SOFTWARE UPGRADE GUIDE



## **RUCKUS Unleashed 200.12** Upgrade Guide

**Supporting Unleashed 200.12** 

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## **Unleashed Upgrade Paths**

To upgrade directly to Unleashed release 200.12, you must be running release 200.0 or a later release.

Refer to the Unleashed 200.12 Release Notes for specific upgrade paths and limitations.

Refer to the *Release Notes* also for the list of supported APs in this release. If your Unleashed network consists of any older APs that are unsupported, a warning message will appear. If you choose to continue the upgrade, the unsupported APs will be unable to join the Unleashed network.

## **Upgrading Unleashed Master and Member APs**

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

There are three methods of upgrading your Unleashed wireless network:

- Performing an Online Upgrade on page 4
- Performing a Local Upgrade on page 6
- Performing an Upgrade During Initial Deployment on page 8

#### NOTE

Upgrading the Unleashed network temporarily disconnects any associated clients from the wireless network. To minimize network disruption, Ruckus recommends performing the upgrade procedure at an off-peak time.

### Performing an Online Upgrade

When a new firmware version is available and your Unleashed Master AP is able to connect to the Ruckus firmware server and detect a newer version than what is currently running, it displays the recommended version (or multiple versions) in the firmware upgrade section firmware list under "Online Upgrade."

Use the following procedure to upgrade your Unleashed Master AP and all connected member APs in one step:

- 1. Back up your existing configuration.
- 2. Go to Admin & Services > Administer > Backup & Restore.

3. In the Backup Configuration section, click **Back up**.

#### FIGURE 1 Backup & Restore

Admin & So	rvices
🛄 System	Back Up Configuration
Services	Click Back Up to save an archive file of your current Unleashed configuration. This archive will simplify system recovery if needed.  Back up
Administer	Restore Configuration
Preferences	If you need to restore the system configuration, click Browse, and then select the backup file that contains the settings that you want to restore.
Backup & Restore	Browse
Upgrade	
Registration	Restore to Factory Settings
Diagnostics	If needed, you can restore Unleashed to its factory settings, which will delete all settings that you have configured. You will need to manually set up Unleashed again. For more information, see the online help.
Certificate	Restore to Factory Settings
Network Connectivity	Resulte to Factory Settings
Network Management	
Mobile App	

- 4. Save the file to a convenient location on your local computer.
- 5. Go to Admin & Services > Administer > Upgrade.
- 6. In Online Upgrade, select the firmware version to download from the Ruckus website from the drop-down list.

#### NOTE

If "Unleashed is up to date" is displayed, click **Reload** to attempt to locate a newer firmware version from the Ruckus website. If no newer version is available, the list will continue displaying "Unleashed is up to date" and no other options will appear.

7. If a newer firmware version is available in *Online Upgrade*, select the version from the list, choose whether or not to **Auto reboot the system after upgrade**, and click **Upgrade**.

#### FIGURE 2 Click Upgrade

Admin & So	ervices								•
🖵 System	►								
Services	►	Firmw	/are	Upgrad	e Current firmwa	re version:	200.6.10.1.300		
Administer	•		Select U	pgrade Methoo	1				
Preferences			<ul> <li>Or</li> </ul>	line Upgrade			Local Upgrade		
Backup & Restore					from Ruckus Wireless)		(Upload firmware from local F	C)	
Upgrade			Select f	irmware versio	in:				
Registration			200.	5.10.1.312	Reload				
Diagnostics									
Certificate					Ľ	Upgr			
Network Connectivity						Auto rebo	ot the system		
Network Management		1	AP Role	Name	Мас	Model	Upgrade Progress	Actions	
Mobile App		N	laster	Unleashed	d4:c1:9e:35:c9:40	R610			

8. The upgrade commences and each Unleashed AP (including the Unleashed Master) automatically retrieves its new firmware from the Ruckus website, performs the upgrade, reboots, and rejoins the Unleashed Master.

### Performing a Local Upgrade

The local upgrade option may be useful in situations where the APs cannot connect to the Ruckus firmware servers, or if the firmware build you want to install is not available via the online upgrade method.

Because the APs do not connect to the internet to acquire their firmware when performing a local upgrade, each AP must first be loaded with the new firmware image before rebooting to activate the new image.

- 1. Go to Admin & Services > Administer > Upgrade.
- 2. In Select Upgrade Method, select Local Upgrade.

3. In Select image file(s) & upgrade, click **Browse**.

#### FIGURE 3 Select local upgrade file

Admin & Ser	ices	▼
🛄 System		
省 Services	Firmware Upgrade Current firmware version: 200.8.10.3.168	
Administration	Select upgrade method:	
Preferences		
Backup & Restore	Online Upgrade     Download firmware from Ruckus Wireless)     (Upload firmware from local PC)	
Upgrade	Select image file(s) & Upgrade	
Registration	(Upgrade one model at a time, Warning: Leaving this page will reset the local upgrade process.)	
Diagnostics	Model R610 (1 AP)	
Certificate	Browse	
Network Connectivity	Preload Image	
Network Management	The function of Preload Image is to upgrade the version of mismatched APs only. After the AP has been connected, click the Upgrade button to upgrade the image.	
Mobile App	Note: Only the same version of the Master AP is allowed to be uploaded.	

- 4. Locate the firmware image file on your local computer, and click **Open**. The file is uploaded to the Master AP, and the **Browse** button is replaced with an **Upgrade** button.
- 5. Click **Upgrade** to begin the upgrade process.

FIGURE 4 Select firmware image files for each AP model

Admin & Services	
🛄 System	
省 Services	Firmware Upgrade Current firmware version: 200.8.10.3.168
Administration	Select upgrade method:
Preferences	Serect apgrade method.
Backup & Restore	Online Upgrade     Online Upgrade     (Download firmware from Ruckus Wireless)     (Upload firmware from local PC)
Upgrade	
Registration	Select image file(s) & Upgrade (Upgrade one model at a time. Warning: Leaving this page will reset the local upgrade process.)
Diagnostics	Model R610 (1 AP)
Certificate	Filename: rcks_fw.bl7 (32631896 bytes), Version: 200.8.10.3.16
Network Connectivity	Preload Image
Network Management	The function of Preload Image is to upgrade the version of mismatched APs only. After the AP has been connected, click the Upgrade button to upgrade the image. Note: Only the same version of the Master AP is allowed to be uploaded.
Mahila Ann	

- 6. If multiple AP models exist, you will need to upgrade one model at a time. Repeat the previous steps to upload firmware for each AP model. The progress for each AP is listed in the *Upgrade Progress* column in the table below. Once the *Upgrade Progress* for all APs has reached 100%, the firmware has been fully loaded onto each AP.
- 7. Click **Reboot** to reboot the APs and set the new firmware as the active firmware.

FIGURE 5 Once all APs have reached 100%, click Reboot to reboot the APs and complete the upgrade

Preferences	Online Upgrade     Iccal Upgrade
Backup & Restore	(Download firmware from Ruckus Wireless) (Upload firmware from local PC)
Upgrade	Select image file(s) & Upgrade
Registration	(Upgrade one model at a time. Warning: Leaving this page will reset the local upgrade process.)
Diagnostics	Model R610 (1 AP)
Diagnostics	Filename: rcks_fw.bl7 (26218492 bytes), Version: 200.7.10.2.203
Certificate	Model R500 (2 APs) Filename: rcks_fw.bl7 (24528892 bytes), Version: 200.7.10.2.203
Network Connectivity	
	Preload Image
Network Connectivity Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked
Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked
Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked to upgrade it. Note: Only the same version of Master is allowed to be uploaded.
Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked to upgrade it. Note: Only the same version of Master is allowed to be uploaded.
Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked to upgrade it. Note: Only the same version of Master is allowed to be uploaded. Browse
Network Management	The function of Preload Image is to upgrade version mismatched APs only. Once the AP connected, the upgrade button below can be clicked to upgrade it. Note: Only the same version of Master is allowed to be uploaded.           Browse           AP Role         Name         Mac         Model         Upgrade Progress         Actions
Network Management	Browse       Mac       Model       Upgrade Progress       Actions         Master       Unleashed       d4:c1:9e:35:c9:40       R610       Success 100%

## Performing an Upgrade During Initial Deployment

If your Unleashed Master AP is in factory default state, the Setup Wizard also provides an option to upgrade the firmware prior to completing the initial deployment configuration procedures.

To upgrade the firmware during the initial deployment of an Unleashed AP in factory default state:

- 1. On the first page of the setup wizard, select Local Upgrade, and click Next. The Local Upgrade page appears.
- 2. Click Choose File and select the locally stored Unleashed image file.

3. When complete, click **Reboot** to reboot the AP and restart the installation process using the new Unleashed firmware.

#### FIGURE 6 Local Upgrade

Unleashed Installation	English
Quick Install	This is the most simple and quick way to install (Internal Gateway: Disabled; Mesh: Disabled)
Wireless LAN * Name (ESSID):	Ruckus-Wireless 1 Passphrase:
l	admin * Password: Ch is managed by Unleashed then it will use the same login credentials as provided above. United States
Custom Install	Provide more advanced options to install
	Version: 200.10.10.5.88

#### FIGURE 7 Choosing Local Unleashed Image File to Upgrade

Local Upgrade			
System In	fo		
	IP Address:	192.168.0.1	
	Subnet Mask:	255.255.255.0	
	Gateway:	192.168.0.1	
	DNS servers:	,	
	AP Model:	R320	
	AP Serial Number:	481809000088	
	Current Software Version:	200.8.10.3.118	
Select ima			
	Local File Name: Choose File I o file chooser	1	
	WARNING:Upgrading the firmware could take a few this time.Please do NOT remove power from your AP		

## Verifying the Upgrade

After you have performed a firmware upgrade, it is important to verify that the Unleashed Master and member APs are running the expected software version.

Version details can be found in the web interface. If you prefer to use the command line interface (CLI), use SSH to access the Unleashed Master AP.

1. To verify the current firmware version number using the web UI, go to Admin & Services > System > System Info, and locate the System Version number at the top of the section.

#### FIGURE 8 Verifying the Installed Software Version From the Unleashed Web UI

Admin & Service	s 🗸 🗸 🗸
🖵 System	
System Info IP Settings	System Info Name* Ruckus-Unleashed-172t System Version 200.12.10.105.87
System Time Country Code	Unleashed ID un3015040006891453103229117 Cenerate Copy Apply Preferred Master
Roles Users	Upon applying this change, the Primary Preferred Master AP will become the Master AP and the previous Master AP will be rebooted to become a Member AP, the selected Secondary Preferred Master will become Master once Primary Preferred Master is down. Please note there may be a brief network disruption when changing Master AP. Primary Preferred Master R320[R320 - b4.79:c8:12.8e.2 •
Mesh	Secondary Preferred Master R750[R750 - 4c:b1:cd:18:e9:d   Disable WLAN service on Master AP If the Unleashed Network contains 3 or more connected APs, the Master AP will not provide WiFi service
6.	Switch Approval Approval Approval Automatically approve all join requests from switches.
↔ Auministration	Approval & Automatically approve all foil requests north switches.

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

```
ruckus# show sysinfo
System Overview:
   Name= Ruckus-Unleashed
   IP Address= 192.168.0.3
   MAC Address= d4:c1:9e:35:c9:40
   Uptime= 1d 3h 20m
   Model= R610
   Licensed APs= 128
   Serial Number= 941849001125
   Version= 200.12.10.105 build 87
...
   ruckus#
```

## **Upgrade FAQs**

### Do I Need a Valid Support Contract to Upgrade Firmware?

No. Unleashed does not require a support contract for firmware upgrades.

### Is My AP Supported by the Firmware Upgrade?

This release supports the following Unleashed AP models:

Indoor AP	Outdoor AP
C110	E510
H320	T310c
H510	T310d
M510	T310n
R320	T310s
R510	T610
R550	T610s
R610	T710
R650	T710s
R710	7750
R720	T750SE
R750	T350c
R850	T350d
H550	T350SE
R350	
H350	

# How Do I Prevent the Unleashed Master from Switching to Another AP During Upgrade?

By default, any Ethernet-connected AP can be the Unleashed Master, and if the current Master is offline, any other wired AP can take over as the new Master AP. Due to this redundancy feature, it may be difficult to determine which AP is the new Master after performing an upgrade.

You can designate one AP as the "Preferred Master" to address this issue. In release 200.6 and later, go to Access Points > Edit (Summary) > Others, and select an AP to designate as the Master AP from the Preferred Master list.

### 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**.



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