

RUCKUS IoT Controller Software Licensing Guide, 2.0.0.0

Supporting IoT Controller Release 2.0.0.0

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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.commscope.com/ruckus 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/
- 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.commscope.com/ruckus .

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	<pre>device(config)# interface ethernet 1/1/6</pre>
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].
λ	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.

Licensing Models

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Licensing Model Prior to 2.0.0.0 Release

Prior to RUCKUS IoT Controller 2.0.0.0, an AP-based licensing model was supported, in which licenses were used by approved APs. The AP-based licensing model maintained an RTU license, temporary trail licenses, AP capacity licenses, support licenses, and so on. The licenses were either perpetual licenses or limited to customized expiration dates.

Licensing Model Beginning with RUCKUS IoT Controller 2.0.0.0

Beginning with RUCKUS IoT Controller 2.0.0.0, support for Device-based licensing replaces the AP-based licensing model. The Device-based licensing model features the following benefits:

- The Device-based licenses are used by the connected devices instead of APs.
- You can add an unlimited number of APs, but you must purchase a license for each device.
- During the initial 30-day trial period, you can add an unlimited number of devices, APs, and plugins.
- The Device-based model is based on subscription, and you can purchase a license for 1, 3, or 5 years.

Licensing Guidelines for Existing Customers

If you are a current user of RUCKUS IoT Controller, and you are using a perpetual license, consider the following guidelines:

- RUCKUS offers three years of subscription-based licenses for customers who have purchased perpetual licenses and want to install RUCKUS IoT Controller 2.0.0.0.
- After three years, customers must purchase renewal licenses based upon their requirements.
- The process to migrate licenses involves RMA of existing licenses as described in the following article: https://support.ruckuswireless.com/articles/000004883
- The following licenses are eligible for migration or transfer:
 - 1x IOT-SOPM-PREM-MSP3 and x IOT-SOPM-0250-MSP3
 - A core license (L09-INT-WW00) supporting the new RUCKUS IoT Controller serial number
- The estimated duration of migration for the subscription-based licenses is 48 hours.

Types of Licenses

•	Trial Licenses	.13
•	Device License	. 13

Trial Licenses

A Trial license is provided with the RUCKUS IoT Controller, allowing you to enable plugins, add an unlimited number of connected devices, and grant IoT Insights capabilities. The Trial license lasts for a fixed duration of 90 days, after which it expires.

Device License

After the trial period of the Trial license has expired, you must purchase, install, and activate a Device license. The Device license allows you to access plugins, connected devices, and IoT Insights features on the RUCKUS IoT Controller.

Device licenses are offered in three types:

- Core
- Instance
- Device Capacity

NOTE

If you are using an AP-based license, you must migrate to a Device-based license. AP-based licensing is supported through RUCKUS IoT Controller 1.8.2.0 MR. After which, you must migrate the AP-based license from RUCKUS IoT Controller 1.8.2.0 MR to 2.0.0.0 by creating a database backup file in 1.8.2.0 MR and restoring it in 2.0.0.0. For more information, refer to the RUCKUS IoT Controller Migration Guide, 2.0.0.0. After migration, the AP devices are available for 90 days. To continue using the devices after 90 days, you must purchase Core, Instance, or Device Capacity licenses according to your requirements.

Core License

A Core license is the basic (or 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. For more information on how to purchase and Core license, refer the section Activating a License on page 17.

Instance License

Depending on your requirements, after installing a Core license, you can purchase an Instance license. The Instance license is based on a subscription and maintains a tenure of 1, 3, or 5 years. Instance licenses are offered in three types. To purchase and activate any of the below listed Instance licenses, refer the section Activating a License on page 17.

- Insights: An Insights license allows you to enable plugins, add connected devices, and use IoT Insight features.
- Premium: A Premium license allows you to enable plugins and add connected devices.
- Base: A Base license allows you to enable plugins, but connected devices will be in the decommissioned mode.

NOTE

Time-bound Instance licenses maintain a 30-day grace period. If you fail to renew the license within the grace period, the devices for which the license is granted are decommissioned.

Device Capacity Licenses

To access the connected devices, after installing a Core license, you can purchase a Device Capacity license. The Device Capacity license is based on a subscription and maintains a tenure of 1, 3, or 5 years. The RUCKUS IoT Controller uses the Device Capacity license for allowing the following functionalities of connected devices:

- Onboarding devices
- Operating devices
- Enabling data from devices to be forwarded to their destination endpoints
- Publishing device data to IoT Insights

For more information on how to purchase and activate Device Capacity license, refer the section Activating a License on page 17.

NOTE

- Each Device Capacity license consists of 250 devices. Therefore, if you purchase three Device Capacity licenses, you will be able to add 750 devices (3 x 250) to the RUCKUS IOT Controller.
- If you have two device capacity license 250+250, and only one gets expired then only 250 devices will be de-commissioned. If a new license is uploaded after the devices are de-commissioned then you can commission the devices by selecting the devices, and clicking on batch action->commission.
- Time-bound Device Capacity licenses maintain a 30-day grace period. If you fail to renew the license within the grace period, the devices for which the license is granted are decommissioned. The RUCKUS IoT Controller decommissions the devices in the following order:
 - 1. Devices that have been offline for a long time
 - 2. Devices with the oldest last-seen periods
 - 3. New or recently added devices

Upgrading and Downgrading an Instance License

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Upgrading an Instance License

You can upgrade from one type of Instance license to another depending on your feature requirements. Refer to the section Device License on page 13 to help you decide the type of Instance license to upgrade.

The RUCKUS IoT Controller allows the upgrade of the following types of Instance licenses:

- Upgrading from Base to Premium: If you have a Base license installed and want to gain access to connected devices, you can purchase a Premium license and upload it to the controller. The RUCKUS IoT Controller detects the new license and ignores the previous Base license.
- Upgrading from Base to Insights: If you have a Base license installed and want to access IoT Insights features, you can purchase an Insights license and upload it to the controller. The RUCKUS IoT Controller detects the new license and ignores the previous Base license.
- Upgrading from Premium to Insights: If you have a Premium license installed and want access to IoT Insights features, connected devices, and plugins, you can purchase an Insights license and upload it to the controller. The RUCKUS IoT Controller detects the new license and ignores the previous Premium license.

Downgrading an Instance License

If you are using a higher form of an Instance license (Insights or Premium) and you upload a lower Instance license, the RUCKUS IoT Controller considers the lower Instance license only after the current Instance license has expired.

The RUCKUS IoT Controller allows the downgrade of the following types of Instance licenses:

- Downgrading from Insights to Premium
- Downgrading from Insights to Base
- Downgrading from Premium to Base

Managing Licenses

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.

NOTE

For more information on licensing, refer to the RUCKUS IoT Controller Software Licensing Guide, 2.0.0.0

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

			for the second s		
<u> </u>			- Mar to You needed		
					O Hide Instructions
Activating V	our Support Contract & License	Code	Instructions		
You should have	received a Support Contract code and/or Lio	ense Code in	1. Enter your Code	below. Code to case-	sensitive.
an email from su	pport.ruckuswireless.com.		2. Click "Validate"	hatton	
			 Checa your orde Accept the Term 	r when it displays, is and Conditions.	
			5 Click *Register C	ode' button.	
	ut to take ownership of everyth	ing below.	It this is correct	t, proceed. If n	ot, please call Support
You are abo to fix the pu Please Revie	irchase order. ew The Order				
You are abo to fix the pu Please Revie Click the 'Activa	irchase order. ew The Order «Forchase' botton of the page				
You are abo to fix the pu Please Revie Click the 'Activation Only Please	Irchase order. ew The Order • Funchase Instrom of the page and To Use Product Conc		Description		_
You are abo to fix the pu Please Revi Click the Action Only Ple 1 12	Inchase order. ew The Order • Purchase button at the buttom of the page ant To Use Product Coce • 8-007 - 404000		Description Vicual Appliance (s	Rici), 1 instance	_
You are abo to fix the pu Please Revie Click the Vertices Div Re 1 US	Inchase order. ew The Order • Purchase button at the buttom of the page ant To Use Product Cope 6-DNT - WWO		Description View Applance (v	Rio''), 1 instance	

- 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

**********	******	******************
		Ruckus IoT Controller
		Main Menu
******	******	***************************************
<pre>1 - Ethernet Network 2 - System Details 3 - NTP Setting 4 - System Operation 5 - N+1 6 - Comm Debugger x - Log Off Enter Choicet 2</pre>		
Enter Choice: 2		
System Details :		
Date & Time	:	Fri Jan 17 17:43:52 PST 2020
Serial		103VKDUDSV3PD0UGT1C1LE6KXK2A
Version		1.5.0.0.17

• 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.

	DOCUMENTATION DOWNLOADS	KNOWLEDGE BASE PRODUCTS CASES ASSET	'S WARRANTY
		What do you need help with?	٩
Please apply your license	to an asset.		
_			Hide Instructions
Associating Y	our License With Your Product	Instructions	
Your license is valid this is completed, y 15 minutes to gene Use or Smart Licen Step 1 Of 2 VALIDATE YOUR D	I. You can now apply your license to your product. Once ou will be able to download your license. It may take rate the binary license file. If your license is a Right-To- se, it will be available immediately. EVICE	 Enter the serial number of your product below. Click "Validate Serial Number" button. Follow additional instructions. 	
Bind to E	vevice with Serial Number 10G6GQJ7XP21HXT0BCRI	EE7W97W4A. Validate Seria	I Number
License Pu	rchase Info		

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

(Can ARRIS company,	
	What du you need help with?
Please apply your license to an asset.	
	O Hide Instructions
Associating Your License With Your Product	Instructions
Your license is valid. You can now apply your license to your product. Once	1. Enter the serial number of your product below.
this is completed, you will be able to download your license. It may take	2. Click "Validate Serial Number" button.
15 minutes to generate the binary license file. If your license is a Right-To- Use or Smart License, it will be available immediately.	3. Follow additional instructions.
on a contre menter, a via de avanance antreancery.	
Step 2 Of 2	
REGISTER YOUR DEVICE	
Select Device Model.	
Click 'Register Device & Bind To Right To Use' Button.	
 Once registered, your right to use will be bound to this device. 	
✓ Please Select Device Model P01-INTI-WW00 Virtual Appliance (vRIoT)Series A	Register Device & Bind To Right To Use or dmin SKU
Senal Number: 10G6GQJ7.	XP21HXT0BCRFF7W97W4A
License Purchase Info	
License Purchase Info	Product Name Virtual Appliance (cRIoT) 1 instance

Your license information is displayed.

FIGURE 6 License Information

🔞 https://supportqa.ruckuswireless.com/license_upgrade/RTU-00683528-YAK-FAT-GUM	🖸 🏠 🔍 Search
FEEDBACK PURCHASE SUPPORT PROGRAMS RE	NEWALS CONTACT ABOUT CUSTOMERS RETURN TO PARTNER 🔽 🖬 🖬
	KNOWLEDGE BASE PRODUCTS CASES ASSETS WARRANTY
Assets . Licenses . RTU-00683528-YAK-FAT-GUM	What do you need help with?
License added to serial number.	
RTU-00683528-YAK-FAT-GUM	
License Info	Type of disk here to add tag
Product Name Virtual Appliance (vRIoT), 1 instance Product Code L09-INT1-WW00 License Code RTU-00683528-YAK-FAT-GUM AP Count 1.0 This RTU License was used to register a device. It also include additional <i>J</i>	Tags: License Status Active Bound To 10G6GQJ7XP21HXT0BCRFF7W97W4A AP licenses. Click the Bound To serial number to view the device.

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

FIGURE 7 Accessing Smart License Manager (LiMAN)

💿 🚔 https://supportqs.ruckuswireless.com		🗵 🏠 🔤 🥵 Search	
FFEDBACK PURCHA	ASE SUPPORT PROGRAMS RENEWALS CONTACT ABOU	T CUSTOMERS RETURN TO PARTNER 😒	
	ITATION DOWNLOADS KNOWLEDGE BASE PR	IODUCTS CASES ASSETS WAARAJ	NTY 1
	What do you need help we	h ^a	
Ruckus Cloud Wi-Fi - Cloud sim	nplicity meets better Wi-Fi 💦 📎	Activate Purchase	0
Learn more		Register Warranty	Ø
Technical Documents	🛃 Software Downloads 🌙	Download Licenses	
ZoneDirector 10.3 (GA Refresh1) Relea (19/09/09) Ruckus IoT 1.4 (GA) Release Notes (19/07/27)	ZoneFlex Solo Access Point 112.1.0.0 (19/06/11) ZoneFlex Solo Access Point 112.1.0.0 (19/06/20)	Submit A Case	P
ZoneDirector 10.3 (GA) Upgrade Guide (19/07/18) ZoneDirector 10.3 (GA) Schwae Notes (19/07/18)	ZD1200 10.1.2.0.251 (MR2 Refresh2) So (19/05/01) SmartZone GPB / MQTT Interface Test S (19/05/02)	View Customers	
Choose A Product 😌	Choose A Product	🗠 Ruckus Cloud (NA)	
Ø Knowledge Base Articles →	🏜 Announcements & Forum Discussions →	🐵 Ruckus Clou I (EU) 🛛 🧔	
Can ZD configuration files be copied to st How can i configure dynamic VLMS with the What to look for in the AP support info if I can't download ZeneDirector activant upd	Security Notice 20191224 2cneDirect (2019/12/24) Announcement: Cloudpath (21_ES 5.634 (2019/12/14) Announcement: Ruckau at Home - on S (2019/12/14) Announcement: ZD 9.12 3.0.136 (20183 (2019/12/12)	Tools	
What is isolated much Chroose A Topic	Announcement: Rackas (CK FI 08.0.90 (2019/11/22) Announcement: Rackas Cloud W) Fi 18 (2019/11/19)	 Support Contract Self Service Support Service 'Missing or Espin Check Support Support Concerned on much 	ing
Hew to Hub Ruckus C	loud Wi-Fi Cloudpath (ES) Security	Serial Numbers <-> Loense IDr Temporary Loense	

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

EDIT PAGE	FEEDBACK PURCHASE SUP	PORT PROGRAMS RENEWALS CONTACT	ABOUT CUSTOMERS RETURN	TO PARTNER S 🖬 🖸 🛅
RUCK		N DOWNLOADS KNOWLEDGE BASE	PRODUCTS CASES	ASSETS WARRANTY 上
		What do you need	help setth?	٩
Smart Lice	ense Manager (LiM	IAN)	egister RuckOS Hardware	Use Advanced Portal
Has Adequate Smar Smart AP License C Smart AP Support C	t AP License Support ✔ H ount: 5680.0 v? Sount: 239.0 v?	as Adequate vSZD AP License Support • SZD AP License Count: 14.0 SZD AP Support Count: 4.0	 Has Adequate SCI AF SCI AP License Coun SCI AP Support Cour 	License Support ✔ ± 0.0 it: 0.0
Smart Devices	🗟 License Pool 🗟 Local Licen	nse Servers 📄 Help & FAQs		
Click the serial ru Add licenses fo	umber to view the device. Click the rom license pool to device	action icons to configure.		
 Remove licens Ownload lice 	es attached to device. License will r nse file to use device offline.	return to pool.		
Upload license Device A constraints	file.	the desired to a subscript and the subscript of the subsc		
1005CO IZVE2	LUYTOR/PUP7W07M44	are devices reduites subbort abbrovar.		
II IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Introduct (115) (14)			
Serial Number	K	Description		Action
10G6GQJ7XP2	1HXT0BCRFF7W97W4A	Virtual Appliance (vRIoT)Serie	es Admin SKU	0 () 12



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