

RUCKUS Unleashed 200.12 Upgrade Guide

Supporting Unleashed 200.12

Copyright, Trademark and Proprietary Rights Information

© 2022 CommScope, Inc. All rights reserved.

No part of this content may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from CommScope, Inc. and/or its affiliates ("CommScope"). CommScope reserves the right to revise or change this content from time to time without obligation on the part of CommScope to provide notification of such revision or change.

Export Restrictions

These products and associated technical data (in print or electronic form) may be subject to export control laws of the United States of America. It is your responsibility to determine the applicable regulations and to comply with them. The following notice is applicable for all products or technology subject to export control:

These items are controlled by the U.S. Government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations.

Disclaimer

THIS CONTENT AND ASSOCIATED PRODUCTS OR SERVICES ("MATERIALS"), ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE PURSUANT TO APPLICABLE LAW, COMMSCOPE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, FREEDOM FROM COMPUTER VIRUS, AND WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE. CommScope does not represent or warrant that the functions described or contained in the Materials will be uninterrupted or error-free, that defects will be corrected, or are free of viruses or other harmful components. CommScope does not make any warranties or representations regarding the use of the Materials in terms of their completeness, correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. As a condition of your use of the Materials, you warrant to CommScope that you will not make use thereof for any purpose that is unlawful or prohibited by their associated terms of use.

Limitation of Liability

IN NO EVENT SHALL COMMSCOPE, COMMSCOPE AFFILIATES, OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, SUPPLIERS, LICENSORS AND THIRD PARTY PARTNERS, BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER, EVEN IF COMMSCOPE HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER IN AN ACTION UNDER CONTRACT, TORT, OR ANY OTHER THEORY ARISING FROM YOUR ACCESS TO, OR USE OF, THE MATERIALS. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, some of the above limitations may not apply to you.

Trademarks

ARRIS, the ARRIS logo, COMMSCOPE, RUCKUS, RUCKUS WIRELESS, the Ruckus logo, the Big Dog design, BEAMFLEX, CHANNELFLY, FASTIRON, ICX, SMARTCELL and UNLEASHED are trademarks of CommScope, Inc. and/or its affiliates. Wi-Fi Alliance, Wi-Fi, the Wi-Fi logo, Wi-Fi Certified, the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access, the Wi-Fi Protected Setup logo, Wi-Fi Protected Setup, Wi-Fi Multimedia and WPA2 and WMM are trademarks or registered trademarks of Wi-Fi Alliance. All other trademarks are the property of their respective owners.

Contents

- Unleashed Upgrade Paths..... 5**
- Upgrading Unleashed Master and Member APs..... 7**
 - Performing an Online Upgrade..... 7
 - Performing a Local Upgrade..... 9
 - Performing an Upgrade During Initial Deployment..... 11
- Verifying the Upgrade..... 13**
- Upgrade FAQs..... 15**
 - Do I Need a Valid Support Contract to Upgrade Firmware?..... 15
 - Is My AP Supported by the Firmware Upgrade?..... 15
 - How Do I Prevent the Unleashed Master from Switching to Another AP During Upgrade?..... 15
 - How Do I Get Support?..... 16

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

- [Performing an Online Upgrade](#)..... 7
- [Performing a Local Upgrade](#)..... 9
- [Performing an Upgrade During Initial Deployment](#)..... 11

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 7
- [Performing a Local Upgrade](#) on page 9
- [Performing an Upgrade During Initial Deployment](#) on page 11

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:

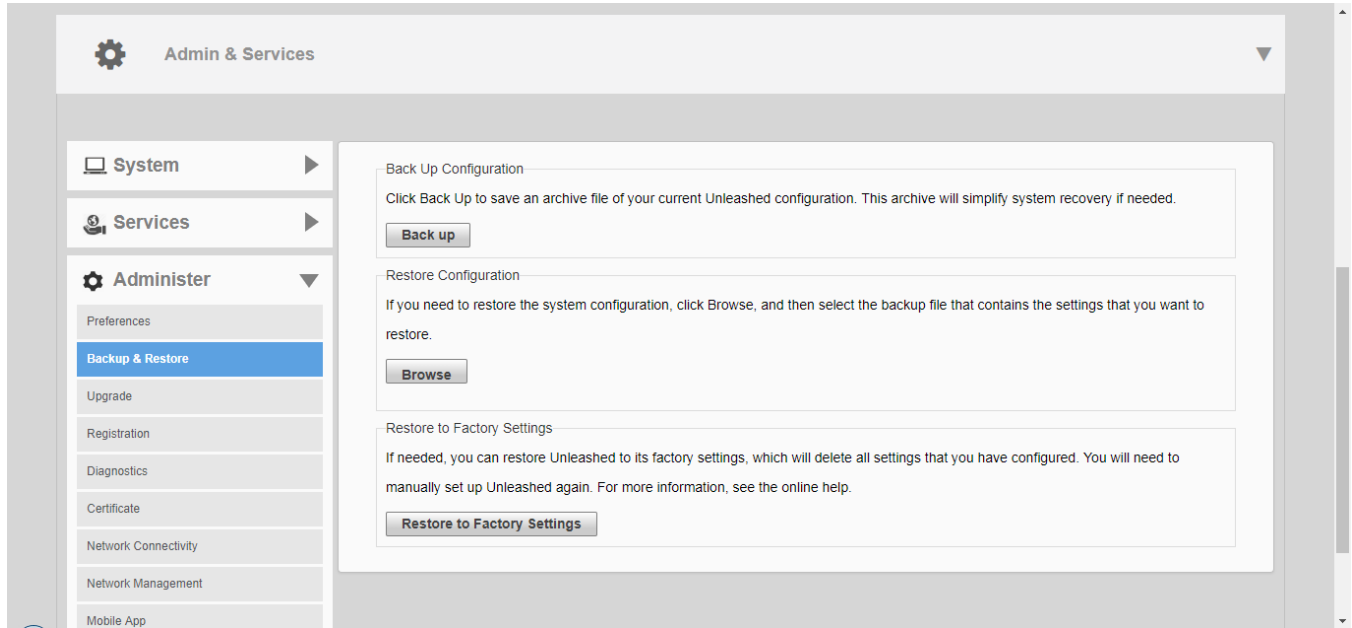
1. Back up your existing configuration.
2. Go to **Admin & Services > Administer > Backup & Restore**.

Upgrading Unleashed Master and Member APs

Performing an Online Upgrade

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

FIGURE 1 Backup & Restore



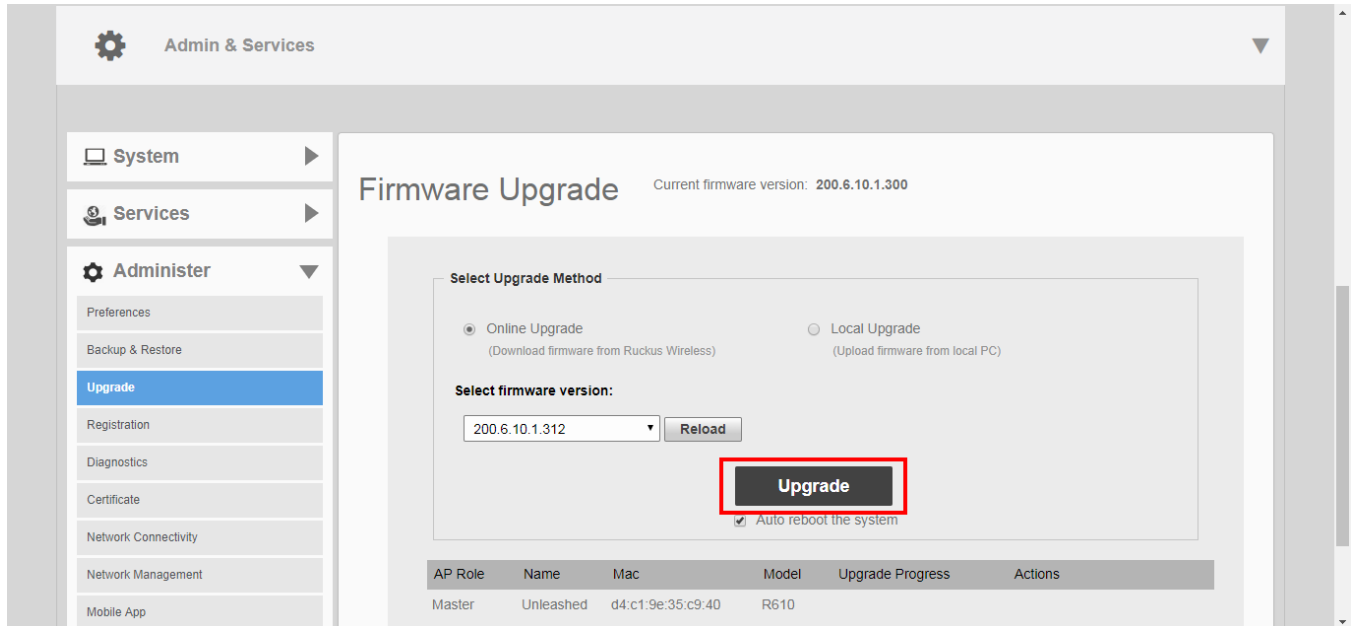
4. Save the file to a convenient location on your local computer.
5. Go to **Admin & Services > Administer > Upgrade**.
6. In *Online Upgrade*, select the firmware version to download from the Ruckus website from the drop-down list.

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



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.

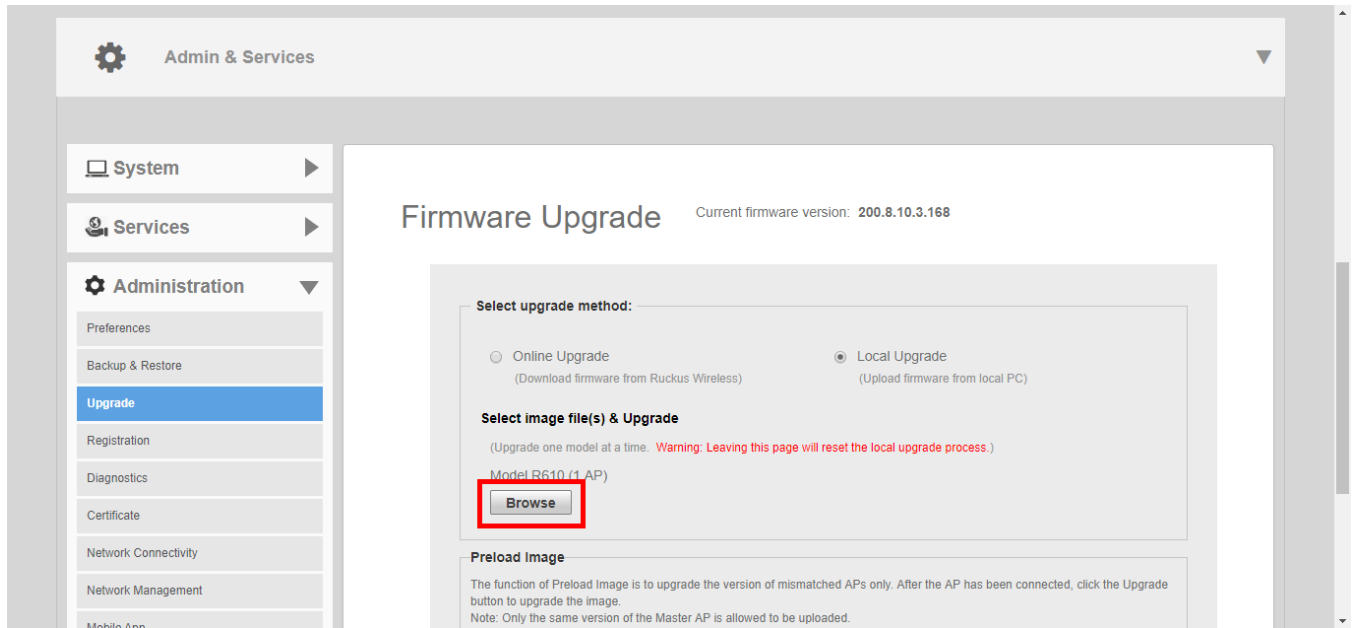
Because the APs do not connect to the internet to acquire their firmware when performing a local upgrade, each AP must first be loaded with the new firmware image before rebooting to activate the new image.

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

Upgrading Unleashed Master and Member APs Performing a Local Upgrade

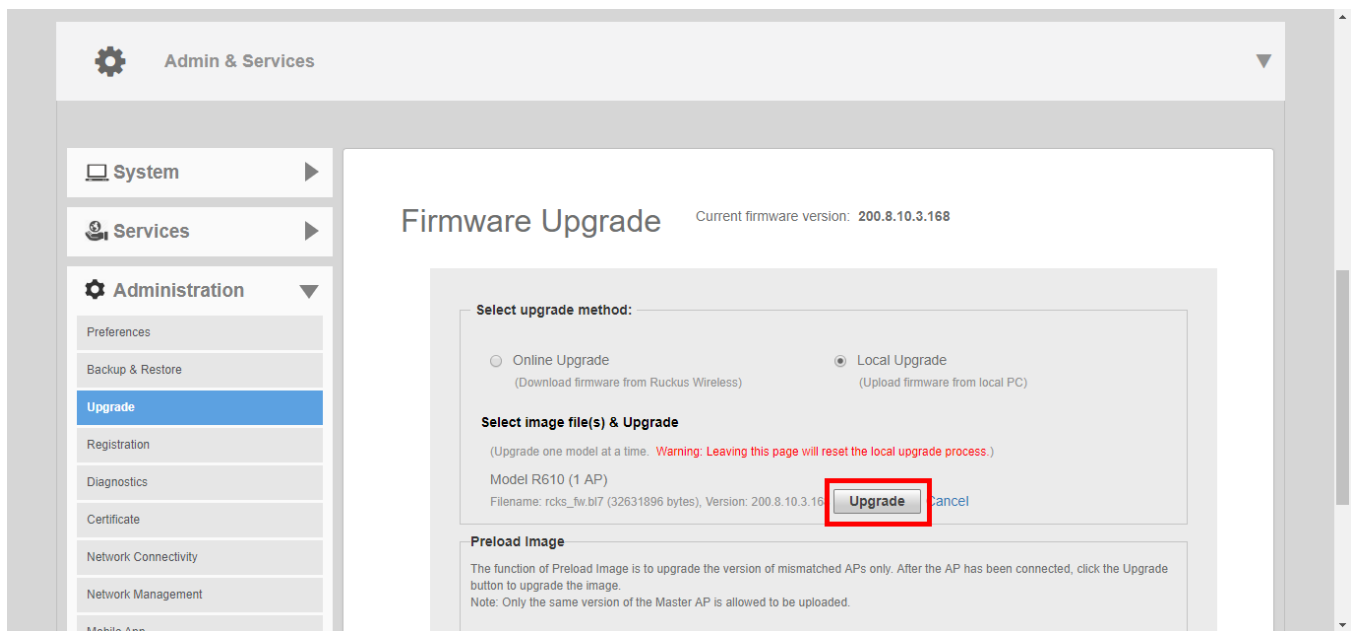
3. In *Select image file(s) & upgrade*, click **Browse**.

FIGURE 3 Select local upgrade file



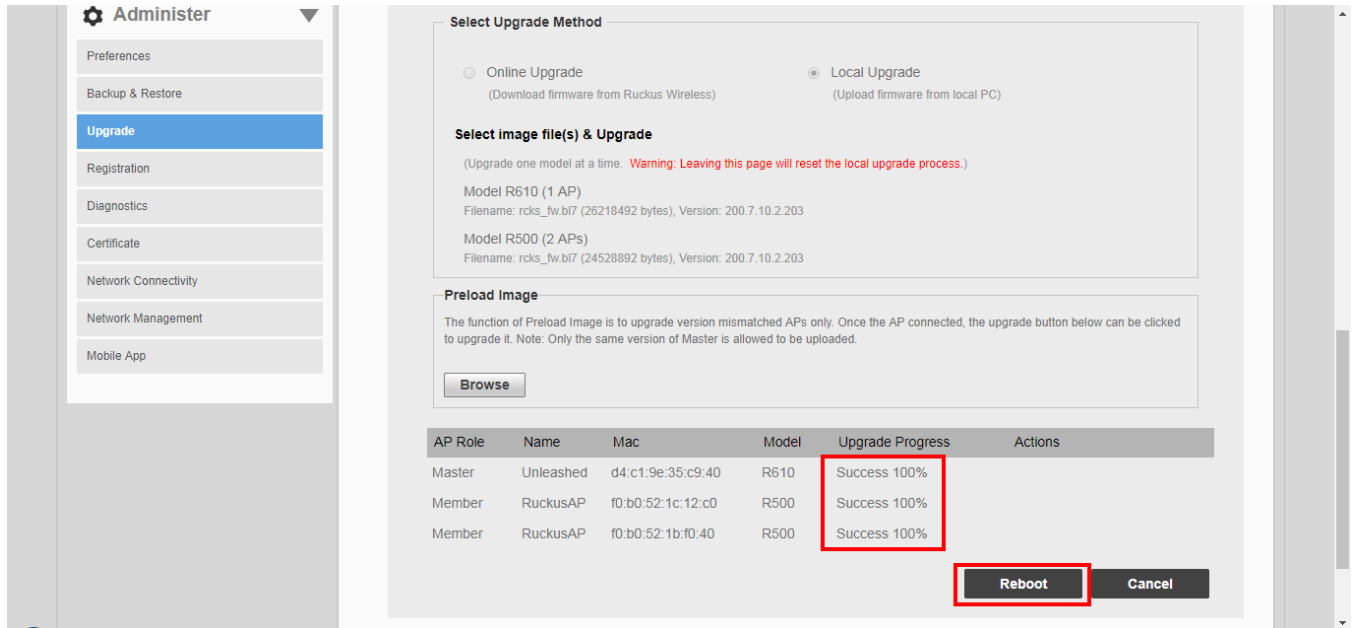
4. Locate the firmware image file on your local computer, and click **Open**. The file is uploaded to the Master AP, and the **Browse** button is replaced with an **Upgrade** button.
5. Click **Upgrade** to begin the upgrade process.

FIGURE 4 Select firmware image files for each AP model



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



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:

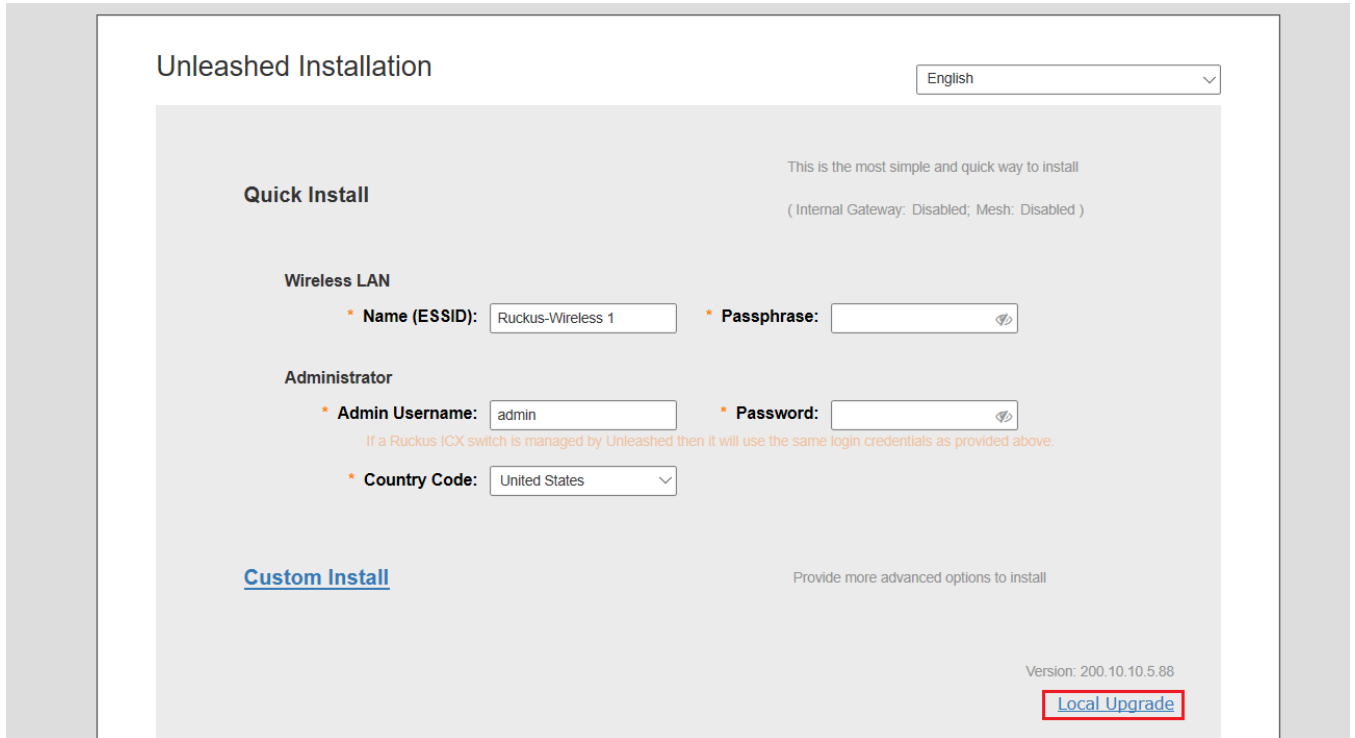
1. On the first page of the setup wizard, select **Local Upgrade**, and click **Next**. The *Local Upgrade* page appears.
2. Click **Choose File** and select the locally stored Unleashed image file.

Upgrading Unleashed Master and Member APs

Performing an Upgrade During Initial Deployment

- 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):** * **Passphrase:**

Administrator

* **Admin Username:** * **Password:**

If a Ruckus ICX switch is managed by Unleashed then it will use the same login credentials as provided above.

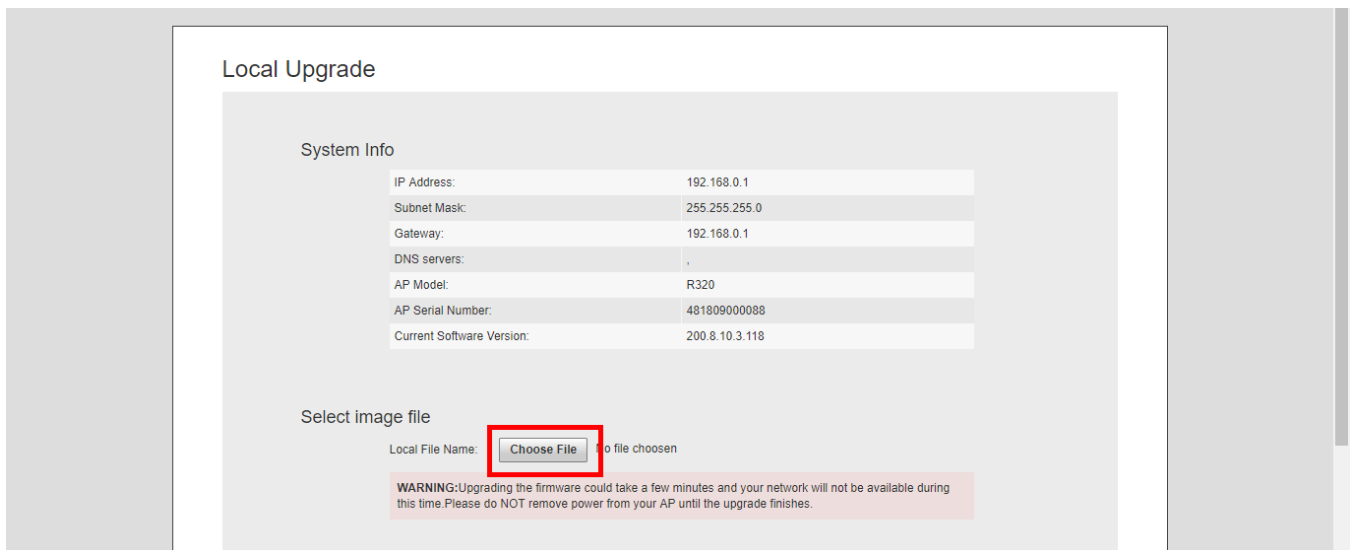
* **Country Code:**

[Custom Install](#) Provide more advanced options to install

Version: 200.10.10.5.88

Local Upgrade

FIGURE 7 Choosing Local Unleashed Image File to Upgrade



Local Upgrade

System Info

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 image file

Local File Name: No file chosen

WARNING: Upgrading the firmware could take a few minutes and your network will not be available during this time. Please do NOT remove power from your AP until the upgrade finishes.

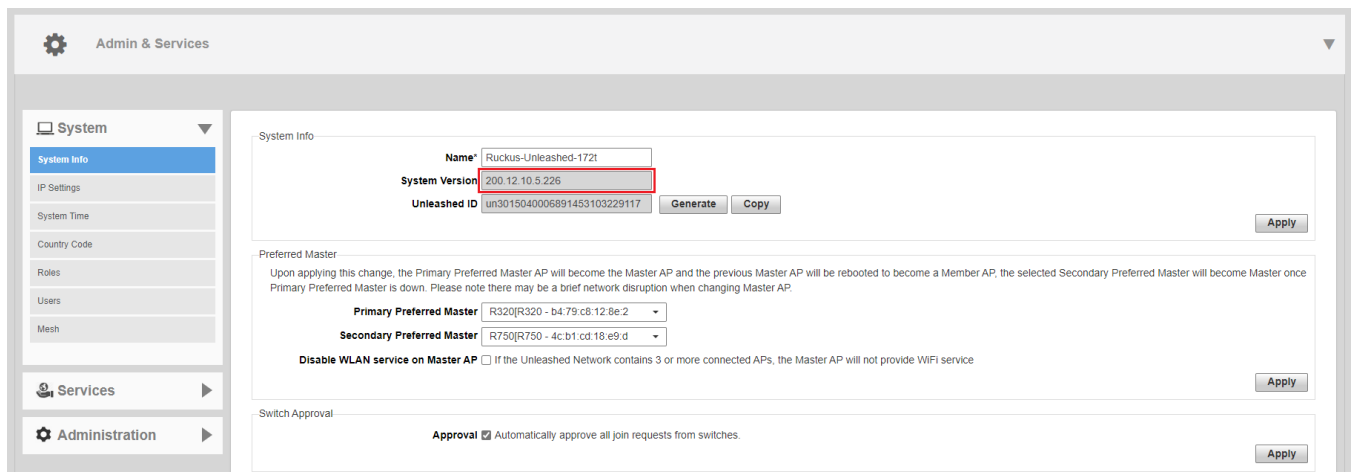
Verifying the Upgrade

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



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= 200.12.10.5 build 226

...
...

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	T750
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**.

COMMScope®
RUCKUS®

© 2022 CommScope, Inc. All rights reserved.
350 West Java Dr., Sunnyvale, CA 94089 USA
<https://www.commscope.com>