

RUCKUS IoT Controller Software Licensing Guide, 2.2.0.0 GA

Supporting IoT Controller Release 2.2.0.0

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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
- 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.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	<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].
١	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

•	Introduction to Software Licensing	. 9
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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 2.2.0.0, GA

Feature	Description	Location
RCAP License	The RCAP model allows you to obatain and manage licenses as per the AP container-based licensing system.	Refer the topics: Licensing Models on page 11 Types of Licenses on page 13

Licensing Models

•	Licensing Model Prior to 2.2.0.0 Release	. 11
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Licensing Model Prior to 2.2.0.0 Release

With the release of RUCKUS IoT Controller 2.2.0.0, there is a significant change in the licensing model. Previously, it used a device-based licensing framework, including various licenses such as Core, RTU, temporary trial licenses, AP capacity licenses, Instance licenses, support licenses, etc. The updated model now follows a per-AP container-based licensing system, incorporating Core, RCAP, and optional Solution components. This shift represents a fundamental change in how licensing is handled within the RUCKUS IoT Controller framework version.

Licensing Model Beginning with RUCKUS IoT Controller 2.2.0.0

With the launch of RUCKUS IoT Controller 2.2.0.0, the RUCKUS Container per Access Point (RCAP) licensing model takes precedence over the previous device-based licensing structure. The RCAP licensing model introduces several advantageous features, such as:

- AP-Centric Licensing: AP-specific container licensing allows you to gain visibility into used/unused licenses, software usage trends, and license spending across your IoT network.
- Scalability: This license model supports scalability to accommodate varying numbers of devices connected to the IoT controller.
- **90-Day Trial Period**: During the initial 90-day trial, you may add an unlimited number of devices, APs, and plugins to explore functionalities without limitations.
- Subscription-Based Model: The RCAP licensing model operates on a subscription basis, providing the flexibility to procure licenses for durations spanning 1, 3, or 5 years.

Licensing Guidelines for Existing Customers

Existing customers currently utilizing RUCKUS IoT Controller 2.x can continue to use the current Device Instance license when upgrading to 2.2.0.0.

NOTE

Customers planning to migrate from RUCKUS IoT Controller 1.8 to 2.2.0.0 must follow the migration steps outlined in the RUCKUS IoT Controller Migration Guide.

Types of Licenses

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•	New License	13
•	Core License	. 13
•	RCAP License	. 13
•	Solution License	. 14

Trial Licenses

A Trial license is provided with the RUCKUS IoT Controller, allowing you to enable plugins, add an unlimited number of APs and connected devices, and grant IoT Insights capabilities. The Trial license lasts for a fixed duration of 90 days, after which it expires. After the Trial License expires, the controller will redirect to the license page, and the user will be unable to navigate to any other page unless a valid license is uploaded.

New License

After the completion of the trial period, you must purchase Core and RCAP licenses. The RCAP license facilitates the activation of Containers or Plugins and AP features. Furthermore, you have the option to purchase and install RUCKUS IoT Insights solutions on the RUCKUS IoT Controller.

The new license types are as follows:

- Core
- RCAP
- Solution (Optional for Insights)

Core License

A Core license is a 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. To purchase and activate the below listed Core license, refer the topic Managing Licenses on page 15.

• L09-INT1-WW00

RCAP License

A minimum of one RCAP license is required for each Access Point or IoT Gateway connected to the RUCKUS IoT Controller. The RCAP license is offered on a subscription basis for a tenure of 1, 3, or 5 years, which includes Watch Dog support. To purchase and activate any of the below listed RCAP licenses, refer the topic Managing Licenses on page 15.

- IOT-SOPM-RCAP-MSP1
- IOT-SOPM-RCAP-MSP3
- IOT-SOPM-RCAP-MSP5

Solution License

IoT Solutions are deployed on the "IoT Insights" platform, this as an optional feature for users wishing to visualize and interact with IoT Sensors directly rather than through external Services/Clouds or Platforms. IoT Insights allows users to deploy solutions solving real world problems through applications. Solutions are installed on IoT Insights through the Insights Marketplace. Each Solution installed requires a Solution License to run. Solution Licenses can be purchased and activated or installed on the RUCKUS IoT Suite by choosing one or more licenses from the available Solution liceses that are listed below. To purchase and activate Solution License, refer to the topic Managing Licenses on page 15

- IOT-SOPM-SRKS-MSP1
- IOT-SOPM-SRKS-MSP3
- IOT-SOPM-SRKS-MSP4

Each licensed solution requires one Solution license to operate, multiple licenses can be installed to provide sufficient Solutions for the end application and are consumed or released when Solutions are installed or removed. Solutions can be uninstalled to free up licenses as needed for new installations or requirements.

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.

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.

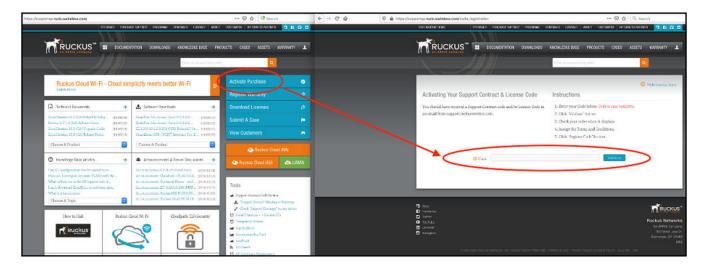


FIGURE 1 Validating the License Code

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

0 🔒 https://supportqs.ruckuswireless.com/re	gister_code/RTU-00683528-YAK-FAT-GUM	··· 🖂 🕁	Search]
EDIT INSTRUCTIONS	FEEDBACK PURCHASE SUPPORT PROGRAMS	FENEMALS CONTACT ABOUT CLISTOMERS RE	TURN TO PARTNER 🛛 🕄 🕄 🕄	
TRUCKUS"		6 KNOWLEDGE BASE PRODUCTS CASES	ASSETS WARRANTY	
		Mint (nyormerilleipsois)	9	
Actuation Your Sur	oport Contract & License Code	Instructions	🙁 Hide Instructions	
	Support Contract code and/or License Code :		nstitive.	
You are about to ta to fix the purchase		w. If this is correct, proceed. If not	, please call Support	
Please Review The	Order			
Click the 'Activate Furchase	e' button at the bottom of the page			
Qty Fight To Us	e Product Coce	Description		
1 1.09-INTL-W	W00	Virtual Appliance (vRlo ⁺), 1 instance		
A knewst Terms and Cond A checking accept, yna Canoal Canoal	itions hereby acknowledge and agree to the followin	g Terms and Candifians		

- 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

*****	Ma	annan ann ann ann ann ann ann ann ann a
<pre>1 - Ethernet Network 2 - System Details 3 - NTP Setting 4 - System Operation 5 - N+1 6 - Comm Debugger x - Log Off</pre>		
Enter Choice: 2 System Details :		
Date & Time	: Fri Jan 17 : 103VKDUDSV	7 17:43:52 PST 2020
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.

FIGURE 4 Associating the License with the Product

	DOCUMENTATION DOWNLOADS	KNOWLEDGE BASE PRODUCTS CASES ASSET	rs warranty 💄
		What do you need help with?	٩
Please apply your license to an	asset.		
-	dii 1		
			 Hide Instructions
Associating Your	License With Your Product	Instructions	
this is completed, you wi 15 minutes to generate t	can now apply your license to your product. Once l be able to download your license. It may take he binary license file. If your license is a Right-To- vill be available immediately.	2. Click "Validate Serial Number" button.	
Bind to Device	with Serial Number 10G6GQJ7XP21HXT0BCF	Validate Seria	al Number
License Purcha	se Info		

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

C C an ARRIS company	S KNOWLEDGE BASE PRODUCTS CASES ASSETS WARRANTY
	What do you need help with?
Please apply your license to an asset.	
	① Hide Instructions
Associating Your License With Your Product	Instructions
Your license is valid. You can now apply your license to your product. Or	nce 1. Enter the serial number of your product below.
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- Use or Smart License, it will be available immediately.	To- 3. Follow additional instructions.
Step 2 Of 2	
REGISTER YOUR DEVICE	
REGISTER YOUR DEVICE Select Device Model.	
 Select Device Model. Click Register Device & Bind To Right To Use' Button. 	
Select Device Model.	
 Select Device Model. Click Register Device & Bind To Right To Use' Button. Once registered, your right to use will be bound to this device. 	
 Select Device Model. Click Register Device & Bind To Right To Use' Button. 	Register Device & Bind To Right To Use or
 Select Device Model. Click Register Device & Bind To Right To Use' Button. Once registered, your right to use will be bound to this 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. 	es Admin SKU
 Select Device Model. Click Register Device & Bind To Right To Use' Button. Once registered, your right to use will be bound to this device. 	es Admin SKU
 Select Device Model. Click Register Device & Bind To Right To Use' Button. Once registered, your right to use will be bound to this device. 	es Admin SKU
 Select Device Model. Click 'Register Device & Bind To Right To Use' Button. Once registered, your right to use will be bound to this device. 	es Admin SKU

Your license information is displayed.

FIGURE 6 License Information

	icense_upgrade/RTU-00683528-YAK-FAT	-GUM *** 1	le contraction Search	
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	DOCUMENTATION DOWNLO	ADS KNOWLEDGE BASE PRODUCTS	CASES ASSETS WARRAM	лу Т
		What do you need help with?	Q	
License added to serial number.				
	111			
RTU-0068352	28-YAK-FAT-GUM			_
License Info			Ψ.	
Product Name Virtu	al Appliance (vRIoT), 1 instance	Tags:		
Product Name Virtu. Product Code L09-IN	••			
Product Name Virtu Product Code L09-IN	71-WW00	Tags: License Status Active		
Product Name Virtu. Product Code L09-IN License Code RTU-00 AP Count 1.0	FT1-WW00 0683528-YAK-FAT-GUM	Tags: License Status Active	CRFF7W97W4A	
Product Name Virtu. Product Code L09-IN License Code RTU-00 AP Count 1.0	FT1-WW00 0683528-YAK-FAT-GUM	Tags: License Status Active Bound To 10G6GQJ7XP21HXT0B	CRFF7W97W4A	

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	
FFEDRACK PURCHA	se support prospams renewals contact about	CUSTOMERS RETURN TO PARTNER 🧏 🕄 🖻 🖿 🖿	
	TATION DOWNLOADS KNOWLEDGE BASE PRO	dducts cases assets waaraanty 🛓	
	What do you used help out	л <mark>Q</mark>	
Ruckus Cloud Wi-Fi - Cloud sim	plicity meets better Wi-Fi	Activate Purchase 🥏	
Learn more		Register Warranty 🧷	
Technical Documents	🛃 Software Downloads 🔷	Download Licenses Ø	
ZoneDirector 10.3 (GA Refresh1) Relea (19009/90) Ruckus foT 1.4 (GA) Release Notes (19007/25)	ZoneFlex Solo Access Point 112.1.0.0 (19/09/11) ZoneFlex Solo Access Point 112.1.0.0 (19/09/19)	Submit A Case 📁	
ZoneDirector 10.3 (GA) Upgrade Guide (19077/0) ZoneDirector 10.3 (GA) Sclease Notes (19077/0)	ZD1200 10.1.2.0.251 (MR2 Sefresh2) So (19/07/21) SmartZone GPB / MQTT Interface Test S (19/06/02)	View Customers 🛛 🛤	
Choose A Product	Choose A Product	Ruckus Cloud (NA)	
Knowledge Base Articles	🎂 Announcements & Forum Discussions 🌙	👁 Ruckus Clou J (EU) 🛛 🔿 LIMAN	
Can 2D configuration files be copied to on How can I configure dynamic VLANs with the	Security Notice 20191224 ZoneDirect (Juniw13/24) Announcement: Cloudpath CP_ES 5.6.4 (Juniw13/14)		
What to look for in the AP support info zf., I can't download ZoneDirector software upd	Announcement: Ruckus at Home - on S., (2019/12/13) Announcement: ZU 9.12.3.0.136 (MR3 (2019/12/12)	Tools	
What is isolated mesh Choose A Topic	Announcement: Rackus ICX FI 08.0.90 (2019/11/22) Announcement: Rackus Cloud Wi Fi 18 (2019/11/19)	 Support Contract Self Service Support Service Missing or Executing 	
How to Hub Ruckus C	Joud Wi-Fi Cloudpath (ES) Security	Check Support Coverage' on my device Secial Numbers <> License Dis Temporary Locanse	

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 PUR	CHASE SUPPORT PR	OGRAMS RENEWALS CON	TACT ABOUT CUSTOMERS	습 🧟 Search RETURN TO PARTNER 🧿 🗗 🖸
RUCKU	S [™] ∷ Docum	IENTATION DOW	NLOADS KNOWLEDGE	BASE PRODUCTS CASE	es assets warranty 🔒
Accets + LiMAN			What do you	need help with?	Q
		_			
Smart Licen	ise Manader	(LIMAN)		🛛 Register RuckOS Hardwa	re 🔹 Use Advanced Portal
Has Adequate Smart A Smart AP License Cour Smart AP Support Cou	nt: 5680.0	vSZD AP Lie	te vSZD AP License Suppo rense Count: 14.0 pport Count: 4.0	ort Has Adequate SCI AP License SCI AP Suppor	
Smart Devices	🗟 License Pool 🗟	Local License Servers	🗟 Help & FAQs		
Click the serial num	ber to view the device.	Tlick the action ico	ns to configure.		
	n license pool to device				
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😫 RMA Device. vSC	CG devices are self-serv	e. Hardware device	s requires support approva	al.	
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н					_
Serial Number			Description		Action
10G66QJ7XP21H	IXT0BCRFF7W97W4A		Virtual Appliance (vRIoT)	Series Admin SKU	00000
					Download Licenses



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