RUCKUS One Quick Start Guide

The *RUCKUS One Quick Setup Guide* provides a high-level summary of steps for first-time users to get started with RUCKUS One. For information on advanced configuration and management options, refer to the *RUCKUS One User Guide*, which is available for download from the RUCKUS Support website:

https://support.ruckuswireless.com/documents

Step 1: Activate

1. In the activation email message you received, verify that your company name matches the **End Customer** name.
2. Click the link to activate your RUCKUS One account. Create a username and password (for both the RUCKUS One and RUCKUS Support portals).
3. Log in to https://ruckus.cloud to configure your new RUCKUS One network.

NOTE: If there are order discrepancies, contact your RUCKUS Authorized Partner to resolve them.

Step 2: Set Up

1. Create an SSID (network) and activate it for one or more venues.
2. On RUCKUS One **Dashboard**, click **Add** > **Wi-Fi Network** . Alternatively, on the navigation bar, click **Wi-Fi** > **Wi-Fi Networks** > **Wi-Fi Network List** > **Add Wi-Fi Network**, and click **Add New Network**. You may want to create a PSK (WPA2) or 802.1X secure network for your employees and a guest SSID (captive portal with self-sign in) for your guest users.
3. Create a switch configuration profile. Add VLANs and ACLs for specific switch models.
4. On the navigation bar, click **Venues** > **Configure** > **Switch Settings**. Select the appropriate switch profile that is required for the venue.
5. You can start with setting up a venue, which can be an office location, site, or department. Select a country from the drop-down under **Wi-Fi Country Code** and set the address of your venue. Edit the default venue or create a new one and give the venue an address.

Step 3: Connect Devices

Connect AP

1. On the RUCKUS One Dashboard, click **Add** > **Devices** > **Wi-Fi AP**. Alternatively, on the navigation bar, click **Wi-Fi** > **Access Points** > **Access Points List** > **Add** > **AP**.
2. For **AP Name**, enter a name, and enter the AP serial number found on back of the AP or the box.
3. (Optional) Download the RUCKUS One Mobile App to scan the serial number. If there are a large number of APs to be input, use the bulk upload using the .CSV option.

   Verify that the AP is supported on RUCKUS One by visiting the following URL:https://www.ruckusnetworks.com/ruckus-one-supported-network-devices/.
4. Plug in the APs and monitor the LEDs on the APs for status (refer to the Troubleshooting tips in **Figure-1**).

You should see the SSID(s) you created being advertised within 5 to 10 minutes.

Connect Switch

1. Connect any switch port to an upstream DHCP server. If there is no DHCP server available, connect a USB C cable to the PC and access the console of the switch.
   a) Follow the prompts on the CLI to set up a new password. The default username is **super** and the default password is **sp-admin**.
   b) Enter the privileged mode using the **enable** command.
   c) At the # prompt, enter **manager network-config** and follow the prompts to assign an IP address, default gateway, and the DNS server IP address.
2. On the navigation bar, click **Wired** > **Switch List** > **Add** > **Switch**.
3. Select a venue from the drop-down. In the **Serial Number** field, enter the serial number of the switch. For **Switch Name**, enter a name.
4. (Optional) Download the RUCKUS One Mobile App to scan the serial number. If there are a large number of switches to be added, use the bulk upload using the .CSV option.

   Verify that the switch model is supported on RUCKUS One by visiting the following URL:https://www.ruckusnetworks.com/ruckus-one-supported-network-devices/.
5. Plug in the switch and monitor the LED lights solid green.

   You can also choose to add a stack of switches with up to 12 member switches at a time.

NOTE: Verify that switch firmware is FastIron 8.0.90d or later. After the switch joins RUCKUS One, it will be upgraded automatically to the latest ICX switch firmware.

Step 4: Manage

You have the option of outsourcing management of your integrated wired and wireless network to a RUCKUS Authorized Partner.

1. Log in to RUCKUS One.
2. On the navigation bar, click **Administration** > **Account Management** > **Administrators**.
3. (Optional) To add a local administrator, click **Add Administrator**.

   The **Add New Administrator** dialog box is displayed.
4. Select one of the following options.
   - **Registered user**: Select a user that has RUCKUS Support account from the drop-down.
   - **Invite new user**: Send invitation to a new user to be an administrator.
5. Select and assign one of the roles to the administrator from the **Role** drop-down: **Prime Admin**, **Administrator**, **Guest Manager**, or **Read Only** and click **Send Invitation**.
6. (Optional) To invite a third-party administrator and delegate access rights, click **Invite 3rd Party Administrators** under the **3rd Party Administrators** section.
7. In the **Email** field, enter the email address of your RUCKUS partner representative and click **Send Invitation**.

Troubleshooting

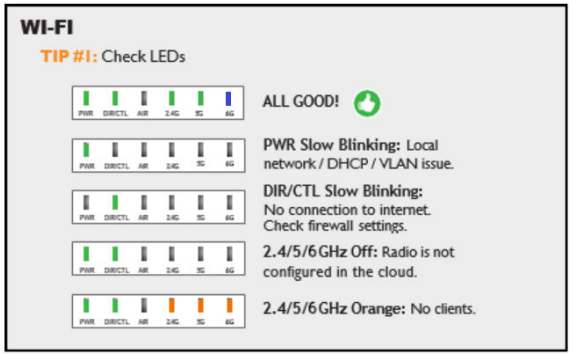
If your device does not connect to RUCKUS One, refer to the following troubleshooting tips.

Troubleshooting Tips for Wi-Fi

1. Check LEDs.

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FIGURE 1 Troubleshooting Tips



2. If the AP is advertising SSIDs but the RUCKUS One UI displays that the AP has never contacted RUCKUS One, it is likely that your newly powered AP has connected to a local; RUCKUS controller (SmartZone or Unleashed).
3. It is a good idea to do a factory reset of the AP. To do so, press the reset button of the AP for more than10 seconds.
4. Is the AP still not coming online? Double check the serial number of the AP and re-enter it, if required.
5. Check if your Firewall is allowing outbound connection to the Cloud.

Troubleshooting Tips for Wired

1. On front panel of the switch, check if the CLD indicator is **Solid Green**. If it is blinking for a long time, there could be a network reachability issue.
2. Connect to the switch console and check if the switch has Internet connectivity. A simple **ping** to www.google.com should be successful. If the **ping** fails, check the Internet connection.
3. Issue the **show manager status** command and look for: **State: NATS CONNECTED**.
4. If the state is still displayed as **QUERY**, issue the **manager reset** command.
5. Check the **Show manager status** after a minute to see a connected status.

Help and Support

- Consult the RUCKUS One online documentation by clicking the **Help** button on the top-right corner of your RUCKUS One dashboard.
- Contact RUCKUS Support at: https://support.ruckuswireless.com/contact-us
- Open a case online at: https://support.ruckuswireless.com/cases/new

NOTE: Use your non-RUCKUS email account (the same as your RUCKUS One account). To open cases, select **RUCKUS One** as the case type.

View the RUCKUS One product overview video at: https://play.vidyard.com/zd2qYpnbxh2XGf1VGZanbe.

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