COMMSCOPE" RUCKUS®

SOFTWARE UPGRADE GUIDE

# Unleashed 200.9 Upgrade Guide

Supporting Unleashed 200.9

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## **Unleashed Upgrade Paths**

To upgrade directly to Unleashed release 200.9, you must be running release 200.0 or a later release.

Refer to the Unleashed 200.9 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 & S	ervices
🛄 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	
Network Management	

- 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 & S	ervices		▼			
🖵 System	•					
Services	►	Firmware Upgrade Current firmware version: 200.6.10.1.300				
Administer	•	Select Upgrade Method				
Preferences Backup & Restore		Online Upgrade     (Download firmware from Ruckus Wireless)     (Upload firmware from local PC)				
Upgrade		Select firmware version:				
Registration		200.6.10.1.312 <b>Reload</b>				
Diagnostics						
Certificate						
Network Connectivity						
Network Management		AP Role Name Mac Model Upgrade Progress Actions				
Mobile App		Master 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 & Serv	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) & Ungrade	
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.	
	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 & Ser	rices	
🖵 System	►	
🕘 Services	Firmware Upgrade Current firmware version: 200.8.10.3.168	
Administration	Select upgrade method:	
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		
Network Connectivity	Preload Image The function of Preload Image is to upgrade the version of mismatched APs only. After the AP has been connected, click the Upgrade	te
Network Management	button to upgrade the image.	

Performing an Upgrade During Initial Deployment

- 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

Backup & Restore	Ornine Opgrade  Opwiniae (investigation Ruckus Wireless)  (Lioland firmware from Ruckus Wireless)  (Lioland 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.)		
<b>2</b>	Model R610 (1 AP)		
Diagnostics	Filename: rcks_fw.bi7 (26218492 bytes), Version: 200.7.10.2.203		
Certificate	Model R500 (2 APs)		
	Filename: rcks_w.bi/ (24528892 bytes), version: 200.7.10.2.203		
Network Connectivity			
Network Connectivity	Preload Image		
Network Connectivity Network Management	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		
Network Connectivity Network Management Mobile App	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.		
Network Connectivity Network Management Mobile App	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. Browse		
Network Connectivity Network Management Mobile App	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. Browse		
Network Connectivity Network Management Mobile App	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.         Browse         AP Role       Name       Mac       Model       Upgrade Progress       Actions		
Network Connectivity Network Management Mobile App	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.         Browse         AP Role       Name       Mac       Model       Upgrade Progress       Actions         Master       Unleashed       d4:c1:9e:35:c9:40       R610       Success 100%		
Network Connectivity Network Management Mobile App	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.         Browse         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%		
Network Connectivity Network Management Mobile App	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.         Browse       AP Role       Name       Mac       Model       Upgrade Progress       Actions         Master       Unleashed       d4:c1:9e:35:c9:40       R610       Success 100%       Success 100%         Member       RuckusAP       f0:b0:52:1c:12:c0       R500       Success 100%       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	Version: 200.8.10.3.118
* Language	English Select the display language that you want to use on the Web interface.
🔿 Typical Install	This is the most typical way to install if one do not want to use UMM
🔘 UMM Install	Use image from UMM to install an Unleashed network
* UMM Domain//P:	UMM address from where the Unleashed Network can retrieve configuration
Config Template Name:	Configuration template pre-stored in UMM for the Unleashed Network
Local Upgrade	Upgrade this Unleashed AP from a local image file

FIGURE 7 Choose 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 Nu	nber:	481809000088	
Current Softv	are Version:	200.8.10.3.118	
Select image file			
Local File Nan	te: Choose File to file choosen		
WARNING:U	pgrading the firmware could take a few n	ninutes and your network will not be available during	

## 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

🖵 System	Sustam Info	
System Info	Name* Ruckus-Unleashed	
IP Sottings	System Versior 200.9.10.4.90	
Outern Time	Unleashed ID un9418490011251572982362879 Generate Copy	
System Time	Apply	/
Country Code	Preferred Master	
Roles	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 n	0 ote
Users	there may be a brief network disruption when changing Master AP.	oic
Mesh	Primary Preferred Master No Preference v	
	Secondary Preferred Master No Preference v	
	Disable WLAN service on Master AP 🔄 If the Unleashed Network contains 3 or more connected APs, the Master AP will not	
Ø Convicos	provide WiFi service	
GI Services		

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= 200.9.10.4 build 90
...
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	Т750
R720	T750SE
R750	
R850	

# 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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