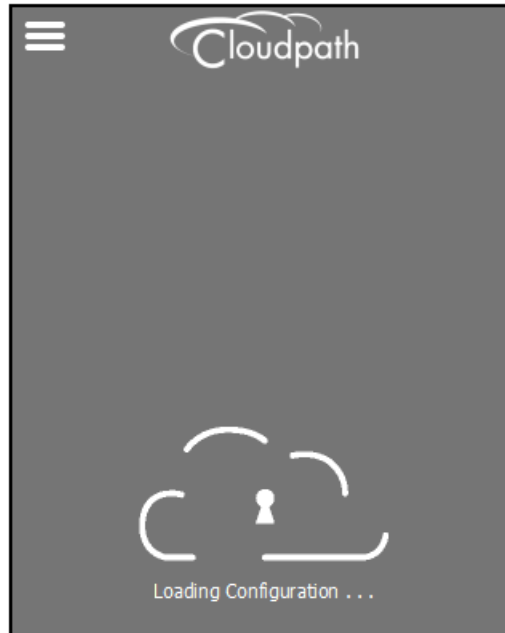
### *Loading System Configuration*

The Wizard opens and begins the configuration process.

## User Experience

### Wizard Application User Experience

**FIGURE 10** Loading Configuration

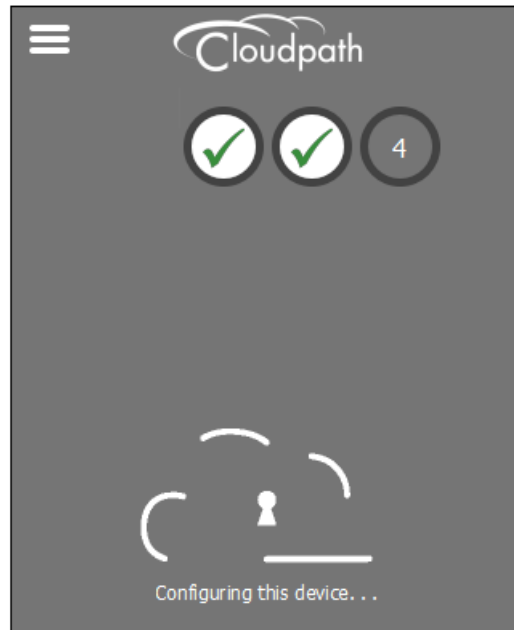


The configuration process takes less than a minute.

### ***Configuring the Device***

The application begins the configuration process.

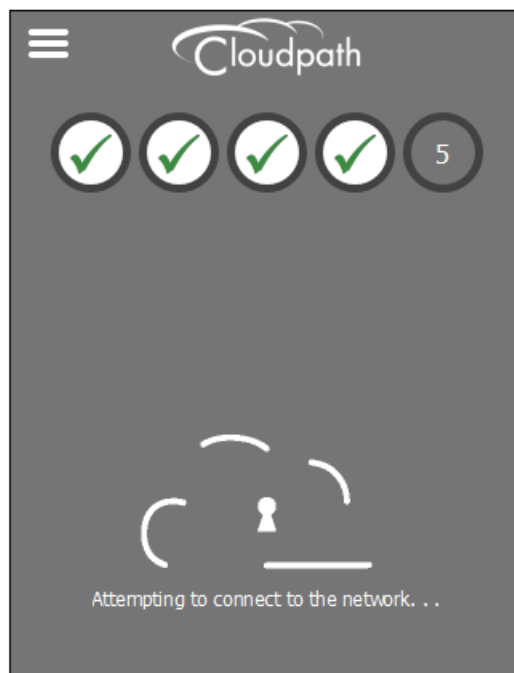
FIGURE 11 Configuring the Device



The application continues with the authentication process.

### ***Connecting to Secure Network***

The application attempts to associate to the wireless network.



## User Experience

### Wizard Application User Experience

The application continues with the validation process.

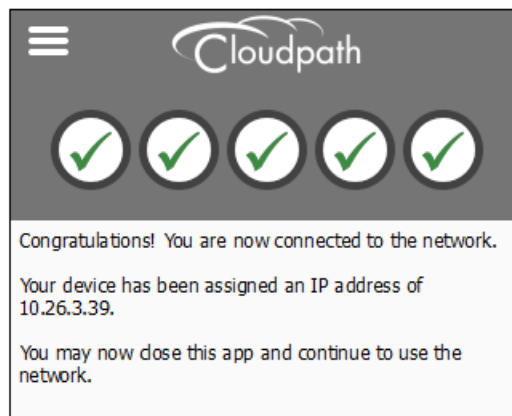
### *Validating Connectivity*

When the association with the secure network is successful, the application attempts to acquire a network address. A screen appears briefly to indicate that connectivity is being validated.

The application continues with the connection process.

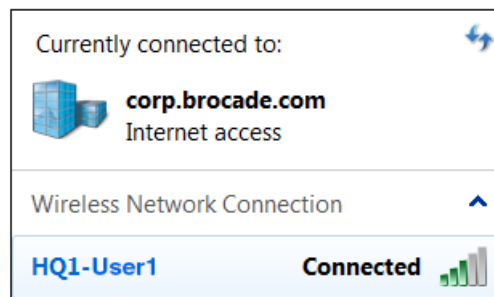
### *Connected to Secure Network*

When the application displays a message that you have received an IP address, you are connected to the secure network.



### *Verify Network Connection*

Whether using the application to migrate the device, or manually connecting to the network, use the airport icon in the menu bar to verify the network to which you are connected.



The Wireless Network Connection panel displays the network to which you are connected.



## Other Methods for Launching Application

The default user experience setting will display the download page to allow the user to download, install, and run the application.

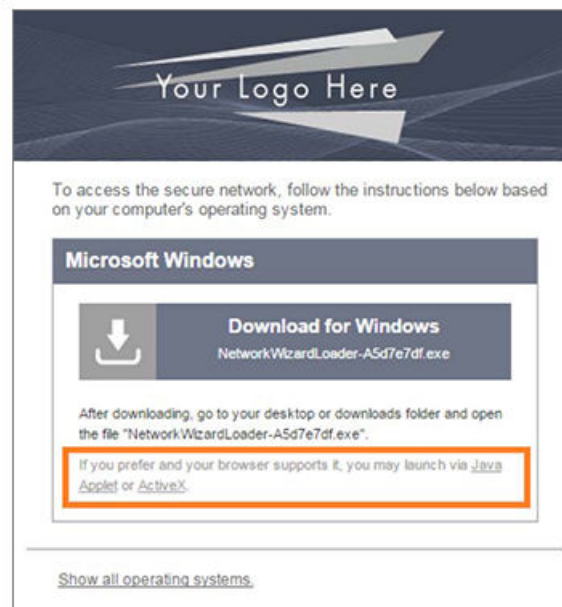
The network administrator can elect to configure other user experience settings, such as automatically launching the application, or, if using the Internet Explorer browser, the user can manually launch the application using ActiveX.

### Starting Application from Java Applet

If your configuration is set up to automatically run the Java applet, the Download page does not appear. Instead, a Java console opens and the application automatically starts. If this is your network setting, go to the Wizard Application User Experience section to view the end-user experience.

You can also launch the Java applet manually from the download page. Use the **launch via Java applet** link, instead of downloading and installing the application manually.

FIGURE 12 Manually Launch Applet



The application launches as a Java applet.

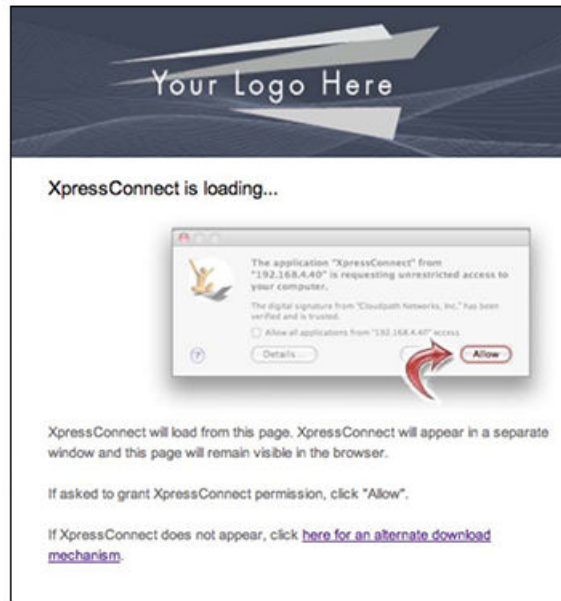
#### NOTE

This method does not work if Java is not installed on the device. If Java is installed, but requires an update, you may be prompted to update before you can continue.

### Load Application

The application loads onto the device.

FIGURE 13 Load Application

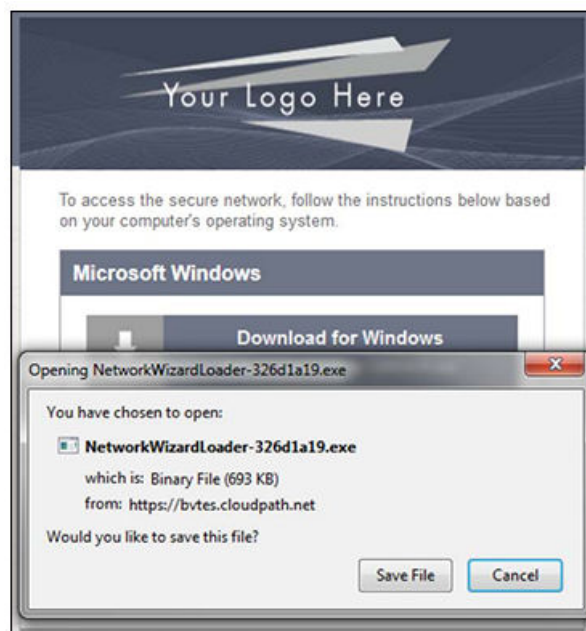


The application continues to check the device settings.

## Save File

Confirm that you want to save the Cloudpath application to your downloads folder.

FIGURE 14 Save File



Click **Save File** to continue.

### **Trust Application**

The Windows operating system might prompt you to trust the Cloudpath application.

**FIGURE 15** Trust Application



Click **Run** to continue. The configuration wizard starts.

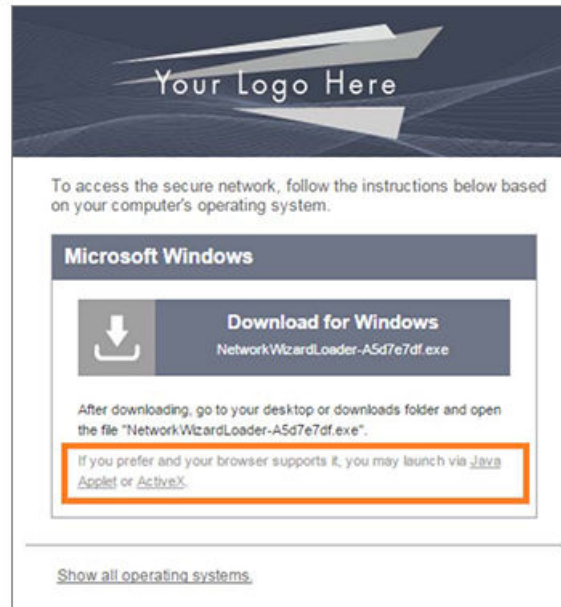
See the Wizard Application User Experience section to view the end-user experience.

### **Launch Application Using ActiveX**

If your configuration is set up to automatically run the Java applet, the Download page does not appear. Instead, a Java console opens and the application automatically starts. If this is your network setting, go to the Wizard Application User Experience section to view the end-user experience.

You can also launch the application manually from the download page using ActiveX, instead of downloading and installing the application manually.

FIGURE 16 Manually Launch Applet



Double-click the ActiveX link to launch the application.

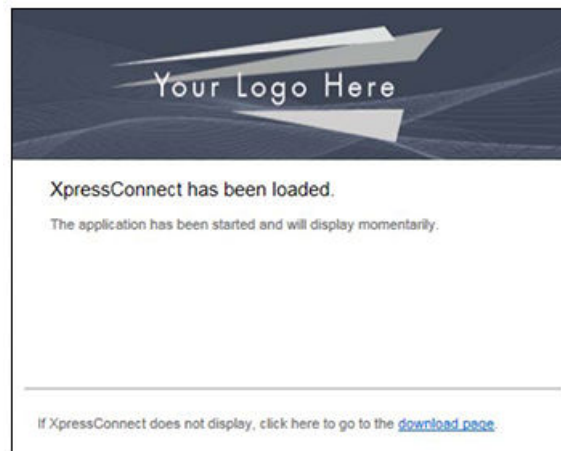
**NOTE**

This method works on the Internet Explorer browser with ActiveX enabled.

**Load Application**

ActiveX loads the application on the device and it automatically starts the configuration and migration process.

FIGURE 17 Load Application



See the Wizard Application User Experience section to view the rest of the end-user experience.



Copyright © 2006-2017. Ruckus Wireless, Inc.  
350 West Java Dr. Sunnyvale, CA 94089. USA  
[www.ruckuswireless.com](http://www.ruckuswireless.com)