

# RUCKUS Analytics Software Licensing Guide

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# About This Guide

## RUCKUS Customer Support and Feedback

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.

### 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.

### Open a Case

When your entire network is down, or severely impacted, 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.

### 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](mailto:#Ruckus-Docs@commscope.com).

When contacting us, include the following information:

- Document title
- Document part number

## RUCKUS Analytics Licenses

RUCKUS Analytics licenses are available for access points (APs) and ICX switches. These licenses are available for Standard licenses and Renewal licenses. Temporary or trial licenses are also available that support full product functionality.

RUCKUS Analytics trial licenses are provided to RUCKUS Cloud customers for 60 days, and to SmartZone customers for 90 days.

The following table lists the available license subscription packages.

**TABLE 1** License Subscription Packages

License Type	Description
CLD-ANAP-1001	RUCKUS Analytics 1-year subscription for 1 Cloud-or SmartZone-managed AP
CLD-ANAP-3001	RUCKUS Analytics 3-year subscription for 1 Cloud-or SmartZone-managed AP
CLD-ANAP-5001	RUCKUS Analytics 5-year subscription for 1 Cloud-or SmartZone-managed AP

**TABLE 1** License Subscription Packages (continued)

License Type	Description
CLR-ANAP-1001	RUCKUS Analytics 1-year subscription for 1 Cloud-or SmartZone-managed AP
CLR-ANAP-3001	RUCKUS Analytics 3-year subscription for 1 Cloud-or SmartZone-managed AP
CLR-ANAP-5001	RUCKUS Analytics 5-year subscription for 1 Cloud-or SmartZone-managed AP
CLD-ANAP-TM60	RUCKUS Analytics 60-day trial subscription for 1 Cloud-or SmartZone-managed AP
CLD-ANAP-TM90	RUCKUS Analytics 90-day trial subscription for 1 Cloud-or SmartZone-managed AP

Purchased licenses must be activated to become valid. License activation and management can be handled through the RUCKUS Support Portal (<https://support.ruckuswireless.com>).

An email message is sent to the user identified on the Purchase Order with instructions on how to activate the licenses. For more information, refer to [Activating the RUCKUS Analytics License](#) on page 5.

## Activating the RUCKUS Analytics License

You must have a RUCKUS Support Portal account (including user name and password). You can use this account to access general Support site content, including software upgrades, knowledge base articles, and technical documents. If you do not have a RUCKUS Support Portal account, must register before continuing with your license activation.

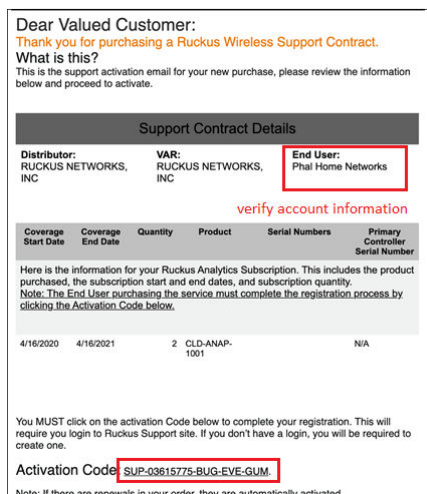
Every purchased license has its own unique activation code, and must be activated for the license to become valid. You receive the activation code in a separate Support Purchase Acknowledgment (SPA) email message for each license. Depending on the product, you may receive up to three different SPA email messages for all of your licenses.

### NOTE

The first three characters of the activation code indicate the license type to which the code is applicable.

1. Open the SPA email message that you received from RUCKUS, and verify the End User Account information. Only a registered user can complete the activation process.

**FIGURE 1** Verifying End User Account Information



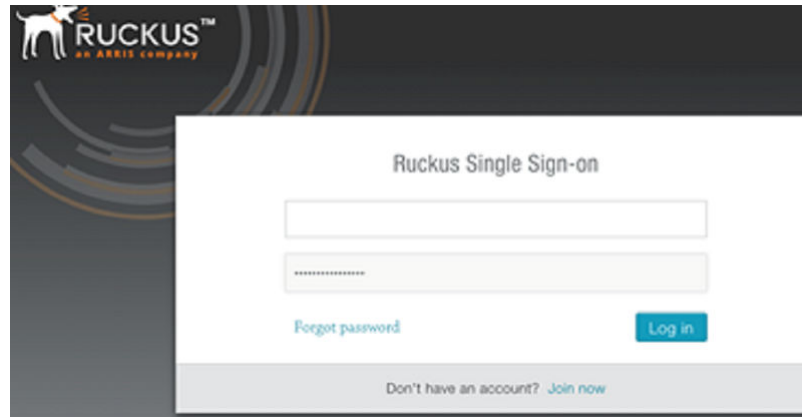
## Activating the RUCKUS Analytics License

2. Click the Activation Code link in the email message..  
The **RUCKUS Single Sign-on** window is displayed.
3. Log on to <https://support.ruckuswireless.com>.

### NOTE

Ensure you log in as a valid user in the End User Account. Only valid users are authorized to activate the licenses.

**FIGURE 2** Logging In To the Support Site



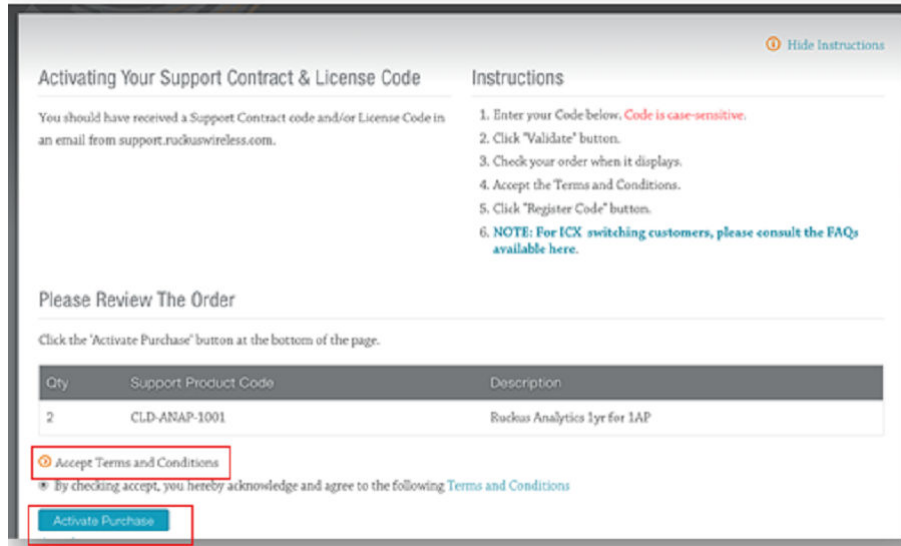
The **Activating Your Support Contract & License Code** page is displayed.

- Verify the licenses to be activated. Accept the terms and conditions, and click **Activate Purchase**.

**NOTE**

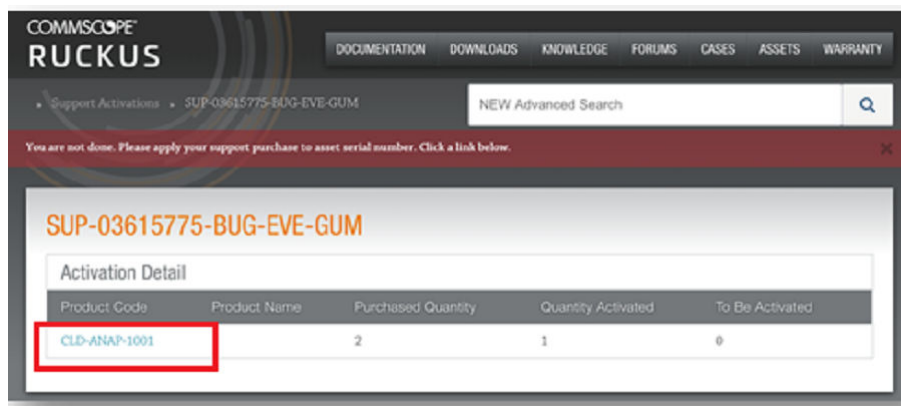
A single Activation Code can carry multiple assets that are part of the original Purchase Order and Sales Order. Therefore, there may be multiple line items within one Activation Code. Each line item must be activated. For example, if you have Cloud WiFi, Cloud Switching, and RUCKUS Analytics purchased under the same Purchase Order, you will see three entries and each must be activated separately.

**FIGURE 3** Activating Your Support Contract & License Code Page



- Click the license entry for RUCKUS Analytics (CLD-ANAP) to activate the license.

**FIGURE 4** Activating a RUCKUS Analytics License



The **Entitling Your Assets For Support** page is displayed.

6. In the **Entitling Your Assets For Support** page, select the following options:
  - The region where you want to maintain your analytics data. Currently, the supported regions are US, Europe, and Asia.
  - The Controller-type to which to attach the license: On-prem controller (SmartZone) or RUCKUS Cloud controller
  - The Contract Start Date

**FIGURE 5** Entitling Assets

Entitling Your Asset For Support

Please apply the support entitlement you just purchased to a specific asset, by entering the serial number(s) below.

Instructions

1. Enter the asset serial number below.
2. Click "Submit" button

Always Hide Instructions

Hide Instructions

**Step 2 Of 2**

**REGISTER YOUR CLOUD REGION**

- Select Cloud Region.
- Set Contract Start Date
- Click "Register Cloud Region & Bind To Support" Button.
- Once registered, your support will be bound to this Cloud Region.

Part number

North America Cloud Region (Analytics Licenses Only) P05-RCAN-WW00

Set Contract Start Date

2020-04-18

required

Register Cloud Region & Bind To Support

Serial Number: VIRTUALASSET

7. Click **Register Cloud Region & Bind To Support**.

If the asset is successfully activated, a green banner with a confirmation message "Support added to serial number" displays. If you have more assets to activate under the same activation code, you are returned to the **Activating Your Support Contract & License Code** page.

**FIGURE 6** Activation Confirmation

Support Activations - SUP-03615775-BUG-EVE-GUM

NEW Advanced Search

Support added to serial number.

**SUP-03615775-BUG-EVE-GUM**

Activation Detail

Product Code	Product Name	Purchased Quantity	Quantity Activated	To Be Activated
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