

FAQ

Q: WHAT'S THE LAUNCH DATE?

A: The public launch of Cloud Wi-Fi was July 26, 2016. It is currently available in US, Canada and UK.

Q: WHEN WILL CLOUD WI-FI BE AVAILABLE IN LATAM, EMEA, AND APAC?

A: We will be announcing country-specific availability in the coming months.

CLOUD WI-FI TRIAL QUESTIONS

Q: CAN I TRY THE CLOUD UI?

A: Sure. It is free to all to try Cloud UI. Just visit cloud.ruckuswireless.com and click on the link at the bottom. If you are a Ruckus Partner, visit partners.ruckuswireless.com for your trial options. Free Cloud UI access is for 60-days.

Q: CAN I GET A FREE AP FOR TRIAL?

A: Yes, sure. The customer free AP trial program includes a 60-day Cloud Wi-Fi access and a free Unleashed R310 AP for life. The only exception is if you are a K-12 school district in the US- then you will need to return the AP at the end of the cloud Wi-Fi trial period (60-days). When filling out the trial form, check on the free AP needed option. Make sure you are putting your valid email/phone#, as well as company name, as Ruckus will call to confirm before shipping the free AP.

Ruckus partners: A separate "Ruckus Partner free AP cloud onboarding" program will be announced in November. Please look for the announcement in your Ruckus Partner Portal. The Customer free AP program is not open to Partners.

Q: IS THE UNLEASHED R310 THE ONLY AP PROVIDED BY RUCKUS FOR TRIAL?

A: Yes, Ruckus Wireless will provide an Unleashed R310 for your trial. However, you can also contact your Ruckus reseller partner for other Unleashed APs and for assistance with larger trials/PoCs.

Q: WHAT IS THE DURATION OF THE FREE TRIAL?

A: Sixty days. The Unleashed R310 is yours to keep (with the exception of K-12).

Q: IS IT ONE AP PER COMPANY FOR THE FREE TRIAL?

A: The restriction is one AP per cloud trial. If there is a legitimate reason for one company to have more than one trial, we will provide a free trial AP for each instance. The determination is made by the Ruckus Sales team during qualification.

SUPPORTED ACCESS POINTS (APS) QUESTIONS

Q: WHAT APS ARE SUPPORTED IN RUCKUS CLOUD?

A: For the most up to date answer, please contact your Ruckus Authorized Partner to get the complete list of APs supported by Cloud Wi-Fi. As of October 2016 all Unleashed APs support Cloud Wi-Fi as well as the new ZoneFlex R510 and H510.

Q: I WANT TO MOVE MY EXISTING APS, MANAGED BY A ZD OR SZ CONTROLLER, TO THE CLOUD.

A: We recommend not to migrate, due to the amount of manual effort involved. We are working to provide a software update for your controller series (ZD and SZ) that will allow for an "easy" push button migration of your 11AC APs to Cloud Wi-Fi.

Q: I HAVE AN EXISTING UNLEASHED NETWORK, AND I WANT TO MIGRATE THE APs TO CLOUD.

A: Yes, you can. But the steps are tricky and you will have network down time. You need to (1) create your Cloud account first, (2) add all the APs' serial#s into your Cloud UI, and (3) factory reset each of your Unleashed APs.

CLOUD WI-FI FEATURES QUESTIONS**Q: DOES CLOUD WI-FI HAVE THE SAME FEATURES AND RESTRICTIONS AS UNLEASHED?**

A: No. Cloud Wi-Fi is not built on Unleashed architecture. In fact, the Unleashed APs are only utilized to connect securely to Cloud. Once connected, the Cloud Wi-Fi pushes a cloud AP firmware to the AP. The Unleashed firmware in the AP is completely erased.

Q: WILL CLOUD WI-FI HAVE FEATURE PARITY WITH SMARTZONE CONTROLLERS?

A: No. SmartZone Controller series provides ultimate control of the Wi-Fi network for the sophisticated enterprise IT department, including options to tunnel certain traffic from AP to the controller. Ruckus Cloud Wi-Fi is designed for IT of any size to install and manage the entire Wi-Fi network in minutes to hours, without any training or certifications. As such, the Cloud UI is designed for simplicity, with careful selection of features added at specific points to make it highly logical for configuration, monitoring and troubleshooting. Ruckus Cloud Wi-Fi also includes many additional components such as big data analytics, mobile app with push notifications, advanced guest Wi-Fi services, which are not part of the SmartZone controller services and requires customer to invest in those components separately. Ruckus Cloud Wi-Fi will be getting regular feature updates, up to two times every quarter. Stay tuned for more feature availability announcements.

Q: WILL CLOUD WI-FI SYNCH WITH A CLIENT'S RADIUS (ACTIVE DIRECTORY) AUTHENTICATION SERVER?

A: Yes. Cloud Wi-Fi supports 802.1x WLAN. The AP is the proxy.

Q: DOES THIS WORK WITH VLANS?

A: Yes, you can support any # of VLANs or DVLANS.

Q: IS CLOUDPATH INCLUDED IN THE SUBSCRIPTION PRICE?

A: No it is not. Cloudpath works with Cloud Wi-Fi but has to be purchased at a separate subscription cost. Cloudpath is available as hosted or on-premise software options.

Q: DOES CLOUD WI-FI INTEGRATE WITH AN EXISTING CLOUDPATH ON-SITE INSTALLATION?

A: Yes. Cloudpath and Cloud Wi-Fi interoperability has been tested extensively.

Q: IS CLOUD WI-FI A SINGLE PANE OF GLASS, OR, ONE PORTAL PER REMOTE SITE?

A: Cloud Wi-Fi is a single pane of glass monitoring, configuration, and analytics for all of your distributed sites.

Q: WHAT IS THE LIMIT ON APs AND USERS FOR CLOUD WI-FI?

A: Cloud Wi-Fi is highly scalable, and can support a virtually unlimited number of APs and clients.

Q: WILL CLOUD WI-FI SUPPORT SMART POSITIONING TECHNOLOGY (SPOT)?

A: Integrated support for SPoT is a roadmap item.

Q: ARE THERE ANY FEATURES THAT DO NOT EXIST WITH THE CLOUD OFFERING AS OPPOSED TO YOUR CONTROLLER-BASED OFFERING?

A: Our goal is to provide a Cloud Wi-Fi offer with a theme for simplicity. There are some features that Cloud Wi-Fi have built-in defaults for and may not be exposed in the UI. Cloud Wi-Fi provides big data reporting (up to 6-months of data visibility, including application visibility) and a comprehensive mobile app for remote management. Please reach out to your Ruckus Representative to learn more.

Q: WILL OTHER CLOUD-MANAGED NETWORKING SERVICES BE OFFERED, SUCH AS FIREWALLS AND SWITCHES?

A: Please reach out to your Ruckus Representative to learn more.

Q: WHAT HAPPENS IF APs LOSE ACCESS TO CLOUD WI-FI BECAUSE INTERNET CONNECTIVITY IS DOWN? ARE THERE ANY FEATURES THAT AREN'T AVAILABLE DURING THAT PERIOD OF TIME?

A: In this scenario, all features will work (ex: PSK, RADIUS, etc...) except guest access. Guest access portal and features are hosted in the cloud and will be unavailable when the Cloud cannot be reached.

Q: DOES THE CLOUD WI-FI CONNECTION OFFER A FULL CONTROLLER FEATURE SET AS FAR AS HAND-OFFS, TX POWER / AUTO CHANNEL, CHANNEL FLY, ETC.?

A: Cloud Wi-Fi leverages the SmartZone software deployed in the cloud and yes, has the knobs in the Cloud UI to let you control those aspects of the radio. For full feature set, please reference the data sheet.

Q: CAN YOU DISABLE CERTAIN CLIENTS FROM NETWORK ACCESS FROM THE USER INTERFACE?

A: Cloud Wi-Fi offers a certain level of control over client access to the Wi-Fi network. If Radius/802.1x is enabled, then controlling access at the Radius level is recommended. Per-user QoS allows throttling bandwidth. ACLs for clients are on the roadmap.

Q: WHERE IS THE CLOUD WI-FI SERVER HOSTED? WILL IT HAVE ANY LATENCY ISSUES?

A: Cloud Wi-Fi is currently hosted in the US. The APs can operate with high latency with the cloud controller, without issues. The client data traffic is always locally dropped to switch and never sent to the cloud.

Q: CAN A SINGLE SSID SPAN MULTIPLE VENUES?

A: Yes

Q: CAN SSID'S BE MIXED FREQUENCIES EX: ONE DUAL-BAND SSID, ONE 2.4GHZ ONLY SSID ON SAME AP?

A: Currently when you apply a SSID to the venue, all the APs advertise the same SSID (multiple SSIDs can be advertised) and both radios advertise the same SSID. The selection of a single radio for a specific SSID advertisement is a near term roadmap item.

Q: HOW LONG WILL NETWORK ANALYTICS BE STORED?

A: Up to 6 months. It includes application visibility report.

Q: CAN CUSTOMER PURCHASE LONGER ANALYTICS RETENTION?

A: Not currently.

Q: IS VLAN STEERING AVAILABLE WITH RADIUS AUTHENTICATION?

A: Yes

Q: IS CLOUD WI-FI ABLE TO INTEGRATE WITH SCI?

A: SCI is actually part of the architecture and powers the reporting and analytics that are included in the subscription price.

Q: IS THERE ANALYTICS AVAILABLE FOR ASSOCIATED DEVICES <5 MINS, AND >5 MINS?

A: The Cloud UI shows instantaneous data for connected clients. It is real-time. The analytics graphs and reports can be delayed by up to 45mins, and have 15min granularity, for up to 6 months.

Q: WHAT BROWSERS SUPPORT THE USER INTERFACE?

A: Chrome, Safari and Firefox are the recommended browsers.

Q: WHAT HAPPENS IF A CUSTOMER DOES NOT RENEW A LICENSE? DOES THE AP BECOME A BRICK?

A: Ruckus will provide multiple options to the customer to maintain the value of the Ruckus AP they have purchased. Ruckus fully realizes that customers bought the APs and intend to use them for their entire applicable life, whether the Cloud subscription is renewed or not. Stay tuned for migration options.

MOBILE APP QUESTIONS

Q: IS THE MOBILE APP COMPATIBLE WITH WINDOWS PHONE?

A: We have a full-featured and innovative mobile app for android and iOS devices. This is a native app, and must be downloaded from the iTunes Store or Google Play Store.

ZONEDIRECTOR AND CLOUD WI-FI QUESTIONS

Q: WILL CLOUD WI-FI REPLACE THE ZONEDIRECTOR CONTROL MANAGEMENT INFRASTRUCTURE?

A: Cloud Wi-Fi is a new model for those customers that do not want to have on-premise solution. It is not a replacement for ZoneDirector.

UNLEASHED AND CLOUD WI-FI QUESTIONS

Q: IS THERE ANY BENEFIT TO MIGRATING FROM AN UNLEASHED NETWORK TO CLOUD WI-FI? WILL A MIGRATION GUIDE BE AVAILABLE?

A: Cloud Wi-Fi enables you to manage multiple locations through a single pane of glass. If you are considering migrating your Unleashed network to Cloud Wi-Fi, you will need to manually migrate your active APs. Check out our [migration guide](#) for further information.

Q: WHAT IS THE COST TO CHANGE FROM CLOUD TO ON-PREM CONTROLLER?

A: The cost to change is simply the cost of the on-premises controller equipment, as the APs can be used with each architecture.

SUPPORT QUESTIONS

Q: DOES RUCKUS SUPPORT ENGINEERS HAVE ACCESS TO CLOUD NETWORKS? IF I NEED TROUBLE-SHOOTING ASSISTANCE, WILL RUCKUS SUPPORT BE ABLE ACCESS TO MY NETWORK?

A: Yes, you can enable support access from the cloud user interface: go to administration->. then, Ruckus support can have access. The access to Ruckus Support is automatically turned off after about 7 days.

Q: DOES THE RMA SUPPORT REQUIRE GEAR TO BE SENT IN? CAN WE UPGRADE TO ADVANCED REPLACEMENT?

A: Yes, the process is to return to factory. To get advanced replacement, you would need to either buy the Advanced Replacement SKU for each AP, or, a few spare APs for stocking purposes (more cost effective).

PRICING AND SUBSCRIPTION QUESTIONS

Q: HOW DO YOU ALIGN SUBSCRIPTION TIME IF A CUSTOMER ADDS APS LATER (EX: 3 MONTHS AFTER THE INITIAL PURCHASE?)

A: Co-termining is offered. Please reach out to your Ruckus Representative to learn more.

Q: WHAT IS THE GRACE PERIOD FOR SUBSCRIPTION RENEWAL?

A: Reminders will start being sent 60-days in advance.

Q: DOES A CUSTOMER NEED TO HAVE THE SUBSCRIPTION FOR THE AP TO WORK?

A: Yes, a customer must purchase the cloud subscription for the AP to connect to Cloud Wi-Fi.

COMPETITIVE QUESTIONS

Q: ARE THE APS ACTUALLY CLOUD MANAGED (LIKE AEROHIVE/MERAKI) OR ARE THEY UNLEASHED APS THAT USE THE RUCKUS CLOUD FOR ANALYTICS, REVISIONS, AND SOFTWARE UPGRADES?

A: Cloud Wi-Fi is a real controller deployed in the cloud. The Unleashed firmware on the APs are erased and replaced with a cloud AP firmware to be managed by the SmartZone Cloud controllers.

WARRANTY QUESTIONS

Q: IS THERE AN ADDITIONAL COST FOR WARRANTY WITH CLOUD WI-FI?

A: APs come with their built-in warranty when customer purchases the APs. Cloud Wi-Fi does not offer additional warranty for the hardware you have purchased. Cloud Wi-Fi provides 24x7 support for the APs.

PRIMARY ED/SLED QUESTIONS

Q: IS SLED DISCOUNT PRICING AVAILABLE ONLY FOR A 5-YEAR TERM?

A: Yes. The regular 1yr and 3yr pricing is also applicable to any customer including SLED customers, but there is no additional discount.