

# RUCKUS Unleashed Software Licensing Guide

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# Contents

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- About This Guide..... 4**
  - Contacting RUCKUS Customer Services and Support..... 4
  - Introduction..... 5
- Managing Licenses..... 5**
  - URL Filtering Licenses ..... 5
  - Working with URL Filtering Licenses..... 5
  - Activating a License..... 6

# About This Guide

## 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](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

## Introduction

The *RUCKUS Unleashed Software Licensing Guide* provides information on how to procure and manage URL filtering licenses for RUCKUS Unleashed APs.

# Managing Licenses

## URL Filtering Licenses

The following table lists the available license subscription packages.

**TABLE 1 License Subscription Packages**

License Type	Description
S01-URL1-1LUL	RUCKUS Unleashed URL filtering 1-year subscription for one AP
S01-URL1-3LUL	RUCKUS Unleashed URL filtering 3-year subscription for one AP
S01-URL1-5LUL	RUCKUS Unleashed URL filtering 5-year subscription for one AP

Every purchased license 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 a License](#) on page 6.

## Working with URL Filtering Licenses

URL filtering service requires an active URL filtering license to function. URL filtering licenses can be purchased from RUCKUS partners and distributors, and a temporary license is also available to allow customers to try out the service for a limited time before purchasing.

Complete the following steps to manage URL filtering licenses.

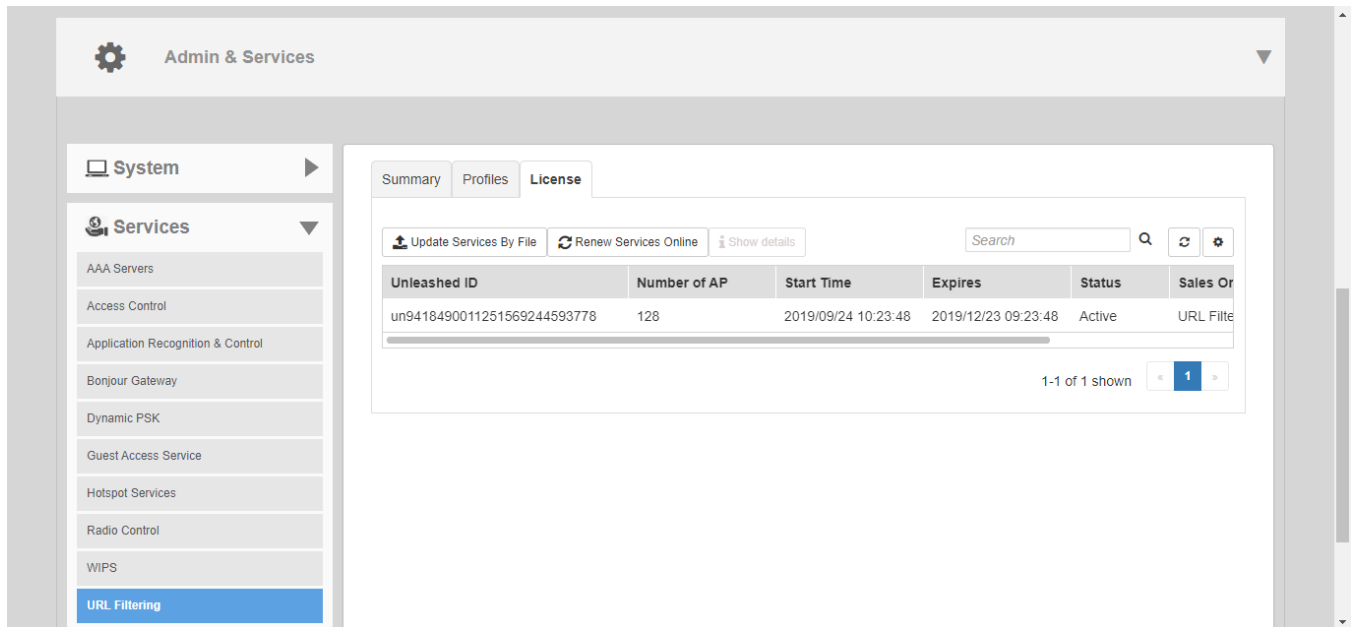
1. Go to **Admin & Services > Services > URL Filtering**.

## Managing Licenses

### Activating a License

2. Click the **License** tab and select one of the following options:
  - **Update Services By File:** Import a new locally saved license file.
  - **Renew Services Online:** Connect to the RUCKUS license server to download a license file.
  - **Show Details:** Select the license file from the list and click **Show Details** to view license expiration details.

FIGURE 1 Working with URL Filtering Licenses



## Activating a License

After purchasing the RUCKUS Unleashed URL filtering license, you are sent an email message containing an activation code. After the activation code is validated and attached to a device (using the Unleashed ID), the license can be downloaded from the website.

You must have a RUCKUS Support Portal account (including user name and password). If you do not have a RUCKUS Support Portal account, you must register before continuing with your license activation.

### NOTE

Only valid users are authorized to activate the licenses.

Complete the following steps to activate the URL filtering license.

1. Open the support activation email message that you received from RUCKUS, and click the activation code in the email message.

FIGURE 2 Support Activation Email Message

Dear Valued Customer:  
Thank you for purchasing a Ruckus Wireless Support Contract.  
What is this?  
This is the support activation email for your new purchase. please review the information below and proceed to activate.

Support Contract Details					
<b>Distributor:</b> MTX - Ruckus Wireless - India	<b>VAR:</b> RUCKUS NETWORKS INC	<b>End User:</b> RUCKUS NETWORKS INC			

Coverage Start Date	Coverage End Date	Quantity	Product	Serial Numbers	Primary Controller Serial Number
You purchased: WatchDog Partner Advance Replacement support. This support entitles you to Advance Replacement services for your hardware. In case of a hardware failure, we will ship equivalent replacement product to your location before receiving your defective product.					
3/1/2022	3/1/2023	10	S01-URL1-1LUL		N/A

You MUST click on the activation Code below to complete your registration. This will require you login to Ruckus Support site. If you don't have a login, you will be required to create one.

**Activation Code:** [SUP-03849543-BEE-ACT-FAN](#)

Note: If there are renewals in your order, they are automatically activated.

Best Regards,  
Ruckus, a CommScope company

<b>Connect with Us:</b> <a href="#">Facebook</a> <a href="#">Twitter</a> <a href="#">YouTube</a>	<b>Contact Info:</b> New to Ruckus? Get Started: <a href="#">New Customer</a> Support Contact: <a href="#">Contact-Us</a> Support Web: <a href="http://support.ruckuswireless.com">http://support.ruckuswireless.com</a>
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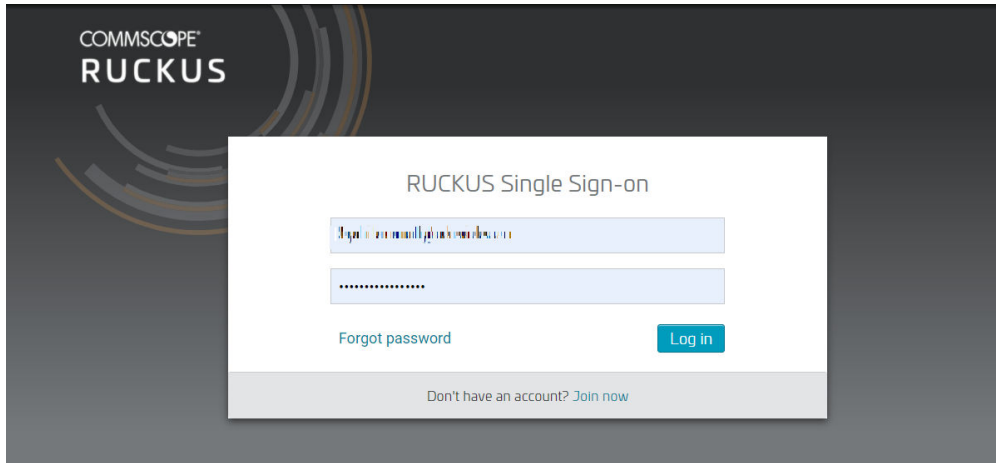
You are redirected to the RUCKUS Support Portal (<https://support.ruckuswireless.com>).

## Managing Licenses

### Activating a License

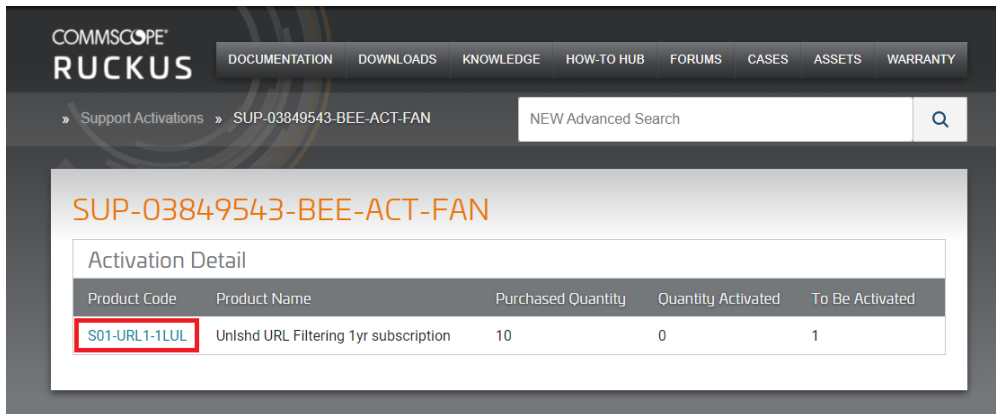
2. Enter your email address and password on the **RUCKUS Single Sign-on** page, and click **Log in**.

**FIGURE 3** Logging In to the Support Portal



3. Click the license product code to activate the license.

**FIGURE 4** Activating a License



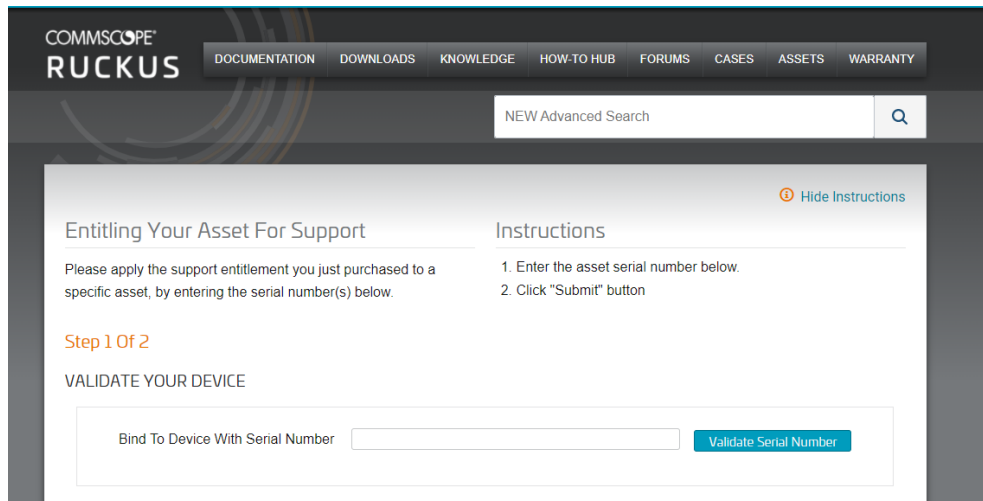
#### NOTE

Before validating your device, you must obtain the Unleashed ID from the Unleashed web user interface (**Admin & Services > System > System Info**).



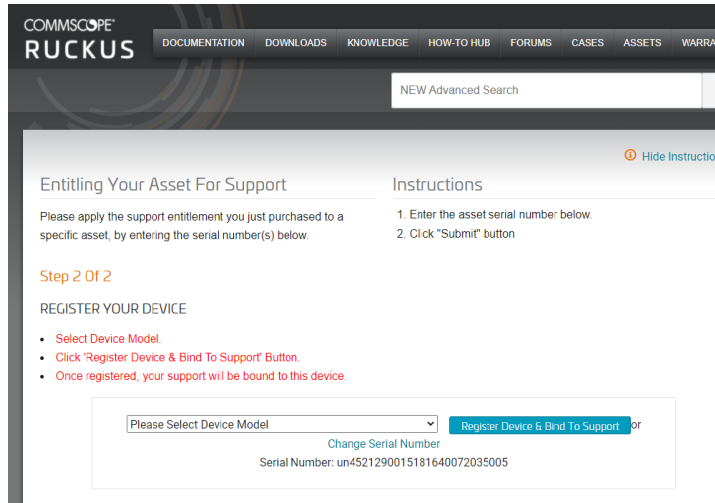
4. In the **Entitling Your Asset For Support** page, enter the Unleashed ID and click **Validate Serial Number**.

**FIGURE 5** Validating Your Device



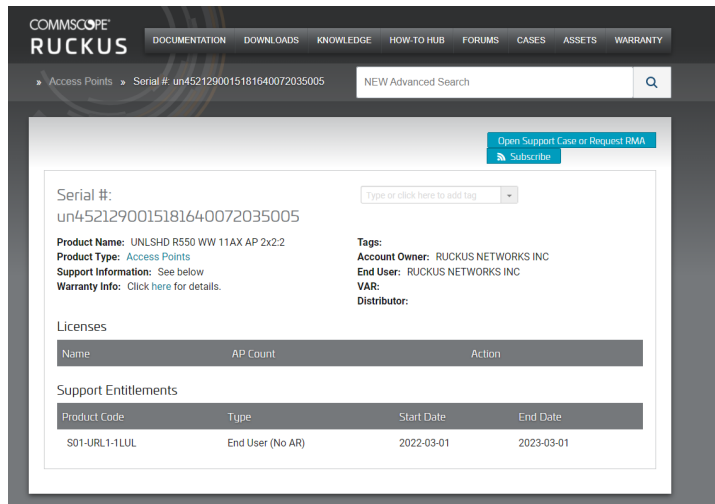
5. Select the device model and click **Register Device & Bind To Support**.

FIGURE 6 Registering Your Device



Your license information is displayed.

FIGURE 7 Displaying License Information



**NOTE**

You can also view the URL filtering license information from Unleashed CLI by using the **show URL-Filtering-License** command from the config-sys mode.

```
ruckus(config-sys)# show URL-Filtering-License
```



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