

# RUCKUS IoT Controller Software Licensing Guide, 2.1.0.0 GA

**Supporting IoT Controller Release 2.1.0.0**

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# Contact Information, Resources, and Conventions

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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.ruckusnetworks.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://community.ruckuswireless.com>
- Knowledge Base Articles—<https://support.ruckuswireless.com/answers>
- Software Downloads and Release Notes—[https://support.ruckuswireless.com/#products\\_grid](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](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](mailto:#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.ruckusnetworks.com>.

## 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	<code>device(config)# interface ethernet 1/1/6</code>
<b>bold</b>	User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names	On the <b>Start</b> menu, click <b>All Programs</b> .
<i>italics</i>	Publication titles	Refer to the <i>RUCKUS Small Cell Release Notes</i> 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
<b>bold text</b>	Identifies command names, keywords, and command options.
<i>italic text</i>	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, <i>member[member...]</i> .
\	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.

## What's New in This Document

**TABLE 2** Summary of Enhancements in RUCKUS IoT Controller 2.1.0.0 GA release

Feature	Description	Location
Updating the topic "Guidelines for an Existing Customer".	Removing the license IOT-SOPM-0050-MSP1 from the list.	<a href="#">Licensing Guidelines for Existing Customers</a> on page 11



# 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 trial 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 90-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.

### NOTE

The eligible license migration is subjected to current or active IoT connected devices.



# Types of Licenses

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## 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.

## Types of Licenses

### Device License

#### 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

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## 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*

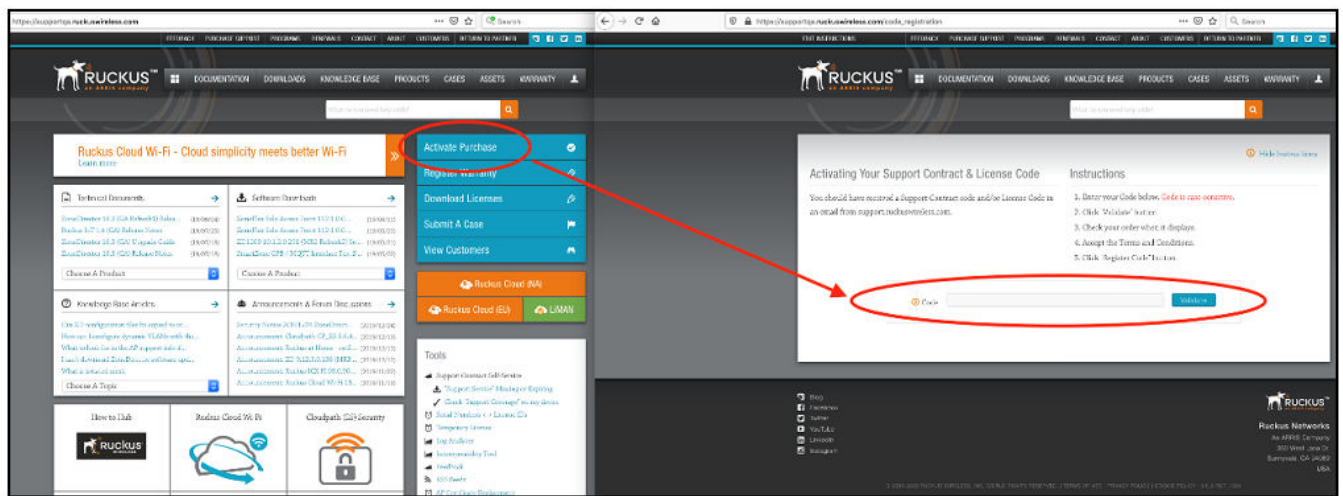
Complete the following steps to activate the license.

### 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](http://support.ruckuswireless.com)). Log in to the website using your credentials.
2. Click **Activate Purchase**. The **Activating Your Support Contract & License Code** page is displayed. In the **Code** field, enter your activation code, and click **Validate**.

FIGURE 1 Validating the License Code

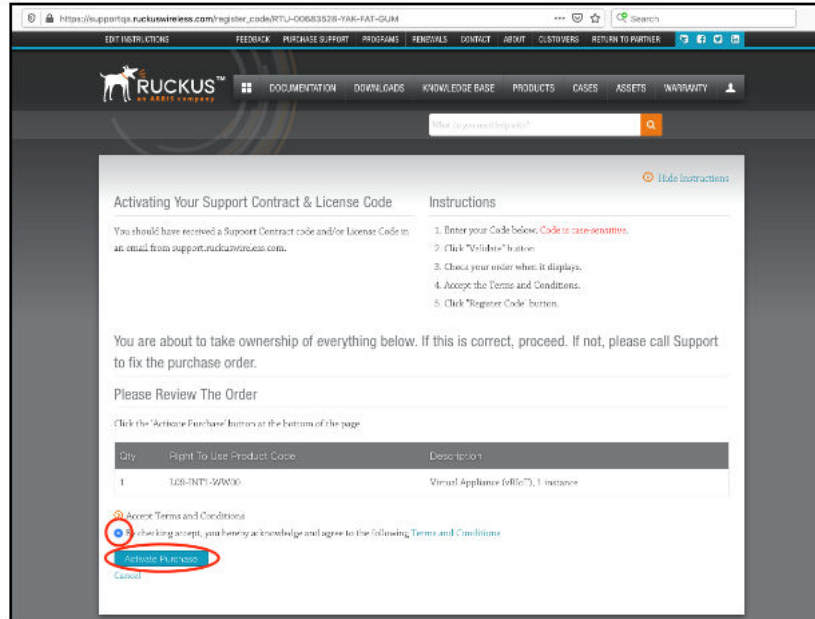


## Managing Licenses

### Activating a License

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



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
*****

1 - Ethernet Network
2 - System Details
3 - NTP Setting
4 - System Operation
5 - N+1
6 - Comm Debugger
x - Log Off

Enter Choice: 2

-----
System Details :
-----
Date & Time      :      Fri Jan 17 17:43:52 PST 2020
Serial           :      103VKDUDSV3PD0UGT1C1LE6KXX2A
Version          :      1.5.0.0.17
-----
```

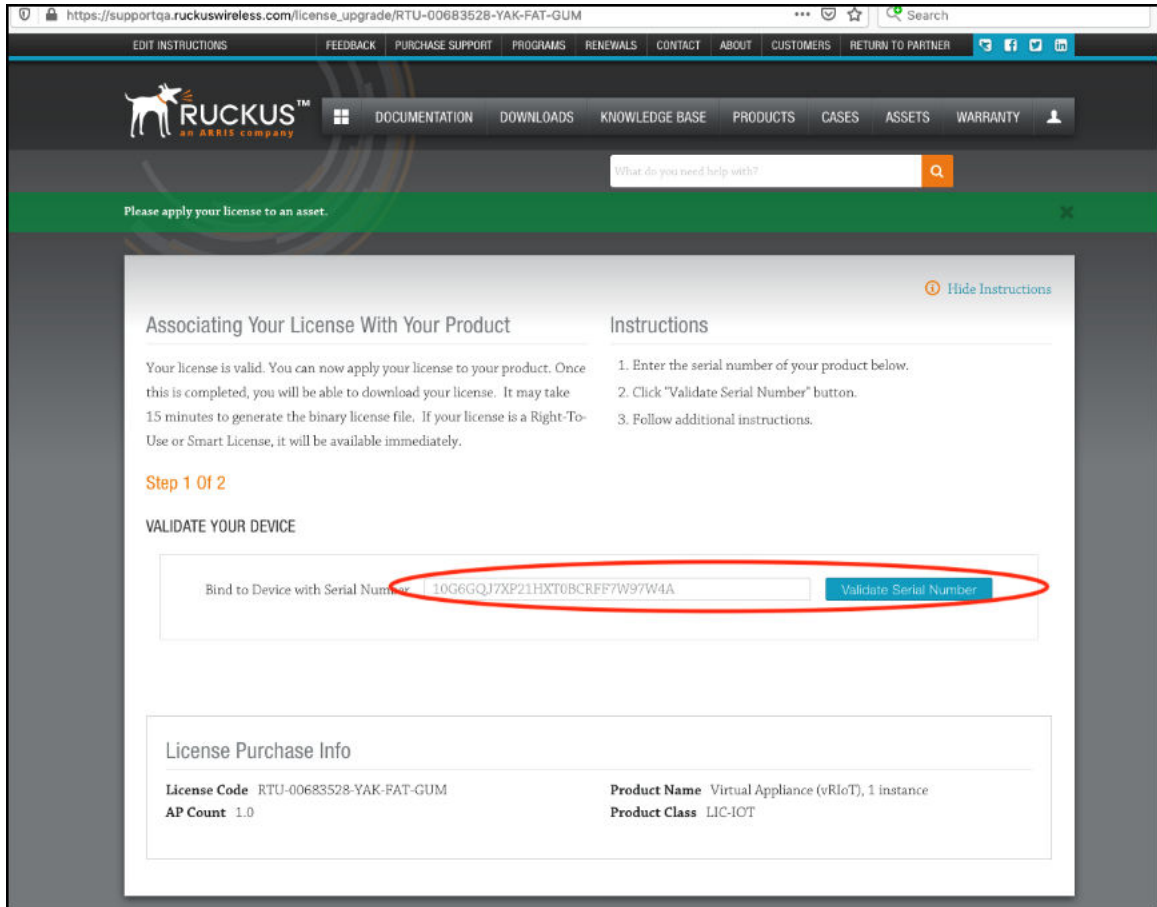
- To obtain the RUCKUS IoT Controller serial number using the RUCKUS IoT Controller user interface, refer to the section "Uploading the RUCKUS IoT Controller License" in the *RUCKUS IoT Controller Configuration Guide*.

## Managing Licenses

### Activating a License

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.

FIGURE 4 Associating the License with the Product

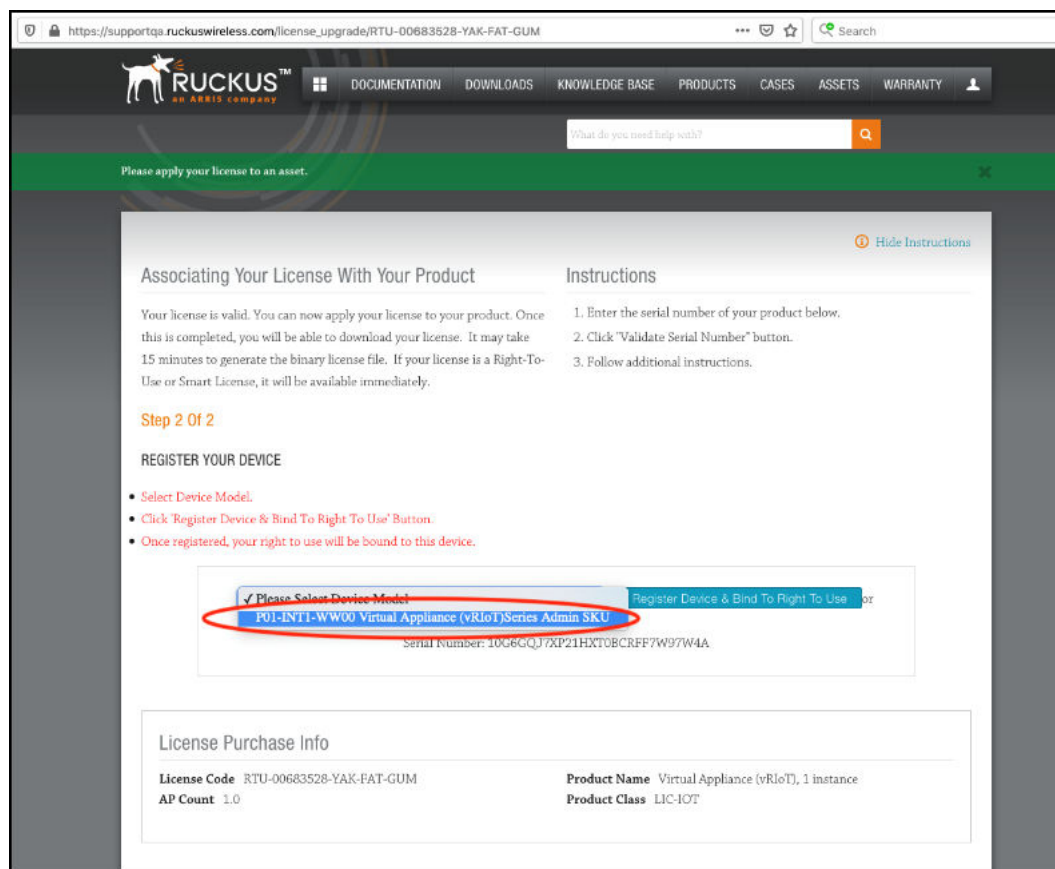


The screenshot shows a web browser window with the URL [https://supportqa.ruckuswireless.com/license\\_upgrade/RTU-00683528-YAK-FAT-GUM](https://supportqa.ruckuswireless.com/license_upgrade/RTU-00683528-YAK-FAT-GUM). The page header includes navigation links: EDIT INSTRUCTIONS, FEEDBACK, PURCHASE SUPPORT, PROGRAMS, RENEWALS, CONTACT, ABOUT, CUSTOMERS, RETURN TO PARTNER, and social media icons. The Ruckus logo is visible, along with a search bar and a navigation menu with links for DOCUMENTATION, DOWNLOADS, KNOWLEDGE BASE, PRODUCTS, CASES, ASSETS, and WARRANTY. A green banner at the top reads "Please apply your license to an asset." The main content area is titled "Associating Your License With Your Product" and includes instructions: "Your license is valid. You can now apply your license to your product. Once this is completed, you will be able to download your license. It may take 15 minutes to generate the binary license file. If your license is a Right-To-Use or Smart License, it will be available immediately." Below the instructions, it says "Step 1 Of 2" and "VALIDATE YOUR DEVICE". A form field labeled "Bind to Device with Serial Number" contains the serial number "10G6GQJ7XP21HXT0BCRF7W97W4A". A blue button labeled "Validate Serial Number" is next to the field. Below the form, there is a "License Purchase Info" section with the following details: License Code: RTU-00683528-YAK-FAT-GUM, AP Count: 1.0, Product Name: Virtual Appliance (vRIoT), 1 instance, and Product Class: LIC-IOT.

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**.

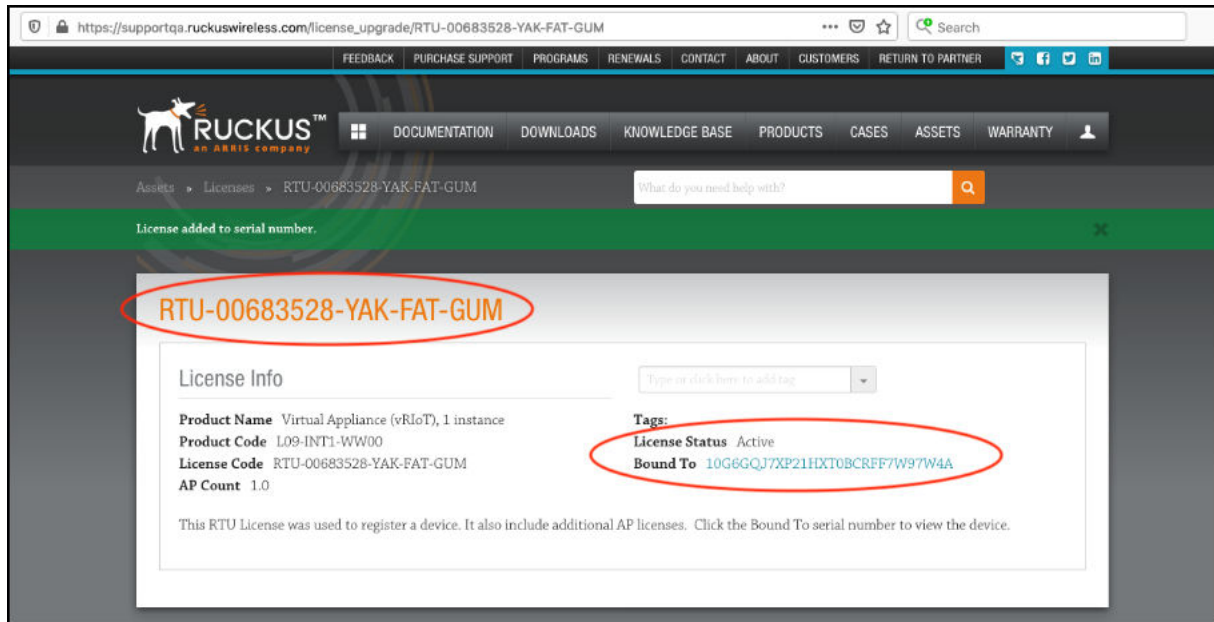
FIGURE 5 Registering the Device



## Managing Licenses Activating a License

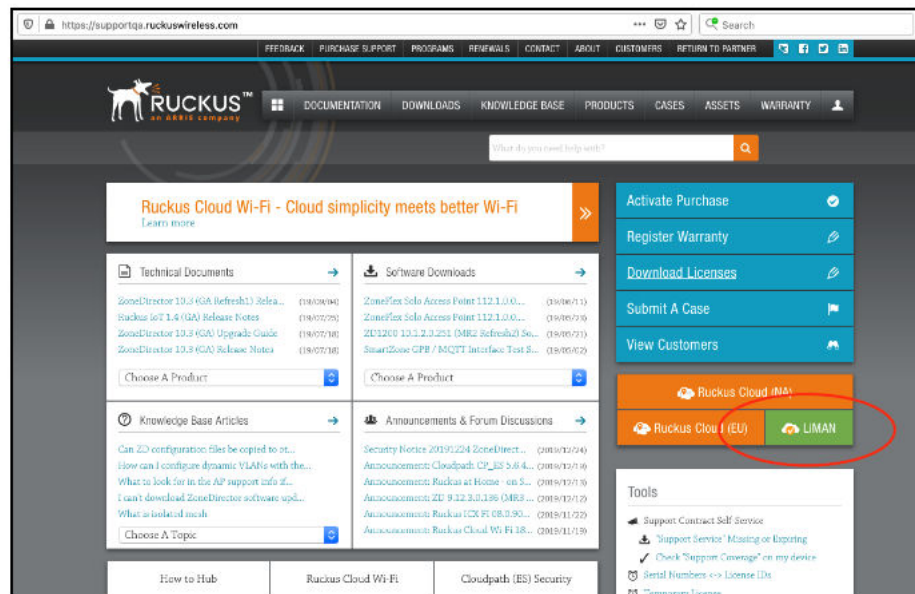
Your license information is displayed.

**FIGURE 6** License Information



- Return to the RUCKUS Support website ([support.ruckuswireless.com](https://support.ruckuswireless.com)), and click **LiMAN**.

**FIGURE 7** Accessing Smart License Manager (LiMAN)

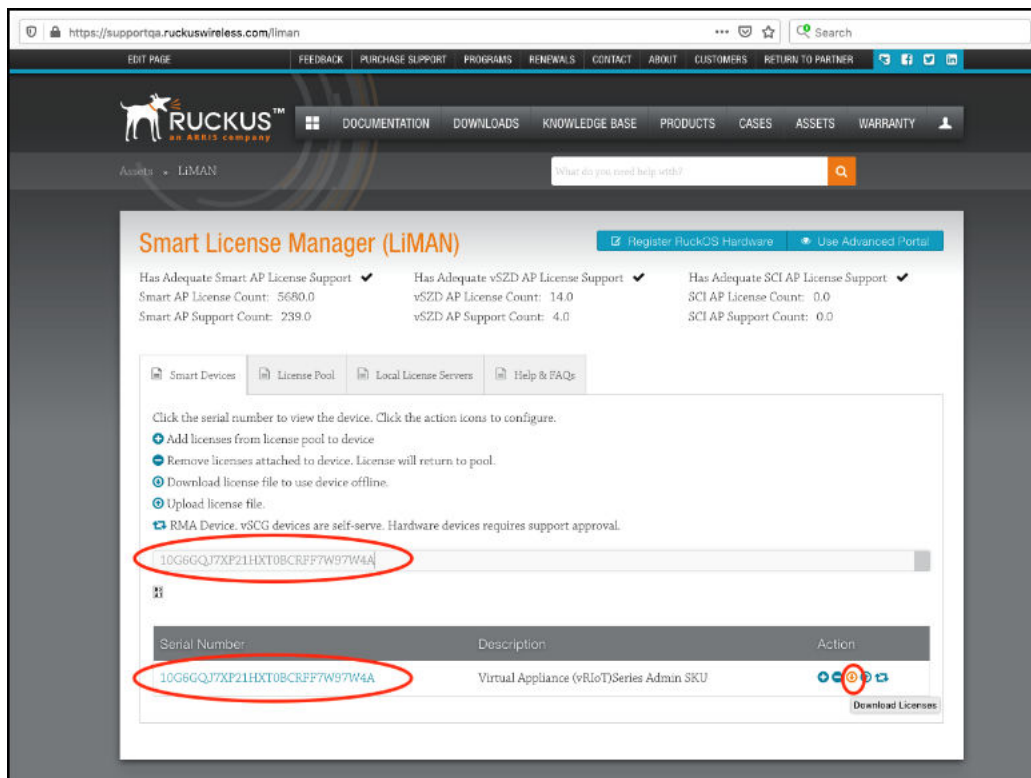


- In the **Smart License Manager (LiMAN)** page, enter the serial number of the controller, and click the **Download Licenses** button.

**NOTE**

The license must be uploaded to the controller.

**FIGURE 8** Downloading the License





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