

Ruckus ZoneDirector Upgrade Guide

Supporting ZoneDirector 10.0

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ZoneDirector Upgrade Paths

To upgrade directly to ZoneDirector build 10.0.0.0.1424, you must be running ZoneDirector 9.12 GA or a later release. If you are running an earlier release, you must first upgrade to at least the 9.12 GA build before upgrading to this release.

Upgrading ZoneDirector and ZoneFlex APs

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

After downloading an update package to a convenient folder on your administrative PC, you can complete the network upgrade (of both ZoneDirector and the APs) by completing the following steps. The full network upgrade is successive in sequence. After ZoneDirector is upgraded, it contacts each active AP, upgrades it, and restores it to service. The APs use FTP to download firmware updates from ZoneDirector. If you have an access control list (ACL) or firewall between ZoneDirector and the AP, make sure that FTP traffic is allowed to ensure that the AP can successfully download the firmware update.

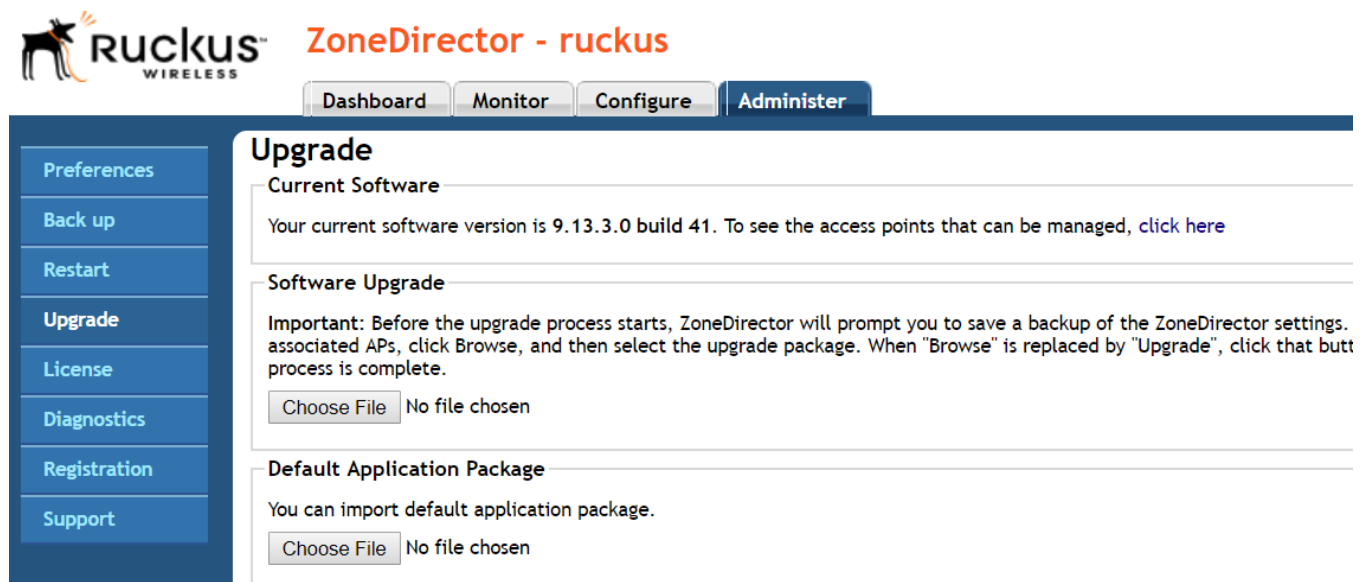
NOTE

Upgrading ZoneDirector and the APs temporarily disconnects them (and any associated clients) from the network. To minimize network disruption, Ruckus Wireless recommends performing the upgrade procedure at an off-peak time.

1. Back up your existing configuration.
2. Select **Administer > Upgrade**.

A screen similar to the following figure displays. The graphical user interface (GUI) may differ depending on your current software version.

FIGURE 1 Upgrade Page



3. In the **Software Upgrade** area, click **Choose File**.
4. Browse to the location where you saved the upgrade package, and click **Open**.

When the upgrade file name appears in the text field, the **Choose File** button becomes the **Upgrade** button.

- Click **Upgrade** and ZoneDirector logs out of the Web User Interface (WebUI), runs the upgrade, and restarts. When the upgrade process is complete, the Status LED on ZoneDirector is steadily lit. You may now log in to the WebUI as Administrator.

Importing an AP Firmware Bundle

When Ruckus introduces a new AP model, an AP firmware bundle (also known as a patch) is made available for download from the Ruckus Support website. Download the AP firmware bundle to a local computer, import it into ZoneDirector, and the new AP model is now supported.

Beginning in ZoneDirector 10.0 and later releases, the AP firmware bundle allows administrators to import a new Access Point (AP) model patch file to ZoneDirector without requiring a full upgrade of the ZoneDirector firmware. In this way, new APs can be introduced without the need to wait for the next ZoneDirector firmware release.

NOTE

Upgrading ZoneDirector to a new release deletes all imported AP firmware bundles. Install the required AP firmware bundles only after upgrading ZoneDirector firmware.

The steps required for importing an AP firmware bundle are similar to the steps in [Upgrading ZoneDirector and ZoneFlex APs](#) on page 4.



CAUTION

Importing an AP firmware bundle automatically reboots the ZoneDirector to affect the patch, temporarily disconnecting APs (and any associated clients) from the network. To minimize network disruption, Ruckus Wireless recommends performing the upgrade procedure at an off-peak time.

FIGURE 2 Importing an AP Firmware Bundle

Software Upgrade

Important: Before the upgrade process starts, ZoneDirector will prompt you to save a backup of the ZoneDirector settings. Save the backup file to your local disk. To start the software upgrade of ZoneDirector and all associated APs, click Browse, and then select the upgrade package. When "Browse" is replaced by "Upgrade", click that button to start the upgrade process. The network will be restored automatically when the upgrade process is complete.

No file chosen

AP Patch Firmware

Important: Before the installing AP firmware process starts, ZoneDirector will prompt you to save a backup of the ZoneDirector settings. Save the backup file to your local disk. To start the AP firmware upgrade, click Browse, and then select the upgrade package. When "Browse" is replaced by "Upgrade", click that button to start the upgrade process. Then ZoneDirector will automatically reboot. The network will be restored automatically when the upgrade process is complete.

No file chosen

This workspace displays the most recent records of uploading AP patch firmware.

AP patches ↻

Date/Time	Version	Status	AP Model
Search terms <input style="width: 150px;" type="text"/> <input checked="" type="radio"/> Include all terms <input type="radio"/> Include any of these terms 			

0-0 (0)

Performing an Upgrade with Smart Redundancy

If you have two ZoneDirectors in a Smart Redundancy configuration, the upgrade procedure is similar for the active and standby ZoneDirectors. However, the active and standby ZoneDirectors will reverse roles during an upgrade.

To upgrade both ZoneDirectors in a Smart Redundancy configuration, complete the following steps.

1. Log in to the active ZoneDirector. Do not attempt to manually upgrade the standby ZoneDirector before the active unit. If you do so, some configuration options may be lost during the upgrade process. Be sure to begin the upgrade process from either the Web User Interface (WebUI) of the active ZoneDirector or the shared Management Interface (if configured).
2. Select **Administer > Upgrade**.
3. In the **Software Upgrade** area, click **Browse**. The **Browse** dialog box appears.
4. Browse to the location where you saved the upgrade package, and click **Open**.

When the upgrade file name appears in the text field, the **Browse** button becomes the **Upgrade** button.

5. Click **Upgrade**. The standby ZoneDirector is upgraded first.

When the standby ZoneDirector upgrade is complete, the standby ZoneDirector reboots and becomes active (begins accepting AP requests), while the original active ZoneDirector becomes the standby and begins its own upgrade process.

All APs are now associated to the original standby ZoneDirector (which is now the active ZoneDirector), and begin upgrading AP firmware to the new version.

Each AP reboots after upgrading.

Enabling Secured AP Image Upgrade

Beginning with ZoneDirector release 9.13, AP firmware image upgrades can be performed using HTTPS by way of TCP port 11443 rather than FTP. In the WebUI, select the check box next to **Enable secured AP image upgrade** to enable HTTPS upgrade. If HTTPS upgrade is not supported, AP image upgrades fall back to FTP.

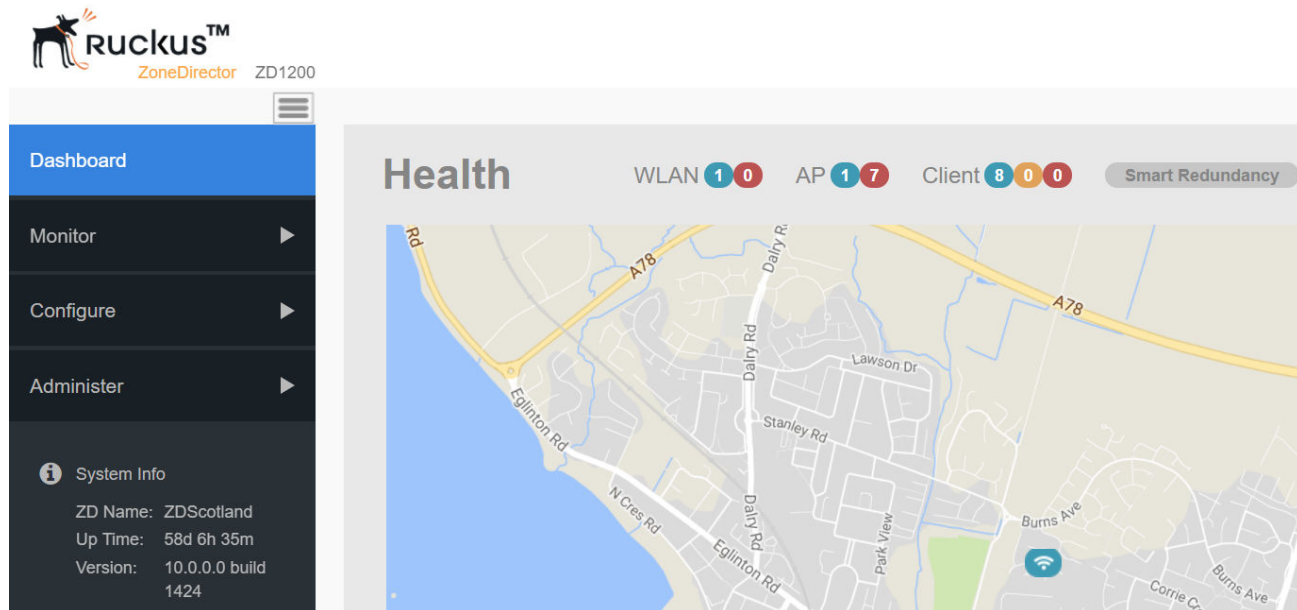
Verifying the Upgrade

After you have performed a ZoneDirector upgrade or AP firmware bundle installation, it is important to verify that the ZoneDirector and APs are running the expected software versions. Version details for both the ZoneDirector and AP installed versions can be found in the ZoneDirector Web User Interface (WebUI). If you prefer to use the command line interface (CLI), use SSH to access the ZoneDirector or AP. The following steps include both WebUI and CLI steps, but it is recommended that you verify that both the ZoneDirector and the APs are running the appropriate installed system versions.

The following steps contain a WebUI and a CLI option, select just one of the options in each step.

1. To verify the version number, choose one of the following bulleted options.
 - Open the ZoneDirector WebUI. Select **Dashboard**, and verify the version number under the System Info heading.

FIGURE 3 Verifying the Installed Software Version in ZoneDirector WebUI

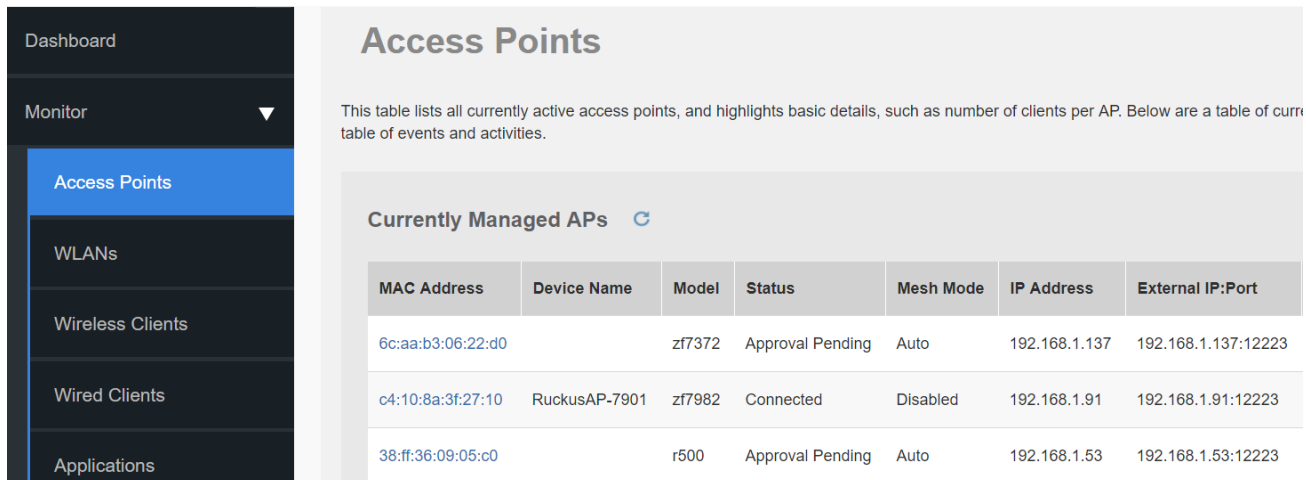


- To verify the installed version using the ZoneDirector CLI, use the **show sysinfo** command.

```
ruckus# show sysinfo
System Overview:
  Name= ZDScotland
  IP Address= 192.168.0.2
  MAC Address= 24:C9:A1:3F:3E:70
  Uptime= 58d 6h 35m
  Model= ZD1200
  Licensed APs= 6
  Serial Number= 241426000023
  Version= 10.0.0.0 build 1424
```

2. To display information about all active APs, choose one of the following bulleted options.
 - From the ZoneDirector WebUI, select **Monitor > Access Points** to display information about all active APs.

FIGURE 4 Displaying the Active APs in ZoneDirector WebUI



- To verify the installed version using the AP CLI, login, enter your password if prompted, and enter the **get version** command as shown in the following output.

```
login as:
Please login: admin
password:
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** Ruckus R710 Multimedia Hotzone Wireless AP: 261503606647

Warning: AP is in ZoneDirector-Managed mode
Current or latest ZoneDirector: 192.168.0.2 / 24:c9:a1:3f:3e:70
Any configuration changes made in CLI may conflict
with the ZoneDirector's management and
will cause undefined results.

rkscli:
rkscli: get version
Ruckus R710 Multimedia Hotzone Wireless AP
Version: 10.0.0.0.1424
OK
```


- (WebUI only). Click one of the highlighted AP MAC addresses. The installed version information is displayed under the Access Points screen similar to the following figure.

FIGURE 5 Displaying the Installed AP Information in ZoneDirector WebUI

The screenshot shows the ZoneDirector WebUI interface. On the left is a dark sidebar with navigation options: Dashboard, Monitor (with a dropdown arrow), Access Points (highlighted in blue), WLANs, Wireless Clients, Wired Clients, Applications, Generated PSK/Certs, Generated Guest Passes, Rogue Devices, All Events/Activities, and All Alarms. The main content area is titled 'Access Points » c4:10:8a:3f:27:10' and contains a section for 'Access Point Information' with a refresh icon. Below this is a 'General Information' section with a table of device details.

General Information	
Device Name	RuckusAP-7901
Status	Connected
Uptime	58d 6h 41m
Description	Home Root
Location	
GPS Coordinates	55.6487,-4.7927
MAC Address	c4:10:8a:3f:27:10
IP Address	192.168.1.91
External IP:Port	192.168.1.91:12223
IPv6 Address	fc00::1
IP Type	DHCP
Connection Mode	L3 (IPv4)
VLAN	1
Associated Clients	8
Model	z7982
USB Port	Not Present
Power Consumption Mode	Not Support
S/N	151205000052
Version	10.0.0.0.1424

Upgrade FAQs

- [Do I Need a Valid Support Contract to Upgrade Firmware?](#)
- [Is My Controller Supported by the Firmware Upgrade?](#)
- [Is My Access Point Supported by the Firmware Upgrade?](#)
- [How Do I Get Support?](#)

Do I Need a Valid Support Contract to Upgrade Firmware?

You must have a valid support contract to upgrade or downgrade the ZoneDirector software. If you do not have a valid support contract, contact your reseller to purchase an appropriate support contract. After downloading and installing the software, select **Administer** > **Support** from the WebUI for information on activating your support contract.

Upgrade FAQs

Is My Controller Supported by the Firmware Upgrade?

NOTE

By downloading the ZoneDirector software and subsequently upgrading ZoneDirector to version 10.0, be advised that the ZoneDirector will periodically connect to Ruckus, and Ruckus will collect the ZoneDirector serial number, software version, and build number. Ruckus will transmit a file back to the ZoneDirector that will be used to display the current status of the ZoneDirector support contract. Any information collected from the ZoneDirector may be transferred and stored outside of your country of residence where data protection standards may be different.

Is My Controller Supported by the Firmware Upgrade?

This guide supports the following ZoneDirector models:

- ZoneDirector 1200
- ZoneDirector 3000
- ZoneDirector 5000

For information about the specific models and modules supported in a ZoneDirector model, refer to the appropriate hardware installation guide.

Is My Access Point Supported by the Firmware Upgrade?

TABLE 1 Supported Access Point models

Access Point	Access Point	Access Point	Access Point	Access Point
C110	R510	T300	T710	ZF7781CM
H500	R600	T300e	T710s	ZF7782
H510	R610	T301n	ZF7055	ZF7782-E
R300	R700	T301s	ZF7352	ZF7782-N
R310	R710	T610	ZF7372	ZF7782-S
R500	R720	T610s	ZF7372-E	ZF7982

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**.