USER GUIDE

Ruckus SIM Management Service User Guide, 1.0.0

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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.
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@arris.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.

Management with Ruckus SMS System

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Creating New User Accounts

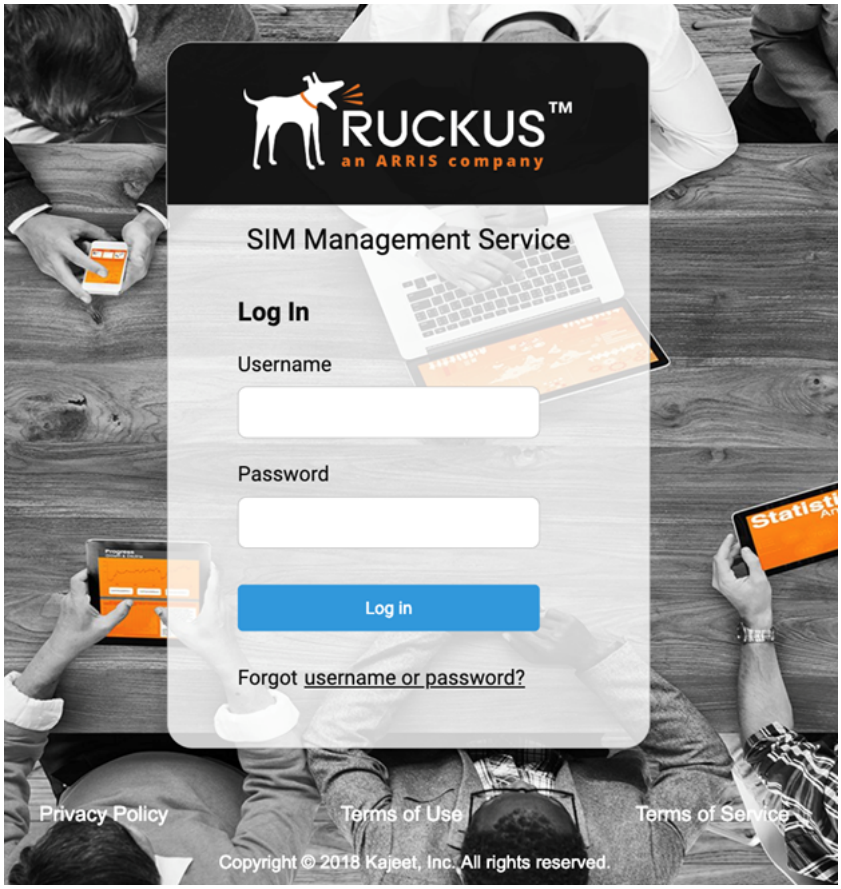
For new user accounts, contact Ruckus Technical Support through the Ruckus ASD portal:

https://arterra.atlassian.net/servicedesk/customer/portal/63

Logging In

Use a web browser to log in to the SIM Management Service portal.

1. From a web browser, log on to: https://ruckus.kajeet.com/auth/login.



NOTE
We recommend that you use the most current version of any of these web browsers: Microsoft Edge, Firefox, Chrome, and Safari.

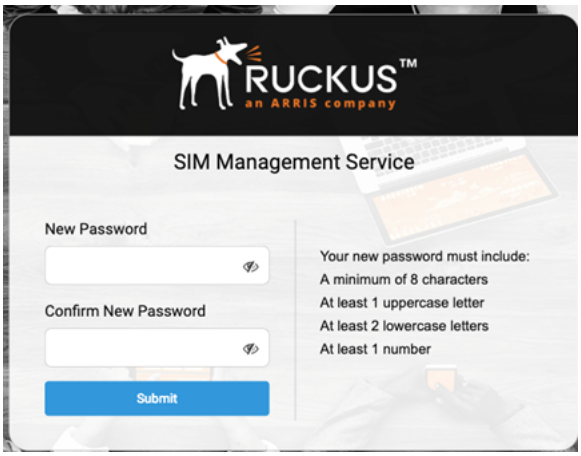
2. Enter your username in the **Username** field.
   User names are case-sensitive.
3. Enter your password in the **Password** field.
   Passwords are case-sensitive.
4. Click **Log in**.

Recovering Forgotten Username or Password

1. If you forget your username or password, click the **Forgot username or password?**.
2. To retrieve your username, contact the Ruckus Support team from here: https://support.ruckuswireless.com.

3. To reset your password, enter your **username** and click **Submit**. An email will be sent to the email address associated with your SMS account.
4. From the email that you received, follow the one-time link to go to the **Reset Password** page.

   NOTE
   For security reasons, the one-time link for resetting password expires in 24 hours.



5. Enter your new password in the **New Password** field.

   The new password must meet the following requirements:

   - A minimum of 8 characters
   - At least 1 uppercase letter
   - At least 2 lowercase letters
   - At least numerical character

6. Re-enter your password the **Confirm New Password** field.
7. Click **Submit** to set your new password.

   You can now log in using your username and new password.

User Permission Levels

The SMS portal supports 3 types of user roles. The permission levels or user roles depend on your subscribed plan. While requesting for a new username, you can select one of the following user roles:

- Master Admin
- Admin
- User

The following table provides information on the privileges available to each user role.

Account Management Feature	Master Admin Access? (Y/N)	dmin Access? (Y/N)	User Access? (Y/N)
Create/schedule Account Snapshot Reports (when reports are available).	Yes	No	No
View devices belonging to and under their device group	Yes	Yes	Yes

Account Management Feature	Master Admin Access? (Y/N)	dmin Access? (Y/N)	User Access? (Y/N)
hierarchy level (manage devices table).			
Perform device actions (manage devices table).	Yes	Yes	No
View admin usernames belonging to and under their device group hierarchy level.	Yes	Yes	Yes

Device Groups

From the SIM Management portal, you can create a device group hierarchy structure for your account. This structure allows you to organize your devices under a specific device group, set administrator permission to the device groups, and report more easily. You can make the **Device Group** hierarchy structure simple, for example, only one device group, or a complex, one top-tier device group with multiple sub-device group.

Device Group

Each SMS customer begins with a main top tier device group. This group consists of all **Master Admin** users. These **Master Admin** users manage devices within the device group.

Sub-device Group

If you want a hierarchy-style management system, you can create **Sub-Device Groups**. For creating sub-device groups and setting them up, contact the Ruckus Support team through the support portal. Note that new sub-groups cannot be added through the SIM Management portal.

In the SIM Management portal, you can assign a new SMS user to an existing sub-device group. This action will restrict his/her level of access to the devices in the group he/she is assigned to. This also applies to a new device.

You can a change the sub-device group that is currently tied to an SMS user or to active devices on your account.

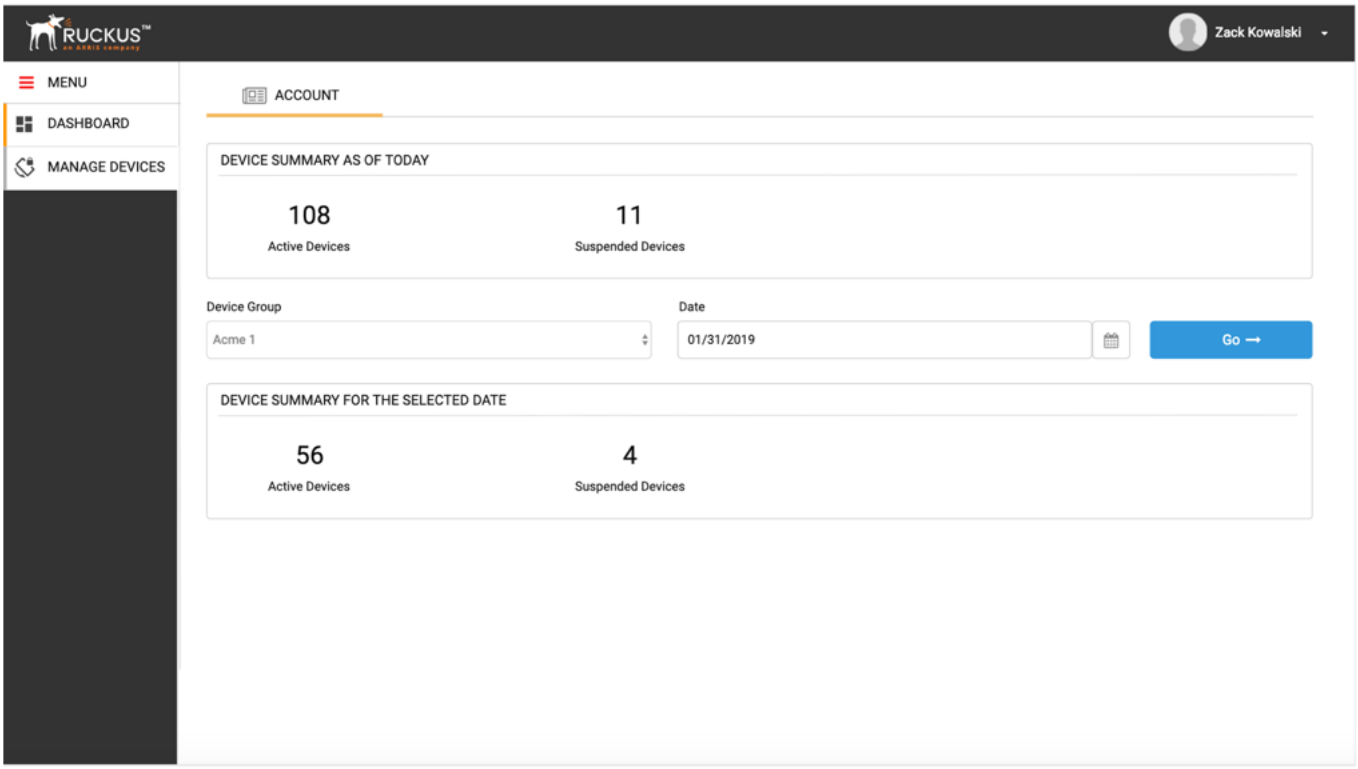
Dashboard

- Device Summary as of Today..... 13
- Device Group Summary..... 14

After logging in, the Dashboard appears. It provides an overall count of all devices in each status on the current day, or devices by status for a device group and time period of your choice.

The following figure displays the Dashboard.

FIGURE 1 DASHBOARD

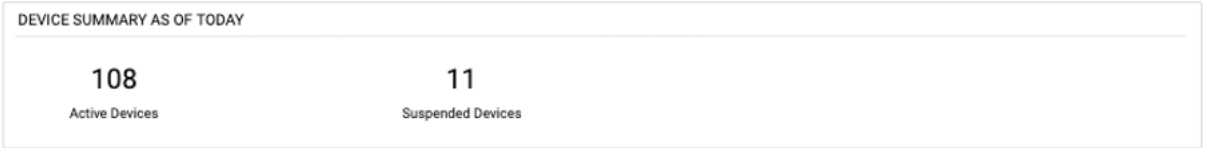


Device Summary as of Today

The following figure shows the total count of your devices in each status on the current date.

The following metrics are included in the **Device Summary as of Today** table:

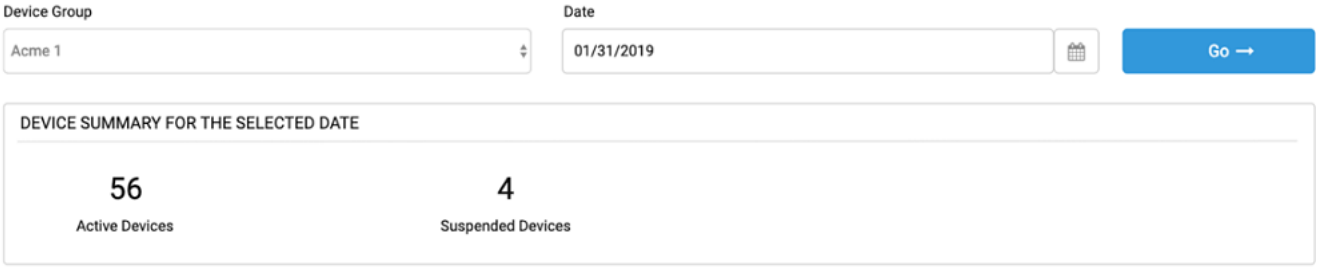
- Total number of active devices
- Total number of suspended devices



Device Group Summary

The following figure displays the total number of devices in a specific device group for a specified time period, broken down by device status.

Select a device group and a time period from the drop-down, and click **Go**. The number of devices in that device group for the specified time period is displayed, broken down by device status as shown in the following figure.



Manage Devices

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- Searching a Device..... 16
- Editing a Device.....17
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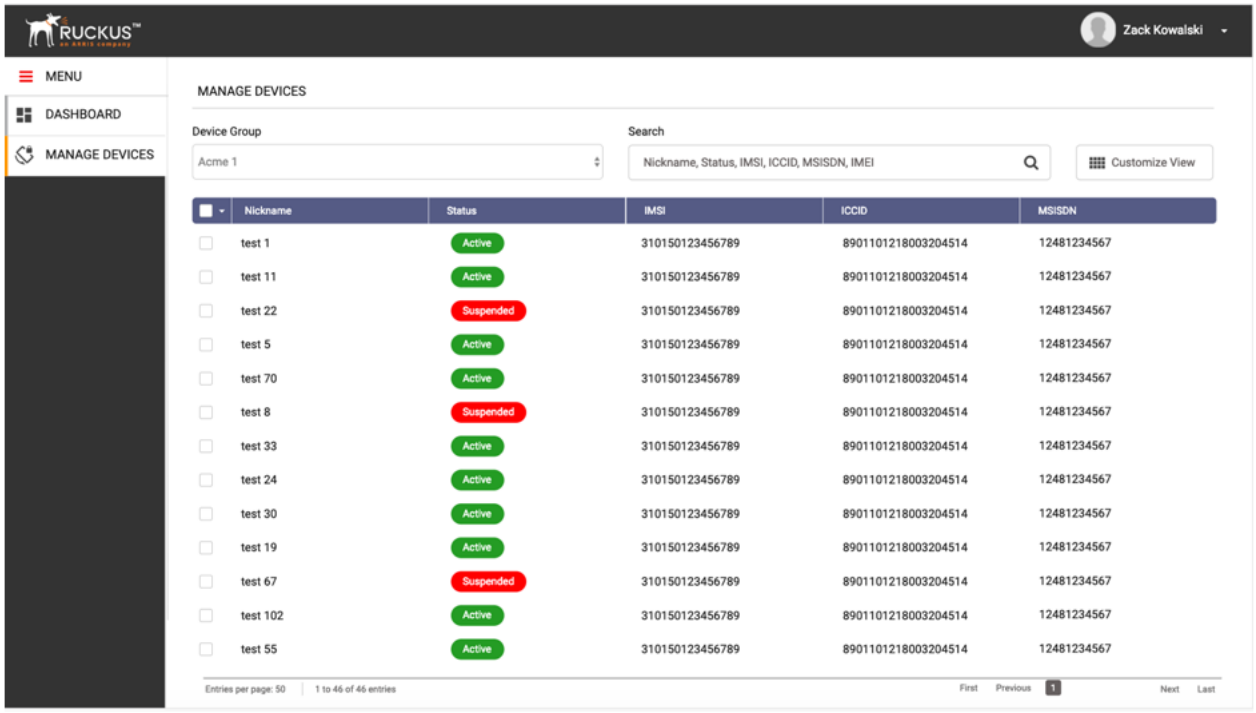
The **Manage Devices** page allows you to make changes to your devices, including updating fields, moving devices from one group to another group, suspending or un-suspending devices, and so on. You can apply changes in bulk, or to individual devices.

The following figure shows the **Manage Devices** page.

FIGURE 2 MANAGE DEVICES Page

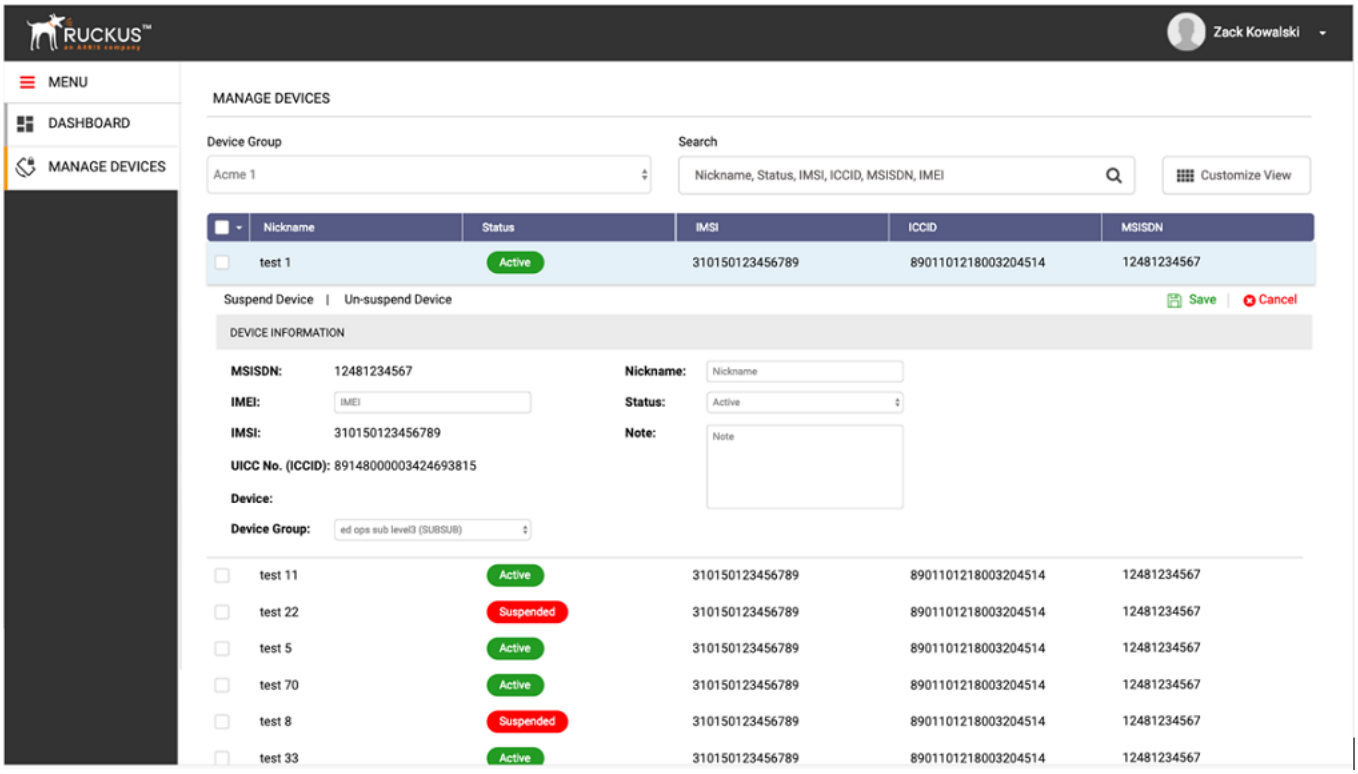


Viewing Device Information

Supported User Roles: All Users

1. To view the device on a specific device, select it from the list of devices.

   The Device Information drawer is pulled down displaying the device information. You can also filter the list of devices by selecting a specific Device Group.



2. To customize the table columns, click **Customized View**.
   a) Click the **Customized View**.
   b) Select the desired columns that you would like to be displayed.
   c) Reorder the columns by dragging up and down.
   d) Click **Save** to apply the changes on grid.

Searching a Device

Supported User Roles: Master Admin, Admin

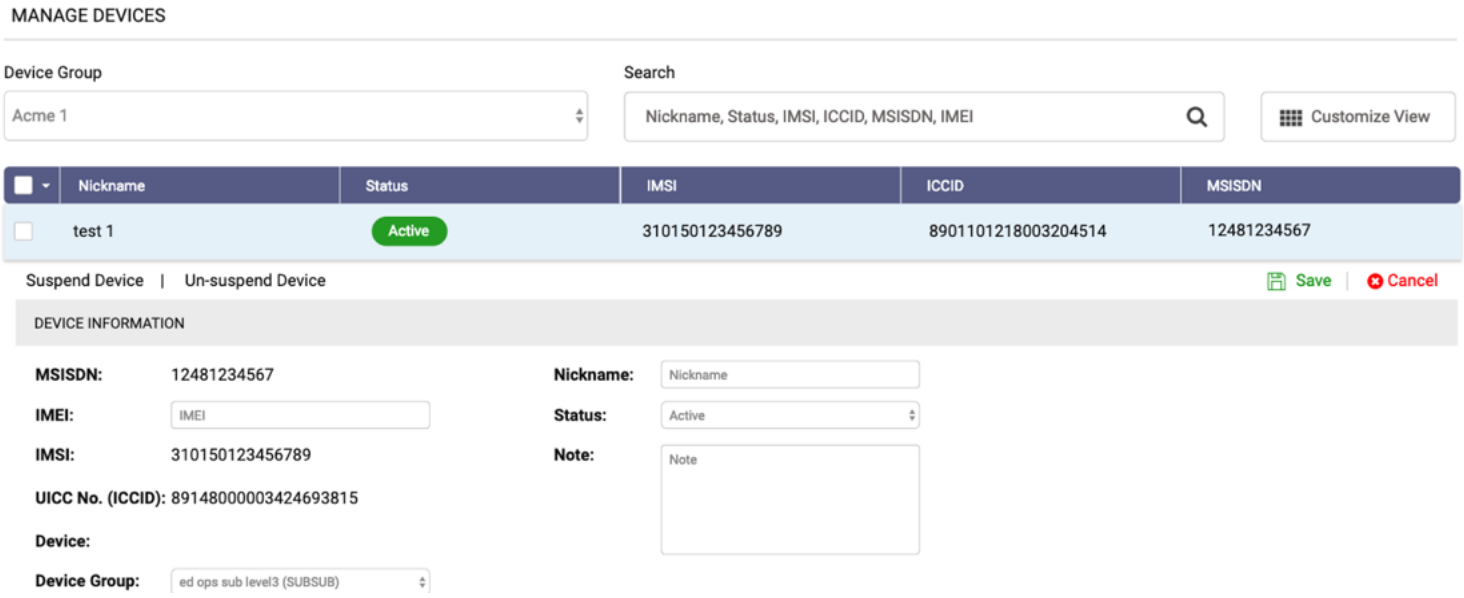
You can run a search for a specific device either by entering the Nickname, Status, IMSI, ICCID, MSISDN, or IMEI in the **Search** field.

Editing a Device

Supported User Roles: Master Admin, Admin

Click on a of the row. A drawer will expand with multiple options.

To updated the device information, click **Edit**.



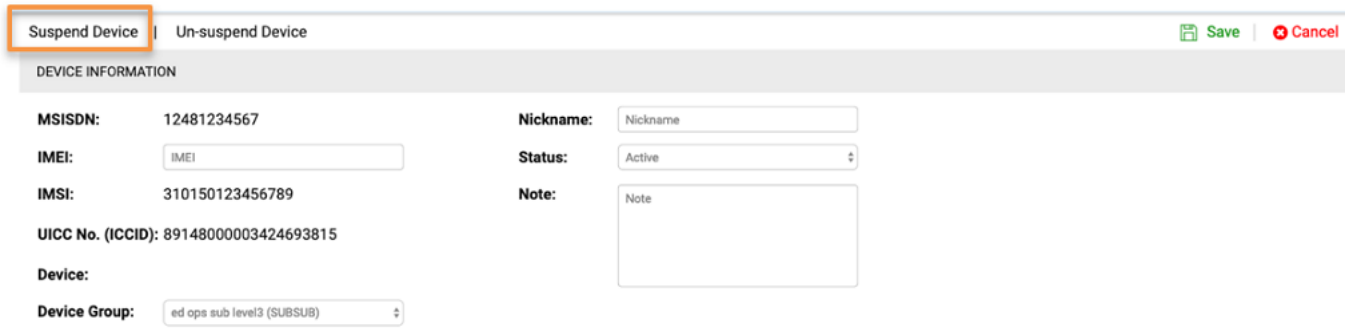
You can edit the following device information.

- IMEI: You can change the IMEI of the device.
- Device Group: You can move the selected device to a different device group on your account.
- Nickname: To easily identify which device belongs to each of your end-users, you can assign nicknames to them. The Nickname can be up to 20 characters.
- Status: You can suspend or unsuspend devices.
- Note: You can enter notes for each device to keep track of any relevant information.

Suspending a Device

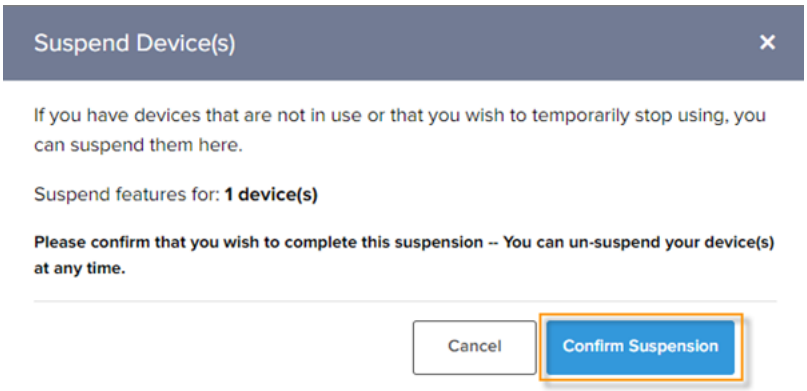
You can suspend your devices, cutting off the Internet connectivity

1. Click on **Suspend Device**.



A confirmation alert appears.

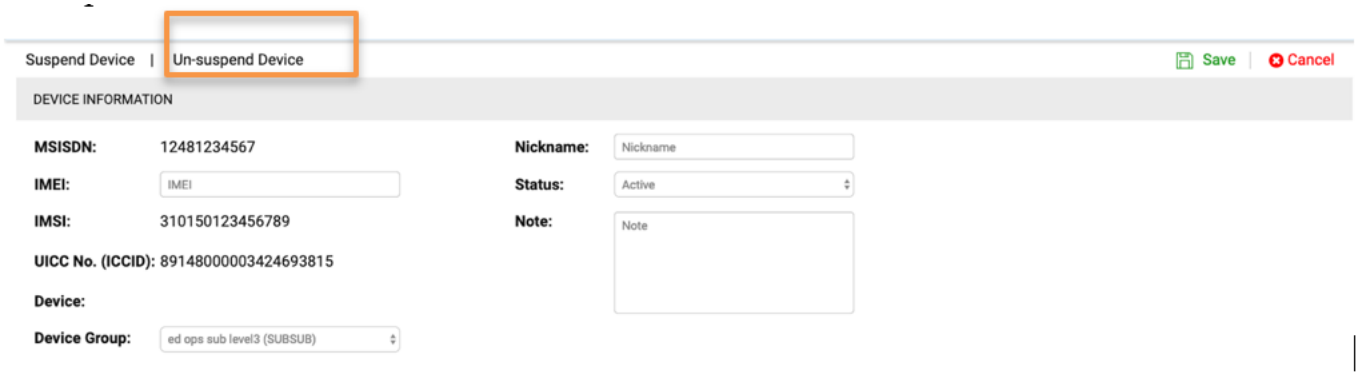
2. Click **Confirm Suspension** to suspend the device.



Unsuspending a Device

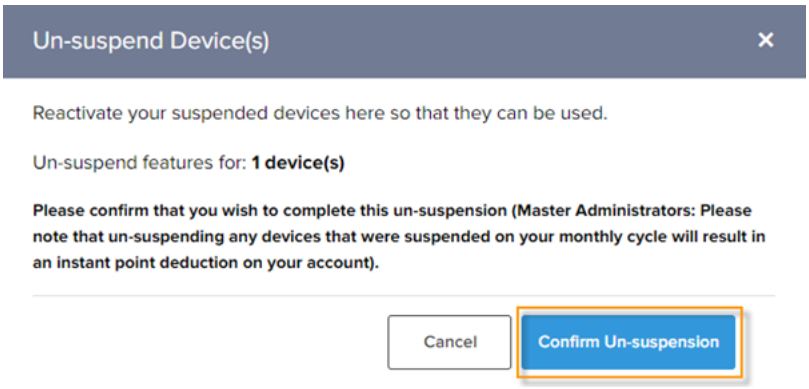
Unsuspending a device allows it to regain the Internet connectivity.

1. Click **Un-suspend Device**.



A confirmation alert appears.

2. Click on the **Confirm Un-suspension** to unsuspend the device.



Bulk Selection

The bulk selection feature allows you to select multiple devices and apply changes to all selected devices by a single action. You can select all the devices, or only the active or suspended devices.

1. Check the checkbox of the table header to select all devices, or click the arrow to the right of the checkbox to view the smart selection menu.
2. To deselect the selected devices and put the table back to their default state, click **Clear Selection**.

Bulk Actions

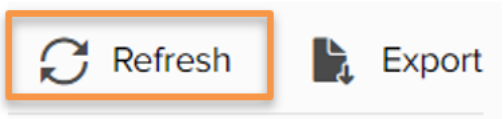
You can perform a single operation on multiple selected devices by using the bulk action feature. The **Bulk Action** menu is visible when you select multiple devices.

Click **Bulk Action**.

A drop-down appears with the available actions for the selected devices.

Refresh and Download

Click **Refresh** to refresh the table.



Selected devices, get deselected after a refresh.

Click**Export** to download the device information.

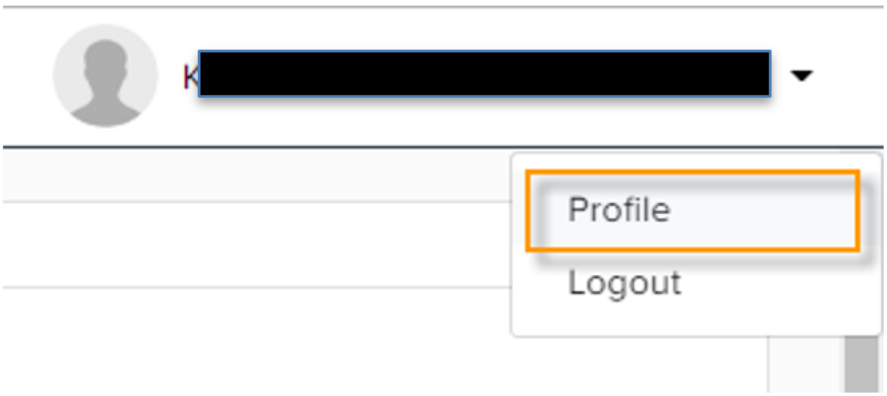
The device information is downloaded as a CSV file.

Profile Settings

- Contact Information.....21
- Administrative Users.....22

From the **Profile Settings** page, you to manage your contact information and view administrative users within your account.

Click on the drop-down beside the username and select **Profile**.



The **Profile Settings** page has the following sections:

- Contact Information
- Administrative Users

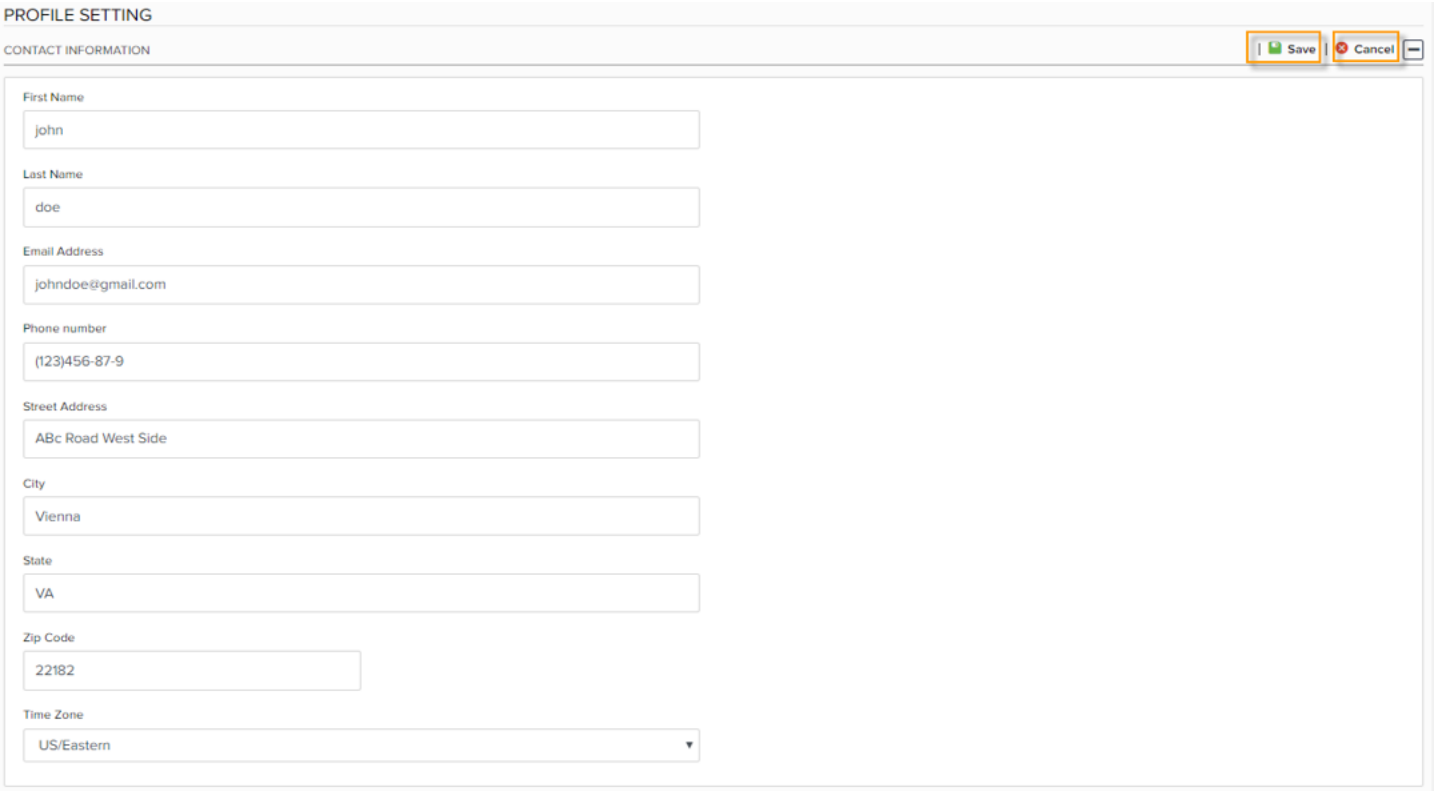
Click **+** to expand the respective section in read-only mode, and then click **Edit** to update contact information.

Contact Information

Supported User Roles: All Users.

You can view or update your contact information such as name, email, phone number, address, and time zone.

FIGURE 3 Contact Information



After updating your contact information, **Save** to apply the changes. Click **Cancel** to discard the changes.

Administrative Users

Supported User Roles: All Users.

This section allows you to view list of the usernames and permission levels of the administrators belonging to the device group hierarchy levels equal to or lesser than yours.

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