RUCKUS IoT Controller Software Licensing Guide, 2.2.0.0 GA

Supporting IoT Controller Release 2.2.0.0

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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.ruckusnetworks.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://community.ruckuswireless.com
- 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.

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.ruckusnetworks.com.

Online Training Resources

To access a variety of online RUCKUS training modules, including free introductory courses to wireless networking essentials, site surveys, and products, visit the RUCKUS Training Portal at https://commscopeuniversity.myabsorb.com/. The registration is a two-step process described in this video. You create a CommScope account and then register for, and request access for, CommScope University.

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 Safety 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.
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.

About This Guide

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Introduction to Software Licensing

This guide is intended for use by those responsible for installing and applying the software licenses for RUCKUS IoT Controller. It provides information about the subscription model-based device licenses, trial licenses, and how the licenses are installed, activated, and applied. The guide also presents the types of licenses that can be upgraded and downgraded depending on your requirements.

What's New in This Document

TABLE 2 Summary of Enhancements in RUCKUS IoT Controller 2.2.0.0, GA

Feature	Description	Location
RCAP License	The RCAP model allows you to obatain and manage licenses as per the AP container-based licensing system.	Refer the topics: • Licensing Models on page 11 • Types of Licenses on page 13

Licensing Models

- Licensing Model Prior to 2.2.0.0 Release..... 11
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Licensing Model Prior to 2.2.0.0 Release

With the release of RUCKUS IoT Controller 2.2.0.0, there is a significant change in the licensing model. Previously, it used a device-based licensing framework, including various licenses such as Core, RTU, temporary trial licenses, AP capacity licenses, Instance licenses, support licenses, etc. The updated model now follows a per-AP container-based licensing system, incorporating Core, RCAP, and optional Solution components. This shift represents a fundamental change in how licensing is handled within the RUCKUS IoT Controller framework version.

Licensing Model Beginning with RUCKUS IoT Controller 2.2.0.0

With the launch of RUCKUS IoT Controller 2.2.0.0, the RUCKUS Container per Access Point (RCAP) licensing model takes precedence over the previous device-based licensing structure. The RCAP licensing model introduces several advantageous features, such as:

- **AP-Centric Licensing**: AP-specific container licensing allows you to gain visibility into used/unused licenses, software usage trends, and license spending across your IoT network.
- **Scalability**: This license model supports scalability to accommodate varying numbers of devices connected to the IoT controller.
- **90-Day Trial Period**: During the initial 90-day trial, you may add an unlimited number of devices, APs, and plugins to explore functionalities without limitations.
- **Subscription-Based Model**: The RCAP licensing model operates on a subscription basis, providing the flexibility to procure licenses for durations spanning 1, 3, or 5 years.

Licensing Guidelines for Existing Customers

Existing customers currently utilizing RUCKUS IoT Controller 2.x can continue to use the current Device Instance license when upgrading to 2.2.0.0.

NOTE
Customers planning to migrate from RUCKUS IoT Controller 1.8 to 2.2.0.0 must follow the migration steps outlined in the *RUCKUS IoT Controller Migration Guide*.

Types of Licenses

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- New License....13
- Core License....13
- RCAP License....13
- Solution License....14

Trial Licenses

A Trial license is provided with the RUCKUS IoT Controller, allowing you to enable plugins, add an unlimited number of APs and connected devices, and grant IoT Insights capabilities. The Trial license lasts for a fixed duration of 90 days, after which it expires. After the Trial License expires, the controller will redirect to the license page, and the user will be unable to navigate to any other page unless a valid license is uploaded.

New License

After the completion of the trial period, you must purchase Core and RCAP licenses. The RCAP license facilitates the activation of Containers or Plugins and AP features. Furthermore, you have the option to purchase and install RUCKUS IoT Insights solutions on the RUCKUS IoT Controller.

The new license types are as follows:

- Core
- RCAP
- Solution (Optional for Insights)

Core License

A Core license is a primary license that must be purchased to obtain the authority to access the features of the RUCKUS IoT Controller. The Core license is a perpetual license bound to the serial number of the controller. To purchase and activate the below listed Core license, refer the topic Managing Licenses on page 15.

- L09-INT1-WW00

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RCAP License

A minimum of one RCAP license is required for each Access Point or IoT Gateway connected to the RUCKUS IoT Controller. The RCAP license is offered on a subscription basis for a tenure of 1, 3, or 5 years, which includes Watch Dog support. To purchase and activate any of the below listed RCAP licenses, refer the topic Managing Licenses on page 15.

- IOT-SOPM-RCAP-MSP1
- IOT-SOPM-RCAP-MSP3
- IOT-SOPM-RCAP-MSP5

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Solution License

IoT Solutions are deployed on the “IoT Insights” platform, this as an optional feature for users wishing to visualize and interact with IoT Sensors directly rather than through external Services/Clouds or Platforms. IoT Insights allows users to deploy solutions solving real world problems through applications. Solutions are installed on IoT Insights through the Insights Marketplace. Each Solution installed requires a Solution License to run. Solution Licenses can be purchased and activated or installed on the RUCKUS IoT Suite by choosing one or more licenses from the available Solution liceses that are listed below. To purchase and activate Solution License, refer to the topic Managing Licenses on page 15

- IOT-SOPM-SRKS-MSP1
- IOT-SOPM-SRKS-MSP3
- IOT-SOPM-SRKS-MSP4

Each licensed solution requires one Solution license to operate, multiple licenses can be installed to provide sufficient Solutions for the end application and are consumed or released when Solutions are installed or removed. Solutions can be uninstalled to free up licenses as needed for new installations or requirements.

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Activating a License

RUCKUS IoT Controller is a licensed product. The license model is based on a subscription. After purchasing RUCKUS IoT Controller, you are provided with a trial license that is valid for 90 days. You must purchase a subscription license based on your requirements before the expiration of the trial license. After purchasing RUCKUS IoT Controller, an email message is sent to you containing an activation code. Clicking the activation code directs you to the RUCKUS Support website. After the code is validated and attached to a device (the IoT Controller serial number), the license can be downloaded from the website.

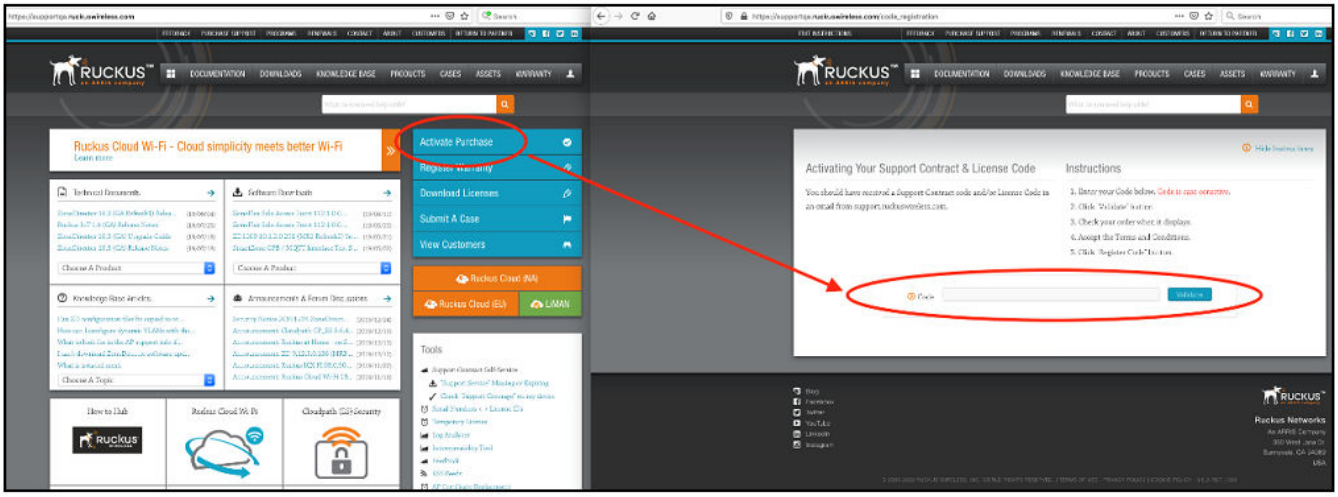
Complete the following steps to activate the license.

NOTE

N+1 standby requires a separate Core license (similar to RUCKUS IoT Controller 1.8.x). No additional feature or Device Capacity licenses need to be purchased. The RUCKUS IoT Controller will allow unlimited device capacity on the standby controller for 30 days after a failover. You can onboard new devices in the N+1 setup, but you must ensure valid device capacity subscriptions when the controller switches back to the primary.

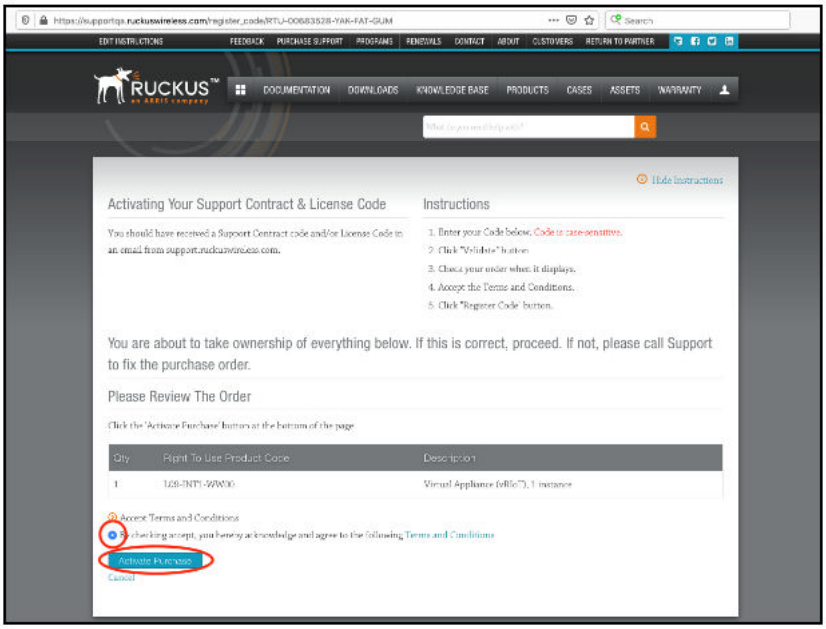
1. Click the activation code in the activation email message. You are redirected to the RUCKUS Support website (support.ruckuswireless.com). Log in to the website using your credentials.
2. Click **Activate Purchase**. The **Activating Your Support Contact & License Code** page is displayed. In the **Code** field, enter your activation code, and click **Validate**.

FIGURE 1 Validating the License Code



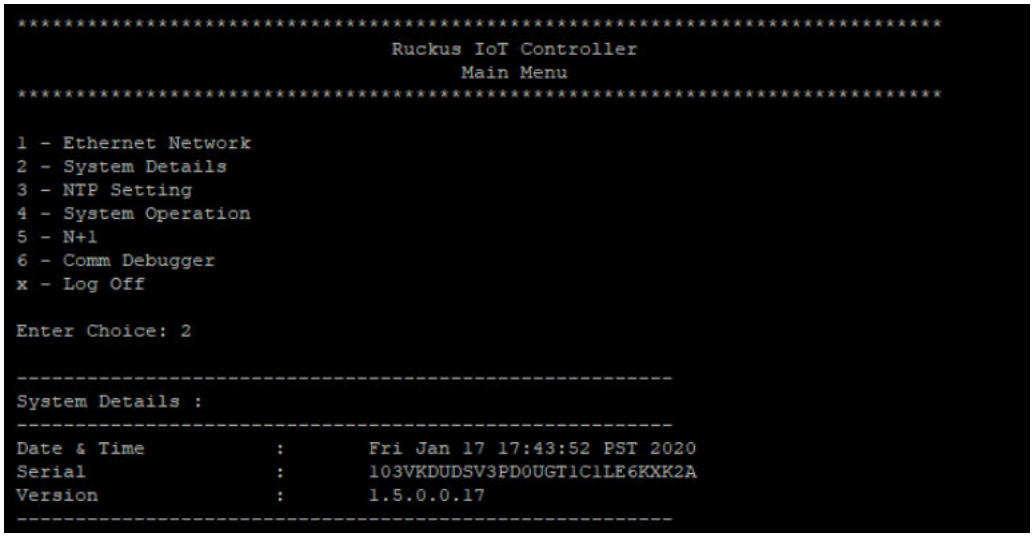
3. After the successful validation of the license code, accept the Terms and Conditions, and click **Activate Purchase**.

FIGURE 2 Activating Your Support Contract and License Code



4. Obtain the RUCKUS IoT Controller serial number in one of two ways:
   - Obtain the RUCKUS IoT Controller serial number using the RUCKUS IoT Controller console.
     a. Log in to the console of RUCKUS IoT Controller.
     b. In the RUCKUS IoT Controller Main Menu, enter **2** in the **Enter Choice** field to get the system details.

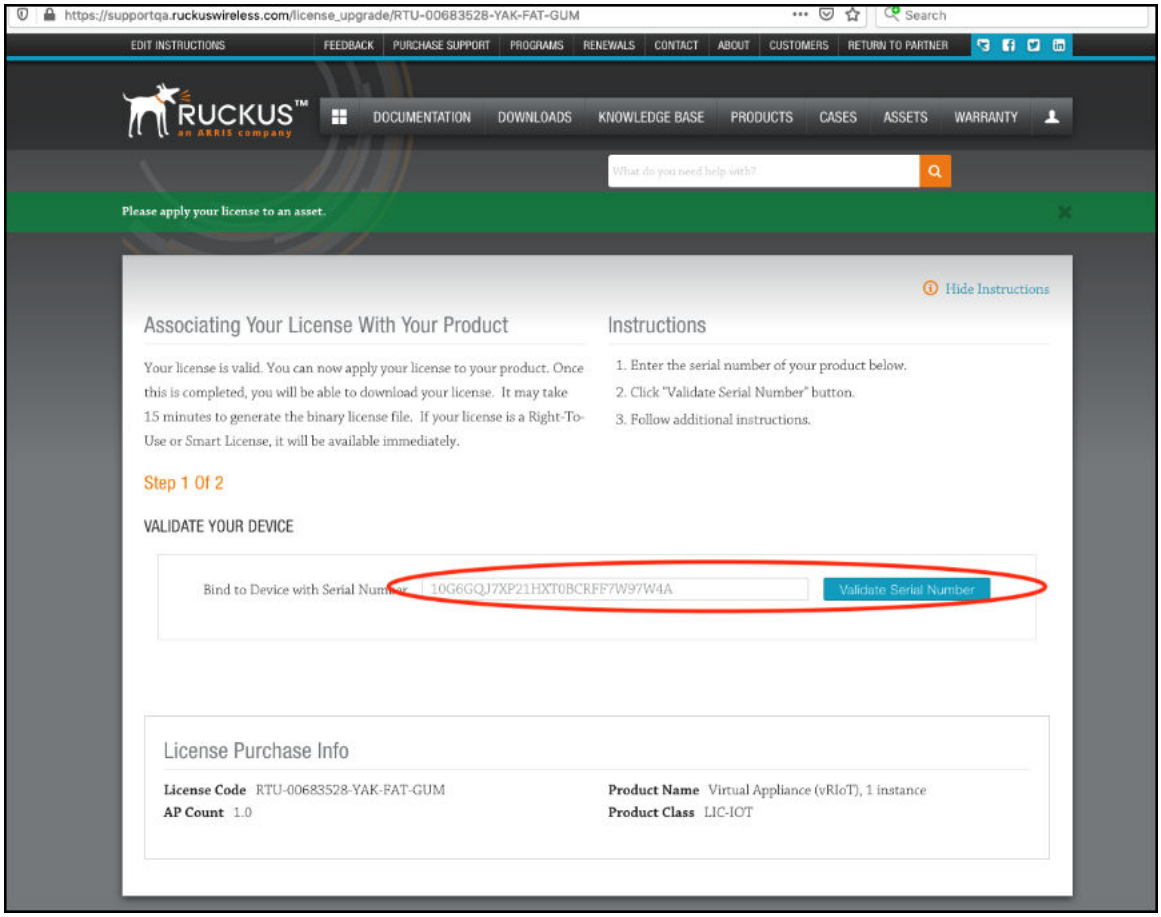
FIGURE 3 RUCKUS IoT Controller Main Menu



   - To obtain the RUCKUS IoT Controller serial number using the RUCKUS IoT Controller user interface, refer to the section "Uploading the RUCKUS IoT Controller License" in the *RUCKUS IoT Controller Configuration Guide*.

5. On the **Associating Your License With Your Product** page, enter the RUCKUS IoT Controller serial number, and click **Validate Serial Number** to activate the license.

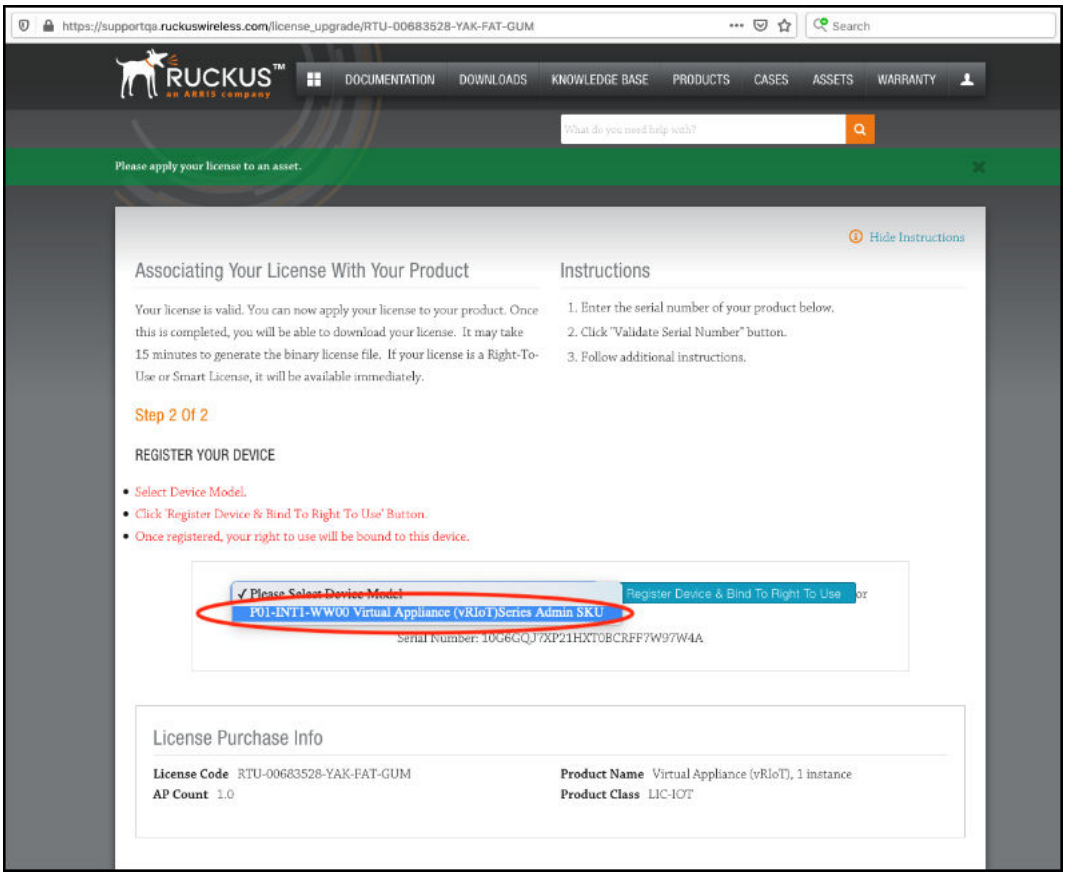
FIGURE 4 Associating the License with the Product



After successful validation, the registration page is displayed.

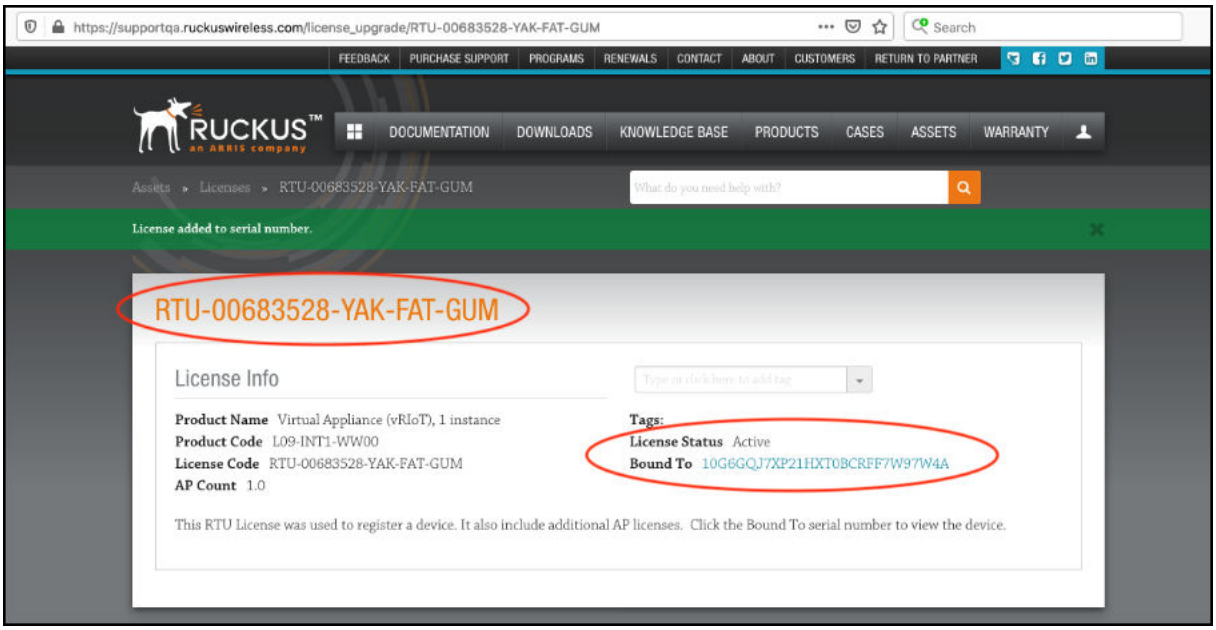
6. Select the P01-INT1-WW00 device model number and click **Register Device & Bind To Right To Use**.

FIGURE 5 Registering the Device



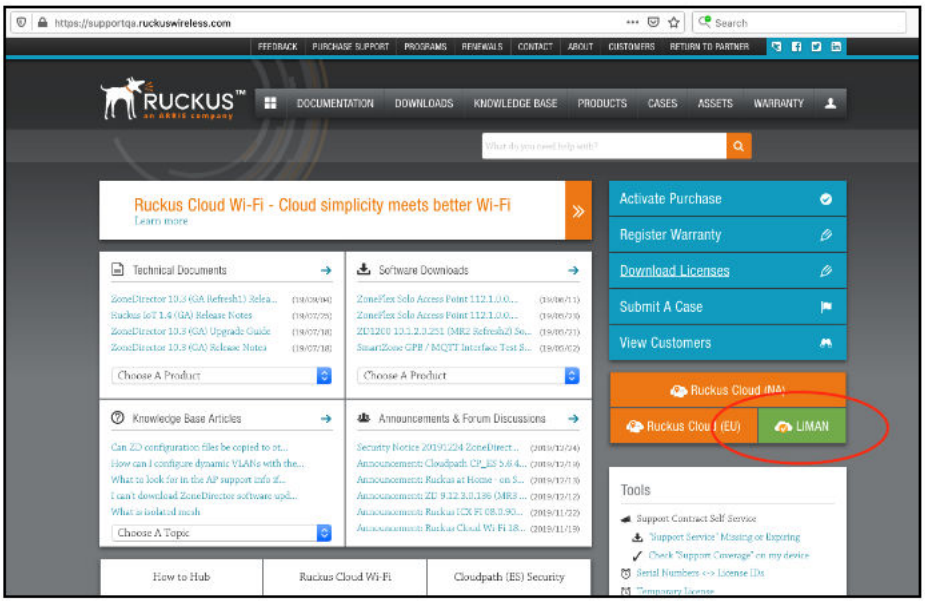
Your license information is displayed.

FIGURE 6 License Information



7. Return to the RUCKUS Support website (support.ruckuswireless.com), and click **LiMAN**.

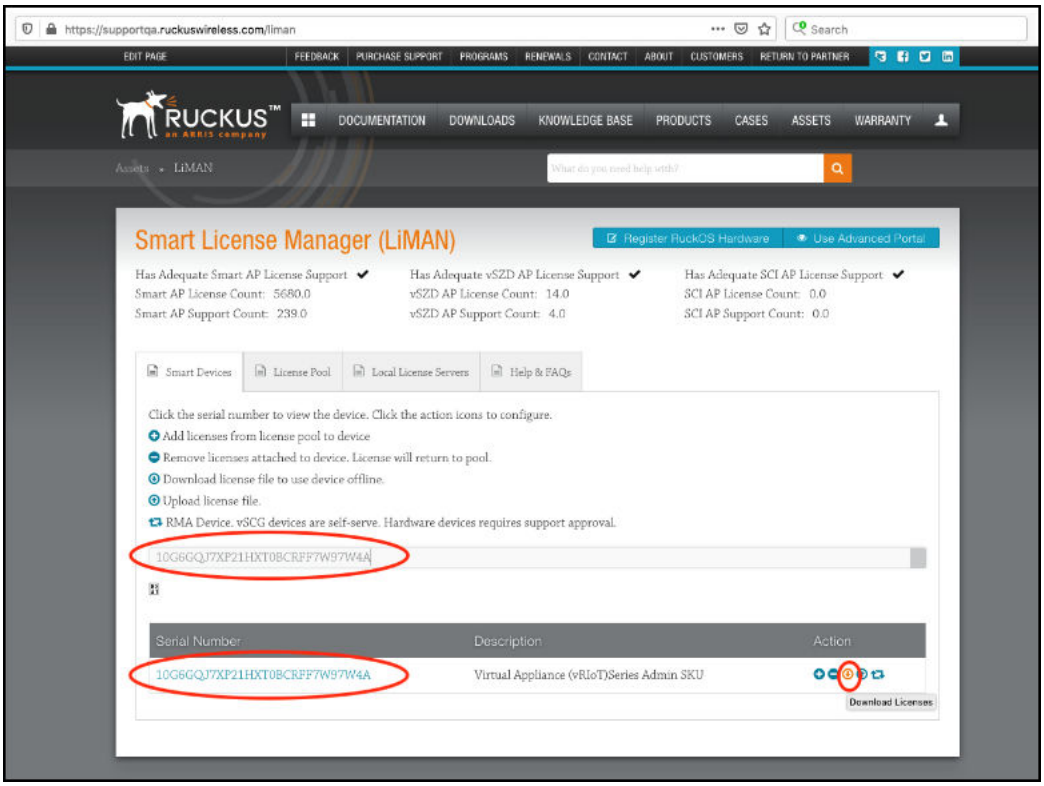
FIGURE 7 Accessing Smart License Manager (LiMAN)



8. In the **Smart License Manager** (**LiMAN**) page, enter the serial number of the controller, and click the **Download Licenses** button.

NOTE
The license must be uploaded to the controller.

FIGURE 8 Downloading the License



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