ADMINISTRATION GUIDE

Cloudpath Enrollment System Alexa Voucher Configuration Guide, 5.6

Supporting Cloudpath Software Release 5.6

Part Number: 800-72489-001 Rev A
Publication Date: 15 December 2019

Copyright, Trademark and Proprietary Rights Information

Export Restrictions

These products and associated technical data (in print or electronic form) may be subject to export control laws of the United States of America. It is your responsibility to determine the applicable regulations and to comply with them. The following notice is applicable for all products or technology subject to export control:

These items are controlled by the U.S. Government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations.

Disclaimer

THIS CONTENT AND ASSOCIATED PRODUCTS OR SERVICES ("MATERIALS"), ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, COMMSCOPE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, FREEDOM FROM COMPUTER VIRUS, AND WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE. CommScope does not represent or warrant that the functions described or contained in the Materials will be uninterrupted or error-free, that defects will be corrected, or are free of viruses or other harmful components. CommScope does not make any warranties or representations regarding the use of the Materials in terms of their completeness, correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. As a condition of your use of the Materials, you warrant to CommScope that you will not make use thereof for any purpose that is unlawful or prohibited by their associated terms of use.

Limitation of Liability

IN NO EVENT SHALL COMMSCOPE, COMMSCOPE AFFILIATES, OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, LICENSORS AND THIRD PARTY PARTNERS, BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER, EVEN IF COMMSCOPE HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER IN AN ACTION UNDER CONTRACT, TORT, OR ANY OTHER THEORY ARISING FROM YOUR ACCESS TO, OR USE OF, THE MATERIALS. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, some of the above limitations may not apply to you.

Trademarks

ARRIS, the ARRIS logo, CommScope, Ruckus, Ruckus Wireless, Ruckus Networks, Ruckus logo, the Big Dog design, BeamFlex, ChannelFly, EdgeIron, FastIron, HyperEdge, ICX, IronPoint, OPENG, SmartCell, Unleashed, Xclaim, and ZoneFlex are trademarks of CommScope, Inc. and/or its affiliates. Wi-Fi Alliance, Wi-Fi, the Wi-Fi logo, Wi-Fi Certified, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access, the Wi-Fi Protected Setup logo, Wi-Fi Protected Setup, Wi-Fi Multimedia and WPA2 and WMM are trademarks or registered trademarks of Wi-Fi Alliance. All other trademarks are the property of their respective owners.

Contents

Preface

Document Conventions

The following table lists the text conventions that are used throughout this guide.

TABLE 1 Text Conventions

Convention	Description	Example
`monospace`	Identifies command syntax examples	`device(config)# interface ethernet 1/1/6`
bold	User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names	On the **Start** menu, click **All Programs**.
italics	Publication titles	Refer to the *Ruckus Small Cell Release Notes* for more information.

Notes, Cautions, and Warnings

Notes, cautions, and warning statements may be used in this document. They are listed in the order of increasing severity of potential hazards.

NOTE
A NOTE provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

ATTENTION
An ATTENTION statement indicates some information that you must read before continuing with the current action or task.

CAUTION
A CAUTION statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.

DANGER
A DANGER statement indicates conditions or situations that can be potentially lethal or extremely hazardous to you. Safety labels are also attached directly to products to warn of these conditions or situations.

Command Syntax Conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

Convention	Description
bold text	Identifies command names, keywords, and command options.
italic text	Identifies a variable.
[ ]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{ **x** | **y** | **z** }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.

Convention	Description
x | **y**	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, for example, passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, *member*[*member*...].
\	Indicates a "soft" line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

Document Feedback

Ruckus is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to Ruckus at #Ruckus-Docs@commscope.com.

When contacting us, include the following information:

- Document title and release number
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- Ruckus SmartZone Upgrade Guide, Release 5.0
- Part number: 800-71850-001 Rev A
- Page 7

Ruckus Product Documentation Resources

Visit the Ruckus website to locate related documentation for your product and additional Ruckus resources.

Release Notes and other user documentation are available at https://support.ruckuswireless.com/documents. You can locate the documentation by product or perform a text search. Access to Release Notes requires an active support contract and a Ruckus Support Portal user account. Other technical documentation content is available without logging in to the Ruckus Support Portal.

White papers, data sheets, and other product documentation are available at https://www.ruckuswireless.com.

Online Training Resources

To access a variety of online Ruckus training modules, including free introductory courses to wireless networking essentials, site surveys, and Ruckus products, visit the Ruckus Training Portal at https://training.ruckuswireless.com.

Contacting Ruckus Customer Services and Support

The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their Ruckus products, and customers and partners with active support contracts.

For product support information and details on contacting the Support Team, go directly to the Ruckus Support Portal using https://support.ruckuswireless.com, or go to https://www.ruckuswireless.com and select **Support**.

What Support Do I Need?

Technical issues are usually described in terms of priority (or severity). To determine if you need to call and open a case or access the self-service resources, use the following criteria:

- Priority 1 (P1)—Critical. Network or service is down and business is impacted. No known workaround. Go to the **Open a Case** section.
- Priority 2 (P2)—High. Network or service is impacted, but not down. Business impact may be high. Workaround may be available. Go to the **Open a Case** section.
- Priority 3 (P3)—Medium. Network or service is moderately impacted, but most business remains functional. Go to the **Self-Service Resources** section.
- Priority 4 (P4)—Low. Requests for information, product documentation, or product enhancements. Go to the **Self-Service Resources** section.

Open a Case

When your entire network is down (P1), or severely impacted (P2), call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at https://support.ruckuswireless.com/contact-us and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

Self-Service Resources

The Ruckus Support Portal at https://support.ruckuswireless.com offers a number of tools to help you to research and resolve problems with your Ruckus products, including:

- Technical Documentation—https://support.ruckuswireless.com/documents
- Community Forums—https://forums.ruckuswireless.com/ruckuswireless/categories
- Knowledge Base Articles—https://support.ruckuswireless.com/answers
- Software Downloads and Release Notes—https://support.ruckuswireless.com/#products_grid
- Security Bulletins—https://support.ruckuswireless.com/security

Using these resources will help you to resolve some issues, and will provide TAC with additional data from your troubleshooting analysis if you still require assistance through a support case or RMA. If you still require help, open and manage your case at https://support.ruckuswireless.com/case_management.

Introduction to Using Alexa to Receive Vouchers

Alexa can be used to provide vouchers to users enrolling onto the Cloudpath system.

Cloudpath enrollment workflows can accept vouchers generated by Alexa that are sent to users who have the Alexa application installed on their device. All Alexa has to do first is learn a new skill - the Cloudpath network admin skill - available in the Alexa store. Then, the Cloudpath network administrator can obtain a necessary binding code from Alexa to enable communication between the Amazon Cloud and the Cloudpath Enrollment System.

Alexa can then also generate vouchers that users attempting to enroll onto Cloudpath can request themselves.

To get the binding code from Alexa and set up a corresponding workflow, follow the steps in these two sections:

1. Binding Alexa to the Cloudpath Enrollment System on page 7
2. Setting Up the Alexa Workflow on page 8

To understand how the user experience works, refer to User Experience With Alexa Vouchers on page 11.

To see what other administrative functions you can perform, refer to Administrative Information for Alexa Vouchers on page 12.

Binding Alexa to the Cloudpath Enrollment System

You can bind Alexa to your Cloudpath system after your Alexa applications adds (or "learns") the Cloudpath network skill.

Follow these steps to have Alexa learn the necessary skill and provide you with a binding code:

1. Locate the Cloudpath network admin application in the Alexa store and add it to your device. There are instructions on the internet about how to add skills to Alexa.
2. Once Alexa has added the Cloudpath network admin skill, speak these exact words into your Alexa device: "Alexa, ask network admin to get me on the network."
3. Alexa should then ask you if you would like to have a binding code generated. Answer "yes."
4. Alexa then says the binding code out loud. Be sure to take note of this code, as you will need to enter it into the Cloudpath UI.
5. In the Cloudpath UI, navigate to **Administration > System Services**.
6. Scroll to the bottom of that page to locate "Alexa," then click on the arrow to expand the entry:

   FIGURE 1 Alexa in System Services Before Binding Occurs

7. Click **Bind**.

8. In the ensuing screen, enter the binding code that Alexa gave to you, then click **Save**.

   FIGURE 2 Alexa Binding Code Window

   NOTE
   Once you have used a binding code, you cannot use the same one again.

9. If Alexa successfully binds to the Cloudpath system, a message should appear in the top of the System Services page: " Stored Alexa binding data!"

   If binding was not successful, some possible reasons are:

   - Entering the code incorrectly. If you receive a message that indicates an invalid code was entered, try typing the code in again.
   - Connectivity issues between the Cloupdpath system and the Amazon Cloud. If you receive a message indicating this type of issue, you might want to check how your firewalls are set up.

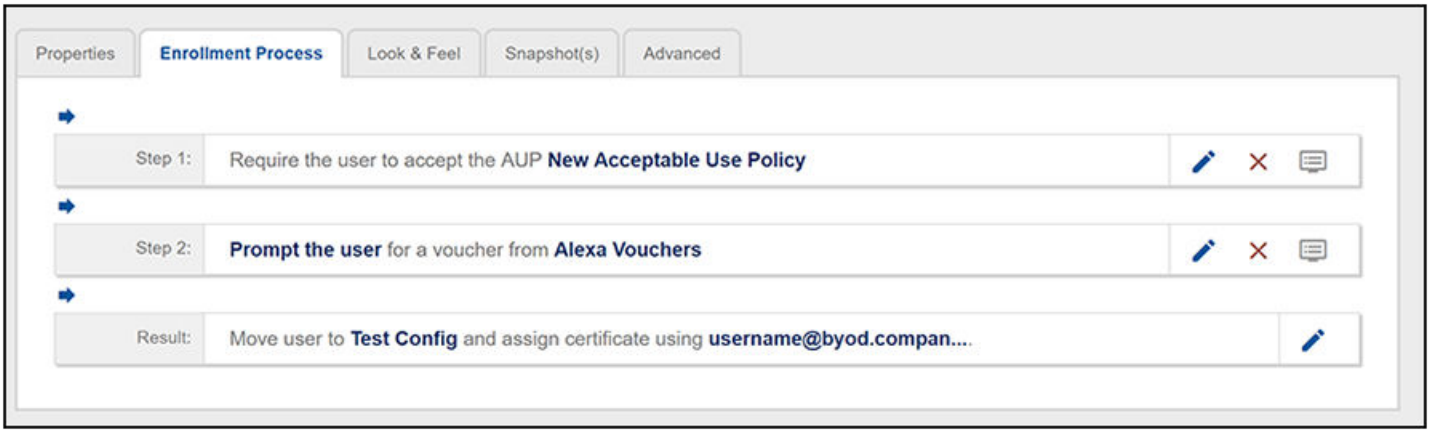
Setting Up the Alexa Workflow

Once Alexa successfully binds to the Cloudpath system, you can set up a workflow that uses Alexa vouchers.

At this point, you create a workflow similar to any other workflow that asks the enrolling user to enter the voucher code they received. The only difference is that the voucher the user receives comes from their Alexa application as opposed to coming from the Cloudpath Enrollment System.

For example, a very simple workflow is shown below:

FIGURE 3 Workflow With Alexa Voucher Step Included

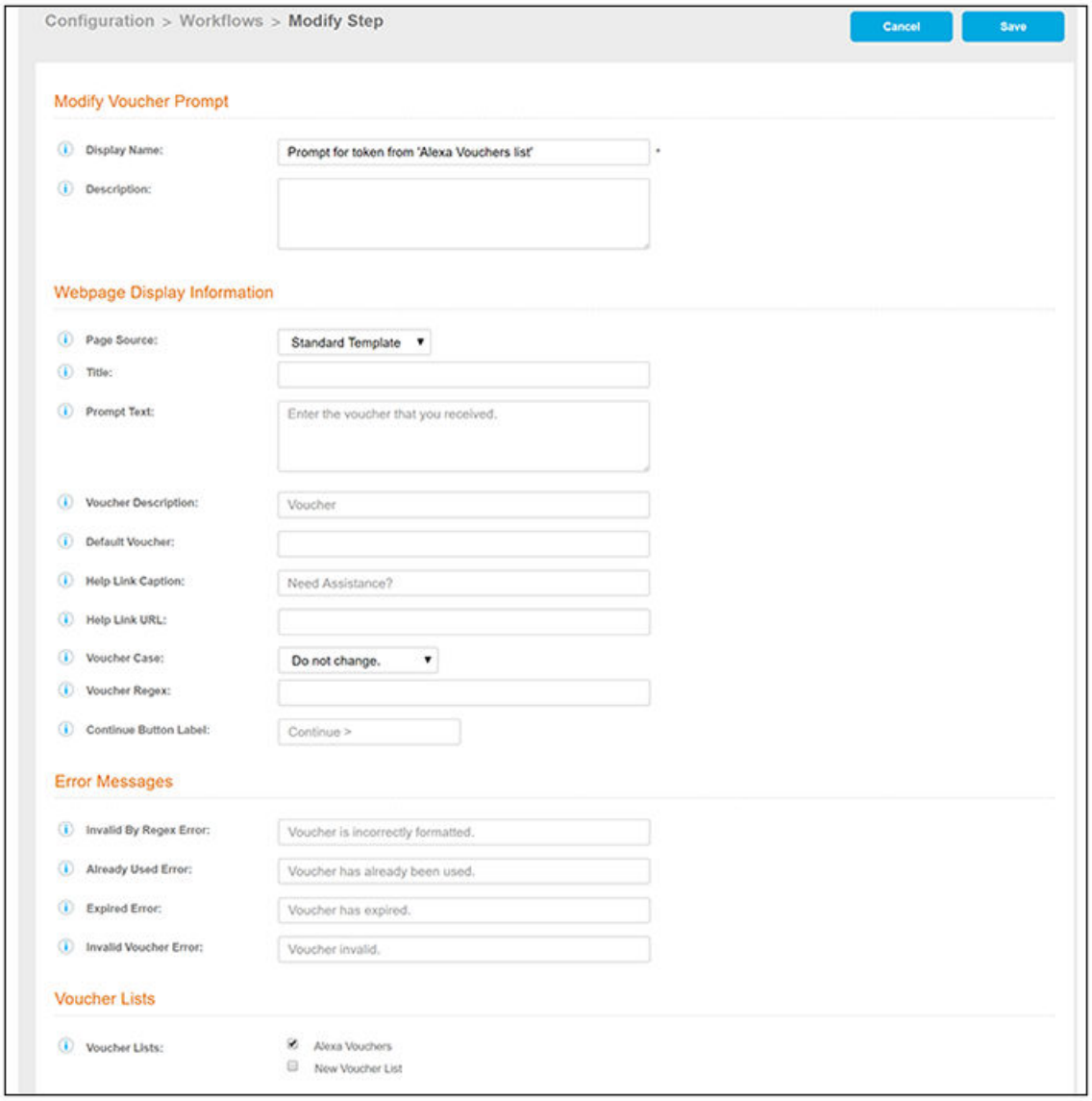


The workflow shown above includes the step where vouchers are added (Step 2). When you are in the process of adding that step to your workflow, the screen you are presented with (see below) includes the question "Which Type of Step Should Be Added?" Click the "Authenticate using a voucher from a sponsor" button:

FIGURE 4 Using the "Authenticate using a voucher from a sponsor" Option in Your Alexa Workflow

Then, when configuring information in the ensuing screen, **you must** select "Alexa Vouchers" in the Voucher List section near the bottom of the screen, as shown in the example below:

FIGURE 5 "Alexa Vouchers" Checkbox in Voucher List



For more information about using vouchers in a workflow, refer to the *Cloudpath Enrollment System Sponsored Guest Access Configuration Guide*.

User Experience With Alexa Vouchers

Enrolling users can request a voucher from Alexa before or during the enrollment process.

The sequence of steps for the user obtaining the voucher is:

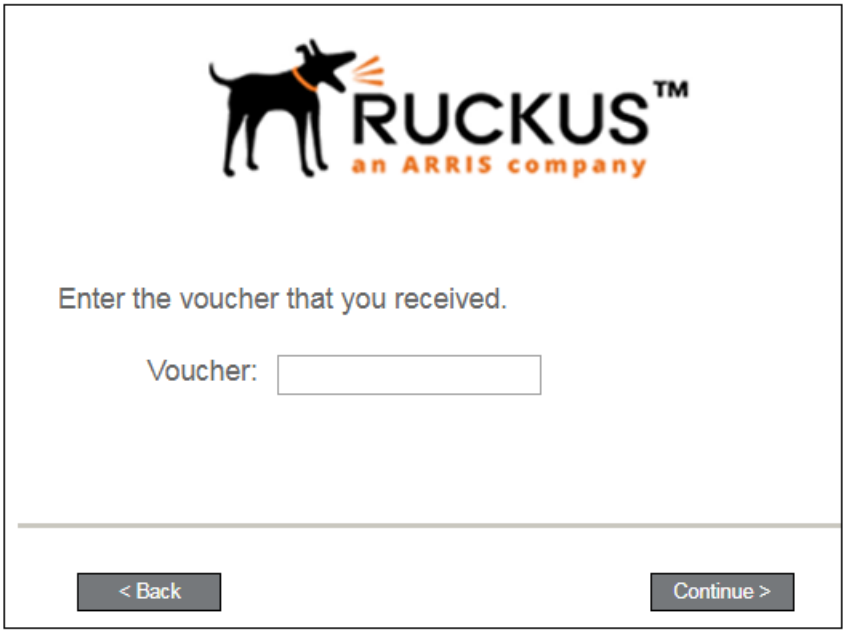
1. The user must speak these exact words to the Alexa device or application: "Alexa, ask network admin to get me on the network."
2. Alexa then asks for the user's phone number to which to send an "access code."

NOTE
If the user does not obtain the access code almost immediately, the user should repeat the step to obtain the code because Alexa may not have interpreted the phone number correctly.

3. The user speaks clearly to the Alexa device or application and provides his or her phone number, beginning with the country code.

During the enrollment process, when the user is presented with the following screen, he or she should enter the voucher code received from Alexa, then click **Continue**.

FIGURE 6 Voucher Prompt the User Receives During Enrollment



The enrollment process continues. The secure network should appear in the user's WiFi list on their device so that they can connect to that network. You can refer to the Cloudpath Enrollment System user experience guide for your device for descriptions and screen shots about the remainder of the enrollment process.

Administrative Information for Alexa Vouchers

There are many administrative functions available that relate to Alexa binding, vouchers, log files, and more.

Binding, Unbinding, and Obtaining Log Files

Go to **Administration > System Services**, then scroll down to find Alexa and expand the information to see binding status:

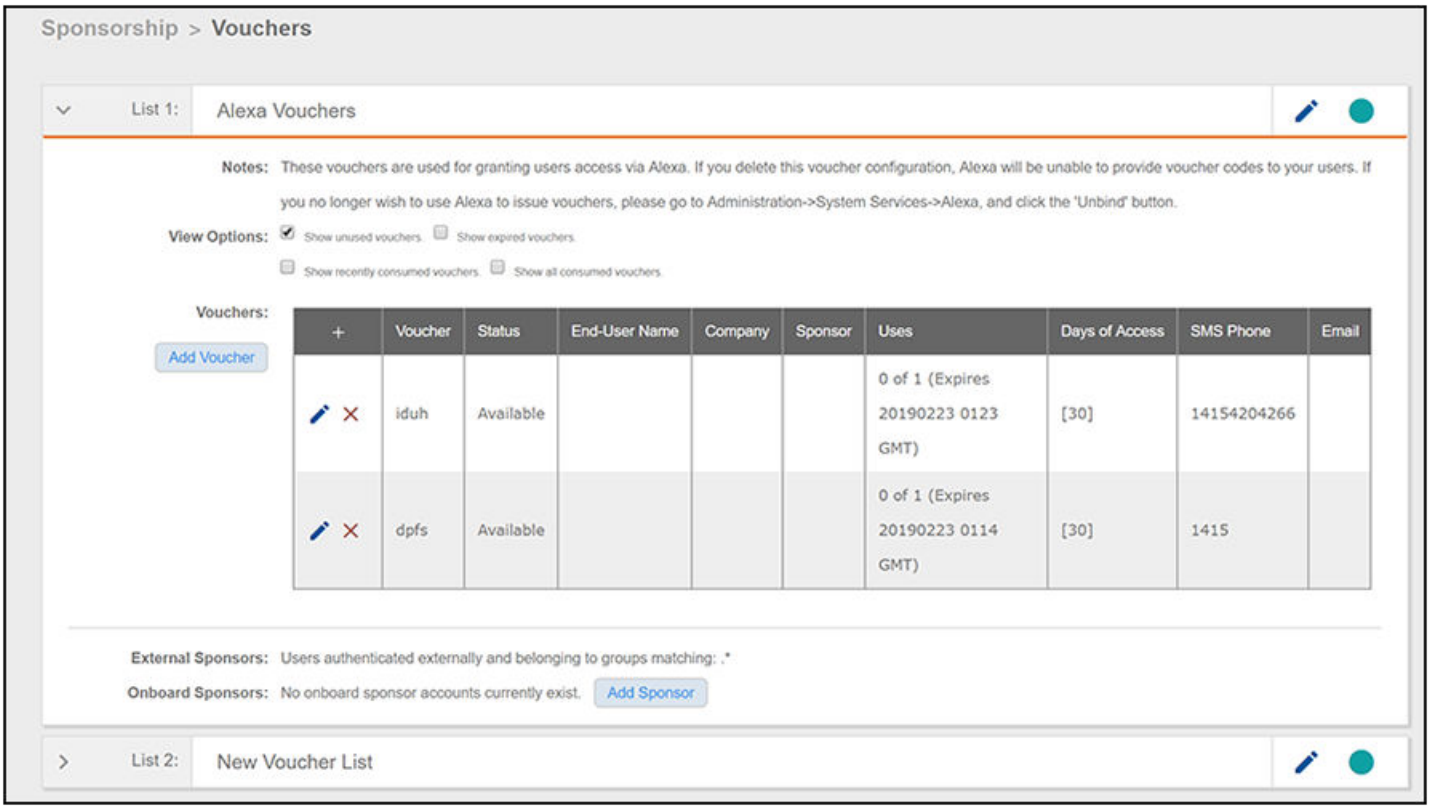
FIGURE 7 Alexa Bind/Unbind and Log File Box

From here, you can bind or unbind Alexa, remove old binding data, or get Alexa log files. The "Remove old binding data" button can be useful when you want to start from scratch in case there is an issue with attempting to use the Bind function.

Examining Alexa Vouchers

To view all Alexa vouchers that have been issued, navigate to **Sponsorship > Vouchers**, then expand the Alexa Vouchers list, as shown in the following example:

FIGURE 8 Alexa Voucher Information



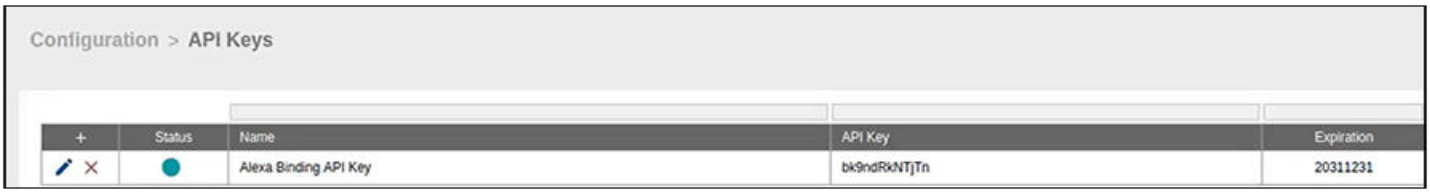
You can use the checkboxes to display information about all vouchers, or just vouchers in various states of usage. You can also add a voucher here, and supply an onboarding user with the new voucher for enrollment.

Alexa API Key

Cloudpath creates an API key unique for Alexa. To locate this key, go to **Configuration > API Keys**, as shown in the figure below:

NOTE
Do not change or remove the API key, or the Alexa functionality will cease to work.

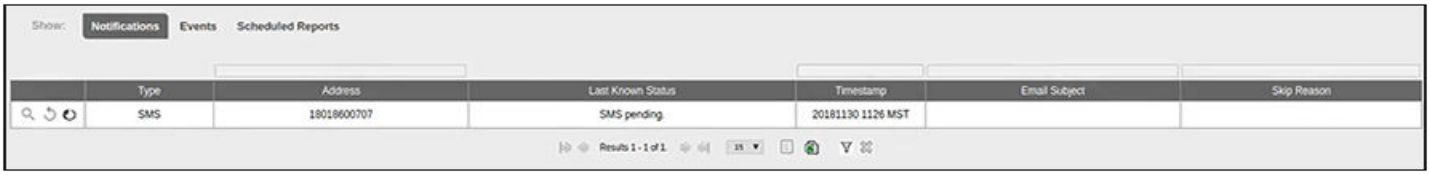
FIGURE 9 Alexa API Binding Key



Notifications

Cloudpath creates a notification in the **Dashboard > Notifications** section about Alexa vouchers:

FIGURE 10 Alexa Information in Notifications Area



Ruckus Wireless, Inc., a wholly owned subsidiary of CommScope, Inc.
350 West Java Dr., Sunnyvale, CA 94089 USA
www.ruckuswireless.com