

Ruckus Unleashed 200.7 Upgrade Guide

Supporting Unleashed 200.7

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Unleashed Upgrade Paths

To upgrade directly to Unleashed release 200.7, you must be running release 200.0 or a later release. Refer to the *Unleashed 200.7 Release Notes* for specific upgrade paths and limitations.

Upgrading the Unleashed Master and Connected Member APs

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

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.

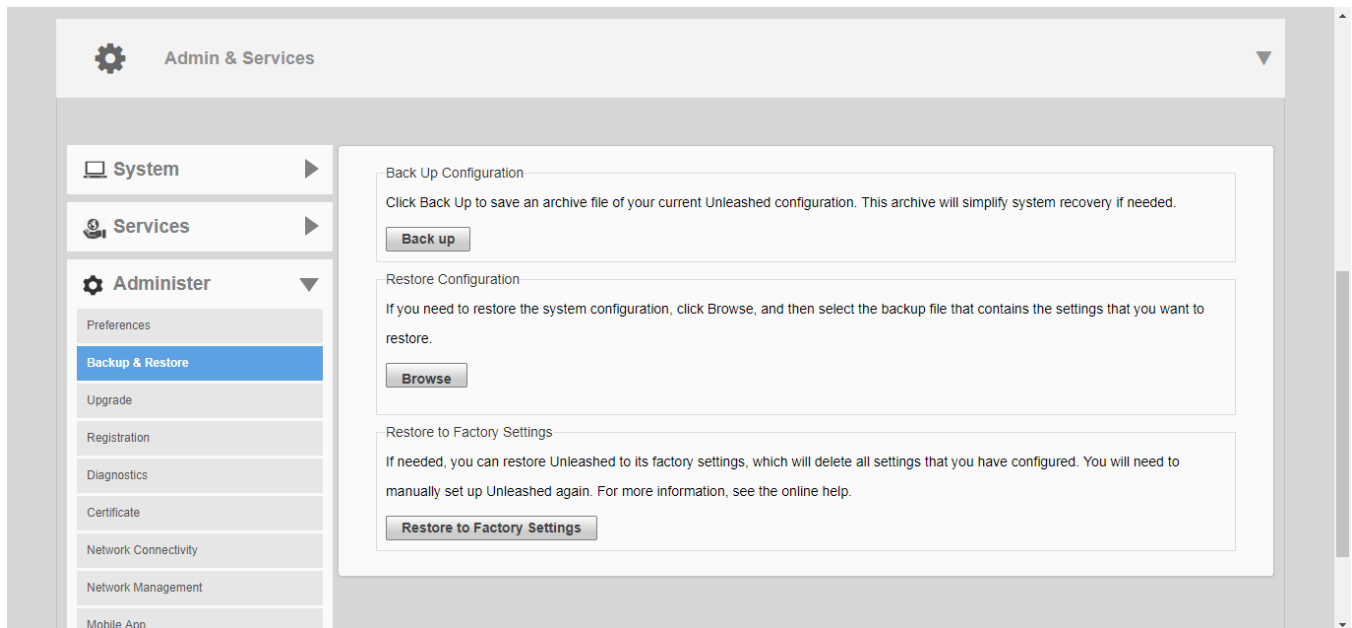
NOTE

There are two methods of upgrading the Unleashed firmware: Online Upgrade and Local Upgrade. The following procedures describe the Online Upgrade process. For Local Upgrade instructions, see *Performing a Local Upgrade*.

Online Upgrade

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



4. Save the file to a convenient location on your local computer.
5. Go to **Admin & Services > Administer > Upgrade**.

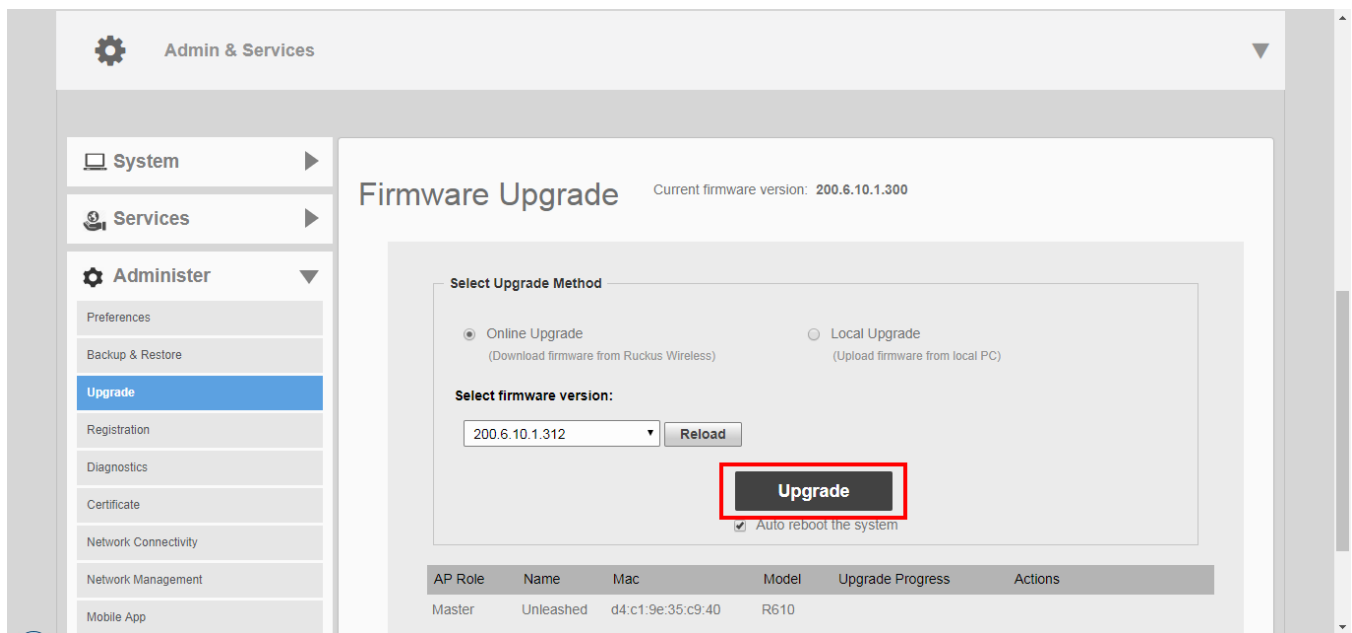
- In *Online Upgrade*, select the firmware version to download from the Ruckus website from the drop-down list.

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.

- 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



- The upgrade commences and each member AP (as well as the Unleashed Master) automatically retrieves the 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.

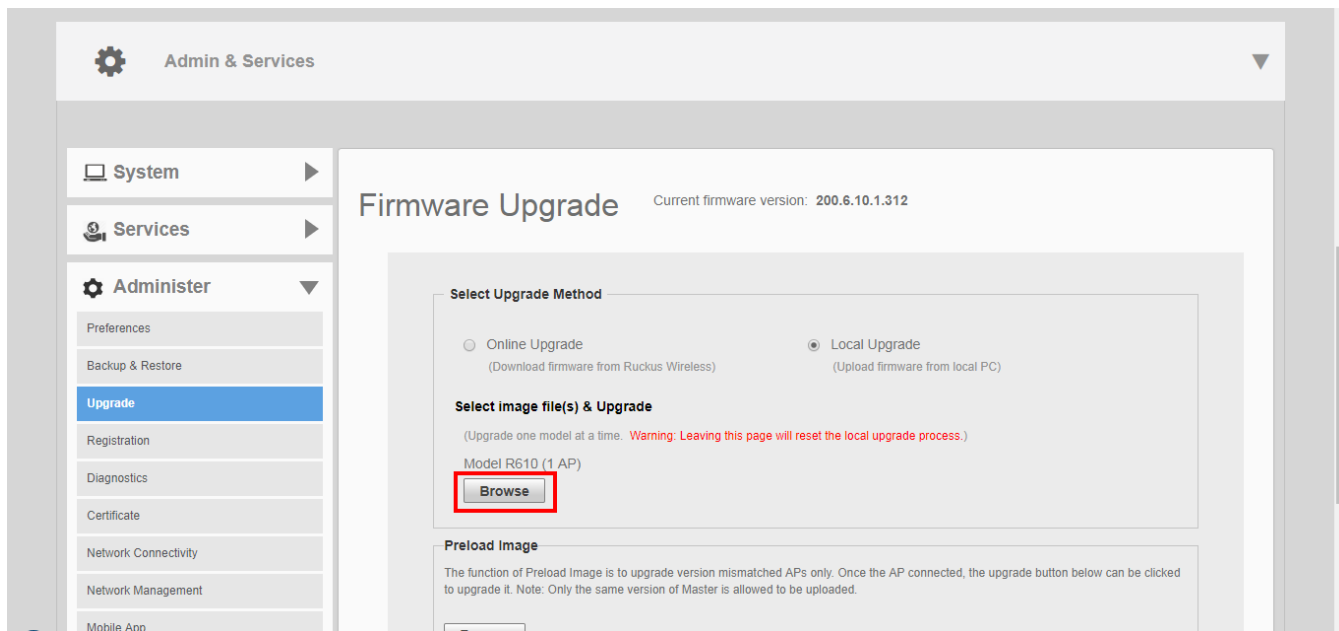
Because the APs do not connect to the Internet to acquire their firmware when performing a local upgrade, each AP must first be loaded with the new firmware image before rebooting to activate the new image.

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

Performing a Local Upgrade

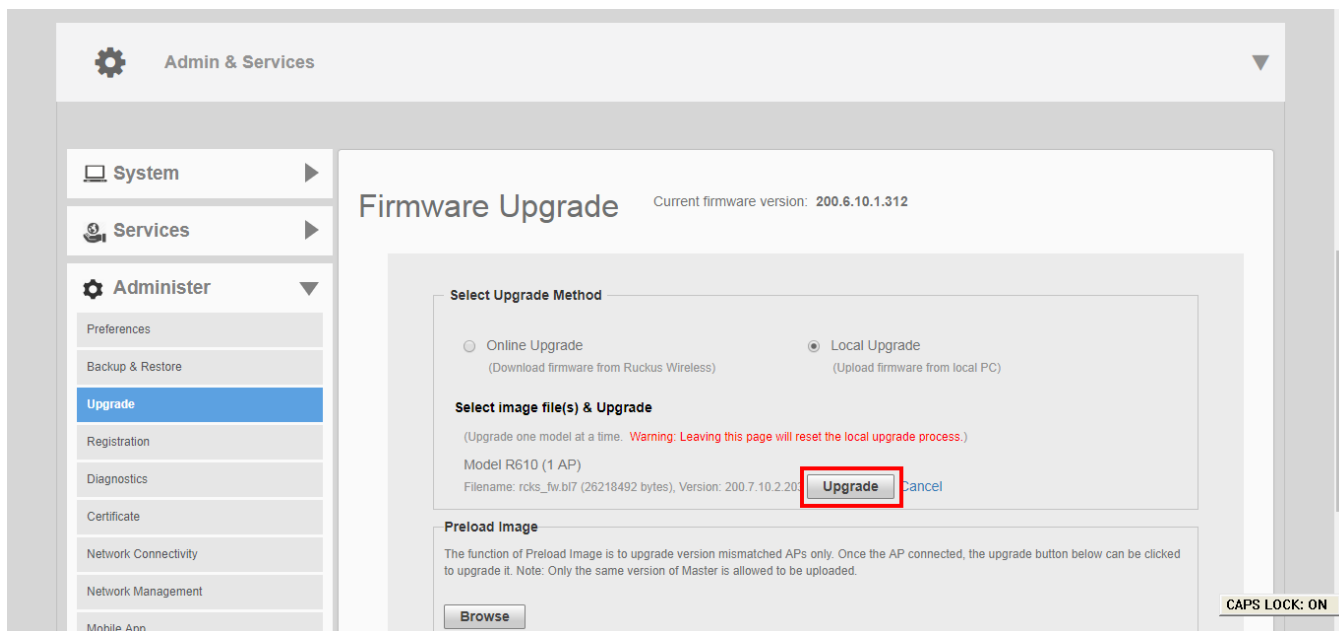
3. In *Select image file(s) & upgrade*, click **Browse**.

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

Select Upgrade Method

☐ Online Upgrade
(Download firmware from Ruckus Wireless)

☒ Local Upgrade
(Upload firmware from local PC)

Select image file(s) & Upgrade

(Upgrade one model at a time. **Warning: Leaving this page will reset the local upgrade process.**)

Model R610 (1 AP)
Filename: rcks_fw.bl7 (26218492 bytes), Version: 200.7.10.2.203

Model R500 (2 APs)
Filename: rcks_fw.bl7 (24528892 bytes), Version: 200.7.10.2.203

Preload Image

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.

AP Role	Name	Mac	Model	Upgrade Progress	Actions
Master	Unleashed	d4:c1:9e:35:c9:40	R610	Success 100%	
Member	RuckusAP	f0:b0:52:1c:12:c0	R500	Success 100%	
Member	RuckusAP	f0:b0:52:1b:f0:40	R500	Success 100%	

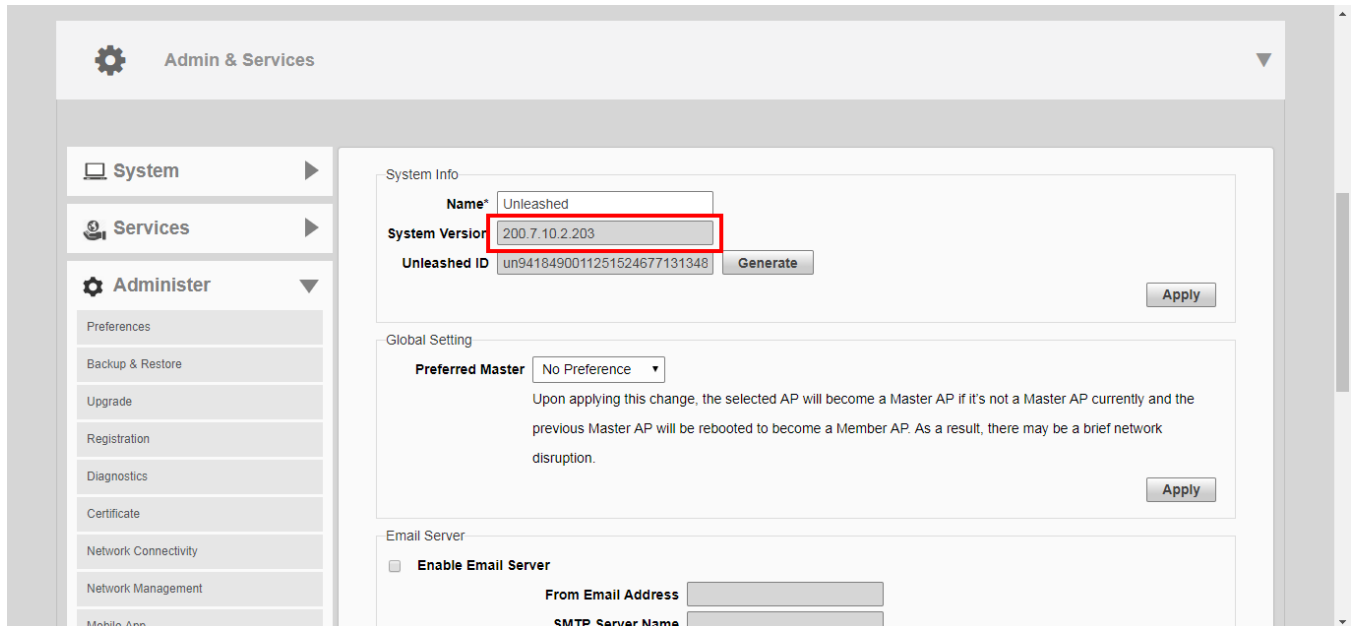
Verifying the Upgrade

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 6 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= Unleashed
  IP Address= 192.168.0.13
  MAC Address= d4:c1:9e:35:c9:40
  Uptime= 7m
  Model= R610
  Licensed APs= 50
  Serial Number= 941849001125
  Version= 200.7.10.2 build 203

...
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	T300
H510	T300e
M510	T301n
R310	T301s
R320	T310c
R500	T310d
R510	T310n
R600	T310s
R610	T710
R710	T710s
R720	

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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