

Ruckus ZoneDirector 10.4.1 Upgrade Guide

Supporting ZoneDirector 10.4.1

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ZoneDirector Upgrade Paths

To upgrade directly to ZoneDirector release 10.4.1, you must be running ZoneDirector release 10.2 or a later release. If you are running an earlier release, you must first upgrade to at least the 10.2 GA release build before upgrading to this release.

Refer to the *ZoneDirector 10.4.1 Release Notes* for a list of specific release builds that have been qualified for upgrade to this release.

Upgrading ZoneDirector and Connected APs

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

NOTE

For information and detailed instructions (including video tutorials) on upgrading ZoneDirector, visit the Ruckus Support How-To Hub at <https://support.ruckuswireless.com/how-to-hub>.

Ruckus strongly recommends reading the *Release Notes* for the release that you plan to upgrade to prior to beginning the upgrade.

Release Notes contain important information related to upgrading to the current release, including:

- Supported platforms
- Supported upgrade paths
- Enhancements
- Resolved issues
- Known open issues
- Client interoperability

Review the Release Notes to ensure that the ZoneDirector and AP models in your deployment are supported in the release. Release Notes and firmware image files are both available at <https://support.ruckuswireless.com>. You will need a valid Ruckus support site account to access these resources.

After downloading an update package to a convenient folder on your administrative PC, you can complete the network upgrade (of both ZoneDirector and the APs) by performing the following steps.

The full network upgrade is successive in sequence. After ZoneDirector is upgraded, it contacts each active AP, upgrades it, and restores it to service. The APs use FTP to download firmware updates from ZoneDirector by default. If you have an access control list (ACL) or firewall between ZoneDirector and the APs, make sure that FTP traffic is allowed to ensure that the APs can successfully download the updated firmware.

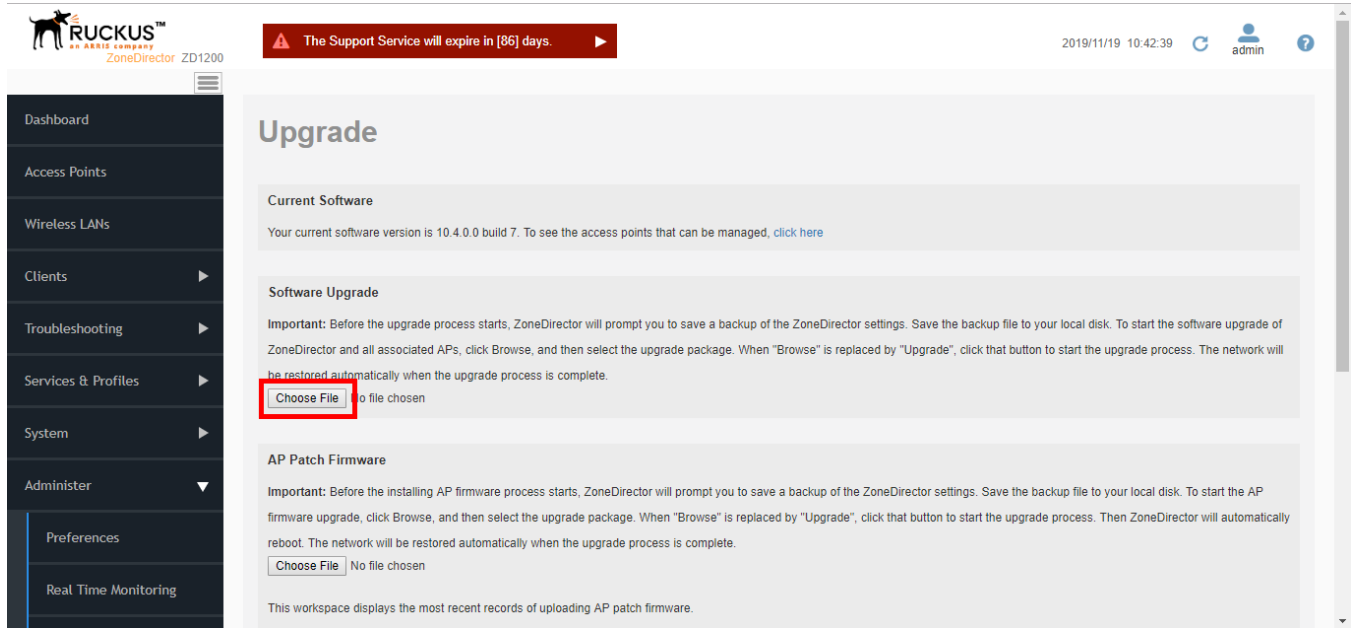
NOTE

Upgrading ZoneDirector and the APs temporarily disconnects them (and any associated clients) from the network. To minimize network disruption, Ruckus recommends performing the upgrade procedure at an off-peak time.

1. Back up your existing configuration.
2. Go to **Administer > Upgrade**.

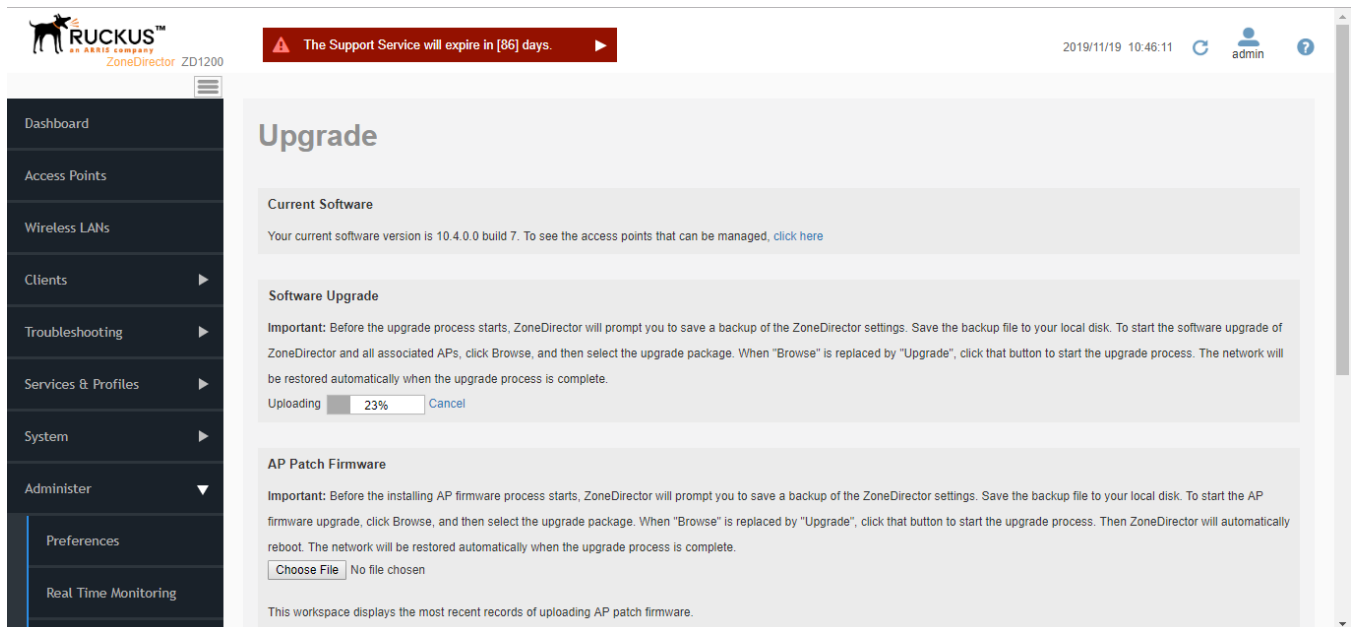
- In the *Software Upgrade* section, click **Choose File**.

FIGURE 1 Upgrade Page



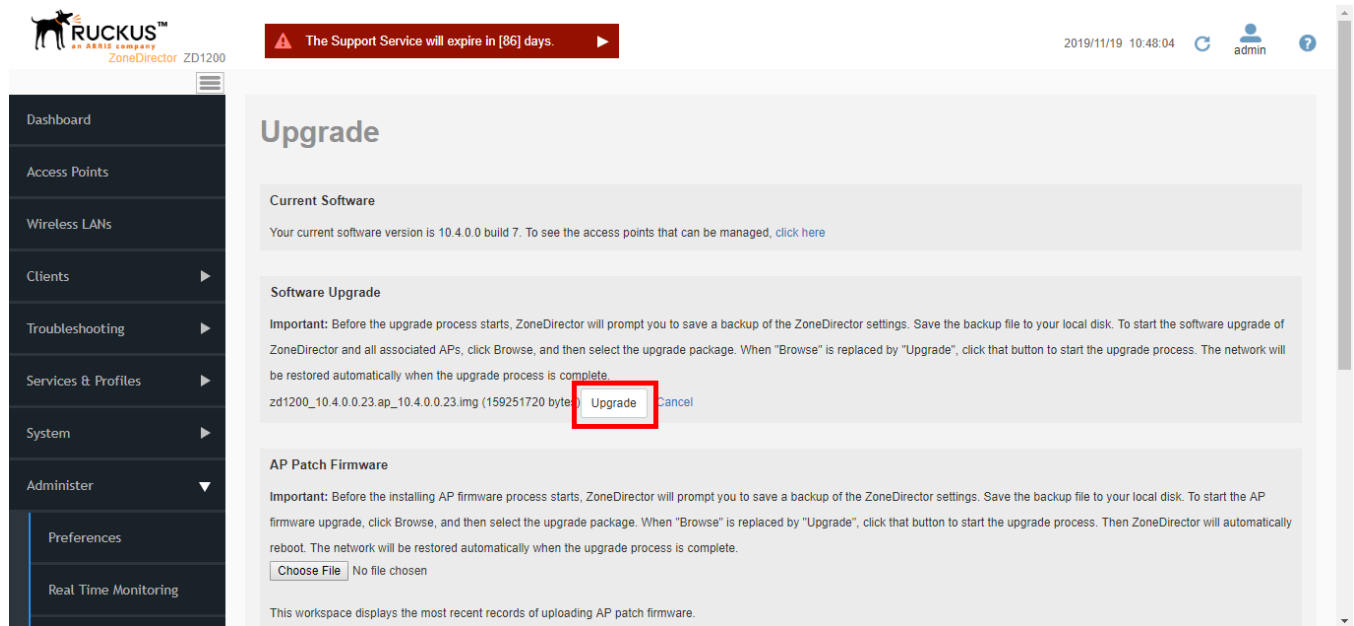
- Browse to the location where you saved the upgrade package, and click **Open**.
The firmware image file upload progress is displayed.

FIGURE 2 Firmware upload in progress



- When the file is finished uploading, the upgrade file name appears in the text field, and the **Upgrade** button appears.

FIGURE 3 Click Upgrade



- Click **Upgrade**. ZoneDirector performs the upgrade and restarts. When the upgrade process is complete, the Status LED on ZoneDirector is steadily lit. You may now log in to the web interface as Administrator to confirm the new build number.

Importing an AP Firmware Bundle

Beginning with ZoneDirector release 10.0, administrators can import a new AP model patch file to ZoneDirector without performing a full upgrade of the controller. In this way, new AP models can be introduced without the need to wait for the next ZoneDirector firmware release.

When Ruckus introduces a new AP model, an AP firmware bundle (or new AP model patch) is made available for download from the Ruckus Support website. Visit the Support site to download the AP firmware bundle to a local computer, import it into ZoneDirector, and the new AP model is now supported after a reboot.

NOTE

Upgrading ZoneDirector to a new release deletes all imported AP firmware bundles. Install the required AP firmware bundles only after upgrading ZoneDirector firmware.

The steps required for importing an AP firmware bundle are similar to the steps in [Upgrading ZoneDirector and Connected APs](#) on page 4.

NOTE

Importing an AP firmware bundle automatically reboots the ZoneDirector to affect the patch, temporarily disconnecting APs (and any associated clients) from the network. To minimize network disruption, Ruckus recommends performing the upgrade procedure at an off-peak time.

FIGURE 4 Importing an AP Firmware Bundle

Software Upgrade

Important: Before the upgrade process starts, ZoneDirector will prompt you to save a backup of the ZoneDirector settings. Save the backup file to your local disk. To start the software upgrade of ZoneDirector and all associated APs, click Browse, and then select the upgrade package. When "Browse" is replaced by "Upgrade", click that button to start the upgrade process. The network will be restored automatically when the upgrade process is complete.

No file chosen

AP Patch Firmware

Important: Before the installing AP firmware process starts, ZoneDirector will prompt you to save a backup of the ZoneDirector settings. Save the backup file to your local disk. To start the AP firmware upgrade, click Browse, and then select the upgrade package. When "Browse" is replaced by "Upgrade", click that button to start the upgrade process. Then ZoneDirector will automatically reboot. The network will be restored automatically when the upgrade process is complete.

No file chosen

This workspace displays the most recent records of uploading AP patch firmware.

AP patches ↻

Date/Time	Version	Status	AP Model
Search terms <input style="width: 150px;" type="text"/> <input checked="" type="radio"/> Include all terms <input type="radio"/> Include any of these terms			

0-0 (0)

Performing an Upgrade with Smart Redundancy

If you have two ZoneDirectors in a Smart Redundancy configuration, the upgrade procedure is similar to upgrading a single controller.

Note however, that the active and standby ZoneDirectors will reverse roles during the upgrade.

To upgrade both ZoneDirectors in a Smart Redundancy configuration, complete the following steps:

1. Log in to the **active** ZoneDirector.

NOTE

Do not attempt to manually upgrade the standby ZoneDirector before the active unit. If you do so, some configuration options may be lost during the upgrade process. Be sure to begin the upgrade process from the web interface of the active ZoneDirector (or the shared Management Interface, if configured).

2. Go to **Administer > Upgrade**.
3. In the **Software Upgrade** area, click **Browse**. The **Browse** dialog box appears.
4. Browse to the location where you saved the upgrade package, and click **Open**.
When the upgrade file name appears in the text field, the **Browse** button becomes the **Upgrade** button.
5. Click **Upgrade**.

The standby ZoneDirector is upgraded first.

Enabling Secured AP Image Upgrade

6. When the standby ZoneDirector upgrade is complete, the standby ZoneDirector reboots and becomes the active controller (begins accepting AP requests), while the original active device enters standby state and begins its own upgrade process.
7. All APs are now associated to the original standby ZoneDirector (now the active ZoneDirector), and begin downloading and upgrading AP firmware to the new version.
8. Each AP reboots after the upgrade is complete, and reconnects to the new active ZoneDirector.

Enabling Secured AP Image Upgrade

Beginning with ZoneDirector release 9.13, AP firmware image upgrades can be performed using HTTPS via TCP port 11443 rather than FTP.

Select the check box next to **Enable secured AP image upgrade** to enable HTTPS upgrade. If HTTPS upgrade is not supported by the specific AP model, the upgrade will fall back to FTP.

FIGURE 5 Secure AP image upgrade

The screenshot shows the ZoneDirector web interface. On the left is a navigation menu with 'Administer' at the top, followed by 'Preferences', 'Real Time Monitoring', 'Back up', 'Restart', 'Upgrade' (highlighted in blue), 'License & Support', and 'Certificate'. Below the menu is a 'System Info' section showing: Name: ZoneDirector, Uptime: 5d 1h 26m, Version: 10.3.0.0 build 277.

The main content area is titled 'AP Patch Firmware'. It contains an important note: 'Important: Before the installing AP firmware process starts, ZoneDirector will prompt you to save a backup of the ZoneDirector settings. Save the backup file to your local disk. To start the AP firmware upgrade, click Browse, and then select the upgrade package. When "Browse" is replaced by "Upgrade", click that button to start the upgrade process. Then ZoneDirector will automatically reboot. The network will be restored automatically when the upgrade process is complete.' Below this note is a 'Choose File' button and the text 'No file chosen'.

Below the note is a section titled 'AP patches' with a refresh icon. It contains a table with columns: Date/Time, Version, Status, and AP Model. Below the table is a search bar with the text 'Search terms' and a search button. There are also radio buttons for 'Include all terms' (selected) and 'Include any of these terms'. A page indicator shows '0-0 (0)'.

At the bottom of the main content area is a section titled 'Secured AP Image Upgrade'. It contains the text: 'When secured AP image upgrade is enabled, AP will use HTTPS via TCP port 11443 to upgrade images.' Below this text is a checkbox labeled 'Enable secured AP image upgrade' which is checked and highlighted with a red box. An 'Apply' button is located at the bottom right of this section.

Verifying the Upgrade

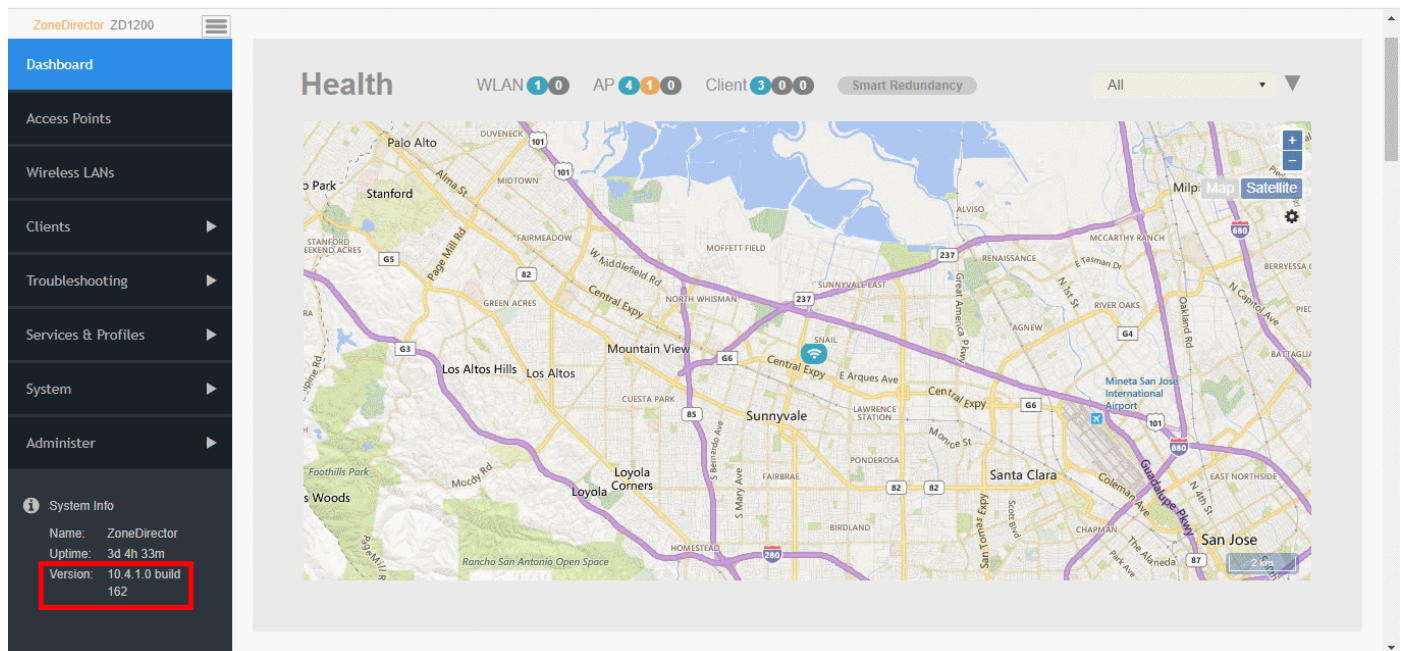
After you have performed a ZoneDirector upgrade or AP firmware bundle installation, it is important to verify that the ZoneDirector and APs are running the expected software versions.

Version details for both the ZoneDirector and AP installed versions can be found in the ZoneDirector web interface. If you prefer to use the command line interface (CLI), use SSH to access the ZoneDirector or AP.

To verify the current firmware version number, choose one of the following options:

- Open the ZoneDirector web UI **Dashboard**, and locate the *Version* number in the *System Info* section.

FIGURE 6 Verifying the installed software version from the ZoneDirector web UI



- Verify the installed version using the CLI using the **show sysinfo** command.

```
ruckus# show sysinfo
System Overview:
  Name= ZoneDirector
  IP Address= 192.168.0.6
  IPv6 Address= fc00::2
  MAC Address= f8:e7:1e:3a:4c:20
  Uptime= 14m
  Model= ZD1200
  Licensed APs= 5
  Serial Number= 951608000220
  Version= 10.4.1.0 build 162

...
...
ruckus#
```

Downgrading to a Previous Release

Downgrading ZoneDirector and connected APs to a previous release is similar to upgrading, with the option to restore a saved configuration or reset to factory default settings after downgrading.

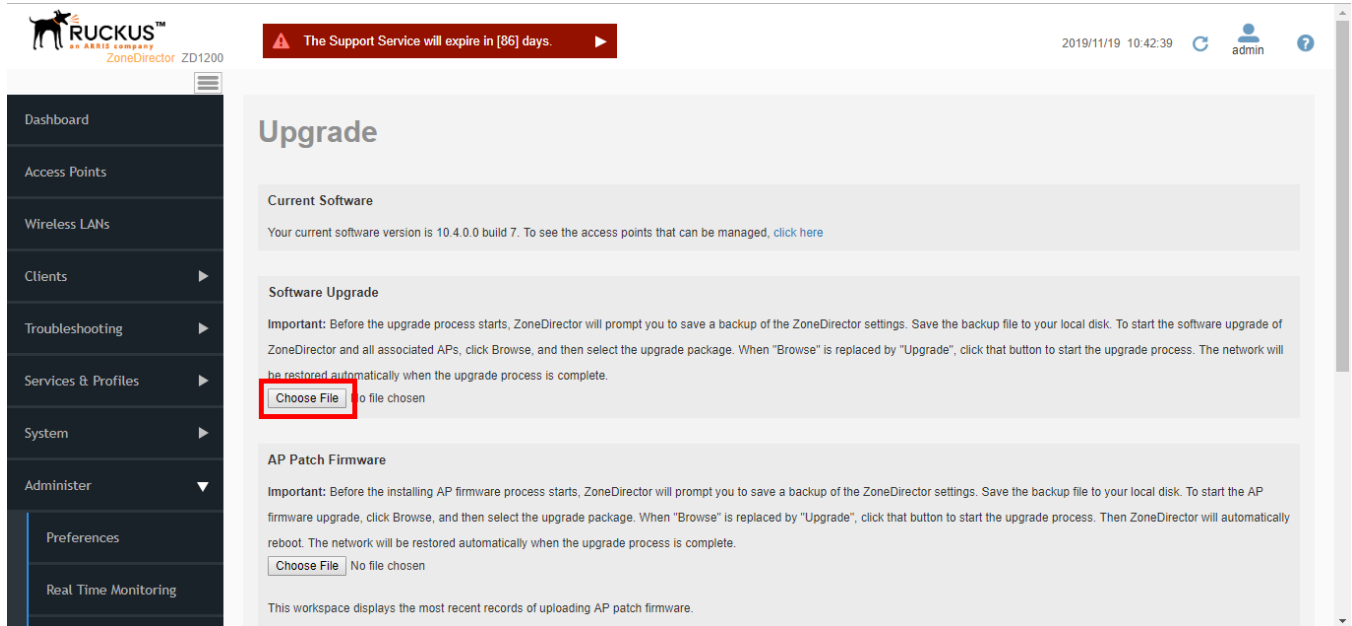
Downgrades are supported for N-2 major releases (for example, 10.4 to 10.2). However, to restore the same configuration settings upon downgrading, you must downgrade to the previously installed release. For example, if you upgraded from 10.2 to 10.4, you can downgrade to 10.2 with restored settings, but downgrading from 10.4 to 10.3 will require a factory reset.

Downgrading to a Previous Release

To downgrade to a previous release:

1. Go to **Administer > Upgrade**.
2. In the *Software Upgrade* section, click **Choose File**.

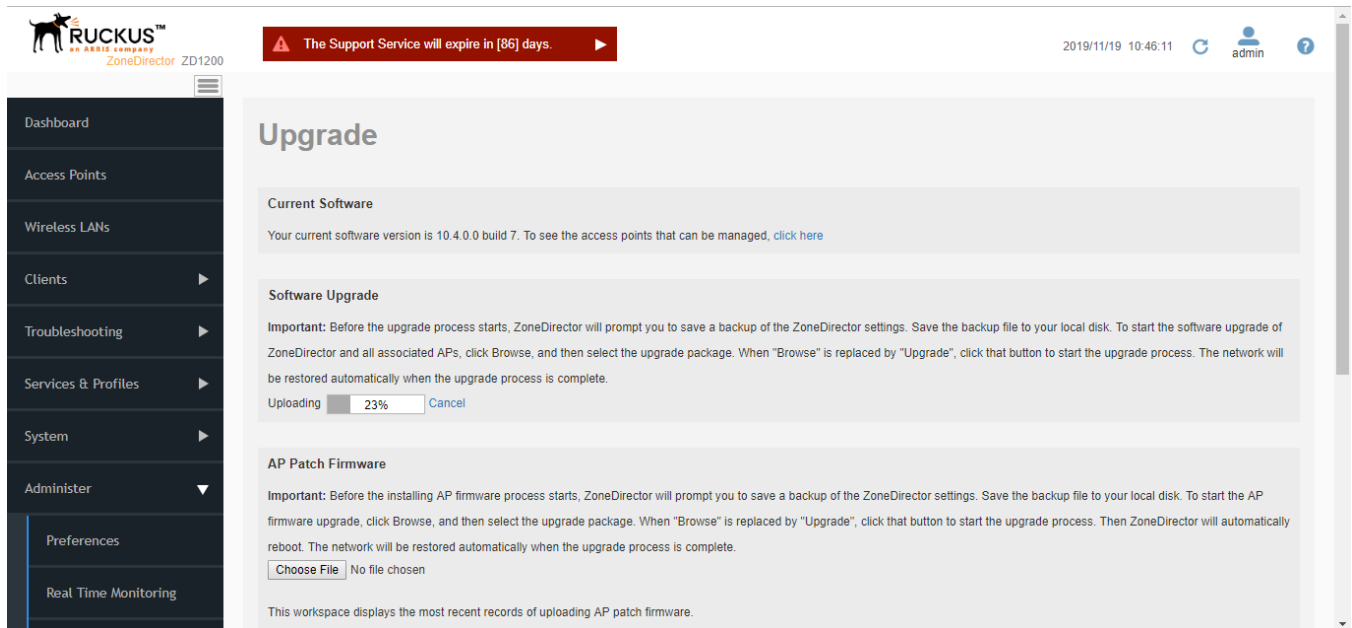
FIGURE 7 Upgrade Page



The screenshot displays the Ruckus ZoneDirector web interface. At the top left is the Ruckus logo and 'ZoneDirector ZD1200'. A red notification bar at the top center states 'The Support Service will expire in [86] days.' The top right shows the date '2019/11/19 10:42:39', a refresh icon, a user icon labeled 'admin', and a help icon. A dark sidebar on the left contains navigation items: Dashboard, Access Points, Wireless LANs, Clients, Troubleshooting, Services & Profiles, System, Administer (expanded), Preferences, and Real Time Monitoring. The main content area is titled 'Upgrade' and contains three sections: 'Current Software' (showing version 10.4.0.0 build 7), 'Software Upgrade' (with a red box around the 'Choose File' button), and 'AP Patch Firmware' (also with a 'Choose File' button). The 'Choose File' buttons are currently disabled, showing 'No file chosen'.

- Browse to the location where you saved the upgrade package, and click **Open**.
The firmware image file upload progress is displayed.

FIGURE 8 Firmware upload in progress



- When the file is finished uploading, a message appears prompting you to save your current configuration. Click **OK**.

FIGURE 9 Message prompting user to perform backup

192.168.0.6 says

Ruckus Wireless strongly recommends that you back up the ZoneDirector settings before performing a software upgrade. To save a backup of the ZoneDirector settings, click OK, and then save the backup file to your local disk.

OK

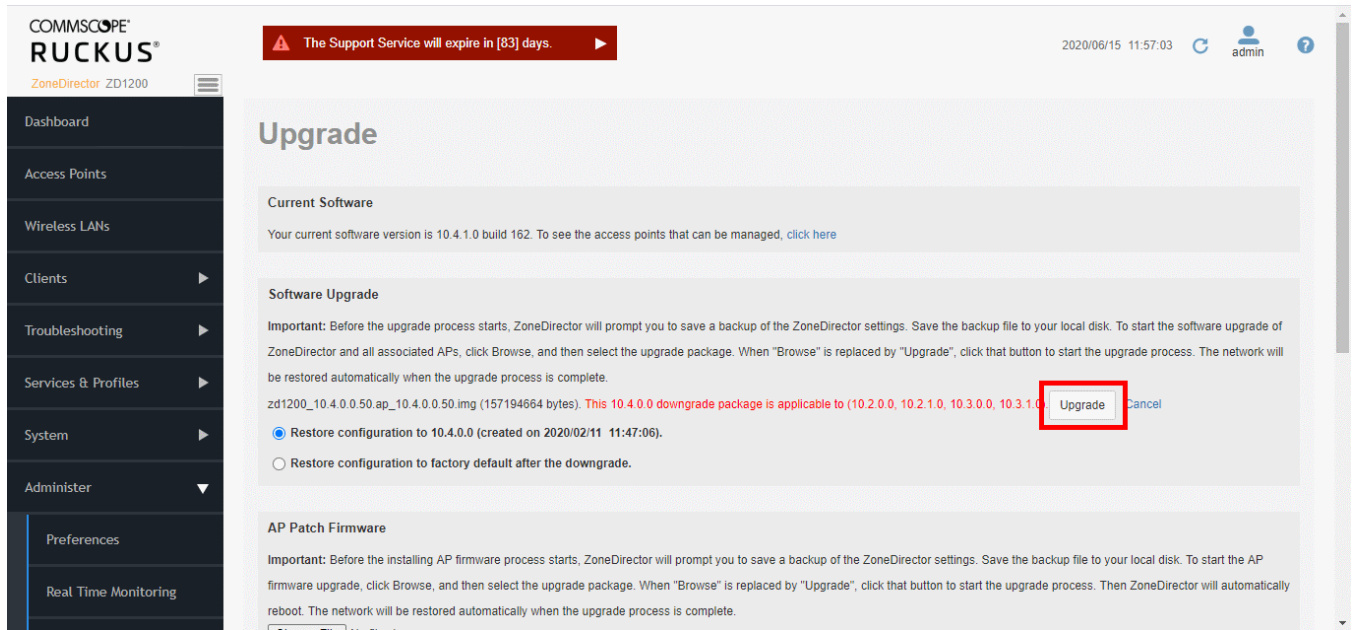
Cancel

- Save the file to a convenient location.

Downgrading to a Previous Release

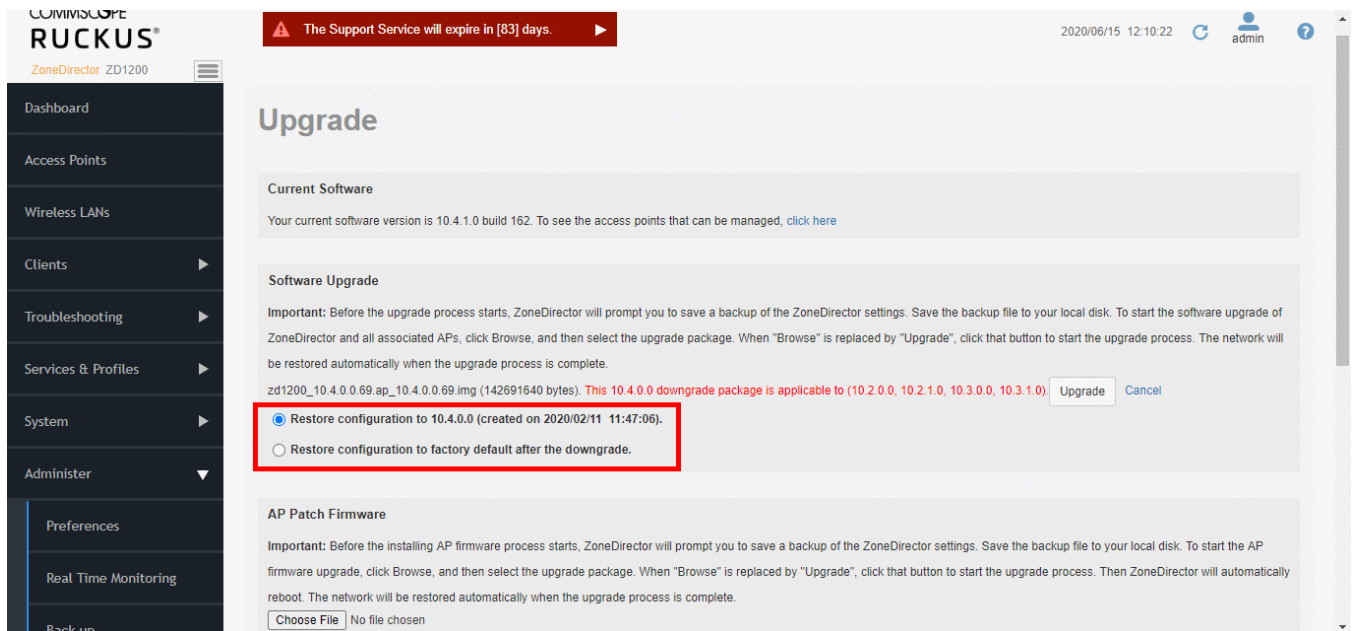
- The downgrade file name appears in the text field, and the **Upgrade** button appears.

FIGURE 10 Click Upgrade



- Select whether to restore the configuration you just saved, or to restore configuration to factory default settings after the downgrade.

FIGURE 11 Choose restore option



8. Click **Upgrade**. ZoneDirector performs the downgrade and restarts.
 - If you selected **Restore configuration to factory default after the downgrade**, ZoneDirector settings will be restored to factory defaults.
 - If you selected **Restore configuration to ... [downgrade build]**, your saved configuration settings are reapplied and ZoneDirector pushes the configuration to its managed APs.

Upgrade FAQs

- [Do I Need a Valid Support Contract to Upgrade Firmware?](#)
- [Is My Controller Supported by the Firmware Upgrade?](#)
- [Is My Access Point Supported by the Firmware Upgrade?](#)
- [How Do I Get Support?](#)

Do I Need a Valid Support Contract to Upgrade Firmware?

You must have a valid support contract to upgrade or downgrade the ZoneDirector software. If you do not have a valid support contract, contact your reseller to purchase an appropriate support contract. After downloading and installing the software, select **Administer > License & Support** from the web interface for information on activating your support contract.

NOTE

By downloading the ZoneDirector software and upgrading ZoneDirector to version 10.4, be advised that the ZoneDirector will periodically connect to Ruckus, and Ruckus will collect the ZoneDirector serial number, software version, and build number. Ruckus will transmit a file back to the ZoneDirector that will be used to display the current status of the ZoneDirector support contract. Any information collected from the ZoneDirector may be transferred and stored outside of your country of residence where data protection standards may be different.

Is My Controller Supported by the Firmware Upgrade?

This release supports the following ZoneDirector models:

- ZoneDirector 1200

NOTE

ZoneDirector 3000 is discontinued as of release 10.3 and cannot be upgraded to 10.3 or any later release.

Is My Access Point Supported by the Firmware Upgrade?

Refer to the *Release Notes* document available from <https://support.ruckuswireless.com> for the list of Access Points supported in this release.

Refer to <https://support.ruckuswireless.com/articles/000006452> for a complete matrix of Access Point support by ZoneDirector controller release.

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**.

