SOFTWARE UPGRADE GUIDE

Unleashed 200.9 Upgrade Guide

Supporting Unleashed 200.9

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Unleashed Upgrade Paths

To upgrade directly to Unleashed release 200.9, you must be running release 200.0 or a later release.

Refer to the *Unleashed 200.9 Release Notes* for specific upgrade paths and limitations.

Refer to the *Release Notes* also for the list of supported APs in this release. If your Unleashed network consists of any older APs that are unsupported, a warning message will appear. If you choose to continue the upgrade, the unsupported APs will be unable to join the Unleashed network.

Upgrading Unleashed Master and Member APs

Consult the Ruckus Support website on a regular basis for updates that can be applied to your Ruckus network devices.

There are three methods of upgrading your Unleashed wireless network:

- Performing an Online Upgrade on page 4
- Performing a Local Upgrade on page 6
- Performing an Upgrade During Initial Deployment on page 8

NOTE
Upgrading the Unleashed network temporarily disconnects any associated clients from the wireless network. To minimize network disruption, Ruckus recommends performing the upgrade procedure at an off-peak time.

Performing an Online Upgrade

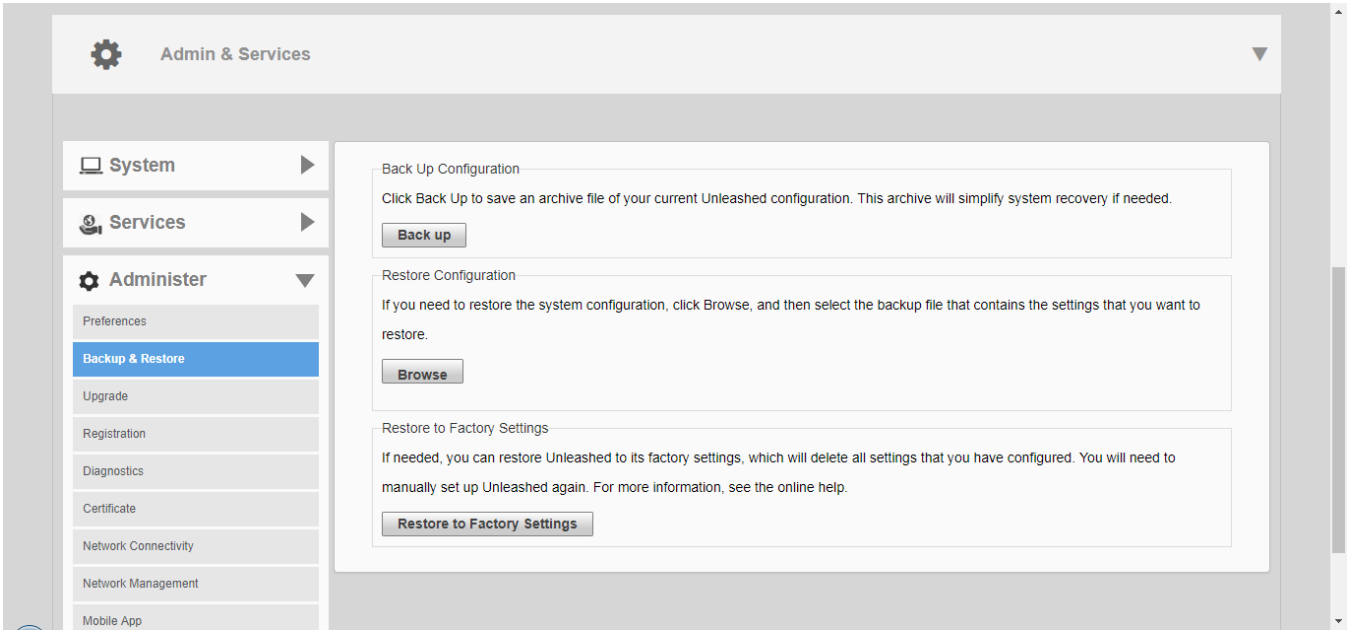
When a new firmware version is available and your Unleashed Master AP is able to connect to the Ruckus firmware server and detect a newer version than what is currently running, it displays the recommended version (or multiple versions) in the firmware upgrade section firmware list under "Online Upgrade."

Use the following procedure to upgrade your Unleashed Master AP and all connected member APs in one step:

1. Back up your existing configuration.
2. Go to **Admin & Services** > **Administer** > **Backup & Restore**.

3. In the *Backup Configuration* section, click **Back up**.

FIGURE 1 Backup & Restore

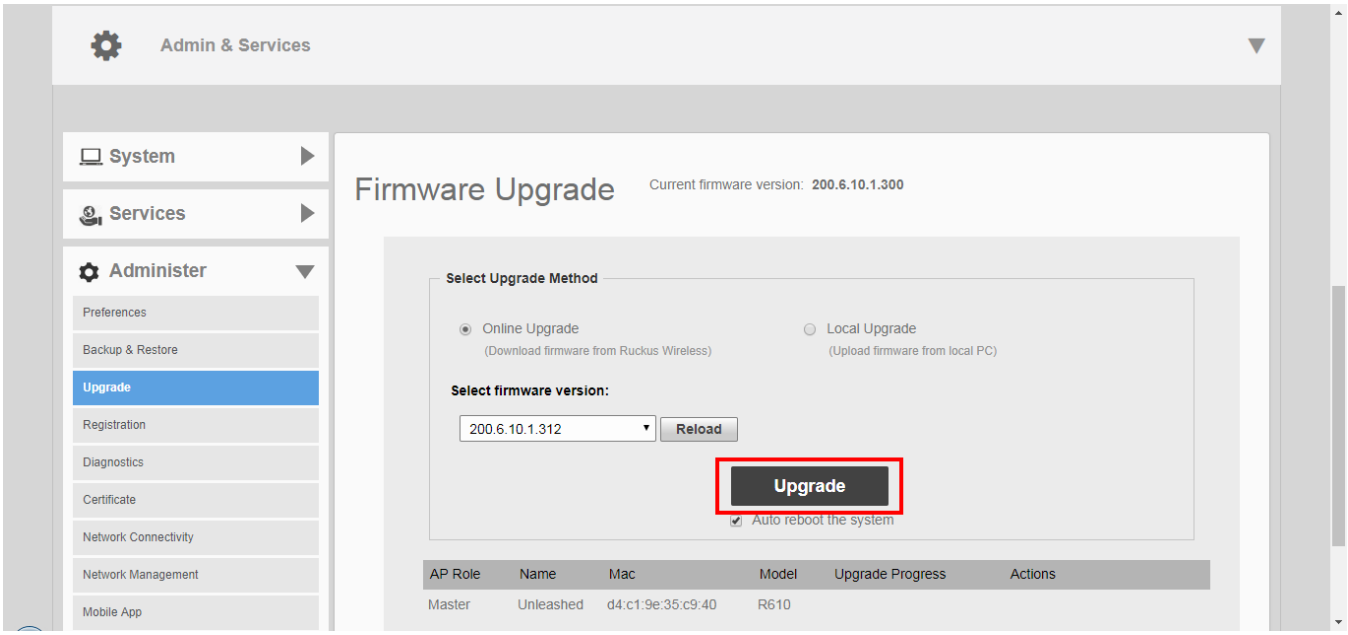


4. Save the file to a convenient location on your local computer.
5. Go to **Admin & Services > Administer > Upgrade**.
6. In *Online Upgrade*, select the firmware version to download from the Ruckus website from the drop-down list.

NOTE
If "Unleashed is up to date" is displayed, click **Reload** to attempt to locate a newer firmware version from the Ruckus website. If no newer version is available, the list will continue displaying "Unleashed is up to date" and no other options will appear.

7. If a newer firmware version is available in *Online Upgrade*, select the version from the list, choose whether or not to **Auto reboot the system after upgrade**, and click **Upgrade**.

FIGURE 2 Click Upgrade



8. The upgrade commences and each Unleashed AP (including the Unleashed Master) automatically retrieves its new firmware from the Ruckus website, performs the upgrade, reboots, and rejoins the Unleashed Master.

Performing a Local Upgrade

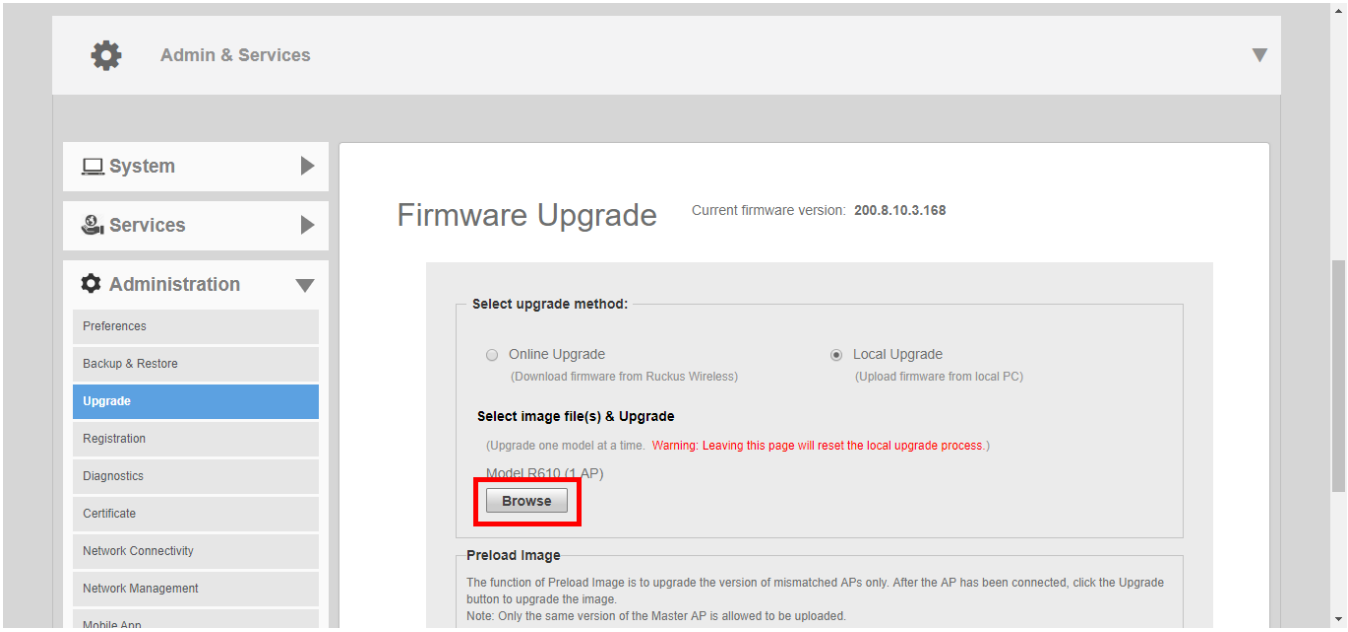
The local upgrade option may be useful in situations where the APs cannot connect to the Ruckus firmware servers, or if the firmware build you want to install is not available via the online upgrade method.

Because the APs do not connect to the internet to acquire their firmware when performing a local upgrade, each AP must first be loaded with the new firmware image before rebooting to activate the new image.

1. Go to **Admin & Services > Administer > Upgrade**.
2. In *Select Upgrade Method*, select **Local Upgrade**.

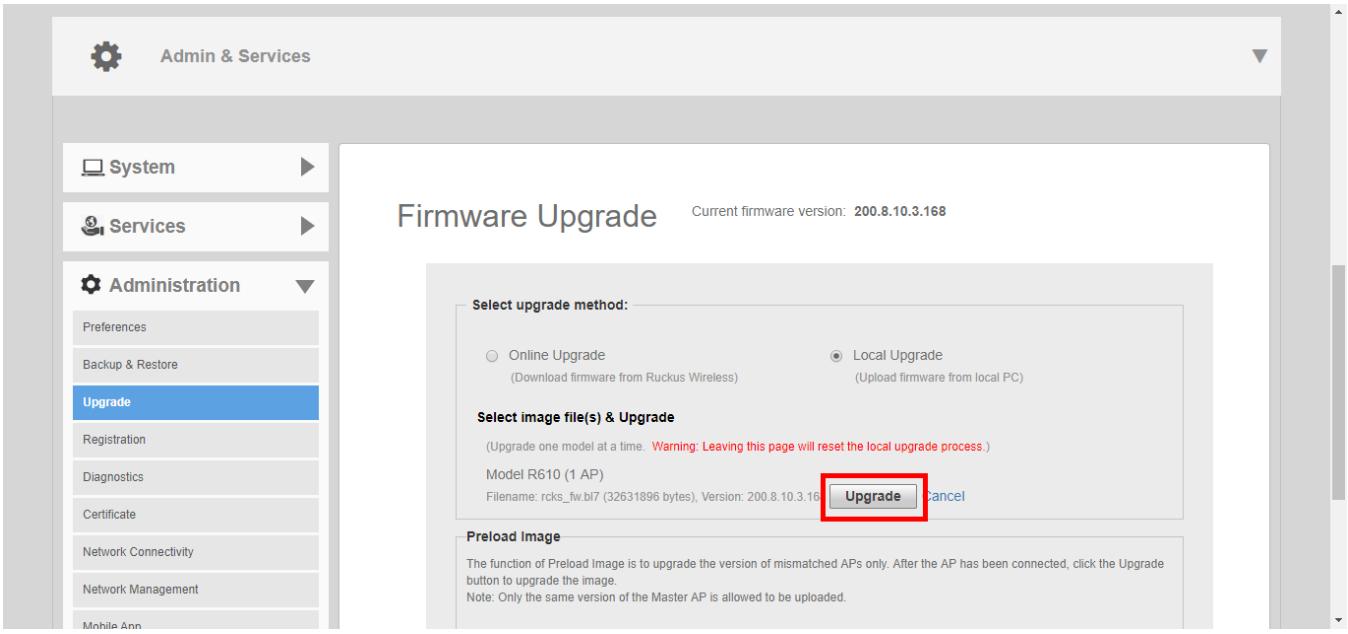
3. In *Select image file(s) & upgrade*, click **Browse**.

FIGURE 3 Select local upgrade file



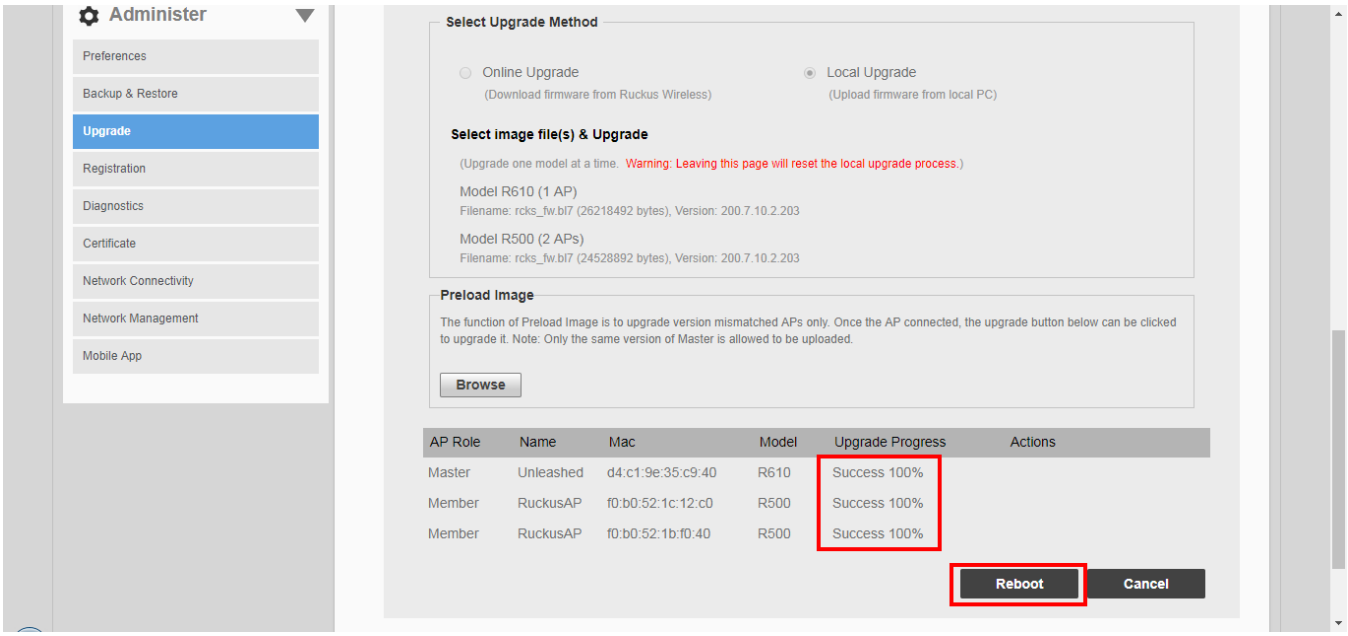
4. Locate the firmware image file on your local computer, and click **Open**. The file is uploaded to the Master AP, and the **Browse** button is replaced with an **Upgrade** button.
5. Click **Upgrade** to begin the upgrade process.

FIGURE 4 Select firmware image files for each AP model



6. If multiple AP models exist, you will need to upgrade one model at a time. Repeat the previous steps to upload firmware for each AP model. The progress for each AP is listed in the *Upgrade Progress* column in the table below. Once the *Upgrade Progress* for all APs has reached 100%, the firmware has been fully loaded onto each AP.
7. Click **Reboot** to reboot the APs and set the new firmware as the active firmware.

FIGURE 5 Once all APs have reached 100%, click Reboot to reboot the APs and complete the upgrade



Performing an Upgrade During Initial Deployment

If your Unleashed Master AP is in factory default state, the Setup Wizard also provides an option to upgrade the firmware prior to completing the initial deployment configuration procedures.

To upgrade the firmware during the initial deployment of an Unleashed AP in factory default state:

1. On the first page of the setup wizard, select **Local Upgrade**, and click **Next**. The *Local Upgrade* page appears.
2. Click **Choose File** and select the locally stored Unleashed image file.

3. When complete, click **Reboot** to reboot the AP and restart the installation process using the new Unleashed firmware.

FIGURE 6 Local Upgrade

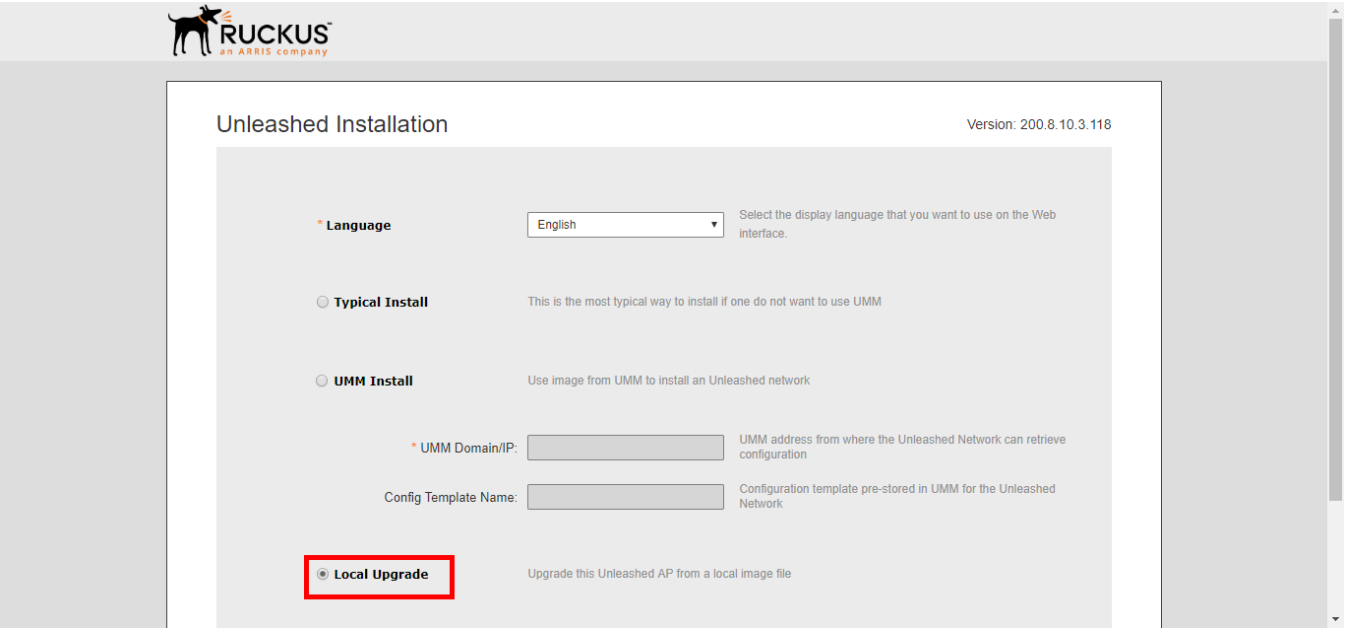
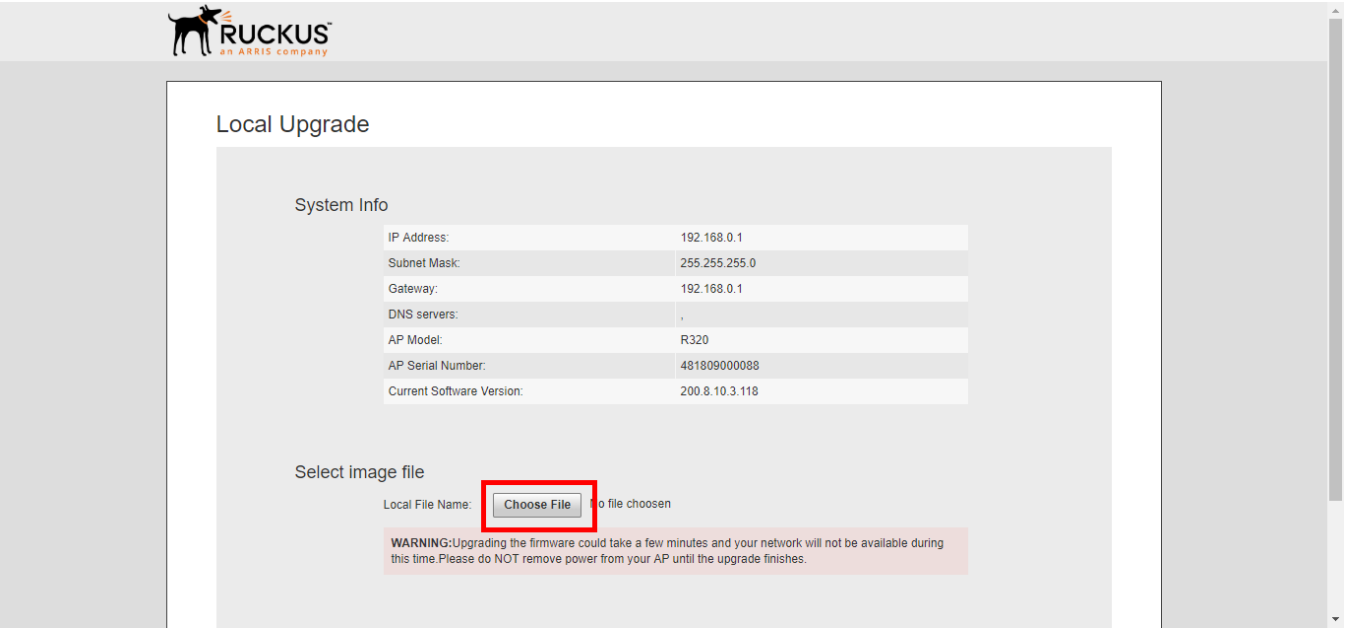


FIGURE 7 Choose local Unleashed image file to upgrade



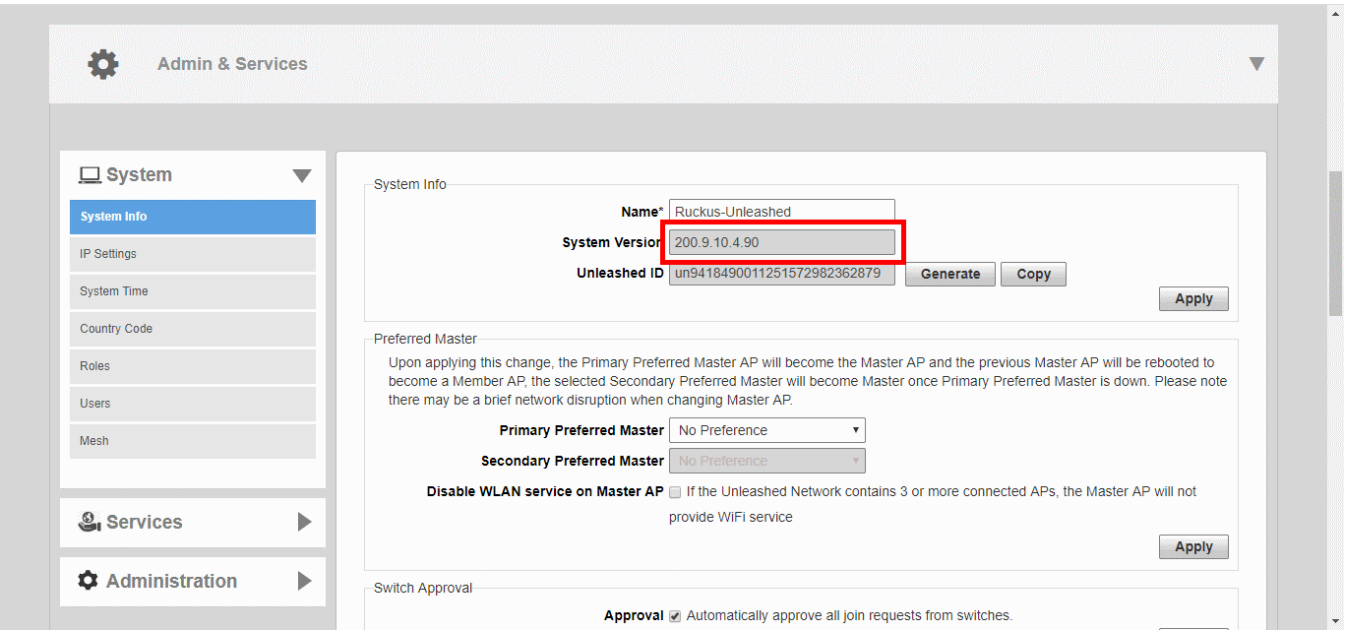
Verifying the Upgrade

After you have performed a firmware upgrade, it is important to verify that the Unleashed Master and member APs are running the expected software version.

Version details can be found in the web interface. If you prefer to use the command line interface (CLI), use SSH to access the Unleashed Master AP.

1. To verify the current firmware version number using the web UI, go to **Admin & Services > System > System Info**, and locate the *System version* number at the top of the section.

   FIGURE 8 Verifying the installed software version from the Unleashed web UI



2. To verify the installed version using the CLI, use the **show sysinfo** command.

```
ruckus# show sysinfo
System Overview:
  Name= Ruckus-Unleashed
  IP Address= 192.168.0.3
  MAC Address= d4:c1:9e:35:c9:40
  Uptime= 1d 3h 20m
  Model= R610
  Licensed APs= 128
  Serial Number= 941849001125
  Version= 200.9.10.4 build 90

...
...

ruckus#
```

Upgrade FAQs

Do I Need a Valid Support Contract to Upgrade Firmware?

No. Unleashed does not require a support contract for firmware upgrades.

Is My AP Supported by the Firmware Upgrade?

This release supports the following Unleashed AP models:

Indoor AP	Outdoor AP
C110	E510
H320	T310c
H510	T310d
M510	T310n
R320	T310s
R510	T610
R550	T610s
R610	T710
R650	T710s
R710	T750
R720	T750SE
R750	
R850	

How Do I Prevent the Unleashed Master from Switching to Another AP During Upgrade?

By default, any Ethernet-connected AP can be the Unleashed Master, and if the current Master is offline, any other wired AP can take over as the new Master AP. Due to this redundancy feature, it may be difficult to determine which AP is the new Master after performing an upgrade.

You can designate one AP as the "Preferred Master" to address this issue. In release 200.6 and later, go to **Access Points > Edit (Summary) > Others**, and select an AP to designate as the Master AP from the **Preferred Master** list.

How Do I Get Support?

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

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