

Ruckus Wireless ZoneDirector™

Release 10.0 User Guide

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About This Guide

1

This User Guide describes how to install, configure and manage the Ruckus Wireless™ ZoneDirector™ version 10.0

This guide is intended for use by those responsible for managing Ruckus Wireless network equipment. Consequently, it assumes a basic working knowledge of local area networking, wireless networking and wireless devices.

NOTE If release notes are shipped with your product and the information there differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the Ruckus Wireless Support website at https://support.ruckuswireless.com/documents.

NOTE By downloading this software and subsequently upgrading the ZoneDirector to version 10.0, please 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 and this will be used to display the current status of the ZoneDirector Support Contract. Please also be advised that this information may be transferred and stored outside of your country of residence where data protection standards may be different.

Document Conventions

The following tables list the text and notice conventions that are used throughout this guide.

Table 1: Text conventions

Convention	Description	Example
`monospace`	Represents information as it appears on screen	`ruckus#`
`user input`	Represents information that you enter	ruckus# `set ipaddr 10.0.0.12`
UI control	Keyboard keys, software buttons, and field names	On the **Start** menu, click **All Programs**.
screen name	Screen or page names, menu or section names	The **Configure > WLANs** page appears.

Table 2: Notice conventions

Notice Type	Description
NOTE	Information that describes important features or instructions
CAUTION!	Information that alerts you to potential loss of data or potential damage to an application, system, or device
WARNING!	Information that alerts you to potential personal injury

Related Documentation

In addition to this User Guide, each ZoneDirector documentation set includes the following:

- *Release Notes*: Provide information about the current software release, including new features, enhancements, and known issues.
- *Online Help*: Provides a web-based subset of the content contained in the User Guide. The online help is accessible from the web interface and is searchable.
- *Command Line Reference Guide*: Provides a list of CLI commands, their usage syntax and examples.
- *SNMP Reference Guide*: Provides a list of supported Simple Network Management Protocol (SNMP) Management Information Base (MIB) objects.
- *Syslog Alarms and Events Reference Guide*: Provides a list of Syslog alarms and events.

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When contacting us, please include the following information:

- Document title
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- ZoneDirector 10.0 User Guide
- Part number: 800-71463-001 Revision A
- Page 88

Online Training Resources

To access a variety of online Ruckus Wireless training modules, including free introductory courses to wireless networking essentials, site surveys, and Ruckus Wireless products, visit the Ruckus Wireless Training Portal at: https://training.ruckuswireless.com.

Introducing ZoneDirector 2

Overview of ZoneDirector

Ruckus Wireless ZoneDirector serves as a central control system for Ruckus ZoneFlex Access Points (APs). ZoneDirector provides simplified configuration and updates, wireless LAN security control, RF management, and automatic coordination of Ethernet-connected and mesh-connected APs.

Using ZoneDirector in combination with Ruckus Wireless ZoneFlex APs allows deployment of a Smart Mesh network, to extend wireless coverage throughout a location without having to physically connect each AP to Ethernet. In a Smart Mesh network, the APs form a wireless mesh topology to route client traffic between any member of the mesh and the wired network. Meshing significantly reduces the cost and time requirements of deploying an enterprise-class WLAN, in addition to providing much greater flexibility in AP placement.

ZoneDirector also integrates network monitoring, sophisticated user access controls, integrated Wi-Fi client performance tools, highly configurable guest access features and advanced security features within a single system.

User authentication can be accomplished using an internal user database, or forwarded to an external Authentication, Authorization and Accounting (AAA) server such as RADIUS or Active Directory. Once users are authenticated, client traffic is not required to pass through ZoneDirector, thereby eliminating bottlenecks when higher speed Wi-Fi technologies, such as 802.11ac, are used.

This user guide provides complete instructions for using the Ruckus Wireless web interface, the wireless network management interface for ZoneDirector. With the web interface, you can customize and manage all aspects of ZoneDirector and your ZoneFlex network.

ZoneDirector Physical Features

Three models of ZoneDirector are currently available:

- ZoneDirector 1200 on page 15
- ZoneDirector 3000 on page 17
- ZoneDirector 5000 on page 19

The following section describes the physical features of these ZoneDirector models.

ZoneDirector 1200

This section describes the following physical features of ZoneDirector 1200:

- Buttons, Ports, and Connectors on page 16

- Front Panel LEDs on page 16



Figure 1: ZoneDirector 1200

Buttons, Ports, and Connectors

The following table describes the buttons, ports and connectors on ZoneDirector 1200.

Table 3: ZoneDirector 1200 front panel elements

Label	Description
Reset	Use the Reset button to restart ZoneDirector.
10/100/1000 Ethernet	Two auto negotiating 10/100/1000Mbps Ethernet ports.
Console	RJ-45 Console port for accessing the ZoneDirector command line interface.
F/D	Factory Default button. To reset ZoneDirector to factory default settings, press and hold the F/D button for at least five (5) seconds. For more information, refer to Alternate Factory Default Reset Method on page 323. **NOTE** Resetting ZoneDirector to factory default settings will erase all configuration changes that you made, except for AP licenses and SSL certificates.

Front Panel LEDs

The following table describes the LEDs on the front panel of ZoneDirector 1200.

Table 4: ZoneDirector ZoneDirector 1200 LED descriptions

LED Label	State	Meaning
Power	Solid Green	ZoneDirector is receiving power.

LED Label	State	Meaning
	Off	ZoneDirector is NOT receiving power. If the power cable or adapter is connected to a power source, verify that the power cable is connected properly to the power jack on the rear panel of ZoneDirector.
Status	Solid Green	Normal state.
	Flashing Green	ZoneDirector has not yet been configured. Log into the web interface, and then configure ZoneDirector using the setup wizard.
	Red	ZoneDirector has shut down (but is still connected to a power source).
	Flashing Red	ZoneDirector is starting up or shutting down.
Ethernet Link	Solid Green or Amber	The port is connected to a device.
	Flashing Green or Amber	The port is transmitting or receiving traffic
	Off	The port has no network cable connected or is not receiving a link signal.
Ethernet Rate	Green	The port is connected to a 1000Mbps device.
	Amber	The port is connected to a 100Mbps device.
	Off	The port is connected to a 10Mbps device.

ZoneDirector 3000

This section describes the following physical features of ZoneDirector 3000:

- Buttons, Ports, and Connectors on page 18
- Front Panel LEDs on page 18



Figure 2: ZoneDirector 3000

Buttons, Ports, and Connectors

The following table describes the buttons, ports and connectors on ZoneDirector 3000.

Table 5: ZoneDirector 3000 front panel elements

Label	Meaning
Power	(Located on the rear panel) Press this button to power on ZoneDirector.
F/D	To reset ZoneDirector to factory default settings, press the F/D button for at least five (5) seconds. For more information, refer to Restoring ZoneDirector to Default Factory Settings on page 321. **NOTE** Resetting ZoneDirector to factory default settings will erase all configuration changes that you have made, except for AP licenses and SSL certificates.
Reset	To restart ZoneDirector, press the Reset button once for less than two seconds.
USB	For Ruckus Wireless Support use only.
Console	RJ-45 port for accessing the ZoneDirector command line interface.
10/100/1000 Ethernet	Two auto negotiating 10/100/1000Mbps Ethernet ports.

Front Panel LEDs

The following table describes the LEDs on the front panel of ZoneDirector 3000.

Table 6: ZoneDirector 3000 LED descriptions

LED Label	State	Meaning
Power	Green	ZoneDirector is receiving power.
	Off	ZoneDirector is NOT receiving power. If the power cable or adapter is connected to a power source, verify that the power cable is connected properly to the power jack on the rear panel of ZoneDirector.
Status	Solid Green	Normal state.
	Flashing Green	ZoneDirector has not yet been configured. Log into the web interface, and then configure ZoneDirector using the setup wizard.

LED Label	State	Meaning
	Solid Red	ZoneDirector has shut down (but is still connected to a power source).
	Flashing Red	ZoneDirector is starting up or shutting down.
Ethernet Link	Solid Green or Amber	The port is connected to a device.
	Flashing Green or Amber	The port is transmitting or receiving traffic.
	Off	The port has no network cable connected or is not receiving a link signal.
Ethernet Rate	Amber	The port is connected to a 1000Mbps device.
	Green	The port is connected to a 100Mbps device.
	Off	The port is connected to a 10Mbps device.

ZoneDirector 5000

This section describes the following physical features of ZoneDirector 5000:

- Front Panel Features on page 20
- Front Panel (Bezel Removed) on page 20
- Control Panel on page 21
- Rear Panel Features on page 22



Figure 3: ZoneDirector 5000 Front Panel

Front Panel Features

Table 7: ZoneDirector 5000 front panel features

Feature	Description
Control Panel	See Control Panel description below.
RJ45 Serial Port	COM 2 / Serial B port for accessing the ZoneDirector command line interface.
USB Port	Not used.
Front Bezel Lock	Remove this bezel lock to remove the front bezel and gain access to the hard drive bays.

Front Panel (Bezel Removed)

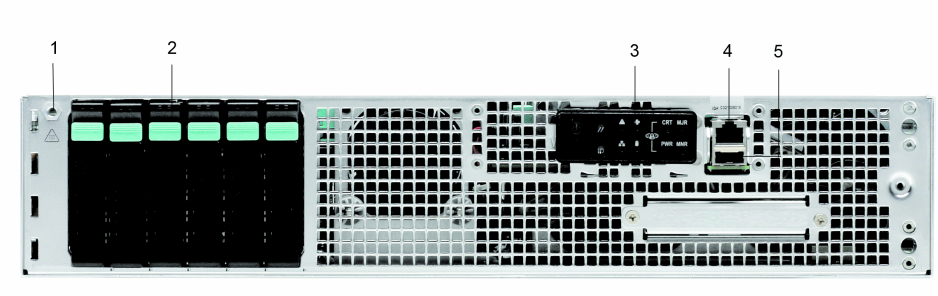


Figure 4: ZoneDirector 5000 front panel (bezel removed)

Table 8: ZoneDirector front panel elements

Number	Feature
1	ESD ground strap attachment
2	Hard drive bays (not used)
3	Control panel
4	RJ45 serial port for accessing the ZoneDirector command line interface
5	USB port (not used)

Control Panel

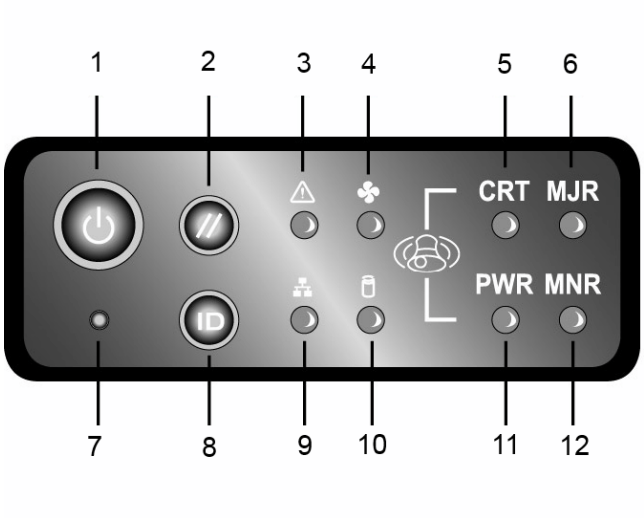


Figure 5: Control panel buttons and indicators

Table 9: ZoneDirector 5000 control panel

Number	Feature
1	Power button
2	System reset button
3	System status LED (see System status LED definitions Table)
4	Fan status LED
5	Critical alarm (not used)
6	MJR alarm (not used)
7	NMI pin hole button (factory reset button)
8	Chassis ID button
9	NIC 1 / NIC 2 activity LED
10	HDD activity LED (not used)
11	PWR alarm LED (not used)
12	MNR alarm (Amber: system unavailable; OFF: system available)

Table 10: System status LED definitions

LED Status	Definition
Off	No power supply detected, or two power supplies detected and system is off
Green On	System ready/normal operation, two power supplies detected
Green Blinking	**1.** System ready but degraded **2.** One power supply connected **3.** One fan failure detected
Amber On	**1.** Critical or non-recoverable condition **2.** Power up in progress, only one power source detected **3.** More than one fan failure detected
Amber Blinking	Non-critical alarm

Rear Panel Features

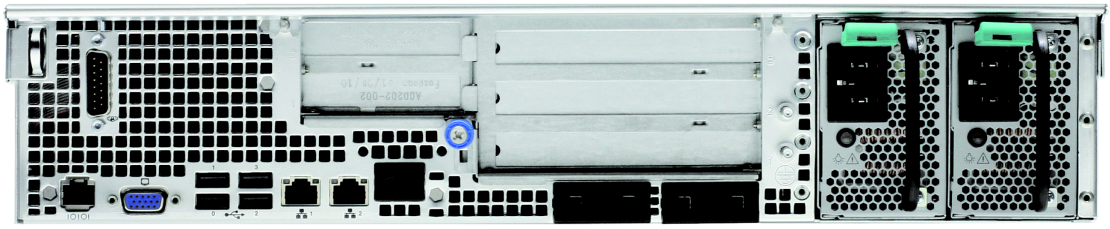


Figure 6: ZoneDirector 5000 rear panel features

Table 11: Rear panel features

Number	Feature
1	Alarms cable connector (not used)
2	Two low-profile PCIe add-in cards (not used)
3	Three full-length PCIe add-in cards (not used)
4	Power supply 2 (backup AC power)
5	Power supply 1 (primary AC power)
6	RJ45 serial port (COM2/serial B)
7	Video connector (not used)

Number	Feature
8	USB 0 and 1 (#1 on top)
9	USB 2 and 3 (#3 on top)
10	GbE NIC #1 connector
11	GbE NIC #2 connector
12	Two ground studs (used for DC-input system)

Table 12: NIC status LEDs

LED Color	LED State	NIC State
Green/Amber (Left)	Off	10Mbps
	Green	100Mbps
	Amber	1000Mbps
Green (Right)	On	Active connection
	Blinking	Transmit / Receive activity

Introduction to the Ruckus Wireless Network

Your new Ruckus Wireless network starts when you disperse a number of Ruckus Wireless access points (APs) to efficiently cover your worksite. After connecting the APs to ZoneDirector (through network hubs or switches), running through the Setup Wizard and completing the "Zero-IT" setup, you have a secure wireless network for both registered users and guest users.

NOTE "Zero-IT" refers to ZoneDirector's simple setup and ease-of-use features, which allow end users to automatically self-configure wireless settings on Windows and Mac OS clients as well as many mobile devices including iOS, Windows Phone and Android devices.

After using the web interface to set up user accounts for staff and other authorized users, your WLAN can be put to full use, enabling users to share files, print, check email, and more. And as a bonus, guest workers, contractors and visitors can be granted limited controlled access to a separate “Guest WLAN” with minimal setup.

You can now fine-tune and monitor your network through the web interface, which enables you to customize additional WLANs for authorized users, manage your users, monitor the network's security and performance, and expand your radio coverage, if needed.

Installing ZoneDirector

Basic installation instructions are included in the *Quick Start Guide* that shipped with your ZoneDirector. The steps are summarized below:

1. Connect and discover ZoneDirector using UPnP (Universal Plug and Play). On Windows 7 and Windows 8, you may need to turn on network discovery in the **Network and Sharing Center** > **Advanced Sharing Settings**.
2. Double-click the ZoneDirector icon when UPnP displays it, or
3. Point your web browser to ZoneDirector's IP address (default: **`192.168.0.2`**).
4. Run the Setup Wizard to create an internal and (optionally) a guest WLAN
5. Distribute APs around your worksite, and connect them to power and to your LAN.
6. Begin using your ZoneFlex network.

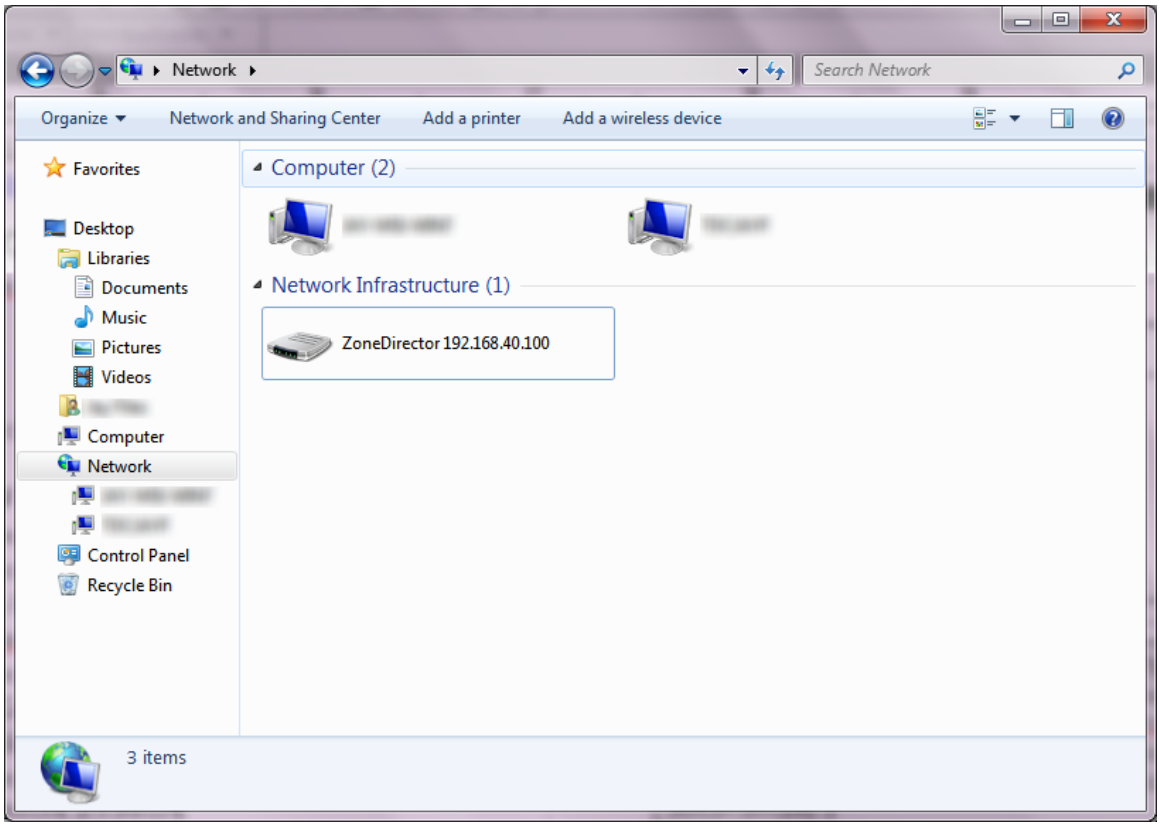


Figure 7: Discover ZoneDirector using UPnP



Figure 8: ZoneDirector Setup Wizard

Ensuring That APs Can Communicate with ZoneDirector

Before ZoneDirector can start managing an AP, the AP must first be able to discover ZoneDirector on the network when it boots up. This requires that ZoneDirector's IP address be reachable by the AP (via UDP/IP port numbers 12222 and 12223), even when they are on different subnets.

This section describes procedures you can perform to ensure that APs can discover and register with ZoneDirector.

NOTE This guide assumes that APs on the network are configured to obtain IP addresses from a DHCP server. If APs are assigned static IP addresses, they must be using a local DNS server that you can configure to resolve the ZoneDirector IP address using **`zonedirector.{DNS domain name}`** or **`zonedirector`** if no domain name is defined on the DNS server.

How APs Discover ZoneDirector on the Network

1. When an AP starts up, it sends out a DHCP discovery packet to obtain an IP address.
2. The DHCP server responds to the AP with the allocated IP address. If you configured DHCP Option 43 (or DHCPv6 Option 17) (see Option 2: Customize Your DHCP Server on page 27), the DHCP offer response will also include (among others) the IP

addresses of ZoneDirector devices on the network along with the address of the DNS server that can help resolve the ZoneDirector IP addresses.

3. After the AP obtains an IP address, it first attempts to contact a ZoneDirector whose IP address has been pre-configured on the AP. If an AP has a pre-configured ZoneDirector IP address, it will always use an L3 LWAPP (lightweight access point protocol) discovery message to attempt to discover the pre-configured primary/secondary ZoneDirector.
    - An AP with a pre-configured ZoneDirector IP address will only attempt to discover the pre-configured ZoneDirector(s) and will skip the DHCP/DNS/last joined ZoneDirector steps. If it is unable to contact its pre-configured ZoneDirector, it will enter “sulk” state, and will remain in an idle/discover/sulk loop until it receives a response from a pre-configured primary or secondary ZoneDirector.
4. If a primary/secondary ZoneDirector IP address has not been configured on the AP, the AP next attempts to build a list of candidate ZoneDirectors by sending an L3 discovery request (IPv4 subnet broadcast/IPv6 multicast packet) to each candidate address received from DHCP and DNS at the same time, and waits for a response from any ZoneDirector that can respond.
    - The AP may receive multiple responses from DHCP and DNS if multiple ZoneDirector IP addresses have been configured on the DHCP server or DNS server.
5. If the AP receives a response from a single ZoneDirector device, it will attempt to register with that ZoneDirector device.
6. If the AP receives responses from multiple ZoneDirector devices, it will attempt to register with the ZoneDirector that it previously registered with (if any).
    - This ZoneDirector can be on the same local IP subnet or a different subnet. The AP will have a preference for a ZoneDirector device that it previously registered with.
7. If this is the first time that the AP is registering with ZoneDirector, it will attempt to register with the ZoneDirector device that has the lowest AP load. The AP computes the load by subtracting the current number of APs registered with ZoneDirector from the maximum number of APs that ZoneDirector is licensed to support.

If the AP does not receive a response from any ZoneDirector device on the network, it goes into idle mode. After a short period of time, the AP will repeat this discovery cycle until it successfully registers with a ZoneDirector.

How to Ensure that APs Can Discover ZoneDirector on the Network

If you are deploying the APs and ZoneDirector on different subnets, you have three options for ensuring successful communication between these two devices:

- Option 1: Perform Auto Discovery on Same Subnet then Transfer the AP to Intended Subnet on page 27
- Option 2: Customize Your DHCP Server on page 27
- Option 3: Register ZoneDirector with a DNS Server on page 32

NOTE **If the AP and ZoneDirector Are on the Same Subnet**: If you are deploying the AP and ZoneDirector on the same subnet, you do not need to perform additional configuration. Simply connect the AP to the same network as ZoneDirector. When the AP starts up, it will discover and attempt to register with ZoneDirector. Approve the registration request (if auto approval is disabled).

Option 1: Perform Auto Discovery on Same Subnet then Transfer the AP to Intended Subnet

If you are deploying the AP and ZoneDirector on different subnets, let the AP perform auto discovery on the same subnet as ZoneDirector before moving the AP to another subnet.

To do this, connect the AP to the same network as ZoneDirector. When the AP starts up, it will discover and attempt to register with ZoneDirector. Approve the registration request if auto approval is disabled. After the AP registers with ZoneDirector successfully, transfer it to its intended subnet. It will be able to find and communicate with ZoneDirector once you reconnect it to the other subnet.

NOTE If you use this method, make sure that you do not change the IP address of ZoneDirector after the AP discovers and registers with it. If you change the ZoneDirector IP address, the AP will no longer be able to communicate with it and will be unable to rediscover it.

Option 2: Customize Your DHCP Server

NOTE The following procedure describes how to customize a DHCP server running on Microsoft Windows. If your DHCP server is running on a different operating system, the procedure may be different.

NOTE For ZD discovery using IPv6, see IPv6 Configuration for ZoneDirector Discovery Using DHCPv6 on page 30.

Configuring the DHCP Server for ZoneDirector-AP Communication

To customize your DHCP server, you need to configure DHCP Option 43 (043 Vendor Specific Info) with the IP address of the ZoneDirector device on the network.

When an AP requests an IP address, the DHCP server will send a list of ZoneDirector IP addresses to the AP. If there are multiple ZoneDirector devices on the network, the AP will automatically select a ZoneDirector to register with from this list of IP addresses.

RFC 2132 describes DHCP Option 60 and Option 43. DHCP Option 60 is the Vendor Class Identifier (VCI). The VCI is a text string that identifies a vendor/type of a DHCP client. All Ruckus Wireless Access Points are configured to send “Ruckus CPE” as the Vendor Class Identifier in option 60, and expect ZoneDirector IP information to be provided in DHCP option 43 (Vendor Specific Info), encapsulated with sub-option code 03 (the sub-option code for ZoneDirector).

The RFC describes how vendors can encapsulate vendor-specific sub-option codes (ranging from 0 to 255). Sub-options are embedded in option 43 as TLV (type, length, value) blocks.

Ruckus Wireless Access points support non-TLV format option 43 values with comma separated IP address strings for discovering ZoneDirectors, and also TLV based option 43 encapsulation as specified in RFC 2132.

For ZoneDirector information (sub-option code 03)

- **Type**: 0x03
- **Length**: Count of the characters in the ASCII string. (Length must include the commas if there is more than one ZoneDirector specified.)
- **Value**: A non-null terminated ASCII string that is a comma-separated list of ZoneDirector IP addresses

Example: If the there are two ZoneDirectors with IP addresses 192.168.0.10 and 192,168.0.20, then the value will be "`192.168.0.10,192.168.0.20`" and the length is `25` (hex value 0x19).

For FlexMaster information (sub-option code 01)

- **Type**: 0x01
- **Length**: Count the number of characters in the ASCII string. (Length must include "http", plus all colons, slashes and decimals in the complete URL.)
- **Value**: A non-null terminated ASCII string that is a URL.

Example: If the Flex Master URL is http://192.168.10.1/intune/server, the length is 33 (hex value 0x21).

You will need this information when you configure DHCP Option 43 for both FlexMaster and ZoneDirector. To calculate the length field conversion from decimal to hexadecimal, you can use an online conversion website, such as http://www.easycalculation.com/decimal-converter.php, to perform the conversion.

The table below lists the sub-option code, FlexMaster URL and ZoneDirector IP address that are used as examples in this procedure, along with their lengths in decimal and hexadecimal values.

	URL / IP Address	Decimal Length	Hexadecimal Length	Sub-option Code
FlexMaster	http://192.168.10.1/intune/server (URL)	33	21	01
ZoneDirector	192.168.10.2 (IP Address)	12	0C	03

Most commonly used DHCP servers such as Microsoft DHCP and ISC DHCP support vendor class DHCP option spaces and mapping of those option spaces to option 60. While you can achieve encapsulating TLVs in option 43 by hard coding the DHCP option 43 value, Ruckus Wireless recommends using vendor class option spaces - especially when you have more than one vendor type on the network and need option 43 to be supported for different vendor type DHCP clients.

The following example describes how you can encapsulate option 43 using DHCP vendor class option spaces to provide two ZoneDirector IP addresses: 192.168.0.10 and 192.168.0.20.

Configure Vendor Class Identifier and Vendor Specific Info sub-options on Microsoft DHCP server

Configure vendor class for Ruckus Wireless Access Points:

1. In the **Server Manager** window, right-click the IPv4 icon, and choose **Define Vendor Classes** from the menu.
2. In the **DHCP Vendor Classes** dialogue, click **Add** to create a new vendor class.
3. Enter the value to describe the option class/space, (e.g., **RuckusWirelessAP**). Optionally, you can also enter a description.
4. Add the VCI string in the **ASCII** field and click **OK**. The new vendor class is created **Close** to close the dialogue.
5. Right-click the newly created vendor class and select **Set Predefined Options...**
6. Predefine the ZoneDirector sub-option type for the newly created vendor class. This section defines the code and format of the sub-option (code for ZoneDirector and comma separated IP addresses in ASCII text string).
7. Configure the option with a value either at the server level, scope level or at **Configure Options** > **Advanced**

NOTE You can also optionally configure DHCP Option 12 (Host Name) to specify host names for APs. Then, when an AP joins ZoneDirector and ZoneDirector does not already have a device name for this AP, it will take the host name from DHCP and display this name in events, logs and other web interface elements. See your DHCP server documentation for instructions on Option 12 configuration.

IPv6 Configuration for ZoneDirector Discovery Using DHCPv6

Beginning with release 9.13, ZoneDirector also supports AP discovery using IPv6 DHCP Option 17 (in addition to IPv4 DHCP Option 43).

NOTE The following instructions assume isc-dhcp-server as the Linux DHCP server. For other DHCP servers, refer to the relevant documentation for instructions on customizing the DHCPv6 Option 17 sub-options.

To configure a DHCPv6 server for AP controller discovery, use the following procedure:

1. Install radvd

```
yum radvd
```

2. Install isc-dhcp-server:

```
yum isc-dhcp-server
```

3. Edit the "/etc/radvd.conf" file as follows:

```
interface eth1
{
  AdvSendAdvert on;
  AdvOtherConfigFlag on;
  prefix 2001:db8:0:2::/64
  {
  };
};
```

4. Edit the "dhcp6.conf file" as follows:

```
default-lease-time 600;
max-lease-time 7200;
log-facility local7;
subnet6 2001:db8:0:2::/64 {
  # Range for clients
   range6 2001:db8:0:2::129 2001:db8:0:2::254;
   # Additional options
   option dhcp6.name-servers fec0:0:0:1::1;
   option dhcp6.domain-search "domain.example";
   option dhcp6.vendor-opts 00:00:61:dd:
   00:06:<-- suboption code 6 for SmartZone List
   00:20:<-- suboption length, 2 IP addresses in the list,
 so value is 0x20
   20:01:19:20:01:cf:00:00:00:00:00:00:00:00:00:01:<-- IP
address
   20:01:19:20:01:cf:00:00:00:00:00:00:00:00:00:02:<-- IP
address
   00:03:<-- suboption code 3 for ZD List
```

```
   00:20:<-- suboption length, 2 IP addresses in the list,
 so value is 0x20
   20:01:19:20:01:cf:00:00:00:00:00:00:00:00:00:03:<-- IP
address
   20:01:19:20:01:cf:00:00:00:00:00:00:00:00:00:04;<-- IP
address
  # Prefix range for delegation to sub-routers
  prefix6 2001:db8:0:200:: 2001:db8:0:f00:: /56;
  # Example for a fixed host address
  host specialclient {
   host-identifier option dhcp6.client-id
   00:01:00:01:4a:1f:ba:e3:60:b9:1f:01:23:45;
   fixed-address6   2001:db8:0:2::127;
```

5. To confirm that the AP has received the correct IP info through DHCPv6 option 17, you can check the /tmp/dhcp6_vendor_opts file. Use the following command on the AP CLI:

```
# cat /tmp/dhcp6_vendor_opts
code3
2001:1920:1cf::3
2001:1920:1cf::4
end
code6
2001:1920:1cf::1
2001:1920:1cf::2
end
```

6. You have completed configuring the isc-dhcp-server for controller discovery using DHCPv6 Option 17. To confirm that the DHCPv6 options are configured properly (whether using isc-dhcp-server or another DHCPv6 server), you should ensure that the Option 17 configuration looks like the following figure:

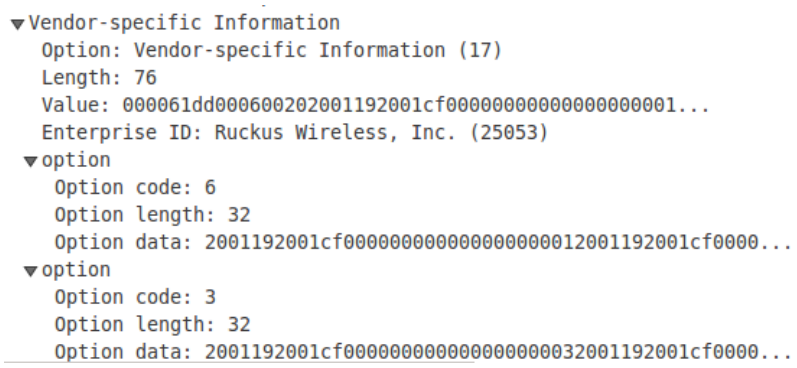


Figure 9: Ensuring that DHCPv6 Option 17 is configured correctly

Option 3: Register ZoneDirector with a DNS Server

If you register ZoneDirector with your DNS server, supported APs that request IP addresses from your DHCP server will also obtain DNS related information that will enable them to discover ZoneDirector devices on the network. Using the DNS information they obtained during the DHCP request, APs will attempt to resolve the ZoneDirector IP address (or IP addresses) using **`zonedirector.{DNS domain name}`**.

To register ZoneDirector devices with DNS server:

- Step 1: Set the DNS Domain Name on the DHCP Server
- Step 2: Set the DNS Server IP Address on the DHCP Server
- Step 3: Register the ZoneDirector IP Addresses with a DNS Server

---

NOTE The following procedures describe how to customize a DHCP server running on Microsoft Windows Server. If your DHCP server is running on a different operating system, the procedure may be different.

Step 1: Set the DNS Domain Name on the DHCP Server

1. From **Windows Administrative Tools**, open DHCP, and then select the **DHCP** server that you want to configure.
2. If the **Scope** folder is collapsed, click the plus (+) sign to expand it.
3. Right-click **Scope Options**, and then click **Configure Options**. The General tab of the **Scope Options** dialog box appears.
4. Under **Available Options**, look for the **15 DNS Domain Name** check box, and then select it.
5. In the **String value** text box under **Data Entry**, type your company's domain name
6. Click **Apply** to save your changes.
7. Click **OK** to close the Scope Options dialog box.

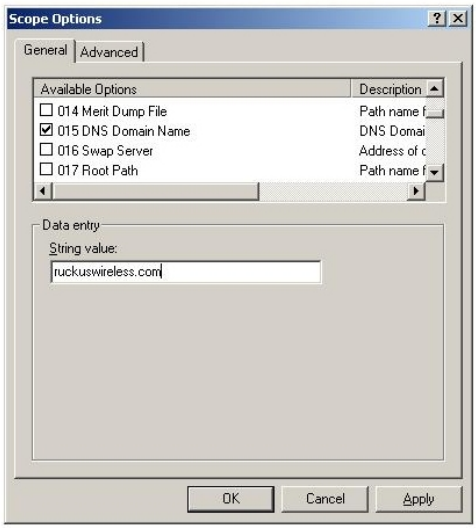


Figure 10: Select the 015 DNS Domain Name check box, and then type your company domain name in String value

Step 2: Set the DNS Server IP Address on the DHCP Server

1. From **Windows Administrative Tools,** open **DHCP**, and then select the DHCP server you want to configure.
2. If the **Scope** folder is collapsed, click the plus (+) sign to expand it.
3. Right-click **Scope Options**, and then click **Configure Options**. The tab of the **Scope Options** dialog box appears.
4. Under **Available Options**, look for the **6 DNS Servers** check box, and then select it
5. In the IP address box under **Data Entry**, type your `DNS server's IP address`, and then click **Add**. If you have multiple DNS servers on the network, repeat the same procedure to add the other DNS servers.
6. Click **Apply** to save your changes.
7. Click **OK** to close the **Scope Options** dialog box.

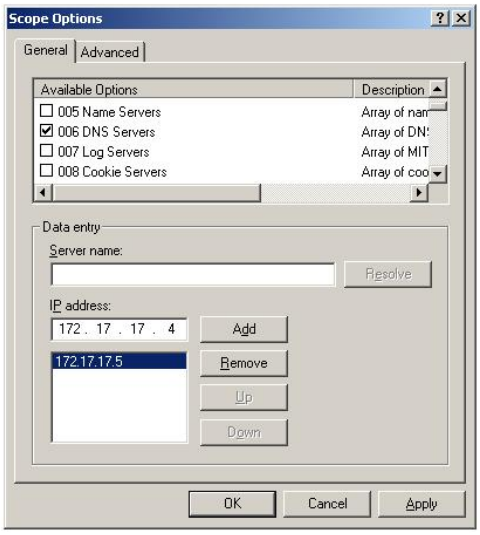


Figure 11: Select the 006 DNS Servers check box, and then type your DNS server's IP address in the Data entry section

Step 3: Register the ZoneDirector IP Addresses with a DNS Server

After you complete configuring the DHCP server with DNS related information, you need to register the IP addresses of ZoneDirector devices on the network with your DNS server. The procedure for this task depends on the DNS server software that you are using.

Information on configuring the built-in DNS server on Windows is available at http://support.microsoft.com/kb/814591

NOTE If your DNS server prompts you for the corresponding host name for each ZoneDirector IP address, you MUST enter zonedirector. This is critical to ensuring that the APs can resolve the ZoneDirector IP address.

After you register the ZoneDirector IP addresses with your DNS server, you have completed this procedure. APs on the network should now be able to discover ZoneDirector on another subnet.

Firewall Ports that Must be Open for ZoneDirector Communications

Depending on how your network is designed, you may need to open ports on any firewalls located between ZoneDirector, FlexMaster or the access points. The following table lists the ports that need to be open for different types of communications.

Table 13: Firewall ports that must be open for ZoneDirector communications

Communication	Ports
ZoneDirector Web UI access	TCP destination ports 80 and 443 (HTTP and HTTPS)
AP > ZoneDirector LWAPP	UDP destination ports 12222 and 12223
AP > ZoneDirector SpeedFlex	UDP port 18301
AP > ZoneDirector (AP) firmware upgrade	TCP port 21 (the firewall must be stateful for PASV FTP transfers)
AP > ZoneDirector application statistics reporting	TCP port 21 (FTP). TCP port: Random port higher than 1024
ZoneDirector > ZoneDirector Smart Redundancy	TCP destination port 443 and port 33003
ZoneDirector > FlexMaster registration/inform/firmware upgrade	TCP destination port 443
FlexMaster > ZoneDirector management interface	TCP destination port as specified in FM Inventory 'Device Web Port Number Mapping'
ZoneDirector CLI access	TCP destination port 22 (SSH)
TACACS+ server < > ZoneDirector	TCP destination port 49 (TACACS+) (default)
AP > ZoneDirector secure AP image upgrade over HTTPS (if enabled, disabled by default)	TCP port 11443

NOTE Additionally, TCP port 1883 is used for AP to AP communication, for infrastructure services shared by many applications/features, such as avpd, nbrd, ftromd, and so on. However, this communication is only between adjacent APs, which are normally not separated by firewalls/ACLs. Therefore this should not have any impact on customer network infrastructure.

NAT Considerations

Beginning with version 9.2, ZoneDirector can be deployed in a private network behind a NAT (Network Address Translation) device.

When ZoneDirector is deployed on an isolated private network where NAT is used, administrators can manually configure a port-mapping table on the NAT device to allow remote access into ZoneDirector. This allows APs to establish an LWAPP connection with ZoneDirector, as well as allowing remote HTTPS and SSH management access to ZoneDirector. Firewall Ports that Must be Open for ZoneDirector Communications on page 35 lists the ports that must be open for trans-NAT communications.

Specifically, the following ports must be mapped to ZoneDirector's private IP address on the NAT device's port mapping table: ports 21, 22, 80, 443, 12222, 12223. Note that there are some limitations with this configuration, including:

- SpeedFlex performance test tool will not work (ZoneDirector needs to know the IP addresses of the APs).
- Deploying two ZoneDirectors behind the same NAT in a Smart Redundancy configuration requires creation of two port forwarding rules (one for each ZoneDirector physical IP address), and that the APs are configured with both ZoneDirectors' public IP addresses as primary and secondary ZD IPs.
- An active ZoneDirector behind NAT will be unable to perform upgrades to the standby ZoneDirector on the other side of the NAT device.

Accessing ZoneDirector's Command Line Interface

In general, this User Guide provides instructions for managing ZoneDirector and your ZoneFlex network using the ZoneDirector web interface. You can also perform many management and configuration tasks using the ZoneDirector Command Line Interface (CLI) by connecting directly to the Console port or an Ethernet port.

To access the ZoneDirector CLI:

1. Connect an admin PC to the ZoneDirector Console port or any of the LAN ports (using either a DB-9 serial cable for the console port or an Ethernet cable for LAN ports).
2. Launch a terminal program, such as Hyperterminal, PuTTy, etc.
3. Enter the following connection settings:
    - Bits per second: 115200
    - Data bits: 8
    - Parity: None
    - Stop bits: 1
    - Flow control: None

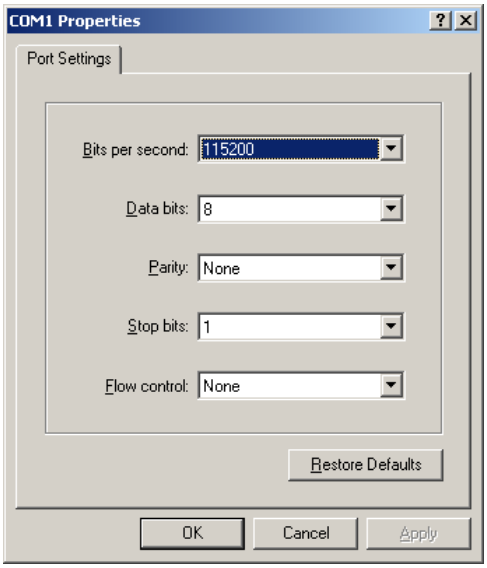


Figure 12: Configure a terminal client

4. Click **OK** or **Open** to connect (depending on your terminal client).
5. At the **Please Login** prompt, enter the admin login name (default: `admin`) and password (default: `admin`).

You are now logged into ZoneDirector with limited privileges. As a user with limited privileges, you can view a history of previously executed commands and ping a device. If you want to run more commands, you can switch to privileged mode by entering `enable` at the root prompt.

To view a list of commands that are available at the root level, enter `help` or `?`.

For more information on using the CLI, see the *Ruckus Wireless ZoneDirector Command Line Interface Reference Guide*, available from http://support.ruckuswireless.com/.

Using the ZoneDirector Web Interface

The ZoneDirector web interface consists of several interactive components that you can use to manage your Ruckus Wireless ZoneFlex network (including ZoneDirector and all connected APs).

When you first log into your ZoneDirector using the web interface, the **Dashboard** appears, displaying a map view of your APs (if coordinates are configured) in the top section, and a **Traffic Analysis** view of total network traffic and client statistics in the bottom section.

In addition to the Dashboard, the ZoneDirector web interface contains three expandable menu tabs. Click the tab to expand the menu and access monitoring, configuration and system administration settings.

Dashboard	The Dashboard provides an overview of the system and is divided into two sections; Health and Traffic Analysis.
Monitor	Expand this tab to monitor wireless clients, APs, system events and other information.
Configure	Expand this tab to configure APs, WLANs, guest access, system settings, services and other settings.
Administer	Expand this tab to configure admin settings such as admin login name and password, and to perform admin functions such as system backup, restore and upgrade.

Navigating the Dashboard

The Dashboard provides a basic overview of the general health and traffic status of the network.

The **Health** section includes a summary of the total number of WLANs, APs and clients currently connected above the map view. The map view itself provides a geographical view of the placement of APs (if map coordinates are configured), and can be filtered by AP group or replaced with a custom interior map using the drop-down menu above the map.

Hover over an AP on the map to view its MAC address, AP group and IP address.

NOTE If an AP is incorrectly located or does not appear on the map, go to **Configure > Access Points** and configure the AP's **GPS Coordinates**.

The **Traffic Analysis** section contains graphs of traffic and client count statistics, top clients by traffic volume, and a pie chart displaying the breakdown of clients by device type. Each of these views can be customized to display data for the last hour or last 24 hours, and can be filtered by AP, AP group and WLAN. You can also click the gear icon to customize the information displayed in the tables.

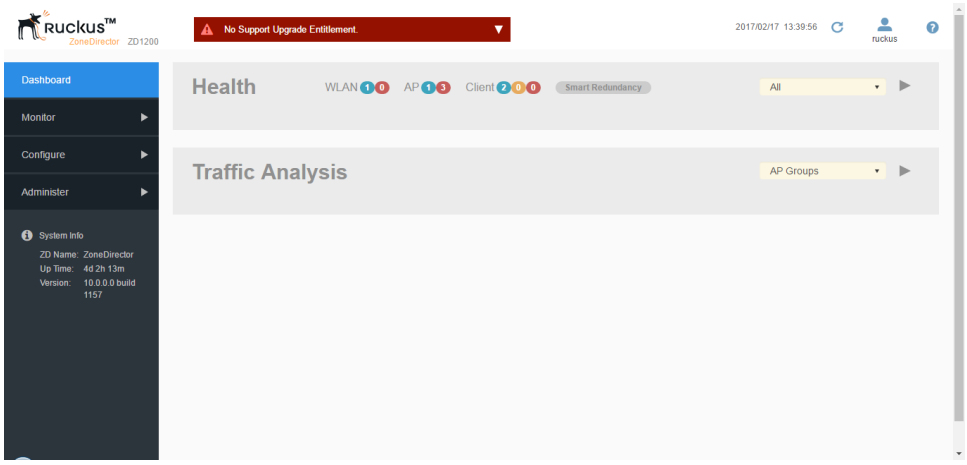


Figure 13: The Dashboard (collapsed): Click the arrows in the Health or Traffic Analysis section to expand the section

Registering Your Product

Ruckus Wireless encourages you to register your ZoneDirector product to receive updates and important notifications, and to make it easier to receive support in case you need to contact Ruckus for customer assistance. You can register your form.

To ensure that all registration information for all of your APs is included, be sure to register after all APs have been installed. If you register ZoneDirector before installing the APs, the registration will not include AP information. To register your ZoneDirector:

1. Go to **Administer** > **Registration**.
2. Enter your contact information on the Registration page, and click **Apply**.
3. The information is sent to a CSV file that opens in a spreadsheet program (if you have one installed). This file includes the serial numbers and MAC addresses of your ZoneDirector and all known APs, and your contact information.
4. Save the CSV file to a convenient location on your local computer.
5. Click the link on the **Registration** page to upload the CSV file (https://support.ruckuswireless.com/register). If you do not already have a Support account login, first click the https://support.ruckuswireless.com/get_access_now link to create a support account, and then click the register link to upload the CSV file to Ruckus Support.

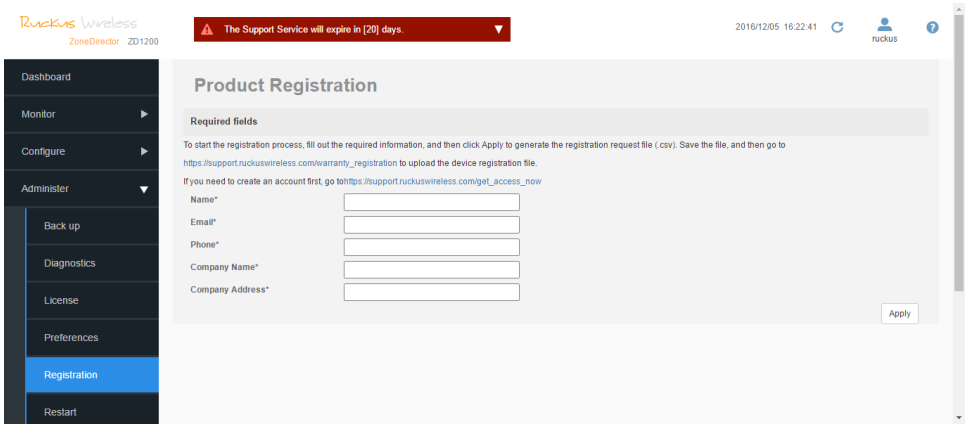


Figure 14: The Product Registration page

Your ZoneDirector is now registered with Ruckus Wireless.

Configuring System Settings 3

System Configuration Overview

The majority of ZoneDirector's general system settings can be accessed from the **Configure** > **System** page in the web interface. A basic set of parameters is configured during the Setup Wizard process. These parameters and others can be customized on this page.

NOTE When making any changes in the web interface, you must click **Apply** before you navigate away from the page or your changes will not be saved.

Changing the System Name

When you first worked through the Setup Wizard, you were prompted for a network-recognizable system name for ZoneDirector.

If needed, you can change that name by following these steps:

1. Go to **Configure** > **System**
2. In **System Name** (under Identity), delete the text, and then type a new name. The name should be between 1 and 32 characters in length, using letters, numbers, underscores (_) and hyphens (-). Do not use spaces or other special characters. Do not start with a hyphen (-) or underscore (_). System names are case sensitive.
3. Click **Apply** to save your settings. The change goes into effect immediately.

Changing the Network Addressing

IIf you need to update the IP address and DNS server settings of ZoneDirector, follow the steps outlined below.

1. Go to **Configure > System**.
2. Review the **Device IP Settings** options.

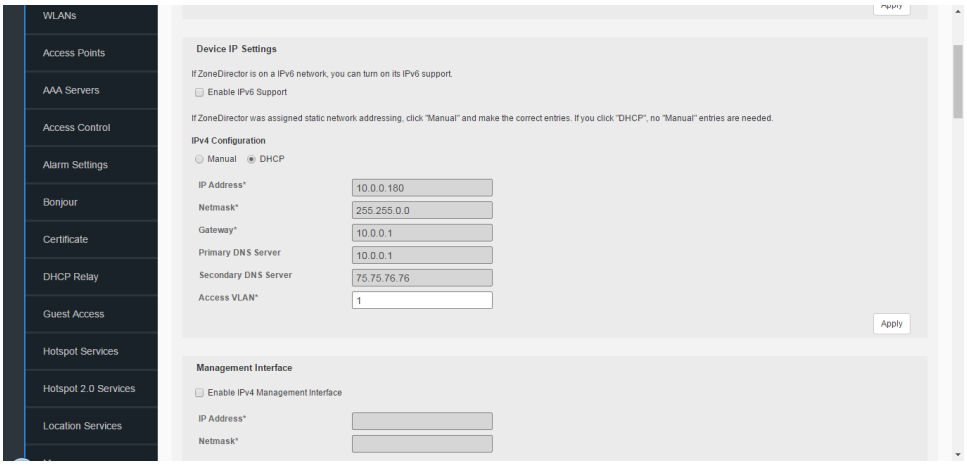


Figure 15: The Device IP options

3. Select one of the following:
   - **Enable IPv6 Support**: By default, ZoneDirector operates in IPv4 mode. If your network uses IPv6, select Enable IPv6 Support and enter configuration settings for either IPv6 only or dual IPv4/IPv6 support. See IPv6 Configuration on page 42 for more information.
   - **Manual**: If you select Manual, enter the correct information in the now-active fields (IP Address, Netmask, and Gateway are required).
   - **DHCP**: If you select DHCP, no further information is required.
4. Click **Apply** to save your settings. You will lose connection to ZoneDirector.
5. To log back into the web interface, use the newly assigned IP address in your web browser or use the UPnP application to rediscover ZoneDirector.

IPv6 Configuration

ZoneDirector supports IPv6 and dual IPv4/IPv6 operation modes. If both IPv4 and IPv6 are used, ZoneDirector will keep both IP addresses. Ruckus ZoneFlex APs operate in dual IPv4/v6 mode by default, so you do not need to manually set the mode for each AP.

If you enable IPv6, you have the option to manually configure an IP address in IPv6 format (128 bits separated by colons instead of decimals) or to choose **Auto Configuration**. If you choose **Manual**, you will need to enter **IP Address**, **Prefix Length** and **Gateway**.

Table 14: Default static IPv4 and IPv6 addresses

	AP default IP address	ZoneDirector default IP address
IPv4	192.168.0.1	192.168.0.2

	AP default IP address	ZoneDirector default IP address
IPv6	fc00::1	fc00::2

DNS Address can be configured manually or obtained automatically by the DHCPv6 client.

NOTE If you switch from IPv4 to IPv6, you will need to manually change a number of settings that may have previously been configured, such as Access Control Lists (ACLs), AAA server addresses, Syslog server, SNMP trap receiver, etc.

When IPv6 is enabled, the other fields where IP addresses are entered (such as Additional Management Interface) automatically change to allow entry of IPv6 format addresses, as shown in Figure 24.

Note that some features are not supported when in IPv6 mode. Specifically, internal DHCP server, LAN rogue AP detection, DHCPv6 vendor specific options, Aeroscout RFID tag detection, SSL certificate generation, UPnP, remote access to ZD, and L2TP and WISPr in standalone APs are not supported when in IPv6 mode.

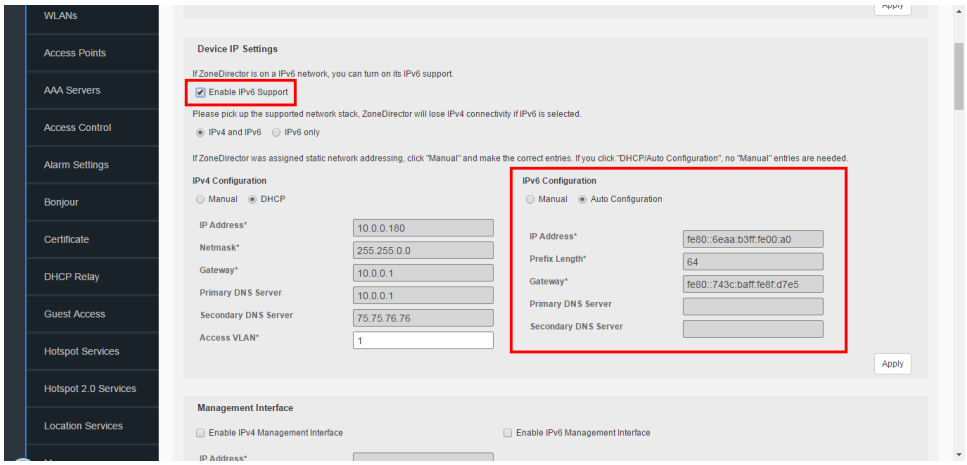


Figure 16: Enabling IPv6 automatically changes other fields to allow IPv6 addresses

Enabling an Additional Management Interface

The additional management interface is created for receiving and transmitting management traffic only.

The management IP address can be configured to allow an administrator to manage ZoneDirector from its management VLAN, thereby separating management traffic from LWAPP traffic between the controller and the access points. The Management IP can be reached from anywhere on the network as long as it is routable via the default Gateway configured in **Device IP Settings**.

It can also be used for Smart Redundancy -- when two redundant ZoneDirectors are deployed, you can create a separate management interface to be shared by both devices. Then, you only have to remember one IP address that you can log into regardless of which ZoneDirector is the active unit. This shared management IP address must be configured identically on both ZoneDirectors (see Enabling Smart Redundancy on page 46).

To enable an additional management interface:

1. Go to **Configure** > **System**.
2. Locate the **Management Interface** section and click the check box next to **Enable IPv4 Management Interface** or **Enable IPv6 Management Interface**.
3. Enter the **IP Address**, **Netmask** and **Access VLAN** information for the additional interface. (If IPv6, enter *Prefix Length* instead of *Netmask*).
4. (Optional) If you want to configure this management interface with a different gateway from the gateway configured under “Device IP Settings”, select **Default gateway is connected with this interface**, and enter the gateway IP address in the field provided. Enable this option if you want to change the default gateway of the ZoneDirector to be in your management subnet. Changing the default gateway to be in the management subnet will cause all traffic to be routed via this gateway.
5. Click **Apply** to save your settings.

NOTE If the Management Interface is to be shared by two Smart Redundancy ZoneDirectors, repeat these steps for the other ZoneDirector.

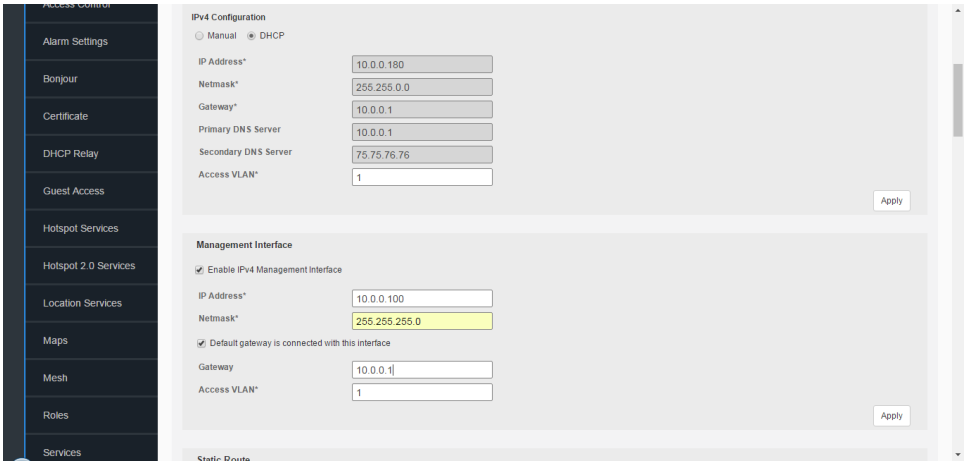


Figure 17: Enabling an additional management interface

NOTE If a management interface is used for web UI management, the actual IP address must still be used when configuring ZoneDirector as a client for a backend RADIUS server, FlexMaster server or in any SNMP systems. If two ZoneDirectors are

deployed in a Smart Redundancy configuration, both of the actual IP addresses must be used rather than the management IP address.

Creating Static Route Entries

Static routes can be created to allow ZoneDirector to reach remote networks which can only be reached via a gateway other than default gateway. The gateway you use must be in the same subnet as either the ZoneDirector primary IP address or the Management IP address.

To create a static route to an additional gateway

1. Go to **Configure** > **System** and locate the **Static Route** section.
2. Click **Create New** to create a new static route.
3. Enter a **Name** for this access route.
4. Enter a **Subnet** (in the format A.B.C.D/M (where M is the netmask).
5. Enter the **Gateway** address.
6. Click **OK** to save your changes. You can create up to 4 static route entries.

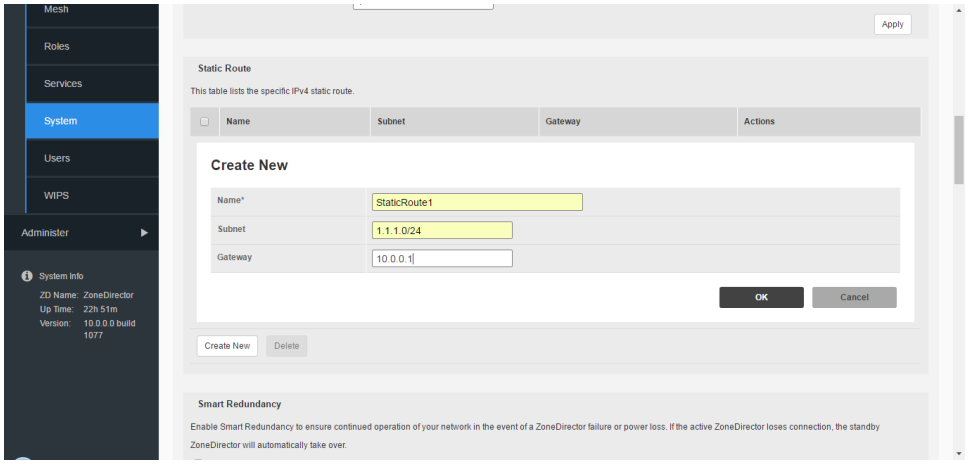


Figure 18: Creating a static route entry

Static Route Example

As an example, in a network where the APs are connected to ZoneDirector via a cable modem termination system, the APs are in a different subnet and not found via the

default gateway. A static route would therefore be needed to allow ZoneDirector to AP connectivity.

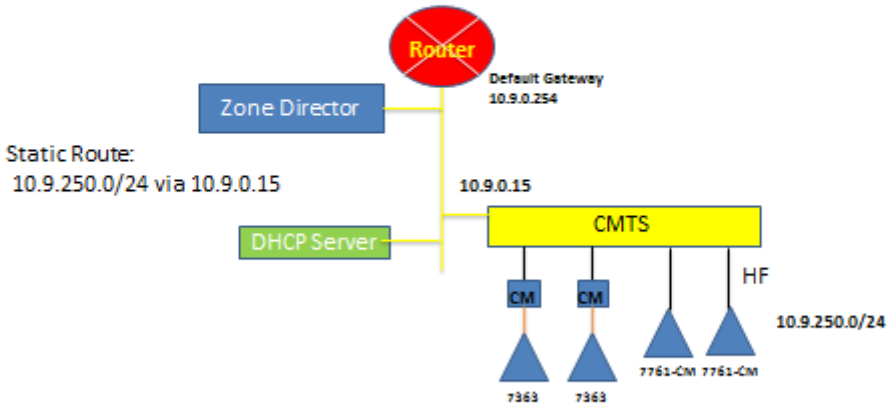


Figure 19: A static route is needed when APs are reachable only through a non-default gateway

Enabling Smart Redundancy

ZoneDirector's Smart Redundancy feature allows two ZoneDirectors to be configured as a redundant pair, with one unit actively managing your ZoneFlex network while the other serves as a backup in standby mode, ready to take over if the first unit fails or loses power.

Each ZoneDirector will either be in active or standby state. If the active ZoneDirector fails, the standby device becomes active. When the original active device recovers, it automatically assumes the standby state as it discovers an already active ZoneDirector on the network.

The ZoneDirector in active state manages all APs and client connections. The ZoneDirector in standby state is responsible for monitoring the health of the active unit and periodically synchronizing its settings to match those of the active device. The ZoneDirector in standby state will not respond to Discovery requests from APs and changing from active to standby state will release all associated APs.

When failover occurs, all associated APs will continue to provide wireless service to clients during the transition, and will associate to the newly active ZoneDirector within approximately one minute.

When two ZoneDirectors are connected in a Smart Redundancy configuration, the standby ZD will send heartbeats and the active will send discover messages at 6 second intervals. If after 15 seconds no reply is seen, each controller will assume disconnection from its peer, and the standby ZD will change to active state. At this point both devices are in active state and will accept join requests from APs.

When the two ZoneDirectors are communicating again, one active ZD will change to standby state and an auto-synchronization process will be started. A timestamp is used to determine which ZD should sync its latest configuration changes to those of its peer. They will continue trying to communicate, sending discover messages every 6 seconds, until the ZDs are communicating again, at which point they will determine active/standby roles based on: 1) most managed APs, and/or 2) lower MAC address.

Configuring ZoneDirector for Smart Redundancy

For management convenience, both ZoneDirectors in a Smart Redundancy deployment can be managed via a single shared IP address. In this situation, three IP addresses would need to be configured:

- Primary ZoneDirector's real address
- Backup ZoneDirector's real address
- Management address

All configuration changes are made to the active ZoneDirector and synchronized to the standby unit. The user can access the web interface from any of the three IP addresses, however not all configuration options are available from the standby device.

NOTE If you will be deploying the two ZoneDirectors on different Layer 3 networks, you must ensure that Port 443 and Port 33003 are open in any routers and firewalls located between the two ZoneDirectors.

To enable Smart Redundancy:

1. Log in to the web interface of the ZoneDirector you will initially designate as the primary unit.
2. Go to **Configure** > **System**, and set a static IP address under Device IP Settings, if not already configured.
3. Click **Apply**. You will need to log in again using the new IP address (if changed).
4. On the same **Configure** > **System** page, locate the Smart Redundancy section.

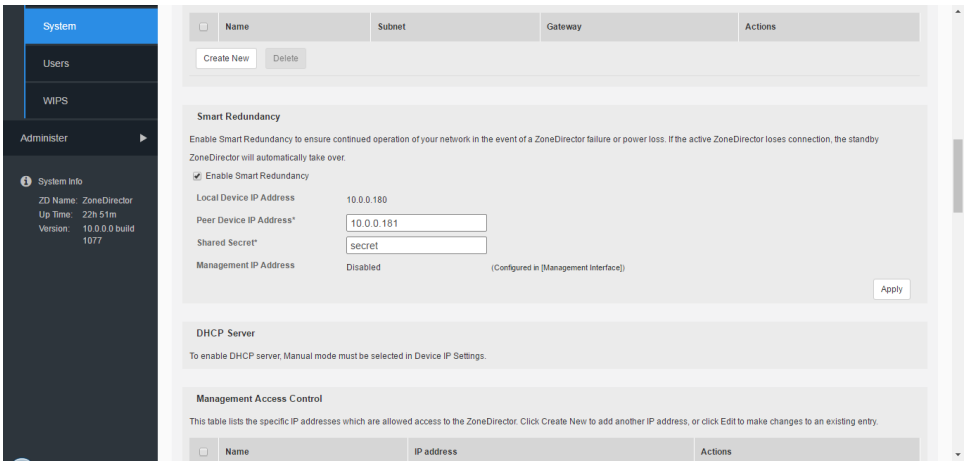


Figure 20: Enable Smart Redundancy

5. Enable the check box next to **Enable Smart Redundancy**.
6. Enter the IP address of the backup unit under **Peer Device IP Address**. If you have configured Limited ZD Discovery under Configure > Access Points > Access Point Policies, you must identify the IP address of both ZoneDirectors that the APs should connect to when Smart Redundancy is active. If the Limited ZD Discovery and Smart Redundancy information you enter is inconsistent, a warning message will be displayed asking you to confirm. Note that Ruckus recommends using the Smart Redundancy feature instead of the Limited ZD Discovery feature whenever possible.
7. Enter a **Shared Secret** for two-way communication between the two ZoneDirectors (up to 15 alphanumeric characters).
8. Click **Apply** to save your changes and prompt ZoneDirector to immediately attempt to discover its peer on the network.
9. If discovery is successful, the details of the peer device will be displayed to the right.
10. If discovery is unsuccessful, you will be prompted to retry discovery or continue configuring the current ZoneDirector.
11. Install the second ZoneDirector and complete the **Setup Wizard**.
12. Go to **Configure** > **System**, enable **Smart Redundancy** and enter the primary ZoneDirector's IP address in **Peer Device IP address**.
13. Click **Apply**. If an active ZoneDirector is discovered, the second ZoneDirector will assume the standby state. If an active device is not discovered, you will be prompted to retry discovery or to continue configuring the current device.

NOTE If you want to use the same SSL certificate for both devices in a Smart Redundancy pair, you can back up the certificate/private key from one device and import it into the other. See Working with SSL Certificates on page 326 for more information.

NOTE If you disable Smart Redundancy after it has been enabled, both ZoneDirectors will revert to active state, which could result in unpredictable network topologies. Therefore, Ruckus Wireless recommends first factory resetting the standby ZoneDirector before disabling Smart Redundancy.

NOTE If the active and standby ZoneDirector are on different IP subnets, APs need to know the IP addresses of both ZoneDirectors to quickly find the active ZoneDirector after a Smart Redundancy failover. You can do this by configuring the IP addresses of both devices on the **Configure** > **Access Points** > **Limited ZD Discovery** page. Specify one ZoneDirector as Primary, the other as Secondary. Alternatively you can specify the IP addresses of both ZoneDirectors through DHCP Option 43 (see Option 2: Customize Your DHCP Server on page 27).

Managing Smart Redundancy AP License Pools

If two Smart Redundancy ZoneDirectors have different license levels (number of licensed APs), the total number of licenses is displayed in the Smart Redundancy dashboard widget, in the “License Pool” entry. When one device is disconnected, the remaining active ZD will continue to use the previous total license pool and start a 60-day timer. When the timer expires, the ZD will use its own license number (the license pool is reduced to the number of APs licensed for the currently active device only) until its Smart Redundancy peer comes back online.

If a third ZoneDirector connects, the license pool will reflect the new total license pool if the sum of the two licenses is higher than the original pair. If the sum is less than the previous license pool (within the 60-day timer), the user will be prompted to choose whether the license pool will be derived from the active + original disconnected device, or from the currently active + current standby device. License pools cannot exceed the maximum individual ZD license limit. ZoneDirectors with temporary licenses cannot be configured as part of a Smart Redundancy pair.

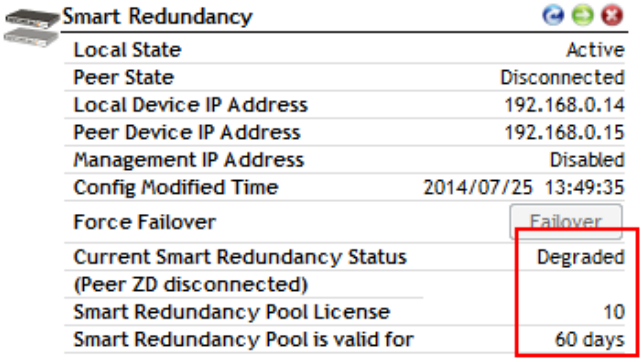


Figure 21: Smart Redundancy status degraded (peer is disconnected, license pool remains valid for 60 days

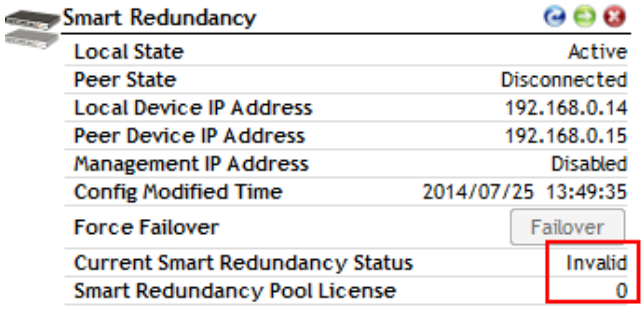


Figure 22: After 60 day grace period expires, license pool is revoked and AP license count reverts to active device license level only

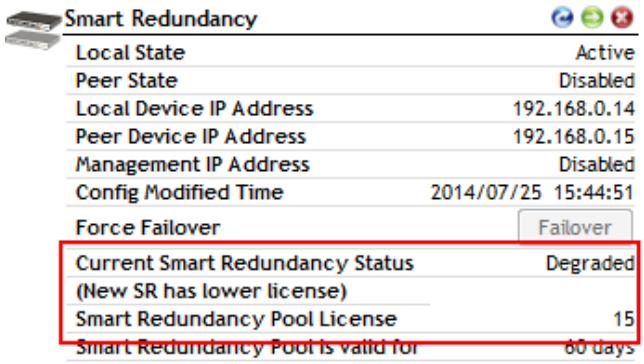


Figure 23: If a third ZD connects with a lower license level than the 2nd (disconnected) ZD, the user can choose to use the original license pool for up to 60 days

Table 15: Max AP Licenses by ZoneDirector Model

Model	Max AP Licenses
ZoneDirector 1200	150
ZoneDirector 3000	500
ZoneDirector 5000	1,000

Configuring the Built-in DHCP Server

ZoneDirector comes with a built-in DHCP server that you can enable to assign IP addresses to devices that are connected to it. ZoneDirector's DHCP server will only assign addresses to devices that are on its own subnet and part of the same VLAN.

Note that before you can enable the built-in DHCP server, ZoneDirector must be assigned a manual (static) IP address. If you configured ZoneDirector to obtain its IP address from another DHCP server on the network, the options for the built-in DHCP server will not be visible on the System Configuration page.

Enabling the Built-in DHCP server

Ruckus Wireless recommends that you only enable the built-in DHCP server if there are no other DHCP servers on the network.

ZoneDirector's internal DHCP server can service only a single subnet (the one it's in) and not other VLANs that may be associated with client WLANs. If you enable the built-in DCHP server, Ruckus Wireless also recommends enabling the rogue DHCP server detector. For more information, refer to Rogue DHCP Server Detection on page 124.

1. Go to **Configure > System**.
2. In the **DHCP Server** section, select the **Enable DHCP Server** check box.
3. In **Starting IP**, type the first IP address that the built-in DHCP server will allocate to DHCP clients. The starting IP address must be on the same subnet as the IP address assigned to ZoneDirector. If the value that you typed is invalid, an error message appears and prompts you to let ZoneDirector automatically correct the value. Click **OK** to automatically correct the entry.
4. In **Number of IPs**, type the maximum number of IP addresses that you want to allocate to requesting clients. The built-in DHCP server can allocate up to 512 IP addresses including the one assigned to ZoneDirector. The default value is 200.
5. In **Lease Time**, select a time period for which IP addresses will be allocated to DHCP clients. Options range from six hours to two weeks (default is one week).
6. If your APs are on different subnets from ZoneDirector, click the check box next to **DHCP Option 43** to enable Layer 3 discovery of ZoneDirector by the APs.
7. Click **Apply**. If you typed an invalid value in any of the text boxes, an error message appears and prompts you to let ZoneDirector automatically correct the value. Click **OK** to change it to a correct value.

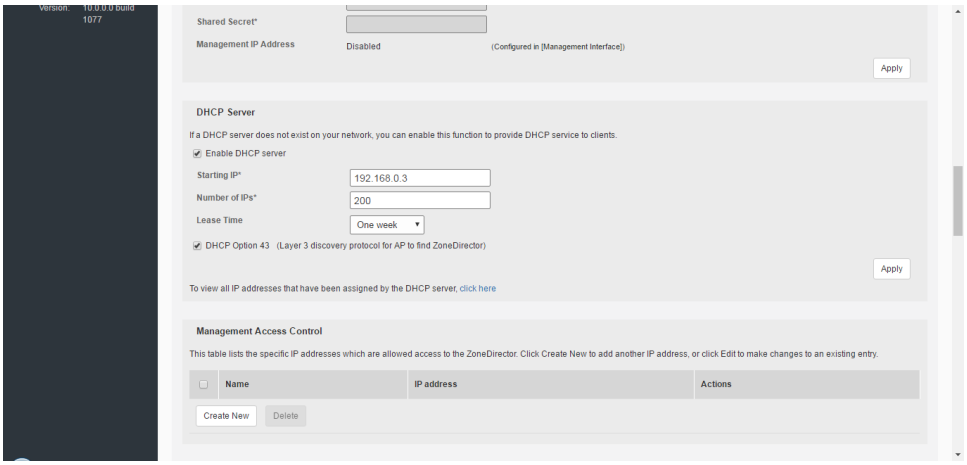


Figure 24: The DHCP Server options

Viewing DHCP Clients

To view a list of current DHCP clients, click the **click here** link at the end of the "To view all currently assigned IP addresses that have been assigned by the DHCP server..." sentence. A table appears and lists all current DHCP clients with their MAC address, IP address and the remaining lease time.

You can clear DHCP leases on ZoneDirector by disabling and re-enabling the DHCP service.

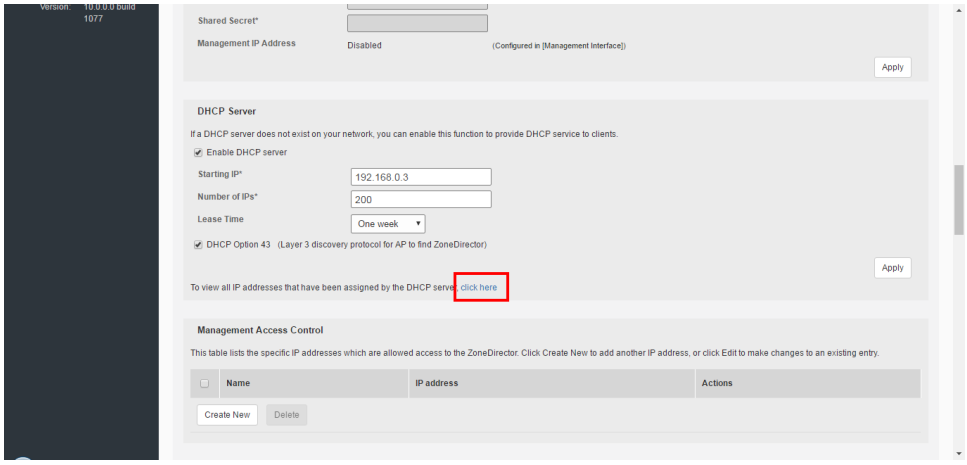


Figure 25: To view current DHCP clients, click the "click here" link

Controlling ZoneDirector Management Access

The **Management Access Control** option can be used to control access to ZoneDirector's management interface.

The **Management Access Control** interface is located on the **Configure** > **System** screen. Options include limiting access by subnet, single IP address and IP address range. When you create a management access control rule, all IP addresses and subnets other than those specifically listed will be blocked from accessing ZoneDirector's web interface.

To restrict access to ZoneDirector's web interface:

1. Go to **Configure** > **System**.
2. Locate the **Management Access Control** section, and click the **Create New link**.
3. In the **Create New** menu that appears, enter a name for the user(s) that you want to allow access to ZoneDirector's web interface.
4. Enter an IP address, address range or subnet. The administrator's current IP address is shown for convenience.

CAUTION! Be sure that you do not create an ACL that blocks the admin's own IP address from accessing the web interface.

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5. Click **OK** to confirm. You can create up to 16 entries to the Management ACL.

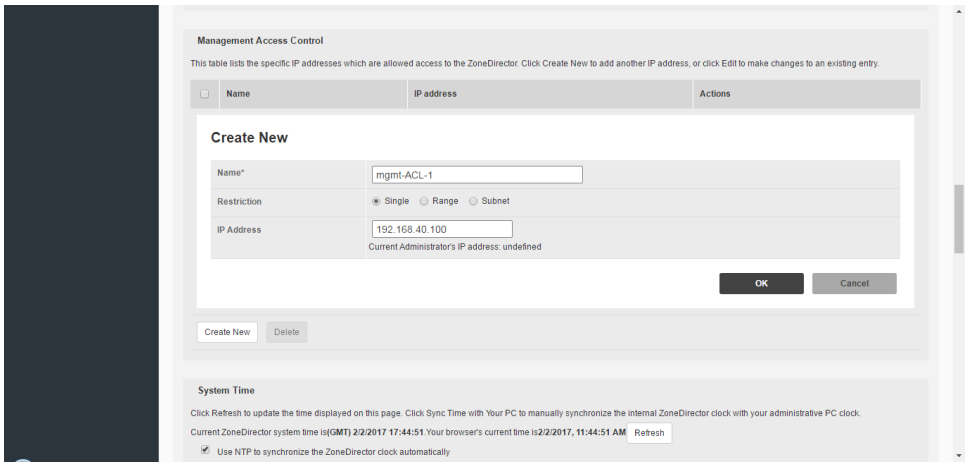


Figure 26: Creating a new ZoneDirector management ACL

Setting the System Time

The internal clock in ZoneDirector is automatically synchronized with the clock on your administration PC during the initial setup. You can use the web interface to check the current time on the internal clock, which shows up as a static notation in the Configure tab workspace. If this notation is incorrect, you can re-synchronize the internal clock to your PC clock immediately by clicking the **Sync Time with Your PC** button.

A preferable option is to link your ZoneDirector to an NTP server (as detailed below), which provides continual updating with the latest time.

1. Go to **Configure** > **System**.
2. In the **System Time** features you have the following options:
   - **Refresh**: Click this to update the ZoneDirector display (a static snapshot) from the internal clock.
   - **Sync Time with your PC Now**: If needed, click this to update the internal clock with the current time settings from your administration PC.
   - **Use NTP...** (Enabled by default): Clear this check box to disable this option, or enter the DNS name or IP address of your preferred NTP server to use a different one.
   - **Select time zone for your location**: Choose your time zone from the drop-down menu. Setting the proper time zone ensures that timestamps on log files are in the proper time zone.
3. Click **Apply** to save the results of any resynchronization or NTP links.

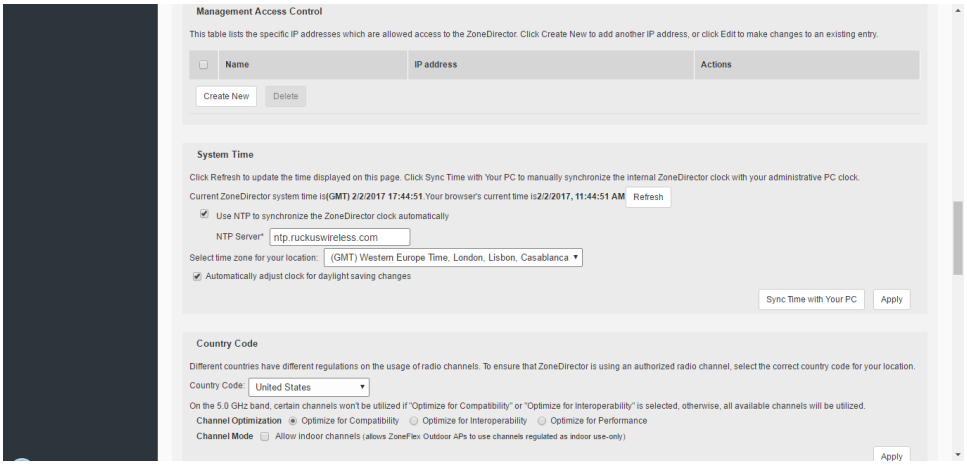


Figure 27: The System Time options

Setting the Country Code

Different countries and regions maintain different rules that govern which channels can be used for wireless communications. Setting the Country Code to the proper regulatory region ensures that your ZoneFlex network does not violate local and national regulatory restrictions. ZoneDirector's web interface can be used to define the country code for all APs under its control.

To set the Country Code to the proper location:

1. Go to **Configure** > **System**.
2. Locate the **Country Code** section, and choose your location from the pull-down menu.
3. Click **Apply** to save your settings.

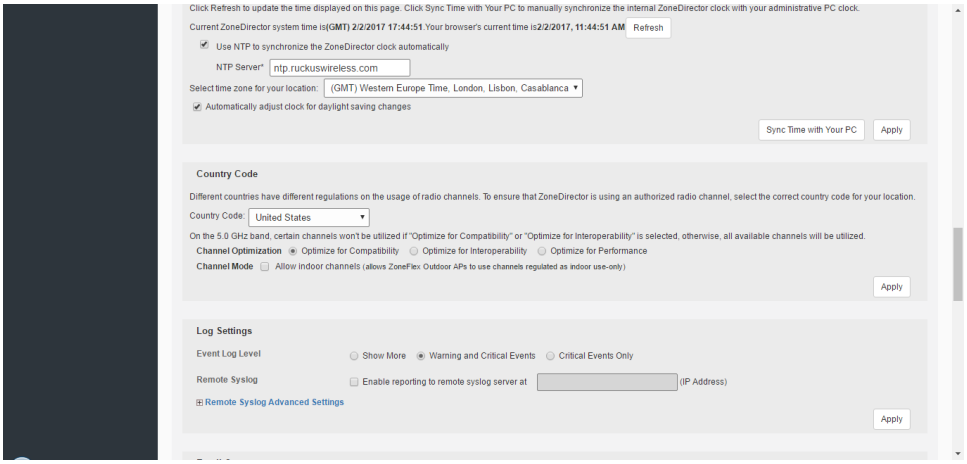


Figure 28: The Country Code settings

Channel Optimization

If your Country Code is set to "United States," an additional configuration option, Channel Optimization, is shown. This feature allows you to choose whether additional DFS (Dynamic Frequency Selection) channels in the 5 GHz band should be available for use by your APs.

Note that these settings only affect Ruckus Wireless APs that support the extended DFS channel list. Channel Optimization settings are described in the following table.

Table 16: Channel Optimization settings for US Country Code

Setting	Description	Use this setting when
Optimize for Compatibility	DFS-capable ZoneFlex APs are limited to the same channels as all other APs (non-DFS channels only).	You have a mixture of APs that support DFS channels and other DFS channels in a Smart Mesh configuration.
Optimize for Interoperability	ZoneFlex APs are limited to non-DFS channels, plus four DFS channels supported by Centrino systems (may not be compatible with other wireless NICs).	You have only DFS-capable APs in your network, or Smart Mesh is not enabled, and you are confident that all wireless clients support DFS channels.
Optimize for Performance	ZoneFlex APs can use all available DFS and non-DFS channels, without regard for compatibility or interoperability.	You have only DFS-capable APs in your network, you are not concerned with DFS compatibility of client devices, and you want to make the maximum use of all

NOTE If you are located in the United States and have a DFS-capable ZoneFlex AP that is expected to serve as a Root AP (or eMAP), with a non-DFS-capable Mesh AP as its downlink, you will need to set the Channel Optimization setting to "Optimize for Compatibility." This is due to the DFS-capable AP's ability to use more channels than the non-DFS-capable APs, which could result in the RAP choosing a channel that is not available to the MAP. Alternatively, manually set the channel for the Root AP to one of the non-DFS channels. Specifically, choose one of the following channels: 36, 40, 44, 48, 149, 153, 157, 161, 165.

The channels available for AP use are the following:

- **Optimize for Compatibility**: 36, 40, 44, 48, 149, 153, 157, 161, 165 (non-DFS channels).
- **Optimize for Interoperability**: non-DFS channels plus channels 52, 56, 58, 60.
- **Optimize for Performance**: all DFS/non-DFS channels, including 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140.

Channel Mode

Some countries restrict certain 5 GHz channels to indoor use only. For instance, Germany restricts channels in the 5.15 GHz to 5.25 GHz band to indoor use. When ZoneFlex outdoor APs and bridges (including ZF 7731, P300, T300, and T710 series) are set to a country code where these restrictions apply, the AP or Bridge can no longer be set to an indoor-only channel and will no longer select from amongst a channel set that includes

these indoor-only channels when SmartSelect or Auto Channel selection is used, unless the administrator configures the AP to allow use of these channels.

For instance, if the AP is installed in a challenging indoor environment such as a warehouse, the administrator may want to allow the AP to use an indoor-only channel. These channels can be enabled for use through the AP CLI or ZoneDirector web interface by configuring **Configure** > **System** > **Country Code** > **Channel Mode** and checking **Allow indoor channels (allows ZoneFlex Outdoor APs to use channels regulated as indoor use only**. If you have a dual-band ZoneFlex Indoor AP functioning as a RAP with dual-band ZoneFlex Outdoor APs functioning as MAPs, the mesh backhaul link must initially use a non-indoor-only channel. Your ZoneFlex Outdoor MAPs may fail to join if the mesh backhaul link is using a restricted indoor-only channel.

Changing the System Log Settings

ZoneDirector maintains an internal log of current events and alarms. This file has a fixed capacity; at a certain level, ZoneDirector will start deleting the oldest entries to make room for the newest. This log is volatile, and the contents will be deleted if ZoneDirector is powered down. If you want a permanent record of all logging activities, you can set up your syslog server to receive log contents from ZoneDirector, and then use the web interface to direct all logging to the syslog server.

Reviewing the Current Log Contents

1. Go to **Monitor** > **All Events/Activities**
2. Review the events and alarms listed below. Log entries are listed in reverse chronological order (with the latest logs at the top of the list).
3. Click a column header to sort the contents by that category.
4. Click any column twice to switch chronological or alphanumeric sorting modes.

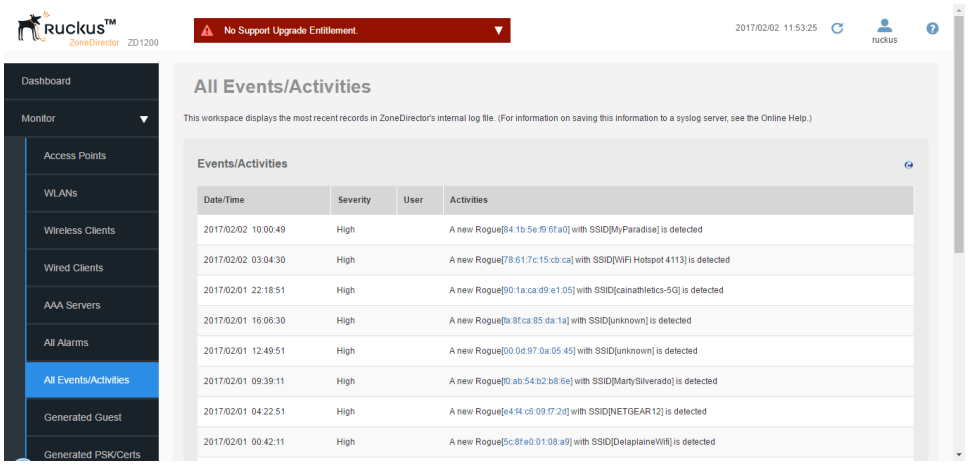


Figure 29: The All Events/Activities page

Customizing the Current Log Settings

You can review and customize the log settings by following these steps:

1. Go to **Configure** > **System**.
2. Scroll down to the **Log Settings** section.
3. Make your selections from these syslog server options:
   - **Event Log Level**: Select one of the three logging levels: “Show More,” “Warning and Critical Events,” or “Critical Events Only.”
   - **Remote Syslog**: To enable syslog logging, select the **Enable reporting to remote syslog server at** check box, and then type the IP address in the box provided.
   - **Inherit remote syslog server for APs __ (IP Address)**: Enabling this feature allows ZoneDirector to supply client association information to a third party application that can then deploy ACL policies to a firewall based on client association information such as user name, IP, MAC address, etc. First, ZoneDirector retrieves client association information, then reorganizes the information and sends it to the syslog server, from which it can be collected by the third party software and sent it to the firewall for access restriction based on client association information.
4. Click **Apply** to save your settings. The changes go into effect immediately.

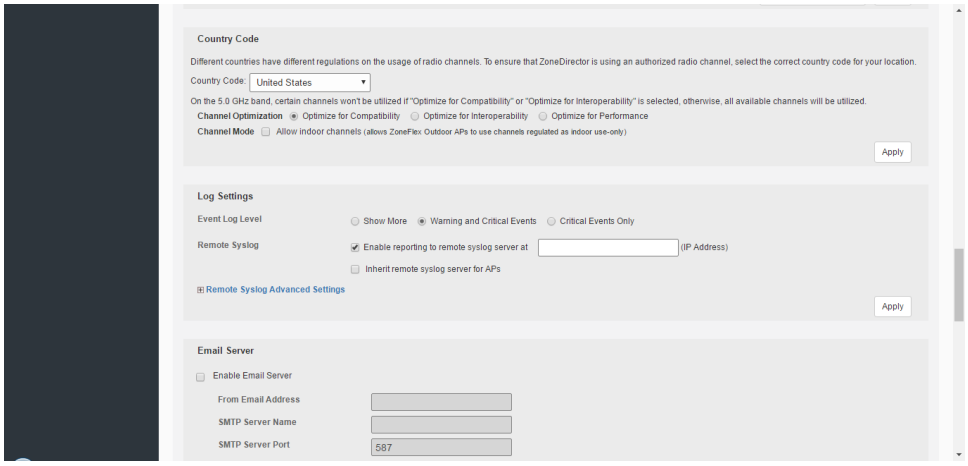


Figure 30: The Log Settings options

Configuring Remote Syslog Advanced Settings

Advanced Syslog settings allow you to override the default Facility Name and Priority Level of messages sent to the syslog server. In this way, users can separate different kinds of syslogs according to the facility name on the syslog server side.

To configure remote syslog advanced settings:

1. Go to **Configure** > **System**.
2. Scroll down to **Log Settings**, and expand the **Remote Syslog Advanced Settings** section.
3. In **ZoneDirector Settings**, set the facility name as follows:
   - **Keep Original**: Retain the original facility name.
   - **local0** - **local7**: Specify facility name.
4. Set the priority level as follows:
   - **All**: Include all syslog messages.
   - 0(emerg), 1(alert), 2(crit), 3(err), 4(warning), 5(notice), 6(info), 7(debug): Lower numbers indicate higher priority. The syslog server will only receive logs whose priority levels are the same as or higher than the configured level.
5. Repeat step 4 for **Managed AP Settings**. ZoneDirector and Access Points can use different facility and priority settings. All managed APs share the same facility and priority settings.

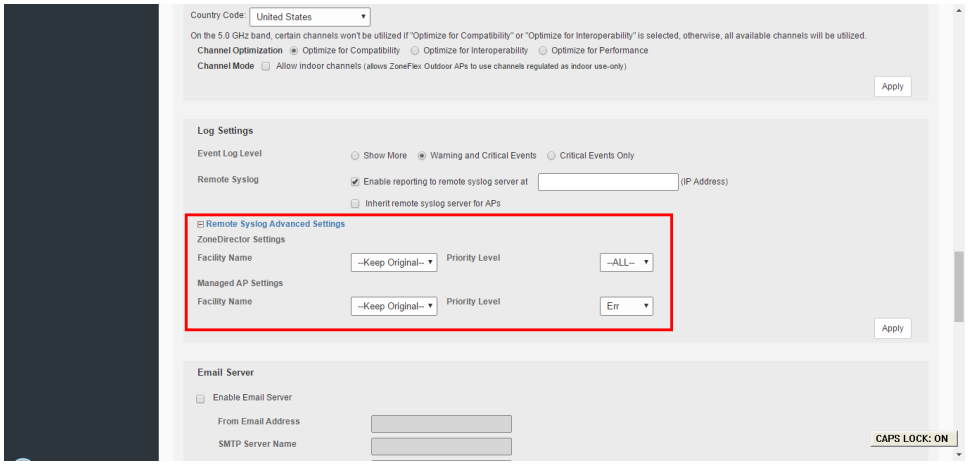


Figure 31: Remote Syslog Advanced Settings

Configuring Syslogs for Firewall Integration

Starting with release 9.8, ZoneDirector generates syslog messages upon acquisition, update or deletion of an IP address by a wireless station. This feature allows enhanced

integration with popular firewalls from vendors including Barracuda and Palo Alto Networks for implementing client-specific security rules.

Station information is conveyed through a syslog message containing the following information: IPv4/v6 address, User name, MAC address, Operation Type (Add, Update, Del), AP/ZD MAC, OS Type. To enable inclusion of client association logs in syslog messages:

1. Go to **Administer** > **Diagnostics**.
2. In **Debug Logs**, select the **Client Association** check box.
3. Click **Apply** to save your changes.
4. You must also ensure that syslog delivery is enabled on the **Configure** > **System** page and that the **Priority** level in **Remote Syslog Advanced Settings** is set to **Info** or **All**.

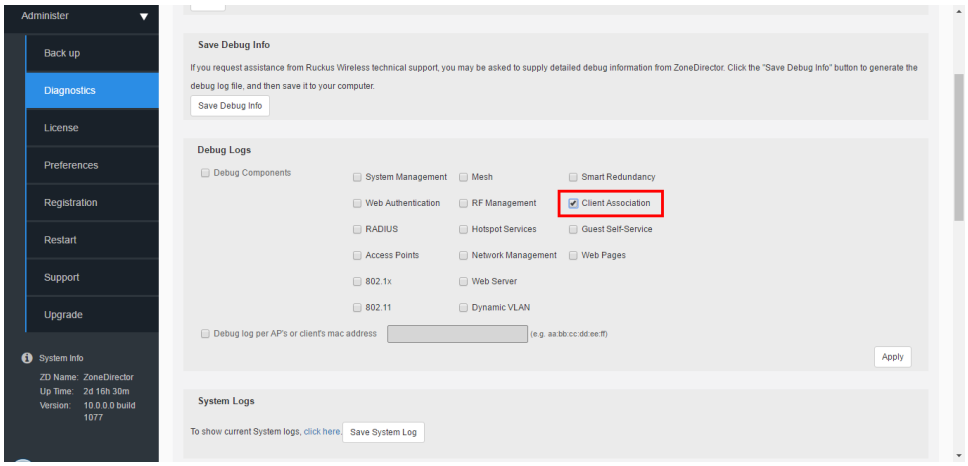


Figure 32: Enable client association logs in syslog for firewall integration

The flow of user data from the end point to the firewall will use the following path:

1. The user authenticates to an authentication server via AP.
2. ZoneDirector verifies the user's identity.
3. After the station authenticates successfully and gets an IP address, ZoneDirector.
4. The log is sent to a syslog server in real time.
5. The script on the syslog server extracts user information from the log message and sends it to the firewall. A similar flow can be used to remove user mappings if the station sends a disconnect message.

Log Format

The log format consists of the following fields:

- **operation**: Indicates whether to add, delete or update client association information.

- **sta_ip**: Indicates the IP address of station.
- **sta_name**: Indicates the station's account name supplied by the client when being authenticated. The user name is used for 802.1X and Web Auth WLANs. The MAC address of the client will be used as the user name for Open, MAC Address and 802.1X + MAC Address WLAN types.
- **sta_mac**: The station's MAC address.
- **sta_oriip**: Only takes effect when the operation is "update" in order to indicate the original IP of the station.
- **ap_mac**: Shows the MAC address of the AP to which the station is currently connected.
- **seq**: Indicates the sequence number of the log message. It is increased by one after a log is sent. The UDP packet can be adjusted to the right order by this field in the log server.
- **sta_ostype**: Indicates the station's OS type. Will be filled with "unknown" if the OS type is unobtainable.

Examples

- Add

```
operation=add;seq=1;sta_ip=192.168.120.16;sta_mac=60:36:dd:19:17:ac;zd/
ap=00:0c:29:11:5a:0b/58:93:96:29:4c:60;sta_ostype=Windows7/
Vista;sta_name=60:36:dd:19:17:ac;stamgr_handle_remote_ipc
```

- Delete

```
operation=del;seq=4;sta_ip=192.168.120.30;sta_mac=60:36:dd:19:17:ac;zd/
ap=00:0c:29:11:5a:0b/58:93:96:29:4c:60;sta_ostype=Windows
7/
Vista;sta_name=60:36:dd:19:17:ac;stamgr_sta_log_disconnect
```

- Update

```
operation=update;seq=2;sta_ip=192.168.120.30;sta_oriip=
192.168.120.16;sta_mac=60:36:dd:19:17:ac;zd/ap=00:0c:29:11:5a:0b/
58:93:96:29:4c:60;sta_ostype=Windows 7/
Vista;sta_name=60:36:dd:19:17:ac;stamgr_handle_remote_ipc
```

Setting Up Email Alarm Notifications

If an alarm condition is detected, ZoneDirector will record it in the event log. If you prefer, an email notification can be sent to a configured email address of your choosing.

To activate this option, follow these steps:

1. Go to **Configure** > **Alarm Settings**.

2. To enable email notification, select the **Send an email message when an alarm is triggered** check box.
3. Enter the recipient email address in the **Email Address** box provided, and click **Apply**.
4. Go to **Configure** > **System**, and scroll down to the **Email Server** section.
5. Configure the settings listed in the following **SMTP settings for email notification** table.

SMTP Setting	Description
From email address	Type the email address from which ZoneDirector will send alarm messages.
SMTP Server Name	Type the full name of the server provided by your ISP or mail administrator. Often, the SMTP server name is in the format **`smtp.company.com`**. For Hotmail addresses, the SMTP server name is smtp.live.com.
SMTP Server Port	Type the SMTP port number provided by your ISP or mail administrator. Often, the SMTP port number is **`25`** or **`587`**. The default SMTP port value is **`587`**.
SMTP Authentication Username	Type the user name provided by your ISP or mail administrator. This might be just the part of your email address before the @ symbol, or it might be your complete email address. If you are using a free email service (such as Hotmail or Gmail), you typically have to type your complete email address.
SMTP Authentication Password	Type the password that is associated with the user name above.
Confirm SMTP Authentication Password	Retype the password you typed above to confirm.
SMTP Encryption Options	If your mail server uses TLS encryption, click the **SMTP Encryption Options** link, and then select the **TLS** check box. Additionally, select the **STARTTLS** check box that appears after you select the TLS check box. Check with your ISP or mail administrator for the correct encryption settings that you need to set. If using a Yahoo! email account, **STARTTLS** must be disabled. If using a Hotmail account, both **TLS** and **STARTTLS** must be enabled.

6. To verify that ZoneDirector can send alarm messages using the SMTP settings you configured, click the **Test** button.
   - If ZoneDirector is able to send the test message, the message **Success!** appears at the bottom of the Email Notification page. Continue to Step 7.
   - If ZoneDirector is unable to send the test message, the message **Failed!** appears at the bottom of the **Email Notification** page. Go back to Step 5, and then verify that the SMTP settings are correct.
7. Click **Apply**. The email notification settings you configured become active immediately.

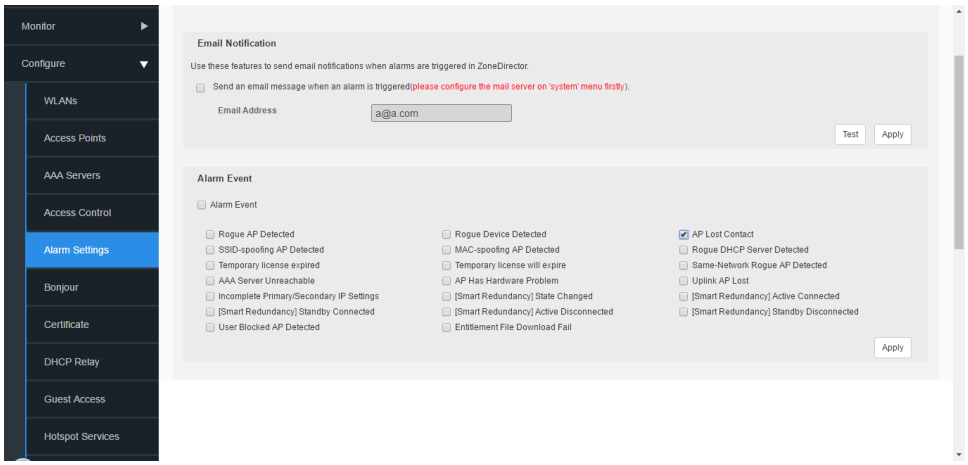


Figure 33: The Alarm Settings page

NOTE If the **Test** button is clicked, ZoneDirector will attempt to connect to the mail server for 10 seconds. If it is unable to connect to the mail server, it will stop trying and quit.

NOTE When the alarm email is first enabled, the alarm recipient may receive a flood of alarm notifications. This may cause the mail server to treat the email notifications as spam and to temporarily block the account.

NOTE oneDirector sends email notifications for a particular alert only once, unless (1) it is a new alert of the same type but for a different device, or (2) existing alert logs are cleared.

Customizing Email Alarms

Using the Alarm Event section of the **Configure** > **Alarm Settings** page, you can choose which types of events will trigger ZoneDirector to send an email notification.

1. Click **Alarm Event** to select/deselect all alarm types.

2. Select or deselect those for which you want or don't want to receive emails.
3. Click **Apply** to save your changes.When any of the selected events occur, ZoneDirector sends an email notification to the email address that you specified in the section. With the exception of the event, ZoneDirector only sends one email alarm notification for each event. If the same event happens again, no alarm will be sent until you clear the alarm on the **Monitor** > **All Alarms** page. On the other hand, ZoneDirector sends a new alarm notification each time the Lost contact with AP event occurs.

Configuring SMS Settings for SMS Guest Pass Delivery

If you want to deliver Guest Passes to your guests via SMS, you can configure ZoneDirector to use an existing Twilio or Clickatell account for SMS delivery. The first step is to inform ZoneDirector of your Twilio or Clickatell account information.

1. Go to **Configure** > **System**.
2. Locate the **SMS Settings** section, and select either Twilio account information or Clickatell account information.
3. Enter your Account SID, Auth Token and From Phone Number (Twilio) or your User Name, Password and API ID (Clickatell).
4. Click the **Test** button to test your settings.
5. Once confirmed, click **Apply** to save your changes.

You can now allow guest pass generators to deliver guest pass codes to guests using the SMS button when generating a new guest pass. (You must also enter a phone number for receiving the SMS messages for each guest pass created.).

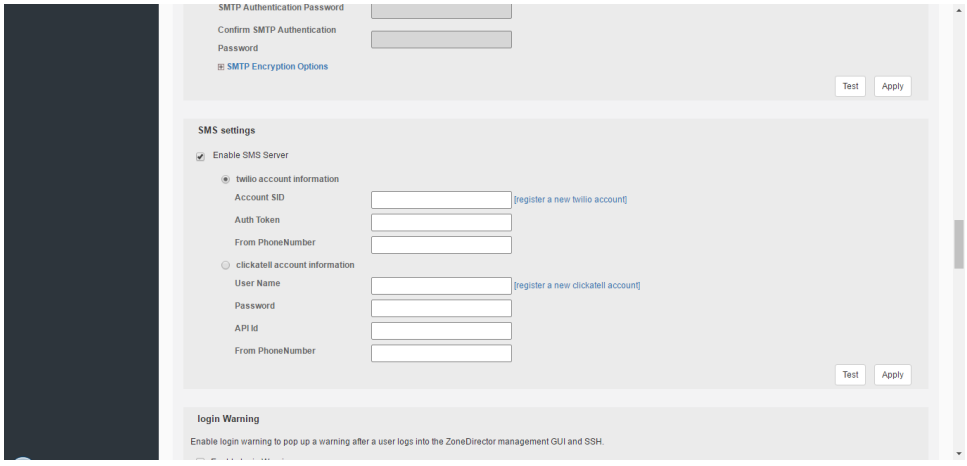


Figure 34: Configuring SMS Settings

Enabling Login Warning Messages

If you want to display a warning message upon login to the ZoneDirector web UI or CLI, you can do so using the following procedure:

1. Go to **Configure** > **System**, and scroll down to the **Login Warning** section.
2. Click **Enable login warning**, and replace the text in the **Customize warning content** text box according to your preferences.
3. Click **Apply** to save your changes. The next time a user attempts to login to ZoneDirector, they will be presented with the warning message you configured.

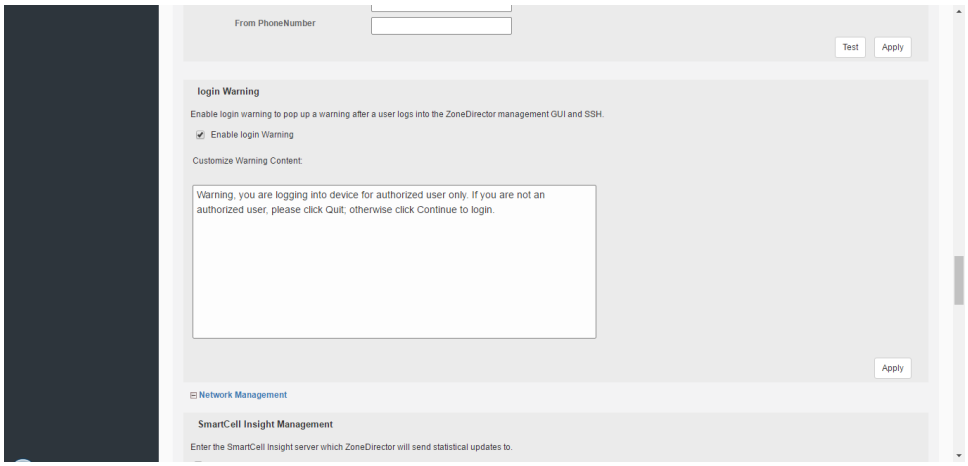


Figure 35: Enabling and configuring a login warning message

Enabling Network Management Systems

ZoneDirector supports several external network management systems including Ruckus Wireless SmartCell Insight, FlexMaster server, SNMPv2, SNMPv3 and Telnet server. These options are configured from the **Configure** > **System** page by expanding the **Network Management** link. The following section describes how to enable these network management systems.

Enabling SmartCell Insight Communication

If your ZoneDirector will be used as a data source for Ruckus SmartCell Insight (SCI) analytics engine, you can enable the SmartCell Insight Management feature to allow ZoneDirector to initiate communications with SCI at set 15 minute intervals. In this way, if ZoneDirector is behind a firewall or NAT device, it can still communicate with SCI

without having to reconfigure your firewalls and NAT devices to allow SCI to contact the ZoneDirector.

This feature only needs to be enabled if ZoneDirector is inaccessible by SCI (e.g., ZoneDirector is behind a firewall/NAT device). Otherwise, configuration only needs to be done on SCI.

NOTE This feature is only compatible with SCI version 2.0 and later.

To configure SCI Management:

1. Go to **Configure** > **System**, and expand the **Network Management** section.
2. Enable the check box next to **Enable management by SmartCell Insight**.
3. Enter the following information for your SCI system:
   - **URL**: Enter the SCI URL (e.g., https://[SCI IP address]/pentaho/Home)
   - **User Name**: Enter the SCI login user name used for ZD-SCI communications.
   - **Password**: Enter the SCI login password used for ZD-SCI communications.
   - **System ID**: Enter the System ID that you used for the ZD data source on the SCI System Setup page (see *SCI User Guide* for details).
4. Click **Apply** to save your changes.

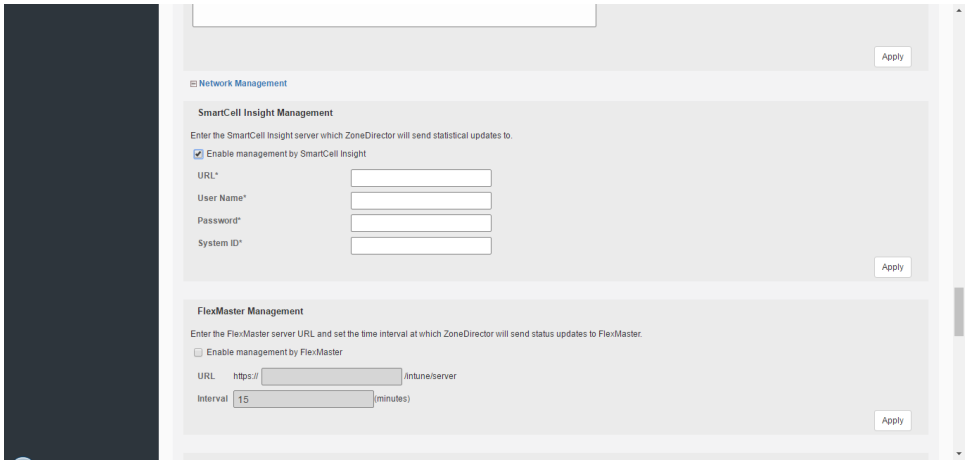


Figure 36: Config SCI server

Enabling Management via FlexMaster

If you have a Ruckus Wireless FlexMaster server installed on the network, you can enable FlexMaster management to centralize monitoring and administration of ZoneDirector and other supported Ruckus Wireless devices. This version of ZoneDirector supports the following FlexMaster-deployed tasks:

- Firmware upgrade for both ZoneDirector and the APs that report to them

- Reboot
- Backup of ZoneDirector settings
- Performance monitoring

When the FlexMaster management option is enabled, you will still be able to access the ZoneDirector web interface to perform other management tasks. By default, FlexMaster management is disabled.

To enable FlexMaster management:

1. Click **Configure** > **System**.
2. Scroll down to the bottom of the page.
3. Click the **Network Management** link to expand the section.
4. Under **FlexMaster Management**, select the **Enable management by FlexMaster** check box.
5. In **URL**, type the **FlexMaster DNS** host name or IP address of the FlexMaster server
6. In **Interval**, type the time interval (in minutes) at which ZoneDirector will send status updates to the FlexMaster server. The default interval is 15 minutes
7. Click **Apply**. The message **`Setting Applied`** appears. You have completed enabling FlexMaster management on ZoneDirector. For more information on how to configure ZoneDirector from the FlexMaster web interface, refer to the FlexMaster documentation.

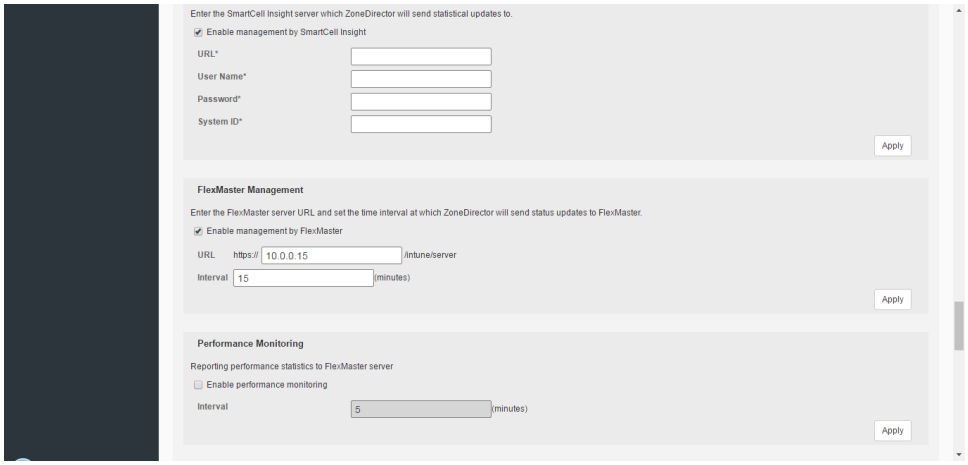


Figure 37: The FlexMaster Management options

Monitoring ZoneDirector Performance from FlexMaster

If you want to monitor ZoneDirector's performance statistics from FlexMaster, select **Enable Performance Monitoring**, enter an update interval, and click **Apply**. This option is disabled by default

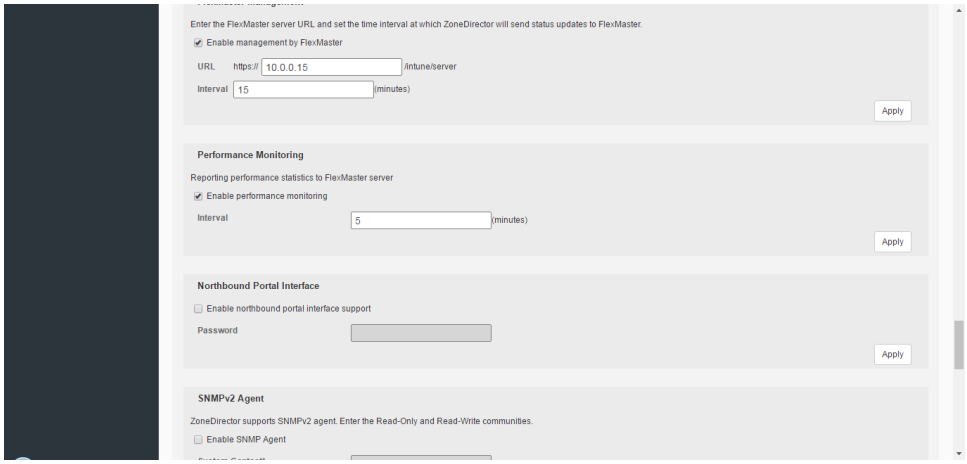


Figure 38: Enable FlexMaster performance monitoring

Enabling Northbound Portal Interface Support

The Northbound Portal interface allows the use of DPSKs on open authentication WLANs meant for public access. By enabling the Northbound Portal Interface, a wireless service provider can provide simple but secure Wi-Fi access without pre-registration, account setup or authentication. ZoneDirector redirects authentication requests to an outside portal. If access is granted, ZoneDirector provides a unique dynamic PSK. The DPSK can be delivered in a prov.exe file, which automatically configures the user's device with the relevant wireless settings or displayed on the portal screen for manual entry.

To enable Northbound Portal interface support:

1. Go to **Configure** > **System** > **Network Management**.
2. Click **Enable northbound portal interface support**.
3. Enter a **Password** for API to portal communication.
4. Click **Apply** in the same section to save changes.
5. Configure the portal to display the key to the user or to push the prov.exe file to the client.

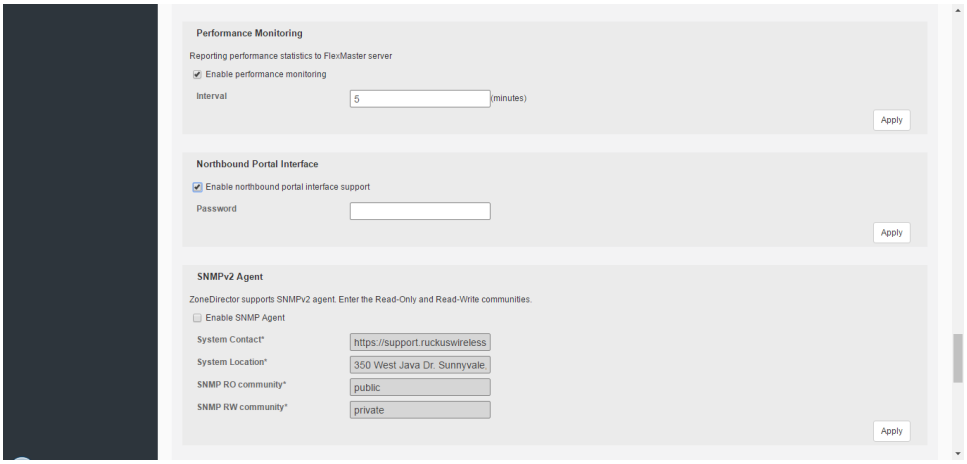


Figure 39: Enabling Northbound Portal interface

Configuring SNMP Support

ZoneDirector provides support for Simple Network Management Protocol (SNMP v2 and v3), which allows you to query ZoneDirector information such as system status, WLAN list, AP list, and clients list, and to set a number of system settings using a Network Management System (NMS) or SNMP MIB browser.

You can also enable SNMP traps to receive immediate notifications for possible AP and client issues.

Enabling the SNMP Agent

The procedure for enabling ZoneDirector's internal SNMP agent depends on whether your network is using SNMPv2 or SNMPv3. SNMPv3 mainly provides security enhancements over the earlier version, and therefore requires you to enter authorization passwords and encryption settings instead of simple clear text community strings. Both SNMPv2 and SNMPv3 can be enabled at the same time. The SNMPv3 framework provides backward compatibility for SNMPv1 and SNMPv2c management applications so that existing management applications can still be used to manage ZoneDirector with SNMPv3 enabled. For a list of the MIB variables that you can get and set using SNMP, check the related SNMP documentation on the Ruckus Wireless Support Web site at http://support.ruckuswireless.com/documents.

If your network uses SNMPv2 To enable SNMPv2 management:

1. Go to **Configure** > **System**. Scroll down to the bottom of the page and click the **Network Management** link to open the **Network Management** section.
2. Under the **SNMPv2 Agent** section, select the **Enable SNMP Agent** check box.
3. When the SNMPv2 Agent is enabled, the Inherit SNMPv2 for APs option appears. This option is enabled by default. Disabling it allows you to disable SNMP traps on all APs.

4. Enter the following information:
   - In **SNMP RO community** (required), set the read-only community string. Applications that send SNMP Get-Requests to ZoneDirector (to retrieve information) will need to send this string along with the request before they will be allowed access. The default value is **`public`**.
   - In **SNMP RW community** (required), set the read-write community string. Applications that send SNMP Set-Requests to ZoneDirector (to set certain SNMP MIB variables) will need to send this string along with the request before they will be allowed access. The default value is **`private`**.
   - In **System Contact**, type your email address (optional).
   - In **System Location**, type the location of the ZoneDirector device (optional).
5. Click **Apply** to save your changes.

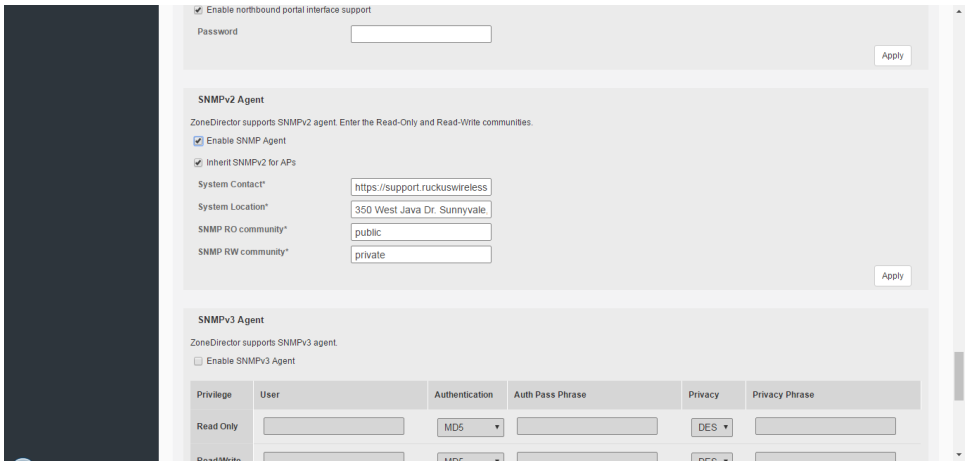


Figure 40: Enabling the SNMPv2 agent

If your network uses SNMPv3

To enable SNMPv3 management:

1. Go to **Configure** > **System**. Scroll down to the bottom of the page and click the **Network Management** link to open the **Network Management** section.
2. Under the **SNMPv3 Agent** section, select the **Enable SNMP Agent** check box.
3. Enter the following information for both the Read Only and Read-Write privileges:
   - **User**: Enter a user name between 1 and 31 characters.
   - **Authentication**: Choose MD5 or SHA authentication method (default is MD5)
     - **MD5**: Message-Digest algorithm 5, message hash function with 128-bit
     - **SHA**: Secure Hash Algorithm, message hash function with 160-bit output.
   - **Auth Pass Phrase**: Enter a passphrase between 8 and 32 characters in length.
   - **Privacy**: Choose DES, AES or None.

- **DES**: Data Encryption Standard, data block cipher.
- **AES**: Advanced Encryption Standard, data block cipher.
- **None**: No Privacy passphrase is required.

- **Privacy Phrase**: If either DES or AES is selected, enter a Privacy phrase between 8 and 32 characters in length.

4. Click **Apply** to save your changes.

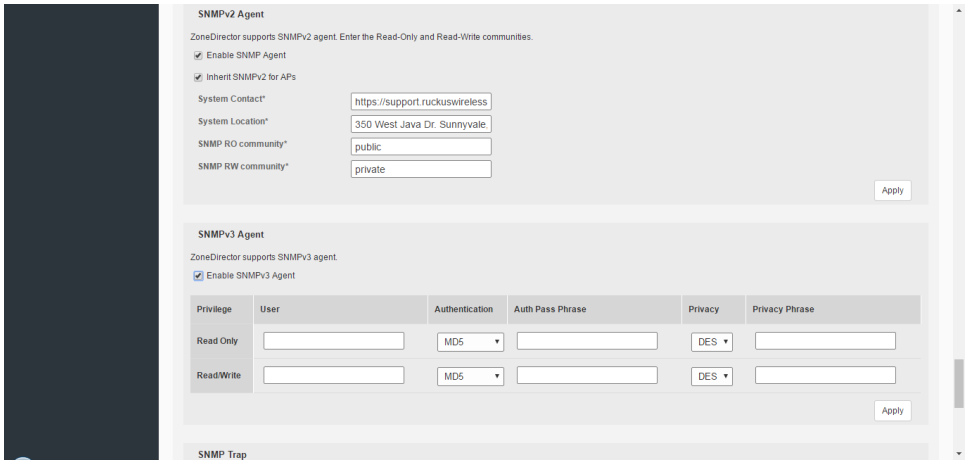


Figure 41: Enabling the SNMPv3 agent

Enabling SNMP Trap Notifications

If you have an SNMP trap receiver on the network, you can configure ZoneDirector to send SNMP trap notifications to the server. Enable this feature if you want to automatically receive notifications for AP and client events that indicate possible network issues.

To enable SNMP trap notifications:

1. In the **Network Management** section of the **Configure > System** page, scroll down to the bottom of the page.
2. Under **SNMP Trap**, select the **Enable SNMP Trap** check box.
3. In SNMP Trap format, select either SNMPv2 or SNMPv3. You can select only one type of trap receiver.
   - If you select SNMPv2, you only need to enter the IP addresses of up to four SNMP trap receivers on your network.
   - If you select SNMPv3, enter up to four trap receiver IP addresses along with authentication method passphrase and privacy (encryption) settings.
4. Click **Apply** to save your changes.

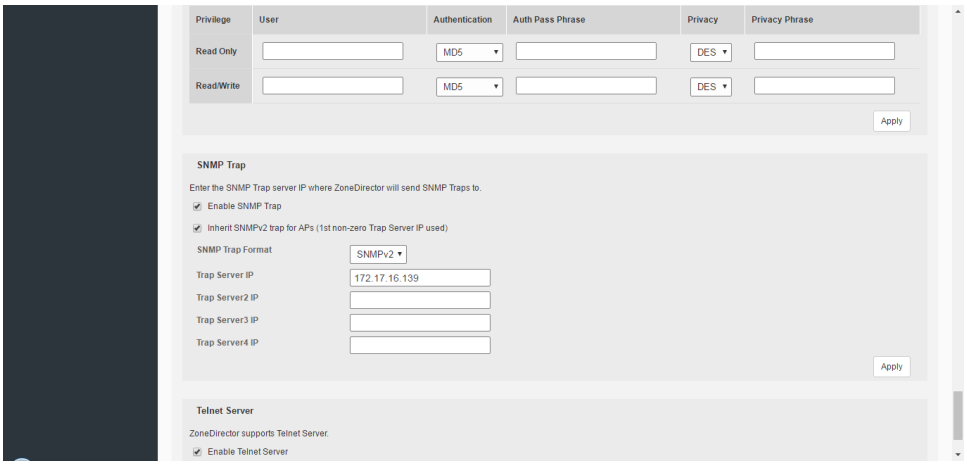


Figure 42: Enabling SNMPv2 trap notifications

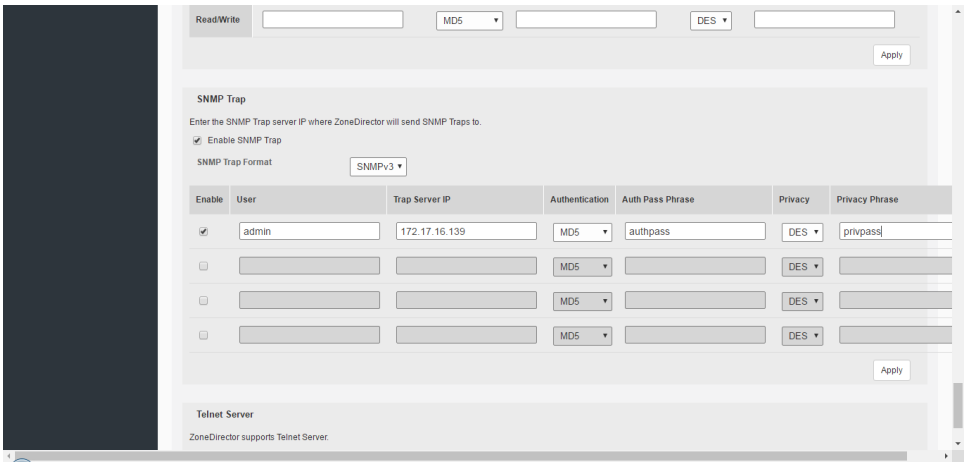


Figure 43: Enabling SNMP trap notifications with SNMPv3

Trap Notifications That ZoneDirector Sends

There are several events for which ZoneDirector will send trap notifications to the SNMP server that you specified. The following table lists the trap notifications that ZoneDirector sends and when they are sent.

Table 17: Trap notifications

Trap Name	Description
ruckusZDEventAPJoinTrap	An AP has joined ZoneDirector. The AP's MAC address is included in the trap notification.

Trap Name	Description
ruckusZDEventSSIDSpoofTrap	An SSID-spoofing rogue AP has been detected on the network. The rogue AP's MAC address and SSID are included in the trap notification.
ruckusZDEventMACSpoofTrap	A MAC-spoofing rogue AP has been detected on the network. The rogue AP's MAC address and SSID are included in the trap notification.
ruckusZDEventRogueAPTrap	A rogue AP has been detected on the network. The rogue AP's MAC address and SSID are included in the trap notification.
ruckusZDEventAPLostTrap	An AP has lost contact with ZoneDirector. The AP's MAC address is included in the trap notification.
ruckusZDEventAPLostHeartbeatTrap	An AP's heartbeat has been lost. The AP's MAC address is included in the trap notification.
ruckusZDEventClientAuthFailBlockTrap	A wireless client repeatedly failed to authenticate with an AP. The client's MAC address, AP's MAC address and SSID are included in the trap notification.
ruckusZDEventClientJoin	A client has successfully joined an AP. The client's MAC address, the AP's MAC address and SSID are included in the trap notification.

Trap Name	Description
ruckusZDEventClientJoinFailed	A client has attempted and failed to join an AP. The client's MAC address, the AP's MAC address and SSID are included in the trap notification.
ruckusZDEventClientJoinFailedAPBusy	A client attempt to join an AP failed because the AP was busy. The client's MAC address, AP's MAC address and SSID are included.
ruckusZDEventClientDisconnect	A client has disconnected from the AP. The client's MAC address, AP's MAC address and SSID are included.
ruckusZDEventClientRoamOut	A client has roamed away from an AP. The client's MAC address, AP's MAC address and SSID are included.
ruckusZDEventClientRoamIn	A client has roamed in to an AP. The client's MAC address, AP's MAC address and SSID are included.
ruckusZDEventClientAuthFailed	A client authentication attempt has failed. The client's MAC address, AP's MAC address, SSID and failure reason are included.
ruckusZDEventClientAuthorizationFailed	A client authorization attempt to join an AP has failed. The client's MAC address, AP's MAC address and SSID are included.
ruckusZDEventAPcoldstart	An AP has been cold started.
ruckusZDEventAPwarmstart	An AP has been warm started.

Trap Name	Description
ruckusZDEventAPclientValve	Triggered when an AP's online client limit has been exceeded.
ruckusZDEventAPCPUvalve	An AP's CPU utilization has exceeded the set value.
ruckusZDEventAPMEMvalve	An AP's memory utilization has exceeded the set value.
ruckusZDEventSmartRedundancy ChangetoActive	The standby Smart Redundancy ZoneDirector has failed to detect its active peer, system changed to active state.
ruckusZDEventSmartRedundancy ActiveConnected	The active Smart Redundancy ZoneDirector has detected its peer and is in active/connected state
ruckusZDEventSmartRedundancy ActiveDisconnected	The active Smart Redundancy ZoneDirector has not detected its peer and is in active/disconnected state.
ruckusZDEventSmartRedundancy StandbyConnected	The standby ZoneDirector has detected its peer and is in standby/connected state.
ruckusZDEventSmartRedundancy StandbyDisconnected	The standby ZoneDirector has not detected its peer and is in standby/disconnected state.

Enabling Telnet

By default, Telnet is disabled due to security considerations, as SSH is the preferred method if you need to access the ZoneDirector CLI. In some situations however, you may want to enable Telnet.

To enable Telnet:

1. Go to **Configure** > **System**
2. Scroll down to the bottom of the page and expand the **Network Management** section.
3. Locate the **Telnet Server** section, and click the box next to **Enable Telnet Server**.

4. Click **Apply** to save your changes.

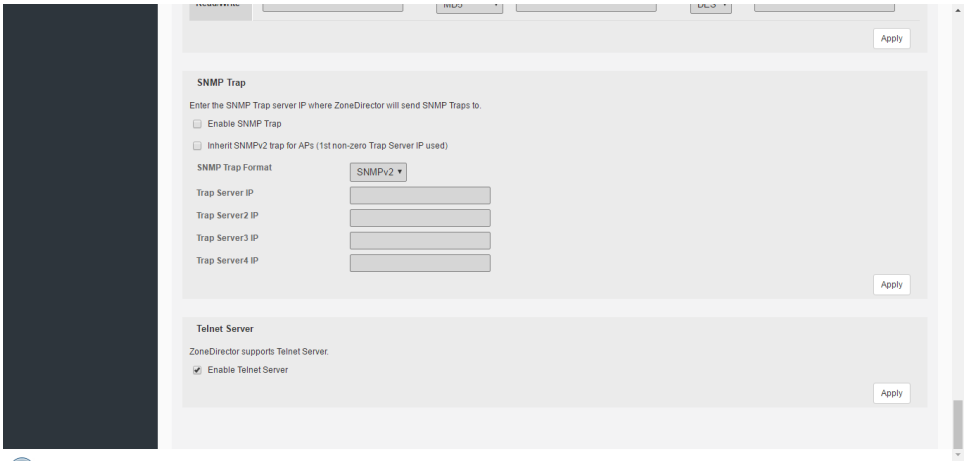


Figure 44: Enabling Telnet server

Configuring Security and Other Services

4

Self Healing

ZoneDirector has the capability to perform automatic network adjustments to enhance performance and improve coverage by dynamically modifying power output and channel selection. These features are called "Self Healing."

Automatically Adjust AP Power

ZoneDirector provides an option to automatically adjust AP radio power to optimize coverage when interference is present.

This feature is designed to turn down the power of an access point if the following conditions are met:

1. The power is set to Auto in the AP configuration.
2. The AP can hear another AP that is on the same channel and same ZoneDirector.
3. The AP can hear the other AP at a minimum of 50dB which means the Access Points are very close to each other.

The 2.4G and 5G radio bands are considered independently. If all conditions are met, the AP will reduce its power by half. The other AP may or may not necessarily reduce its power simultaneously.

NOTE In general, Ruckus does NOT recommend enabling this feature as it can lead to sub-optimal AP power levels. With BeamFlex access points, Ruckus' general guidelines are to run access points at full power to maximize the throughput and SINR levels, thus maximizing data rates and performance.

Automatic Channel Selection

ZoneDirector offers two methods of automatic channel selection for spectrum utilization and performance optimization:

- Background Scanning on page 78
- ChannelFly on page 79

While Background Scanning must be enabled for rogue AP detection, AP location detection and radio power adjustment, either can be used for automatic channel optimization.

Background Scanning

Using Background Scanning, ZoneDirector regularly samples the activity in all Access Points to assess RF usage, to detect rogue APs and to determine which APs are near each other for mesh optimization.

These scans sample one channel at a time in each AP so as not to interfere with network use. This information is then applied in AP Monitoring and other ZoneDirector monitoring features. You can, if you prefer, customize the automatic scanning of RF activity, deactivate it if you feel it's not helpful, or adjust the frequency, if you want scans at greater or fewer intervals.

NOTE Background Scanning must be enabled for ZoneDirector to detect rogue APs on the network.

Background Scanning can be configured independently for the 2.4 and 5 GHz radios. Additionally, you can configure the frequency at which scans are run.

- **Run a background scan on the 2.4 GHz radio every [ ]**: Select this check box enter the time interval (1~65535 seconds, default is 20) that you want to set between each scan.
- **Run a background scan on the 5 GHz radio every [ ]**: Select this check box enter the time interval (1~65535 seconds, default is 20) that you want to set between each scan.

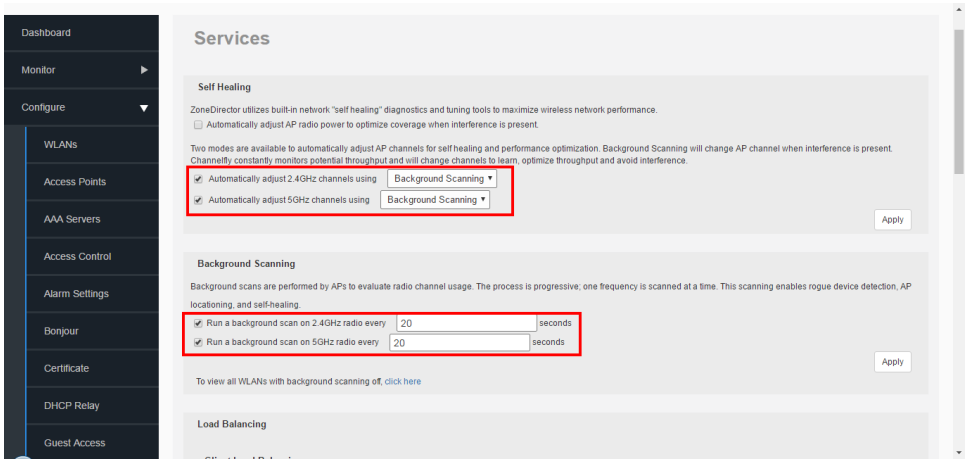


Figure 45: Background Scanning options

You can also disable Background Scanning on a per-WLAN basis from the **Configure > WLANS** page. To disable scanning for a particular WLAN, click the **Edit** link next to the WLAN for which you want to disable scanning, open **Advanced Options**, and click the check box next to **Disable Background Scanning**.

To see whether Background Scanning is enabled or disabled for a particular AP, go to **Monitor > Access Points**, and click on the AP's MAC address. The access point detail screen displays the Background Scanning status for each radio.

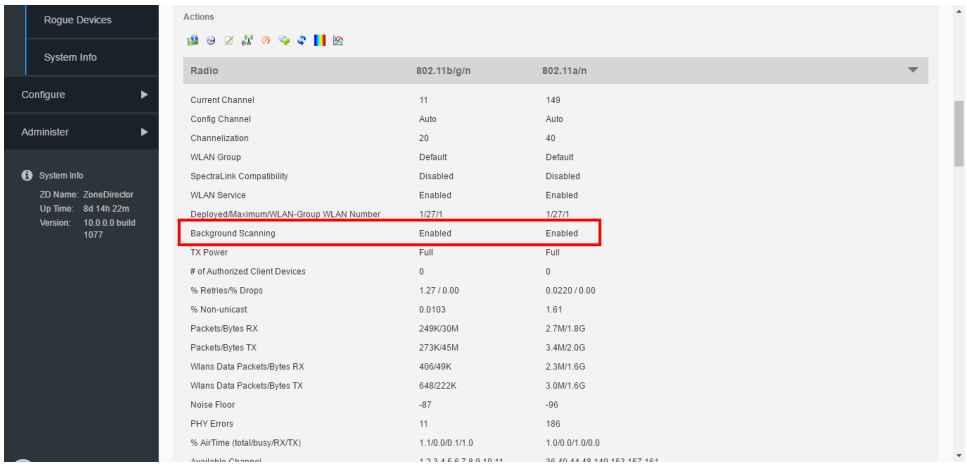


Figure 46: Viewing whether Background Scanning is enabled for an AP

ChannelFly

The main difference between ChannelFly and Background Scanning is that ChannelFly determines the optimal channel based on real-time statistical analysis of actual throughput measurements, while Background Scanning uses channel measurement and other techniques to estimate the impact of interference on Wi-Fi capacity based on progressive scans of all available channels.

NOTE If you enable ChannelFly, Background Scanning can still be used for adjusting radio power and rogue detection while ChannelFly manages the channel assignment. Both cannot be used at the same time for channel management.

Benefits of ChannelFly

With ChannelFly, the AP intelligently samples different channels while using them for service. ChannelFly assesses channel capacity every 15 seconds and changes channel when, based on historical data, a different channel is likely to offer higher capacity than the current channel. Each AP makes channel decisions based on this historical data and maintains an internal log of channel performance individually.

When ChannelFly changes channels, it utilizes 802.11h channel change announcements to seamlessly change channels with no packet loss and minimal impact to performance. The 802.11h channel change announcements affect both wireless clients and Ruckus mesh nodes in the 2.4 GHz and/or 5 GHz bands.

Initially (in the first 30-60 minutes) there will be more frequent channel changes as ChannelFly learns the environment. However, once an AP has learned about the environment and which channels are most likely to offer the best throughput potential, channel changes will occur less frequently unless a large measured drop in throughput occurs.

ChannelFly can react to large measured drops in throughput capacity in as little as 15 seconds, while smaller drops in capacity may take longer to react to.

Disadvantages of ChannelFly

Compared to Background Scanning, ChannelFly takes considerably longer for the network to settle down. If you will be adding and removing APs to your network frequently, Background Scanning may be preferable. Additionally, if you have clients that do not support the 802.11h standard, ChannelFly may cause significant issues during the initial capacity assessment stage.

You can enable/disable ChannelFly per band. If you have 2.4 GHz clients that do not support 802.11h, Ruckus recommends disabling ChannelFly for 2.4 GHz but leaving it enabled for the 5 GHz band.

To configure the self healing options:

1. Go to **Configure** > **Service**
2. Review and change the following self-healing options:
   - **Automatically adjust AP radio power to optimize coverage where interference is present**: Enable automatic radio power adjustment based on Background Scanning
   - Automatically adjust 2.4 GHz channels using
     - Background Scanning
     - ChannelFly
   - Automatically adjust 5 GHz channels using
     - Background Scanning
     - ChannelFly
3. Click the **Apply** button in the same section to save your changes.

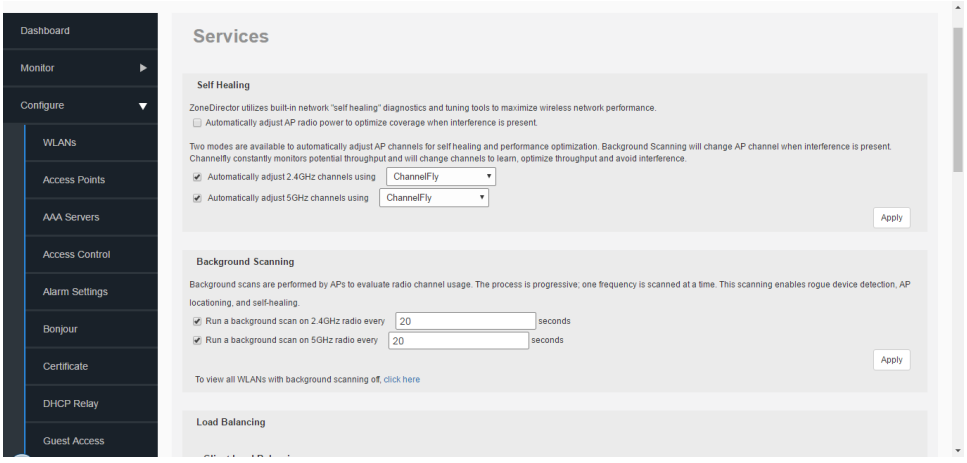


Figure 47: Enabling ChannelFly

Load Balancing

Enabling load balancing can improve WLAN performance by helping to spread the client load between nearby access points, so that one AP does not get overloaded while another sits idle.

The load balancing feature can be controlled from within ZoneDirector's web interface to balance the number of clients per radio on adjacent APs. "Adjacent APs" are determined by ZoneDirector at startup by measuring the RSSI during channel scans. After startup, ZoneDirector uses subsequent scans to update the list of adjacent radios periodically and when a new AP sends its first scan report. When an AP leaves, ZoneDirector immediately updates the list of adjacent radios and refreshes the client limits at each affected AP.

Once ZoneDirector is aware of which APs are adjacent to each other, it begins managing the client load by sending desired client limits to the APs. These limits are “soft values” that can be exceeded in several scenarios, including: (1) when a client’s signal is so weak that it may not be able to support a link with another AP, and (2) when a client’s signal is so strong that it really belongs on this AP.

The APs maintain these desired client limits and enforce them once they reach the limits by withholding probe responses and authentication responses on any radio that has reached its limit.

Key points on load balancing:

- These rules apply only to client devices; the AP always responds to another AP that is attempting to set up or maintain a mesh network.
- Load balancing does not disassociate clients already connected.
- Load balancing takes action before a client association request, reducing the chance of client misbehavior.
- The process does not require any time-critical interaction between APs and ZoneDirector.
- Provides control of adjacent AP distance with safeguards against abandoning clients.
- Can be disabled on a per-WLAN basis; for instance, in a voice WLAN, load balancing may not be desired due to voice roaming considerations.
- Background scanning must be enabled on the WLAN for load balancing to work.

To enable Load Balancing globally:

1. Go to **Configure** > **Services**.
2. In **Load Balancing**, choose to perform load balancing on either the 2.4 or 5 GHz radio.
3. Enter Adjacent Radio Threshold (in dB), and click **Apply**.

To disable Load Balancing on a per-WLAN basis

1. Go to **Configure** > **WLANs** > **.**
2. Click the **Edit** link beside the WLAN for which you want to disable load balancing.
3. Click the **Advanced Options** link to expand the options.
4. Select **Do not perform load balancing for this WLAN service** next to **Load Balancing**.

Band Balancing

Band balancing balances the client load on radios by distributing clients between the 2.4 GHz and 5 GHz radios.

This feature is enabled by default and set to a target of 25% of clients connecting to the 2.4 GHz band. To balance the load on a radio, the AP encourages dual-band clients to connect to the 5 GHz band when the configured percentage threshold is reached.

Radar Avoidance Pre-Scanning

The Radar Avoidance Pre-Scanning (RAPS) setting allows pre-scanning of DFS channels in the 5 GHz band to ensure the channel is clear of radar signals prior to transmitting on the channel.

If a channel is blocked by this feature, it will be listed as "DFS Block Radar" on the AP monitoring page. This setting affects select outdoor dual band 802.11n AP also only be available if the Country Code settings are configured to allow use of DFS channels (see Setting the Country Code on page 55).

AeroScout RFID Tag Detection

AeroScout Tags are lightweight, battery-powered wireless devices that accurately locate and track people and assets. AeroScout Tags, which can be mounted on valuable equipment or carried by personnel, send periodic data to the AeroScout Engine, the software component of the AeroScout visibility system that produces accurate location and presence data. If you are using AeroScout Tags in your organization, you can use the APs that are being managed by ZoneDirector to relay data from the AeroScout Tags to the AeroScout Engine. You only need to enable AeroScout tag detection on ZoneDirector to enable APs to relay data to the AeroScout engine.

To enable AeroScout RFID tag detection on ZoneDirector:

1. Go to **Configure** > **Services**.
2. Scroll down to the AeroScout RFID section (near the bottom of the page).
3. Select the **Enable AeroScout RFID tag detection** check box.

4. Click the **Apply** button in the same section to save your changes.

ZoneDirector enables AeroScout RFID tag detection on all its managed APs that support this feature.

NOTE Tag locations are not accurate if the 2.4 GHz band is noisy or if the AP setup is not optimal (according to AeroScout documents). For more information on AeroScout Tags and the AeroScout Engine, refer to your AeroScout documentation.

Ekahau Tag Detection

Utilizing Wi-Fi wireless network as an infrastructure, the Ekahau Real Time Location battery-powered devices that can be mounted on equipment or carried by personnel, and send out periodic Ekahau Blink frames. Wi-Fi Access Points receive and forward the Ekahau Blink frames to the Ekahau RTLS Controller, which calculates accurate locations for the tags.

To enable Ekahau tag detection on ZoneDirector:

1. Go to **Configure** > **Services**.
2. Scroll down to the **Ekahau Settings** section (near the bottom of the page).
3. Select the **Enable Ekahau tag detection** check box.
4. Enter the **Ekahau Controller IP address** and **Ekahau Controller Port**.
5. Click the **Apply** button in the same section to save your changes.

ZoneDirector enables Ekahau tag detection on all its managed APs that support this feature.

Active Client Detection

Enabling active client detection allows ZoneDirector to trigger an event when a client with a low signal strength joins the network.

To enable active client detection:

1. Go to **Configure** > **Services**, and scroll down to the **Active Client Detection** section.
2. Click the check box next to **Enable client detection ...** and enter an RSSI threshold, below which an event will be triggered.
3. Click **Apply** to save your changes.

A low severity event is now triggered each time a client connects with an RSSI lower than the threshold value entered. Go to **Monitor** > **All Events/Activities** to monitor these events.

Tunnel Configuration

Only WLANs with Tunnel Mode enabled are affected.

See Advanced Options on page 160 in the WLAN configuration section for information on enabling Tunnel Mode.

To configure data encryption and filtering for tunneled WLANs:

1. Go to **Configure** > **Services**
2. Scroll down to the bottom of the page and locate the **Tunnel Configuration** section.
3. Enable the check boxes next to the features you want to enable.
   - **Enable tunnel encryption for tunneled traffic**: By default, when WLAN traffic is tunneled to ZoneDirector, only the control traffic is encrypted while data traffic is unencrypted. When this option is enabled, the Access Point will decrypt 802.11 packets and then use an AES-encrypted tunnel to send them to ZoneDirector.
   - **Block multicast traffic from network to tunnel**: Prevents [all/non-well-known] multicast traffic from propagating on the tunnel.
   - **Block broadcast traffic from network to tunnel except ARP and DHCP**: Prevents all broadcast traffic other than Address Resolution Protocol and DHCP packets.
   - **Enable Proxy ARP of tunnel WLAN with rate limit threshold __.**: Reduces tunnels. When ZoneDirector receives a broadcast ARP request for a known host, it acts on behalf of the known host to send out unicast ARP replies at the rate limit it will forward it to the tunnel to all APs according to the rate limit threshold set in the Packet Inspection Filter (see Packet Inspection Filter on page 85).
4. Click **Apply** in the same section to save your changes.

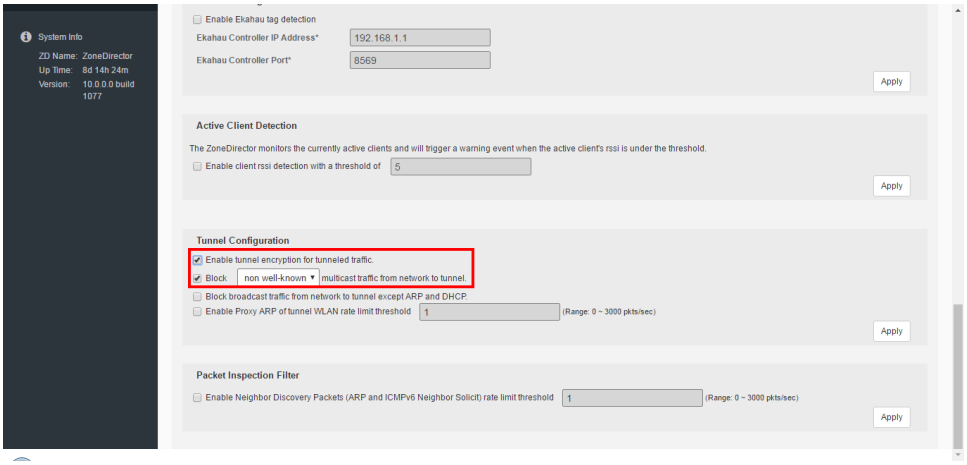


Figure 48: Set tunnel configuration parameters for all WLANs with tunnel mode enabled

Packet Inspection Filter

The Packet Inspection Filter (PIF) allows configuration of rate limits for broadcast neighbor discovery (IPv4 Address Resolution Protocol and IPv6 Neighbor Solicit) packets. The PIF rate limiting threshold affects the following services:

- ARP Broadcast Filter for Mesh links (see Optional Mesh Configuration Features on page 303)
- Proxy ARP for WLAN interfaces (see Advanced Options on page 160 under Creating a WLAN)
- Proxy ARP for Tunneled WLANs (see Tunnel Configuration on page 84)

When Proxy ARP or ARP Broadcast Filter services are enabled, the AP attempts to reduce neighbor discovery traffic over the air by replacing broadcast messages with unicast messages for known hosts. When these packets are received for an unknown host, the Packet Inspection Filter supplements this functionality by limiting the rate at which these packets are delivered.

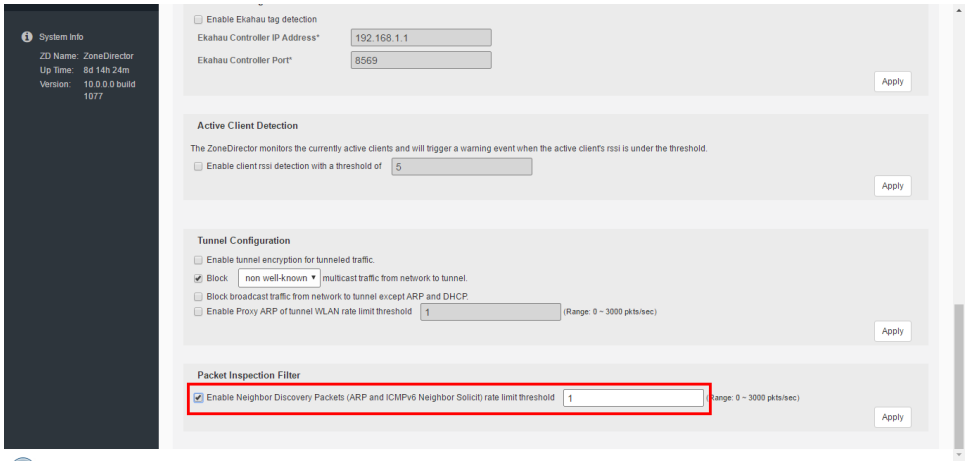


Figure 49: Packet Inspection Filter

Ethernet Port Redundancy

Ethernet Port Redundancy (or NIC bonding) provides a method for aggregating Zonedirector network interfaces into a single logical "bonded" interface.

With port redundancy enabled, one of the two network interfaces will be in active state while the other is in standby state. When the active interface physical link is down and the standby interface physical link is up, the two interfaces will fail over within 3 seconds,

and the original active interface becomes the standby interface, while the original standby interface becomes the active port.

NOTE This feature is currently only available on ZoneDirector 3000/5000. ZoneDirector 1200 does not support port redundancy.

Port redundancy is disabled by default. If enabled, you can specify the time (in milliseconds) after which the standby port will be enabled after a link recovery has been detected, and after which the inactive port will be disabled after a link failure has been detected.

To enable Ethernet Port Redundancy:

1. Go to **Configure** > **Services**.
2. Locate the **Ethernet Port Redundancy** section at the bottom of the page.
3. Enable the check box, and enter the **Up Delay Time** and **Down Delay Time** in the text boxes.
   - **Up Delay Time**: Specifies the time, in milliseconds, to wait before enabling a slave after a link recovery has been detected. The default value is 50000, range is 0~1000000.
   - **Down Delay Time**: Specifies the time, in milliseconds, to wait before disabling a slave after a link failure has been detected. The default value is 0, range is 0~1000000.
4. Click **Apply** to save your changes.

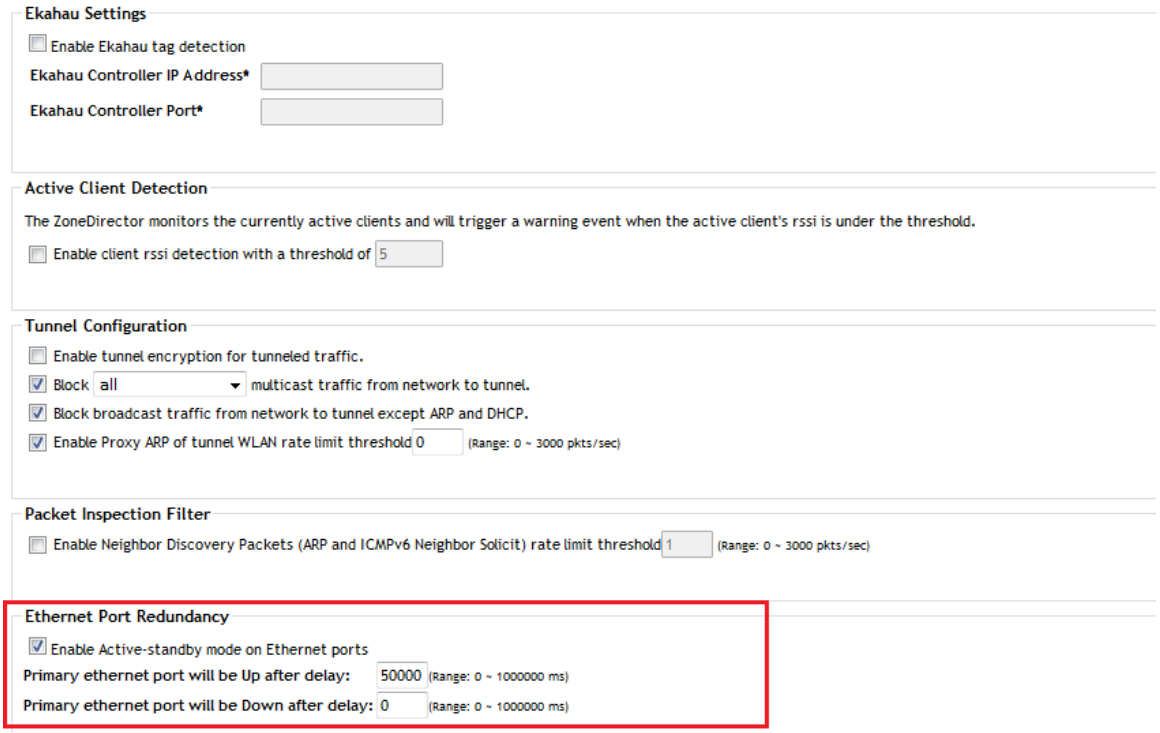


Figure 50: Ethernet Port Redundancy

Using an External AAA Server

If you want to authenticate users against an external Authentication, Authorization and Accounting (AAA) server, you will need to first configure your AAA server, then point ZoneDirector to the AAA server so that requests will be passed through ZoneDirector before access is granted. This section describes the tasks that you need to perform on ZoneDirector to ensure ZoneDirector can communicate with your AAA server.

NOTE For specific instructions on AAA server configuration, refer to the documentation that is supplied with your server.

ZoneDirector supports four types of AAA server:

- Active Directory
- LDAP
- RADIUS / RADIUS Accounting
- TACACS+

A maximum of 32 AAA server entries can be created, regardless of server type.

Active Directory

In Active Directory, objects are organized in a number of levels such as domains, trees and forests. At the top of the structure is the forest. A forest is a collection of multiple trees that share a common global catalog, directory schema, logical structure, and directory configuration. In a multi-domain forest, each domain contains only those items that belong in that domain. Global Catalog servers provide a global list of all objects in a forest.

ZoneDirector support for Active Directory authentication includes the ability to query multiple Domain Controllers using Global Catalog searches. To enable this feature, you will need to enable Global Catalog support and enter an Admin DN (distinguished name) and password.

Depending on your network structure, you can configure ZoneDirector to authenticate users against an Active Directory server in one of two ways:

- Single Domain Active Directory Authentication
- Multi-Domain Active Directory Authentication

Single Domain Active Directory Authentication

To enable Active Directory authentication for a single domain:

1. Go to **Configure** > **AAA Servers**, and click **Create New** under **Authentication/Accounting Servers**. The **Create New** form appears.
2. In **Type**, Select **Active Directory**.
    - In Encryption, select Enable TLS encryption if you want to encrypt all authentication traffic between the client and the Active Directory server. The AD server must support TLS1.0/TLS1.1/TLS1.2.
3. Do not enable **Global Catalog** support.
4. Enter the **IP address** and **Port** of the AD server. The default Port number (389, or 636 if you have enabled TLS encryption) should not be changed unless you have configured your AD server to use a different port.
5. Enter the **Windows Domain Name** (e.g., domain.ruckuswireless.com).
6. Click **OK**.

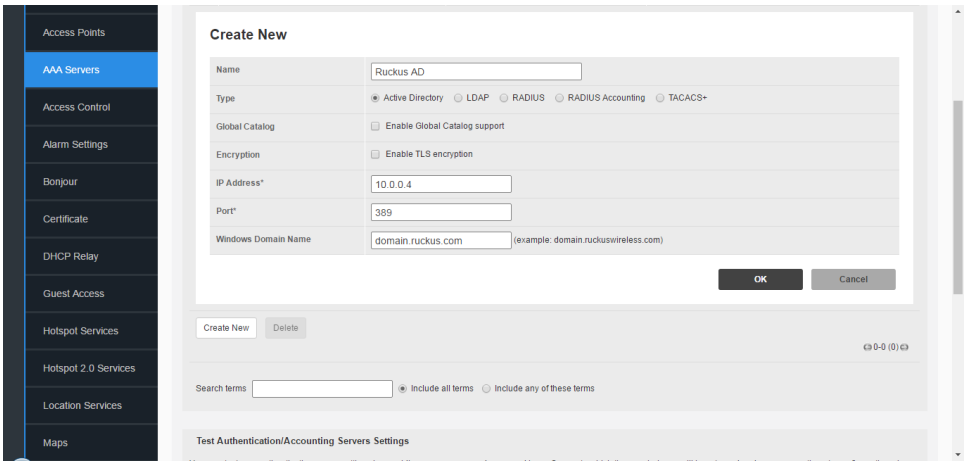


Figure 51: Enable Active Directory for a single domain

For single domain authentication, admin name and password are not required.

Multi-Domain Active Directory Authentication

For multi-domain AD authentication, an Admin account name and password must be entered so that ZoneDirector can query the Global Catalog.

To enable Active Directory authentication for multiple domains:

1. Go to **Configure** > **AAA Servers**, and click **Create New** under **Authentication/Accounting Servers**. The **Create New** form appears.
2. In **Type**, Select **Active Directory**
   - In Encryption, select Enable TLS encryption if you want to encrypt all authentication traffic between the client and the Active Directory server. The AD server must support TLS1.0/TLS1.1/TLS1.2.

     NOTE Note that Secure Active Directory requires the import of a root CA for TLS encryption. The import option is provided on the **Configure** > **Certificate** > **Advanced Options** page.

3. Select the **Global Catalog** check box next to **Enable Global Catalog** support.
4. The default port changes to 3268, and the fields for Admin DN and password appear. The default port number (3268, or 636 if you have enabled TLS encryption) should not be changed unless you have configured your AD server to use a different port.
5. Leave the **Windows Domain Name** field empty to search all domains in the forest. Leave the **Windows Domain Name** field empty to search all domains in the forest.
6. Enter an **Admin DN** (distinguished name) in **Active Directory** format (name@xxx.yyy).

7. Enter the admin **Password**, and re-enter the same password for confirmation. The Admin account need not have write privileges, but must able to read and search all users in the database.
8. Click **OK** to save changes.
9. To test your authentication settings, see Testing Authentication Settings on page 106.

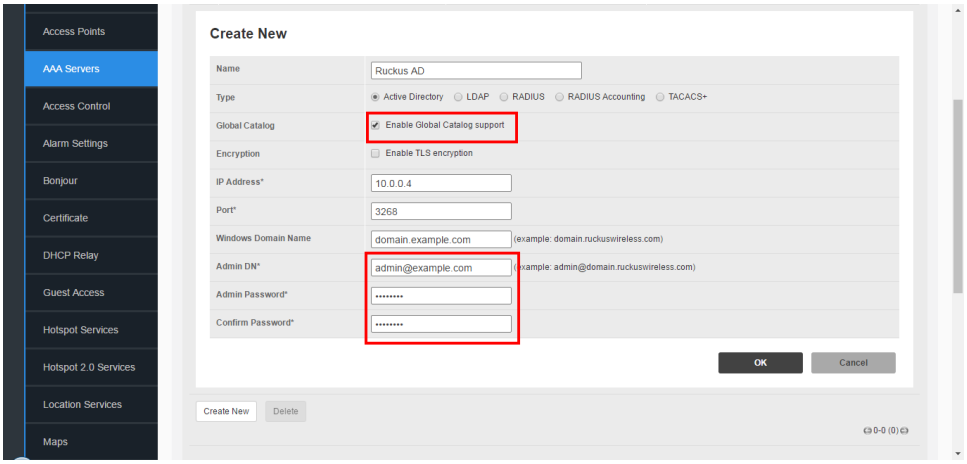


Figure 52: Active Directory with Global Catalog enabled

LDAP

In addition to Microsoft Active Directory, ZoneDirector supports several of the most commonly used LDAP servers, including:

- OpenLDAP
- Apple Open Directory
- Novell eDirectory
- Sun JES (limited support)

To configure an LDAP server for user authentication:

1. Go to **Configure** > **AAA Servers**, and click **Create New** under Authentication/Accounting Servers. The **Create New** form appears.
2. In **Type**, Select **LDAP**.
   - In Encryption, select Enable TLS encryption if you want to encrypt all LDAP authentication traffic between the LDAP client and the LDAP server. The LDAP server must support TLS1.0/TLS1.1/TLS1.2.

   NOTE Note that Secure LDAP requires the import of a root CA for TLS encryption. The import option is provided on the **Configure** > **Certificate** > **Advanced Options** page

3. Enter the **IP address** and **Port** of your LDAP server. The default port (389 for unencrypted, 636 for encrypted) should not be changed unless you have configured your LDAP server to use a different port.
4. Enter a **Base DN** in LDAP format for all user accounts.
5. Format: **`cn=Users;dc=<Your Domain>,dc=com`**
6. Enter an **Admin DN** in LDAP format. Format: **`cn=Admin;dc=<Your Domain>,dc=com`**
7. Enter the **Admin Password**, and reenter to confirm.
8. Enter a **Key Attribute** to denote users (default: uid).
9. Click **OK** to save your changes.
10. If you want to filter more specific settings, see Advanced LDAP Filtering on page 91. The Admin account need not have write privileges, but must able to read and search all users in the database.

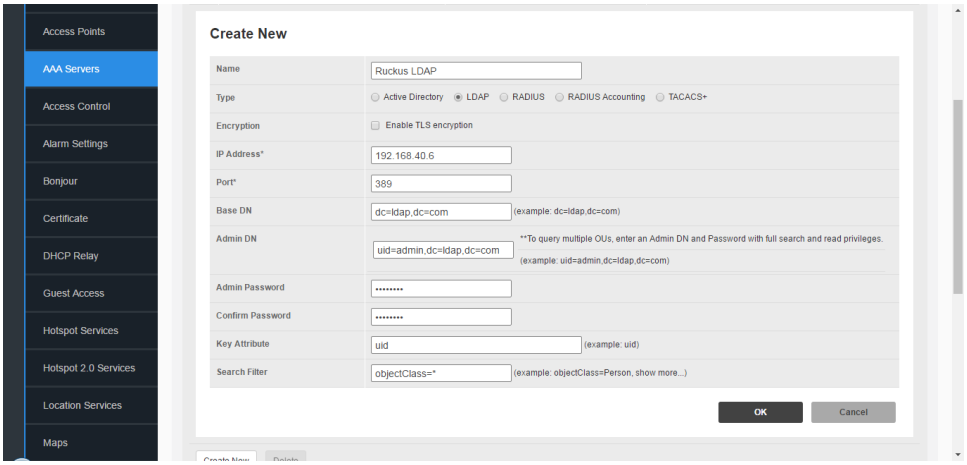


Figure 53: Creating a new LDAP server object in ZoneDirector

Advanced LDAP Filtering

A search string in LDAP format conforming to RFC 4515 can be used to limit search results. For example, objectClass=Person limits the search to those whose “objectClass” attribute is equal to “Person”.

More complicated examples are shown when you mouse over the “show more” section, as shown in the figure below.

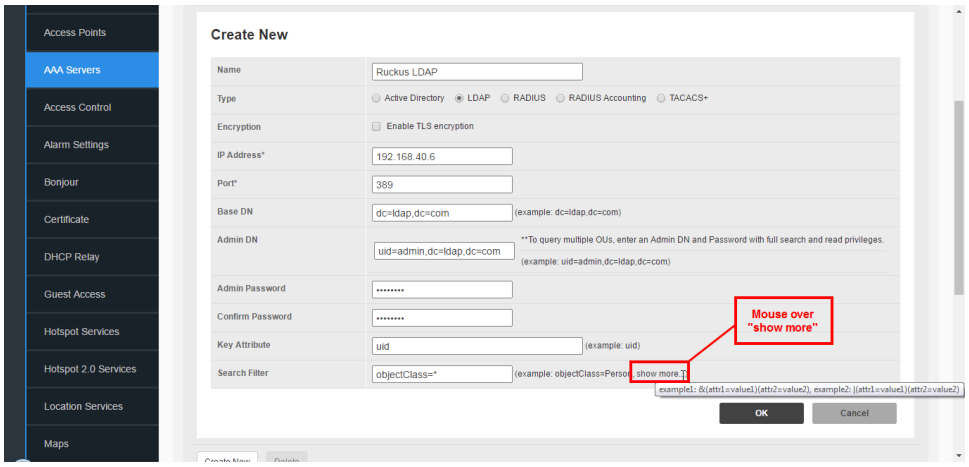


Figure 54: LDAP search filter syntax examples

Group Extraction

By using the Search Filter, you can extract the groups to which a user belongs, as ZoneDirector to members of specific groups.

For example, in a school setting, if you want to assign members of the group “students” to a Student role, you can enter a known student’s name in the Test Authentication Settings section, click Test, and return the groups that the user belongs to. If everything is configured correctly, the result will display the groups associated with the student, which should include a group called “student” (or whatever was configured on your LDAP server).

Next, go to the Configure > Roles page, create a Role named “Student,” and enter “student” in the Group Attributes field. Then you can select which WLANs you want this Role to have access to, and decide whether this Role should have Guest Pass generation privileges and ZoneDirector administration privileges. From here on, any user associated to the Group “student” will be given the same privileges when he/she is authenticated against your LDAP server.

To configure user roles based on LDAP group:

1. Point ZoneDirector to your LDAP server:
   - Go to **Configure** > **AAA Servers**
   - Click **Edit** next to LDAP.
   - Enter **IP address**, **Port number**, **Admin DN** and **Password**.
2. Enter the **Key Attribute** (default: uid).
3. Click **OK** to save this LDAP server.
4. In **Test Authentication Settings**, enter the **User Name** and **Password** for a known member of the relevant group.

5. Click **Test**.
6. Note the Groups associated with this user.

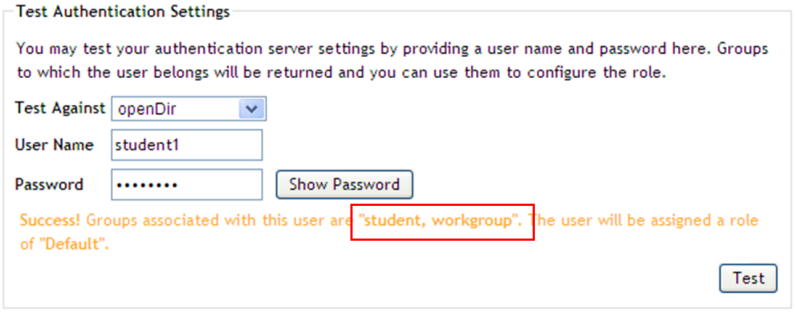


Figure 55: Test authentication settings

7. Go to **Configure** > **Roles**, and create a Role based on this User Group (see Creating New User Roles on page 230).
   - Click the **Create New** link in the **Roles** section
   - In the **Group Attributes** field, enter Group attributes exactly as they were returned from the **Test Authentication Settings** dialog.
   - Specify WLAN access, Guest Pass generation and ZoneDirector administration privileges as desired for this Role.

At this point, any user who logs in and is authenticated against your LDAP server with the same Group credentials will automatically be assigned to this Role.

RADIUS /RADIUS Accounting

Remote Authentication Dial In User Service (RADIUS) user authentication requires that ZoneDirector know the IP address, port number and Shared Secret of the RADIUS/RADIUS Accounting server.

When an external RADIUS/RADIUS Accounting server is used for authentication or accounting, user credentials can be entered as a standard username/password combination, or client devices can be limited by MAC address. If using MAC address as the authentication method, you must enter the MAC addresses of each client on the AAA server, and any clients attempting to access your WLAN with a MAC address not listed will be denied access.

A RADIUS/RADIUS Accounting server can be used with 802.1X, MAC authentication, Web Authentication (Captive Portal) and Hotspot WLAN types. To configure a RADIUS/RADIUS Accounting server entry in ZoneDirector:

1. Go to **Configure** > **AAA Servers**.
2. Click the **Create New** link under Authentication/Accounting Servers.
3. Select **Radius** or **Radius Accounting** for the AAA server type.

- If you want to enable encryption of RADIUS packets using Transport Layer Security (TLS), select the TLS check box next to Encryption. This allows RADIUS authentication and accounting data to be passed safely across insecure networks such as the Internet.

  NOTE Note that Secure RADIUS requires the import of a root CA for TLS encryption. The RADIUS or RADIUS Accounting server must support TLS1.1/TLS1.2. The import option is provided on the **Configure** > **Certificate** > **Advanced Options** page.

4. Choose **PAP** or **CHAP** according to the authentication protocol used by your RADIUS server.
5. Enter the **IP Address**, **Port** number and **Shared Secret**.
6. Click **OK** to save changes.

Configuring a Backup RADIUS/RADIUS Accounting Server

If a backup RADIUS or RADIUS Accounting server is available, enable the check box next to Backup RADIUS and additional fields appear. Enter the relevant information for the backup server and click **OK**. When you have configured both a primary and backup RADIUS server, an additional option will be available in the **Test Authentication Settings** .

To configure a backup RADIUS / RADIUS Accounting server:

1. Click the check box next to **Enable Backup RADIUS** support.
2. Enter the **IP Address**, **Port** number and **Shared Secret** for the backup server (these fields can neither be left empty nor be the same values as those of the primary server).
3. In **Request Timeout**, enter the timeout period (in seconds) after which an expected RADIUS response message is considered to have failed.
4. In Max Number of Retries, enter the number of failed connection attempts after which ZoneDirector will failover to the backup RADIUS server.
5. In **Max Number of Consecutive Drop Packets**, enter a value from 1-10 consecutive dropped packets, after which ZoneDirector will failover to the backup RADIUS server.
6. In **Reconnect Primary**, enter the number of minutes after which ZoneDirector will attempt to reconnect to the primary RADIUS server after failover to the backup server

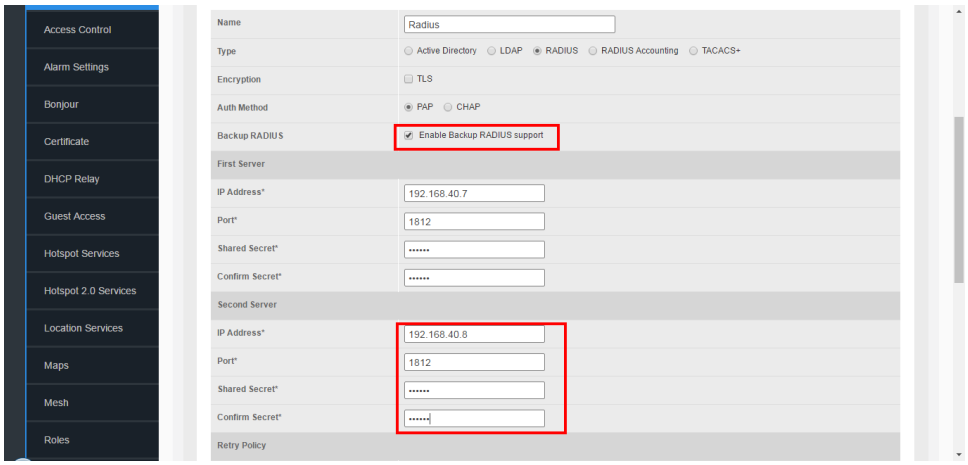


Figure 56: Enable backup RADIUS server

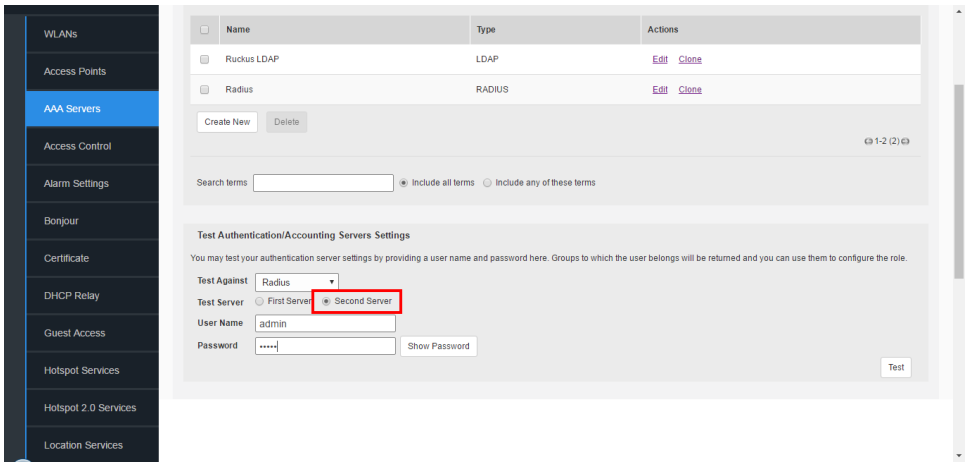


Figure 57: Test authentication settings against backup RADIUS server

MAC Authentication with an External RADIUS Server

To begin using MAC authentication:

1. Ensure that a RADIUS server is configured in ZoneDirector (**Configure** > **AAA Servers** > **RADIUS Server**). See Using an External AAA Server on page 87.
2. Create a user on the RADIUS server using the MAC address of the client as both the user name and password. The MAC address format can be configured in one of the following formats:
   - A single string of characters without punctuation: aabbccddeeff
   - Colon separated: aa:bb:cc:dd:ee:ff
   - Hyphen separated: aa-bb-cc-dd-ee-ff

- All caps: AABBCCDDEEFF
- All caps hyphenated: AA-BB-CC-DD-EE-FF
- All caps colon separated: AA:BB:CC:DD:EE:FF

3. Log in to the ZoneDirector web interface, and go to **Configure** > **WLANs**.
4. Click the **Edit** link next to the WLAN you would like to configure.
5. Under **Authentication Options: Method** , select **MAC Address**
6. Under **Authentication Server**, select your RADIUS Server.
7. Select the **MAC Address Format** according to your RADIUS server's requirements.
8. Click **OK** to save your changes

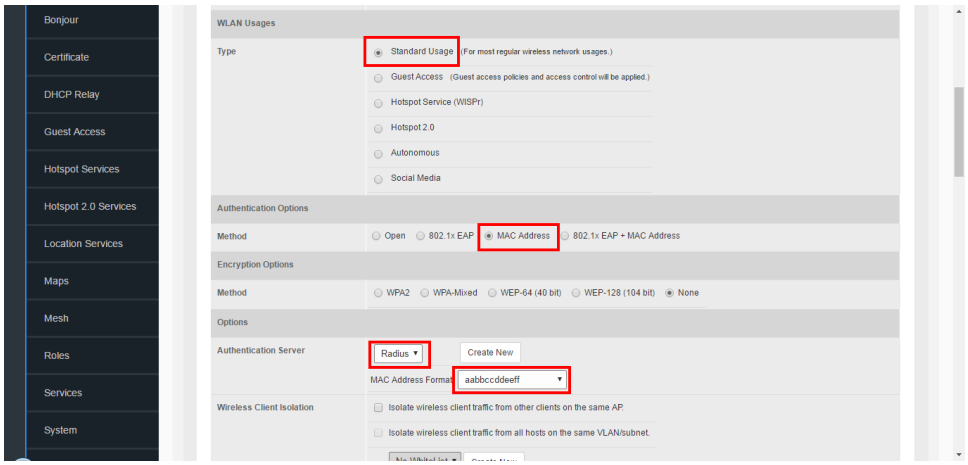


Figure 58: RADIUS authentication using MAC address

You have completed configuring the WLAN to authenticate users by MAC address from a RADIUS server.

Using 802.1X EAP MAC Address Authentication

With the 802.1X EAP + MAC Address authentication method, clients configured with either "open" or EAP-MD5 authentication methods are both supported on the same WLAN.

The encryption method is limited to "None," and an external RADIUS server is required.

NOTE This option will only work if you have a supplicant that supports this behavior (and currently no known public domain supplicants support this behavior).

When ZoneDirector authenticates a client, MAC authentication is checked first, followed by the EAP process. When the client tries to associate, if MAC authentication succeeds, the client is authorized directly and allowed to pass traffic without any further EAP authentication required.

If MAC authentication fails, the EAP authentication process begins and the client must provide a valid EAP account before access is granted. If MAC authentication fails, the EAP authentication process begins and the client must provide a valid EAP account before access is granted.

You can view the actual authentication method used (MAC address or EAP) from the **Monitor > Wireless Clients** page.

Using 802.1X with EAP-MD5

EAP-MD5 differs from other EAP methods in that it only provides authentication of the EAP peer to the EAP server but not mutual authentication. ZoneDirector supports 802.1X authentication with EAP-MD5 using either ZoneDirector's internal database or an external RADIUS server.

To configure a WLAN for EAP-MD5 authentication:

1. Go to **Configure** > **WLANs** and click the **Edit** link next to the WLAN you would like to configure
2. Under **Authentication Options: Method**, select **802.1X EAP**
3. Under **Encryption Options: Method**, select **None**
4. Under **Authentication Server**, select either **Local Database** or a previously configured RADIUS server from the list.
5. Click **OK** to save your changes.

RADIUS Attributes

Ruckus products communicate with an external RADIUS server as a RADIUS client. Packets from Ruckus products are called "access-request" or "accounting-request" messages. The RADIUS server, in turn, sends an "access-challenge", "access-accept" or "access-reject" message in response to an access-request, and an "accounting-response" message in response to an accounting-request.

RADIUS Attribute Value Pairs (AVP) carry data in both the request and the response messages. The RADIUS protocol also allows vendor specific attributes (VSA) to extend the functionality of the protocol. The following tables list the RADIUS attributes used in these messages between ZoneDirector and the RADIUS/RADIUS Accounting server based on which type of authentication is used for the WLAN.

ZoneDirector will terminate a user session if it receives a Change of Authorization-Disconnect Message (COA-DM) from the RADIUS server. The COA-DM message may be used when a client changes service levels. For instance, a new user may initially connect to a free, low-rate service on one WLAN. When they purchase access on a higher-rate service, RADIUS will send a COA-DM message to ZoneDirector, causing the user to re-connect to an alternative WLAN. COA-DM may also be used to remove a client if a user exceeds their total bandwidth allowance or time on the network.

NOTE In addition to COA-DM messages, as of release 10.0, ZoneDirector also supports the following COA messages:

- Idle timeout
- Session Timeout
- Accounting interval
- Uplink rate limit
- Downlink rate limit
- Filter ID (ACL ID)

Notation "==>" below indicates this value is generated external to AP/ZoneDirector.

- In the case of EAP payload, this is generated by a wireless client and encapsulated in the RADIUS access-request packet.
- In the case of a "state" attribute, it indicates that an access-request packet is a response to the last received access-challenge packet by copying the "state" AVP unmodified.
- As for the "class" attribute, it is parsed and stored from an access-accept packet and then subsequently used in accounting-request packets.

RADIUS Authentication attributes

Table 18: RADIUS attributes used in authentication

WLAN Type	Attributes
802.1X / MAC Auth	Sent from ZoneDirector in Access Request messages: (1) User name (4) NAS IP Address (optional; prefer sending NAS ID) (5) NAS Port (6) Service Type: hard-coded to be Framed-User(2) (12) Framed MTU: hard-coded to be 1400 (30) Called Station ID: user configurable (31) Calling Station ID: format is sta's mac (32) NAS Identifier: user configurable (61) NAS Port Type: hard-coded to be 802.11 port (19) (77) Connection Info: indicates client radio type ==> (79) EAP payload ==> (24) State: if radius access-challenge in last received radius msg from AAA (80) Message Authenticator (95) NAS IPv6 address (if using/talking to an IPv6 RADIUS server) Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 3 (Ruckus-SSID) Sent from RADIUS server in Access Accept messages: (1) User name (7) WISPr Bandwidth-Max-Up: Maximum transmit rate (bits/second) (8) WISPr Bandwidth-Max-Down: Maximum receive rate (bits/second) (25) Class (27) Session-timeout & (29) Termination-action: Session-timeout event becomes a disconnect event or re-authentication event if termination-action indicates "(1) radius-request" (85) Acct-interim-interval For Dynamic VLAN application: (64) Tunnel-Type: value only relevant if it is (13) VLAN (65) Tunnel-Medium-Type: value only relevant if it is (6) 802 (as in all 802 media plus ethernet) (81) Tunnel-Private-Group-ID: this is the VLAN ID assignment (per RFC, this is between 1 and 4094) Administrator Authentication: Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 1 (Ruckus-User-Groups) Value Format: group_attr1, group_attr2, group_attr3, ... Cisco private attribute: Vendor ID: 9 Vendor Type/ Attribute Number: 1 (Cisco-AVPair) Value Format: shell:roles="group_attr1 group_attr2 group_attr3 ..."

WLAN Type	Attributes
WISPr / Web Auth / Guest	Additional attributes supported in WISPr WLANs (**generic attributes NOT the same as non-WISPr/802.1X): (1) User name (2) Password or (3) CHAP-Password (4) NAS IP Address (6) Service Type: hardcoded to be Framed-User(2) (8) Framed IP address (30) Called Station ID: user configurable (31) Calling Station ID: format is sta's mac (32) NAS Identifier: user configurable (44) Account session ID Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 3 (Ruckus-SSID) WISPr vendor specific attribute (vendor id = 14122) (1) WISPr location id (2) WISPr location name (4) WISPr redirection URL (7) WISPr Bandwidth-Max-Up: Maximum transmit rate (bits/second) (8) WISPr Bandwidth-Max-Down: Maximum receive rate (bits/second) (80) Message Authenticator

RADIUS Accounting attributes

The following table lists attributes used in RADIUS accounting messages.

Table 19: RADIUS attributes used in Accounting

WLAN Type	Attribute
802.1X / MAC Auth	Common to Start, Interim Update, and Stop messages: (1) User Name (4) NAS IP Address (5) NAS Port (8) Framed IP (30) Called Station ID: user configurable (31) Calling Station ID: format is sta's mac (32) NAS Identifier: user configurable (40) Status Type: start, stop, interim-update (45) Authentic: radius-auth (1) (50) Acct-Multi-Session-ID (61) NAS Port Type: hard-coded to be 802.11 port (19) (77) Connection Info: indicates client radio type ==> (25) Class: if received in radius-accept message from AAA Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 3 (Ruckus-SSID)

WLAN Type	Attribute
802.1X / MAC Auth	Specific to Interim Update and Stop messages: (8) Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 2 (Ruckus-Sta-RSSI) (42) Input Octets (43) Output Octets (44) Session ID (46) Session Time (47) Input Packets (48) Output Packets (52) Input Gigawords (only appears when received bytes > 4 GB) (53) Output Gigawords (only appears when transmitted bytes > 4 GB) (55) Event Timestamp Specific to Stop messages: (49) Terminate Cause: user-request, lost-carrier, lost-service, session-timeout, admin-reset, admin-reboot, supplicant-restart, idle timeout
802.1X / MAC Auth	Sent from RADIUS server in Accept messages: (1) User name (25) Class (85) Acct-interim-interval (27) Session-timeout & (29) Termination-action: Session-timeout event becomes a disconnect event or re-authentication event if termination-action indicates "(1) radius-request" For Dynamic VLAN application: (64) Tunnel-Type: value only relevant if it is (13) VLAN (65) Tunnel-Medium-Type: value only relevant if it is (6) 802 (as in all 802 media plus Ethernet) (81) Tunnel-Private-Group-ID: this is the VLAN ID assignment (per RFC, this is between 1 and 4094)

WLAN Type	Attribute
WISPr / Web Auth / Guest Access	Common to Start, Interim Update, and Stop messages: (1) User name (2) Password (4) NAS IP address (5) NAS port (8) Framed-IP (30) Called station ID: user configurable (31) Calling station ID (32) NAS Identifier: user configurable (45) Acct authentic (50) Acct-Multi-Session-Id (61) NAS port type (77) Connection Info: indicates client radio type Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 3 (Ruckus-SSID) Additional attributes supported in WISPr WLANs: WISPr vendor specific attributes (vendor id = 14122) (1) WISPr location id (2) WISPr location name (4) WISPr redirection URL (7) WISPr Bandwidth-Max-Up: Maximum transmit rate (bits/second) (8) WISPr Bandwidth-Max-Down: Maximum receive rate (bits/second) Specific to Interim Update and Stop messages: (42) Acct input octets (43) Acct output octets(44) Acct session ID (46) Acct session time (47) Acct input packets (48) Acct output packets (52) Acct input giga words (53) Acct output giga words Ruckus private attribute: Vendor ID: 25053 Vendor Type / Attribute Number: 2 (Ruckus-Sta-RSSI) Additional attributes supported in WISPr WLANs: WISPr vendor specific attributes (vendor id = 14122) (1) WISPr location id (2) WISPr location name

Configuring Microsoft IAS for PAP Authentication

If you are using Microsoft Internet Authentication Service (IAS) as your RADIUS server and PAP authentication, you will need to configure your user/group profiles to use only PAP authentication rather than the default (MS-CHAP). If you selected CHAP under "RADIUS / RADIUS Accounting", you do not need to configure IAS for PAP authentication.

To configure user/group profiles for PAP authentication:

1. From the **Internet Authentication Service** main page, select the user or group for which you want to configure PAP authentication.
2. Right-click the user or group and select **Properties** to open the [user/group name] **Properties** dialog box.
3. In the **Properties** dialog box, click **Edit Profile....** The **Edit Dial-in Profile** dialog box opens.
4. Click the **Authentication** tab at the top of the screen.
5. Select **Unencrypted authentication (PAP, SPAP)**.
6. Click **OK**.
7. Repeat this procedure for additional users or groups.

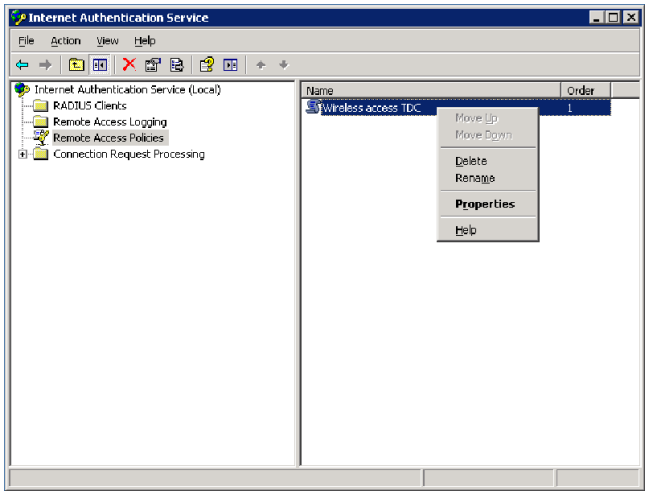


Figure 59: On the Microsoft IAS page, right-click the user/group and select Properties.

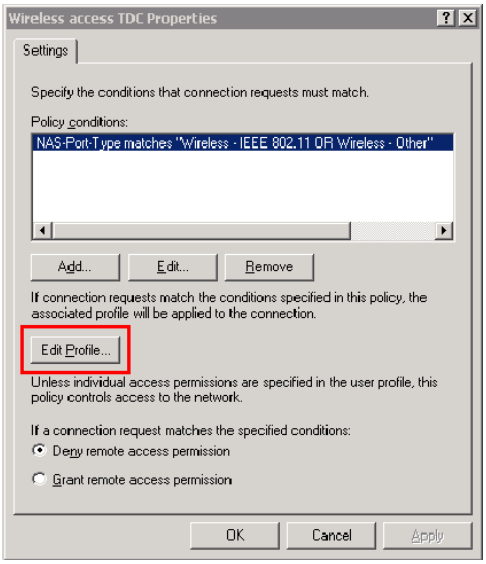


Figure 60: On the Properties page, click Edit Profile...

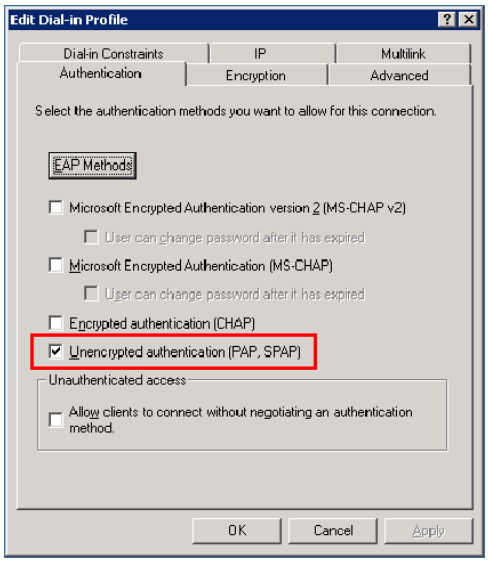


Figure 61: On the Authentication tab of the Edit Dial-in Profile dialog, select Unencrypted authentication (PAP, SPAP)

You have completed configuring Microsoft IAS for PAP authentication.

TACACS+

Terminal Access Controller Access-Control System Plus (TACACS+) is an Authentication, Authorization and Accounting protocol used to authenticate ZoneDirector administrators.

ZoneDirector admins can be assigned any of the same three administration privilege levels that can be set manually on the **Configure** > **Roles** page:

- Super Admin (Perform all configuration and management tasks)
- Operator Admin (Change settings affecting single AP's only)
- Monitoring Admin (Monitoring and viewing operation status only)

TACACS+ is an extensible AAA protocol that provides customization and future development features, and uses TCP to ensure reliable delivery. The daemon should listen at port 49 which is the "login" port assigned for the TACACS protocol. To authenticate ZoneDirector admins using a TACACS+ AAA server:

1. Go to **Configure** > **AAA Servers**
2. In **Authentication/Accounting Servers**, click **Create New**
3. Enter a **Name** for the TACACS+ server, and select **TACACS+** for Type.
4. Enter the server's **IP address** and do not change the **Port** setting from the default port 49 (in general).

5. In TACACS+ Service, enter a string of up to 64 characters. This name must match the name of the service configuration table on the TACACS+ server. Click **OK** to save your changes.

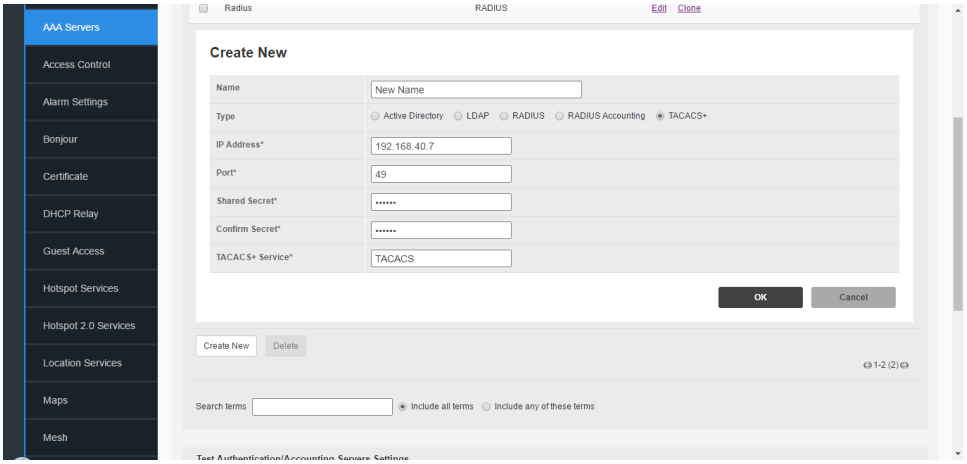


Figure 62: Configuring a TACACS+ AAA server

Once your TACACS+ server is configured on the AAA Servers page, you can select it from the list of servers used to authenticate ZoneDirector administrators on the **Administer** > **Preferences** page.

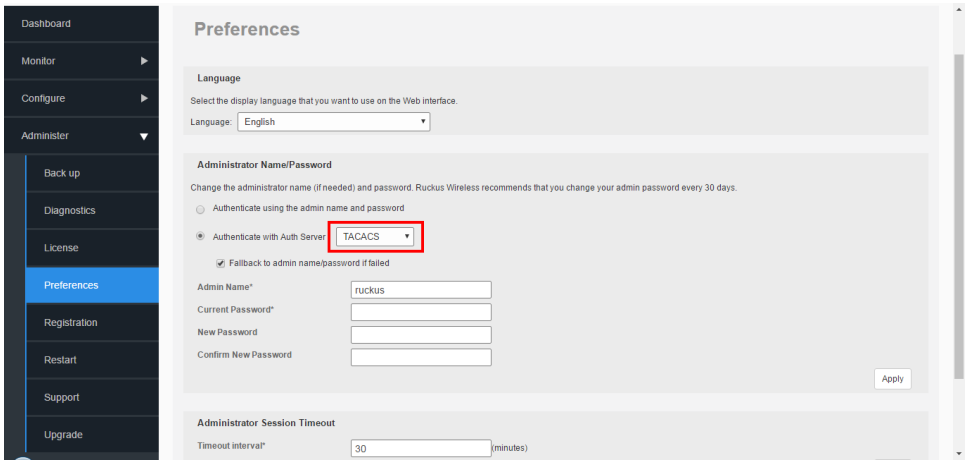


Figure 63: Select TACACS+ for ZoneDirector administrator authentication

Testing Authentication Settings

The Test Authentication Settings feature allows you to query an AAA server for a known authorized user, and return Groups associated with the user that can be used for configuring Roles within ZoneDirector.

After you have configured one or more authentication servers in ZoneDirector, perform this task to ensure that ZoneDirector can connect to the authentication server and retrieve the groups/attributes that you have configured for each user account. If testing against a RADIUS server, this feature uses PAP or CHAP depending on the RADIUS server configuration and the choice you made in "RADIUS / RADIUS Accounting" above. Make sure that either PAP or CHAP is enabled on the Remote Access Policy (assuming Microsoft IAS as the RADIUS server) before continuing with testing authentication settings.

1. On the **Configure > AAA Servers** page, locate the **Test Authentication Settings** section.
2. Select the authentication server that you want to use from the **Test Against** drop-down menu.
3. In **User Name** and **Password**, enter an Active Directory, LDAP or RADIUS user name and password.
4. Click **Test**. If ZoneDirector was able to connect to the authentication server and retrieve the configured groups/attributes, the information appears at the bottom of the page. The following is an example of the message that will appear when ZoneDirector authenticates successfully with the server: `Success! Groups associated with this user are "{group_name}". This user will be assigned a role of {role}`. If the test was unsuccessful, there are three possible results (other than success) that will be displayed to inform you if you have entered information incorrectly:
   - Admin invalid
   - User name or password invalid
   - Search filter syntax invalid (LDAP only)

These results can be used to troubleshoot the reasons for failure to authenticate users from an AAA server through ZoneDirector.

Controlling Network Access Permissions

ZoneDirector provides several options for controlling client access to your wireless networks and to other wired/wireless network resources. This section is divided into the

following subsections according to the features on the **Configure** > **Access Control** page.

Creating Layer 2/MAC Address Access Control Lists

Using the Access Controls configuration options, you can define Layer 2/MAC address ACLs, which can then be applied to one or more WLANs (upon WLAN creation or edit). ACLs are either allow-only or deny-only; that is, an ACL can be set up to allow only specified clients or to deny only specified clients. MAC addresses that are in the deny list are blocked at the AP, not at ZoneDirector.

To configure an L2/MAC ACL:

1. Go to **Configure** > **Access Control**
2. Expand the **L2-L7 Access Control** section
3. In L2/MAC Access Control, click **Create New**Alternatively, you can create a Layer 2/MAC ACL from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure** > **WLANs** > **Edit** > **Advanced Options** > **Access Control** > **L2/MAC** > **Create New**.)
4. Type a **Name** for the ACL.
5. Type a **Description** of the ACL.
6. Select the **Restriction** mode as either **allow** or **deny**.
7. Type a MAC address in the **MAC Address** text box, and then click **Create New** to save the address. The new MAC address that you added appears next to the **Stations** field. You can enter up to 128 MAC addresses per ACL.
8. Click **OK** to save the L2/MAC based ACL.You can create up to 32 L2/MAC ACL rules and each rule can contain up to 128 MAC addresses. Each WLAN can be configured with one L2 ACL.

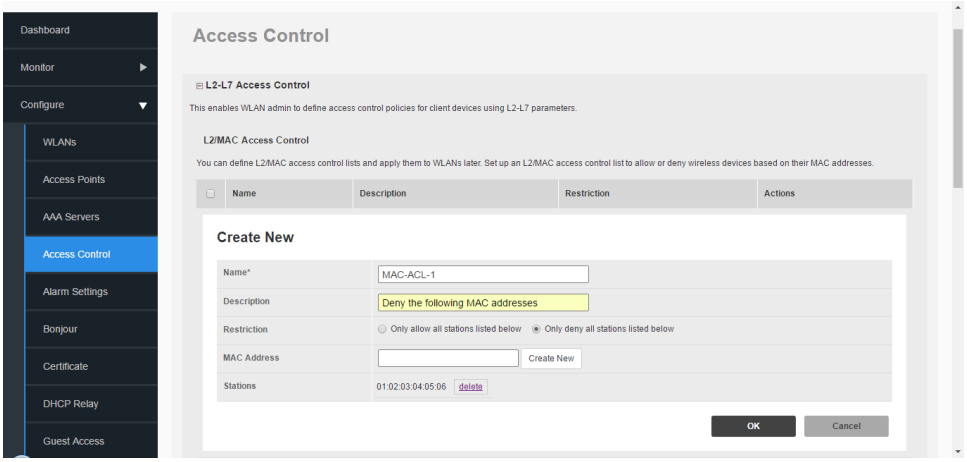


Figure 64: Configuring an L2/MAC access control list

Creating Layer 3/Layer 4/IP Address Access Control Lists

In addition to L2/MAC based ACLs, ZoneDirector also allows you to create access controls at Layer 3 and Layer 4.

These controls can be applied based on a set of criteria including:

- Destination
- Address
- Protocol
- Destination Port

To create an L3/L4/IP address based ACL:

1. Go to **Configure** > **Access Control**.
2. Expand the **L2-L7 Access Control** section.
3. In **L3/4/IP address Access Control**, click **Create New**.

NOTE Alternatively, you can create a Layer 3/Layer 4/IP Address ACL from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure** > **WLANs** > **Edit** > **Advanced Options** > **Access Control** > **L3/4/IP Address** > **Create**.)

---

4. Type a **Name** for the ACL.
5. Type a **Description** for the ACL.
6. In **Default Mode**, set the default access privilege (allow all or deny all) that you want to grant all users by default.
7. In **Rules**, click **Create New** or click **Edit** to edit an existing rule.
8. Define each access policy by configuring a combination of the following:
   - Type: The access privilege (allow or deny) that this policy grants.
   - Destination Address: Enter an IP subnet and netmask of the network target to which you want to allow or deny access. (IP address must be in the format , where To allow/deny a single host, use /32 as the netmask.
   - Application: If you select a specific application from the menu, the Protocol and Destination Port options are automatically filled with the relevant values and are not configurable.
   - Protocol: Enter a network protocol number (0-254), as defined by the IANA (http://www.iana.org/assignments/protocol-numbers/protocol-numbers.xhtml) to allow or deny. Otherwise, select Any.
   - Destination Port: Enter a valid port number (1-65534) or port range (e.g., 80-443).
9. Click **OK** to save the ACL.
10. Repeat these steps to create up to 32 L3/L4/IP address-based access control rules.

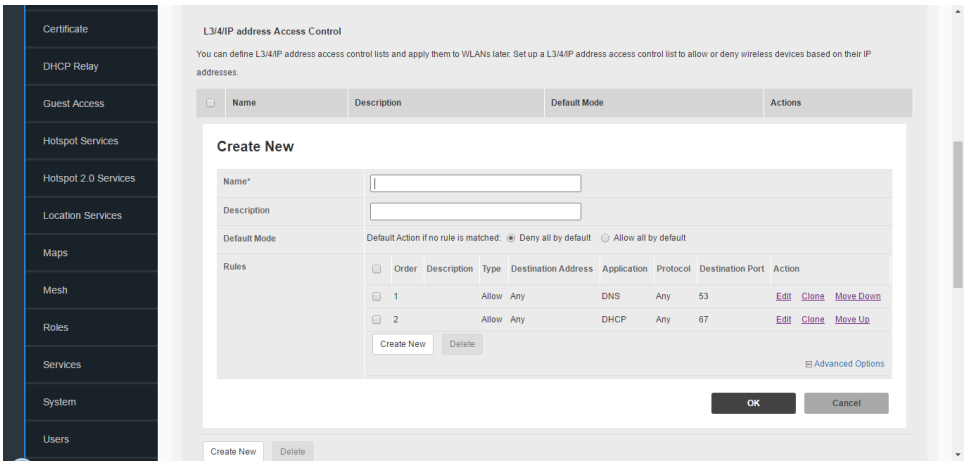


Figure 65: Configuring an L3/L4 access control list

Configuring Precedence Policies

Use the Precedence Policy settings to define the priority order in which rate limiting and VLAN policies are applied to a WLAN.

To configure Precedence Policies:

1. Go to **Configure** > **Access Control**.
2. In the **Precedence Policy** section, click **Edit** to modify the default policy or click **Create New** to create a new policy to be selectable from the WLAN configuration dialog. Alternatively, you can create a Precedence Policy from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure** > **WLANs** > **Edit** > **Advanced Options** > **Access Control** > **Precedence Policy** > **Create New**.)
3. Under **Rules**, click **Create New** to create a new rule for this policy.
4. Select an **Attribute** (VLAN or Rate Limiting) to apply a precedence policy.
5. Select a **Precedence Policy** (AAA Server, Device Policy or WLAN Configuration) and click up and down arrows to set the order in which policies will take precedence.
6. Click Save to save the rule. You can create up to two rules per policy. The rules will be applied in the order shown in the Order column.
7. Click **OK** to save the precedence policy. This policy is now available for selection in WLAN configuration.

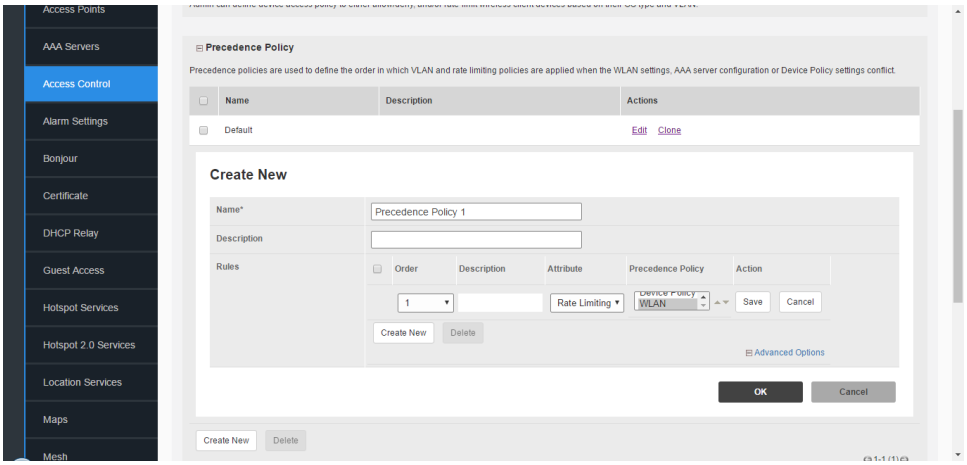


Figure 66: Precedence Policy settings

Blocking Client Devices

When users log into a ZoneDirector network, their client devices are recorded and tracked. If, for any reason, you need to block a client device from network use, you can do so from the web interface. The following subtopics describe various tasks that you can perform.

Note the following considerations when managing the Blocked Clients list:

- The block list is system-wide and is applied to all WLANs in addition to any per-WLAN ACLs. If a MAC address is listed in the system-wide block list, it will be blocked even if it is an allowed entry in an ACL. Thus, the block list takes precedence over an ACL
- MAC addresses that are in the deny list are blocked at the AP, not at ZoneDirector.

Temporarily Disconnecting Specific Client Devices

Follow these steps to temporarily disconnect a client device from your WLAN. (The user can simply reconnect manually, if they prefer.) This is helpful as a troubleshooting tip for problematic network connections.

1. Go to **Monitor > Wireless Clients**, and scroll down to the **Clients** table.
2. Look at the **Status** column to identify any "Unauthorized" users
3. Click the **Delete** button in the **Action** column in a specific user row. The entry is deleted from the **Active/Current Client** list, and the listed device is disconnected from your Ruckus Wireless WLAN.

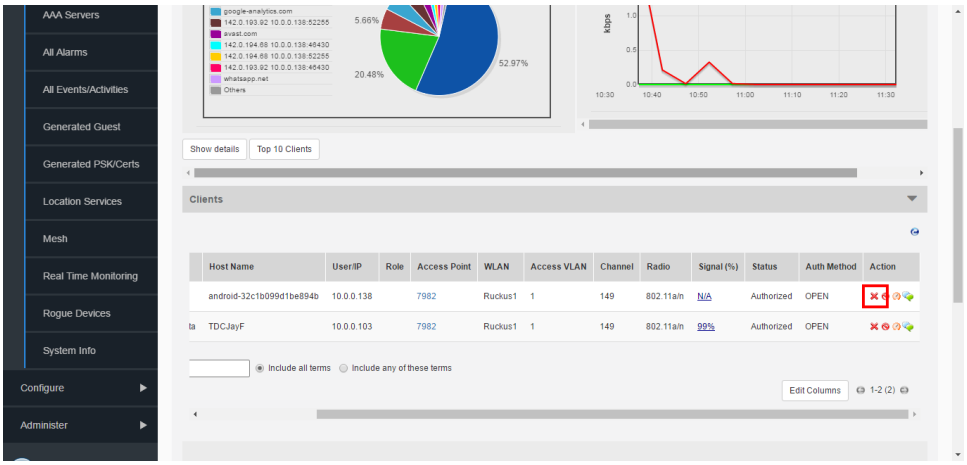


Figure 67: Click the Delete button to temporarily delete a client. The client will be able to reconnect.

The user can reconnect at any time, which, if this proves to be a problem, may prompt you to consider Permanently Blocking Specific Client Devices on page 111.

Permanently Blocking Specific Client Devices

Follow these steps to permanently block a client device from WLAN connections.

1. Look at the **Status** column to identify any unauthorized users.
2. Click the **Block** button in the **Action** column in a specific user row.

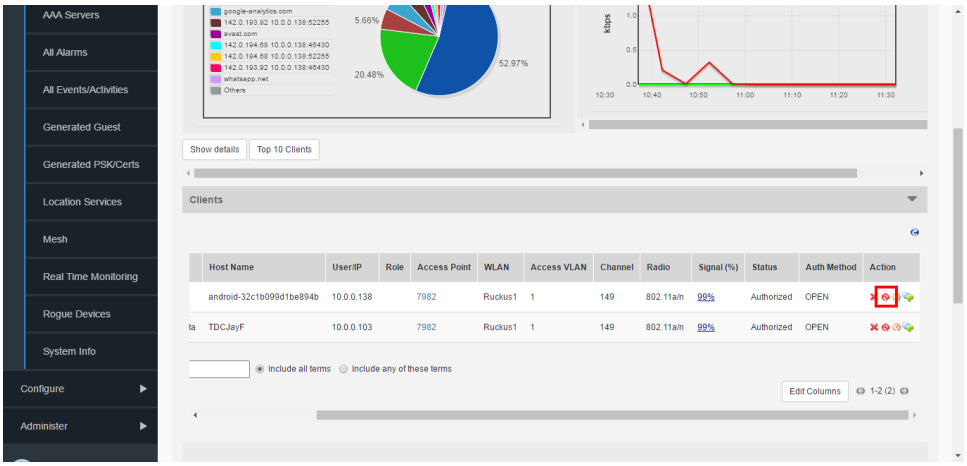


Figure 68: Click the Block button to permanently delete a client

The status is changed to **Blocked**. This will prevent the listed device from using your Ruckus Wireless WLANs.

Reviewing a List of Previously Blocked Clients

1. Go to **Configure** > **Access Control**.
2. Review the **Blocked Clients** table.
3. You can unblock any listed MAC address by clicking the **Unblock** button for that address.

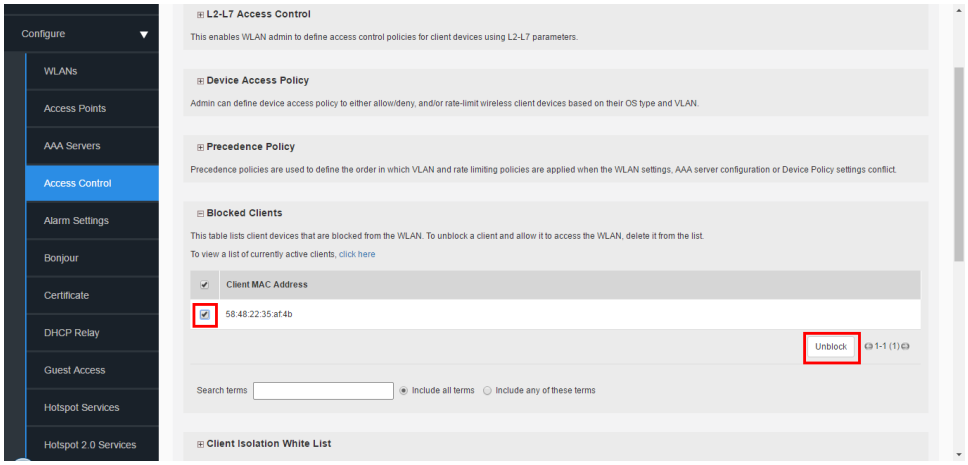


Figure 69: Unblocking a previously blocked client

Configuring Client Isolation White Lists

When Wireless Client Isolation is enabled on a WLAN, all communication between clients and other local devices is blocked at the Access Point. To prevent clients from communicating with other nodes, the Access Point drops all ARP packets from stations on the WLAN where client isolation is enabled and which are destined to IP addresses that are not part of a per-WLAN white list.

You can create exceptions to client isolation (such as allowing access to a local printer, for example) by creating Client Isolation White Lists.

To create a Client Isolation White List:

1. Go to **Configure** > **Access Control** > **.**
2. Expand the **Client Isolation White List** section, and click **Create New**.

NOTE You can also create a Client Isolation White List while creating a WLAN from within the WLAN configuration screen (**Configure** > **WLANs** > **Create New** > **Wireless Client Isolation** > **Create New**).

---

3. Enter a **Name** and optionally a **Description** for the access policy.
4. In **Rules**, you can create multiple device-specific rules for each device to be white listed.

- **Description**: Description of the device.
- **MAC Address**: Enter the MAC address of the device.
- **IPv4 Address**: Enter the IP address of the device.

5. Click **Save** to save the rule you created.
6. To change the order in which rules are implemented, select the order from the drop-Order column. You can also **Edit** or **Clone** rules from the **Action** column. To delete a rule, select the box next to the rule and click **Delete**.
7. Click **OK** to save the white list.

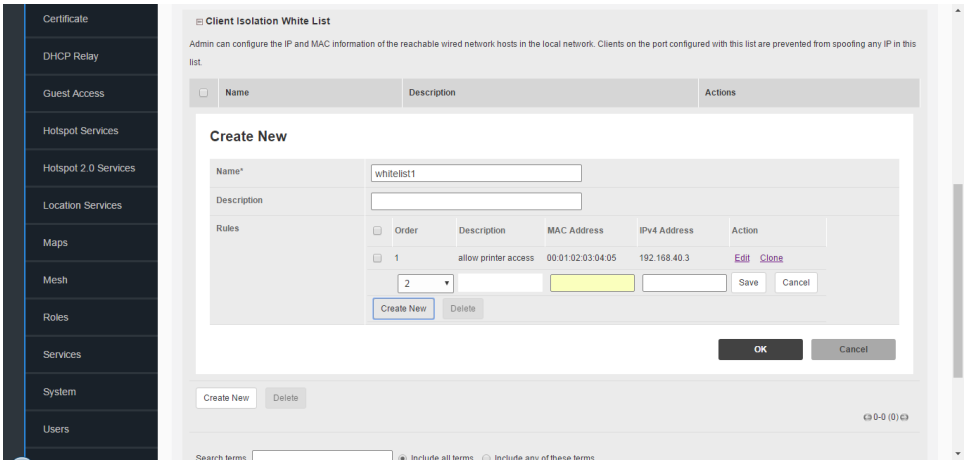


Figure 70: Creating a Client Isolation White List

To apply a Client Isolation White List to a WLAN:

1. Go to **Configure** > **WLANs**.
2. Click **Edit** next to the WLAN you want to edit.
3. In **Wireless Client Isolation** (under Options), select the level of client isolation you want to enforce:
   - **Isolate wireless client traffic from other clients on the same AP**: Enable client isolation on the same Access Point (clients on the same subnet but connected to other APs will still be able to communicate).
   - **Isolate wireless client traffic from all hosts on the same VLAN/subnet**: Prevent clients from communicating with any other hosts on the same subnet or VLAN other than those listed on the Client Isolation Whitelist. If this option is chosen, you must select a Whitelist from the drop-down list of those you created on the **Configure** > **Access Control** page.
4. Click **OK** to save your changes.

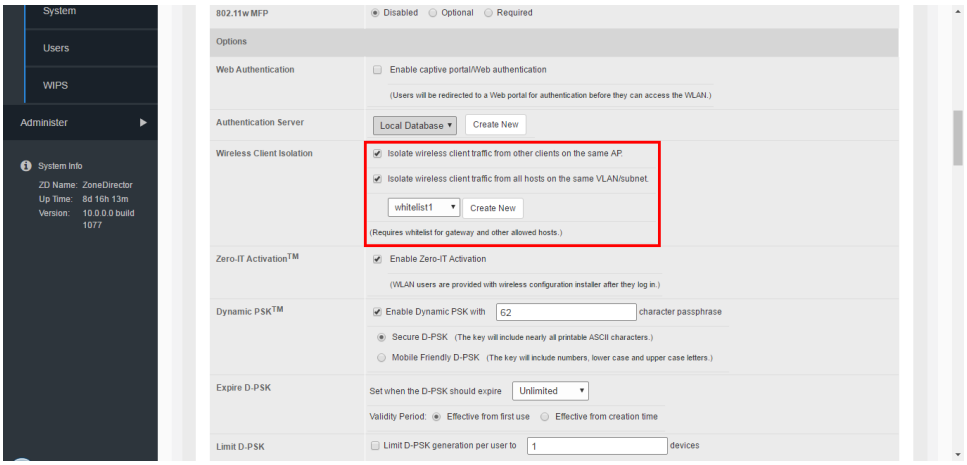


Figure 71: Selecting a Client Isolation White List

Application Recognition and Filtering

The Application Recognition and Filtering features allow administrators to customize and enhance ZoneDirector's built-in application identification capabilities, apply filtering policies to prevent users from accessing certain applications, or limit the bandwidth consumed by certain applications.

ZoneDirector's built-in application recognition can be enhanced using either an application signature package import feature, or by using the user-defined application sections.

Application Policies include application blocking/denial, QoS traffic shaping and rate limiting. Each Application Policy can contain multiple rules, and admins can define application policies to filter or rate limit traffic by application, and then apply the policy to WLANs using the WLAN Advanced Options.

The Application Recognition and Filtering (aka "Application Recognition and Control," or "ARC") features allow administrators to perform the following tasks:

- Import a New Application Signature Package on page 114
- Configure IP Based User Defined Applications on page 115
- Configure Port Based User Defined Applications on page 116
- Configure Application Policies on page 117

Import a New Application Signature Package

ZoneDirector's built-in application recognition database can be upgraded using the Application Signature Package Import feature.

To import a new application signature package:

1. Download an application signature package from support.ruckuswireless.com, and save the file to your local computer.
2. Go to **Configure > Access Control**.

3. Expand the **Application Recognition and Filtering** section.
4. In **Signature Package**, click **Choose File**.
5. Locate the file that you downloaded and click **OK**.
6. Click **Import** to import the package.

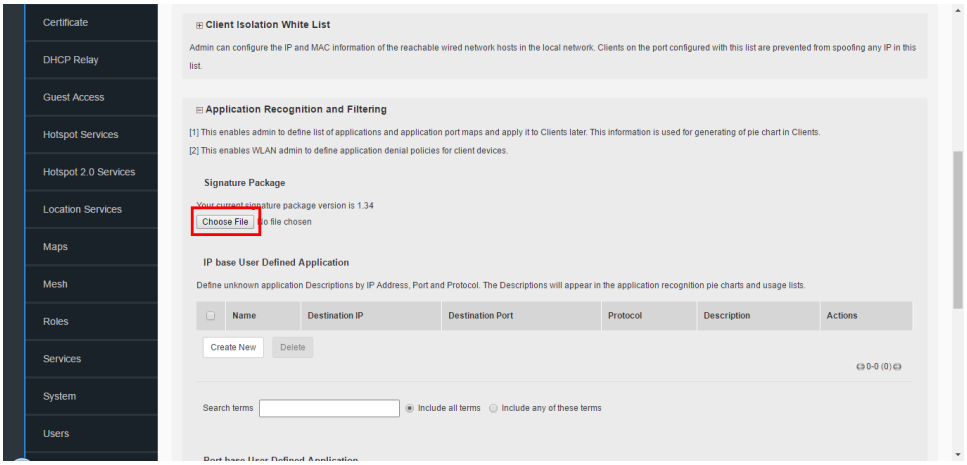


Figure 72: Importing a new signature package

Configure IP Based User Defined Applications

When an application is unrecognized and generically categorized, you can configure an explicit application identification policy by destination IP Address, Port and Protocol.

Wireless traffic that matches a configured policy will be displayed using the policy's name on the **Applications** pie charts/tables on the **Wireless Clients** monitoring page.

Application identification policies are implemented according to the following priority order:

1. IP-based user defined applications
2. System defined applications
3. Port-based user defined applications

The following figure shows how to configure an IP-based user defined application policy to identify a corporate accounting application. ZoneDirector identifies wireless traffic matching this policy as "Well Paid Accounting" and displays this name in the application recognition pie charts and tables.

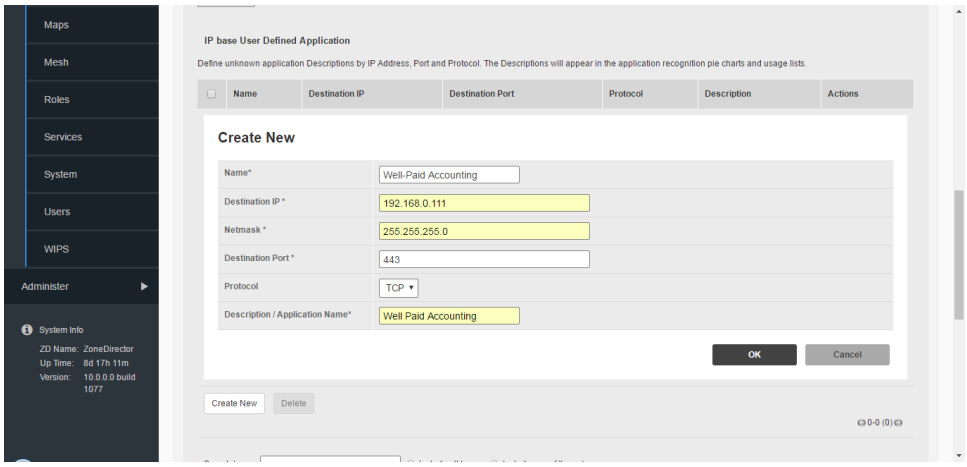


Figure 73: Defining custom applications for ZoneDirector identification

Configure Port Based User Defined Applications

When an application is unrecognized and generically (or incorrectly) categorized you can configure an application identification policy by IP Port and Protocol.

Wireless traffic that matches a configured policy will be displayed using the policy's Description text in the Applications pie charts/tables on the Wireless Clients monitoring page.

This type of policy is the least granular in configuration and hence it has the lowest priority as a means of application identification. If, for example, you configure a port based user defined application for port 80/TCP, any such matching wireless traffic not identified by either an IP based user defined application policy or ZoneDirector's embedded policies will be identified as belonging to this policy.

The following figure shows how a port-based application policy could be used to categorize all otherwise uncategorized wireless traffic on Port 8081 as "HTTP Proxy" traffic and display this name in application recognition pie charts and tables.

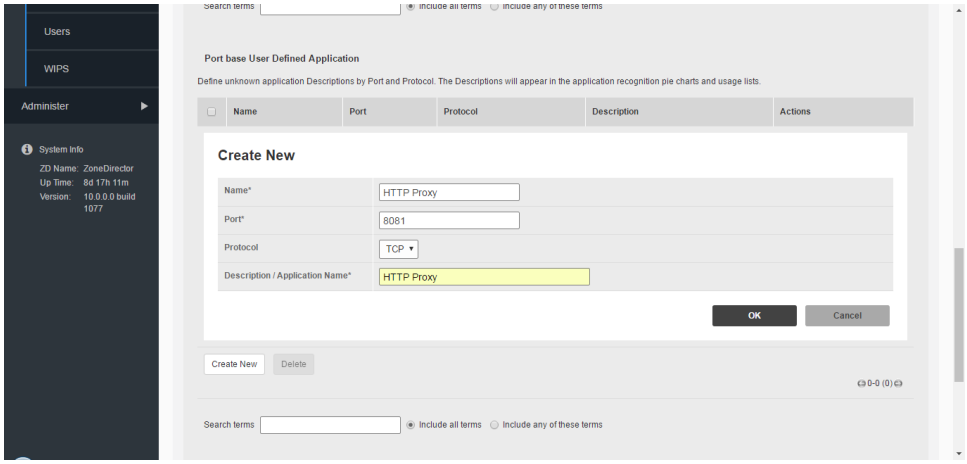


Figure 74: Application Port Mapping

Well- Known Service and Destination Port Mappings Defined in Application Visibility

ZoneDirector automatically identifies many of the most common applications for use in application recognition and filtering policies. The following links provide lists of some common applications and ports that are included:

- IANA list of Service Names and Port Numbers
- SpeedGuide.net
- Well known TCP and UDP ports used by Apple software products
- Bitcoin
- Google Cloud Messaging
- PlayStation
- TiVo
- Wii
- Xbox

Configure Application Policies

This option allows the administrator to create policies to deny application access, to set QoS traffic shaping priorities for certain traffic types, or to enforce rate limiting policies for applications.

Application Denial Policies

Using application denial policies, administrators can block specific applications if they are seen to be consuming excessive network resources, or enforce network usage policies such as blocking social media sites.

The following usage guidelines need to be taken into consideration when defining Application Denial Policies:

- "www.corporate.com": This will block access to the host web server at the organization "corporate.com", i.e. the FQDN. It will not block access to any other hosts such as ftp, ntp, smtp, etc. at the organization "corporate.com".
- "corporate.com": This will block access to all hosts at the domain "corporate.com" i.e. it will block access to www.corporate.com, ftp.corporate.com, smtp.corporate.com, etc.
- "corporate": This will block access to any FQDN containing the text "corporate" in any part of the FQDN. Care should be taken to use as long as possible string for matching to prevent inadvertently blocking sites that may contain a shorter string match i.e. if the rule is "net" then this will block access to any sites that have the text "net" in any part of the FQDN or ".net" as the FQDN suffix.
- *.corporate.com: This is an invalid rule. Wildcard "*" and other regular expressions cannot be used in any part of the FQDN.

- "www.corporate.com/games": This is an invalid rule. The filter cannot parse and block access on text after the FQDN, i.e., in this example it cannot filter the micro-site "/games".

NOTE Many global organizations have both a ".com" suffix and country specific suffix such as ".co.uk", ".fr", ".au" etc. To block access to, for example, the host web server in all regional specific web sites for an organization, a rule like "www.corporate" could be used.

NOTE Many global organizations use distributed content delivery networks such as Akamai. In such cases creating a rule such as "www.corporate.com" may not prevent access to the entire site. Further investigation of the content network behavior may need to be undertaken to fully prevent access.

QoS Rules

Implement application Quality of Service (QoS) rules to mark traffic with 802.1p or DSCP headers and prioritize according to the uplink and downlink priority selected. QoS rules can be created and applied to any of the system-defined applications or to user-defined applications.

Rate Limiting

Rate limiting rules can be applied to any of the system defined or user defined applications. Set the maximum uplink and downlink rates (0.25 ~ 20 Mbps) that the application can consume.

Configuring an Application Policy

Application Policies can be configured to control access to applications or to control traffic generated by applications.

To create an Application Denial Policy:

1. Go to **Configure** > **Access Control**
2. Expand the **Application Recognition and Filtering** section.
3. In **Application Denial Policy**, click **Create New** to create a new policy.

   NOTE Alternatively, you can create an Application Denial Policy from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure** > **WLANs** > **Edit** > **Advanced Options** > **Application Visibility** > **Enable** > **Apply Policy Group** > **Create New**.)

4. Enter a **Name** and optionally a **Description** for the policy
5. In **Rules**, click **Create New** to create a new rule for this policy.
6. In **Rule Type**, select one of the following policy rule types:

- **Denial Rules**: Block the application completely.
- **QoS**: Apply QoS prioritization rules to the application.
- **Rate Limiting**: Limit traffic volume consumed by the application.

7. In **Application Type**, select one of the following application categorization methods:
   - **System Defined**: Choose from a number of built-in categories.
   - **IP Based User Defined Application**: Choose from user-defined applications.
   - **Port Based User Defined Application**: Choose from user-defined applications.
8. In **Application**, select either one of the system-defined or user-defined applications from the list.
9. Click **OK** to save the rule, and click **OK** to save the policy.

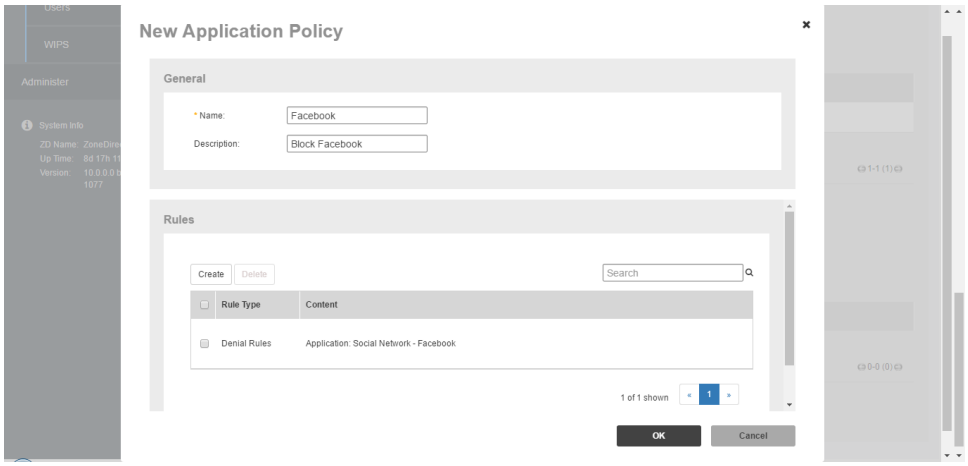


Figure 75: Blocking an application by Application Type

NOTE **When using port-based rules:** There is no distinction between the TCP and UDP protocols, so care should be taken if wishing to block a specific application port as that will apply to both IP protocols and may inadvertently block another application using the other protocol.

Applying an Application Policy to a WLAN

Once an Application Policy is created, use the following procedure to apply it to one or more WLANs.

1. Go to **Configure** > **WLANs**, and click **Edit** next to the WLAN you want to configure.
2. Expand the **Advanced Options** section.
3. Locate the **Application Visibility** section, and ensure that the **Enable** check box is enabled.
4. Select the policy you created from the **Apply Policy Group** list.
5. Click **OK** to save your changes.

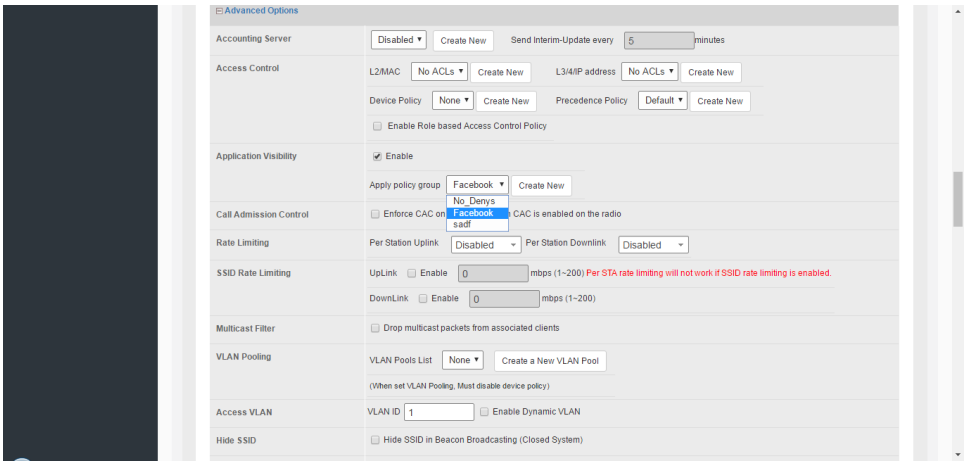


Figure 76: Apply an Application Policy to a WLAN

Configuring Floorplan Maps

If you import a floorplan map and enter its GPS coordinates or street address, it will be displayed at the relevant location on the world map on the Dashboard.

To import a floorplan map, go to **Configure > Maps** and click **Create New**. Enter a **Name** for the map, and either enter the street **Address** or GPS coordinates in **Latitude** and **Longitude**.

Next, click **Choose File** and select an image in JPG, PNG or BMP image format. Click **Import** to import the image.

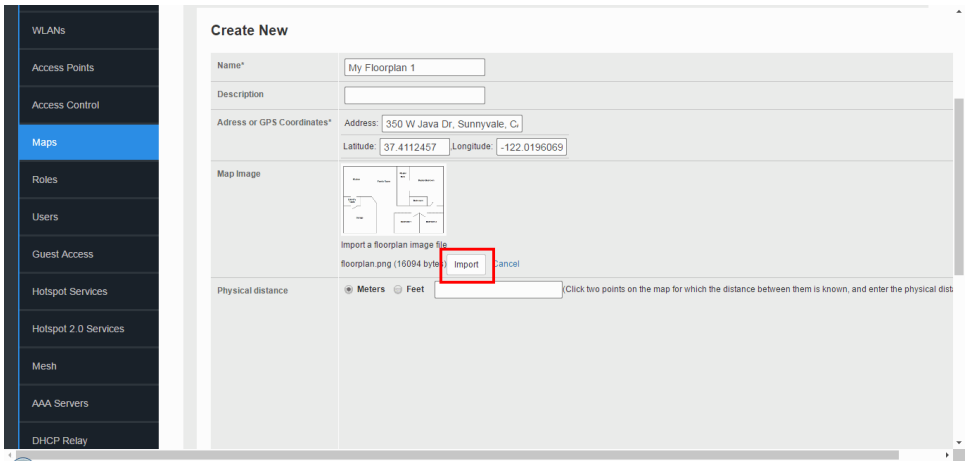


Figure 77: Creating a new floorplan map

Click two points on the map between which the distance is known, and enter the **Physical Distance** in meters or feet.

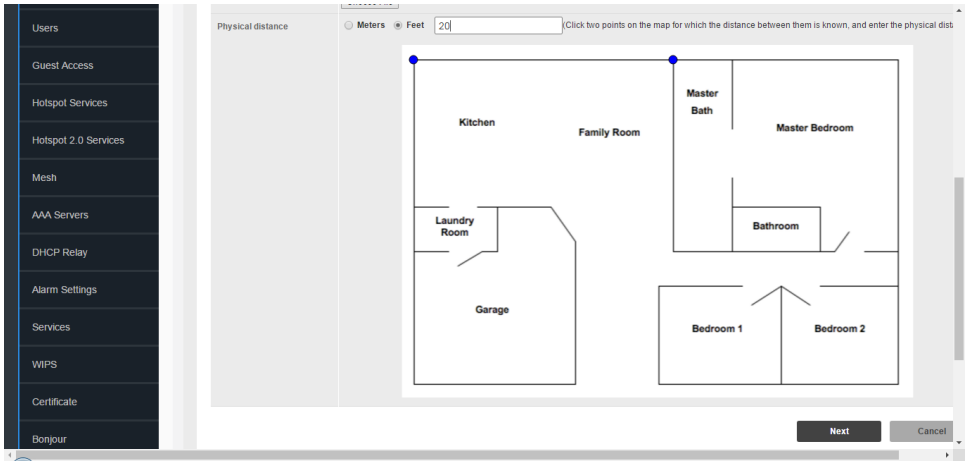


Figure 78: Create a floorplan map

Click **Next**. On the next screen, drag APs from the list on the left onto the map to represent their actual physical locations.

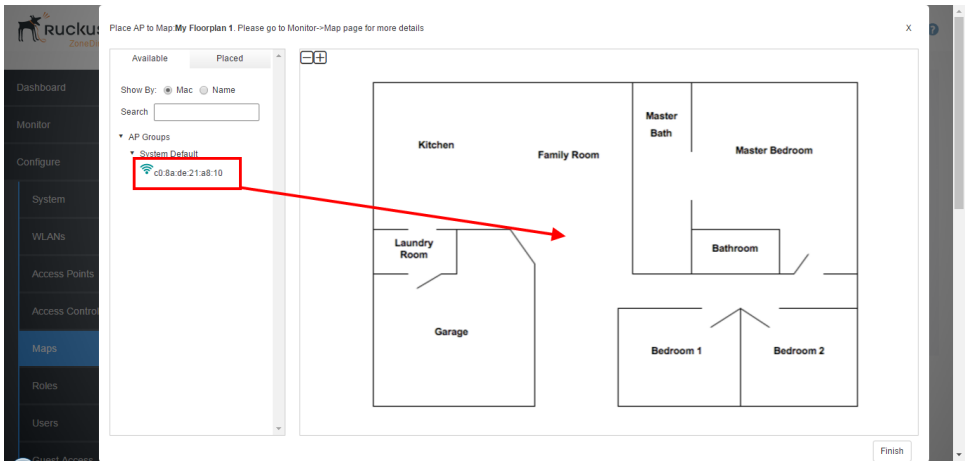


Figure 79: Drag an AP on to the map

Click **Finish**.

Configuring Wireless Intrusion Prevention

ZoneDirector provides several built-in intrusion prevention features designed to protect the wireless network from security threats such as Denial of Service (DoS) attacks and allow you to customize the actions to take and the notifications you would like to receive when each of the different threat types is detected.

DoS Protection

Two options are provided to protect the wireless network from Denial of Service attacks.

To configure the DoS protection options:

1. Go to **Configure** > **WIPS**
2. In the Denial of Service (DoS) section, configure the following settings:
   - **Protect my wireless network against excessive wireless requests**: If this capability is activated, excessive 802.11 probe request frames and management frames launched by malicious attackers will be discarded.
   - **Temporarily block wireless clients with repeated authentication failures for [ ] second**s: If this capability is activated, any clients that repeatedly fail in attempting authentication will be temporarily blocked for a period of time (10~1200 seconds, default is 30). Clients temporarily blocked by the **Intrusion Prevention** feature are not added to the **Blocked Clients** list on the **Configure** > **Access Control** page, **Blocked Clients** section.
3. Click **Apply** to save your changes.

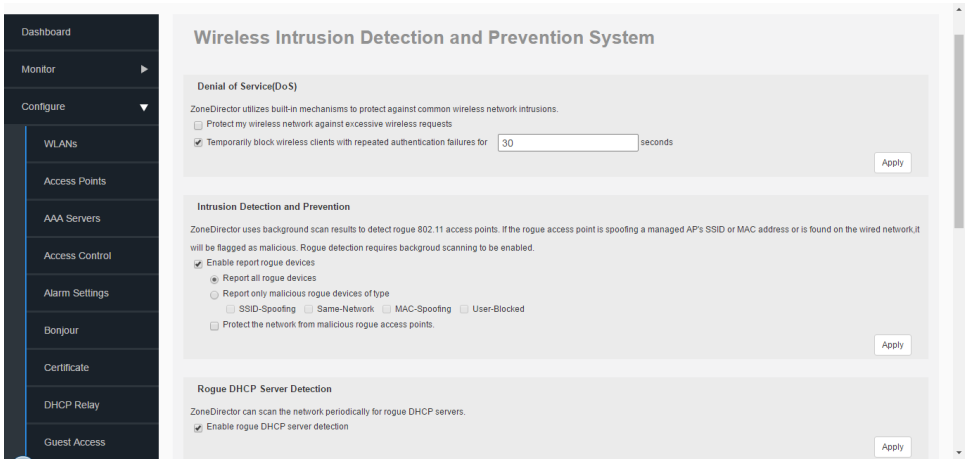


Figure 80: Denial of Service (DoS) prevention options

Intrusion Detection and Prevention

ZoneDirector's intrusion detection and prevention features rely on background scanning results to detect rogue access points connected to the network and optionally, prevent clients from connecting to malicious rogue APs.

Rogue Access Points

A "Rogue Access Point" is any access point detected by a ZoneDirector-managed access point that is not part of the ZoneFlex network managed by ZoneDirector.

Rogue devices are detected during off channel scans (background scanning) and are simply other access points that are not being managed by ZoneDirector (e.g., an access point at a nearby coffee shop, a neighbor's apartment or shopping mall). Typically, rogue access points are not a threat, however there are certain types that do pose a threat that will be automatically identified by ZoneDirector as "malicious rogue APs." The three automatically identified malicious access point categories are as follows:

- SSID-Spoofing: These are rogue access points that are beaconing the same SSID name as a ZoneDirector-managed access point. They pose a threat as someone may be attempting to use them as a honey pot to attract your clients into their network to attempt hacking or man-in-the-middle attacks to exploit passwords and other sensitive data.
- Same-Network: These are rogue access points that are detected by other access points as transmitting traffic on your internal network. They are detected by ZoneDirector-managed access points seeing packets coming from a 'similar' MAC address to one of those detected from an over the air rogue AP. Similar MAC addresses are +-5 MAC addresses lower or higher than the detected over the air MAC address.
- MAC-spoofing: These are rogue access points that are beaconing the same MAC address as a ZoneDirector-managed access point. They pose a threat as someone may be attempting to use them as a honey pot to attract your clients into their network to attempt hacking or man-in-the-middle attacks to exploit passwords and other sensitive data.

The last type of malicious rogue device is "User Marked." These are devices that are manually marked as malicious rogues by a ZoneDirector administrator using the **Mark as Malicious** button on the **Monitor > Rogue Devices** page.

To configure intrusion detection and prevention options:

1. Go to **Configure > WIPS**.
2. In the **Intrusion Detection and Prevention** section, configure the following settings:
    - **Enable report rogue devices**: Enabling this check box allows ZoneDirector to include rogue device detection in logs and email alarm event notifications.
        - **Report all rogue devices**: Send alerts for all rogue AP events.

- **Report only malicious rogue devices of type**: Select which event types to report.

- **Protect the network from malicious rogue access points**: Enable this feature to automatically protect your network from network connected rogue APs, SSID-spoofing APs and MAC-spoofing APs. When one of these rogue APs is detected (and this check box is enabled), the Ruckus AP automatically begins sending broadcast de-authentication messages spoofing the rogue's BSSID (MAC) to prevent wireless clients from connecting to the malicious rogue AP. This option is disabled by default.

3. Click the **Apply** button in the same section to save your changes.

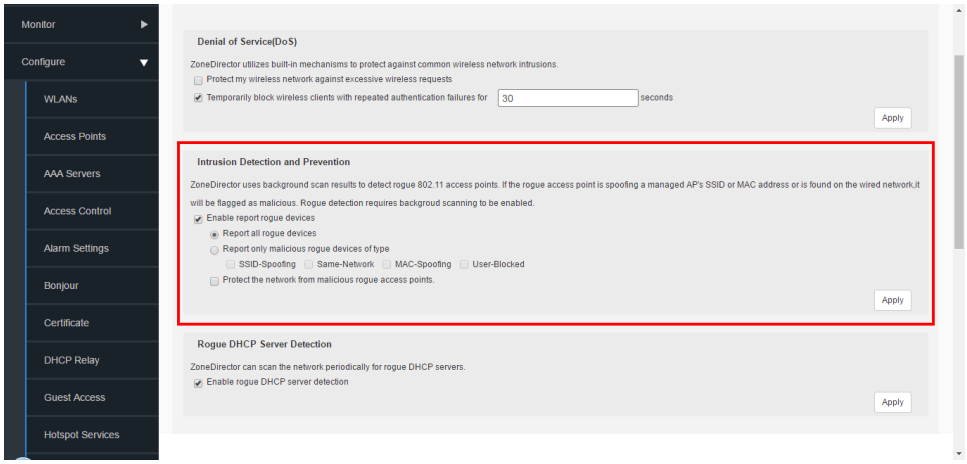


Figure 81: Intrusion Prevention option

See Detecting Rogue Access Points on page 292 for more information on monitoring and handling rogue devices.

Rogue DHCP Server Detection

A rogue DHCP server is a DHCP server that is not under the control of network administrators and is therefore unauthorized.

When a rogue DHCP server is introduced to the network, it could start assigning invalid IP addresses, disrupting network connections or preventing client devices from accessing network services. It could also be used by hackers to compromise network security. Typically, rogue DHCP servers are network devices (such as routers) with built-in DHCP server capability that has been enabled (often, unknowingly) by users. ZoneDirector has a rogue DHCP server detection feature that can help you prevent connectivity and security issues that rogue DHCP servers may cause. When this feature is enabled, ZoneDirector scans the network every five seconds for unauthorized DHCP servers and generates an event every time it detects a rogue DHCP server.

The conditions for detecting rogue DHCP servers depend on whether ZoneDirector's own DHCP server is enabled:

- If the built-in DHCP server is enabled, ZoneDirector will generate an event when it detects any other DHCP server on the network.
- If the built-in DHCP server is disabled, ZoneDirector will generate events when it detects two or more DHCP servers on the network. You will need to find these DHCP servers on the network, determine which ones are rogue, and then disconnect them or shut down the DHCP service on them.

The Rogue DHCP Server Detection feature is enabled by default. If it is disabled, use the following procedure to re-enable:

To enable rogue DHCP server detection on ZoneDirector (enabled by default):

1. Go to **Configure** > **WIPS**.
2. In the Rogue **DHCP Server Detection** section, select the **Enable rogue DHCP server detection** check box.
3. Click the **Apply** button that is in the same section.

You have completed enabling rogue DHCP server detection. Ruckus Wireless recommends checking the **Monitor** > **All Events/Activities** page periodically to determine if ZoneDirector has detected any rogue DHCP servers. When a rogue DHCP server is detected, the following event appears on the **All Events/Activities** page:

```
Rogue DHCP server on [IP_address] has been detected.
```

If the check box is cleared, ZoneDirector will not generate these events.

NOTE Rogue DHCP server detection only works on the ZoneDirector's management IP subnet.

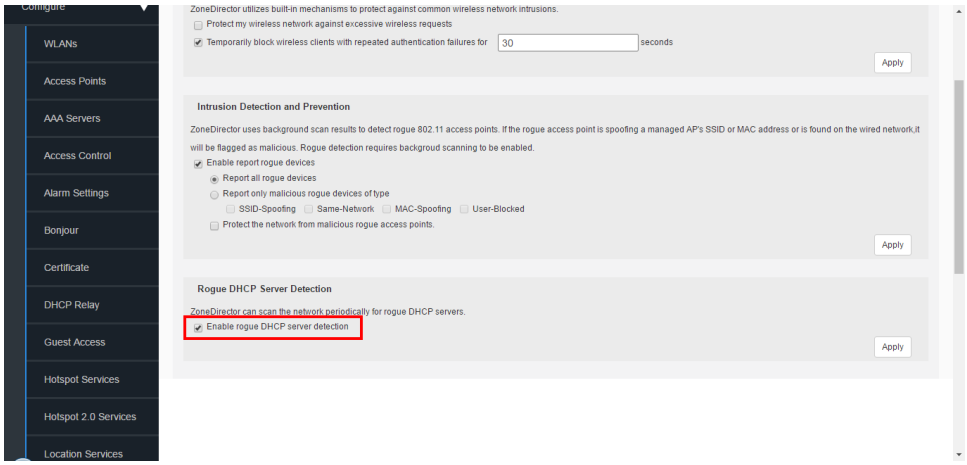


Figure 82: Enabling Rogue DHCP server detection

DHCP Relay

ZoneDirector's DHCP Relay agent improves network performance by converting DHCP broadcast traffic to unicast to prevent flooding the Layer 2 network (when Layer 3 Tunnel Mode is enabled -- DHCP Relay only applies to Tunnel Mode WLANs.)

Typically, when mobile stations acquire IP addresses through DHCP, the DHCP request and acknowledgment traffic is broadcast to any devices in the same Layer 2 environment. With Tunnel Mode WLANs, this traffic flood is wasteful in terms of bandwidth and computing power. When DHCP Relay is enabled on a WLAN, the ZoneDirector relay agent converts DHCP Discover / Request traffic to unicast UDP packets and sends them to the DHCP servers, then delivers DHCP Offer / Ack messages from the DHCP server back to the client.

The traffic flow is as follows:

1. Client sends DHCP discover broadcast.
2. AP tunnels this DHCP discover frame to ZoneDirector.
3. DHCP Relay Agent sends unicast DHCP discover packet to DHCP server.
4. DHCP server sends DHCP offer to Relay Agent on ZoneDirector.
5. ZoneDirector sends DHCP Offer back to the AP.
6. AP sends this Offer to client.

By reducing broadcast flooding, this option allows for higher client capacity in tunneled WLANs designed for VoIP phones, for example. It also allows for DHCP discovery across multiple subnets and limits DHCP broadcasts to the client's AP tunnel and radio.

To configure DHCP Relay for tunneled WLANs:

1. Go to **Configure** > **DHCP Relay**.
2. Click **Create New**.
3. Enter a **Name** and **IP address** for the server.
4. Click **OK** to save your changes. The new server appears in the list.

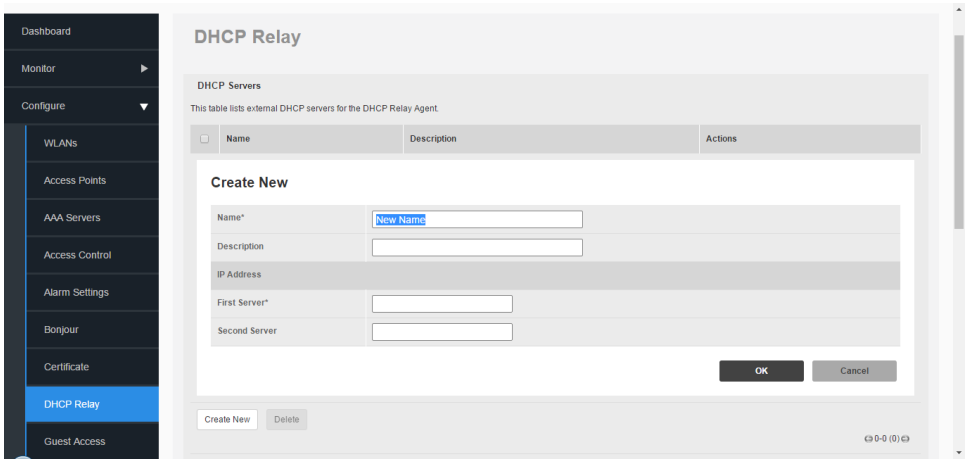


Figure 83: Creating a DHCP Relay server

To enable DHCP Relay for a WLAN:

1. Go to **Configure** > **WLANs**
2. If creating a new WLAN, click **Create New**. Otherwise, click **Edit** for the WLAN you want to configure.
3. Under **Advanced Options**, when Tunnel Mode is enabled, the DHCP Relay option becomes available.
4. Under **DHCP Relay**, select **Enable DHCP relay agent with __ DHCP** server and select the server you created earlier from the list.
5. Click **OK** to save your changes.

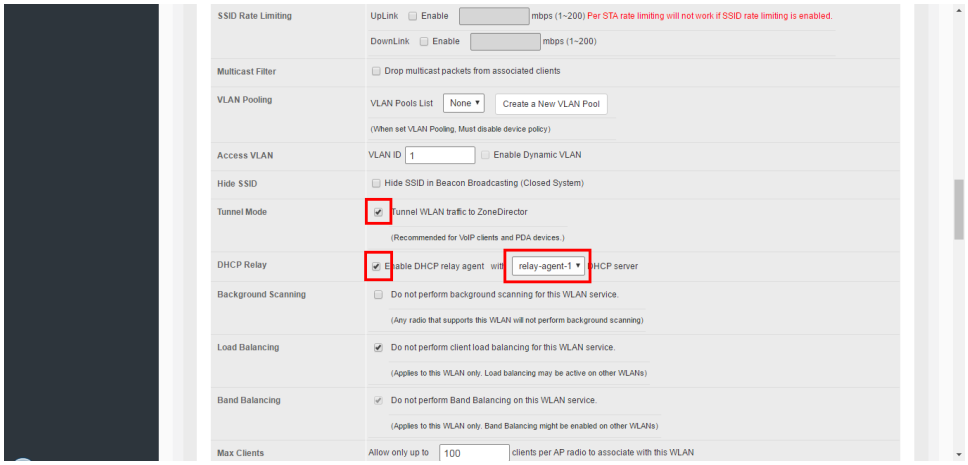


Figure 84: Enabling DHCP Relay agent for a Tunnel Mode WLAN

Bonjour Gateway

Bonjour is Apple's implementation of a zero-configuration networking protocol for Apple devices over IP. It allows OS X and iOS devices to locate other devices such as printers, file servers and other clients on the same broadcast domain and use the services offered without any network configuration required.

Multicast applications such as Bonjour require special consideration when being deployed over wireless networks. Bonjour only works within a single broadcast domain, which is usually a small area. This is by design to prevent flooding a large network with multicast traffic. However, in some situations, a user may want to offer Bonjour services from one VLAN to another.

ZoneDirector's Bonjour Gateway feature addresses this requirement by providing an mDNS proxy service configurable from the web interface to allow administrators to specify which types of Bonjour services can be accessed from/to which VLANs. In order for the Bonjour Gateway to function, the following network configuration requirements must be met:

- The target networks must be segmented into VLANs.
- VLANs must be mapped to different SSIDs.
- The controller must be connected to a VLAN trunk port.

Additionally, if the VLANs to be bridged by the gateway are on separate subnets the network has to be configured to route traffic between them.

NOTE Note the following considerations when deploying Bonjour Gateway rules.

Bridge Service Rules

The number of ZoneDirector Bonjour Gateway Bridge Service Rules that you create can have a negative impact on memory and CPU resources.

Maximum Bonjour Gateway Rules:

- ZoneDirector 1200/3000/5000: 256

If the maximum number of Bonjour rules is exceeded, users can edit and delete existing rules, but are not allowed to create new rules until the total number is lower than the maximum.

Bridge Service Records

Common Bonjour Bridge Services include multiple service types, and each takes up one service record.

Each ZoneDirector or AP serving as a Bonjour Gateway is limited to a maximum of 500 Bridge Service Records. Some Bonjour services use more than one service record. For

example, AirPlay takes two service records (for audio and video), and AirPrint can use up to four service records.

If you multiply the number of service records by the number of printers and Apple TVs, the total may easily exceed the 500 service record limit. Admins must therefore be aware of how many Bonjour servers/services are advertised per broadcast domain.

Each AirPrinter may take up to 4 service entries if it supports **_ipp._tcp**, **_printer._tcp**, and **_universal._ipp._tcp**.

```
<mdnsservice name="AirPrint" id="4">
    <service type="_ipp._tcp."/>
    <service type="_ipps._tcp."/>
    <service type="_universal._ipp._tcp."/>
    <service type="_printer._tcp."/>
  </mdnsservice>
```

Each Airplay will have 2 service entries:

```
<mdnsservice name="AirPlay" id="2">
    <service type="_airplay._tcp."/>
    <service type="_raop._tcp."/>
  </mdnsservice>
```

Apple File Server will have at least one service entry depending on what is enabled:

```
<mdnsservice name="Apple File Sharing" id="6">
    <service type="_afpovertcp._tcp."/>
  </mdnsservice>
```

In heavy use and if using AirPrint, AirPlay, and AppleTV at a site/location, consider defining one service on each of 3 different AP Bonjour Gateways to distribute the memory/CPU utilization. Consider ZF 7982 and higher model APs for dedicated AP Bonjour Gateways.

Creating a Bonjour Gateway Rule - ZD Site

The Bonjour Gateway service on ZoneDirector is essentially a list of rules for mapping services from one VLAN to another. Using the ZD Site Bonjour Gateway feature, ZoneDirector serves as the Bonjour proxy for forwarding Bonjour packets to the designated VLANs.

Layer 2 switch between ZoneDirector and APs. The maximum number of ZD site Bonjour Gateway rules is as follows:

Table 20: Max Bonjour rules per controller

ZoneDirector Model	Max Rules
ZoneDirector 1200	256
ZoneDirector 3000	256
ZoneDirector 5000	256

To configure rules for bridging Bonjour services across VLANs:

1. Go to **Configure** > **Bonjour**.
2. In the **Bonjour Service on ZoneDirector Site** section, click **Create New** to create a new Bonjour service rule.
3. In the **Create New** form, configure the following options:
   - **Bridge Service**: Select the Bonjour service from the list.
     - Selecting “Other” allows you to create custom rules, for example, creating a rule for “_googlecast._tcp” would allow you to bridge Chromecast services across VLANs.
   - **From VLAN**: Select the VLAN from which the Bonjour service will be advertised.
   - **To VLAN**: Select the VLAN to which the service should be made available.
   - **Notes**: Add optional notes for this rule.
4. Click **OK**.
5. Repeat for any additional rules.
6. Select the check box next to **Enable Bonjour gateway on ZD** and click the **Apply** button.

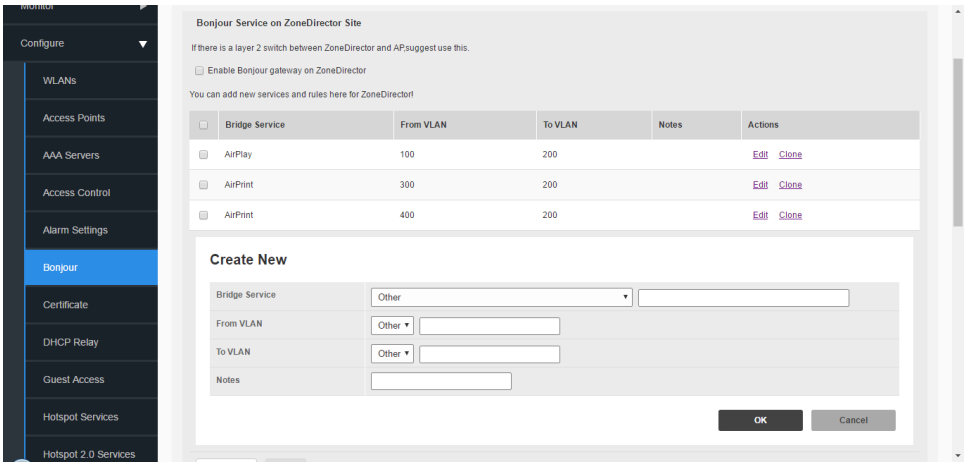


Figure 85: Creating a ZD Site Bonjour Gateway rule

Creating a Bonjour Gateway Rule AP Site

Using the AP Site Bonjour Gateway feature, Bonjour bridging service is performed on a designated AP rather than on ZoneDirector.

Offloading the Bonjour policy to an AP is necessary if a Layer 3 switch or router exists between ZoneDirector and the APs. ZoneDirector identifies a single AP that meets the memory/processor requirements (this feature is only supported on certain APs), and delivers a set of service rules - a Bonjour policy - to the AP to perform the VLAN bridging.

Requirements and limitations:

- Bonjour policy deployment to an AP takes effect after the AP joins ZoneDirector.
- Some APs of one local area link must be in one subnet. The switch interfaces connected to these APs in a local area link to must be configured in VLAN-trunk mode. Only by doing so can the designated AP can receive all the multicast Bonjour protocol packets from other VLANs.
- Dynamic VLANs are not supported.
- Some AP models are incompatible with this feature due to memory requirements.

To configure rules for AP site bridging Bonjour services across VLANs:

1. Go to **Configure** > **Bonjour Gateway**.
2. In the **Bonjour Service on AP Site** section, click **Create New** to create a new Bonjour service policy.
3. Type a name for the policy, then click **Create New** to create a new rule.
4. In the **Create New** form, configure the following options:
   - **Name**: Enter a name for the proxy.
   - **Description**: Optionally, enter a description for the rule.
   - **Order**: Choose the order in which to apply rules.
   - **Bridge Service**: Select the Bonjour service from the list.
   - **From VLAN**: Select the VLAN from which the Bonjour service will be advertised.
   - **To VLAN**: Select the VLAN to which the service should be made available.
   - **Notes**: Add optional notes for this rule.
5. Click **OK** to save your changes.
6. Repeat for any additional rules.
7. Select the check box next to **Enable Bonjour gateway on AP** and click the **OK** button.

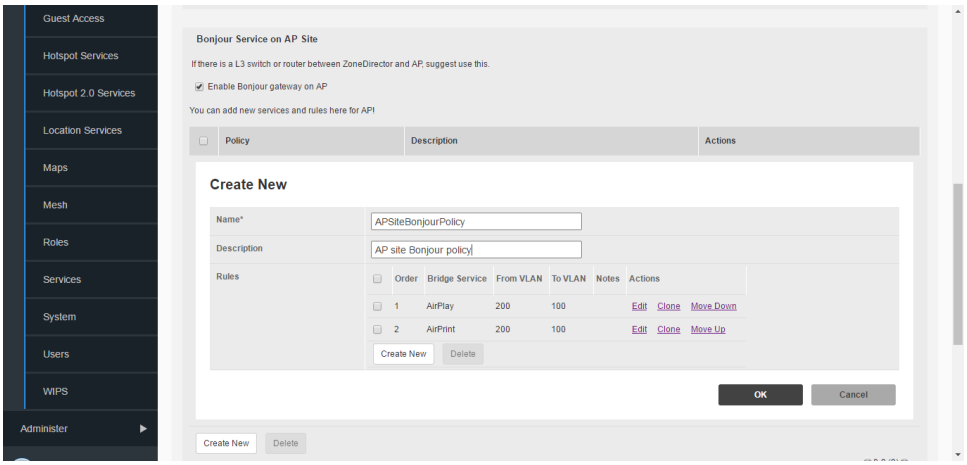


Figure 86: Create an AP site Bonjour policy

Applying a Bonjour Policy to an AP

Once you have created an AP site Bonjour policy, you will need to designate the AP that will be responsible for implementing this policy.

To enable Bonjour policy on an AP:

1. Go to **Configure** > **Access Points**.
2. Click **Edit** next to the AP you want to configure.
3. In **Bonjour Gateway**, enable the check box and select a Bonjour policy that you created on the **Configure** > **Bonjour Gateway** page from the list.
4. Click **OK** to save your changes.

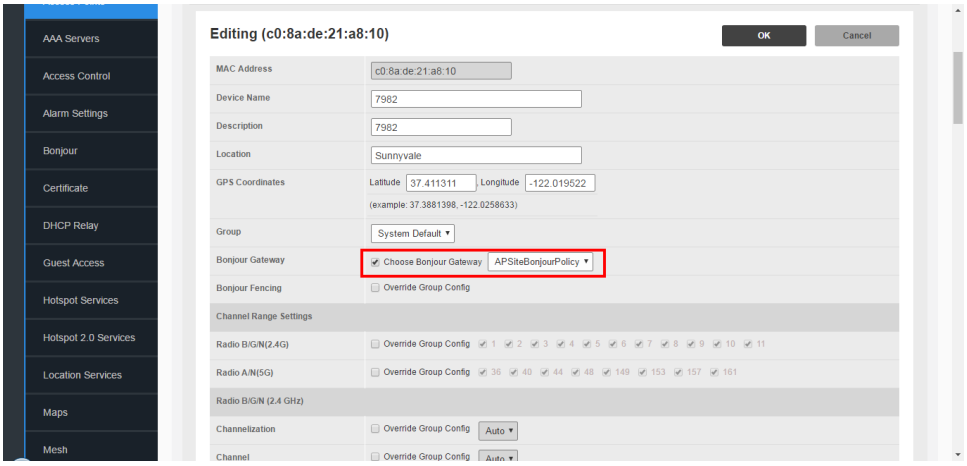


Figure 87: Designate an AP as a Bonjour Gateway

Example Network Setup

The following example illustrates how ZoneDirector's Bonjour Gateway can be used to allow users to access Bonjour resources on different VLANs in a school setting, where access to certain resources must generally be separated between teachers and students, but where sharing may sometimes be necessary.

Assume a network with three VLANs mapped to separate SSIDs, all on separate subnets or multicast domains. The three segments host different devices for different users:

- Classroom SSID (VLAN 100): WEP authentication, includes an iMac desktop for file sharing and iOS Sync for backup, and an Apple TV attached to a projector.
- Teachers SSID (VLAN 200): 802.1X authentication for a MacBook and iPad, needs to have access to all classroom resources.
- Students SSID (VLAN 300): Students have a separate SSID with no authentication, they must be able to backup their iPads to the classroom iMac but should not have access to the Apple TV or File Sharing services.

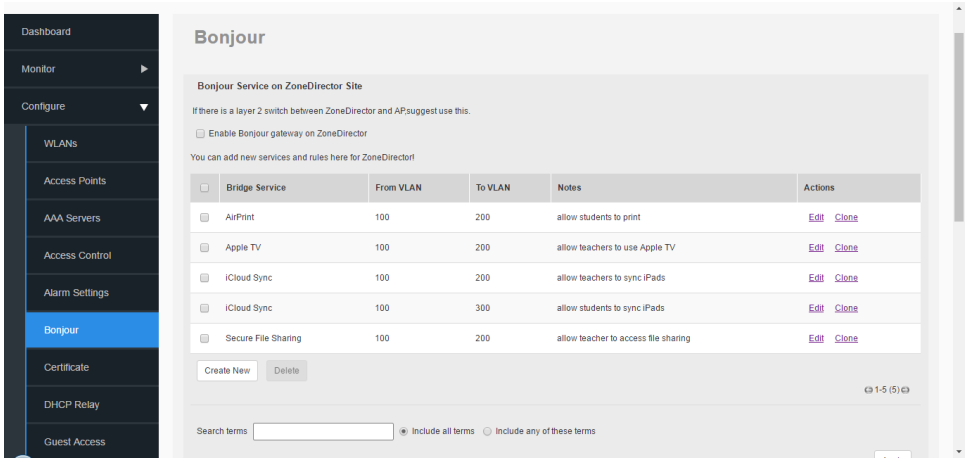


Figure 88: Sample Bonjour Gateway configuration for a classroom scenario

In this example, the teacher gains access to AirPlay, AirPrint, iCloud Sync and File Sharing, while students are given access to iCloud Sync and AirPrint only.

Bonjour Fencing

Bonjour Fencing provides a mechanism to limit the scope of Bonjour (mDNS) service discovery in the physical/spatial domain.

While Bonjour Fencing is related to Bonjour Gateway, they are two separate features designed for different purposes. Bonjour Gateway bridges mDNS services across VLANs, and is useful because Bonjour is designed as a same-VLAN protocol. Bonjour Fencing

limits the range of Bonjour service discovery within physical space, which is useful because logical network boundaries (e.g. VLANs) do not always correlate well to physical boundaries within a building/floor.

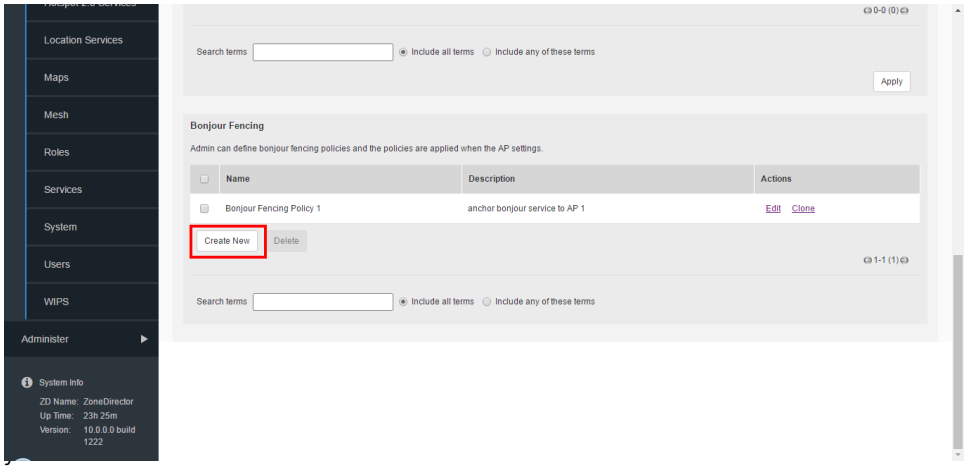
Configuring Bonjour Fencing Policies

Bonjour Fencing requires a two-step process: create a policy, and then apply it to either an AP or an AP Group that will serve as the "anchor" for the Bonjour services.

To create a Bonjour Fencing policy:

1. Go to **Configure** > **Bonjour**.
2. In the **Bonjour Fencing** section, click **Create New**.
   The **Create Bonjour Fencing Policy** page appears.

   Figure 89: Creating a Bonjour Fencing



3. Configure the following:
   1. **Name**: Type a name for the policy.
   2. **Description**: Type a description for the policy.
   3. **Fencing Rule**: Create the policy rule by configuring the following:
      a. Click **Create**. The **Create New (Fencing Rule)** screen appears.
      b. Configure the following options:
         - **Source Type**: Select **Wireless** or **Wired** network connection method for the device advertising bonjour services.

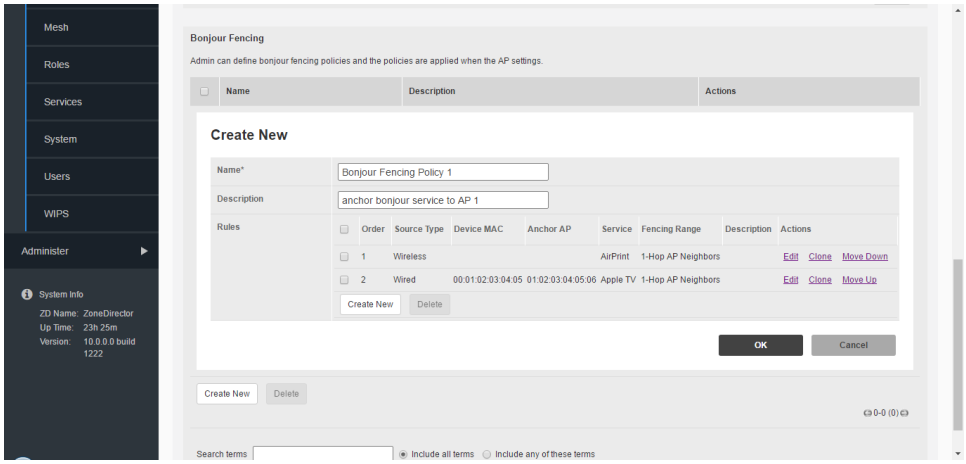
           When you select Wired, you must also specify the MAC address of the device advertising bonjour services in **Device MAC**, and the access point that is physically closest to the wired device in **Closest AP**. Setting the closest AP creates a physical anchor point for fencing, and the closest AP is auto-detected for wireless devices, based on the AP association.

- **Service**: Select one of the Bonjour services from the drop-down list.
- **Fencing Range**: Select the fencing range to be restricted to either the Same AP or 1-Hop AP Neighbors.
- **Description**: Enter an optional description to describe the rule.

c. Click **OK**.

You have created the Bonjour Fencing policy rule.

Figure 90: Fencing



4. Click **OK** again to save the Bonjour Fencing Policy.

You have created a Bonjour Fencing policy with rules.

Next, you must configure an AP or AP group as the anchor for the policy, as described in Applying a Bonjour Fencing Policy to an AP or AP Group on page 135.

Applying a Bonjour Fencing Policy to an AP or AP Group

Once you have created a Bonjour Fencing policy, you will need to apply the policy to either an individual AP or an AP group.

To apply a Bonjour Fencing policy to an AP or AP group:

1. Go to **Configure** > **Access Points**.
2. Click **Edit** next to the AP you want to configure as the "anchor" for the Bonjour service policy.
3. In **Bonjour Fencing**, enable the **Override Group Config** check box and select a Bonjour Fencing policy that you created on the **Configure** > **Bonjour** page from the list.
4. Click **OK** to save your changes.

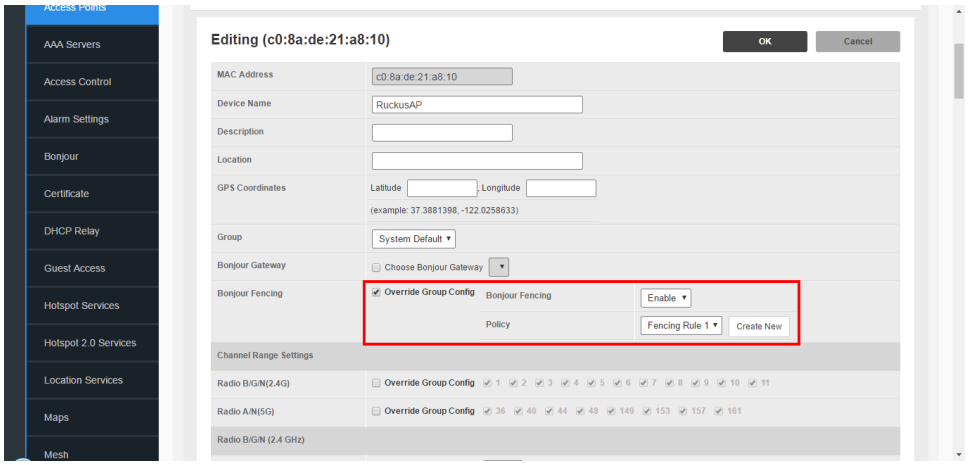


Figure 91: Apply an Bonjour Fencing policy to an AP

5. To configure an AP group with a fencing policy, click **Edit** next to the AP group you want to use as the anchor, and select the **Policy** from the list of existing policies or click **Create New** to create a new fencing policy.

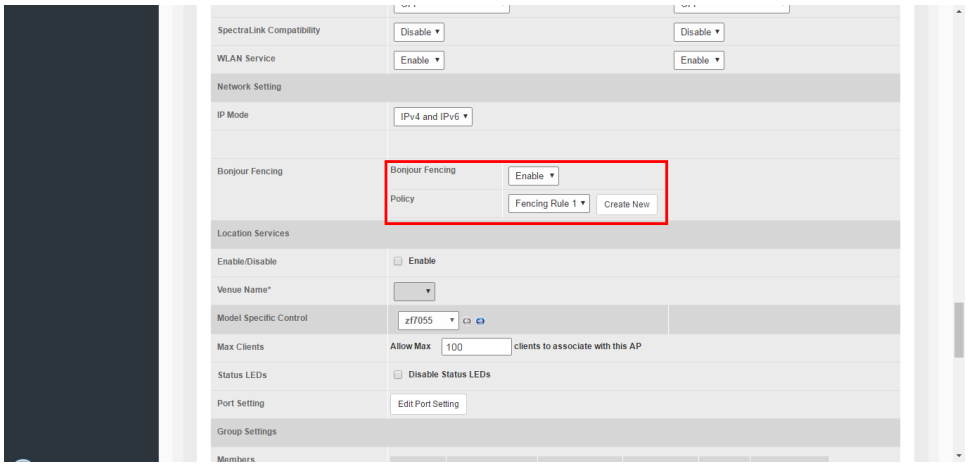


Figure 92: Apply a Bonjour Fencing policy to an AP group

SPoT Location Services

To take advantage of Ruckus Wireless SmartPositioning Technology (SPoT) location services, ZoneDirector must be configured with the Venue information that is displayed in the SPoT Administration Portal.

After completing purchase of the SPoT location service, you will be given account login information that you can use to log into the SPoT Administration Portal. The Admin Portal

provides tools for configuring and managing all of your "Venues" (the physical locations in which SPoT service is deployed). After a Venue is successfully set up, you will need to enter the same Venue information in ZoneDirector.

The following section lists the steps required for configuring ZoneDirector to communicate with the SPoT Location Server.

To configure ZoneDirector for SPoT communication:

1. Log in to the SPoT Administration Portal.
2. On the **Venues** page, click **Config** next to the venue for which you want to configure ZoneDirector Location Services.
3. Take note of the four values in **Controller Settings**.
4. In the ZoneDirector web interface, go to **Configure** > **Location Services**.
5. In **Location Services**, click **Create New**.
6. Enter the information from the **SPot Admin Portal** nto the four fields provided.
7. Click **OK** to save your changes.
8. Go to **Configure** > **Access Points**, and in **Access Point Groups**, click **Create New** or **Edit** to configure one or more AP groups for SPoT location services.
9. Configure the AP group for SPoT communications. You will need to select 1 channel per radio for calibration, then after calibration is complete, select 3 channels per radio for normal operation (see *SPoT User Guide* for details).
10. In **Location Services**, click **Enable**, then select the **Venue** you created on the **Configure** > **Location Services** page.
11. Click **OK** to save the AP group. ZoneDirector will begin trying to communicate with the SPoT Location Server.
12. Once the APs have successfully connected to the SPoT server, you can view the status of your SPoT-enabled APs on the **Monitor** > **Location Services** page.

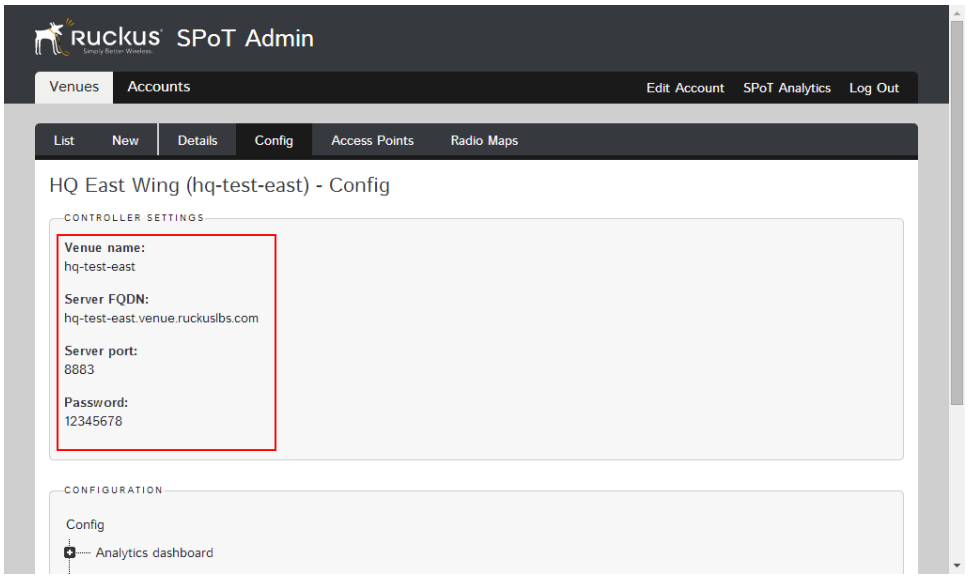


Figure 93: SPoT Administration Portal Venue Config page

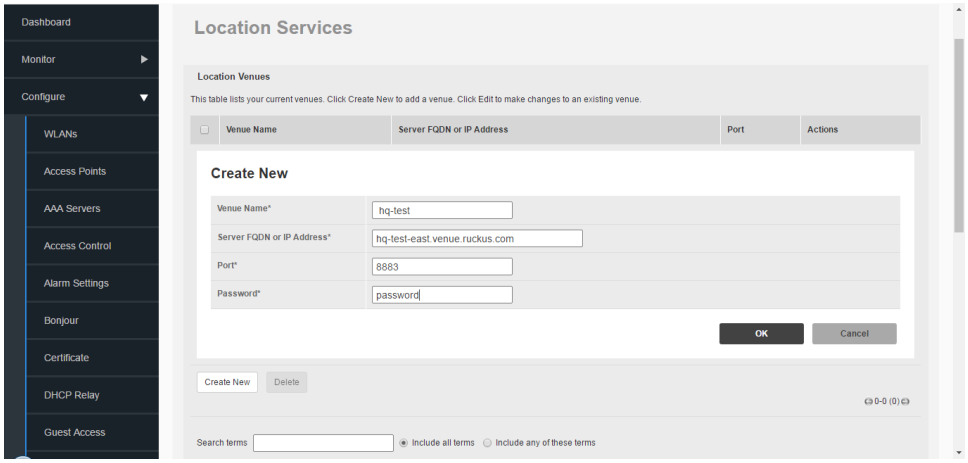


Figure 94: Enter the venue information in ZoneDirector's Configure > Location Services page

For more information on configuration and management of your SPoT Location Services, see the *SPoT User Guide*, available from: https://support.ruckuswireless.com.

Managing a Wireless Local Area Network

5

Overview of Wireless Networks

Once you have completed the ZoneDirector Setup Wizard, you have a fully functional wireless network, based on two secure WLANs (if you enabled the optional guest WLAN) with access for authorized users and guests. The default WLAN provides Zero-IT connectivity to allow users to automatically provision their client devices with WLAN settings the first time they connect. The guest WLAN provides visitors to your organization with a connection to the Internet, but not to your internal corporate network.

There are several scenarios in which you will want to create additional WLANs, in addition to the default internal and guest WLANs:

- To limit certain WLANs to groups of qualified users, to enhance security and efficiency (for example, an "Engineering" WLAN with a closed roster of users).
- To configure a specific WLAN with different security settings. For example, you may need a WLAN that utilizes WEP encryption for wireless devices that only support WEP-key encryption.
- To create special WLANs with different settings for specific purposes. For example, a VoIP WLAN for voice traffic with Background Scanning and load balancing disabled, or a student WLAN that is only available during school hours.

In the first scenario, specific WLANs (esp. regarding authentication and encryption algorithm) can be set up that support specific groups of users. This requires a two-step process: (1) create the custom WLAN and link it to qualified user accounts by "roles," and (2) assist all qualified users to prepare their client devices for custom WLAN connection.

As a result, you will have the default WLAN for authorized internal users, a guest WLAN for visitors and any needed WLANs that fulfill different wireless security or user segmentation requirements.

The maximum number of WLANs configurable per ZoneDirector controller is as follows:

Table 21: Max WLANs by ZoneDirector model

Model	Max WLANs
ZoneDirector 1200	512
ZoneDirector 3000	1024
ZoneDirector 5000	2048

On single and dual-band 802.11n APs, the maximum number of service WLANs deployable per AP radio is 27. These APs support maximum 32 SSIDs per radio, but five are reserved (two mesh SSIDs and one each for monitor, recovery and scan).

802.11ac APs support up to 27 service WLANs on the 2.4 GHz radio and 13 service WLANs on the 5 GHz radio.

NOTE Deploying a large number of WLANs per AP will have a performance impact. Ruckus Wireless recommends deploying no more than eight WLANs per AP radio.

About Ruckus Wireless WLAN Security

One of the first things you should decide for each WLAN you create is which methods of authentication and encryption to use for both internal users and guests.

Authentication options include:

- Open
- 802.1X EAP
- MAC Address
- 802.1X EAP + MAC Address

Encryption options depend on which type of authentication is chosen. Open authentication allows the use of WPA2, WEP or no encryption. Open authentication/WPA2 encryption WLANs (also known as WPA-Personal) are the most common type of WLAN and should be the default configuration if there are no special requirements for authentication or encryption.

The 802.1X EAP (WPA-Enterprise) authentication method provides effective authentication regardless of whether you deploy WEP, WPA2 or no encryption, and requires a back-end authentication server.

You can also choose to authenticate clients by MAC address. MAC address authentication requires a RADIUS server and uses the MAC address as the user login name and password.

The 802.1X EAP + MAC Address authentication option allows clients to authenticate to the same WLAN using either MAC address or 802.1X authentication. (However, this requires that the supplicant support this feature, which no public domain supplicants currently do.)

All client authentication options (Open, 802.1X, MAC, and 802.1X+MAC) are detailed in Creating a WLAN on page 141, and you can learn how to apply them to your WLANs in the same section.

Creating a WLAN

You can create new WLANs to provide additional wireless services, in addition to those created during the Setup Wizard.

To create a new WLAN:

1. Go to **Configure** > **WLANs**. The first table displays all WLANs that have already been created in ZoneDirector.
2. In the top section (WLANs), click **Create New**. The **Create New** workspace displays the following:

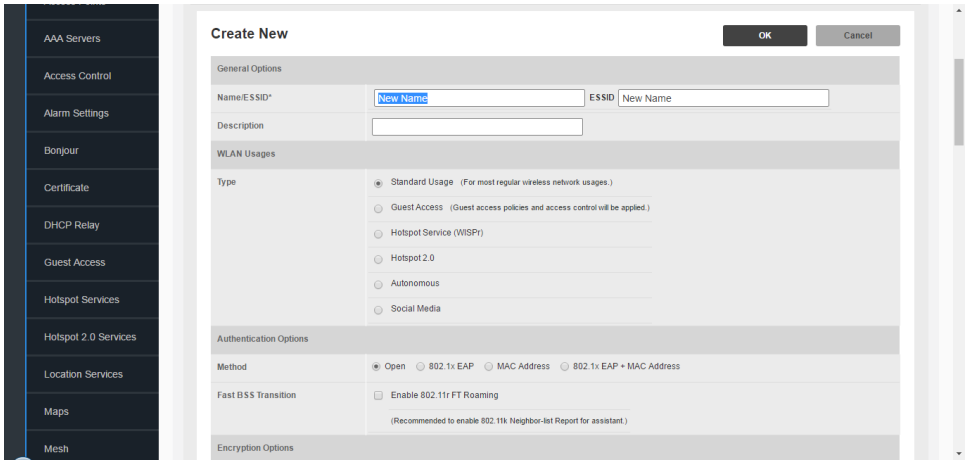


Figure 95: Creating a new WLAN

The WLAN **Create New** workspace includes the following configuration options used to customize your new WLAN. The individual options are explained in detail in the next section, beginning with General Options on page 142.

Table 22: Create new WLAN options

Option	Description
General Options	Enter WLAN name and description.
WLAN Usages	Select usage type (standard, guest access, hotspot, autonomous, social media).
Authentication Options	Select an authentication method for this WLAN (open, 802.1X EAP, MAC address, 802.1X EAP + MAC Address).
Encryption Options	Select encryption method (WPA2, WPA-Mixed, WEP, or None), encryption algorithm (AES or Auto AES+TKIP) and enter a WPA passphrase/WEP key

Option	Description
Options	Select whether web-based authentication (captive portal) will be used, and which type of authentication server will be used to host credentials (local database, Active Directory, RADIUS, LDAP). Also, enable or disable Wireless Client Isolation, Zero-IT Activation, Dynamic PSK and Priority for this WLAN.
Advanced Options	Select accounting server, ACLs, rate limiting, VLAN/dynamic VLAN settings, tunneling, Background Scanning, maximum client threshold, and service schedule.

3. When you finish, click **OK** to save the entries. This WLAN is ready for use.
4. You can now select from these WLANs when assigning roles to users, as detailed in Creating New User Roles on page 230.

General Options

- **Name/ESSID**: Type a short name for this WLAN. The SSID must contain between 1 and 32 characters. Allowable characters include printable ASCII characters from space (char 32) to ~ (char 126). A space can be used in the name, but the name cannot begin or end with a space character. If a space is included at the beginning or end of the ESSID, it will be automatically removed. If a disallowed ASCII character (not within the range 32-126) is included, an error message will appear.
  - In general, the WLAN name is the same as the advertised SSID (the name of the wireless network as displayed in the client's wireless configuration program). However, you can also separate the ESSID from the WLAN name by entering a name for the WLAN in the first field, and a broadcast SSID in the second field. In this way, you can advertise the same SSID in multiple locations (controlled by the same ZoneDirector) while still being able to manage the different WLANs independently. Each WLAN "name" must be unique within ZoneDirector, while the broadcast SSID can be the same for multiple WLANs.
- Description: Enter a brief description of the qualifications/purpose for this WLAN, e.g., "Engineering" or "Voice."

WLAN Usage Types

Each WLAN must be configured as one of the following five usage types:

- **Standard Usage**: To create a WLAN with specific options, choose "Standard Usage."
- **Guest Access**: Select a default "Guest Access" WLAN with open authentication and customizable encryption (see Configuring Guest Access on page 237). Guest WLANs

are subject to guest access policies, such as redirection and subnet access restrictions.

NOTE When Guest Access or Wireless Client Isolation (below) is enabled, the SpeedFlex Wireless Performance tool may not function properly. For example, SpeedFlex may be inaccessible to users at http://%7Bzonedirector-ip-address%7D/perf or SpeedFlex may prompt you to install the SpeedFlex application on the target client, even when it is already installed. Before using SpeedFlex, verify that both Guest Access and Wireless Client Isolation options are disabled. For more information on SpeedFlex, refer to Measuring Wireless Network Throughput with SpeedFlex on page 339.

- **Hotspot Service (WISPr)**: Create a Hotspot WLAN. A Hotspot service must first have been created (**Configure > Hotspot Services**) before it will be available for selection. See Working with Hotspot Services on page 179.
- **Hotspot 2.0**: Create a Hotspot 2.0 WLAN. A Hotspot 2.0 Operator must first have been created (**Configure > Hotspot 2.0 Services**) before it will be available for selection. See Creating a Hotspot 2.0 Service on page 184.
- **Autonomous**: Autonomous WLANs are special WLANs designed to continue providing service to clients when APs are disconnected from ZoneDirector. See Autonomous WLANs on page 143.
- **Social Media**: Social Media WLANs require the visitor to log in using a social media account before being allowed Internet access. See Social Media WLANs on page 144.

Autonomous WLANs

The Autonomous WLAN usage type supports Open authentication and WPA2 (WPA2/WPA-Mixed), WEP, or no encryption only. In this configuration, client authentication/association requests are processed at the access point and are not forwarded to ZoneDirector. The AP maintains connections to authorized clients and continues providing wireless service after disconnection from ZoneDirector.

NOTE If AP Auto Recovery is enabled (**Configure > Access Points > Access Point Policies**), the APs will reboot after the specified time. Therefore Auto Recovery should be disabled if at least one Autonomous WLAN is configured.

There are several limitations of autonomous WLANs, including:

- ZoneDirector displayed client statistics may be incorrect.
- Stations may be disconnected when an unreachable ZoneDirector becomes reachable again, as ZoneDirector will re-deploy all WLAN services to AP radios.
- Client capacity limits defined on ZoneDirector will not be applied on Autonomous WLAN APs, and clients may be disconnected upon reconnecting to ZoneDirector if those limits are reached.
- The following features are not supported with Autonomous WLANs:

- Zero-IT, Dynamic PSK, Dynamic VLAN, Web Auth, Role-Based Access Control, Accounting server, Tunnel Mode, Grace Period, Force DHCP, Client Fingerprinting, Auto Proxy, Service Schedules.
- ZoneDirector's Blocked Clients list will not be enforced on Autonomous WLANs when a Layer 2 ACL is assigned. To force blocking of these clients, copy individual clients to the assigned L2 ACL.

Social Media WLANs

Social Media WLANs allow guest users to access the Internet using a social media account instead of using a WPA password or Guest Pass to login.

The following social media login methods are currently supported:

- Facebook
- Google/Google+
- LinkedIn
- Microsoft Windows Live

About the Ruckus Facebook Wi-Fi Implementation

Business owners can use this WLAN type to require users to visit the business owner's Facebook page and "check in" using a Facebook account before being allowed free access to the Internet.

The business owner can also display advertisements and other announcements on this Facebook page, and can control the guest session length and other options using the Facebook WiFi configuration panel. For more information, see the Facebook Wi-Fi Help Center.

The following caveats and limitations should be considered before deploying a Facebook WiFi (or other social media) WLAN:

- The maximum number of Social Media WLANs that can be created per ZoneDirector is four.
- Users must launch a browser to trigger the Facebook authentication.
- Invalid users are determined by Facebook. ZoneDirector queries facebook.com once every five minutes to verify the authentication status of all currently connected users. If an invalid response is received, the end user will be deleted within five minutes.
- If ZoneDirector fails to receive a response, it will re-send the request 4 times. If there is no response after five requests, ZoneDirector will delete the related stations.

To enable a Facebook WiFi WLAN:

1. Go to **Configure > WLANs**.
2. Click **Create New** to create a a new WLAN.
3. Under **WLAN Usages**: Type, select **Social Media**.
4. Under **Social Media Login**, select **Facebook**, and click the **Configure** button.
5. A new browser window opens to allow you to log into your Facebook account.

6. Configure the Facebook WiFi settings according to your preferences:
   - **Facebook Page**: If you have multiple Facebook Pages, select the one that is associated with your business's location.
   - **Bypass Mode**: Choose whether customers can use a WiFi code that you give them or click on a link to skip checking in.
   - **Session Length**: Configure the length of time to allow guests to access the network without having to check in again.
   - **Terms of Service**: Select whether to display and require users to accept a Terms of Service agreement.
   - Click **Save Settings**.
7. Click **OK** to save this WLAN.

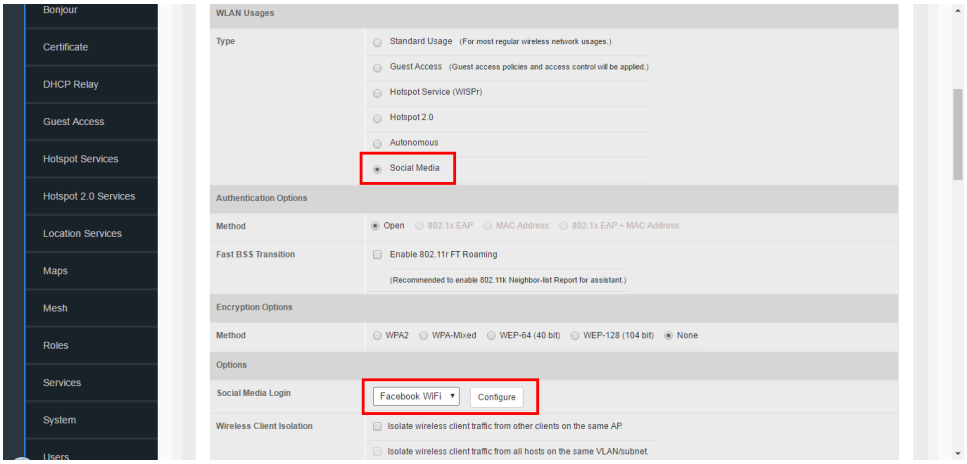


Figure 96: Configure a Facebook WiFi WLAN

Other Social Media Types

For other Social Media login methods, you must enter an Application ID and Application . Refer to the documentation for the social media website for which you want to provide social media login to obtain this information for your social media account. The other social media login methods (LinkedIn, Google+, Windows Live) comply with the OAuth 2.0 specification. For more information on OAuth 2.0, refer to the OAuth website, http://oauth.net.

OAuth Setup Procedure for Google+ Social Media Login

The following instructions provide an example of the setup procedure for deploying a Google+ Social Media WLAN.

1. Create a project on the Google OAuth Console. Go to the following URL: https://console.developers.google.com/project, and click **Create Project**.

NOTE Alternatively, click the **Click here** link to create a new application/project link from within the ZoneDirector web interface, WLAN creation screen, which appears after you have selected a **Social Media Login** type.

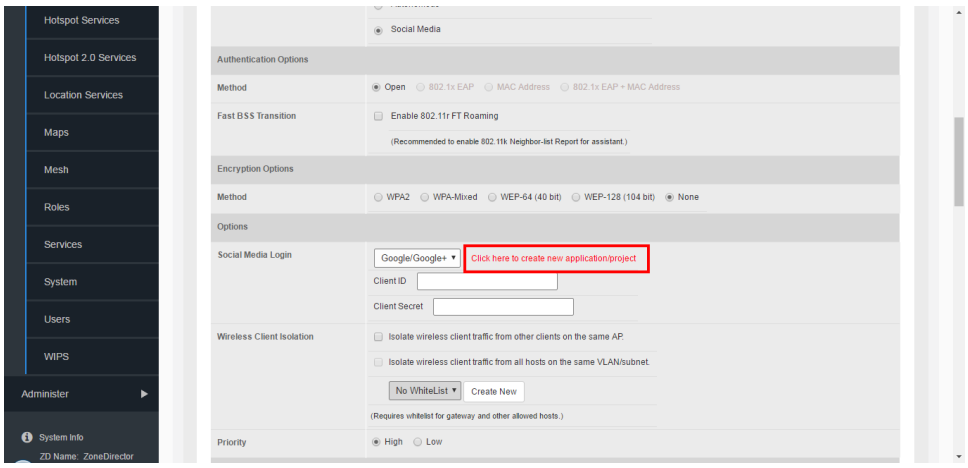


Figure 97: Click here link from within ZD WLAN creation screen

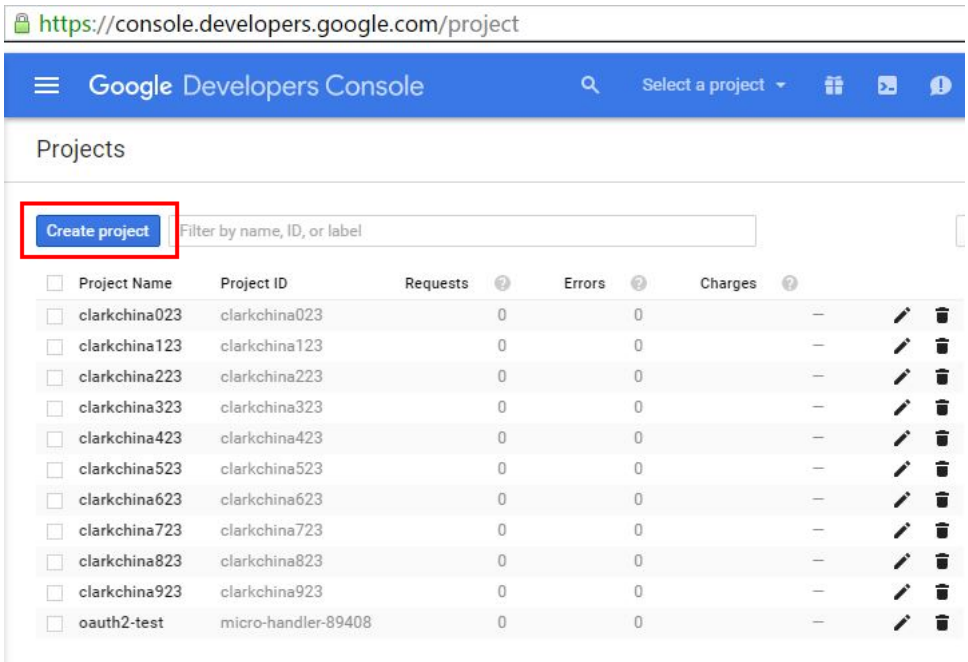


Figure 98: Create new project on Google OAuth Console

2. Once the project has been created, go to the **Credentials** page and create new credentials for it.

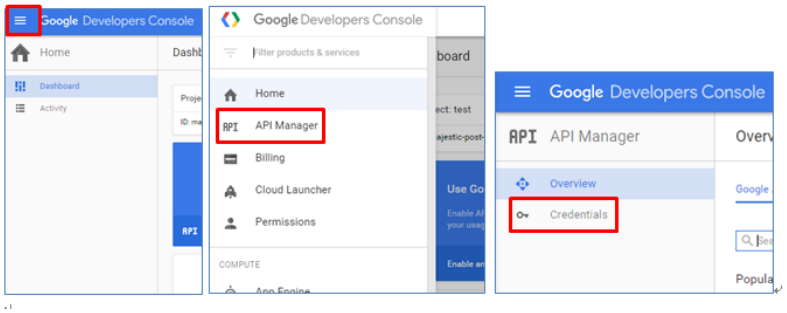


Figure 99: How to get to the Credentials page

Alternatively, use this link to go directly to the Credentials page and select the project: https://console.developers.google.com/project/_/apiui/credential.

3. The **Credentials** page appears, as shown below.

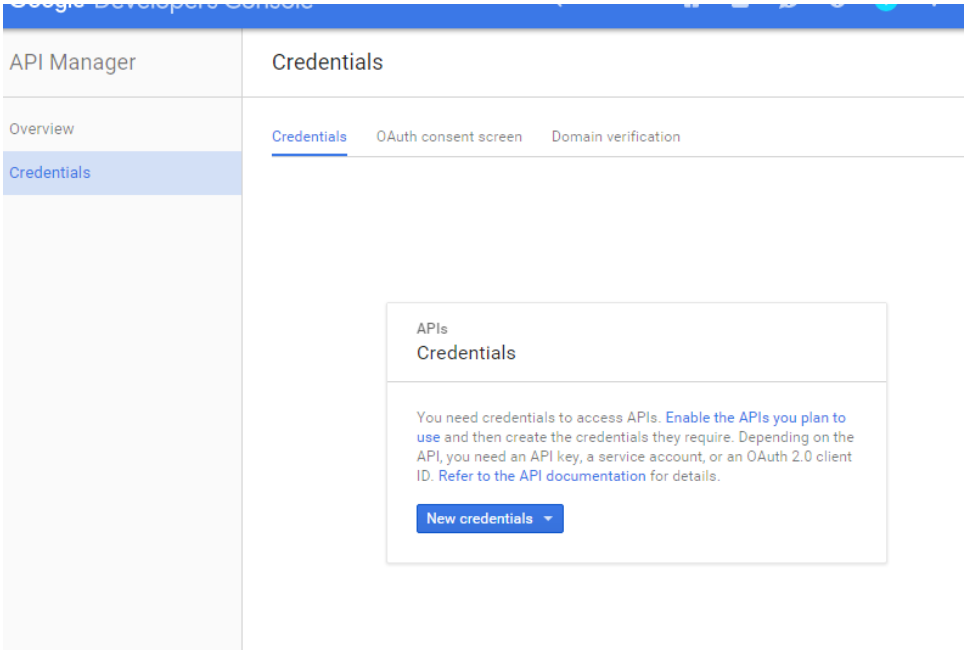


Figure 100: Credentials page

4. Click **New credentials**, and select **OAuth client ID** as shown below

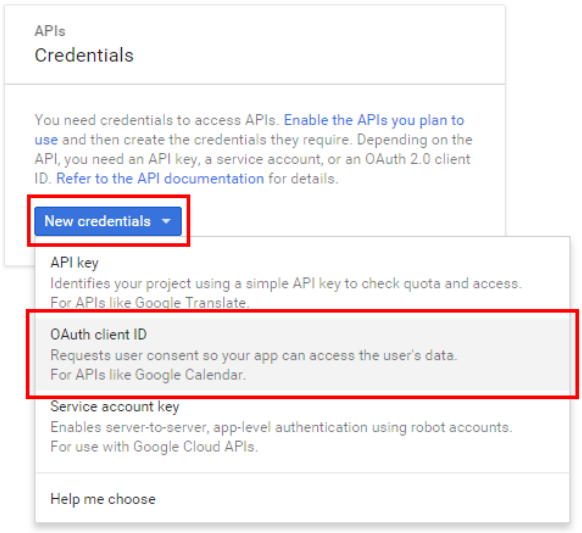


Figure 101: New credentials - OAuth client ID

5. For Application type, select Web application, and for Authorized redirect URIs, enter http://zd.ruckuswireless.com/user/auth.jsp as shown below.

NOTE If you have imported a certificate with FQDN to ZoneDirector, you should use the real FQDN instead of “zd.ruckuswireless.com”. For example, if the FQDN is “mydomain.com”, the Authorized redirect URIs should be “http://mydomain.com/user/auth.jsp”.

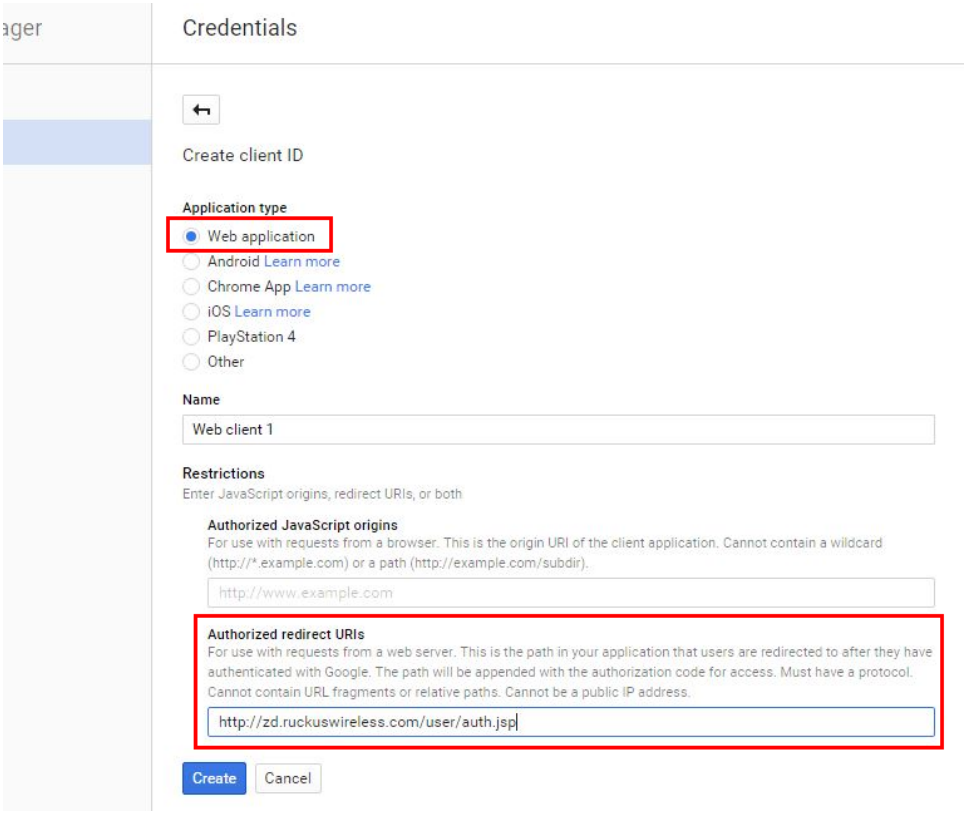


Figure 102: Select Web application and enter Authorized redirect URI

6. Click **Create**. If successful, Google will display a **Client ID** and **Client secret**, as shown.

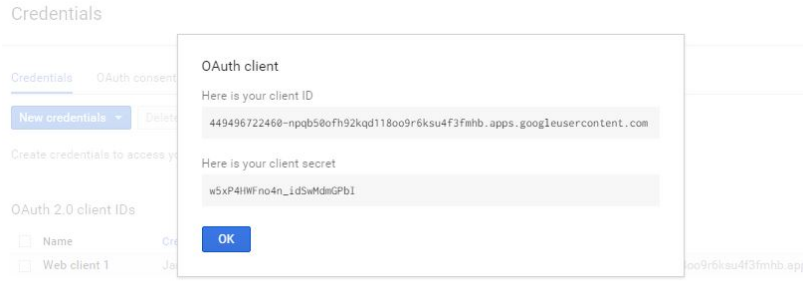


Figure 103: OAuth Client ID and Client Secret

7. Take note of the **Client ID** and **Client Secret**. You will need to enter these values into the ZoneDirector web interface.
8. Continue to Create an OAuth2.0 WLAN on ZoneDirector on page 155.

OAuth Setup Procedure for LinkedIn Social Media Login

1. Go to the following URL to access the LinkedIn developer network: https://www.linkedin.com/developer/apps.

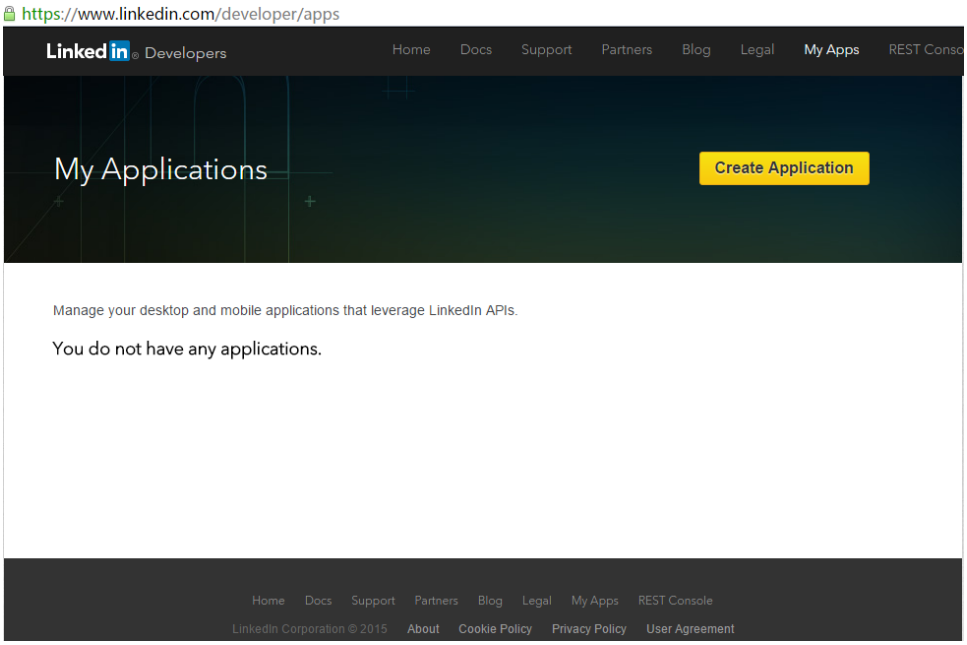


Figure 104: LinkedIn My Applications

2. Click **Create application**.
3. Enter the required application information and click **Submit**.

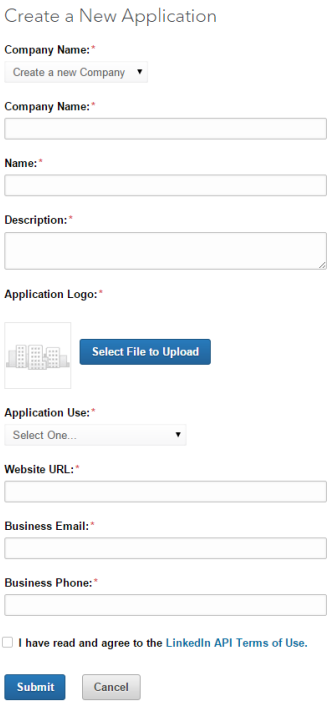


Figure 105: Create a New LinkedIn Application

4. Linkedin will provide you with the **Client ID** and **Client Secret**. Enter a valid redirect callback URL: http://zd.ruckuswireless.com/user/auth.jsp

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NOTE If you have imported a certificate with FQDN to ZoneDirector, you should use the real FQDN instead of “zd.ruckuswireless.com”. For example, if the FQDN is “mydomain.com”, the Authorized redirect URIs should be “http://mydomain.com/user/auth.jsp”.

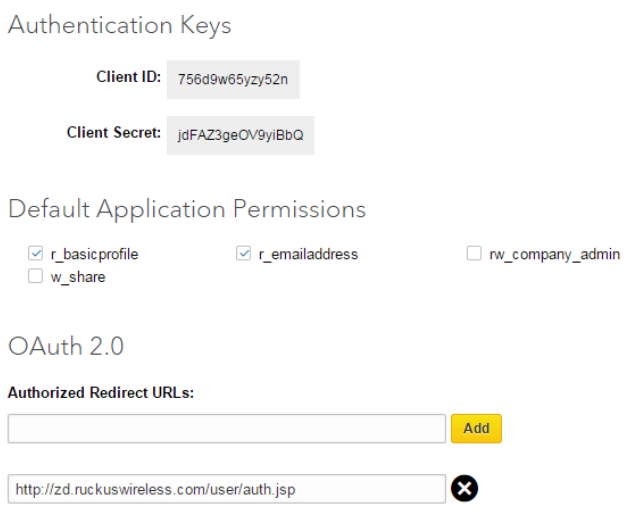


Figure 106: LinkedIn Authentication Keys

5. Change the application status from “Development” to “Live”.

OAuth Setup Procedure for Microsoft Live Social Media Login

1. Go to the following URL to launch Microsoft Live development dashboard and create an application: https://account.live.com/developers/applications/index
2. Click **Create application**.

NOTE If you have not previously created any projects, you will be redirected to the application creation page directly.

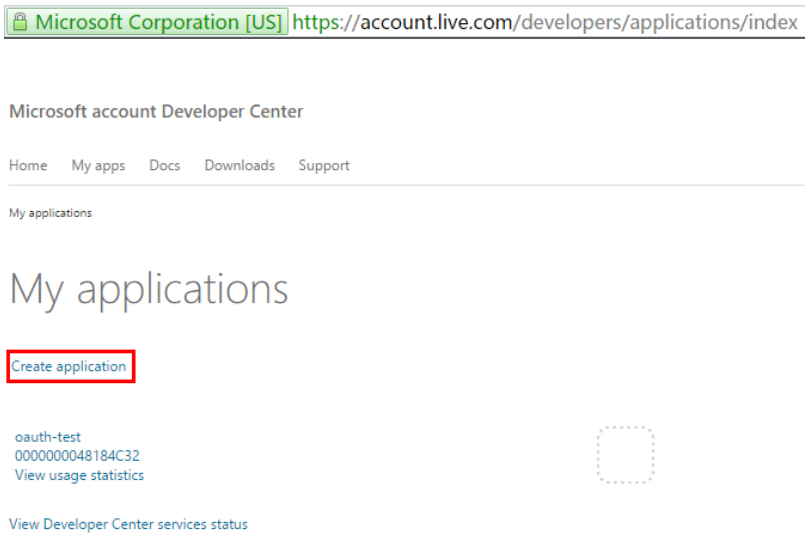


Figure 107: Microsoft My Applications page

3. Enter an Application name and select a Language, then click **I accept** to create a new application.

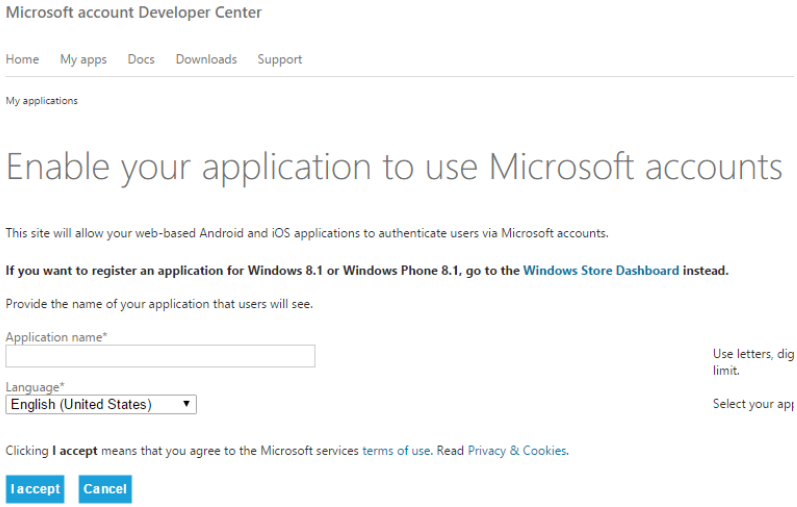


Figure 108: Enable your application to use Microsoft accounts

4. Provide a valid redirect callback URL "http://zd.ruckuswireless.com/user/auth.jsp".

NOTE If you have imported a certificate with FQDN to ZoneDirector, you should use the real FQDN instead of “zd.ruckuswireless.com”. For example, if the FQDN is “mydomain.com”, the Authorized redirect URIs should be “http://mydomain.com/user/auth.jsp”.

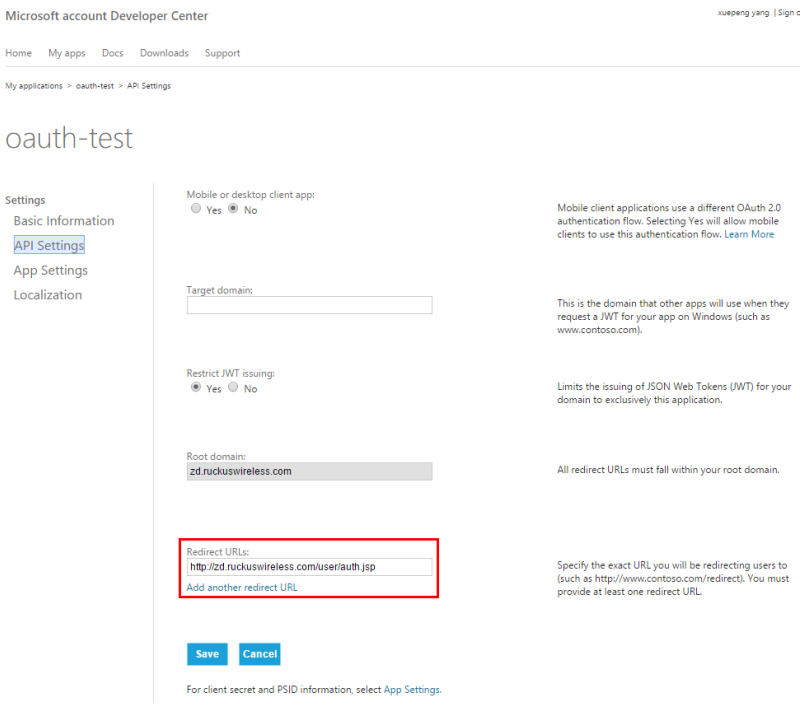


Figure 109: Enter the callback URL

5. Microsoft will provide you **Client ID** and **Client secret**. Take note of these values, as you will need to enter them into the ZoneDirector web interface later.

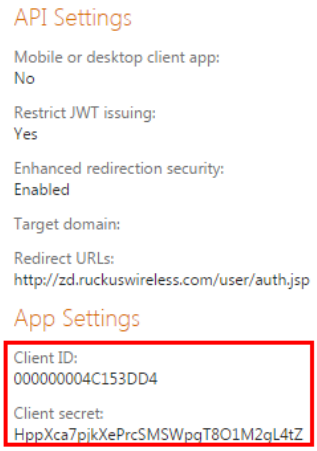


Figure 110: Microsoft Client ID and Client secret

Create an OAuth2.0 WLAN on ZoneDirector

Once you have generated an application Client ID and Client secret for your OAuth 2.0 application, perform the following procedure to create a Social Media WLAN on the ZoneDirector web interface.

1. Go to **Configure** > **WLANs** and create a WLAN.
2. In the **Type** option, select **Social Media**.
3. In the **Social Media Login** option, select an OAuth 2.0 provider, for example **Google OAuth 2.0**.
4. Input the **Client ID** and **Client Secret**.
5. Click **OK** to save your changes.

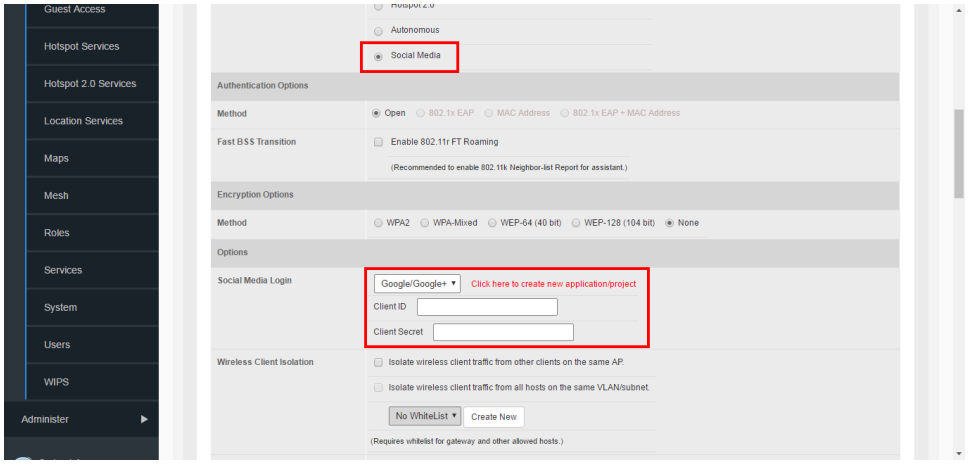


Figure 111: Creating an OAuth 2.0 Social Media WLAN on ZoneDirector

User Login to Social Media WLAN

Once your OAuth 2.0 Social Media WLAN is deployed, users can login and begin using your network. Use the following procedure:

1. Connect to an OAuth 2.0 wlan; (for example Google OAuth 2.0 wlan)
2. Launch your web browser and attempt to visit any HTTP or HTTPS web page.
3. ZoneDirector will redirect the user to the Login page.

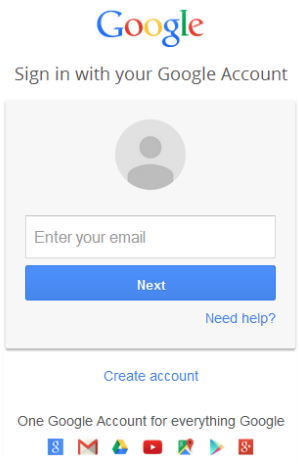


Figure 112: Google Login page

4. Enter login details and authenticate. After authentication, the end user will see the following screen.

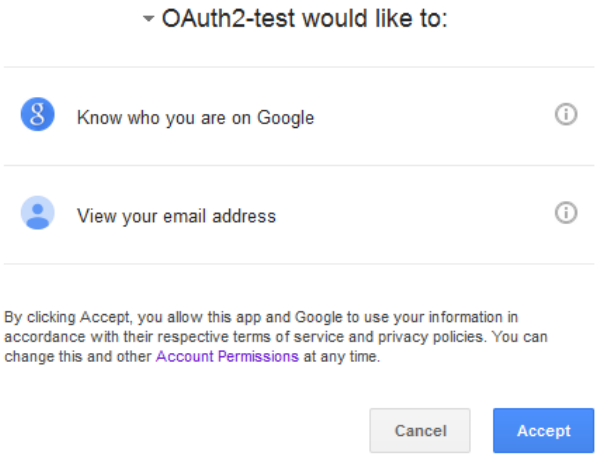


Figure 113: Click Accept to continue

NOTE This confirmation screen will only be displayed once, the first time the user logs in, unless the user revokes the relationship from the Google account management center.

5. Click **Accept**. ZoneDirector immediately sets the user to authenticated state, and the user can now access the wireless network and the Internet.

Authentication Method

Authentication Method defines the method by which users are authenticated prior to gaining access to the WLAN. The authentication method is only configurable for "Standard Usage" type WLANs. For other WLAN types, the authentication method is dictated by the WLAN type.

ZoneDirector provides the following authentication method options:

- Open [Default]: No authentication mechanism is applied to connections. Any encryption method can be used.
- 802.1X/EAP: Uses 802.1X authentication against a user database.
- MAC Address: Uses the device's MAC address for both the user name and password.
- 802.1X EAP + MAC Address: Allows the use of both authentication methods on the same WLAN. See Using 802.1X EAP MAC Address Authentication on page 96.

Fast BSS Transition

The Fast BSS Transition feature uses messages and procedures defined in 802.11r to allow continuous connectivity for wireless devices in motion, with fast and secure handoffs from one AP to another.

A fast BSS transition is a BSS transition in the same mobility domain that establishes the state necessary for data connectivity before the re-association rather than after the re-association. In this way, clients that support the 11r standard (including iOS devices) can achieve significantly faster roaming between APs.

Encryption Options

Encryption choices include WPA2, WPA-Mixed, WEP-64, WEP-128 and None. WPA2 is the only encryption method certified by the WiFi Alliance and is the recommended method. WEP has been proven to be easily circumvented, and Ruckus Wireless recommends against using WEP if possible.

Method

- *WPA2*: Enhanced WPA encryption that complies with the 802.11i security standard.
- *WPA-Mixed*: Allows mixed networks of WPA and WPA2 compliant devices. Use this setting if your network has a mixture of older clients that only support WPA and TKIP, and newer client devices that support WPA2 and AES. **Note that selection of WPA-Mixed disables the ability to use Zero-IT for this WLAN.
- *WEP-64*: Provides a lower level of encryption, and is less secure, using shared key 40-bit WEP encryption.
- *WEP-128*: Provides a higher level of encryption than WEP-64, using a shared 104-bit key for WEP encryption. However, WEP is inherently less secure than WPA2.
- *None*: No encryption; communications are sent in clear text.

NOTE If you set the encryption method to WEP-64 (40 bit) or WEP-128 (104 bit) or 802.11ac AP for the WLAN, the WLAN will operate in 802.11g mode.

Algorithm (Only for WPA2 or WPA Mixed encryption methods)

- *AES*: This algorithm provides enhanced security over TKIP, and is the only encryption algorithm supported by the 802.11i standard. Choose AES encryption if you are confident that all of your clients will be using 802.11i-compliant NICs.
- *Auto*: Automatically selects TKIP or AES encryption based on the client's capabilities. Note that since it is possible to have clients using both TKIP and AES on the same WLAN, only unicast traffic is affected (broadcast traffic must fall back to TKIP; therefore, transmit rates of broadcast packets from 11n/11ac APs will be at lower 11g rates).

CAUTION! If you set the encryption algorithm to TKIP and you are using an 802.11n or 802.11ac AP for the WLAN, the WLAN will operate in 802.11g mode.

CAUTION! If you set the encryption algorithm to TKIP, the AP will only be able to support up to 26 clients. When this limit is reached, additional clients will be unable to associate with the AP.

WEP Key/Passphrase

- *WEP Key*: WEP methods only. Click in the Hex field and type the required key text. If the key is for WEP-64 encryption, the key text must consist of 10 hexadecimal characters. If it is for WEP-128 encryption, enter a key 26 characters in length. Alternatively, click Generate to have ZoneDirector automatically generate a WEP key.
- *Passphrase*: WPA-PSK methods only. Click in this field and type the text of the passphrase used for authentication.

802.11w Management Frame Protection

The Protected Management Frame (PMF) feature, also known as Management Frame Protection (MFP), is defined in 802.11w to protect 802.11 Robust Management frames, including Disassociation, Deauthentication, and Robust Action frames.

To enable, set **802.11w MFP** to *Optional* or *Required* on the **Configure > WLANs > Edit (WLAN)** page. *Optional* allows legacy devices that do not support the 802.11w standard to associate with the SSID while also allowing devices that support 802.11w to use the 802.11w features. *Required* will prevent clients that do not support 802.11w from associating.

Options

- **Web Authentication**: [Available only with "Open" authentication.] Click the check box to require all WLAN users to complete a web-based login to this network each time they attempt to connect (see Enabling Web Authentication on page 235).
- **Authentication Server**: When "Web Authentication" is active, use this option to designate the server used to authenticate web-based user login. When "802.1X" or "MAC Address" authentication is active, use this option to designate the server used

to authenticate users (without web authentication). Options include Local Database, RADIUS server, Active Directory and LDAP. When one of these authentication server types is selected (other than "Local Database"), you will need to point ZoneDirector to the proper authentication server configured on the **Configure > AAA Servers** page. Alternatively, click the **Create New** button to create a new AAA server object from within the WLAN configuration screen.

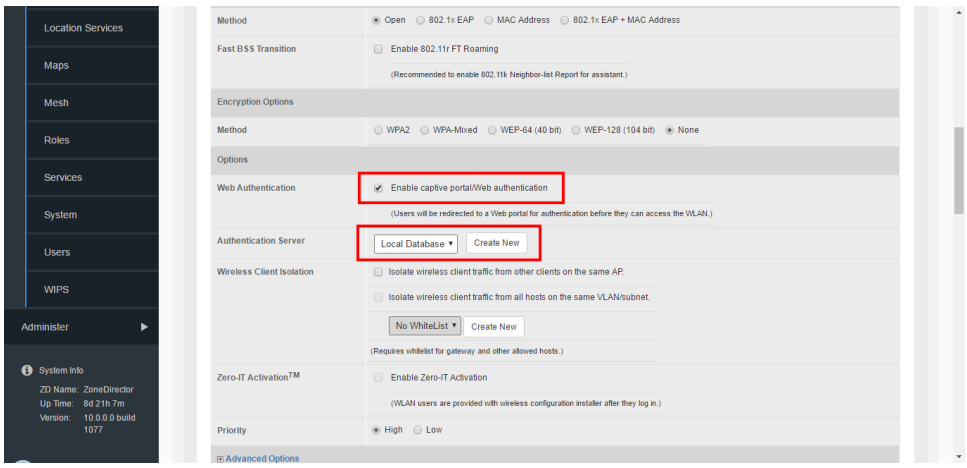


Figure 114: Click Create New to create a new AAA server

A popup window appears in which you can configure an Active Directory, LDAP, RADIUS, Radius Accounting or TACACS+ AAA server.

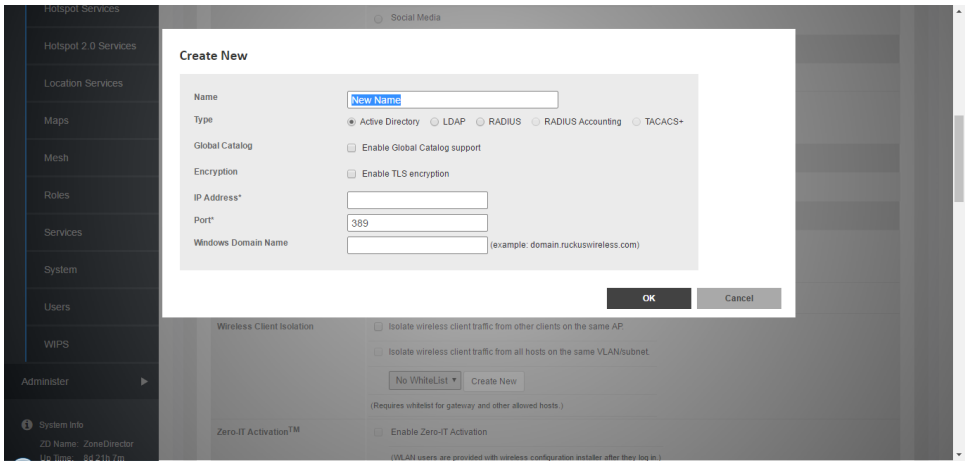


Figure 115: AAA server popup

- **Wireless Client Isolation**: Enable Wireless Client Isolation to prevent communication between WLAN clients and other local network resources.

NOTE If Client Isolation and L3/L4/IP address ACLs are both in place and have conflicting rules, the L3/L4/IP address ACL will take precedence, as the ACLs are applied upon ingress, while the Client Isolation rules are applied after bridging.

- **Isolate wireless client traffic from other clients on the same AP**: Prevents clients connected to the same AP from communicating with each other, but does not prevent clients from communicating with other hosts connected to different APs on the same subnet.
- **Isolate wireless client traffic from all hosts on the same VLAN/subnet**: Enable this option to prevent clients from communicating with any other host on the network, unless they are specifically allowed in a white list. A Client Isolation White List must first be created on the **Configure > Access Control** page before appearing here (see Configuring Client Isolation White Lists on page 112).

- **Zero-IT Activation**: Enable this option to activate ZoneDirector's share in the automatic "new user" process, in which the new user's wireless device is easily and quickly configured for WLAN use. For more information, see Enabling Automatic User Activation with Zero-IT on page 219.
- **Dynamic PSK**: Dynamic PSK is available when you have enabled Zero-IT Activation. When a client is activated, ZoneDirector provisions the user with a unique per-device pre-shared key. For more information, see Working with Dynamic Pre-Shared Keys on page 222.
- **Priority**: Set the priority of this WLAN to **Low** if you would prefer that other WLAN traffic takes priority. For example, if you want to prioritize internal traffic over guest WLAN traffic, you can set the priority in the guest WLAN configuration settings to Low. By default all WLANs are set to high priority.

Advanced Options

The advanced options can be used to configure special WLANs; for example, you might want to create a special WLAN for VoIP phone use only, or create a student WLAN that should be time-controlled to provide access only during school hours.

- **Accounting Server**: If you added a RADIUS Accounting server on the AAA servers page, select the RADIUS Accounting server from the drop-down list, and then set the accounting update interval in Send Interim-Update every x minutesUpdate values are 0-1440. Setting the value to 0 disables periodic interim updates to the accounting server, but client IP changes are still sent to the RADIUS Accounting server.
- **Access Controls**: Toggle this drop-down list to select Access Control Lists (L2 or L3/L4), Device Policy and Precedence Policy to apply to this WLAN. An access control entry must be created before being available here. For more information, see Controlling Network Access Permissions on page 106.
- **Enable Role based Access Control Policy**: This feature allows different user groups to have different access policies based on their user roles using the same WLAN. See Role Based Access Control Policy on page 231.

- **Application Recognition and Control**: Enable this option to allow APs to collect client application data, which can then be consolidated for use by the **Applications** and **Top 10 Applications by Usage** graphs.

  NOTE Supported APs: H500, R300, R310, R500, R510, R600, R700, R710, R720, T300 series, T710 series, 7055, 7352, 7372, 7781/7782 series, 7982.

  NOTE When Application Recognition and Control is enabled, the **Apply Policy group** option becomes available. Use this option to apply an Application Policy to this WLAN (see Configure Application Policies on page 117).

- **Call Admission Control** (Disabled by default): Enable WiFi Multimedia Admission Control (WMM-AC) to support Polycom/Spectralink VIEW certification. When enabled, the AP announces in beacons if admission control is mandatory or not for various access categories and admits only the traffic streams it can support based on available network resources. When network resources are not sufficient to provide this level of performance, the new traffic stream is not admitted. Call Admission Control is effective only when both AP and the client support WMM-AC. Ruckus APs are capable of handling hundreds of simultaneous clients, but when it comes to VoIP traffic, the number of VoIP calls needs to be policed to ensure adequate voice/video quality. Ruckus recommends limiting bandwidth allocation to six calls (four active calls and two reserved for roaming) on the 2.4 GHz radio and 10 calls on the 5 GHz radio (seven active and three reserved for roaming). Enable this feature if you want this WLAN to serve as a VoIP WLAN to support Spectralink phones. (You will also need to enable Call Admission Control on any APs supporting this WLAN from the **Configure** > **Access Points** page.)
- **Rate Limiting**: Rate limiting controls fair access to the network. When enabled, the network traffic throughput of each network device (i.e., client) is limited to the rate specified in the traffic policy, and that policy can be applied on either the uplink or downlink. Toggle the Uplink and/or Downlink drop-down lists to limit the rate at which WLAN clients upload/download data. The "Disabled" state means rate limiting is disabled; thus, traffic flows without prescribed limits.
- **SSID Rate Limiting**: In addition to per-station rate limiting, admins can also limit the total bandwidth of all clients connected to the same SSID of an AP, across both 2.4 GHz and 5 GHz radios. The bandwidth limits are applied to each radio according to the number of clients connected, so for example, if there are 7 clients connected to the 2.4 GHz radio and 3 clients connected to the 5 GHz radio, and the total bandwidth configured in SSID rate limiting is 10 Mbps, then the 7 clients in the 2.4 GHz band would share 7 Mbps, while the other 3 clients in the 5 GHz band would share the remaining 3 Mbps.

  NOTE Per-station rate limiting is disabled if per-SSID rate limiting is enabled.

- **Multicast Filter**: When enabled for a WLAN, all client multicast traffic will be dropped at the AP. Broadcast and unicast frames remain unchanged.
- **VLAN Pooling**: Assign a pool of VLANs to this WLAN. For more information, see Working with VLAN Pools on page 177
- **Access VLAN**: By default, all wireless clients associated with APs that ZoneDirector is managing are segmented into a single VLAN (with VLAN ID 1). If you want to tag this WLAN traffic with a different VLAN ID, enter a valid VLAN ID (2-4094) in the box. For more information, see Deploying ZoneDirector WLANs in a VLAN Environment on page 172.
  - Select the **Enable Dynamic VLAN** check box to allow ZoneDirector to assign VLAN IDs on a per-user basis. Before enabling dynamic VLAN, you need to define on the RADIUS server the VLAN IDs that you want to assign to users. See How Dynamic VLAN Works on page 175.
- **Hide SSID**: Activate this option if you do not want the ID of this WLAN advertised at any time. This will not affect performance or force the WLAN user to perform any unnecessary tasks.
- **Tunnel Mode**: Select this check box if you want to tunnel the WLAN traffic back to ZoneDirector. Tunnel mode enables wireless clients to roam across different APs on different subnets. If the WLAN has clients that require uninterrupted wireless connection (for example, VoIP devices), Ruckus Wireless recommends enabling tunnel mode.

  NOTE When tunnel mode is enabled on a WLAN, multicast video packets are blocked on that WLAN. Multicast voice packets, however, are allowed.

- **Proxy ARP**: When enabled on a WLAN, the AP provides proxy service for stations when receiving neighbor discovery packets (e.g., IPv4 ARP requests and ICMPv6 Neighbor Solicit messages), and acts on behalf of the station in delivering ARP replies. When the AP receives a broadcast ARP/Neighbor Solicit request for a known host, the AP replies on behalf of the host. If the AP receives a request for an unknown host, it forwards the request at the rate limit specified in the Packet Inspection Filter.
- **DHCP Relay**: Enable DHCP Relay agent to convert broadcast DHCP messages to unicast in Tunnel Mode WLANs. For more information, see DHCP Relay on page 126.
- **Background Scanning**: Background scanning enables the Ruckus Wireless access points to continually scan for the best (least interference) channels and adjust to compensate. However, disabling Background Scanning may provide better quality (lower latency) for time-sensitive applications like voice conversations. If this WLAN will be used primarily as a voice network, select this check box to disable Background Scanning for this WLAN. You can also disable Background Scanning per radio (see Background Scanning on page 78).
- **Load Balancing**: Client load balancing between APs is disabled by default on all WLANs. To disable load balancing for this WLAN only (when enabled globally), check

this box. Ruckus Wireless recommends disabling load balancing on VoIP WLANs. For more information, see Load Balancing on page 81.

- **Band Balancing**: Client band balancing between the 2.4 GHz and 5 GHz radio bands is disabled by default on all WLANs. To disable band balancing for this WLAN only (when enabled globally), check this box. For more information, see Band Balancing on page 82.
- **Max Clients**: Limit the number of clients that can associate with this WLAN per AP radio (default is 100). You can also limit the total number of clients per AP using the AP Groups settings. See Modifying Model Specific Controls on page 198 for more information.
- **802.11d**: The 802.11d standard provides specifications for compliance with additional regulatory domains (countries or regions) that were not defined in the original 802.11 standard. Enable this option if you are operating in one of these additional regulatory domains. For optimal performance of Apple iOS devices, it is recommended that you enable this option. Please be aware that some legacy embedded devices such as wireless barcode scanners may not operate properly if this option is enabled. This option is enabled by default for any WLANs created on ZoneDirector version 9.6 or later, and disabled by default for any WLANs created running earlier versions. If upgrading from a previous version to 9.6 or later, existing WLANs will retain their original settings.
- **DHCP Option 82**: When this option is enabled and an AP receives a DHCP request ID, AP name, SSID and MAC address) into the DHCP request packets before forwarding them to the DHCP server. The DHCP server can then use this information to allocate an IP address to the client from a particular DHCP pool based on these parameters. See also DHCP Option 82 on page 202 for information on enabling this option for Ethernet ports.
- **Force DHCP**: Enable this option to force clients to obtain a valid IP address from DHCP within the specified number of seconds. This prevents clients configured with a static IP address from connecting to the WLAN. Additionally, if a client performs Layer 3 roaming between different subnets, in some cases the client sticks to the former IP address. This mechanism optimizes the roaming experience by forcing clients to request a new IP address.
- **Client Tx/Rx Statistics**: Enable this option to ignore unauthorized client statistics and report only statistics from authorized clients in device view and other reports. This can be useful for service providers who are more interested in accounting statistics (after authorization) than in all wireless client statistics. For example, a Hotspot WLAN can be configured to allow unauthorized clients to connect and traverse any walled garden web pages without adding to transmission statistics (until after authorization).
- **Client Fingerprinting**: When this option is enabled ZoneDirector will attempt to identify client devices by their Operating System, device type and Host Name, if available. This makes identifying client devices easier in the Dashboard, Client Monitor and Client Details screens.

- **OFDM Only**: Enabling this option disables CCK rates of 1, 2, 5.5, and 11 Mbps, so no 802.11b-only clients can connect. Beacons and probe responses will be transmitted at 6 Mbps, and data frames at 6, 9, 18, 24, 36, 48, and 54 Mbps. Enforcing higher minimum data rates increases overall network throughput capacity, but reduces the distance at which clients are able to remain connected.
- **BSS Min Rate**: Use this option to configure the minimum transmission rate supported by the WLAN. If OFDM Only is enabled, the only valid options are 12 Mbps and 24 Mbps, with Mgmt Tx frames fixed at 6 Mbps. This option can also be used to prevent 11b clients from connecting, and to allow greater client density with higher data rates.
- **Mgmt Tx Rate**: This option is only available if both OFDM Only and BSS Min Rate are disabled. (Otherwise, the Mgmt Tx Rate is defined by those settings.) Use this setting to configure the rate at which management frames are sent. The default is 2 Mbps.
- **Service Schedule**: Use the Service Schedule tool to control which hours of the day, or days of the week to enable/disable WLAN service. For example, a WLAN for student use at a school can be configured to provide wireless access only during school hours. Click on a day of the week to enable/disable this WLAN for the entire day. Colored cells indicate WLAN enabled. Click and drag to select specific times of day. You can also disable a WLAN temporarily for testing purposes, for example.

  NOTE This feature will not work properly if ZoneDirector does not have the correct time. To ensure ZoneDirector always maintains the correct time, configure an NTP server and point ZoneDirector to the NTP server's IP address, as described in Setting the System Time.

  NOTE WLAN service schedule times should be configured based on your browser's current timezone. If your browser and the target AP/WLAN are in different timezones, configure the on/off times according to the desired schedule according to your local browser. For example, if you wanted a WLAN in Los Angeles to turn on at 9 AM and your browser was set to New York time, you would configure the WLAN service schedule to enable the WLAN at noon. When configuring the service schedule, all times are based on your browser's timezone setting.

- **Auto-Proxy**: The Auto-Proxy feature automatically configures client browsers with web proxy settings when the user joins the wireless network. Clients locate the proxy script according to the Web Proxy Autodiscovery Protocol (WPAD). WPAD uses discovery methods such as DNS and DHCP Option 252 to locate the configuration file. To use this feature, you must designate where the wpad.dat file is to be stored. Click Choose File to upload a wpad.dat file conforming to the WPAD protocol to ZoneDirector, or select External Server and enter the IP address of the external DHCP/DNS server where the file is stored.
  - Internet Explorer supports DNS and DHCP Option 252, while Firefox, Chrome and Safari support the DNS method only.

- If the wpad.dat file is stored on ZoneDirector, only one file can be uploaded and this file applies to all WLANs that use the ZD-stored file.
- Up to 8 wpad.dat files can be saved on external servers in addition to the single wpad.dat file that can be stored on ZoneDirector.

NOTE If Wireless Client Isolation, ACLs or Web/Guest Captive Portal are enabled on the WLAN, an additional ACL may be required to allow wireless clients to access the web proxy server and ZD Captive Portal redirection page. For more information, refer to the Auto-Proxy Application Note available from https://support.ruckuswireless.com

- **Inactivity Timeout**: Enter a value in minutes after which idle stations will be disconnected (1 to 10 minutes).
- **Radio Resource Management**: Radio Resource Management utilizes 802.11k Neighbor Reports, which are sent by the AP to inform clients of the preferred roaming target AP. The client sends a neighbor report request to an AP, and the AP returns a neighbor report containing information about known neighbor APs that are candidates for a service set transition.

NOTE Background Scanning (**Configure > Services**) and Report Rogue Devices (**Configure > WIPS**) must be enabled for 802.11k radio resource management to work properly. If these options are not enabled, the AP will send neighbor reports consisting of only APs found on the same channel as the operating channel of the AP.

NOTE If 802.11k is disabled, fast roaming between APs is achieved using Opportunistic Key Caching (OKC) and Pairwise Master Key caching (PMK caching). These methods also require Background Scanning to be enabled. Both methods allow clients to roam without having to repeat the entire 802.1X authentication process.

PMK Caching: PMK caching allows the client to skip 802.1X authentication to any AP to which it has previously authenticated (only the 4-way handshake is required). PMK Caching is the method defined in the 802.11i specification, which also defined WPA2.

Opportunistic Key Caching: With this method, a client can skip the 802.1X authentication to an AP as long as the client has authenticated successfully to at least one of the APs in the same zone as the an AP that handled the previous successful authentication. In this case, the PMK is cached at a central location (ZoneDirector).

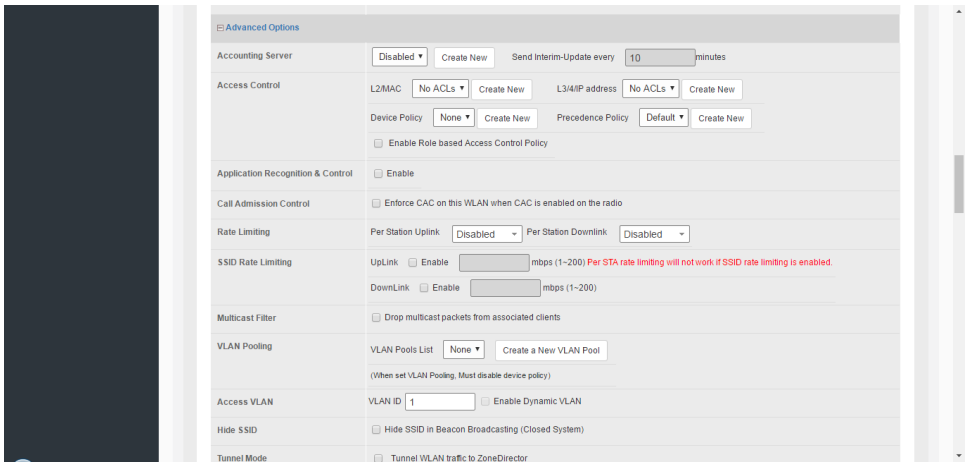


Figure 116: Advanced options for creating a new WLAN

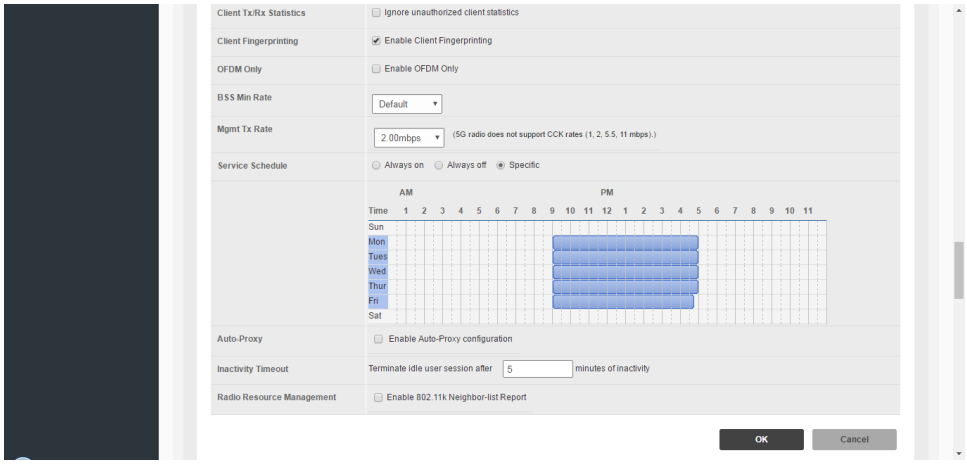


Figure 117: Configuring WLAN service schedule

Creating a Copy of an Existing WLAN for Workgroup Use

If you want to create an additional WLAN based on your existing default WLAN and limit its use to a select group of users (e.g, Marketing, Engineering), you can do so by following these steps:

1. Make a list of the group of users.
2. Go to **Configure** > **WLANs**.
3. When the WLANs page appears, the internal and guest networks that you created in the Setup Wizard are listed in the table.

4. Select any WLAN record and click **Clone**.
5. A workspace appears, displaying the default settings of a new WLAN, using the same configuration settings as the cloned WLAN.
6. Type a descriptive **Name** for this WLAN, and then click **OK**. This new WLAN is ready for use by selected users.
7. You can now assign access to this new WLAN to a limited set of internal users, as detailed in Creating New User Roles on page 230.

Customizing WLAN Security

When you worked through the installation wizard, you were instructed to create your first WLAN. Most users will likely have created an “Open/WPA2” (open authentication, WPA2 encryption, aka “WPA-Personal”) WLAN as their first wireless network. To review the security configuration and the available options (customize the existing WLAN setup or replace it with a totally different configuration), review the following procedures.

Reviewing the Initial Security Configuration

1. Go to **Monitor** > **WLANs**
2. The **Currently Active WLANs** table lists the WLANs created during the setup process. You can review the details of a WLAN’s configuration by clicking the WLAN name.
3. You have three options for the internal WLAN: [1] continue using the current configuration, [2] fine-tune the existing security mode, or [3] replace this mode entirely with a different authentication and encryption method. The two WLAN-editing processes are described separately, below.

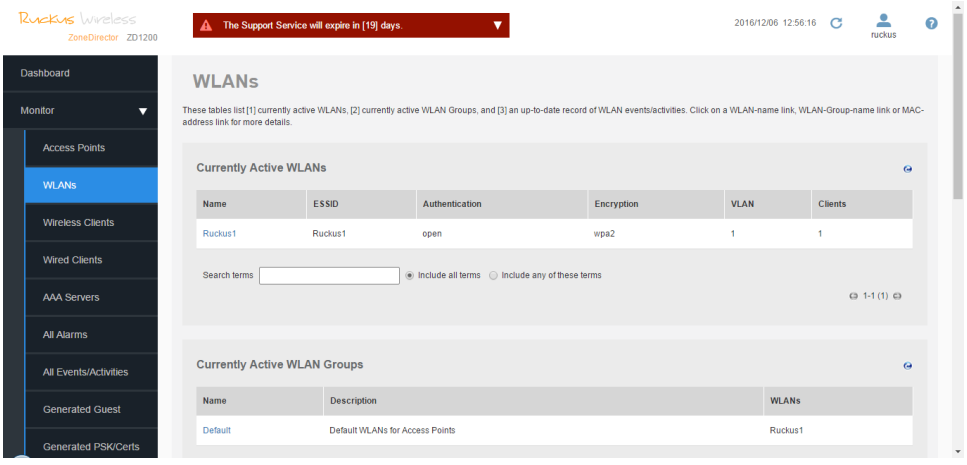


Figure 118: Viewing WLAN security configurations from the Monitor > WLANs page

Fine Tuning the Current Security Mode

To keep the original security mode and fine-tune its settings:

1. Go to **Configure** > **WLANs**
2. In the Internal WLAN row, click **Edit**.
3. Choose from the following options to keep the default WPA encryption with no authentication (Open Auth).
   - **WPA-Mixed**: Allows both WPA and WPA2 compliant devices to access the network.
   - **Passphrase**: Replace the current passphrase with a new one, to help lower the risk of unauthorized access.
4. Click **OK** to apply any changes.

Switching to a Different Security Mode

You also have the option of replacing the default internal WLAN's Open authentication/WPA encryption mode with one of several other modes:

- Open Auth/WEP encryption: Least security, only use if necessary to support older WEP-only client devices.
- Open Auth/WPA2 encryption: The recommended configuration for modern wireless clients.
- Open Auth/WPA-Mixed encryption: Allows both WPA and WPA2 devices on the same WLAN. Use this option only if older WPA devices cannot be upgraded to WPA2.
- 802.1X EAP Auth/Any encryption: Authentication to an AAA server (RADIUS or Local Database) using IEEE 802.1X authentication protocol.
- MAC Auth/Any encryption: Authentication by MAC address. Provides limited security due to ease of MAC address spoofing.
- 802.1X EAP + MAC Auth/Any encryption: Allows clients to connect using either MAC address or 802.1X authentication.

To change the security mode for an existing WLAN:

1. Go to **Configure** > **WLANs**
2. When the WLANs workspace appears, you will want to review and then change the **Edit** in the Internal WLAN row.
3. When the Editing (Internal) options appear, look at the two main categories -- Authentication Options and Encryption Options.
4. If you click an Authentication Option Method such as Open, or 802.1X, different sets of encryption options are displayed:

- *Open* allows you to configure a WPA- or WEP-based encryption, or "none" if you're so inclined. After selecting a WPA or WEP level, you can then enter a passphrase or key text of your choosing
- *802.1X EAP* allows you to choose from all available encryption methods, but you do not need to create a key or passphrase. Instead, users will be authenticated against ZoneDirector's internal database or an external RADIUS server.
- *MAC Address* allows you to use an external RADIUS server to authenticate wireless clients based on their MAC addresses. Before you can use this option, you need to add your external RADIUS server to ZoneDirector's Configure > AAA Servers page. You also need to define the MAC addresses that you want to allow on the RADIUS server.
- *802.1X EAP + MAC Address* allows the use of both authentication methods on the same WLAN.

5. Depending on your *Authentication Option Method* selection, review and reconfigure the related Encryption Options.
6. Review the *Advanced Options* to change any settings as needed.
7. When you are finished, click **OK** to apply your changes. Replacing your WPA configuration with 802.1X requires the users to make changes to their Ruckus wireless connection configuration—which may include the importation of certificates.

Using the Built in EAP Server

(Requires the selection of "Local Database" as the authentication server.) If you are re-configuring your internal WLAN to use 802.1X/EAP authentication, you normally have to generate and install certificates for your wireless users.

With the built-in EAP server and Zero-IT Wireless Activation, certificates are automatically generated and installed on the end user's computer. Users simply follow the instructions provided during the Zero-IT Wireless Activation process to complete this task (see Self-Provisioning Clients with Zero-IT on page 220). Once this is done, users can connect to the internal WLAN using 802.1X/EAP authentication.

Authenticating with an External RADIUS Server

You can also use an external RADIUS server for your wireless client 802.1X EAP authentication. An EAP-aware RADIUS server is required for this application. Also, you might need to deploy your own certificates for wireless client devices and for the RADIUS server you are using. In this case, ZoneDirector works as a bridge between your wireless clients and the RADIUS server during the wireless authentication process.

ZoneDirector allows wireless clients to access the networks only after successful authentication of the wireless clients by the RADIUS server. For information on configuring a RADIUS server for client authentication, see RADIUS /RADIUS Accounting on page 93.

If You Change the Internal WLAN to WEP or 802.1X

If you replace the default configuration of the internal WLAN, your users must reconfigure the wireless LAN connection settings on their devices. This process is described in detail below and can be performed when logging into the WLAN as a new user.

If Switching to WEP-based Security

1. Each user should be able to repeat the Zero-IT Wireless Activation process and install the WEP key by executing the activation script.
2. Alternatively, they can manually enter the WEP key text into their wireless device connection settings.

If Switching to 802.1X-based Security

1. (Applies only to the use of the built-in EAP server.) Each user should be able to repeat the Zero-IT Wireless Activation process and download the certificates and an activation script generated by ZoneDirector
2. Each user must first install certificates to his/her computer.
3. Each user must then execute the activation script, in order to configure the correct wireless setting on his/her computer.
4. To manually configure 802.1X/EAP settings for non-EAP capable client use, use the wireless settings generated by ZoneDirector.

Working with WLAN Groups

WLAN groups are used to specify which APs provide which WLAN services. If your wireless network covers a large physical environment (for example, multi-floor or multi-building office) and you want to provide different WLAN services to different areas of your environment, you can use WLAN groups to do this.

For example, if your wireless network covers three building floors (1st Floor to 3rd Floor) and you need to provide wireless access to visitors on the 1st Floor, you can do the following:

1. Create a WLAN service (for example, “Guest Only Service”) that provides guest-level access only.
2. Create a WLAN group (for example, “Guest Only Group”), and then assign “Guest Only Service” (WLAN service) to “Guest Only Group” (WLAN group).
3. Assign APs on the 1st Floor (where visitors need wireless access) to your “Guest Only Group”.

Any wireless client that associates with APs assigned to the “Guest Only Group” will get the guest-level access privileges defined in your “Guest Only Service.” APs on the 2nd and 3rd Floors can remain assigned to the Default WLAN Group and provide normal-level access.

NOTE Creating WLAN groups is optional. If you do not need to provide different WLAN services to different areas in your environment, you do not need to create a WLAN group.

NOTE A default WLAN group called Default exists. The first 27 WLANs that you create are automatically assigned to this Default WLAN group.

NOTE A WLAN Group can include a maximum of 27 member WLANs. For dual radio APs, each radio can be assigned to only one WLAN Group (single radio APs can be assigned to only one WLAN Group).

The maximum number of WLAN groups that you can create depends on the ZoneDirector model.

Table 23: Maximum number of WLAN groups by ZoneDirector model

ZoneDirector Model	Max WLAN Groups
ZoneDirector 1200	512
ZoneDirector 3000	1024
ZoneDirector 5000	2048

Creating a WLAN Group

1. Go to **Configure** > **WLANs**.
2. In the **WLAN Groups** section, click **Create New**. The **Create New** form appears.
3. In **Name**, type a descriptive name that you want to assign to this WLAN group. For example, if this WLAN will contain WLANs that are designated for guest users, you can name this as "Guest WLAN Group."
4. In **Description** (optional), type some notes or comments about this group.
5. Under **Group Settings**, select the check boxes for the WLANs that you want to be part of this WLAN group.
6. In the **VLAN override** settings, choose whether to override the VLAN configured for each member WLAN. Available options include:
   - **No Change**: Click this option if you want the WLAN to keep the same VLAN tag (default: 1).
   - **Tag**: Click this option to override the VLAN configured for the WLAN service.
7. Click **OK**. The **Create New** form disappears and the WLAN group that you created appears in the table under WLAN Groups. You may now assign this WLAN group to an AP.

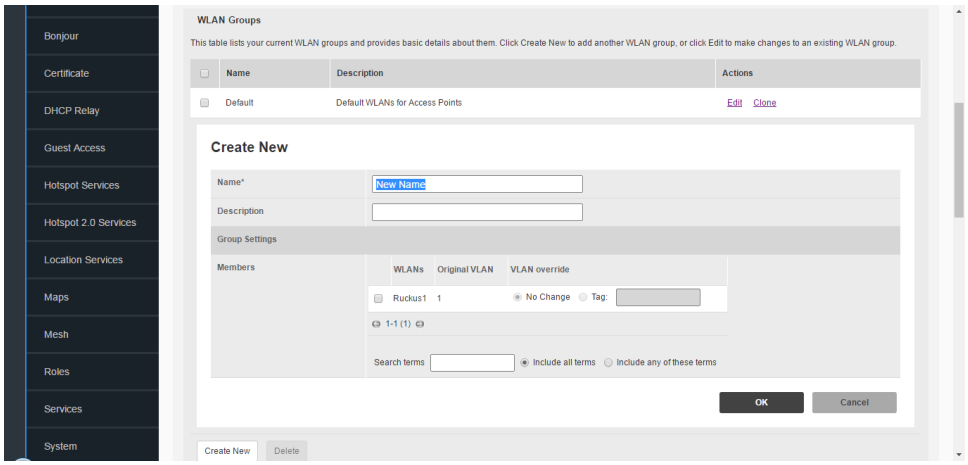


Figure 119: WLAN group configuration

Viewing a List of APs That Belong to a WLAN Group

1. Go to **Monitor** > **WLANs**.
2. Under **Currently Active WLAN Groups**, click the WLAN group name for which you want to view the member AP list.
3. On the page that loads, look for the Member APs section. All APs that belong to this WLAN group are listed.

Deploying ZoneDirector WLANs in a VLAN Environment

Configuring VLANs for ZoneDirector, Access Points and wireless clients is not required for normal operation, and should not be undertaken without a thorough understanding of your network's VLAN environment and switch port configuration.

You can set up a ZoneDirector wireless LAN as an extension of a VLAN network environment by tagging wireless client traffic to specific VLANs.

Qualifications include the following:

- Verifying that the VLAN switch supports native VLANs. A native VLAN is a VLAN that allows the user to designate untagged frames going in/out of a port to a specific VLAN.
- For example, if an 802.1Q port has VLANs 1, 20, and 30 enabled with VLAN 1 being the native VLAN, frames on VLAN 1 that egress (exit) the port are not given an 802.1Q header (i.e., they are plain Ethernet frames). Frames which ingress (enter) this port and have no 802.1Q header are assigned to VLAN 1. Traffic from WLANs configured

with access VLANs 20 and 30 is tagged with an 802.1Q header containing the respective VLAN assignment before being forwarded to its destination on the Ethernet network.

- Connecting ZoneDirector and any Access Points (APs) to trunk ports on the switch.
- Verifying that those trunk ports are on the same native VLAN.

Example configuration (see Figure below): VLAN 20 is used for internal clients, VLAN 30 is used for guest clients, and Management VLAN configuration is optional.

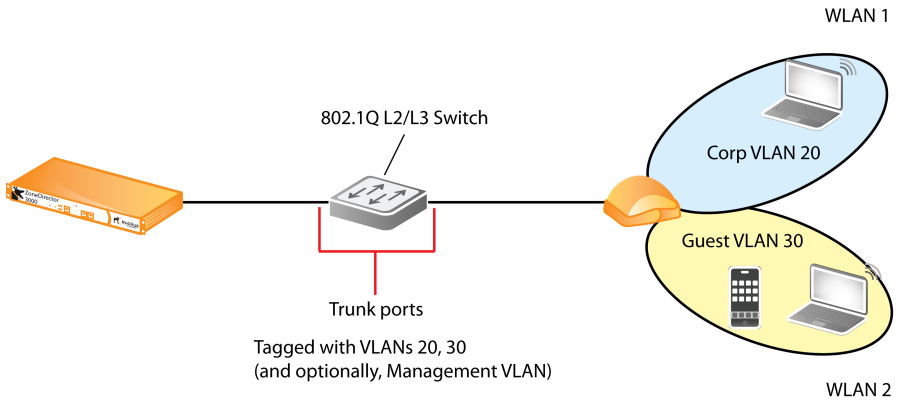


Figure 120: Sample VLAN configuration

You must ensure that switch ports are configured properly to pass the VLAN traffic necessary for ZoneDirector, AP and client communications. In the sample VLAN scenario above, the switch ports would need to be configured as follows:

- Corp VLAN: 20
- Guest VLAN: 30
- Management VLAN: (optional)

Some common VLAN scenarios include:

- WLANs assigned to specific VLANs; ZD and APs with no management VLAN
- WLANs assigned to specific VLANs; ZD and APs within their own single management VLAN
- WLANs assigned to specific VLANs; ZD and APs are configured for management VLAN, but are different VLANs and there is an L3 connection between (typical branch/remote office deployments)
- WLANs assigned to specific VLANs; ZD or APs only (not both) configured with management VLAN (again typically with a L3 connection between ZD and APs)

The following factors need to be taken into consideration:

- Default/Native VLAN configuration

- Where the DHCP/DNS servers sit in the architecture
- If tunneling is used for WLANs
- Trunking between switch ports

NOTE All DNS, DHCP, ARP, and HTTP traffic from an unauthenticated wireless client will be forwarded by the AP onto the ZoneDirector via the management LWAPP tunnel. If the client belongs to a particular VLAN, the ZoneDirector will add the respective VLAN tag before forwarding the traffic to the wired network. After client authentication is complete, the AP adds the respective VLAN tag and forwards the client traffic directly to the wired network. This explains why it is necessary to configure the tagged VLANs on all switch ports connected to the ZoneDirector and APs.

Tagging Management Traffic to a VLAN

Assigning management traffic to a specific management VLAN can provide benefits to the overall performance and security of a network.

If your network is designed to segment management traffic to a specific VLAN and you want to include ZoneDirector's AP management traffic in this VLAN, you can set the parameters in the ZoneDirector system configuration. Assigning management traffic to a VLAN makes automatic AP provisioning more complicated, and should not be undertaken without a thorough understanding of your own network configuration as well as the ZoneFlex wireless deployment. Configuring a management VLAN is not required. Access ports in a native VLAN can be used as the management VLAN rather than actually configuring a management VLAN.

To assign ZD - AP management traffic to a management VLAN:

1. Go to **Configure** > **Access Points**.
2. In **Access Point Policies**, click VLAN ID next to Management VLAN, and enter the VLAN ID in the field provided.
3. Click **Apply** to save your settings.
4. Go to **Configure** > **System**
5. In **Device IP Settings**, enter the VLAN ID in the Access VLAN field.
6. If you are using an additional management interface for ZoneDirector, enter the same ID in the Access VLAN field for the additional management interface.
7. Click **Apply** to save your settings.

   NOTE ZoneDirector will need to be rebooted after changing management VLAN settings.

8. Go to **Administer** > **Restart**, and click **Restart** to reboot ZoneDirector.

   CAUTION! When configuring or updating the management VLAN settings, make sure that the same VLAN settings are applied on the **Configure** > **Access Points** >

Access Point Policies > **Management VLAN** page, if APs exist on the same VLAN as ZoneDirector.

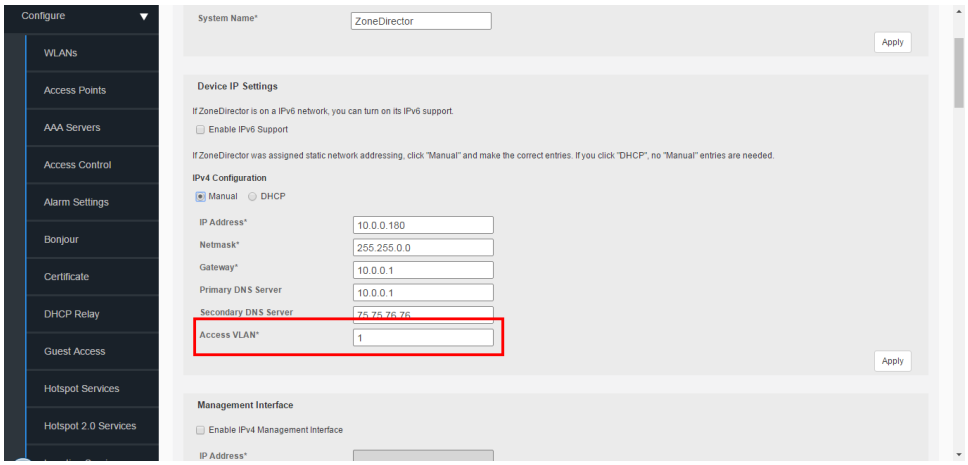


Figure 121: Configuring management VLAN for ZoneDirector

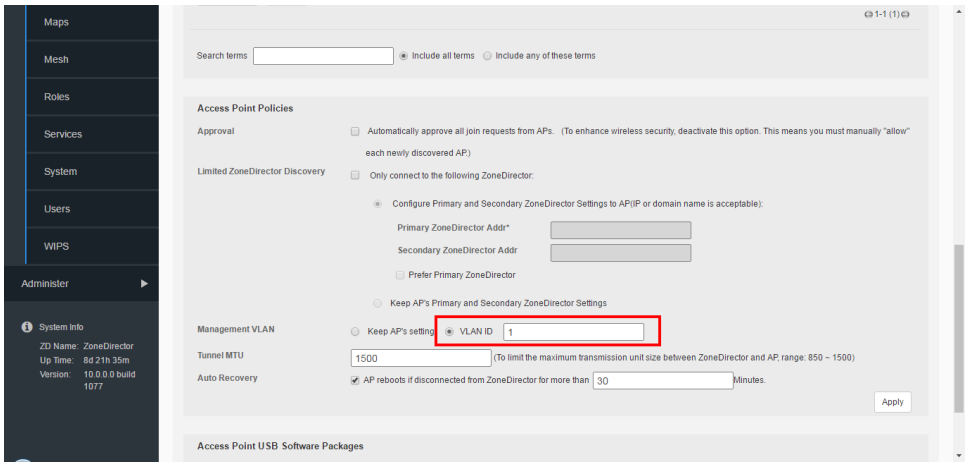


Figure 122: Configuring management VLAN for APs

How Dynamic VLAN Works

Dynamic VLAN can be used to automatically and dynamically assign wireless clients to different VLANs based on RADIUS attributes.

Dynamic VLAN Requirements:

- A RADIUS server must have already been added to ZoneDirector
- WLAN authentication method must be set to 802.1X, MAC address or 802.1X + MAC address

To enable Dynamic VLAN for a WLAN:

1. Go to **Configure** > **WLANs**.
2. Click **Edit** next to the WLAN you want to configure.
3. In **Authentication Server**, select the RADIUS server that you configured on the AAA Servers page.
4. Expand the **Advanced Settings** section and click the**Enable Dynamic VLAN box** next to Access VLAN.
5. Click **OK** to save your changes.

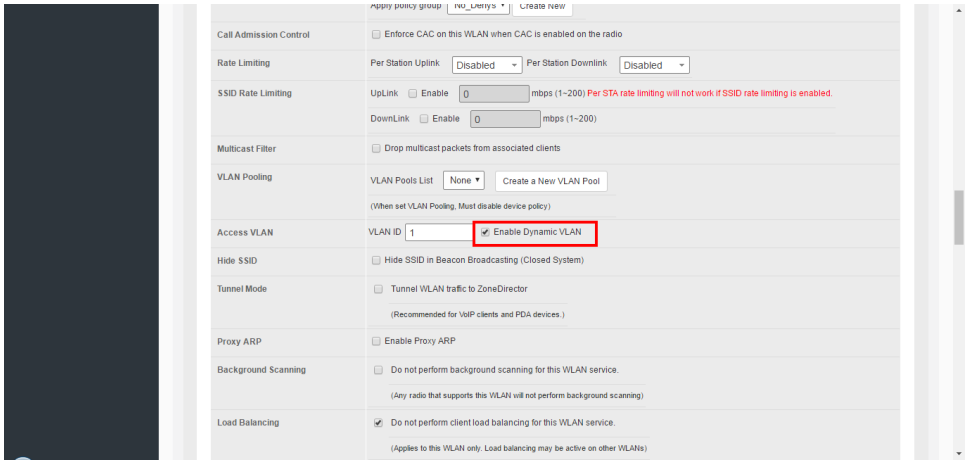


Figure 123: Enabling Dynamic VLAN

Priority of VLAN Dynamic VLAN and Tunnel Mode

If the VLAN, Dynamic VLAN and Tunnel Mode features are all enabled and they have conflicting rules, ZoneDirector prioritizes and applies these three features in the following order:

- Dynamic VLAN (top priority)
- VLAN
- Tunnel Mode

How It Works

- User associates with a WLAN on which Dynamic VLAN has been enabled.
- The AP requires the user to authenticate with the RADIUS server via ZoneDirector.
- When the user completes the authentication process, ZoneDirector sends the join approval for the user to the AP, along with the VLAN ID that has been assigned to the user on the RADIUS server.
- User joins the AP and is segmented to the VLAN ID that has been assigned to him.

Required RADIUS Attributes

For dynamic VLAN to work, you must configure the following RADIUS attributes for each user:

- **Tunnel-Type**: Set this attribute to VLAN.
- **Tunnel-Medium-Type**: Set this attribute to IEEE-802.
- **Tunnel-Private-Group-ID**: Set this attribute to the VLAN ID to which you want to segment this user.

Depending on your RADIUS setup, you may also need to include the user name or the MAC address of the wireless device that the user will be using to associate with the AP. Table 21 lists the RADIUS user attributes related to dynamic VLAN.

Table 24: RADIUS user attributes related to dynamic VLAN

Attribute	Type ID	Expected Value (Numerical)
Tunnel-Type	64	VLAN (13)
Tunnel-Medium-Type	65	802 (6)
Tunnel-Private-Group-Id	81	VLAN ID

Here is an example of the required attributes for three users as defined on Free RADIUS:

```
0018ded90ef3
   User-Name = user1,
   Tunnel-Type = VLAN,
   Tunnel-Medium-Type = IEEE-802,
   Tunnel-Private-Group-ID = 0014
00242b752ec4
   User-Name = user2,
   Tunnel-Type = VLAN,
   Tunnel-Medium-Type = IEEE-802,
   Tunnel-Private-Group-ID = 0012
013469acee5
   User-Name = user3,
   Tunnel-Type = VLAN,
   Tunnel-Medium-Type = IEEE-802,
   Tunnel-Private-Group-ID = 0012
```

NOTE The values in bold are the users' MAC addresses.

Working with VLAN Pools

When Wi-Fi is deployed in a high density environment such as a stadium or a university campus, the number of IP addresses required for client devices can easily run into the

thousands. Placing thousands of clients into a single large subnet or VLAN can result in degraded performance due to factors like broadcast and multicast traffic.

To address this problem, VLAN pooling allows administrators to a deploy pool of multiple VLANs to which clients are assigned, thereby automatically segmenting large groups of clients into multiple smaller subgroups, even when connected to the same SSID. As the client device joins the WLAN, the VLAN is assigned to one of the VLANs in the pool based on a hash of the client's MAC address. While you can also achieve the same results using Dynamic VLAN, with VLANs assigned by a RADIUS server (see How Dynamic VLAN Works on page 175), the VLAN pooling feature allows distribution of clients into multiple VLANs without the need for a RADIUS server.

To create a VLAN pool:

1. Go to **Configure** > **WLANs**, and locate the **VLAN Pooling** section.
2. Click **Create New** to create a new VLAN pool.
3. Enter a **Name**, and optionally a **Description** for this VLAN pool.
4. In VLANs, enter the VLAN IDs to be assigned to this pool. VLAN IDs can be separated by hyphens, commas, or a combination (e.g., 7-10, 13, 17, 20-28).
5. Click **OK** to save the VLAN pool. Each VLAN pool can contain up to 16 VLANs, and a maximum of 64 VLAN pools can be created. Each WLAN can be configured with a single VLAN pool.

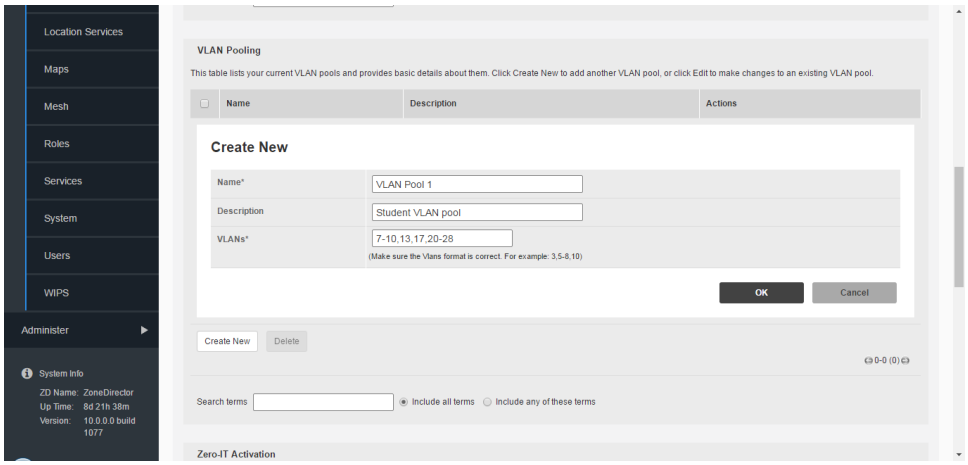


Figure 124: Creating a VLAN pool

To assign a pool of VLANs to an SSID

1. Go to **Configure** > **WLANs**.
2. Click **Create New** or **Edit** to create or edit a WLAN.
3. Expand the **Advanced Options** section, and locate the VLAN Pooling entry.

4. Select the VLAN Pool you created from the **VLAN Pools List**. Alternatively, you can create a new VLAN pool by clicking **Create New VLAN Pool**.
5. Click **OK** to save your changes. Clients connecting to this WLAN will now be automatically assigned to a VLAN from the specified VLAN pool.

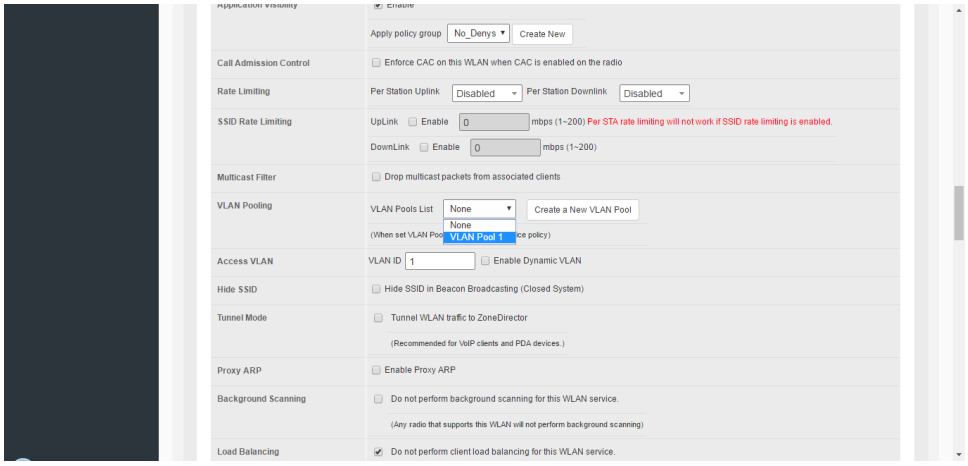


Figure 125: Assign a VLAN Pool to a WLAN

NOTE A VLAN pool cannot be applied to a WLAN with a Device Policy enabled, and vice-versa. If a Device Policy is selected, the VLAN Pooling option will automatically be disabled. If a VLAN pool is selected, the Access VLAN option will be disabled.

NOTE VLAN Pooling has the lowest priority when used in conjunction with other VLAN assignment features. In case of conflict, the priority is as follows: 1) Role-Based Access Control (RBAC), 2) AAA Server, 3) Device Policy 4) VLAN Pooling.

For additional information on configuring VLANs for Access Point Ethernet ports, refer to Configuring AP Ethernet Ports on page 200.

Working with Hotspot Services

A hotspot is a venue or area that provides Internet access to devices with wireless networking capability such as notebooks and smartphones. Hotspots are commonly available in public venues such as hotels, airports, coffee shops and shopping malls. ZoneDirector provides two types of Hotspot services based on the WISPr (Wireless Internet Service Provider roaming) 1.0 and 2.0 specifications, as described in the following sections.

Creating a Hotspot Service

ZoneDirector's Configure > Hotspot Services page can be used to configure a traditional (WISPr 1.0) hotspot service to provide public access to users via its WLANs.

In addition to ZoneDirector and its managed APs, you will need the following to deploy a hotspot:

- *Captive Portal*: A special web page, typically a login page, to which users that have associated with your hotspot will be redirected for authentication purposes. Users will need to enter a valid user name and password before they are allowed access to the Internet through the hotspot. Open source captive portal packages, such as Chillispot, are available on the Internet. For a list of open source and commercial captive portal software, visit http://en.wikipedia.org/wiki/Captive_portal#Software_Captive_Portals, and
- *RADIUS Server*: A Remote Authentication Dial-In User Service (RADIUS) server through which users can authenticate

For installation and configuration instructions for the captive portal and RADIUS server software, refer to the documentation that was provided with them. After completing the steps below, you will need to edit the WLAN(s) for which you want to enable Hotspot service. ZoneDirector supports up to 32 WISPr Hotspot service entries, each of which can be assigned to multiple WLANs.

To create a Hotspot service:

1. Go to **Configure** > **Hotspot Services**.
2. Click **Create New**. The **Create New** form appears.
3. NOTE Alternatively, you can create a Hotspot service from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure > WLANs > Edit > Type > Hotspot Service (WISPr) > Hotspot Services > Create New**.)

   In **Name**, enter a name for this hotspot service. (You will need to choose this name from a list when creating a WLAN to serve this hotspot service.)
4. In **WISPr Smart Client Support**, select whether to allow WISPr Smart Client support:
   - None: (default).
   - Enabled: Enable Smart Client support.

     NOTE The WISPr Smart Client is not provided by Ruckus - you will need to provide Smart Client software/hardware to your users if you select this option.
   - Only WISPr Smart Client allowed: Choose this option to allow only clients that support WISPr Smart Client login to access this hotspot. If this option is selected, a field appears in which you can enter instructions for clients attempting to log in using the Smart Client application.

- Smart Client HTTP Secure: If Smart Client is enabled, choose whether to authenticate users over HTTP or HTTPS.

5. In **Login** Page (under Redirection), type the URL of the captive portal (the page where hotspot users can log in to access the service).
6. Configure optional settings as preferred:
   - In **Start Page**, configure where users will be redirected after successful login. You could redirect them to the page that they want to visit, or you could set a different page where users will be redirected (for example, your company website).
   - In **User Session**, configure session timeout and grace period, both disabled by default.
     - **Session Timeout**: Specify a time limit after which users will be disconnected and required to log in again.
     - **Grace Period**: Allow disconnected users a grace period after disconnection, during which clients will not need to re-authenticate. Enter a number in minutes, between 1 and 144,000.
7. In **Authentication Server**, select the AAA server that you want to use to authenticate users.
   - Options include Local Database and any AAA servers that you configured on the Configure > AAA Servers page. If a RADIUS server is selected, an additional option appears: Enable MAC authentication bypass (no redirection). Enabling this option allows users with registered MAC addresses to be transparently authorized without having to log in. A user entry on the RADIUS server needs to be created using the client MAC address as both the user name and password. The MAC address format can be configured in one of the formats listed in MAC Authentication with an External RADIUS Server.

     NOTE Alternatively, you can create an Authentication or Accounting server from the Hotspot configuration page while creating a new WLAN or modifying an existing WLAN.)
8. In **Accounting Server** (if you have an accounting server set up), select the server from the list and configure the frequency (in minutes) at which accounting data will be retrieved.
9. In **Wireless Client Isolation**, choose whether clients connected to this Hotspot WLAN should be allowed to communicate with one another locally. See Advanced Options on page 160 in the Creating a WLAN section for a description of the same feature for non-Hotspot WLANs.
10. Configure optional settings as preferred:

- In Location Information, enter Location ID and Location Name WISPr attributes, as specified by the WiFi Alliance.
- In Walled Garden, enter network destinations (URL or IP address) that users can access without going through authentication. A Walled Garden is a limited environment to which an unauthenticated user is given access for the purpose of setting up an account. After the account is established, the user is allowed out of the Walled Garden.
- In Restricted Subnet, define L3/4 IP address access control rules for the hotspot service to allow or deny wireless devices based on their IP addresses.
- Under Advanced Options, enable Intrusion Prevention to temporarily block hotspot clients that fail repeated authentication attempts. When this option is enabled, if the same station attempts to authenticate 10 times unsuccessfully within 300 seconds, the station will be blocked for 300 seconds. If the same user unsuccessfully attempts to authenticate 30 times within the same time period, the user will be blocked for 300 seconds.

11. Click **OK** to save the hotspot settings.

The page refreshes and the hotspot service you created appears in the list. You may now assign this hotspot service to the WLANs that you want to provide hotspot Internet access, as described in Assigning a WLAN to Provide Hotspot Service.

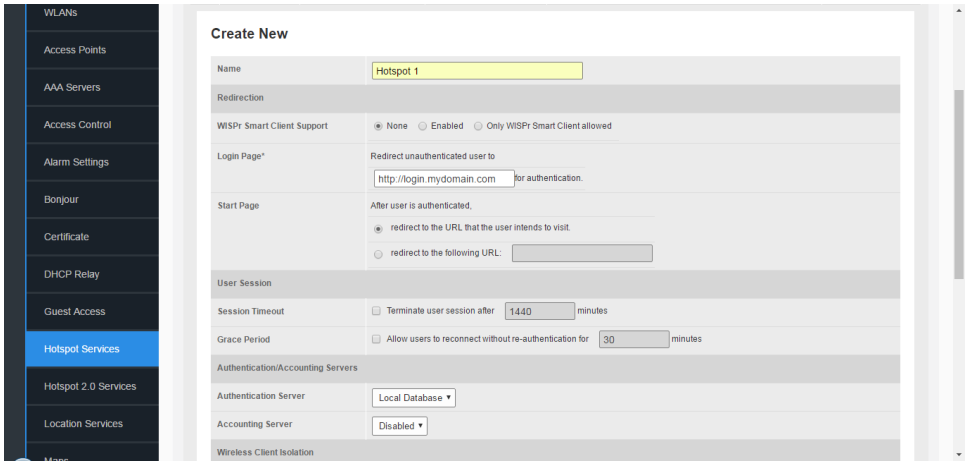


Figure 126: Creating a Hotspot service

NOTE If ZoneDirector is located behind a NAT device and signed certificates are used with portal authentication, a static entry must be added to the DNS server to resolve ZoneDirector's private IP address to its FQDN. Otherwise, client browsers may enter an infinite redirect loop and be unable to reach the login page. Before the signed certificate gets added the client gets redirected to the IP address of the ZD instead of the FQDN.

Assigning a WLAN to Provide Hotspot Service

After you create a hotspot service, you need to specify the WLANs to which you want to deploy the hotspot configuration. To configure an existing WLAN to provide hotspot service, do the following:

1. Go to **Configure** > **WLANs**
2. In the WLANs section, look for the WLAN that you want to assign as a hotspot WLAN, and then click the Edit link that is on the same row. The Editing (WLAN name) form appears
3. In **Type**, click **Hotspot Service (WISPr)**
4. In **Hotspot Services**, select the name of the hotspot service that you created previously.
5. Click **OK** to save your changes.

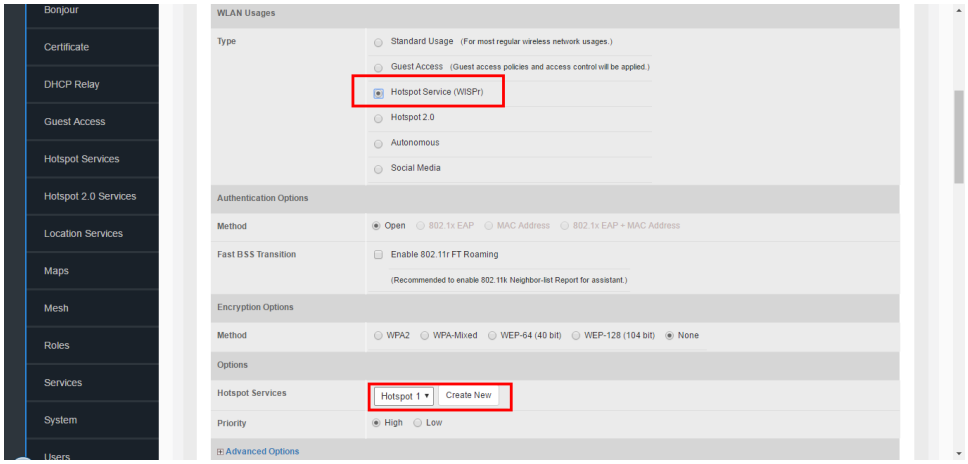


Figure 127: Assigning a Hotspot service to a Hotspot WLAN

Common WISPr Attribute Abbreviations

Table below lists common WISPr attributes and their definitions.These attributes are added automatically to the redirect URL sent to the captive portal server.

See the following URL for an example:

```
http://portal.free.com/?sip=192.168.120.15&mac=74911a20
dac0&client_mac=00216a95b0de&uip=192.168.120.13&lid=101
&dn=free.com&url=&ssid=Free-WiFi&loc=London&vlan=101
```

For a more complete guide on enabling WISPr Hotspot services with ZoneDirector, refer to the Ruckus Enabling WISPr Application Note.

Table 25: Common WISPr Attributes

Abbreviation	Description
sip	The IP address of ZoneDirector.
mac	The MAC address of the Access Point (Ethernet).
lid	The Location ID of the Hotspot service.
uip	The client's real IP address. In a Layer 3 NAT environment, the client's IP address will be translated to the gateway's IP address when logging to the Hotspot service. In this case, the login request has to include the client's real IP address to be handled properly.
dn	The domain name of the ZoneDirector. The domain name is obtained from the SSL certificate when importing a certificate to ZoneDirector.
uid	The user's login ID (passed in the UAM login form's user name parameter).
client_mac	The client's MAC address.
SSID	The SSID to which the client is associated.
Loc	The location name defined in the AP settings.
vlan	The client's VLAN ID.
reason	The reason for redirection; can be empty for first redirect, failed for auth failure, or logout when client logs off.

NOTE For more information on Captive Portal redirection for Hotspot, Web Auth and Guest Access WLANs, see Captive Portal Redirect on Initial Browser HTTPS Request on page 236.

Creating a Hotspot 2.0 Service

"Hotspot 2.0" is a newer Wi-Fi Alliance specification that allows for automated roaming between service provider access points when both the client and access gateway support the newer protocol.

Hotspot 2.0 (also known as "Passpoint", the trademark name of the Wi-Fi Alliance certification) aims to improve the experience of mobile users when selecting and joining a Wi-Fi hotspot by providing information to the station prior to association. This information can then be used by the client to automatically select an appropriate network based on the services provided and the conditions under which the user can access them. In this way, rather than being presented with a list of largely meaningless SSIDs to choose from, the Hotspot 2.0 client can automatically select and authenticate to an SSID based

on the client's configuration and services offered, or allow the user to manually select an SSID for which the user has login credentials.

ZoneDirector's Hotspot 2.0 implementation complies with the IEEE 802.11u standard and the Wi-Fi Alliance Hotspot 2.0 Technical Specification.

Enabling Hotspot 2.0 service on ZoneDirector requires the following steps:

1. Create a Service Provider Profile on page 185
2. Create an Operator Profile on page 186
3. Create a Hotspot 2.0 WLAN on page 188

Create a Service Provider Profile

To create a Service Provider Profile:

1. Go to **Configure** > **Hotspot 2.0 Services**
2. Click **Create New** under **Service Provider Profiles**. Alternatively, you can create a Hotspot 2.0 Service Provider Profile from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure** > **WLANs** > **Edit** > **Type** > **Hotspot 2.0** > **Hotspot 2.0 Operator** > **Create New** > **Service Provider Profiles** > **Create New**.)
3. Configure the settings in to create a **Service Provider** profile. See the Hotspot 2.0 Service Provider profile configuration table below.

Option	Description
Name	Enter a name for this Service Provider profile.
Description	(Optional) Enter a description.
NAI Realm List	List of network access identifier (NAI) realms corresponding to SSPs or other entities whose networks or services are accessible via this AP. Up to five NAI realm entries can be created. Each NAI realm entry can contain up to four EAP methods. Each EAP method can contain up to four authentication types.
Domain Name List	List of domain names of the entity operating the access network. Up to five entries can be created.

Option	Description
Roaming Consortium List	List of Organization Identifiers included in the Roaming Consortium list, as defined in IEEE802.11u, dot11RoamingConsortiumTable. Up to two Roaming Consortium entries can be created.
3GPP Cellular Network Information	Contains cellular information such as network advertisement information to assist a 3GPP station in selecting an AP for 3GPP network access, as defined in Annex A of 3GPP TS 24.234 v8.1.0. Up to eight entries can be created.

4. Click **OK** to save your changes.
5. Continue to Create an Operator Profile on page 186.

Create an Operator Profile

To create an Operator Profile:

1. Go to **Configure** > **Hotspot 2.0 Services**.
2. Click **Create New** under. Alternatively, you can create a Hotspot 2.0 Operator Profile from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (Configure > WLANs > Edit > Type > Hotspot 2.0 > Hotspot 2.0 Operator > Create New.)
3. Configure the settings in Table **Hotspot 2.0 Operator profile configuration options** to create a Hotspot 2.0 Operator profile.

Option	Description
Name	Enter a name for this Operator profile. This name identifies the service operator when assigning an HS2.0 service to a HS2.0 WLAN.
Description	(Optional) Enter a description for the service.
Venue Information	Select venue group and venue type as defined in IEEE802.11u, Table 7.25m/n.
ASRA Option	Additional steps required for access. Select to indicate that the network requires a further step for access.

Option	Description
Internet Option	Specify if this HS2.0 network provides connectivity to the Internet.
Access Network Type	Access network type (private, free public, chargeable public, etc.), as defined in IEEE802.11u, Table 7-43b.
IP Address Type	Select IP address type availability information, as defined in IEEE802.11u, 7.3.4.8.
Operator Friendly Name	Network operator names in multiple languages.
Service Provider Profiles	Information for each service provider, including NAI realm, domain name, roaming consortium, 3GPP cellular network info. (A Service Provider profile must first be created before it appears here.) Up to six Service Provider Profiles can be indicated for each Operator Profile.
HESSID	Homogenous extended service set identifier. The HESSID is a 6-octet MAC address that identifies the homogeneous ESS. The HESSID value must be identical to one of the BSSIDs in the homogeneous ESS.
WAN Metrics	Provides information about the WAN link connecting an IEEE 802.11 access network and the Internet; includes link status and backhaul uplink/downlink speed estimates.
Connection Capability	Provides information on the connection status within the hotspot of the most commonly used communications protocols and ports. 11 static rules are available, as defined in WFA Hotspot 2.0 Technical Specification, section 4.5.
Additional Connection Capability	Allows addition of custom connection capability rules. Up to 21 custom rules can be created.

4. Click **OK** to save this Operator Profile.
5. Continue to Create a Hotspot 2.0 WLAN on page 188.

Create a Hotspot 2.0 WLAN

After you create a HS2.0 service, you need to specify the WLANs to which you want to deploy the hotspot configuration. To configure an existing WLAN to provide hotspot service, do the following:

1. Go to **Configure** > **WLANs**
2. In the **WLANs** section, look for the WLAN that you want to assign as a HS2.0 WLAN, and then click the **Edit** link that is on the same row. The **Editing (WLAN name)** form appears.
3. In **Type**, click **Hotspot 2.0**. 802.1X EAP is the only authentication method and WPA2/AES is the only encryption method available when you select Hotspot 2.0 for WLAN type.
4. In **Hotspot 2.0 Operator**, select the name of the Operator profile that you created previously, or click **Create New** to create a new HS2.0 Operator profile.
5. In **Authentication Server**, select the RADIUS server used to authenticate users.
6. Optionally, enable **Proxy ARP** for this Hotspot 2.0 WLAN (see Advanced Options on page 160 under Creating a WLAN.)
   - If Proxy ARP is enabled, you also have the option to disable downstream group-addressed frame forwarding by selecting the DGAF option. This option prevents stations from forwarding group-addressed (multicast/broadcast) frames and converts group-addressed DHCP and ICMPv6 router advertisement packets from layer 2 multicast to unicast.
7. Click **OK** to save your changes.

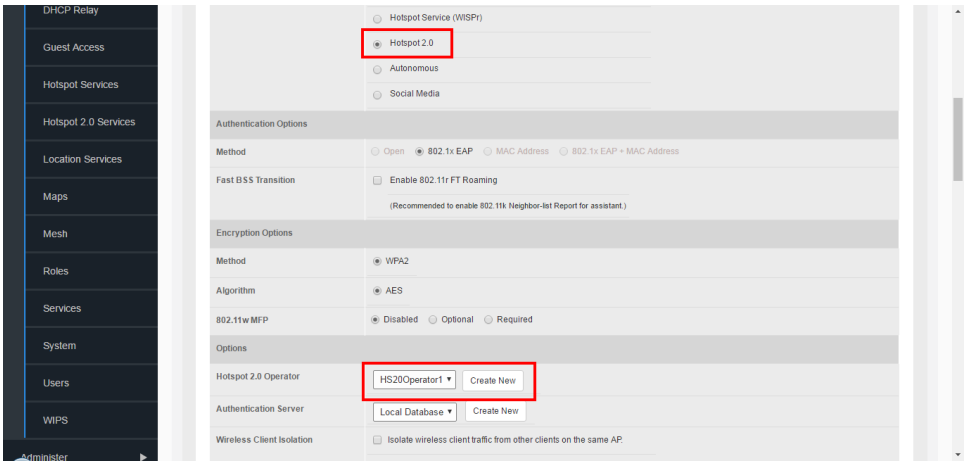


Figure 128: Creating a Hotspot 2.0 WLAN

Bypass Apple CNA

Some Apple iOS and OS X clients include a feature called Captive Network Assistant (Apple CNA), which allows clients to connect to an open captive portal WLAN without displaying the login page.

When a client connects to a wireless network, the CNA feature launches a pre-browser login utility and it sends a request to a success page on the Apple website. If the success page is returned, the device assumes it has network connectivity and no action is taken. However, this login utility is not a fully functional browser, and does not support HTML, HTML5, PHP or other embedded video. In some situations, the ability to skip the login page for open WLANs is a benefit. However, for other guest or public access designs, the lack of ability to control the entire web authentication process is not desirable. ZoneDirector provides an option to work around the Apple CNA feature if it is not desirable for your specific deployment. With CNA bypass enabled, captive portal (web-based authentication) login must be performed by opening a browser to any unauthenticated page (http) to get redirected to the login page.

To enable Apple CNA bypass, use the following procedure:

1. Go to **Configure** > **WLANs**.
2. Locate the **Bypass Apple CNA Feature** section at the bottom of the page.
3. Select any or all of the following WLAN types for which you want to bypass the Apple CNA feature:
   - Web Authentication
   - Guest Access
   - Hotspot service
   - Social Media
4. Click **Apply** to save your changes.

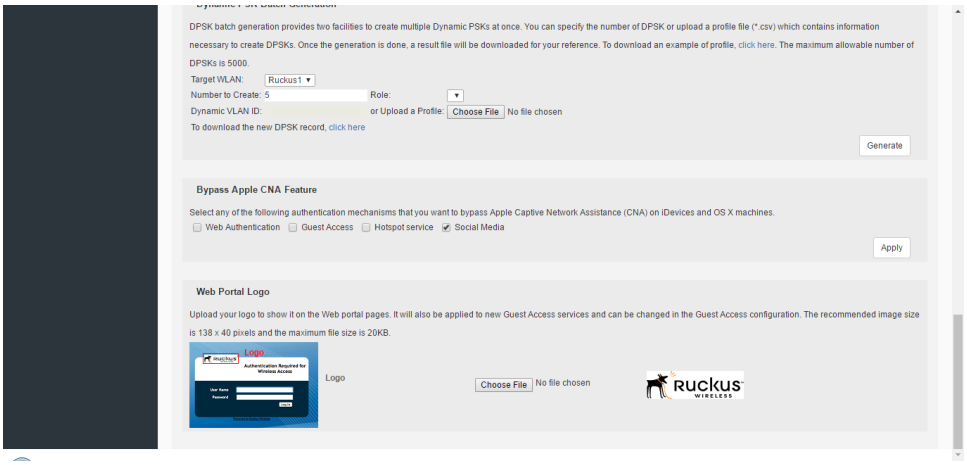


Figure 129: Enabling the Bypass Apple CNA Feature

Customizing the Web Portal Logo

You can customize the guest user login page, to display your corporate logo and to note helpful instructions, along with a "Welcome" title.

If you want to include a logo, you will need to prepare a web-ready graphic file, in one of three acceptable formats (.JPG, .GIF or .PNG). The recommended image size is 138 x 40 pixels and the maximum file size is 20KB.

To customize the guest login page:

1. Go to **Configure** > **WLANs**.
2. Scroll down to the **Web Portal Logo** section.
3. If your logo is ready for use, click **Browse** to open a dialog box that you can use to import the logo file. (ZoneDirector will notify you if the file is too large.)
4. Click **Apply** to save your settings.

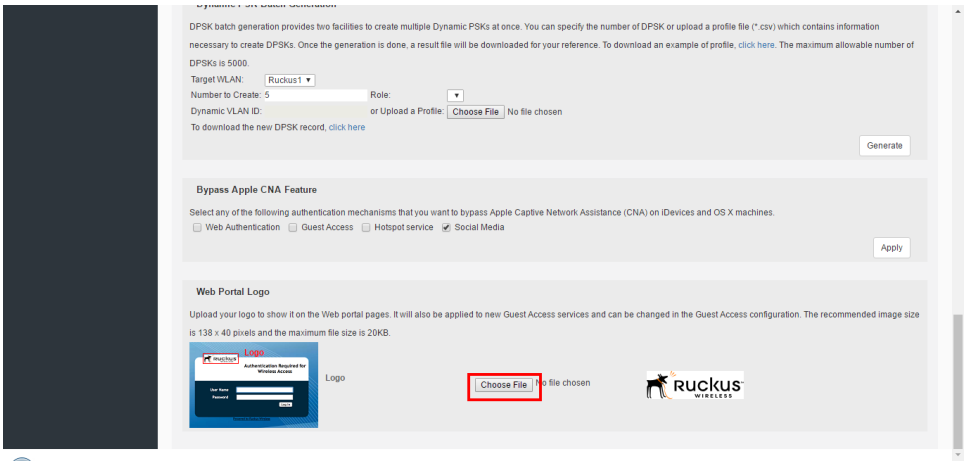


Figure 130: Customizing the Web Portal logo

Managing Access Points 6

Adding New Access Points to the Network

If your staffing or wireless coverage needs increase, you can add APs to your network easily and efficiently. Depending on your network security preferences, the new APs can be automatically detected and activated, or new APs may require per-device manual approval before becoming active.

The Automatic AP Approval process is enabled by default, automatically approving AP join requests. If you prefer, you can disable Automatic Approval. If this is your preference, ZoneDirector will detect new APs, alert you to their presence, and then wait for you to manually "approve" their activation—as detailed in this guide.

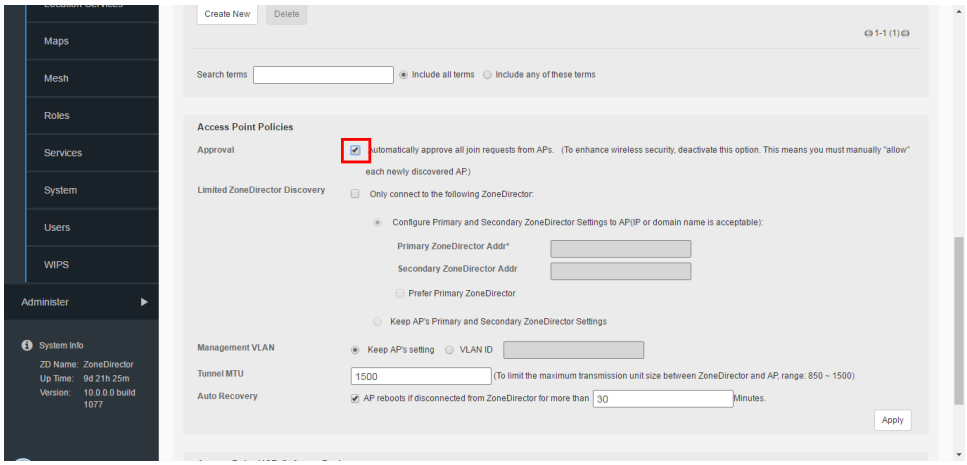


Figure 131: Automatic AP approval is enabled by default. Deselect this option to manually approve each AP join request.

Connecting the APs to the Network

1. Place the new APs in the appropriate locations.
2. Write down the MAC address (on the bottom of each device) and note the specific location of each AP as you distribute them.
3. Connect the APs to the LAN with Ethernet cables. If using Gigabit Ethernet, ensure that you use Cat5e or better Ethernet cables. By default, Ruckus Wireless APs will attempt to obtain an IP address via DHCP as soon as they are connected to the network. If you do not want the AP to automatically.
4. Connect each AP to a power source. If the Ruckus Wireless APs that you are using are PoE-capable and power sources are not convenient, they will draw power through the Ethernet cabling if connected to a PoE-ready hub or switch.

Verifying/Approving New APs

1. Go to **Monitor** > **Access Points**. The Access Points page appears, showing the first 15 access points that have been approved or are awaiting approval. If ZoneDirector is managing more than 15 access points, the Show More button at the bottom of the list will be active. To display more access points in the list, click **Show More**. When all access points are displayed on the page, the **Show More** button disappears.
2. Review the **Currently Managed APs** table.
   - If the **Configure** > **Access Points**>**Access Points Policies** >**Approval** check box is checked, all new APs should be listed in the table, and their Status should be "Connected."
   - If the Automatic AP Approval option is disabled, all new APs will be listed, but their status will be “Approval Pending."
3. Under the **Action** column, click **Allow** . After the status is changed from “Disconnected” to “Connected,” the new AP is activated and ready for use.

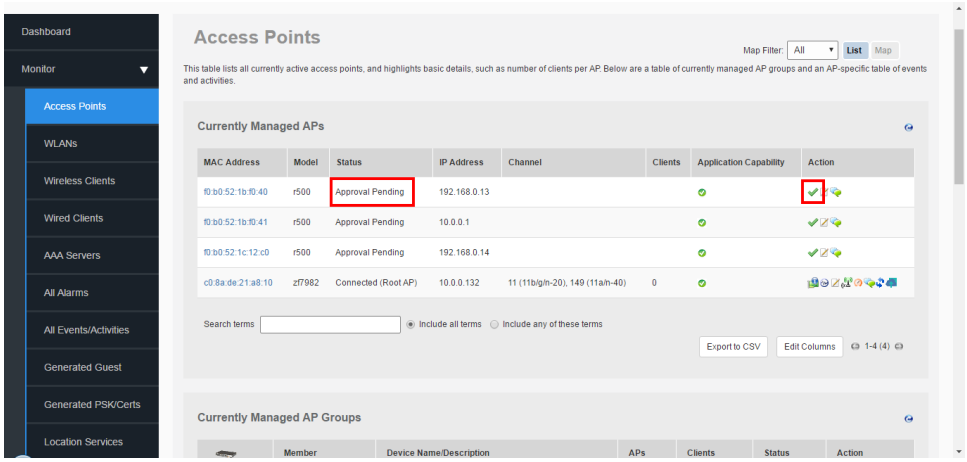


Figure 132: The Monitor > Access Points page

Working with Access Point Groups

Access Point groups can be used to define configuration options and apply them to groups of APs at once, without having to modify each AP's settings individually.

For each group, administrators can create a configuration profile that defines the channels, radio settings, Ethernet ports and other configurable fields for all members of the group or for all APs of a specific model in the group. Access Point groups are similar to WLAN groups (see Working with WLAN Groups on page 170). While WLAN groups can be used to specify which WLAN services are served by which APs, AP groups are used for more specific fine-tuning of how the APs themselves behave.

The following sections describe the three main steps involved in working with AP groups:

- Modifying the System Default AP Group on page 195: The first step in working with AP groups is defining the default behavior of all APs controlled by ZoneDirector.
- Creating a New Access Point Group on page 197: After you have defined how you want your default APs to behave, you can create a subset of access points with different settings from the default settings.
- Modifying Access Point Group Membership on page 197: Lastly, you can easily move access points between groups as described in this section.

AP group configuration settings can be overridden by individual AP settings. For example, if you want to set the transmit power to a lower setting for only a few specific APs, leave the Tx Power Adjustment at Auto in the System Default AP Group, then go to the individual AP configuration page (**Configure > Access Points > Edit [AP MAC address]**) and set the Tx Power setting to a lower setting.

Table 26: Maximum number of AP groups by ZoneDirector model

ZoneDirector Model	Max AP Groups
ZoneDirector 1200	128
ZoneDirector 3000	256
ZoneDirector 5000	512

Modifying the System Default AP Group

If you want to apply global settings to all access points that are controlled by ZoneDirector, you can modify the settings of the System Default AP group and apply them to all ZoneDirector-controlled APs at once.

To modify the System Default Access Point group and apply global configuration:

1. Go to **Configure** > **Access Points**
2. In the **Access Point Groups** section, locate the *System Default* access point group, and click the **Edit** button on the same line. The **Editing (System Default)** form appears.
3. Modify any of the settings in Table: **Access Point group settings** that you want to apply to the System Default AP group, and click **OK** to save your changes.

Setting	Description
Name	The System Default group name cannot be changed (you can edit this field when creating/editing any other AP group).
Description	The System Default description cannot be changed (you can edit this field when creating/editing any other AP group).

Setting	Description
Channel Range Settings	To limit the available channels for 2.4 GHz, 5 GHz Indoor and 5 GHz Outdoor channel selection, deselect any channels that you do not want the APs to use.
Channelization	Select Auto, 20MHz or 40MHz channel width for the 2.4 GHz radio, or Auto, 20, 40, or 80 MHz channel width for the 5 GHz radio.
Channel	Select Auto or manually assign a channel for the 2.4 GHz or 5 GHz radio.
Tx Power	Allows you to manually set the transmit power on all 2.4 GHz or 5 GHz radios (default is Auto).
11n/ac Only Mode	Force all 802.11n and 11ac APs to accept only 802.11n/ac compliant devices on the 2.4 GHz or 5 GHz radio. If 11n/ac Only Mode is enabled, all older 802.11b/g devices will be denied access to the radio.
WLAN Group	Specify which WLAN group this AP group belongs to.
Call Admission Control	(Disabled by default). Enable Wi-Fi Multimedia Admission Control (WMM-AC) to support Polycom/Spectralink VIEW certification.
Spectralink Compatibility	(Disabled by default). Enable this option if this AP radio will be used as a voice WLAN for Polycom/Spectralink phones. This option changes several AP radio settings such as DTIM, BSS minrate and RTS-CTS to improve voice quality with Spectralink phones. For optimal VoWLAN voice quality, also disable Self-Healing and Background Scanning from the Configure > Services page).
WLAN Service	This option allows users to disable WLAN service on the 2.4 or 5 GHz radios on all APs in the AP group.
IP Mode	Set IPv4, IPv6 or dual-stack IPv4/IPv6 IP addressing mode.
Location Service	Enable this option to enable ZoneDirector's share in the Ruckus SmartPositioning Technology (SPoT) location based service solution. Select the Venue Name that you created on the Configure > Location Services page. See SPoT Location Services on page 136. For information on configuration and administration of Ruckus SmartPositioning Technology (SPoT) service, please refer to the *SPoT User Guide*, available from the Ruckus support site: https://support.ruckuswireless.com.

Setting	Description
Model Specific Control	Use this section to configure max clients, LEDs and port settings for all APs of each specific model that are members of the group. See Modifying Model Specific Controls on page 198.
Group Settings	The Group Settings section is used to move access points between groups. See Modifying Access Point Group Membership on page 197.

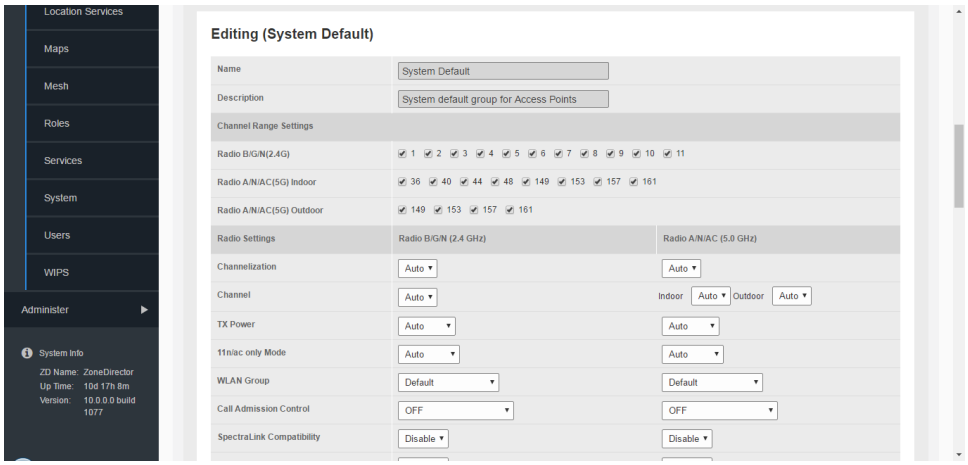


Figure 133: Editing the System Default access point group settings

Creating a New Access Point Group

To create a new AP group with custom settings:

1. Go to **Configure** > **Access Points**.
2. In the **Access Point Groups** section, click the **Create New** button.
3. Enter a **Name** and optionally a **Description** for the new AP group.
4. Modify any of the settings that you want to apply to the new AP group, and click **OK** to save your changes.

Modifying Access Point Group Membership

When more than one AP group exists, you can move APs between groups using the Group Settings section of the Editing [AP Group] form. The Group Settings section is divided into two subsections:

- **Members**: Lists the current member APs of this AP group.
- **Access Points**: Lists the APs that are members of other AP groups.

To move an AP from the current AP group to another group:

1. In **Members**, select the AP (or APs) that you want to move to another AP group, select the target AP group from the menu, and click the **Move** to button. (To select all APs in the group, click the check box at the top of the column)
2. Click **OK** to save your changes.
3. **To move an AP from another AP group into the AP group you are currently editing:**
   a) In **Access Points**, click the check box next to any AP you want to move, and click **Add** to this group. The AP disappears from the Access Points list and appears immediately in the Members list.
   b) Click **OK** to save your changes.

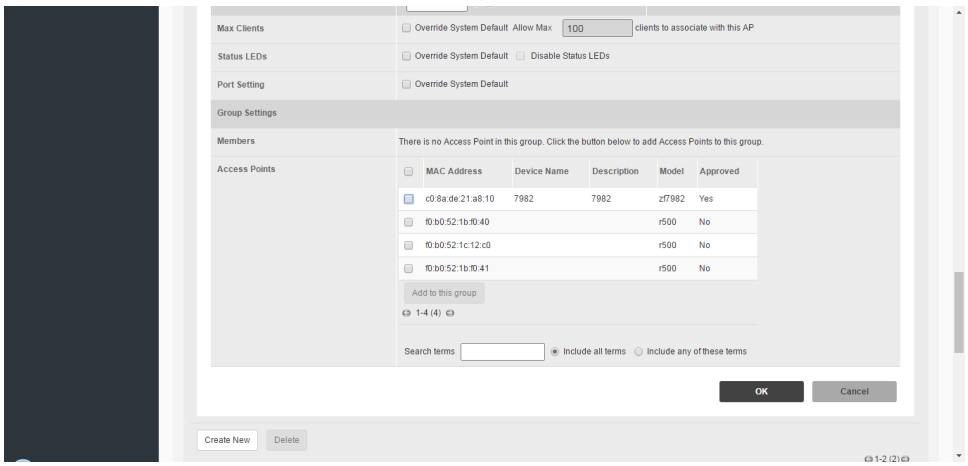


Figure 134: Modify AP group membership

Modifying Model Specific Controls

The following settings can be applied to all APs of a particular model that are members of the AP group:

- Max Clients: Set the maximum number of clients that can associate per AP. Note that different AP models have different maximum client limitations.
- PoE Out Ports: Enable PoE out ports (specific AP models only).

NOTE If your ZoneDirector country code is set to United Kingdom, an additional "Enable 5.8 GHz Channels" option will be available for outdoor 11n/11ac APs. Enabling this option allows the use of restricted C-band channels. These channels are disabled by default and should only be enabled by customers with a valid license to operate on these restricted channels.

- PoE Operating Mode: Select PoE operating mode, Auto or 802.3af PoE (specific AP models only). Default is Auto. If 802.3af PoE is selected, the AP will operate in 802.3af mode (not 802.3at mode), and will consume less power than in 802.3at mode. However, when this option is selected, some AP features are disabled to reduce power consumption, such as the USB port and one of the Ethernet ports. See the *ZoneFlex Access Point User Guide* for model-specific information.
- USB Port: On APs with USB ports, you can disable the USB port for all APs of a specific model in an AP group using this setting (USB ports are enabled by default). For more information, see Configuring AP USB Ports on page 199.
- Status LEDs: When managed by ZoneDirector, you can disable the external LEDs on certain ZoneFlex models. This can be useful if your APs are installed in a public location and you don't want to draw attention to them.
- External Antenna: On APs with external antenna options, select Override System Default, and Enable for the external antenna to be enabled. Once enabled, enter a gain value in the range of 0 to 90dBi.
- Port Settings: Configuring AP Ethernet Ports on page 200.

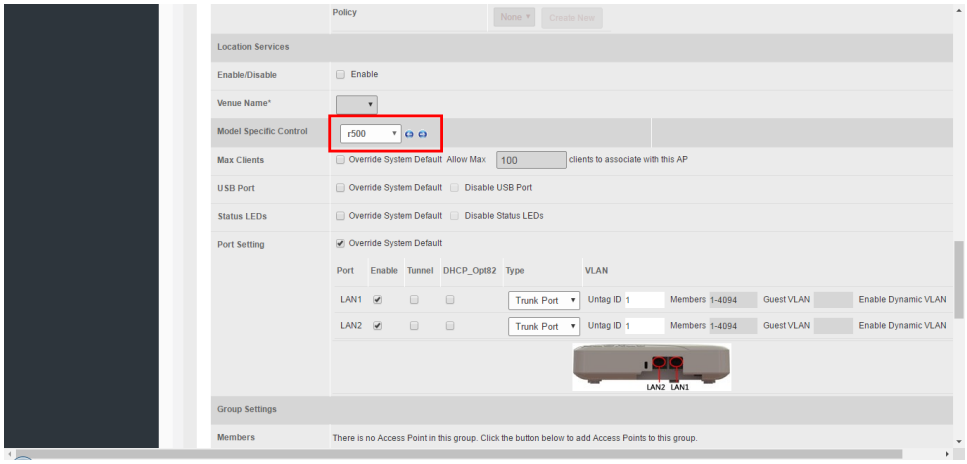


Figure 135: Model Specific Controls

NOTE The ZoneDirector web interface does not provide an option for LLDP (Link Layer Discovery Protocol). This option is currently configurable only via CLI. Please refer to the *ZoneDirector Command Line Interface Reference Guide* for more information.

Configuring AP USB Ports

Some Ruckus Wireless APs, such as the H500, support customer-supplied, low power (1W or less), Bluetooth Low Energy (BLE) devices, such as BLE beacons.

The BLE devices plug into a USB port on the AP, and the AP can be configured to turn power to the USB port either on or off. Ruckus Wireless APs with USB ports supporting BLE devices can provide power to the BLE device. The BLE devices perform whatever

tasks they are designed to do without interference from or control (other than supplying USB power) by the Ruckus Wireless network equipment.

USB ports are enabled by default. To disable the USB ports for all APs of a specific model in an AP group:

1. Go to **Configure** > **Access Points**.
2. In **Access Point Groups**, click **Edit** next to the group you want to configure.
3. Locate the **Model Specific Control** section, and select the AP model that you want to configure from the list.
4. In **USB Port**, select **Disable USB Port**.
5. Click **OK** to save your changes.

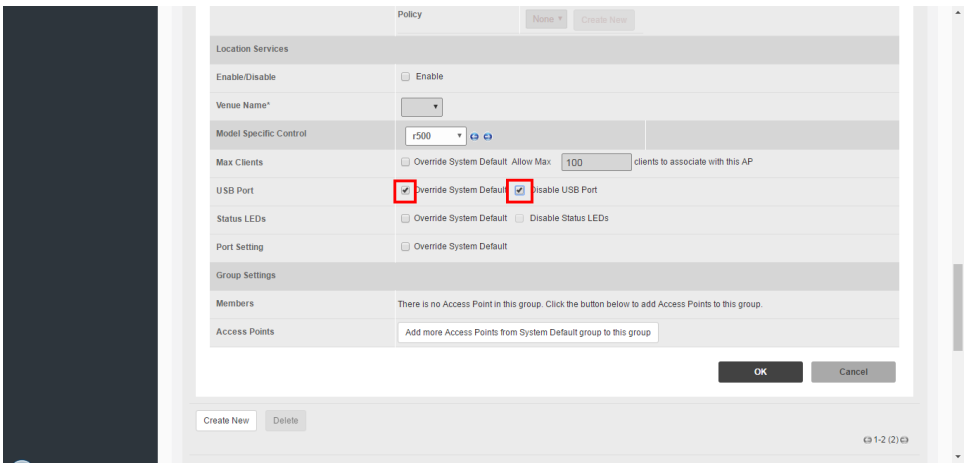


Figure 136: Disabling AP USB ports

Configuring AP Ethernet Ports

You can use AP groups to control Ethernet ports on all APs of a certain model. Then, if you want to override the port settings for a specific AP, you can do so as explained in the Managing Access Points Individually section below.

To configure Ethernet ports for all APs of the same model:

1. Go to **Configure** > **Access Points**
2. In **Access Point Groups**, click **Edit** next to the group you want to configure.
3. Locate the **Model Specific Control** section, and select the AP model that you want to configure from the list.
4. In **Port Setting**, select **Override System Default**. The screen changes to display the Ethernet ports on the AP model currently selected.

5. Deselect the check box next to **Enable** to disable this LAN port entirely. All ports are enabled by default.
6. Select the check box next to **Tunnel** to tunnel all Ethernet traffic on this access port to ZoneDirector. By default, Ethernet traffic is bridged to the network at the AP, rather than tunneled to ZoneDirector. In some specific scenarios (such as Point of Sales and hotel room applications), tunneling Ethernet traffic to ZoneDirector may be preferable.

   NOTE Note that enabling port tunneling may impact wireless performance. Additionally, some features are not available for tunneled Ethernet traffic, including client fingerprinting, application visibility, etc. Therefore Ruckus recommends against enabling port tunneling except in specific cases where it is needed.

7. Select **DHCP_Opt82** if you want to enable this option for this port (see DHCP Option 82 on page 202).
8. For any enabled ports, you can choose whether the port will be used as a **Trunk Port**, an **Access Port** or a **General Port**. The following restrictions apply:
   - All APs must be configured with at least one Trunk Port.
   - For single port APs (e.g., ZoneFlex R300), the single LAN port must be a trunk port and is therefore not configurable.
   - For Wall Plate APs (such as the H500), the LAN5/Uplink port on the rear of the AP is defined as a Trunk Port and is not configurable. The front-facing LAN ports are configurable.
   - For all other APs, you can configure each port individually as either a Trunk Port, Access Port or General Port. (See Designating Ethernet Port Type on page 204 for more information.)
9. (If Smart Mesh is not enabled), choose whether this port will serve as an 802.1X Authenticator or Supplicant, or leave 802.1X settings disabled (default). (See Using Port Based 802.1X on page 205 for more information.)
10. Click **Apply** to save your changes.

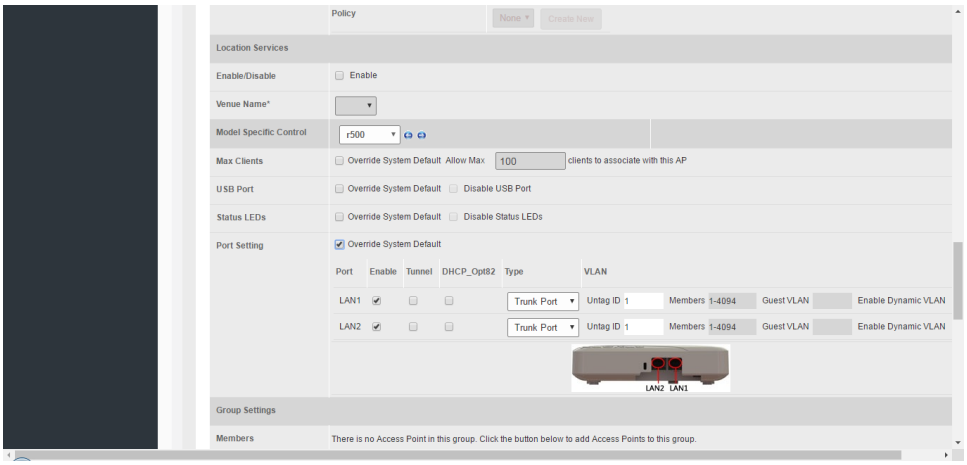


Figure 137: The ZoneFlex R500 has two Ethernet ports, LAN1 and LAN2

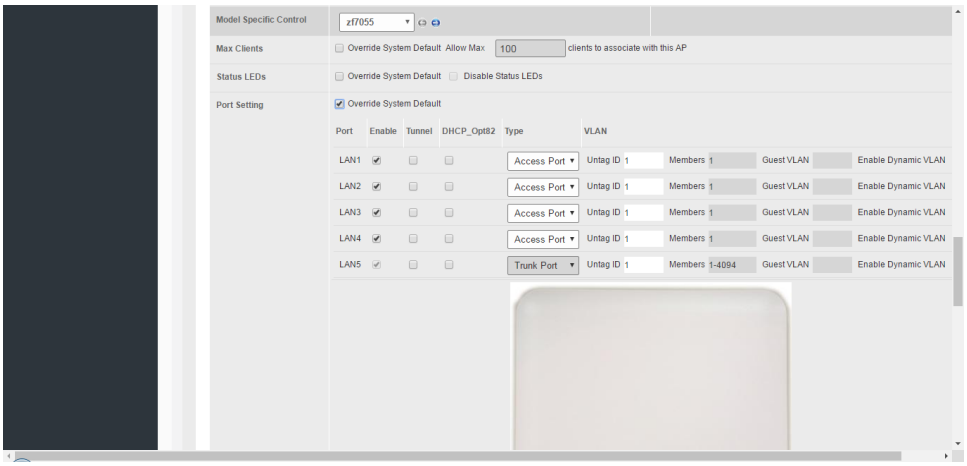


Figure 138: The ZoneFlex 7055 has four front-facing Ethernet ports and one rear port

DHCP Option 82

The "DHCP Relay Agent Information Option" (Option 82) allows a DHCP Relay Agent to insert specific identification information into a request that is being forwarded to a DHCP server.

When this option is enabled for an Ethernet port or a WLAN SSID, additional information will be encapsulated in DHCP option 82 and inserted into DHCP request packets. This option supports the ability for a service provider to allocate IP addresses intelligently by considering information on the origin of the IP allocation request.

DHCP Option 82 Sub Options

Option 82 sub-options can be used to further customize the format and content of information provided in DHCP requests. ZoneDirector supports the following Option 82 sub-options:

- Sub-option 1: Agent Circuit ID
- Sub-option 2: Agent Remote ID
- Sub-option 150: DHCPv4 Virtual Subnet Selection
- Sub-option 151: DHCPv4 Virtual Subnet Selection Control

- Sub-option 1 (Circuit ID) can be customized to send only the AP's MAC address in hexadecimal format or the MAC address and ESSID. The default format is: IF-Name:VLAN-ID:ESSID:AP-Model:AP-Name:AP-MAC. Sub-option 2 (Remote ID) sends the client's MAC address by default. It can be configured to send the AP's MAC address, or the client MAC plus ESSID or AP MAC plus ESSID. Sub-option 150 can be enabled to encapsulate the VLAN ID. Sub-option 151 can be enabled to encapsulate either the ESSID or a configurable Area Name.

Sub-option 1 (Circuit ID) can be customized to send only the AP's MAC address in hexadecimal format or the MAC address and ESSID. The default format is: IF-Name:VLAN-ID:ESSID:AP-Model:AP-Name:AP-MAC.

Sub-option 2 (Remote ID) sends the client's MAC address by default. It can be configured to send the AP's MAC address, or the client MAC plus ESSID or AP MAC plus ESSID.

Sub-option 150 can be enabled to encapsulate the VLAN ID.

Sub-option 151 can be enabled to encapsulate either the ESSID or a configurable Area Name.

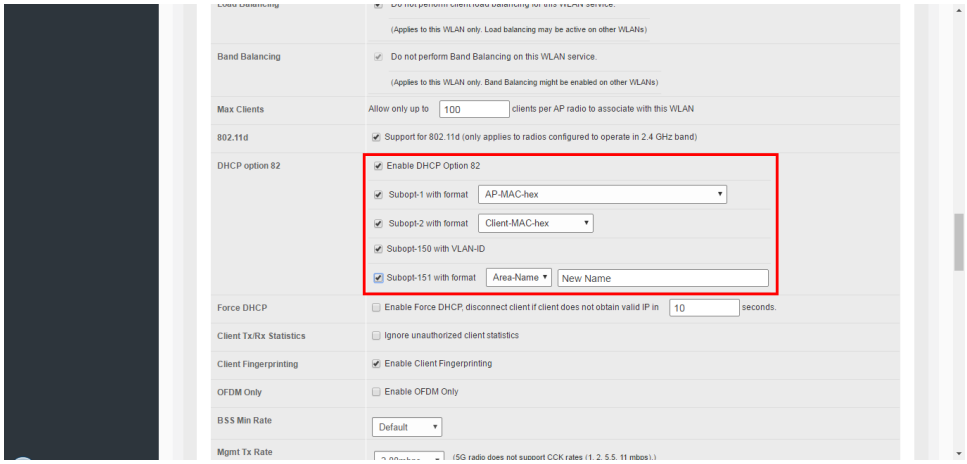


Figure 139: Enabling DHCP Option 82 sub-options for a WLAN

Designating Ethernet Port Type

Ethernet ports are defined as one of the following port types:

- Trunk Ports on page 204
- Access Ports on page 205
- General Ports on page 205

All three port types are used to define how to manage the following two aspects of VLAN processing:

- Which VLANs are processed vs. dropped
- What to do with untagged packets (in other words, Native VLAN)

For most ZoneFlex APs, you can set which ports you want to be your Access, Trunk and General Ports from the ZoneDirector web interface, as long as at least one port on each AP is designated as a Trunk Port.

NOTE By default, all ports are enabled as Trunk Ports with Untag VLAN set as 1 (except for Wall Plate APs, such as ZoneFlex 7055 and H500, whose four front-bottom ports are enabled as Access Ports by default, and whose rear port is a Trunk Port and is non-configurable).

If configured as an Access Port, all untagged ingress traffic is sent to the configured Untag VLAN, and all egress traffic is sent untagged. If configured as a Trunk Port, all untagged ingress traffic is the configured Untag VLAN (by default, 1), and all VLAN-tagged traffic on VLANs 1-4094 will be seen when present on the network.

The default Untag VLAN for each port is VLAN 1. Change the Untag VLAN to:

- Segment all ingress traffic on this Access Port to a specific VLAN
- Redefine the Native VLAN on this Trunk Port to match your network configuration

Trunk Ports

Trunk links are required to pass VLAN information between switches. Trunking is a function that must be enabled on both sides of a link. If two switches are connected together, for example, both switch ports must be configured as trunk ports. The Trunk port is a member of all the VLANs that exist on the AP/switch and carries traffic for all VLANs between switches.

For a Trunk port, the VLAN Untag ID field is used to define the native VLAN - the VLAN into which untagged ingress packets are placed upon arrival. If your network uses a different VLAN as the native VLAN, configure the AP Trunk port's VLAN Untag ID with the native VLAN used throughout your network.

Access Ports

Access ports provide access to the network and can be configured as members of a specific VLAN, thereby separating the traffic on these ports from traffic on other VLANs.

All Access Ports are set to Untag (native) VLAN 1 by default. This means that all Access Ports belong to the native VLAN and are all part of a single broadcast domain. When untagged frames from a client arrive at an AP's Access Port, they are given an 802.1Q VLAN header with 1 as their VLAN ID before being passed onto the wired network.

When VLAN 1 traffic arrives destined for the client, the VLAN tag is removed and it is sent as plain (untagged) 802.11 traffic. When any tagged traffic other than VLAN 1 traffic arrives at the same Access Port, it is dropped rather than forwarded to the client.

To remove ports from the native VLAN and assign them to specific VLANs, select Access Port and enter any valid VLAN ID in the VLAN ID field (valid VLAN IDs are 2-4094).

The following table describes the behavior of incoming and outgoing traffic for Access Ports with VLANs configured.

Table 27: Access Ports with VLANs configured

VLAN Settings	Incoming Traffic (from the client)	Outgoing Traffic (to the client)
Access Port, Untag VLAN 1	All incoming traffic is native VLAN (VLAN 1).	All outgoing traffic on the port is sent untagged.
Access Port, Untag VLAN [2-4094]	All incoming traffic is sent to the VLANs specified.	Only traffic belonging to the specified VLAN is forwarded. All other VLAN traffic is dropped.

General Ports

General ports are user-defined ports that can have any combination of up to 20 VLAN IDs assigned. General ports function similarly to Trunk ports, except that where Trunk ports pass all VLAN traffic, General ports pass only the VLAN traffic that is defined by the user.

To configure an AP Ethernet port as a General port, select General Port and enter multiple valid VLAN IDs separated by commas or a range separated by a hyphen.

NOTE You must also include the Untag VLAN ID in the Members field when defining ID and want the port to pass traffic on VLANs 200 and 300, you would enter: 1,200,300.

Using Port Based 802.1X

802.1X authentication provides the ability to secure the network and optionally bind service policies for an authenticated user. 802.1X provides logical port control and

leverages the EAP authentication and RADIUS protocols to allow the network policy to be effectively applied in real time, no matter where the user connects to the network.

AP Ethernet ports can be individually configured to serve as either an 802.1X supplicant (authenticating the AP to an upstream authenticator switch port), or as an 802.1X authenticator (receiving 802.1X authentication requests from downstream supplicants). A single port cannot provide both supplicant and authenticator functionality at the same time.

NOTE If mesh mode is enabled on ZoneDirector, the 802.1X port settings will be unavailable for any APs that support mesh.

AP Ethernet Port as Authenticator

The Access Point is similar in many ways to a wireless switch. On APs with two or more wired ports, the AP acts as a network edge switch and can be configured to authenticate downstream wired stations (which could include multiple clients connected to another edge switch).

When the AP Ethernet port is configured as an 802.1X authenticator, it can be further defined as either Port-based or MAC-based. MAC-based authenticator mode is only supported if the port is an Access Port.

Table 28: Authenticator support vs. Port Type

	Trunk Port	Access Port	General Port
Port-based mode	X	X	X
MAC-based mode		X	

To configure an AP Ethernet port as an 802.1X authenticator:

1. Go to **Configure** > **Access Points** and click the **Edit** link next to the AP whose ports you want to configure.
2. Locate the **Port Setting** section and select **Override Group Config**. The screen changes to display the AP's Ethernet ports.
3. For **Type**, select **Access Port**.
4. For **802.1X**, select **Authenticator (MAC-based)** or **Authenticator (Port-based)**.
    - In Port-based mode, only a single MAC host must be authenticated for all hosts to be granted access to the network.
    - In MAC-based mode, each MAC host is individually authenticated. Each newly-learned MAC address triggers an EAPOL request-identify frame.
        - Guest VLAN: (Default disabled). When a station fails to authenticate to this port, it will be assigned to this “guest” VLAN, with access to Internet but not to internal resources.

- Dynamic VLAN: (Default disabled). Dynamically assign VLANs based on the policies set on the RADIUS server.
- Authenticator: Select the RADIUS server from the list. A RADIUS server must be selected to set this port as a MAC-based authenticator.

5. Enable MAC authentication bypass: Enable this option to allow AAA server queries using the MAC address as both the user name and password. If MAC authentication is unsuccessful, the normal 802.1X authentication exchange is attempted.

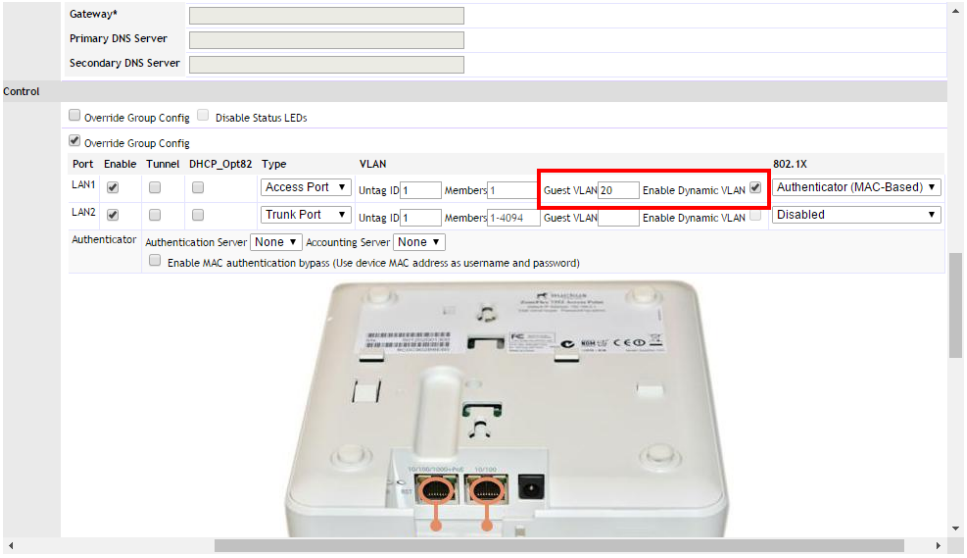


Figure 140: Enabling Guest VLAN and Dynamic VLAN on a MAC-based 802.1X Authenticator port

AP Ethernet Port as Supplicant

You can also configure a port to act as a supplicant and force it to authenticate itself to an upstream authenticator port. Until the AP has successfully done so, the state of the authenticator port is closed and packets from the AP or stations behind it will be dropped at the authenticator port.

In this configuration, it is expected that the connected authenticator port is configured with the following characteristics:

- As a Trunk Port to pass all VLAN packets, and
- In port-based authentication mode

Each AP is allowed to configure a maximum of one Ethernet port as an 802.1X supplicant, and the supplicant port must be a Trunk Port.

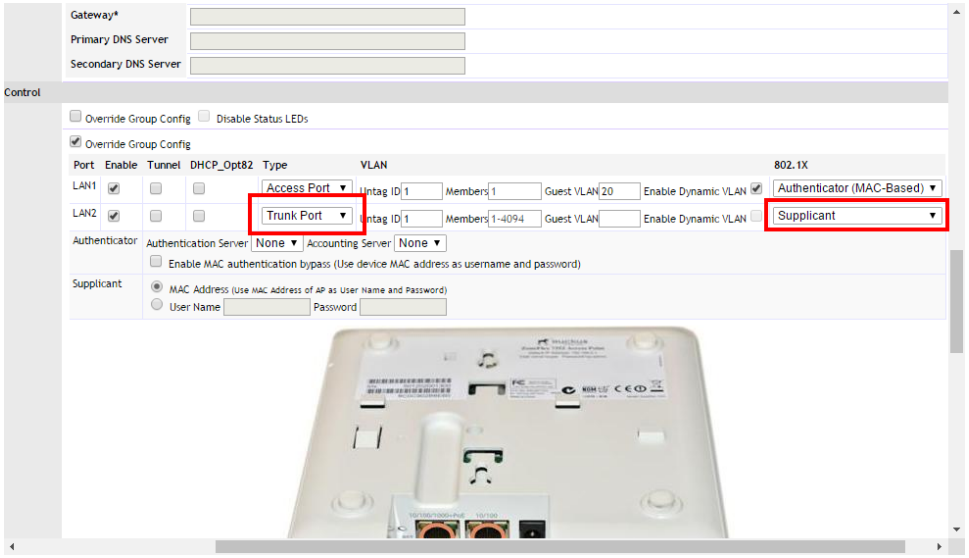


Figure 141: Configuring an AP Ethernet port as an 802.1X Supplicant

Viewing AP Ethernet Port Status

You can view the status of an AP's port configuration by going to Monitor > Access Points and clicking on the MAC address of the AP.

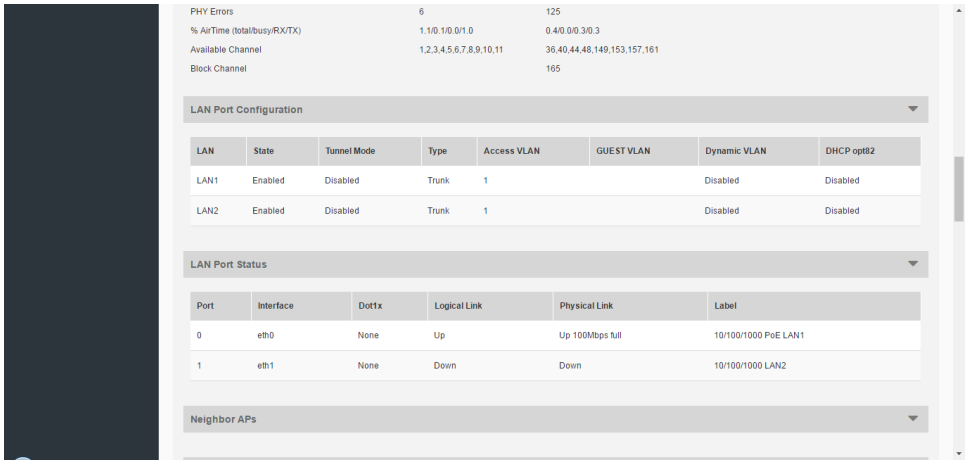


Figure 142: Viewing an AP's Ethernet port configuration

Reviewing Current Access Point Policies

The Access Point Policies options allow you to define how new APs are detected and approved for use in WLAN coverage, as well as policies on client distribution and communicating with ZoneDirector.

These policies are enforced on all APs managed by ZoneDirector unless a specific WLAN setting overrides them. For example, if you want to enable Load Balancing for most APs but disable it on specific WLANs, you would enable it in the **Access Point Policies** section, then disable it for the particular WLAN from the **Configure > WLANs** page.

To review and revise the general AP policies, follow these steps:

1. Go to **Configure** > **Access Points**.
2. Review the current settings in **Access Point Policies**. You can change the following settings:
   - **Approval**: This is enabled by default, which means that all join requests from any ZoneFlex AP will be approved automatically. If you want to manually review and approve the joining of new APs to the WLAN, clear this check box.
   - **Limited ZD Discovery**: If you have multiple ZoneDirectors on the network and want specific APs to join specific ZoneDirectors, you can limit ZoneDirector discovery. To do this, select the **Limited ZD Discovery** check box, and then enter the IP addresses (or FQDN) of the primary and secondary ZoneDirector units to which you want APs to join. When **Limited ZD Discovery** is enabled, APs will first attempt to join the primary ZoneDirector. If they cannot find or are unable to join the primary ZoneDirector, they will attempt to join the secondary ZoneDirector. If still unsuccessful, APs will stop attempting for a brief period of time, and then they will restart the joining process. They will repeat this process until they successfully join either the primary or secondary ZoneDirector.

     NOTE If you have two ZoneDirectors of the same model, Ruckus Wireless recommends using the Smart Redundancy feature. If you have two ZoneDirectors of different models, you can use Limited ZD Discovery to provide limited redundancy; however, this method does not provide synchronization of the user database. For information on Smart Redundancy configuration, see Enabling Smart Redundancy on page 46. For information on N+1 redundancy using Limited ZD Discovery, see Using Limited ZD Discovery for N+1 Redundancy on page 211.

   - • **Prefer Primary ZD**: Enable this option if you want APs to revert to the primary ZoneDirector's control after connection to the primary controller is restored.

- **Keep AP's Primary and Secondary ZD Settings**: Enable this option if you want the AP's existing settings to take precedence (not be overwritten by secondary controller's settings after failover to secondary ZD).

- **Management VLAN**: You can enable the ZoneDirector management VLAN if you want to separate management traffic from regular network traffic. The following options are available:
  - **Keep AP's setting**: Click this option if you want to preserve the Management VLAN settings as configured on the AP. Note that Management VLAN on the AP is disabled by default.
  - **VLAN ID**: Enter a valid VLAN ID to segment management traffic into the VLAN specified. Valid VLAN IDs are 1-4094.

NOTE If you change the Management VLAN ID here, you also need to set the Management VLAN ID that ZoneDirector needs to use on the **Configure > System** page. Otherwise, ZoneDirector and the APs will be unable to communicate via the Management VLAN.

- **Load Balancing**: Balances the number of clients across adjacent APs (see Load Balancing on page 81).
- Tunnel MTU: Use this field to set the Maximum Transmission Unit for tunnel packets between ZoneDirector and APs. The MTU is the size of the largest protocol data unit (in bytes) that can be passed. Supported MTU values range from 850 to 1500 (default is 1500). Note that changing this setting to a value less than 1280 will affect IPv6 connectivity.
- Auto Recovery: Set an AP auto recovery time in minutes, after which APs will reboot in attempt to reconnect to ZoneDirector. Default is 30 minutes.

3. Click **Apply** to save and apply your settings.

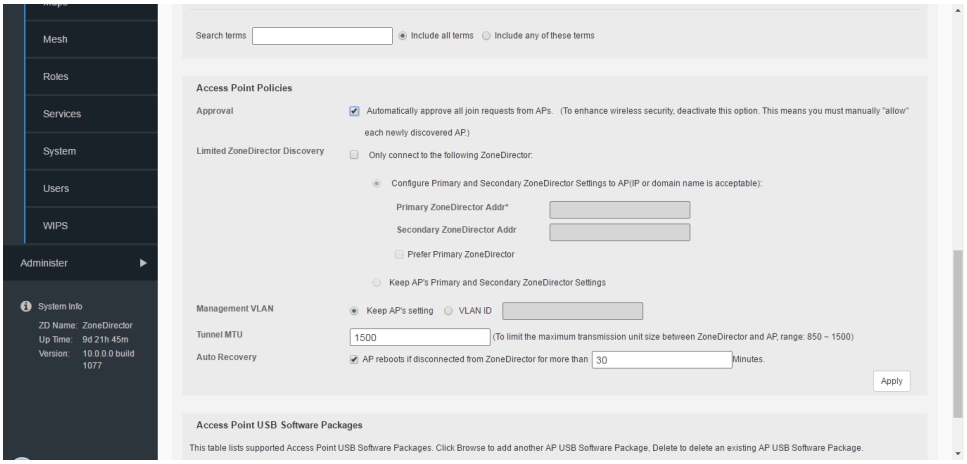


Figure 143: Setting global AP policies on the Configure > Access Points page

Using Limited ZD Discovery for N+1 Redundancy

ZoneDirector's Smart Redundancy feature can only be used with two ZoneDirectors of the same model (e.g., two ZoneDirector 1200s).

If you want to deploy one ZoneDirector as a backup controller for multiple primary controllers (for example, using a ZD3000 as a backup for several ZD1200s in remote locations), you can use Limited ZD Discovery to achieve limited N+1 redundancy. Using Limited ZD Discovery for redundancy purposes does not synchronize the user database, guest database or DPSKs.

To deploy multiple ZoneDirectors in a limited redundancy configuration:

1. On each primary ZoneDirector, go to **Configure** > **Access Points** > **Access Point Policies** and locate the Limited ZD Discovery section.
2. Activate the check box next to **Only connect to the following ZoneDirector**.
3. Enter the IP address of the primary ZoneDirector (the one you are currently configuring) in **Primary ZoneDirector Addr**.
4. Enter the IP address of the backup ZoneDirector in **Secondary ZoneDirector Addr**.
5. (Optional) Enable the check box next to **Prefer Primary ZD**. This ensures that the AP will revert to its primary controller after connection to the primary has been restored.
6. Click **Apply** to save your changes.
7. Once all the APs, WLANs, WLAN groups and AP groups have been deployed on the primary ZoneDirector(s), back up the AP configurations for each primary controller, by going to Administer > Backup and clicking the Backup button under Back Up Configuration.
8. NOTE You should also configure the same exact settings for WLANs, WLAN groups, AP Groups, Mesh settings and AAA servers on the backup controller prior to importing AP lists. If you do, the APs will be automatically mapped to their respective settings on the backup controller. If you do not configure these settings first before importing AP lists, you will need to configure them for each AP after importing. For example, you will need to manually move APs into their respective AP groups from the System Default group if you did not create the AP groups prior to importing

   Log into the secondary/backup ZoneDirector, and go to **Configure** > **Access Points**
9. Import the AP lists that you backed up from the primary ZoneDirectors by selecting Import this backup file and additional backup file(s) and clicking Import.
10. Repeat until all backup files have been imported.
11. Go to **Configure** > **Access Points** > **Access Point Policies**, and enable the check box next to Keep AP's Primary and Secondary ZD Settings. This ensures that the

APs' primary/secondary ZD settings will not be overwritten by the secondary ZoneDirector's configuration after failover to the secondary controller.

12. Click **Apply** to save your changes.
13. Reboot the backup/secondary ZoneDirector for all changes to take effect (**Administer** > **Restart** > **Restart**.)

The imported APs will be placed into AP Groups according to the settings that were backed up from the primary controller. If the original AP Group or WLAN Group name does not exist on the destination controller, the AP will be placed in the System Default AP Group/WLAN Group. Additionally, you must make sure that the maximum number of APs is not exceeded.

Table 29: Max APs per Controller

Model	Max APs per controller
ZoneDirector 1200	150
ZoneDirector 3000	500
ZoneDirector 5000	1000

Importing a USB Software Package

Ruckus ZoneFlex Access Points with USB ports ("SmartPoint" APs) can be configured to support a range of 3G, 4G/LTE, and WiMAX wireless USB devices for non-Wi-Fi wireless connection to a service provider's network.

The ZoneDirector web interface allows administrators to provision SmartPoint APs with the USB device configuration files directly through ZoneDirector, providing a simple and straightforward provisioning process with minimal human intervention required.

Provisioning requires that the SmartPoint Access Points must be connected to the ZoneDirector acting as the provisioning server over the wired network. After an AP is provisioned, an automatic 3G/4G/LTE/WiMAX network connection is made to connect the AP to the Internet, then to ZoneDirector, enabling the creation of an LWAPP tunnel and providing 802.11 wireless services.

To upload a USB provisioning file to ZoneDirector:

1. Go to **Configure** > **Access Points**.
2. Scroll down to Access Point USB Software Packages.
3. Click **Choose File**, and select the file to upload.
4. Click **OK** to upload the file to ZoneDirector

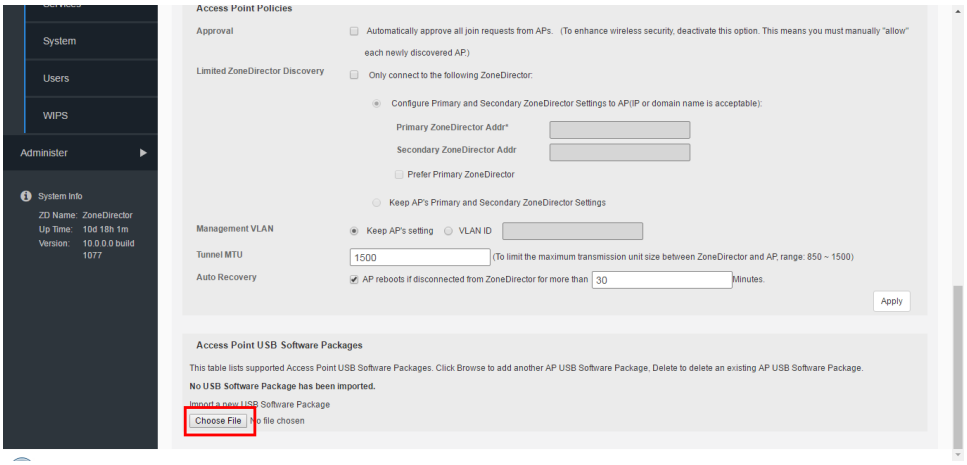


Figure 144: Importing a USB software package

To provision a SmartPoint Access Point with USB software:

1. Plug the 3G/4G/LTE/WiMAX USB modem into the SmartPoint AP's USB port.
2. Connect the SmartPoint AP to ZoneDirector via wired L2 or L3 network.
3. Once an LWAPP tunnel between the AP and ZoneDirector has been established, ZoneDirector automatically pushes the corresponding USB drivers, network connection scripts and configuration files to the AP.
4. The AP saves the files to its persistent storage.
5. Disconnect the wired network connection, then reboot the AP.
6. After reboot, the AP detects the appropriate drivers on its persistent storage, goes through the 3G/4G/LTE network connection process and establishes an LWAPP tunnel with ZoneDirector.
7. ZoneDirector pushes the 802.11 wireless configuration to the AP.
8. The AP implements the 802.11 wireless configuration and is ready to provide 802.11 wireless services.
9. A wireless client connects to the AP's 802.11 wireless service, and the data traffic is tunneled to ZoneDirector through the LWAPP tunnel.

Managing Access Points Individually

You can add a description, or change the channel selection, transmit power and Ethernet port settings of a managed access point by editing the AP's parameters. Additionally, you can manually assign an IP address or disable WLAN service entirely for a specific radio. Configuring any of these settings for an individual AP overrides settings configured in AP Groups.

To edit the parameters of an access point:

1. Go to **Configure** > **Access Points**.
2. Find the AP to edit in the **Access Points** table, and then click **Edit** under the **Actions** column.
3. Edit any of the following:
   - **Device Name**: Enter a descriptive name for the AP for easy identification in ZoneDirector tables and Dashboard widgets. Names can consist of up to 64 letters, numbers, hyphens and underscores. Note however that only the first 17 characters of the device name will be displayed in the Events/Activities tables.
   - **Description**: Enter a description for the AP. This description is used to identify the AP in the Map View.
   - **Location**: Enter a recognizable location for the AP.
   - **GPS Coordinates**: Enter GPS coordinates for location on Google Maps, if using FlexMaster.
   - **Group**: Select an AP group from the list if you want to place this AP into a group other than the system default group.
   - **Bonjour Gateway**: Designate this AP as a AP-side Bonjour Gateway. See Creating a Bonjour Gateway Rule AP Site on page 131.
   - **Bonjour Fencing**: Implement on Bonjour Fencing Policy on this AP. See Bonjour Fencing on page 133.
4. By clicking **Override Group Config** and changing the default values, the following parameters can be configured independently for each AP radio:
   - **Channel Range Settings**: Deselect any channels that you do not want the AP to use in channel selection.
   - **Channelization**: Sets the channel width of each channel in the spectrum used during transmission.
   - **Channel**: Manually set the channel used by the AP radio.
   - **Tx Power**: Manually set the maximum transmit power level relative to the calibrated power.
   - **WLAN Group**: Specify a WLAN group for this radio.
   - **Call Admission Control**: (Disabled by default). Enable Wi-Fi Multimedia Admission Control (WMM-AC) to support Polycom/Spectralink VIEW certification. See Advanced Options on page 160 under Creating a WLAN for more information.
   - **Spectralink Compatibility**: (Disabled by default). Enable this option if this AP radio will be used as a voice WLAN for Polycom/Spectralink phones. This option changes several AP radio settings such as DTIM, BSS minrate and RTS-CTS to improve voice quality with Spectralink phones.

   NOTE For optimal VoWLAN voice quality, also disable Self-Healing and Background Scanning from the Configure > Services page).

- **WLAN Service**: Uncheck this check box to disable WLAN service entirely for this radio. (This option can be useful if you want dual-band 802.11n/ac APs to provide service only on the 5 GHz radio, in order to reduce interference on the 2.4 GHz band, for example.) You can also disable service for a particular WLAN at specific times of day or days of the week, by setting the Service Schedule. For more information, see Advanced Options on page 160 for creating a WLAN.
- **External Antenna**: On APs with external antenna options, select **Override System Default**, and Enable for the external antenna to be enabled. Once enabled, enter a gain value in the range of 0 to 90dBi.

5. The **Network Setting** options allow you to configure the IP address settings of the AP:
   - **IP Mode**: Select IPv4 only, IPv6 only or dual IPv4/IPv6 addressing mode. If you want the AP to keep its current IP address, click **Keep AP's Setting**. If the AP's IP address has not been set, it will automatically attempt to obtain an IP address via DHCP.
   - If you want the AP to automatically obtain its IP address settings from a DHCP server on the network, click the **DHCP** option in Management IP. You do not need to configure the other settings (netmask, gateway, and DNS servers).
   - If you want to assign a static IP address to the AP, click the **Manual** option next to Device IP Settings, and then set the values for the following options:
     - IP Address
     - Netmask
     - Gateway
     - Primary DNS Server
     - Secondary DNS Server
6. If Smart Mesh is enabled (see Deploying a Smart Mesh Network on page 297), the **Advanced Options** section lets you define the role this AP should play in the mesh network--Auto, Root AP, Mesh AP, or Disable (default is Auto). In most cases, Ruckus Wireless recommends leaving this setting on **Auto** to reduce the risk of isolating a Mesh AP. Select **Disable** if you do not want this AP to be part of your mesh network.
7. If this AP is a Mesh AP and you want to manually set which APs can serve as its uplinks, select the **Manual** radio button under **Advanced Options > Uplink Selection** (default is Smart). The other APs in the mesh appear below the selection.
8. Select the check box next to each AP that you want to allow the current AP to use as an uplink. If you set Uplink Selection for an AP to Manual and the uplink AP that you selected is off or unavailable, the AP status on the **Monitor > Access Points** page will appear as *Isolated Mesh AP*. See Troubleshooting Isolated Mesh APs on page 311 for more information.

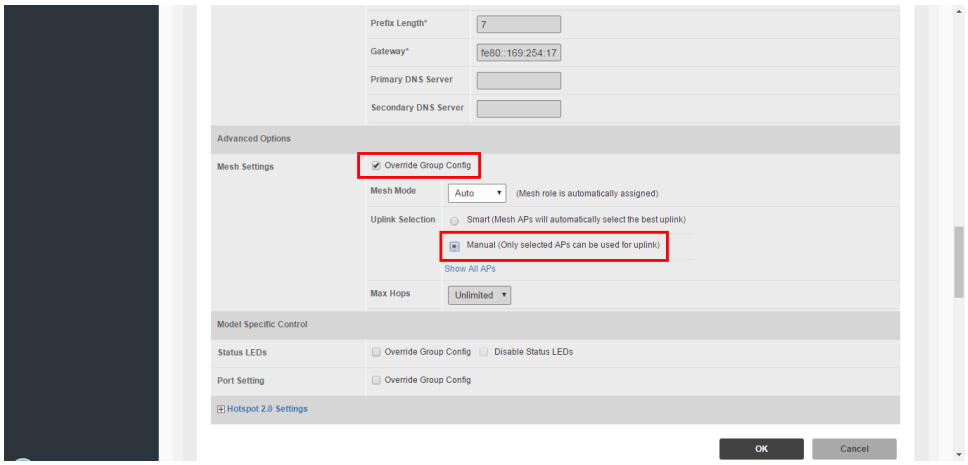


Figure 145: Manual uplink selection for APs in a mesh

9. If you select **Override Group Config** in the **Port Setting** section, a new section opens where you can customize the Ethernet port behavior for this AP. Enabling this will override the AP Group settings made on Configuring AP Ethernet Ports on page 200.
10. Click **OK** to save your settings.

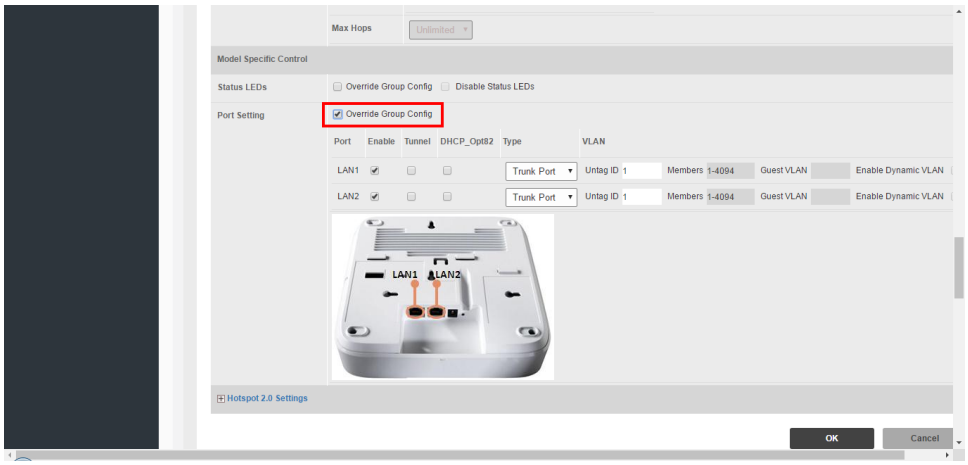


Figure 146: Ethernet port configuration - Override Group Config

Configuring Hotspot 2.0 Venue Settings for an AP

If this Access Point will be serving a Hotspot 2.0 hotspot, you can set the Venue Name for the venue at which the AP will be operating. You can create up to two Venue Names (two languages for the venue name).

To set the Hotspot 2.0 Venue Name for an AP:

1. Go to **Configure** > **Access Points**.
2. Click the **Edit** link next to the AP you want to configure.
3. Scroll down to the bottom and expand the **Hotspot 2.0 Settings** section.
4. In **Venue Name List**, click **Create New** to create a new venue name for this AP. Select the language and enter the venue name in that language.
5. Click **Save** to save the entry, and click **OK** to save the Venue Name settings for the AP.

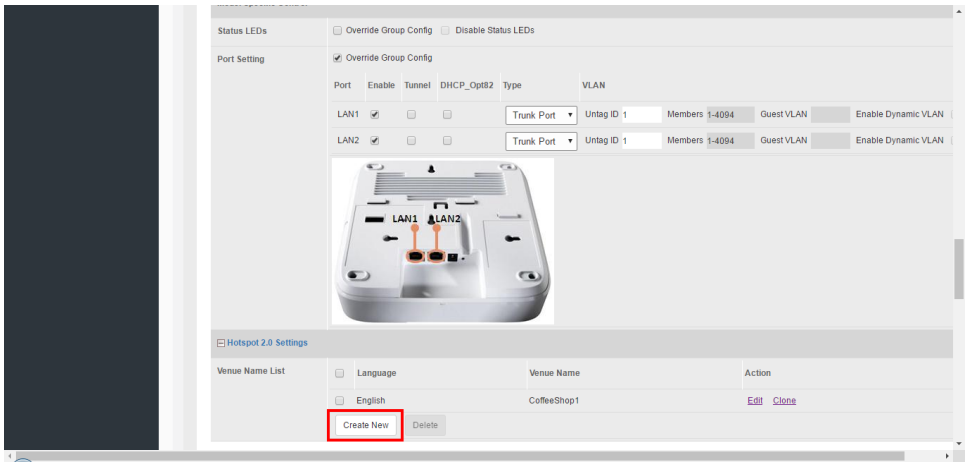


Figure 147: Setting the Venue Name for a Hotspot 2.0 service AP

Optimizing Access Point Performance

ZoneDirector, through its web interface, allows you to remotely monitor and adjust key hardware settings on each of your network APs. After assessing AP performance in the context of network performance, you can reset channels and adjust transmission power, or adjust the priority of certain WLANs over others, as needed.

Assessing Current Performance Using the Access Point Table

1. Go to **Monitor** > **Access Points**.
2. When the **Access Points** page appears, review the **Currently Managed APs** table for specific AP settings, especially the **Channel** and **Clients** columns.
3. Click on the MAC address of any AP to view detailed information about the AP such as associated clients, channel, signal strength, neighbor APs and warnings/events associated with the AP.
4. If you want to make changes to individual AP settings, proceed to the next task, Adjusting AP Settings on page 218.

Adjusting AP Settings

1. Go to **Configure** > **Access Points**.
2. Review the **Access Points** table and identify an AP that you want to adjust.
3. Click the **Edit** button in that AP row.
4. Review and adjust any of the following Editing (AP) options.

   NOTE Some options are read-only depending on the approval status.

   - **Channelization**: Choose 20/40/80MHz or Auto channel width.
   - **Tx Power**: Choose the amount of power allocated to this channel. The default setting is "Auto" and your options range from "Full" to "Min."
   - **Mesh Mode**: Use this setting to manually configure this AP's Mesh role (Root AP, Mesh AP, or Disable). Default is Auto.
   - **Uplink Selection**: Use this setting to manually define which APs can serve as an uplink for this Mesh AP.

5. Click **OK**. The adjusted AP will be automatically restarted, and when it is active, will be ready for network connections.

Prioritizing WLAN Traffic

If you want to prioritize internal traffic over guest WLAN traffic, for example, you can set the WLAN priority in the WLAN configuration settings to "high" or "low." By default all WLANs are set to high priority.

To set a specific WLAN to lower priority:

1. Go to **Configure** > **WLANs**
2. Click the **Edit** link next to the WLAN for which a lower priority will be set.
3. Select **Low** next to **Priority**, and click **OK**.

Managing User Access 7

Enabling Automatic User Activation with Zero-IT

Ruckus Wireless Zero-IT Activation allows network users to self-activate their devices for secure access to your wireless networks with no manual configuration required by the network administrator. Once your ZoneFlex network is set up, you need only direct users to the Activation URL, and they will be able to automatically authenticate themselves to securely access your wireless LAN.

Before enabling Zero-IT, make sure you have at least one of each of the following configured:

- A WLAN configured (Configure > WLANs)
- A user Role with access to this WLAN (Configure > Roles)
- A User with this role assigned that exists in either the internal database or an external RADIUS, Active Directory or LDAP server (Configure > Users)

To enable Zero-IT activation, do the following:

1. Go to **Configure** > **WLANs**.
2. Click **Edit** on the WLAN where you want to enable Zero-IT Activation.
3. Enable **WPA2** (not WPA-Mixed; selecting WPA-Mixed will disable the Zero-IT option).
4. Enter a passphrase. (This passphrase will only be used for administrator testing - you will not need to provide this passphrase to end users.)
5. Enable **Zero-IT Activation**.
6. Optionally, enable **Dynamic PSK** if your WLAN's authentication and encryption methods support it (Open authentication and WPA2 encryption only; see Working with Dynamic Pre-Shared Keys on page 222 for more information.)
7. If the Authentication Method is 802.1X or MAC Address, select which **Authentication Server** to authenticate users against. If you are not using an external server for authentication, you can use ZoneDirector's internal database.
8. Note the **Activation URL** in the Zero-IT Activation section further down the page.
9. Click **OK** to save your settings.

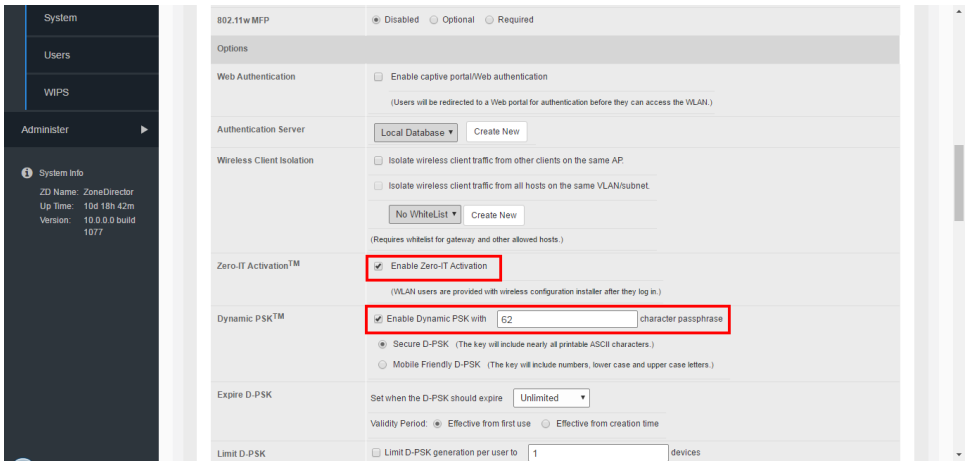


Figure 148: Enabling Zero-IT for a WLAN

You have completed enabling Zero-IT for this WLAN. At this point, any user with the proper credentials (username and password) and running a supported operating system can self-provision his/her wireless client to securely access your wireless LANs.

Clients that Support Zero-IT

For a detailed list of the operating systems that the Zero-IT configuration supports, refer to the *ZoneDirector Release Notes*.

Zero-IT Activation can be used with most modern operating systems including Windows (7/8/10), Apple OS X, Apple iOS, Windows Phone and Android OS. For Windows 7/8/10 or Mac notebook clients with Ethernet ports, the user simply connects to the ZoneDirector activation URL and runs the self-activation script. For clients running Mac OS X, the user must be logged in as an administrator for Zero-IT activation to work.

Self-Provisioning Clients with Zero-IT

To self-provision a computer to the wireless LAN, use the following procedure:

1. Connect the computer to the wired LAN using an Ethernet cable.
2. Open a browser and enter the Activation URL in the navigation bar (**`http://<zonedirector's_IP_address>/activate`**). A WLAN Connection Activation web page appears.
3. Enter **User Name** and **Password**, and click **OK**. If the user name and password are confirmed and the computer is running a supported operating system, an automated script will launch.



Figure 149: Zero-IT automatic activation

4. Run the prov.exe script to automatically configure this computer's wireless settings for access to the secure internal WLAN.
5. If you are not running a supported operating system, you can manually configure wireless settings by clicking the link at the bottom of the page (see Provisioning Clients that Do Not Support Zero-IT on page 222).



Figure 150: Corporate WLAN configuration

You have completed Zero-IT configuration for this user. Repeat this procedure to automatically configure all additional users of your internal WLAN.

Self-Provisioning Clients without Ethernet Ports

Many mobile devices such as iOS, Windows Phone and Android smartphones can also use Zero-IT Activation.

This is done using the Onboarding Portal which is described in Using the BYOD Onboarding Portal on page 248.

Provisioning Clients that Do Not Support Zero-IT

If your users are connecting with clients running earlier versions of Windows, Linux, or other operating systems that do not support Zero-IT provisioning, users must manually configure wireless settings. A manual configuration page displays the settings needed for manual configuration.



Figure 151: Manual configuration information

Working with Dynamic Pre-Shared Keys

Dynamic PSK is a unique Ruckus Wireless feature that enhances the security of normal Pre-shared Key (PSK) wireless networks.

Unlike typical PSK networks, which share a single key amongst all devices, a Dynamic PSK network assigns a unique key to every authenticated user. Therefore, when a person leaves the organization, network administrators do not need to change the key on every device.

Dynamic PSK offers the following benefits over standard PSK security:

- Every device on the WLAN has its own unique Dynamic PSK (DPSK) that is valid for that device only.
- Each DPSK is bound to the MAC address of an authorized device - even if that PSK is shared with another user, it will not work for any other machine.
- Since each device has its own DPSK, you can also associate a user (or device) name with each key for easy reference.
- Each DPSK may also have an expiration date - after that date, the key is no longer valid and will not work.
- DPSKs can be created and removed without impacting any other device on the WLAN.
- If a hacker manages to crack the DPSK for one client, it does not expose the other devices which are encrypting their traffic with their own unique DPSK.

DPSKs can be created in bulk and manually distributed to users and devices, or ZoneDirector can auto-configure devices with a DPSK when they connect to the network for the first time using Zero-IT Activation (see Enabling Automatic User Activation with Zero-IT on page 219).

Enabling Dynamic Pre-Shared Keys on a WLAN

To use DPSK for client authentication, you must enable it for a particular WLAN (if you did not enable it during the initial ZoneDirector Setup Wizard process).

To enable DPSK for a WLAN:

1. Go to **Configure** > **WLANs**
2. Either **Edit** an existing WLAN or **Create New** to open the WLAN configuration form.
3. Under **Type**, select **Standard Usage**.
4. Under **Authentication Options: Method**, select **MAC Address** or **Open**
5. Under **Encryption Options: Method**, select WPA2 (not WPA-Mixed, as selecting WPA-Mixed will disable the Zero-IT activation option).
6. Under **Encryption Options: Algorithm**, select AES (not Auto, as selecting Auto will disable the Zero-IT activation option).
7. If using MAC Address authentication, choose an **Authentication Server** to authenticate clients against--either Local Database or RADIUS Server.
8. Ensure that the **Zero-IT Activation** check box is enabled.
9. Next to **Dynamic PSK**, enable the check box next to **Enable Dynamic PSK**. Select a DPSK passphrase length (between 8 and 62 characters).
10. Choose whether to use **Secure DPSK** or **Mobile Friendly DPSK**:
    - **Secure DPSK**: Includes almost all printable ASCII characters, including periods, hyphens, dashes, etc. This option is more secure, however it is difficult to input for mobile clients whose keyboards may not contain the entire set of printable ASCII characters.

- **Mobile Friendly DPSK**: Choose this option if this WLAN will be used for mobile clients. This option limits the range of characters to lower case and upper case letters and numbers, which makes it easier for users to input the DPSK when activating a mobile client to a Zero-IT WLAN. (You may also want to limit the DPSK length to 8 characters for the convenience of your mobile client users.)

11. **Expire DPSK**: Set when the DPSK should expire. In **Validity period**, choose whether the DPSK expiration period will start from first use or creation time.
12. **Limit DPSK**: By default each authenticated user can generate multiple DPSKs. Select this option to limit the number of DPSKs each user can generate (1-4).
13. Click **OK** to save your settings.

This WLAN is now ready to authenticate users using Dynamic Pre-Shared Keys once their credentials are verified against either the internal database or an external AAA server.

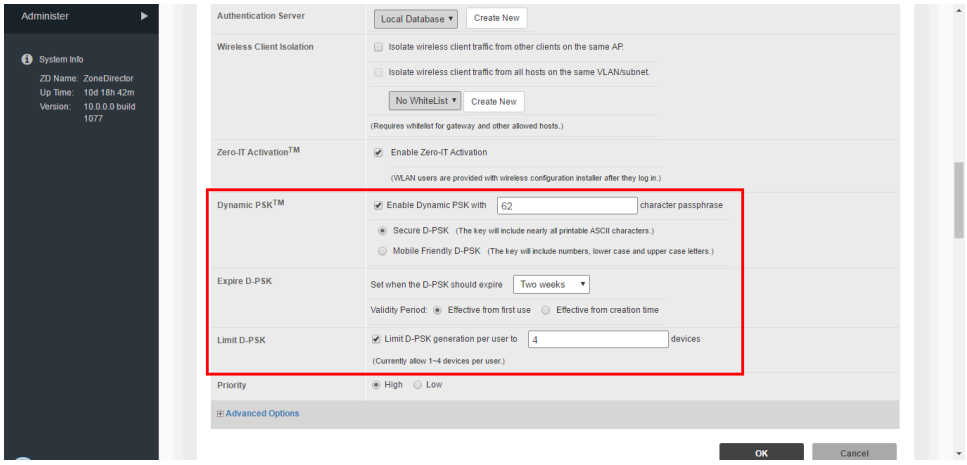


Figure 152: Enabling Dynamic PSK for a WLAN

Setting Dynamic Pre-Shared Key Expiration

By default, dynamic pre-shared keys do not expire and are effective from first use. You can control when the PSK expires, at which time the users will be prompted to reactivate their wireless access.

To set the dynamic PSK expiration:

1. Go to **Configure** > **WLANs**, and click **Edit** to modify your DPSK WLAN.
2. Expand the **Advanced Options** and locate the **Dynamic PSK** section.
3. In the **Expire DPSK** section, select the PSK expiration time. Range includes one day to unlimited (never expires).
4. In **Validity Period**, select Effective from first use or Effective from creation time.
5. Click the **Apply** button that is in the same section. The new setting goes into effect immediately.

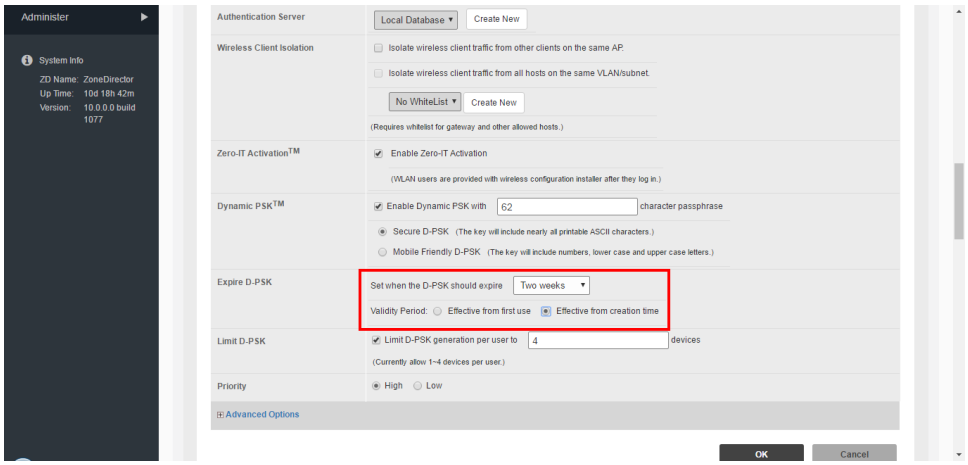


Figure 153: Dynamic PSK expiration options

NOTE If you change the dynamic PSK expiration period, the new expiration period will only be applied to new PSKs. Existing PSKs will retain the expiration period that was in effect when the PSKs were generated. To force expiration, go to Monitor > Generated PSK/Certs.

Generating Multiple Dynamic PSKs

If you will be generating DPSKs frequently (for example, to configure school-owned laptops in batch), you may want to generate multiple DPSKs at once and distribute them to your users in one batch. Before performing this procedure, check your WLAN settings and make sure that the Dynamic PSK check box is selected.

To generate multiple dynamic PSKs:

1. Go to **Configure** > **WLANs**.
2. Scroll down to the **Dynamic PSK Batch Generation** section.
3. In **Target WLAN**, select one of the existing WLANs with which the users will be allowed to associate. (Only WLANs with DPSK enabled will be listed.)
4. In **Number to Create**, select the number of dynamic PSKs that you want to generate. ZoneDirector will automatically populate the names of each user (BatchDPSK_User_1, BatchDPSK_User_2, and so on) to generate the dynamic PSKs.
5. In **Role**, select the Role you want to apply to this batch of DPSK users.
6. In **Dynamic VLAN ID**, enter Dynamic VLAN ID (if Dynamic VLAN is enabled for this WLAN).
7. If you want to be able to identify the dynamic PSK users by their names, click **Choose File**, and upload a batch dynamic PSK profile instead. See Creating a Batch Dynamic PSK Profile on page 226 for more information.

8. Click **Generate**. ZoneDirector generates the dynamic PSKs, and then the following message appears:
9. To download the new DPSK record, click here
10. Click the**click here** link in the message to download a CSV file that contains the generated dynamic PSKs.

You have completed generating the dynamic PSKs for your users. Using a spreadsheet application (for example, Microsoft Excel), open the CSV file and view the generated dynamic PSKs. The CSV file contains the following columns:

- User Name
- Passphrase
- Role
- WLAN Name
- MAC Address
- VLAN ID
- Expiration

NOTE The MAC address column shows 00:00:00:00:00:00 for all users. When a user accesses the WLAN using the dynamic PSK that has been assigned to him, the MAC address of the device that he used will be permanently associated with the dynamic PSK that he used.

To enable wireless users to access the wireless network, you need to send them the following information:

- **User Name**: The user name generated via batch DPSK generation (by default, “Batch_DPSK_User_[#]”.
- **WLAN Name**: This is the WLAN with which they are authorized to access and use the dynamic PSK passphrase that you generated.
- **Passphrase**: This is the network key that the user needs to enter on his WLAN configuration client to access the WLAN.
- **Expiration**: (Optional) This is the date when the DPSK passphrase will expire. After this date, the user will no longer be able to access the WLAN using the same DPSK

NOTE Alternatively, you can allow users to automatically self-provision their clients using Zero-IT, as described in Enabling Automatic User Activation with Zero-IT on page 219.

Creating a Batch Dynamic PSK Profile

Creating a DPSK batch generation profile is useful if you want to customize the user names that will be used for accessing the DPSK WLAN, as opposed to user names such as "BatchDPSK_User_1," etc.

1. Go to **Configure > WLANs**.

2. In the **Dynamic PSK Batch Generation** section, look for the following message: **`To download an example of profile, click here.`**
3. Click the **click here** link to download a sample profile.
4. Save the sample batch DPSK profile (in CSV format) to your computer.
5. Using a spreadsheet application, open the CSV file and edit the batch dynamic PSK profile by filling out the following columns:
   - **User Name**: (Required) Type the name of the user (one name per row).
   - **MAC Address**: (Optional) If you know the MAC address of the device that the user will be using, type it here.

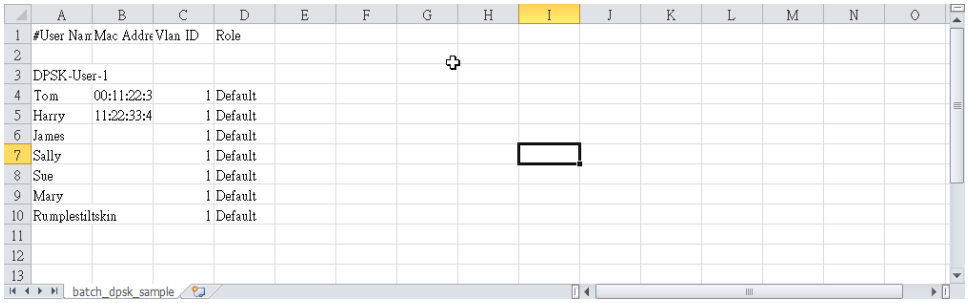


Figure 154: Editing the batch_dpsk_sample.csv file to create a custom batch DPSK profile

6. Go back to the **Dynamic PSK Batch Generation** section, and click the **Choose File** button to upload the CSV file you edited.
7. Click **Generate** to generate the custom DPSKs that you modified.

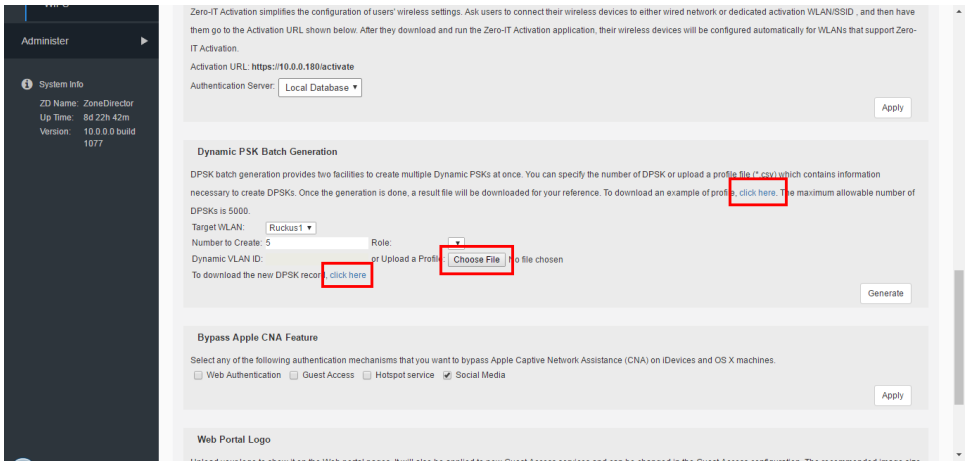
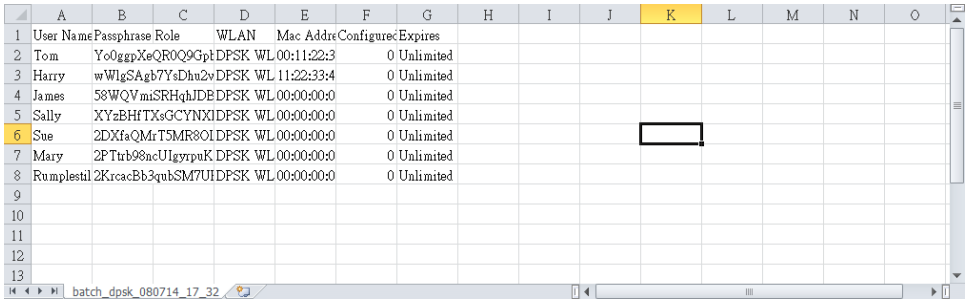


Figure 155: DPSK batch generation

After the DPSKs have been generated, you can download the same file (with the passphrases filled in) by clicking the **Click Here** link at the end of the "To download the generated DPSK record, click here" sentence.



	A	B	C	D	E	F	G
1	User Name	Passphrase	Role	WLAN	Mac Addre	Configured	Expires
2	Tom	Yo0ggpXeQR0Q9Gpt		DPSK_WL	00:11:22:3	0	Unlimited
3	Harry	wWlgSAgb7YsDhu2v		DPSK_WL	11:22:33:4	0	Unlimited
4	James	58WQVmiSRHqhJDE		DPSK_WL	00:00:00:0	0	Unlimited
5	Sally	XYzBHfTXsGCYNXI		DPSK_WL	00:00:00:0	0	Unlimited
6	Sue	2DXfsQMrT5MR8OI		DPSK_WL	00:00:00:0	0	Unlimited
7	Mary	2PTtrb98ncUIgyrpuK		DPSK_WL	00:00:00:0	0	Unlimited
8	Rumplestil	2KrcacBb3qubSM7UI		DPSK_WL	00:00:00:0	0	Unlimited
9							
10							
11							
12							
13							

batch_dpsk_080714_17_32

Figure 156: Downloading a generated batch DPSK profile

Adding New User Accounts to ZoneDirector

Once your wireless network is set up, you can instruct ZoneDirector to authenticate wireless users using an existing Active Directory, LDAP or RADIUS server, or to authenticate users by referring to accounts that are stored in ZoneDirector's internal user database.

This section describes the procedures for managing users using ZoneDirector's internal user database. For authentication using an external AAA server, see Using an External AAA Server on page 87.

Internal User Database

To use the internal user database as the default authentication source and to create new user accounts in the database:

1. Go to **Configure** > **Users**.
2. In the **Internal User Database** table, click **Create New**.
3. When the **Create New** form appears, fill in the text fields with the appropriate entries.

- **User Name**: Enter a name for this user. User names must be 1-32 characters in length, using letters, numbers, underscores (_) and periods (.). User names are case-sensitive and may not begin with a number.
- **Full Name**: Enter the assigned user's first and last name. The user name can be up to 64 characters, including special characters and spaces.
- **Password**: Enter a unique password for this user, 4-32 characters in length, using a combination of letters, numbers and special characters including characters from (!) (char 33) to (~) (char 126). Passwords are case-sensitive.
- **Confirm Password**: Re-enter the same password for this user.

NOTE ZoneDirector 1200 can support up to 4,000 DPSK users and guest passes, and up to 4,000 concurrently connected clients. ZoneDirector 3000 can support up to 10,000 total DPSK users and guest passes, and up to 10,000 concurrently connected clients. ZoneDirector 5000 can support up to 20,000 guest passes and 10,000 DPSKs, and up to 20,000 concurrently connected clients. When the maximum number of users that ZoneDirector supports has been reached, additional clients attempting to connect will be refused.

4. If you have created roles that enable non-standard client logins or that gather staff members into workgroups, open the **Role** menu, and then choose the appropriate role for this user. For more information on roles and their application, see Creating New User Roles on page 230.
5. Click **OK** to save your settings. Be sure to communicate the user name and password to the appropriate end user.

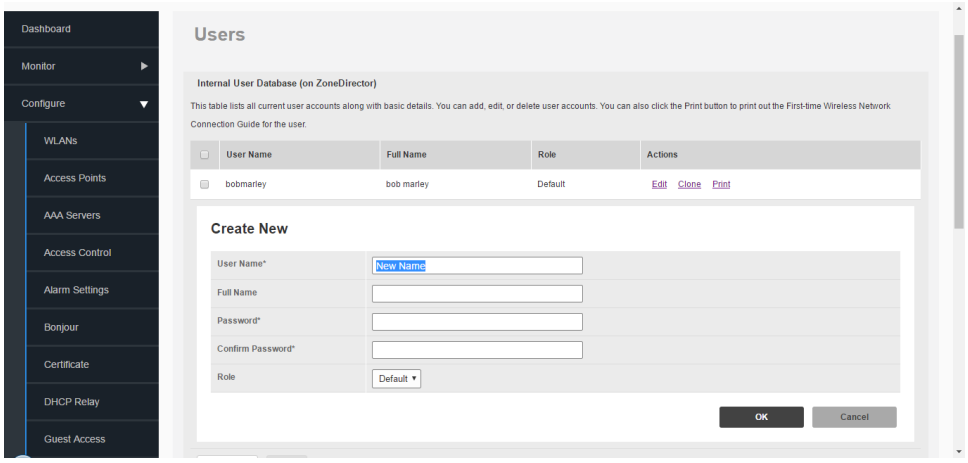


Figure 157: The Create New form for adding users to the internal database

Managing Current User Accounts

ZoneDirector allows you to review your current user roster on the internal user database and to make changes to existing user accounts as needed.

Changing an Existing User Account

1. Go to **Configure** > **Users**
2. When the **Users** features appear, locate the specific user account in the **Internal User Database** panel, and then click **Edit**.
3. When the **Editing [user name]** form appears, make the needed changes.

4. If a role must be replaced, open that menu and choose a new role for this user. (For more information, see Creating New User Roles on page 230.)
5. Click **OK** to save your settings. Be sure to communicate the relevant changes to the appropriate end user.

Deleting a User Record

1. Go to **Configure** > **Users**.
2. When the Users screen appears, review the “Internal User Database.”
3. To delete one or more records, click the check boxes next to those account records.
4. Click the now-active **Delete** button.
5. When the **Deletion Confirmation** dialog box appears, click **OK** to save your settings. The records are removed from the internal user database.

Creating New User Roles

ZoneDirector provides a "Default" role that is automatically applied to all new user accounts. This role links all users to the internal WLAN and permits access to all WLANs by default.

As an alternative, you can create additional roles that you can assign to selected wireless network users, to limit their access to certain WLANs, to allow them to log in with non-standard client devices, or to grant permission to generate guest passes. (You can then edit the "default" role to disable the guest pass generation option).

To create a new user Role:

1. Go to **Configure** > **Roles**. The **Roles and Policies** page appears, displaying a Default role in the Roles table.
2. Click **Create New** (below the Roles table).
3. Enter a **Name** and a short **Description** for this role.
4. Choose the options for this role from the following:
   - **Group Attributes**: Fill in this field only if you are creating a user role based on Group attributes extracted from an Active Directory or LDAP server (see Group Extraction on page 92). Enter the User Group name here. Active Directory/LDAP users with the same group attributes are automatically mapped to this user role.

     NOTE For information on how to authenticate administrators using an external authentication server, refer to Using an External Server for Administrator Authentication on page 316.

   - **Allow All WLANs**: You have two options: (1) Allow Access to all WLANs, or (2) Specify WLAN Access. If you select the second option, you must specify the

WLANs by clicking the check box next to each one. This option requires that you create WLANs prior to setting this policy. See Creating a WLAN on page 141.

- **Guest Pass**: If you want users with this role to have the permission to generate guest passes, enable this option.

NOTE When creating a guest pass generator Role, you must ensure that this Role is given access to the Guest WLAN. If you create a Role and allow guest pass generation, but do not allow the Role access the relevant WLAN, members of the "Guest Pass Generator" Role will still be unable to generate guest passes for the Guest WLAN.

- **Administration**: This option allows you to create a user role with ZoneDirector administration privileges - either full access or limited access.
- **Access Control Policy**: Enforce an access control policy on members of this role. See Role Based Access Control Policy on page 231.

5. When you finish, click **OK** to save your settings. This role is ready for assignment to authorized users.
6. If you want to create additional roles with different policies, repeat this procedure.

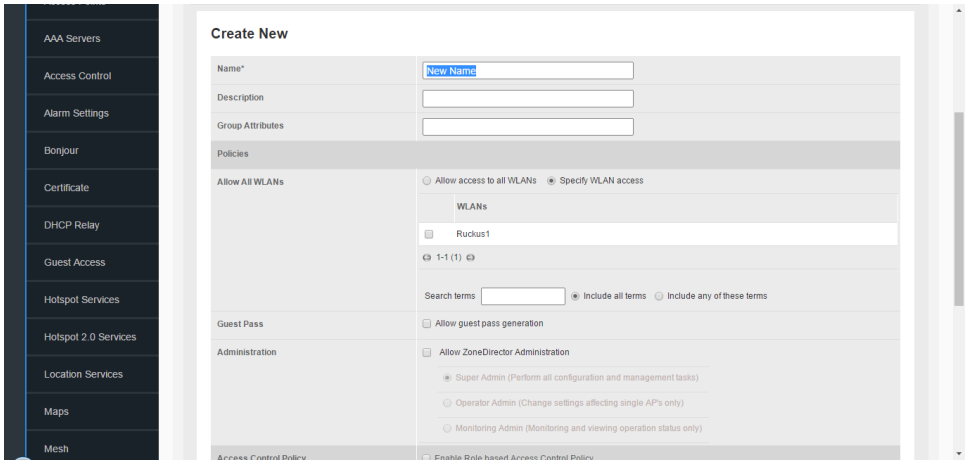


Figure 158: The Create New form for adding a role

Role Based Access Control Policy

Using the Role Based Access Control Policy (RBAC) feature, organizations can deploy a single SSID for multiple roles, and provide different access privileges based on the user's role in the organization.

For example, a school could create a single secure WLAN for both students and staff members. Then, when either type of user connects to the network, they will be granted the proper access privileges based on their role at the school.

Users created on an AAA server can be mapped to roles on ZoneDirector using group attributes. When a client completes authentication successfully, ZoneDirector gets the group attributes assigned to this user from the AAA server and uses the group attributes to determine the user's role, and applies the access control restrictions defined in that role to the client's access privileges.

NOTE When RBAC is enabled on a WLAN, Client Fingerprinting must be enabled, and Dynamic VLAN should also be enabled if VLANs will be assigned based on user roles.

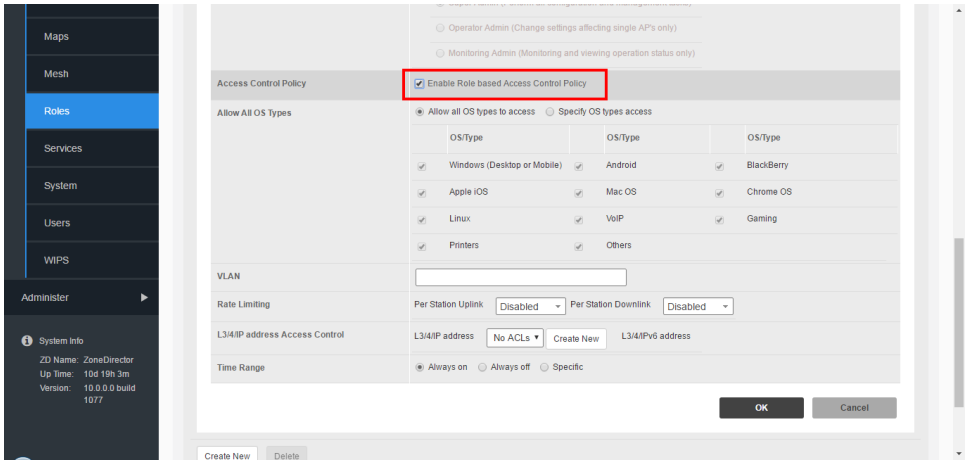


Figure 159: Configuring RBAC policy for a role

RBAC Policy Options

The following control policies can be applied to a role:

- **OS type**: Limit access based on operating system/device type.
- **VLAN**: Assign a VLAN ID to this role.
- **Rate Limiting**: Limit per-station uplink and downlink speeds.
- **L3/L4/IP address ACL**: Apply a Layer 3/Layer 4/IP address ACL to this role.
- **Time Range**: Limit the time range during which this role will be allowed access.

Once you have created access control policies for your user roles, you will need to apply them to any WLANs for which you want to enforce these policies. To do this, edit the WLAN, expand the **Advanced Options**, and enable the check box next to **Enable Role Based Access Control Policy** in the **Access Control** section.

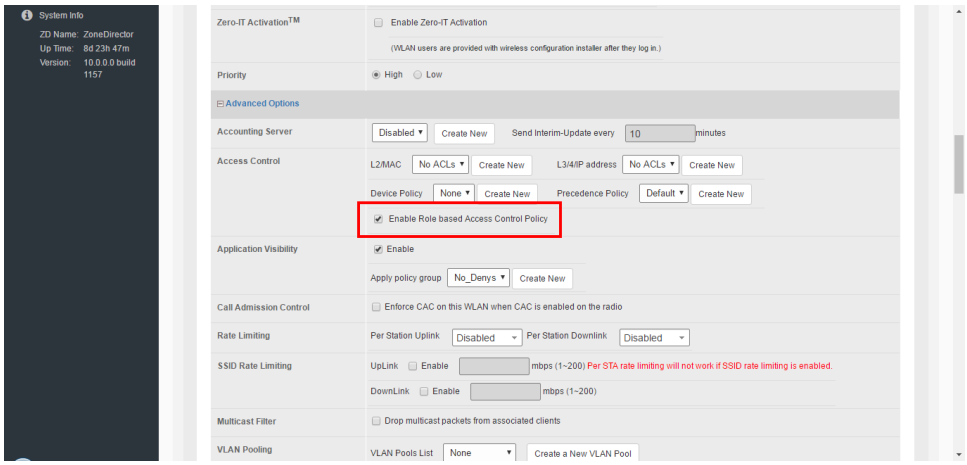


Figure 160: Enable RBAC policy enforcement for a WLAN

Managing Automatically Generated User Certificates and Keys

With Ruckus Dynamic PSK, a unique key or certificate is automatically generated for each wireless user. Similarly, for a WLAN configured with 802.1X/EAP authentication, a unique certificate for each wireless user is created.

When using the internal user database, automatically generated user certificates and keys are deleted whenever the associated user account is deleted from the user database. In the case of using Windows Active Directory, LDAP or RADIUS as an authentication server, you can delete the generated user keys and certificates by following these steps:

1. Go to **Monitor** > **Generated PSK/Certs**. The Generated PSK/Certs page appears.
2. Select the check boxes for the PSKs and Certificates that you want to delete.
3. Click **Delete** to delete the selected items.

The selected PSKs and Certificates are deleted from the system. A user with a deleted PSK or a deleted certificate will not be able to connect to the wireless network without obtaining a new key or a new certificate.

Using an External Server for User Authentication

Once your wireless network is set up, you can instruct ZoneDirector to authenticate wireless users using your existing Authentication, Authorization and Accounting (AAA) server. The following types of AAA servers are supported:

- Active Directory

- LDAP
- RADIUS / RADIUS Accounting

The ZoneDirector web interface provides a sample template for each of the AAA server types. These templates can be customized to match your specific network setup, or you can create new AAA server objects and add them to the list.

To use an external authentication server:

1. Go to **Configure** > **AAA Servers**. The Authentication/Accounting Servers page appears.
2. Click the **Create New** link in the Authentication/Accounting Servers table, or click **Edit** next to the relevant server type in the list.
3. When the **Create New** form (or "Editing" form) appears, make the following entries:
    - In Name, type a descriptive name for this authentication server (for example, "Active Directory").
    - In Type, verify that one of the following options is selected:
        - Active Directory: If you select this option, you also need to enter the IP address of the AD server, its port number (default is 389), and its Windows Domain Name.
        - LDAP: If you select this option, you also need to enter the IP address of the LDAP server, its port number (default is 389), and its LDAP Base DN.
        - RADIUS: If you select this option, you also need to enter the IP address of the RADIUS server, its port number (default is 1812), and its shared secret.
        - RADIUS Accounting: If you select this option, you also need to enter the IP address of the RADIUS Accounting server, its port number (default is 1813), and its shared secret.
4. Additional options appear depending on which AAA server Type you have selected. See the respective server type for more information.
5. Click **OK** to save this server entry. The page refreshes and the AAA server that you added appears in the list of authentication and accounting servers.

Note that input fields differ for different types of AAA server. ZoneDirector only displays the option to enable Global Catalog support if Active Directory is chosen, for example, and only offers backup RADIUS server options if RADIUS or RADIUS Accounting server is chosen. Also note that attribute formats vary between AAA servers.

NOTE If you want to test your connection to the authentication server, enter an existing user name and password in the Test Authentication Settings panel, and then click Test. If testing against a RADIUS server, this feature uses PAP or CHAP depending on the RADIUS server configuration and the choice you made in RADIUS/RADIUS Accounting. Make sure that either PAP or CHAP is enabled on the Remote Access Policy (assuming Microsoft IAS as the RADIUS server) before continuing with testing authentication settings.

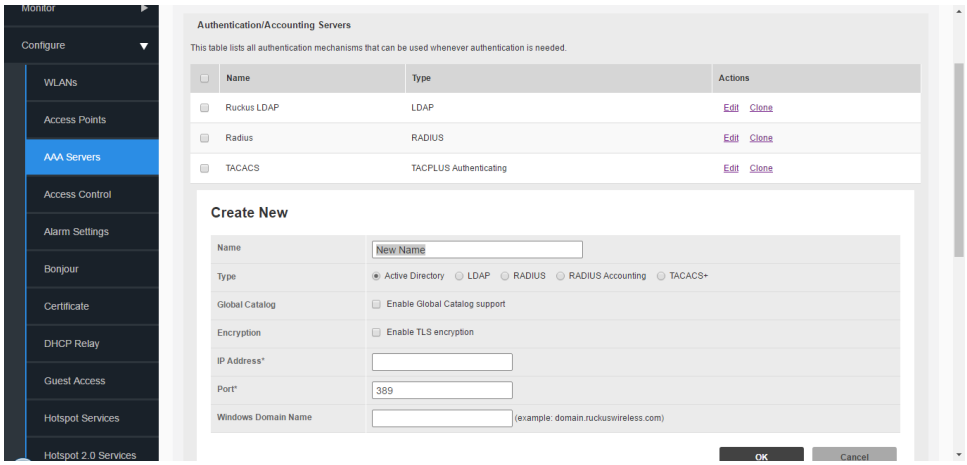


Figure 161: The Create New form for adding an authentication server

Enabling Web Authentication

Web authentication (also known as a "Captive Portal") redirects users to a login web page the first time they connect to the WLAN, and requires them to log in before granting access to use the WLAN.

After you activate web authentication on your WLAN, you must then provide all users with a URL to your login page. After they discover the WLAN on their wireless device or laptop, they open their browser, connect to the Login page and enter the required login information.

To activate web authentication:

1. Go to **Configure** > **WLANs**. The WLAN page appears.
2. Look for the WLAN that you want to edit, and then click the **Edit** link that is on the same row.
3. When the **Editing [WLAN Name]** form appears, locate the **Web Authentication** option.
4. Click the check box to **Enable captive portal/Web authentication**.
5. Select the preferred authentication server from the **Authentication Server** drop-down menu.
6. Click **OK** to save this entry.

Repeat this process for each WLAN to which you want to apply web authentication.

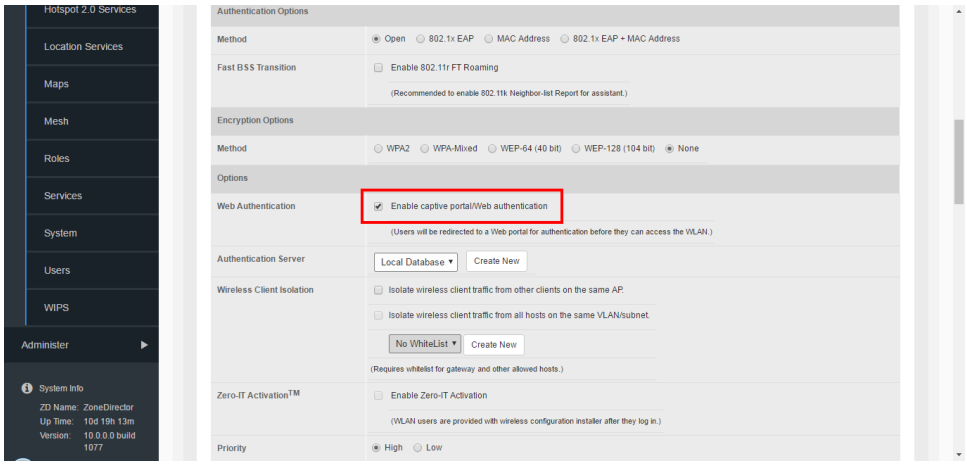


Figure 162: Activating captive portal/web authentication

Captive Portal Redirect on Initial Browser HTTPS Request

When logging in to a Web Auth/Hotspot/Guest WLAN by initially requesting an HTTPS page in the browser, the client may encounter one or two SSL/HTTPS security warnings as follows:

- The first is generated because the SSL certificate of the HTTPS site the user is trying to reach does not match the certificate installed on the ZoneDirector. Depending on the browser/OS, this maybe flagged as a potential Man in the Middle attack (MiM).
- The second is generated if the ZoneDirector or Hotspot server does not have an SSL certificate signed by a recognized Certificate Authority installed when the client is redirected to the login page.

These browser security warnings are there to encourage users to take care when browsing secure sites and ensure their authenticity. However, there are two options to help mitigate these warnings:

1. Completely disable the "redirect on initial browser HTTPS request" feature (refer to the *ZoneDirector CLI Reference Guide*, "no https-redirection" command). Users will no longer be redirected to the captive portal when their browser initially requests an HTTPS page and the browser will display a message similar to "Page not found" or "SSL connection error". In this case, the user will then need to request an HTTP page (not HTTPS) to be redirected to the login page. This approach prevents users from being "conditioned" to click-through browser security warnings.
2. Install an SSL certificate signed by a recognized Certificate Authority on the ZoneDirector or captive portal server. This will only prevent the second security warning - the first will still occur because the certificate will not match that of the requested secure site. See Working with SSL Certificates on page 326 for more information.

Managing Guest Access 8

Configuring Guest Access

Using ZoneDirector's Guest Access features, visitors to your organization can be allowed limited access to a guest WLAN with configurable guest policies, or given the option to self-activate their devices to an internal WLAN using Zero-IT activation via the BYOD Onboarding Portal, or both.

The following sections describe how to configure guest WLANs and access policies that control guest use of your network:

- Creating a Guest Access Service on page 237
- Configuring Guest Subnet Restrictions on page 246
- Creating a Guest WLAN on page 247
- Using the BYOD Onboarding Portal on page 248
- Working with Guest Passes on page 251

Creating a Guest Access Service

Each guest WLAN must be associated with a Guest Access Service, which defines the behavior of the guest WLAN interface.

To create a Guest Access Service:

1. Go to **Configure** > **Guest Access**.
2. Click **Create New** to configure a guest access service.

   NOTE Alternatively, you can create a Guest Access Service from the WLAN creation page while creating a new WLAN or modifying an existing WLAN (**Configure > WLANs > Edit > Type > Guest Access > Guest Access Service > Create New**.)

3. In **Onboarding Portal**, choose which options to display in the BYOD Onboarding Portal. See Using the BYOD Onboarding Portal on page 248.
4. In **Authentication**, choose whether to use guest pass authentication or no authentication:
   - **Use guest pass authentication**: Redirect the user to a page requiring the user to enter a valid guest pass before allowing access to the guest WLAN. See Working with Guest Passes on page 251.
   - **No authentication**: Do not require redirection and guest pass validation.

5. Under **Validity Period**, choose whether the guest pass will be effective from creation time or effective from first use, and enter an expiration period after which the guest pass will expire if unused.
6. Under **Terms of Use**, enable the **Show terms of use** check box to require the guest user to read and accept your terms of use prior to use. Type (or cut and paste) your terms of use into the large text box.
7. Under **Redirection**, select one of the following radio buttons to use/not use redirection:
   - **Redirect to the URL that the user intends to visit**: Allows the guest user to continue to their destination without redirection.
   - **Redirect to the following URL**: Redirect the user to a specified web page (entered into the text box) prior to forwarding them to their destination. When guest users land on this page, they are shown the expiration time for their guest pass.
8. Customize any of the following optional configuration settings:
   - **Web Portal Logo**: Upload a logo to replace the Ruckus logo.
   - **Guest Access Customization**: Enter text to display on the welcome page.
   - **Guest Pass Self-Service**: Enable this option to allow users to self-activate guest passes. See Using Guest Pass Self-Service on page 238.
   - **Restricted Subnet Access**: See Configuring Guest Subnet Restrictions on page 246.
9. Click **Apply** to save your settings.

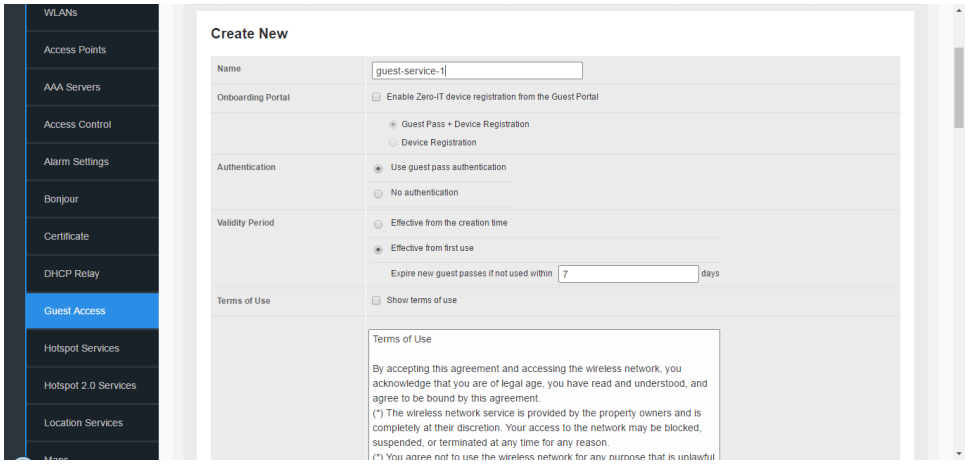


Figure 163: Configuring Guest Access

Using Guest Pass Self-Service

The Guest Pass Self-Service feature allows guests to connect to a guest SSID and submit basic information (name, email address and mobile phone number) to receive a

guest pass code. The guest then enters this code to gain access to the internet, with no IT involvement required.

Using the default settings, a guest user connects to a self-service guest WLAN and enters his contact information to receive a guest pass code. The user then activates the guest pass, and can now freely use the internet. Additional configuration options allow the administrator to set the guest pass delivery method (either displayed directly on the device screen, or sent to the user via email, SMS, or both), to set session length and access duration,, and to require "sponsor approval" prior to providing a guest pass to the new guest user.

To enable Guest Pass Self-Service:

1. On the **Configure** > **Guest Access** page, create a new Guest Access service or edit an existing one.
2. Enter a **Name** for the guest access service.
3. In **Authentication**, select **Use Guest Pass Authentication**.
4. Set the guest pass validity period by selecting one of the following options:
   - **Effective from the creation time**: This type of guest pass is valid from the time it is first created to the specified expiration time, even if it is not being used by any end user.
   - **Effective from first use**: This type of guest pass is valid from the time the user uses it to authenticate with ZoneDirector until the specified expiration time. An additional parameter (A Guest Pass will expire in X days) can be configured to specify when a guest pass will expire when unused. The default is 7 days.
5. Enable **Terms of Use** and customize the content in the text box, if you want to require guests to read and accept a Terms of Use prior to accessing the network.
6. In **Redirection**, select **Redirect to the following URL** and enter a destination URL, or select **Redirect to the URL that the user intends to visit**.
7. Select **Enable Guest Pass Self-Service** (enabled by default). The following new options appear:
   - **Access Duration**: Select the default access time provided with one guest pass in days, hours or weeks. (Default is one day.)
   - **Session**: Optionally, enable the session limitation to require guest pass users to re-login after the specified time period.
   - **Max Device**: Allow multiple devices to share a single guest pass. (Default is one device.)
   - **Sponsor Approval**: Select this option to require email approval for issuing self-service guest passes. (See Requiring Sponsor Approval for Self-Service Guest Pass Authentication on page 242.)
   - **Notification Method**: Select whether the guest pass will be delivered via email, SMS, or displayed directly on the device screen. When Sponsor Approval is selected, the Device Screen option is not allowed.

- **Terms and Conditions**: Enable this option to display a message to the user before proceeding to registration/authentication.

8. Click **OK** to save your changes.
9. Go to **Configure** > **WLANs**, and apply this Guest Access Policy to a Guest Access WLAN, as described in Creating a Guest WLAN on page 247.

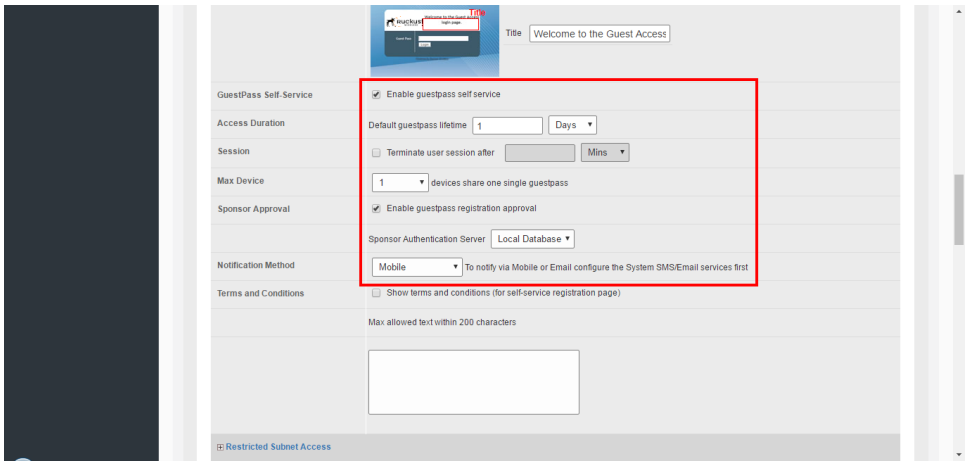


Figure 164: Creating a Self-Service Guest Access service

Accessing a Self-Service Guest WLAN

The simplest way to deploy a self-service guest WLAN is to enable the self-service option and do not change any of the default settings. When a self-service guest WLAN is deployed in this way, the user follows these steps to self-activate and begin using a guest pass:

1. Connect to the guest WLAN, launch a web browser and attempt to browse to any site.
2. The browser redirects to the **Onboarding Portal** page.
3. Click **Guest Access**.

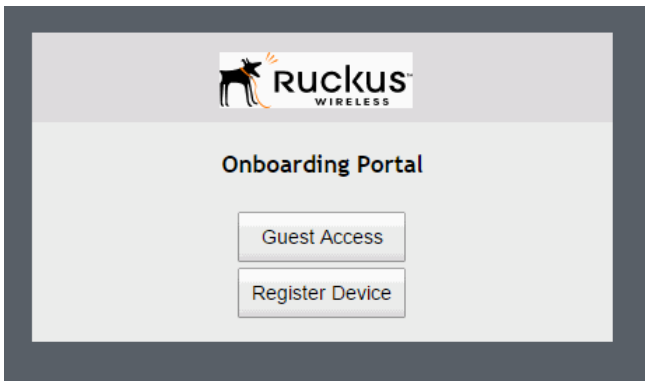


Figure 165: Guest Access login page

4. The **Guest Registration** page appears.
5. Enter a name and email address, and click **Go Online**.

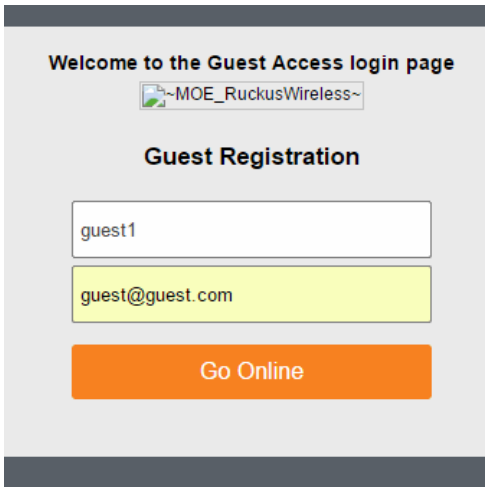


Figure 166: New Guest Registration page

6. The **Terms of Use** page appears (if enabled). Click **Accept and Continue**.

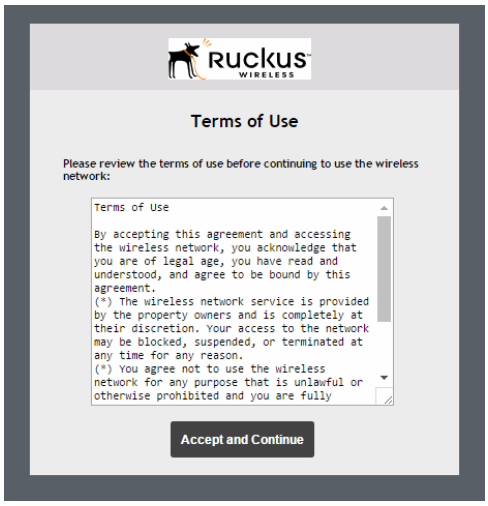


Figure 167: Terms of Use

7. The **Authenticated** page appears. Your guest pass is now activated and you can begin using the wireless network. Click **Continue** to be redirected to the URL you originally intended to visit.

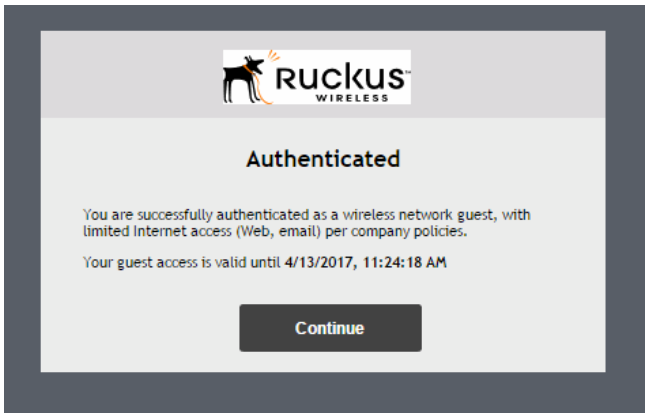


Figure 168: Authenticated Page

Requiring Sponsor Approval for Self-Service Guest Pass Authentication

If the "Sponsor Approval" option is enabled, when the user connects to the WLAN, he or she submits registration information along with a Sponsor's email address and waits for sponsor approval. The Sponsor receives an email request and clicks a link to allow this user access to the guest WLAN. Once the registration is approved, ZoneDirector then generates a guest pass and sends it to the user via email and/or SMS using the contact information the user provided.

NOTE If using Sponsor Approval, ZoneDirector must be configured with your SMTP settings for email delivery, or with a valid Twilio or Clickatell account to deliver guest passes via SMS. See Delivering Guest Passes via Email on page 267 and Delivering Guest Passes via SMS on page 267 for more information.

Configure the following options if Sponsor Approval is enabled:

- **Sponsor number**: Set how many sponsors the user can specify to approve the guest pass request. Valid values are 1-5.
- **Sponsor Authentication Server**: Select the authentication server to be used for sponsor authentication. When a guest pass approval request is sent to the sponsor's email, the sponsor must click the link in the email, log in to this authentication server, and approve or reject the request. Options include Local Database, Active Directory, LDAP and RADIUS.

  NOTE When sponsor approval is enabled, all guest service profiles share the same sponsor authentication server. If you select a different authentication server when creating a new guest service, the new server will be used for all guest services.

- **Notification Method**: Select whether the guest pass will be delivered via email, SMS, or displayed directly on the device screen. When Sponsor Approval is enabled, the Device Screen option is not allowed.

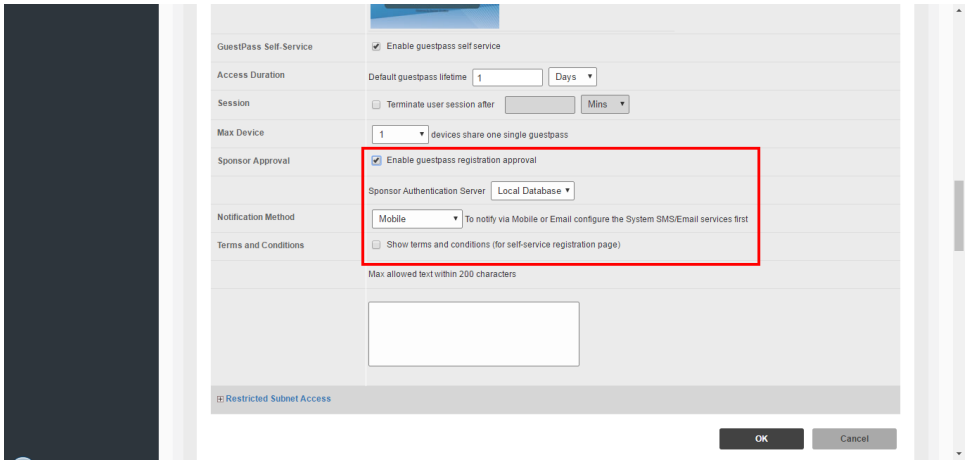


Figure 169: Configuring Sponsor Approval for Self Service Guest Passes

When a user connects to a guest WLAN with Sponsor Approval enabled, the option to **Request password** appears.

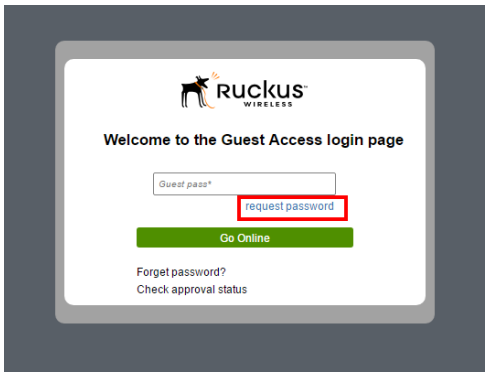


Figure 170: Click Request Password to request a guest pass after sponsor approval

To request, approve and activate a sponsor-approved guest pass, use following procedure:

1. On the **Guest Access Login** screen, enter your **Name**, **Mobile** number and **Email** address.

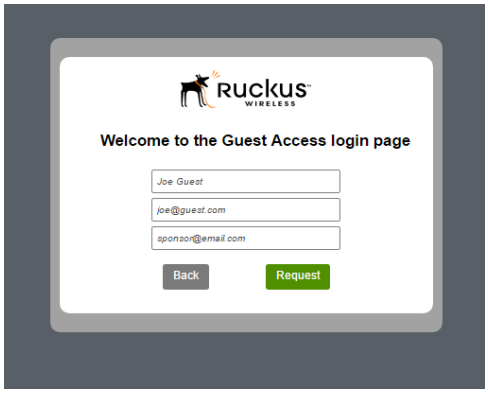
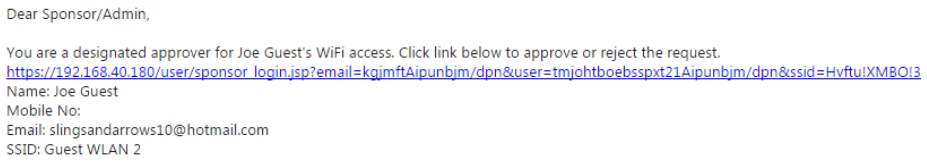


Figure 171: Request a guest pass from a sponsor

2. Enter the sponsor's email address and click **Request**. A guest pass request email is sent to the sponsor's address.
3. The sponsor will then receive an email requesting approval for guest pass activation.
4. Open the email and click the link to open the Sponsor/Approver Authentication page.


Dear Sponsor/Admin,

You are a designated approver for Joe Guest's WiFi access. Click link below to approve or reject the request.
https://192.168.40.180/user/sponsor_login.jsp?email=kgjmftAipunbjm/dpn&user=tmjohtboebsspxt21Aipunbjm/dpn&ssid=Hvftu!XMBO!3
Name: Joe Guest
Mobile No:
Email: slingsandarrows10@hotmail.com
SSID: Guest WLAN 2

Figure 172: Sponsor approval email

5. On the **Sponsor/Approver Authentication** page, enter a valid **User Name** and **Password** and click **Log in** to continue.

NOTE This user name and password must exist on the Authentication Server (Local Database, AD, LDAP or RADIUS) configured with guest pass generation privileges for this guest access service.

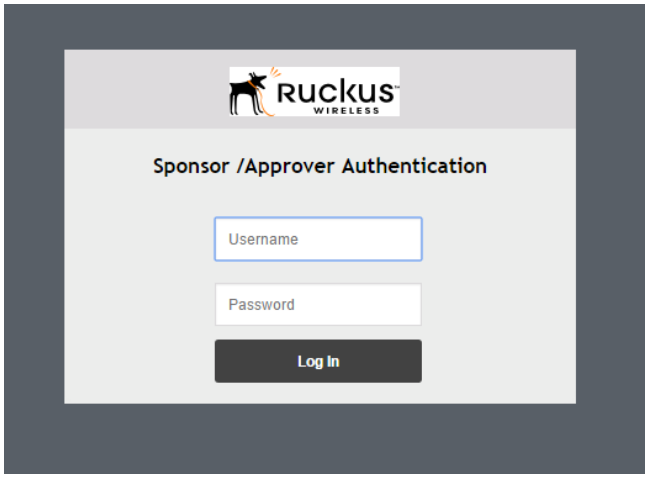


Figure 173: Sponsor Login

6. Upon successful login, the **Guest Pass Approval** page appears, displaying the name, phone and email addresses of all pending guest pass requests. Select the check boxes next to each guest pass you wish to approve, set the **Duration** for each, and click **Approve** to approve them.

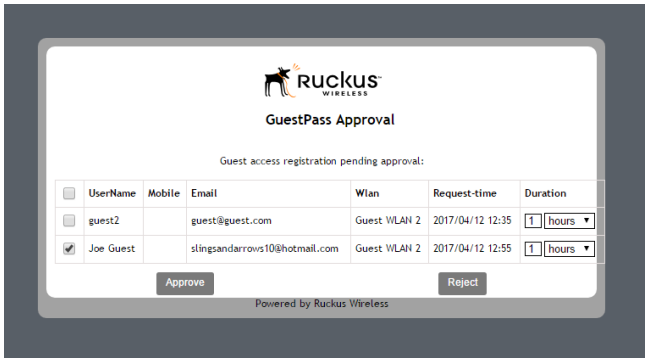


Figure 174: Guest Pass Approval

7. Approving a guest pass triggers delivery of an email (and/or SMS message) containing the guest pass code to the guest.
8. As a guest user, open this email and copy the **Guest Pass** code to the clipboard.

Dear Joe Guest,
Your request for WiFi guest access is approved
Name: Joe Guest
Mobile No:
Email: slingsandarrows10@hotmail.com
SSID:Guest WLAN 2
Guestpass: JAVXP-SVXTA
Access is valid for 1 hour

Figure 175: Guest pass activation email

9. Launch a web browser and browse to any URL. You will be redirected to the **Welcome** login page.
10. Enter the **Guest Pass** code received in the activation email and click **Go Online**.

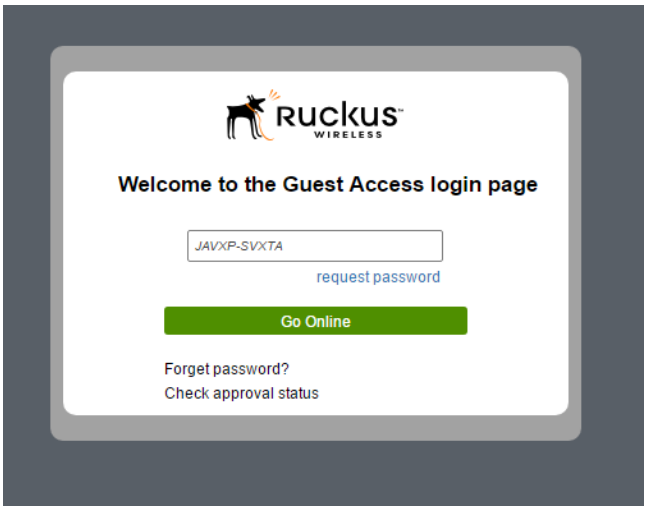


Figure 176: Enter Guest Pass code and click Go Online

11. You have successfully authenticated to this guest network using the guest pass provided. Click **Continue** to complete activation and continue to your original destination URL.

Configuring Guest Subnet Restrictions

By default, guest pass users are automatically blocked from the ZoneDirector subnet (format: A.B.C.D/M) and the subnet of the AP to which the guest user is connected.

If you want to create additional rules that allow or restrict guest users from specific subnets, use the **Restricted Subnet Access** section. You can create up to 22 subnet access rules, which will be enforced both on the ZoneDirector side (for tunneled/redirect traffic) and the AP side (for local-bridging traffic).

To create a guest access rule for a subnet:

1. Go to **Configure** > **Guest Access**.
2. Edit or create a new Guest Access Service.
3. Scroll down to the bottom and expand the **Restricted Subnet Access** section.
4. Click **Create New** to create a new subnet restriction. Text boxes appear under the table columns in which you can enter parameters that define the access rule.

5. Under **Description**, type a name or description for the access rule that you are creating.
6. Under **Type**, select **Deny** if this rule will prevent guest users from accessing certain subnets, or select **Allow** if this rule will allow them access.
7. Under **Destination Address**, type the IP address and subnet mask (format: A.B.C.D/M) on which you want to allow or deny users access.
8. If you want to allow or restrict subnet access based on the application, protocol, or destination port used, click the **Advanced Options** link, and then configure the settings.
9. Click **OK** to save the subnet access rule.

Repeat Steps 4 to 9 to create up to 22 subnet access rules.

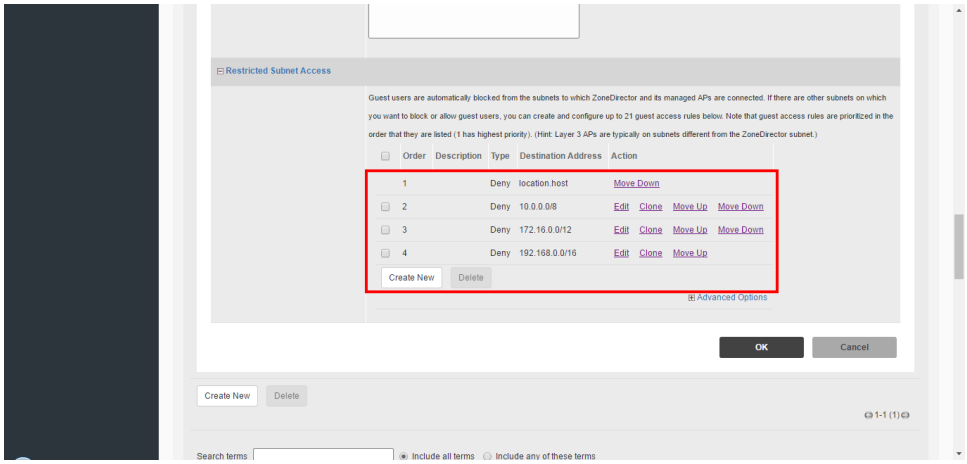


Figure 177: The Restricted Subnet Access options

Creating a Guest WLAN

Once you have created a guest access service, create a WLAN of the type "Guest Access."

This WLAN can be configured to allow access only to a specific set of resources - such as ZoneDirector's Zero-IT activation address - from which users can then activate their devices to gain access to the secure internal WLANs.

To create a Guest WLAN:

1. Go to **Configure** > **WLANs**.
2. Under WLANs, click **Create New**. The **Create New WLAN** form appears.
3. Enter a **Name (SSID)** for this WLAN that will be easy for your guests to remember (e.g., "Guest WLAN"). The **Description** field is optional.

4. Under **Type**, select **Guest Access**.
5. Since this is a Guest network, the only Authentication Option available is Open.
6. Choose an **Encryption Method** that provides the best compromise between security and compatibility, based on the kinds of client devices that you expect your guests will use.
7. Select a **Guest Access Service** from the list of services created on the **Configure > Guest Access** page. If you have not yet created a Guest Access Service, click **Create New** to create one. See Creating a Guest Access Service on page 237.
8. If you want your internal wireless traffic to have priority over guest traffic, set the **Priority** to **Low**.
9. Under **Advanced Options**, select the options to enable for this WLAN. For more information on WLAN advanced options, see Advanced Options on page 160.
    - Optionally, enable a **Grace Period** (disabled by default) and enter a value in minutes to allow disconnected users a grace period after disconnection, during which users will not need to re-authenticate
10. Click **OK** to save your changes.

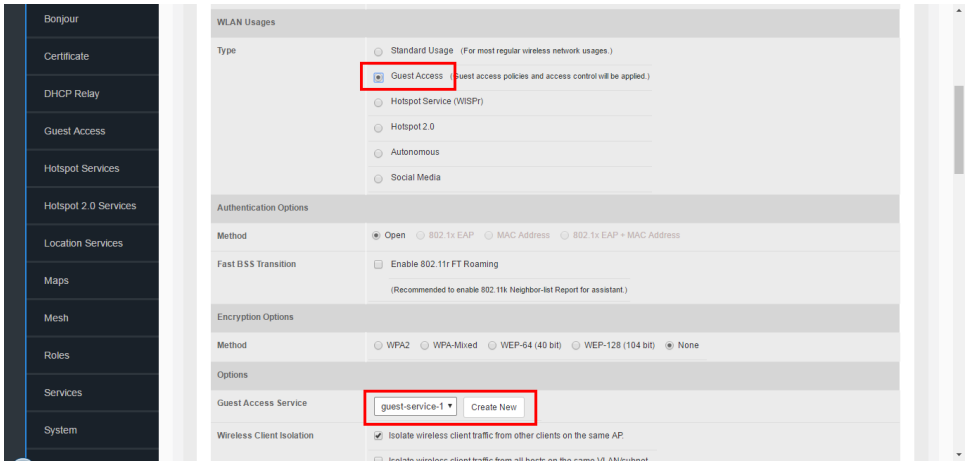


Figure 178: Create a Guest Access WLAN

Using the BYOD Onboarding Portal

The Onboarding Portal feature provides a series of intuitive option screens allowing mobile users to choose whether to connect to a Guest WLAN or to self-configure their mobile devices to authenticate to an internal WLAN using Zero-IT activation.

To enable the Onboarding Portal for mobile devices:

1. Go to **Configure** > **Guest Access**.

2. Click **Edit** or **Create New** to configure a guest access service.
3. Enable the check box next to **Onboarding Portal** to enable Zero-IT device registration from the Guest Portal.
4. Select one of the following options to display when connecting to the Onboarding Portal:
   - **Guest Pass + Device Registration**: Show both buttons.
   - **Device Registration**: Show Zero-IT Device Registration button only.
5. If **Guest Pass** is enabled, configure Guest Pass options as described in Working with Guest Passes.
6. Click **Apply**.

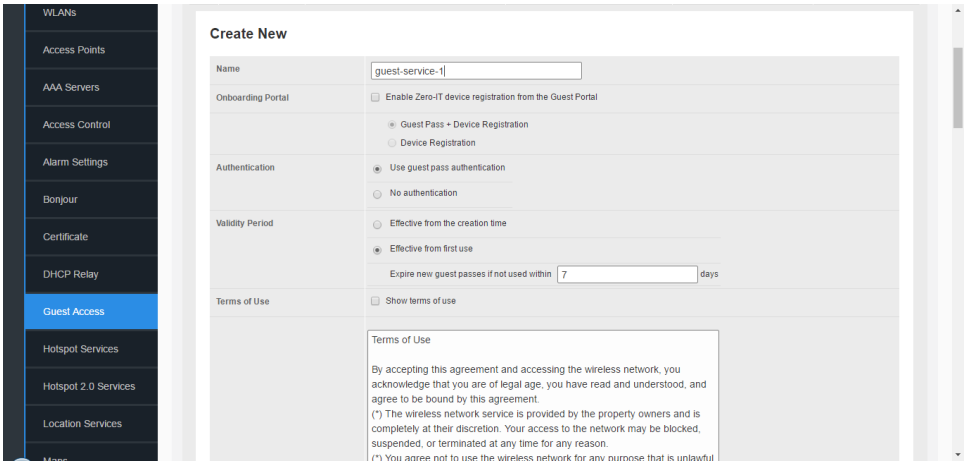


Figure 179: Enable Onboarding Portal

When a client connects to the Open Guest WLAN for the first time, the Ruckus Onboarding Portal page is displayed. The screen displays the following three options:

- Guest Access
- Register Device (download Zero-IT activation file)
- Both

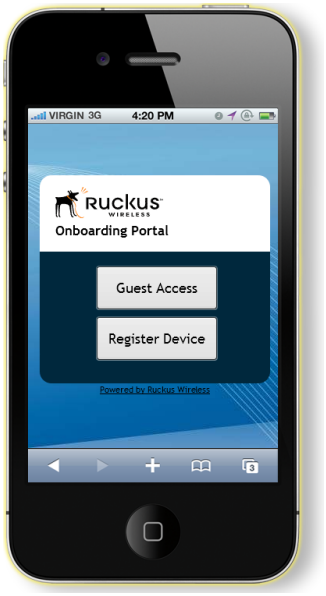


Figure 180: The Onboarding Portal for mobile devices

If the user clicks the Guest Access button, the process is the same as when connecting to a Guest WLAN and all settings on the Guest Access configuration page will be put into effect.

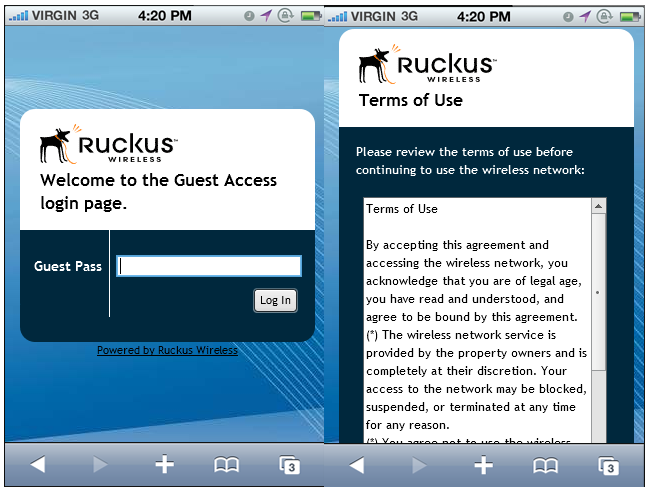


Figure 181: Guest Access welcome and terms of use screens

If the user clicks the Register Device button, the web page will be redirected to the WLAN Connection Activation page, from which the user can enter user name and password to activate this device. A Zero-IT activation file is generated for download once the client is registered with ZoneDirector.

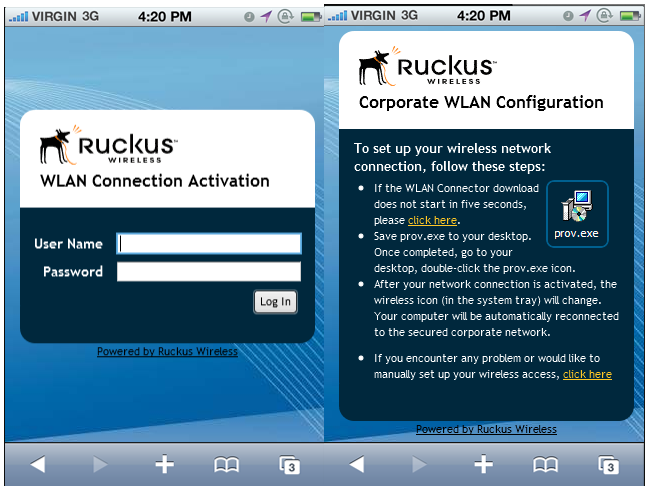


Figure 182: Activate device using the WLAN Connection Activation screen, and download activation file

After running the downloaded Zero-IT file, the device will be configured with the settings to automatically connect to the secure internal/corporate WLAN.

NOTE You may need to manually switch from the guest WLAN to the secure WLAN after activation (on some mobile devices).

NOTE You may need to manually delete any previously installed Zero-IT activation files before a new one can be run. On some devices (including some Android versions), the activation file will not run if an older an existing package of the same name with a conflicting signature is already installed.

Working with Guest Passes

Guest passes are temporary privileges granted to guests to access your wireless LANs. ZoneDirector provides many options for customizing guest passes, controlling who is allowed to issue guest passes, and controlling the scope of access to be granted.

With Guest Pass authentication enabled, guests are required to enter a guest pass code when connecting to a guest WLAN. Temporary guest passes can be issued for single users, multiple users, one-time login, time-limited multiple logins for a single guest user, or can be configured so that a single guest pass can be shared by multiple users. Additionally, they can be batch generated if many short-term guest passes need to be created at once.

Guest passes can be delivered in any of the following ways:

- Print out wireless connection instructions containing guest pass key

- Send SMS to guest user containing guest pass key
- Send email to guest user containing guest pass key

NOTE To enable guest pass delivery via email or SMS, you must first configure an email server or an SMS delivery account (Twilio or Clickatell) from the **Configure > System** page.

NOTE ZoneDirector 1200 can support up to 4,000 DPSK users and guest passes, and up to 4,000 concurrently connected clients. ZoneDirector 3000 can support up to 10,000 total DPSK users and guest passes, and up to 10,000 concurrently connected clients. ZoneDirector 5000 can support up to 20,000 guest passes and 10,000 DPSKs, and up to 20,000 concurrently connected clients. When the maximum number of users that ZoneDirector supports has been reached, additional clients attempting to connect will be refused.

Generating a Guest Pass from the Monitor Page

ZoneDirector administrators can create guest passes from within the UI, using the **Monitor > Generated Guest Passes** page.

To generate a guest pass:

1. Go to **Monitor > Generated Guest Passes**.
2. Expand the **Admin Generated Guest Passes** section.
3. Click **Create New** to generate a new guest pass.

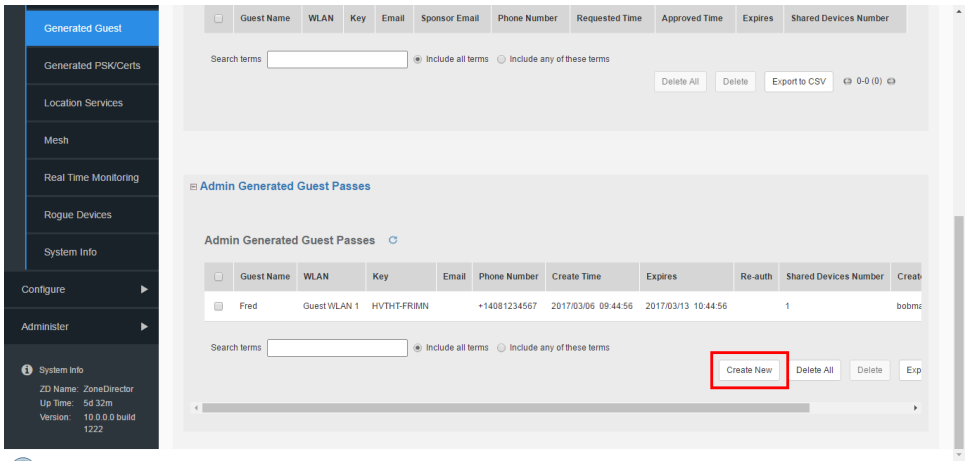


Figure 183: Create a new Guest Pass

4. In **Number of Guest Passes**, select one of the following:
   - **Single**: Create a single guest pass. For more information, see Generating and Delivering a Single Guest Pass on page 257.

- **Multiple**: Generate multiple guest passes (2~100). For more information, see Generating and Printing Multiple Guest Passes at Once on page 262.
- **By Profile**: Import a guest pass profile. For more information, see Creating a Guest Pass Profile on page 264.

5. In **Guest Pass Name**, enter the guest's name.
6. In **Guest WLAN**, select the WLAN for which the guest pass will be issued.
7. In **Valid For**, enter a number and select an increment (Hours, Days, or Weeks) for which the guest pass will remain valid.
8. Optionally, enter **Guest Email** and **Guest Phone** number. If these options are entered, and the email server and/or SMS delivery method have been configured (from the **Configure > System** page), you can deliver the guest pass to the visitor using email or SMS.
9. Optionally, expand the **Advanced Options**, and configure the following:
   - **Session Timeout**: Enable this check box and select a time increment after which guests will be required to log in again. If this feature is disabled, connected users will not be required to re-log in until the guest pass expires.
   - **Shared Pass**: Use this option to allow multiple users to share a single guest pass.
10. Once you are satisfied with your choices, click **Generate** to create the guest pass(es).

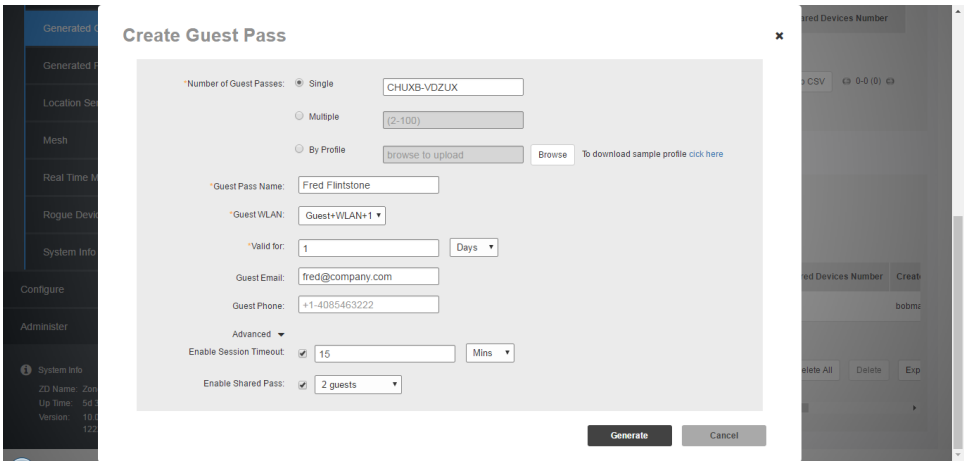


Figure 184: Genrating a single guest pass from the Monitor > Generated Guest Passes page

11. On the **Create Guest Pass** screen, select a delivery method:
    - **Print passes now using Default template**: Print the guest pass to a printer.
    - **Text the pass to [phone]**: Deliver the guest pass code via SMS text message to the phone number entered.
    - **Email the pass to [email]**: Deliver the guest pass code via email to the email address entered.

12. If you have created multiple guest passes, the options will be:
    - **Print the passes now**
    - **Download all passes now**
    - **Show me all passes and let me decide to print/SMS/email passes**
13. Click **Close** to close the delivery method selection screen. The guest pass(es) are added to the list of **Admin Generated Guest Passes**.

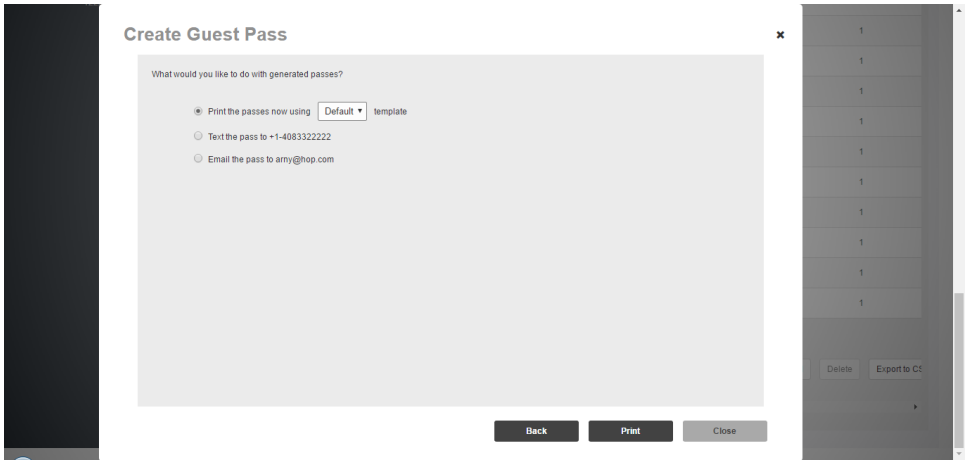


Figure 185: Select a guest pass delivery method

Configuring Guest Pass Generation

By default, all authenticated users with the Default role are allowed to generated guest passes. However, Default role users do not have ZoneDirector admin privileges, so they are unable to create guest passes from within the UI.

If you want to allow certain users to create guest passes (but not to have ZoneDirector admin privileges), you can create a new user Role for the task (and, optionally, you can also edit the Default role to not have guest pass generation privileges). Users with the new role will then be able to access an external URL (https://[ZoneDirector-IP-Address]/guestpass/) to generate guest passes.

First, you will need to define how your guest pass generator users will be authenticated.

1. Go to **Configure** > **Guest Access**. The **Guest Access Service** page appears.
2. Scroll down to the **Guest Pass Generation** section.
3. In **Authentication Server**, select the authentication server that you want to use to authenticate users who want to generate guest passes.
    - If you configured an AAA server (RADIUS, Active Directory or LDAP) on the **Configure > AAA Servers** page and you want to use that server to authenticate

users, select the server name from the drop-down menu. (See Using an External AAA Server on page 87.)

- If you want to use ZoneDirector's internal database, select **Local Database**.

4. When you finish, click **Apply** to save your settings and make this new policy active.

NOTE Remember to inform users that they can access the **Guest Pass Generation** page at https://[ZoneDirector-hostname-or-ipaddress]/guestpass. In the example, the Guest Pass Generation URL is **https://10.0.0.180/guestpass**.

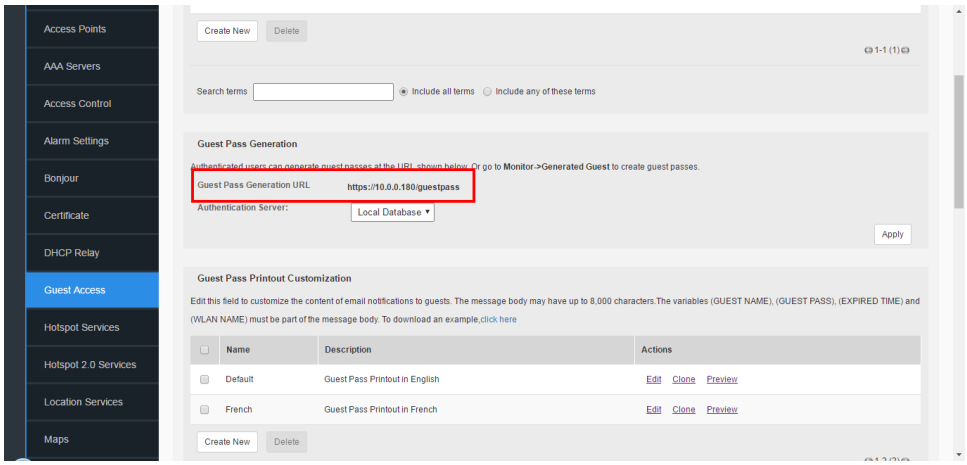


Figure 186: The Guest Pass Generation URL

5. Next, you will need to edit the Default role to disable guest pass generation, as described in Controlling Guest Pass Generation Privileges on page 255, and create a new role with guest pass generation enabled, as described in Creating a Guest Pass Generation User Role on page 256.

Controlling Guest Pass Generation Privileges

To disable the guest pass generation privilege granted to all basic "Default" role users, follow these steps:

1. Go to **Configure** > **Roles**. When the **Roles and Policies** page appears, a table lists all existing roles, including "Default."
2. Click **Edit** (in the "Default" role row).
3. In the **Guest Pass** section, clear the **Allow Guest Pass Generation** check box.
4. Click **OK** to save your settings. Members of the "Default" role no longer have guest pass generation privileges.
5. Continue to Creating a Guest Pass Generation User Role on page 256.

Creating a Guest Pass Generation User Role

To create a guest pass generator role that can be assigned to authorized users, follow these steps:

1. Go to **Configure** > **Roles**.
2. In the **Roles** table, click **Create New**.
3. When the **Create New** form appears, configure the following options:
   - **Name**: Enter a name for this role (e.g., "Guest Pass Generator," or "Front Desk," etc.).
   - **Description**: Enter a short description of this role's application.
   - **Group Attributes**: This field is only available if you choose Active Directory as your authentication server. Enter the Active Directory User Group names here. Active Directory users with the same group attributes are automatically mapped to this user role.
   - **Allow All WLANs**: You have two options: (1) allow all users with this role to connect to all WLANs, or (2) limit this role's users to specific WLANs, and then pick the WLANs they can connect to.

     NOTE When creating a guest pass generator Role, you must ensure that this Role is given access to the Guest WLAN(s). If you create a Role and allow guest pass generation, but do not allow the Role access the relevant WLAN, members of the Role will be unable to generate guest passes for the Guest WLAN.

   - **Guest Pass**: Enable this option to allow users with this role to generate guest passes.
   - **Administration**: Typically, you would want to leave this option disabled, so that your guest pass generators do not have ZoneDirector administration privileges.

   NOTE For more information on configuring user roles, see Creating New User Roles on page 230.

4. Click **OK** to save your settings. This new role is ready for application to authorized users.

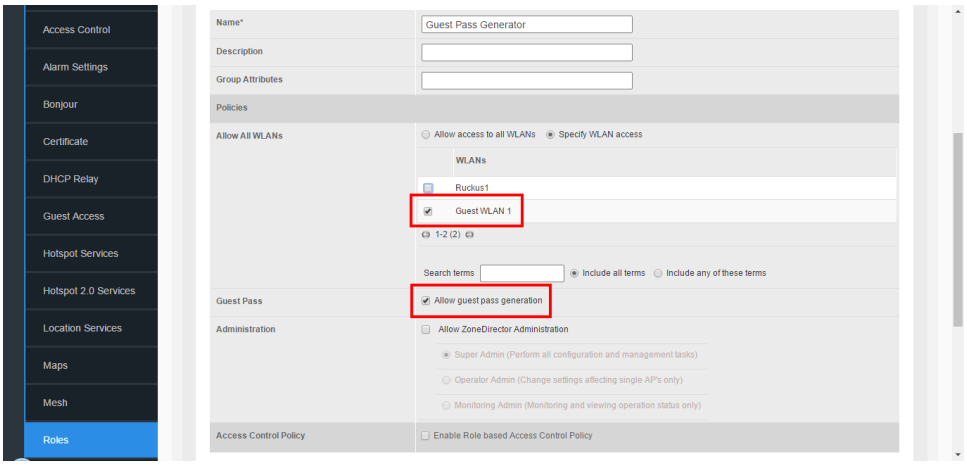


Figure 187: Create a guest pass generator Role

Assigning a Pass Generator Role to a User Account

Use the following procedure to assign a guest pass generator role to a user account on the internal database.

1. Go to **Configure** > **Users**.
2. At the bottom of the **Internal User Database**, click **Create New**.
3. When the **Create New** form appears, fill in the text fields with the appropriate entries.
4. Open the **Role** menu and choose the assigned role for this user. You can edit an existing user account and reassign the guest pass generator role, if you prefer.
5. Click **OK** to save your settings. Be sure to communicate the role, user name and password to the appropriate end user.

Generating and Delivering a Single Guest Pass

You can provide the following instructions to users with guest pass generation privileges.

A single guest pass can be used for one-time login, time-limited multiple logins for a single guest user, or can be configured so that a single guest pass can be shared by multiple users.

NOTE The following procedure will guide you through generating and delivering a guest pass. For instructions on how to generate multiple guest passes, see Generating and Printing Multiple Guest Passes at Once on page 262.

NOTE If printing the guest pass, make sure that your computer is connected to a local or network printer before starting.

To generate a single guest pass:

1. On your computer, start your web browser.
2. In the address or location bar, type the URL of the ZoneDirector Guest Pass Generation page: https://%7Bzonedirector-hostname-or-ipaddress%7D/guestpass

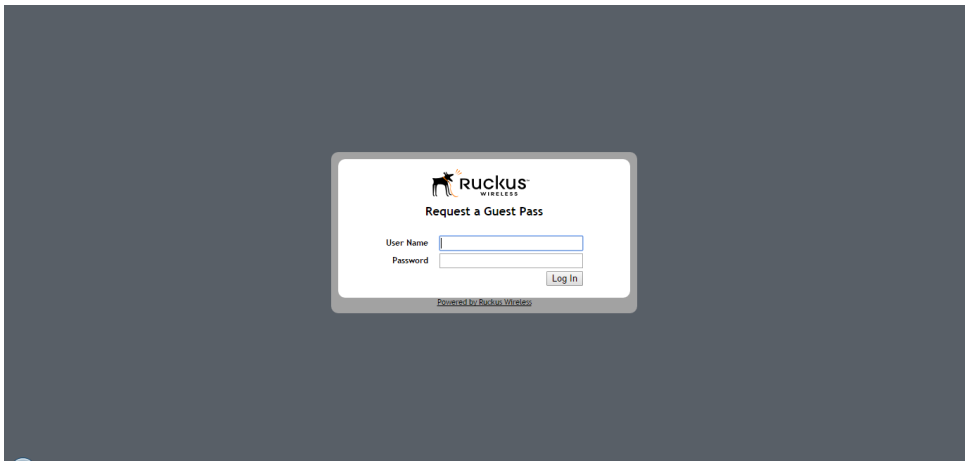


Figure 188: Request a Guest Pass

3. In **User Name**, type your user name.
4. In **Password**, type your password.
5. Click **Log In**. The Guest Information page appears. On this page, you need to provide information about the guest user to enable ZoneDirector to generate the guest pass.

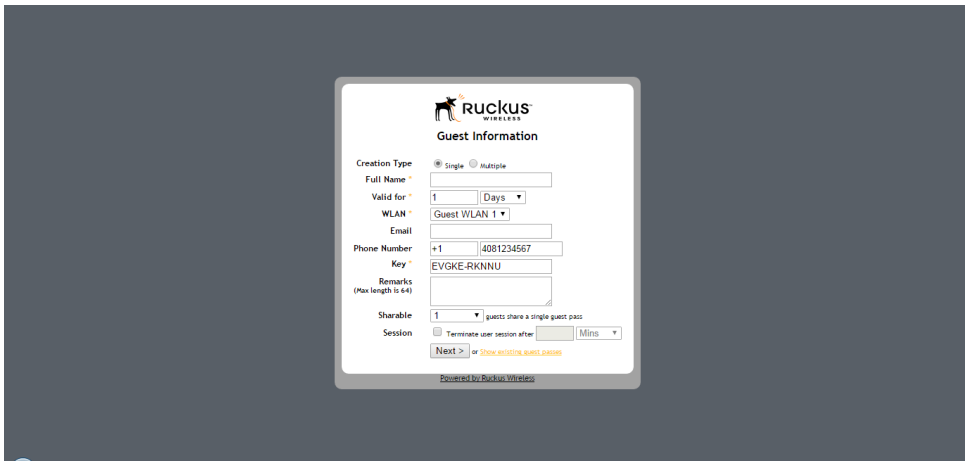


Figure 189: Creating a Guest Pass

6. On the **Guest Information** page, fill in the following options:

- **Creation Type**: Choose **Single** to generate a single guest pass. To generate multiple guest passes in batch, see Generating and Printing Multiple Guest Passes at Once on page 262.
- **Full Name**: Type the name of the guest user for whom you are generating the guest pass.
- **Valid for**: Specify the time period when the guest pass will be valid. Do this by typing a number in the blank box, and then selecting a time unit (Hours, Days or Weeks).
- **WLAN**: Select the WLAN for this guest (typically, a "guest" WLAN).
- **Email** (optional): Enter the email address for this user.
- **Phone Number** (optional): Enter a phone number for this user.
- **Key**: Leave as is if you want to use the random key that ZoneDirector generated. If you want to use a key that is easy to remember, delete the random key, and then type a custom key. For example, if ZoneDirector generated the random key OVEGS-RZKKF, you could change it to "joe-guest-key". Customized keys must be between one and 16 ASCII characters.

  NOTE Each guest pass key must be unique and is distributed on all guest WLANs.

- **Remarks** (optional): Type any notes or comments. For example, if the guest user is a visitor from a partner organization, you could type the name of the organization.
- **Sharable**: Use this option to allow multiple users to share a single guest pass.
- **Session**: Enable this check box and select a time increment after which guests will be required to log in again. If this feature is disabled, connected users will not be required to re-log in until the guest pass expires.

7. Click **Next**. The **Wireless Access Portal** page appears.
8. Choose whether to activate this guest pass for either yourself or a guest, and click **Next**.
9. The **Request a Guest Pass** page appears.
10. Enter the guest **User Name** and **Password**, and click **Log In**.
11. The **Guest Pass Generated** page appears. This page presents the guest pass code and a list of options for delivering this code to your guest(s). Options include **Email** (if you configured an email address for the guest), **SMS** (if you configured a phone number for the guest) and **Print Instructions**.

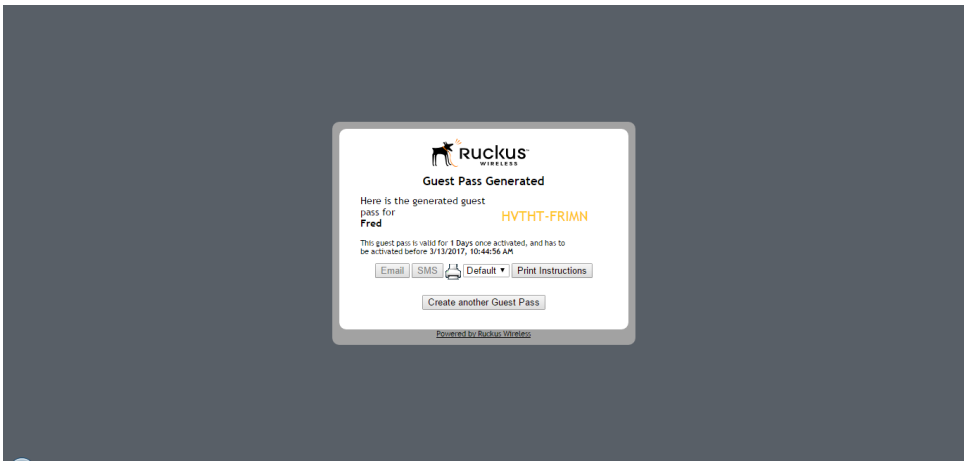
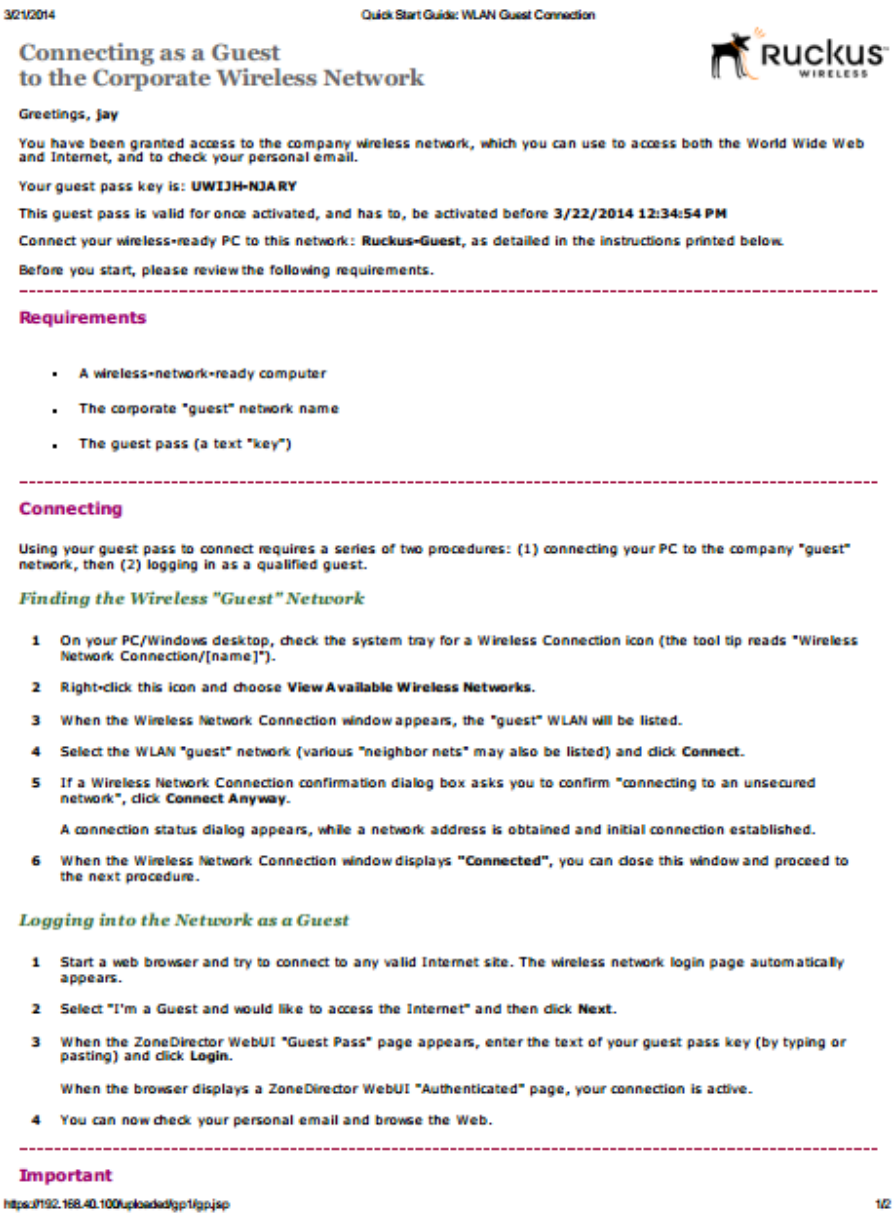


Figure 190: The Guest Pass Generated page

12. If you want to print out the guest access instructions, select the guest pass instructions that you want to print out from the drop-down menu. If you did not create custom guest pass printouts, select **Default**.
13. Click **Print Instructions**. A new browser page appears and displays the guest pass instructions. At the same time, the **Print** dialog box appears.
14. Select the printer that you want to use, and then click **OK** to print the guest pass instructions.

You have completed generating and delivering a guest pass for your guest user.



3/21/2014 Quick Start Guide: WLAN Guest Connection

Connecting as a Guest to the Corporate Wireless Network

Greetings, **jay**

You have been granted access to the company wireless network, which you can use to access both the World Wide Web and Internet, and to check your personal email.

Your guest pass key is: **UWIJH-NJARY**

This guest pass is valid for once activated, and has to, be activated before **3/22/2014 12:34:54 PM**

Connect your wireless-ready PC to this network: **Ruckus-Guest**, as detailed in the instructions printed below.

Before you start, please review the following requirements.

Requirements

- A wireless-network-ready computer
- The corporate "guest" network name
- The guest pass (a text "key")

Connecting

Using your guest pass to connect requires a series of two procedures: (1) connecting your PC to the company "guest" network, then (2) logging in as a qualified guest.

Finding the Wireless "Guest" Network

1. On your PC/Windows desktop, check the system tray for a Wireless Connection icon (the tool tip reads "Wireless Network Connection/[name]").
2. Right-click this icon and choose **View Available Wireless Networks**.
3. When the Wireless Network Connection window appears, the "guest" WLAN will be listed.
4. Select the WLAN "guest" network (various "neighbor nets" may also be listed) and click **Connect**.
5. If a Wireless Network Connection confirmation dialog box asks you to confirm "connecting to an unsecured network", click **Connect Anyway**.

   A connection status dialog appears, while a network address is obtained and initial connection established.
6. When the Wireless Network Connection window displays **"Connected"**, you can close this window and proceed to the next procedure.

Logging into the Network as a Guest

1. Start a web browser and try to connect to any valid Internet site. The wireless network login page automatically appears.
2. Select "I'm a Guest and would like to access the Internet" and then click **Next**.
3. When the ZoneDirector WebUI "Guest Pass" page appears, enter the text of your guest pass key (by typing or pasting) and click **Login**.

   When the browser displays a ZoneDirector WebUI "Authenticated" page, your connection is active.
4. You can now check your personal email and browse the Web.

Important

https://192.168.40.100/uploaded/gp1/gp.jsp 1/2

Figure 191: Sample guest pass printout

Generating and Printing Multiple Guest Passes at Once

You can provide the following instructions to users with guest pass generation privileges.

NOTE The following procedure will guide you through generating and printing multiple guest passes. For instructions on how to generate a single guest pass, see Generating and Delivering a Single Guest Pass on page 257.

NOTE Before starting, make sure that your computer is connected to a local or network printer.

To generate and print multiple guest passes at the same time:

1. On your computer, start your web browser.
2. In the address or location bar, type the URL of the ZoneDirector Guest Pass Generation page: https://%7Bzonedirector-hostname-or-ipaddress%7D/guestpass
3. In **User Name**, type your user name.
4. In **Password**, type your password.
5. Click **Log In**. The Guest Information page appears. On this page, you need to provide information about the guest users to enable ZoneDirector to generate the guest passes.
6. On the **Guest Information** page, fill in the following options:
   - **Creation Type**: Select **Multiple**.
   - **Valid for**: Specify the time period during which the guest passes will be valid. Do this by typing a number in the blank box, and then selecting a time unit (Days, Hours, or Weeks).
   - **WLAN**: Select one of the existing WLANs with which the guest users will be allowed to associate.Using the BYOD Onboarding Portal.
   - **Number**: Select the number of guest passes that you want to generate. ZoneDirector will automatically populate the names of each user (Batch-Guest-1, Batch-Guest-2, and so on) to generate the guest passes.

     NOTE Each guest pass key must be unique and is distributed on all guest WLANs. Therefore, you cannot create the same guest pass for use on multiple WLANs.

   - **Profile (*.csv)**: If you have created a Guest Pass Profile (see Creating a Guest Pass Profile on page 264), use this option to import the file.
   - **Sharable**: Configure this option if you want to allow multiple users to share a single guest pass (default: 1; not shared).

- **Session**: Enable this check box and select a time increment after which guests will be required to log in again. If this feature is disabled, connected users will not be required to re-log in until the guest pass expires.



Figure 192: Generating multiple guest passes at once

NOTE If you want to be able to identify the guest pass users by their names (for monitoring or auditing purposes in a hotel setting, for example), click **Choose File**, and upload a guest pass profile instead. See Creating a Guest Pass Profile on page 264 for more information.

7. Click **Next**. The **Guest Pass Generated** page appears, displaying the guest pass user names and expiration dates.
8. In **Select a template for Guest Pass instructions**, select the guest pass instructions that you want to print out. If you did not create custom guest pass printouts, select **Default**.
9. Print the instructions for a single guest pass or print all of them.
   - To print instructions for all new guest passes at once, click the **Print All Instructions Below** link.
   - To print instructions for a single guest pass, click the **Print** icon that is in the same row as the guest pass for which you want to print instructions. A new browser page appears and displays the guest pass instructions. At the same time, the **Print** dialog box appears.
10. Select the printer that you want to use, and then click **OK** to print the guest pass instructions.

You have completed generating and printing guest passes for your guest users. If you want to save a record of the batch guest passes that you have generated, click the **here**

link in "Click here to download the generated Guest Passes record," and then download and save the CSV file to your computer.

Creating a Guest Pass Profile

1. Log in to the guest pass generation page, as described in Generating and Printing Multiple Guest Passes at Once on page 262.
2. In **Creation Type**, click **Multiple**.
3. Click the **click here** link in *To download a profile sample, **click here***.
4. Save the sample guest pass profile (in CSV format) to your computer.
5. Using a spreadsheet application, open the CSV file and edit the guest pass profile by filling out the following columns:
   - #Guest Name: Type the name of the guest user (one name per row)
   - Remarks: (Optional) Type any note or remarks about the guest pass.
   - Key: Type a guest pass key consisting of 1-16 alphanumeric characters. If you want ZoneDirector to generate the guest pass key automatically, leave this column blank.
6. Go back to the Guest Access page, and then complete steps 6 to 10 in Generating and Printing Multiple Guest Passes at Once on page 262 to upload the guest pass profile and generate multiple guest passes.

Monitoring Generated Guest Passes

The guest pass monitoring page provides options for managing guest passes.

Generated guest passes includes self-service guest passes and admin-generated guest passes. Both types can be viewed, deleted individually or deleted all at once, or exported to a CSV file. Admin-generated guest passes can also be created from this page.

1. Go to **Monitor** > **Generated Guest Passes**.
2. View generated guest passes.
3. To remove a guest pass, select the check box for the guest pass and click the **Delete** button. Click **Delete All** to delete all generated guest passes at once.
4. Click **Export to CSV** to export the list to a CSV file that can be opened in a spreadsheet program.
5. To create new guest passes, click **Create New**. See Generating a Guest Pass from the Monitor Page on page 252.

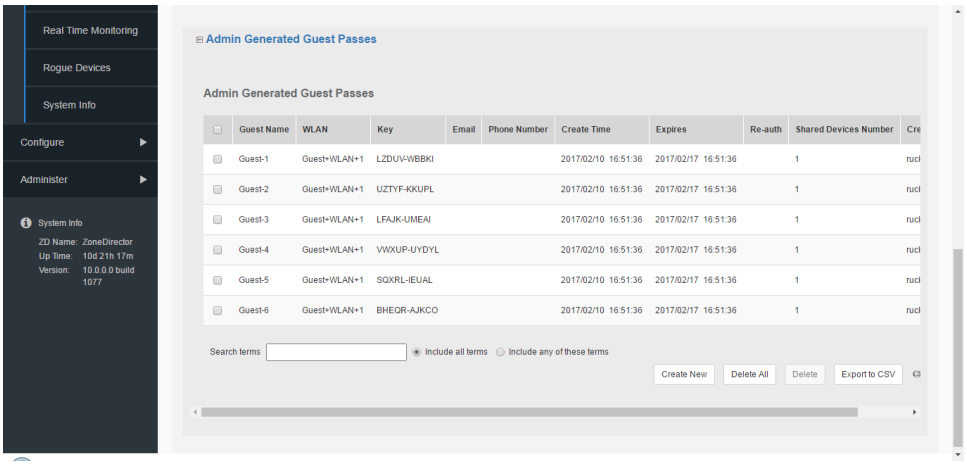


Figure 193: Viewing generated Guest Passes

Creating a Custom Guest Pass Printout

The guest pass printout is a printable HTML page that contains instructions for the guest pass user on how to connect to the wireless network successfully. The authenticated user who is generating the guest pass will need to print out this HTML page and provide it to the guest pass user. A guest pass in English is included by default.

As administrator, you can create custom guest pass printouts. For example, if your organization receives visitors who speak different languages, you can create guest pass printouts in other languages.

To create a custom guest pass printout:

1. Go to **Configure** > **Guest Access**.
2. Scroll down to the **Guest Pass Printout Customization** section.
3. Click the **click here** link under the Guest Pass Printout Customization section title to download the sample guest pass printout (in HTML format). Save the HTML file to your computer.
4. Using a text or HTML editor, customize the guest pass printout. Note that only ASCII characters can be used. You can do any or all of the following:
   - Reword the instructions
   - Translate the instructions to another language
   - Customize the HTML formatting

   NOTE The guest pass printout contains several tokens or variables that are substituted with actual data when the guest pass is generated. When you customize the guest pass printout, make sure that these tokens are not deleted.

For more information on these tokens, see Guest Pass Printout Tokens on page 266.

- Go back to the **Guest Pass Printout Customization** section, and then click **Create New**. The **Create New** form appears.

5. In **Name**, type a name for the guest pass printout that you are creating. For example, if this guest pass printout is in Spanish, you can type Spanish.
6. In **Description** (optional), add a brief description of the guest pass printout.
7. Click **Browse**, select the HTML file that you customized earlier, and then click Open. ZoneDirector copies the HTML file to its database.
8. Click **Import** to save the HTML file to the ZoneDirector database.

You have completed creating a custom guest pass printout. When users generate a guest pass, the custom printout that you created will appear as one of the options that they can print.

Guest Pass Printout Tokens

The table below lists the tokens that are used in the guest pass printout. Make sure that they are not accidentally deleted when you customize the guest pass printout.

Table 30: Tokens that you can use in the guest pass printout

Token	Desription
{GP_GUEST_NAME}	Guest pass user name.
{GP_GUEST_KEY}	Guest pass key.
{GP_IF_EFFECTIVE_FROM_CREATION_TIME}	If you set the validity period of guest passes to Effective from the creation time (in the Guest Pass Generation section), this token shows when the guest pass was created and when it will expire.
{GP_ELSEIF_EFFECTIVE_FROM_FIRST_USE}	If you set the validity period of guest passes to Effective from first use (in the Guest Pass Generation section), this token shows the number of days during which the guest pass will be valid after activation. It also shows the date and time when the guest pass will expire if not activated.
{GP_ENDIF_EFFECTIVE}	This token is used in conjunction with either the **{GP_ELSEIF_EFFECTIVE_FROM_FIRST_USE}** or **{GP_ENDIF_EFFECTIVE}** token.

Token	Desription
{GP_VALID_DAYS}	Number of days for which the guest pass is valid.
{GP_VALID_TIME}	Date and time when the guest pass expires
{GP_GUEST_WLAN}	Name of WLAN that the guest user can access.

Delivering Guest Passes via Email

Email delivery requires that the SMTP settings on the Configure > System page are first configured to allow ZoneDirector to use the configured email server to deliver guest passes.

To customize the content of the email message used to deliver the guest pass code, use the following procedure:

1. On the **Configure** > **Guest Access** page, locate the **Customize the Email Content** section.
2. Customize the message in the text box and click **Apply** to save your changes.

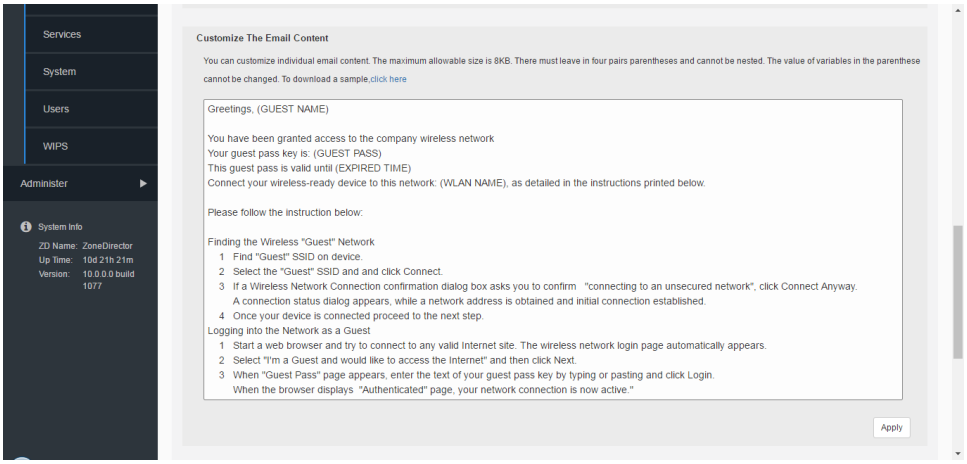


Figure 194: Customize the email content

Delivering Guest Passes via SMS

SMS delivery requires that the SMS settings on the Configure > System page are first configured to allow ZoneDirector to use the configured Twilio or Clickatell account to deliver guest passes.

To customize the content of the SMS message used to deliver the guest pass code, use the following procedure:

1. On the **Configure** > **Guest Access** page, locate the **Customize the SMS Content** section.
2. Customize the message in the text box and click **Apply** to save your changes.

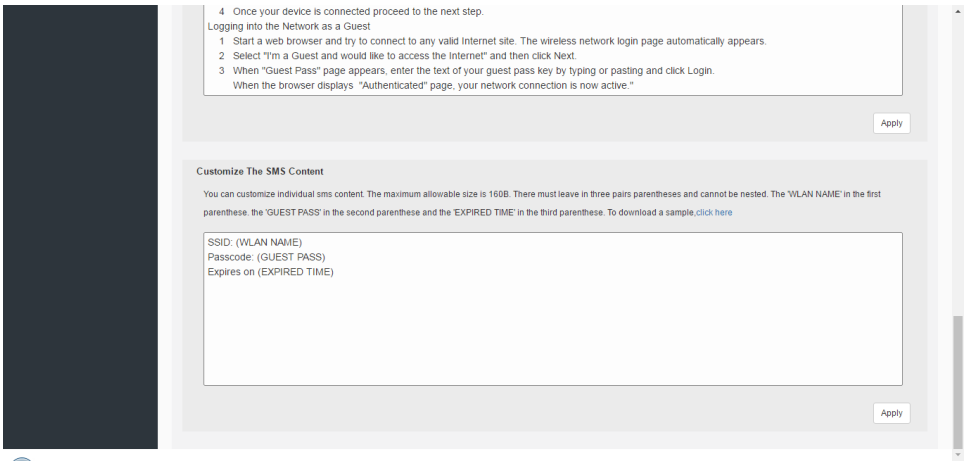


Figure 195: Customize the SMS content

NOTE For more information on Captive Portal redirection for Hotspot, Web Auth and Guest Access WLANs, see Captive Portal Redirect on Initial Browser HTTPS Request on page 236.

Monitoring Your Wireless Network 9

Reviewing the ZoneDirector Monitoring Options

The following ZoneDirector Monitor menu pages contain options for monitoring all aspects of your wireless network, including the controller itself, all connected APs, WLANs, clients, guest passes, alarms and events, and rogue devices.

Monitoring Access Points

ZoneDirector provides several features for monitoring the status and performance of your APs.

The following are a few ways you can quickly locate information on the APs that ZoneDirector is managing:

1. Open the **Dashboard** for a map view of active APs. Click the MAC address link of any AP record to see more details.
2. Go to **Monitor** > **Access Points** and review the usage and coverage of your APs. Click the MAC address link of any listed AP to see more details.

Using the AP Status Overview Page

The **Monitor** > **Access Points** page provides an overview of currently managed APs and consists of three tables: Currently Managed APs on page 270, Currently Managed AP Groups on page 272, and Events/Activities on page 273. These tables list the first 15 entries by default and can be expanded using the **Show More** button. Click on the MAC address, AP name or user name for more detailed information on the specific AP or client.

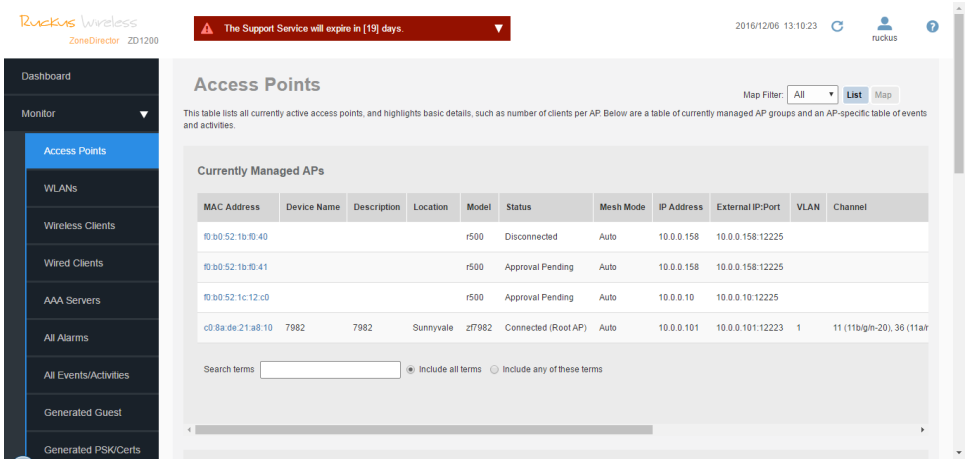


Figure 196: The Monitor > Access Points page

Currently Managed APs

The Currently Managed APs table includes the following information:

Table 31: Currently managed APs

Heading	Description
MAC Address	The AP's MAC address. Click this link to view details specific to this AP.
Device Name	The AP's "name." This can be modified on the **Configure** > **Access Points** page by clicking the Edit link next to the AP's MAC address.
Description	The AP's "description." This can be modified on the Configure page by clicking the Edit link next to the AP's MAC address.
Location	The AP's "location." This can be modified on the **Configure** > **Access Points** page by clicking the Edit link next to the AP's MAC address.
Model	The ZoneFlex model number.
Status	Displays the current status of the AP from ZoneDirector's perspective: • Approval Pending • Connected • Disconnected • Root AP • Mesh AP • eMesh AP • Number of hops
Mesh Mode	Displays whether the AP is manually set as a Root or Mesh AP, or set to automatically choose Mesh mode.
IP Address	The IP address of the AP.
External IP: Port	This column displays the public IP and port number for APs connected via Layer 3 behind a NAT device.
VLAN	The VLAN ID, if configured.
Channel	Displays the channel number and channel width. On dual band APs, details for each radio are shown.
Clients	The number of clients currently connected to this AP.
Bonjour Gateway	Indicates whether Bonjour Gateway service is enabled, disabled or not supported on this AP.

Heading	Description
Application Capability	Indicates whether Application Visibility is enabled, disabled or not supported on this AP.
Action	These icons allow you to configure and troubleshoot APs individually. See Using Action Icons to Manage and Troubleshoot APs on page 275.

The table can be customized by clicking the **Edit Columns** button. Additionally, you can export the content of this table using the Export to CSV on page 271 button.

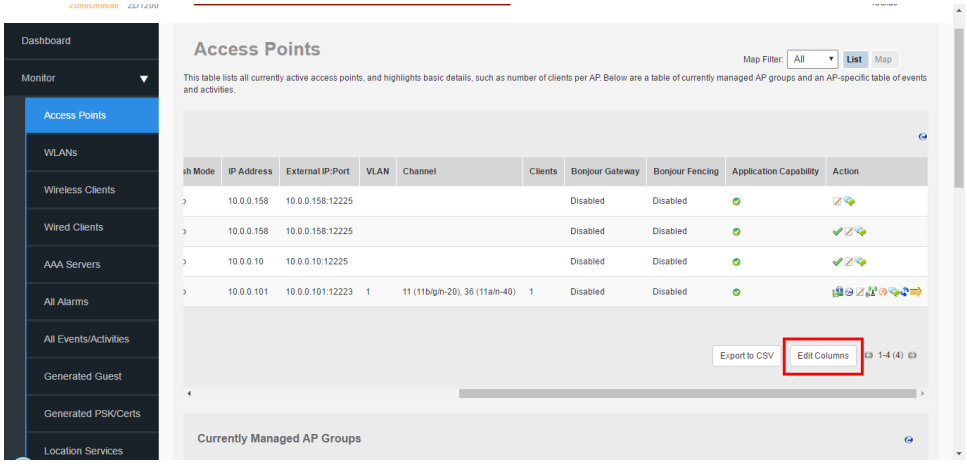


Figure 197: Click Edit Columns to customize the Currently Managed APs table

Export to CSV

The Currently Managed APs table can be exported as a CSV file, which can be opened in a spreadsheet program such as Microsoft Excel. If the search box is empty, all APs

will be saved to the CSV file. If you enter text in the search box, only the APs currently matching the search text will be exported.

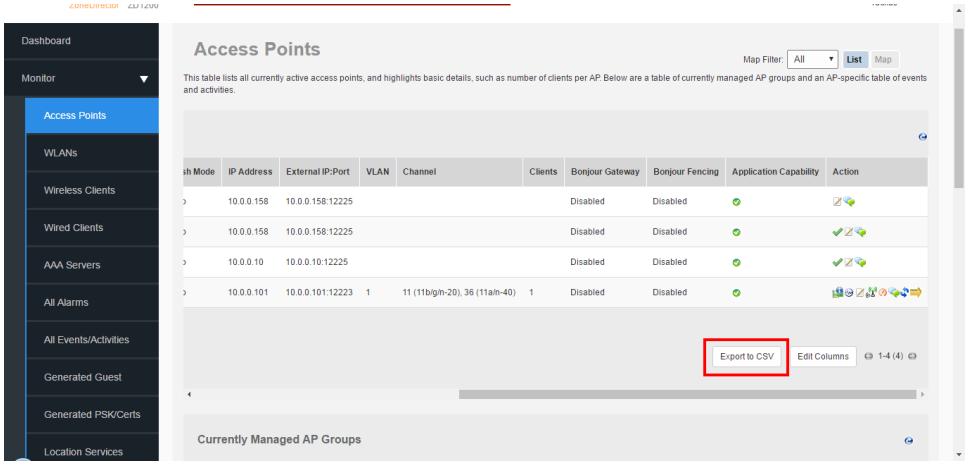


Figure 198: Saving a managed AP list as a CSV file

Currently Managed AP Groups

Click the + icon to expand the AP group to display all members of the group.

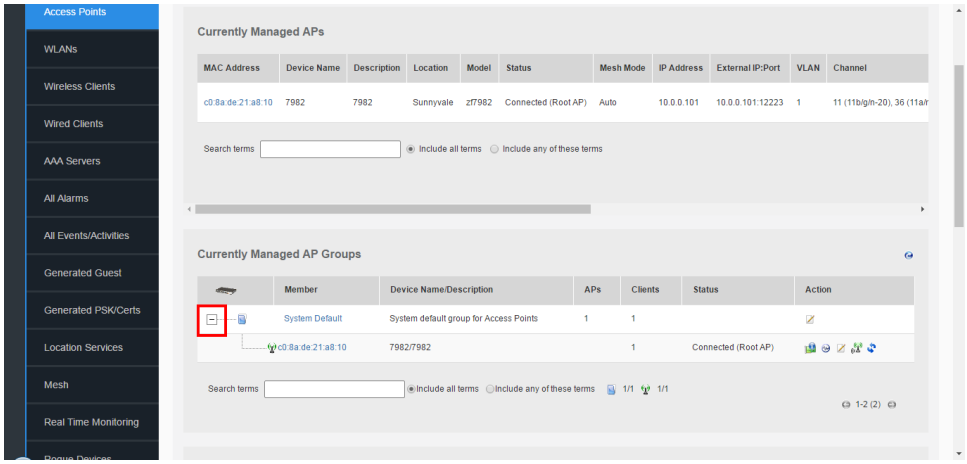


Figure 199: Viewing AP group members

Events/Activities

The Events/Activities table displays an AP-specific subset of the events listed on the All Events/Activities page.

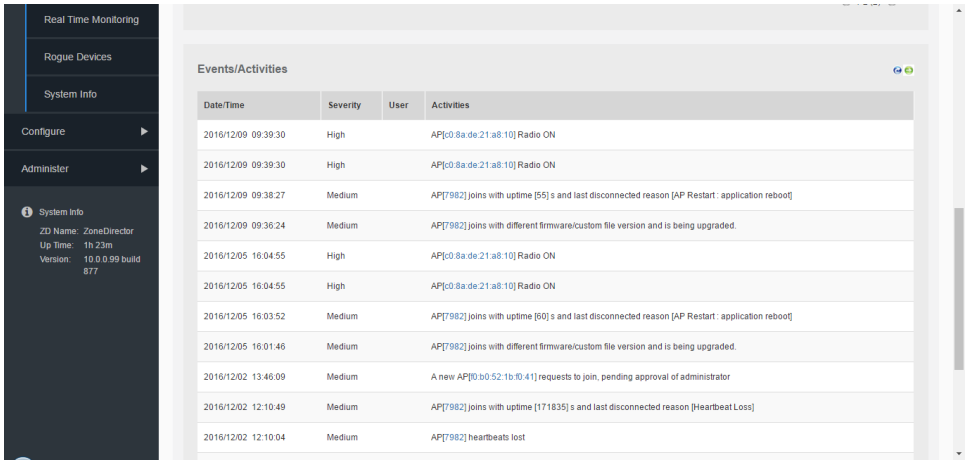


Figure 200: The Events/Activites table on the AP monitoring page

Monitoring Individual APs

When you click on the MAC address of any AP, the Monitor > Access Points page changes to a detailed view of information related to that specific AP. You can also click the AP name or MAC address in any of the tables or dashboard widgets in which it appears as a link to go directly to the AP detail page.

The **Monitor > Access Points > [AP MAC Address]** page provides the following details on the specific AP:

Table 32: AP Information details

Heading	Description
General Information	Displays general information on the AP, including software version, IP address and model number, uptime, clients and mesh status.
Actions	Action icons provide tools for managing the AP (see Using Action Icons to Manage and Troubleshoot APs on page 275).
Radio 802.11(b/g/n or 11a/n/ac)	Displays details on the 2.4 GHz (b/g/n) and 5 GHz (a/n/ac) radios. Transmission statistics are totals since last radio restart. Airtime % statistics represent the time spent sending (Tx) and receiving (Rx) 802.11 frames, plus the time spent waiting for non-802.11 interference to avoid collision (busy). Free airtime is 100% - total. High numbers indicate contention in the channel.

Heading	Description
LAN Port Configuration	Displays the current configuration of the AP's LAN ports, including their enabled state, type (Access Port or Trunk Port), and Access VLAN ID.
LAN Port Status	Displays the status of the Ethernet ports, whether the link is up or down and the speed/duplex status.
Neighbor APs	Displays nearby APs, their channel and signal strength.
WLANs	Displays the WLANs that this AP is supporting, including SSID name, BSSID MAC address, radio type and up/down status.
Performance	Displays a graphical view of AP performance and RF environment statistics. Three Performance analysis graphs plot the capacity, throughput, associated clients and RF contention in the channel as a function of time. The estimated capacity is of downlink traffic and is updated only when the AP transmits more than 1000 packets, each containing at least 1024 bytes of data, within a one-minute measurement interval. The uplink and downlink throughput curves show the actual throughput of a particular client or the current mix of clients. These curves are influenced by the user session, and they vary as a function of gaps in browsing activity and internet server response times. The RF Pollution graph plots a proprietary metric describing the impediment due to other RF signals competing for use of the channel over time. (See RF Pollution FAQ on page 277 for more information)
Mesh-related Information	Displays uplink/downlink information, transmission statistics and details on mesh signal strength and stability (if mesh is enabled).
Sensor Information	Displays AP orientation and temperature details as reported by the AP's internal sensors (not supported on all APs). See Access Point Sensor Information on page 280 for more information.
Clients	Displays a list of the currently connected clients. Action icons can be used to configure or troubleshoot a client from this list.
Events/Activities	Displays an AP-related subset of the All Events / Activities table.

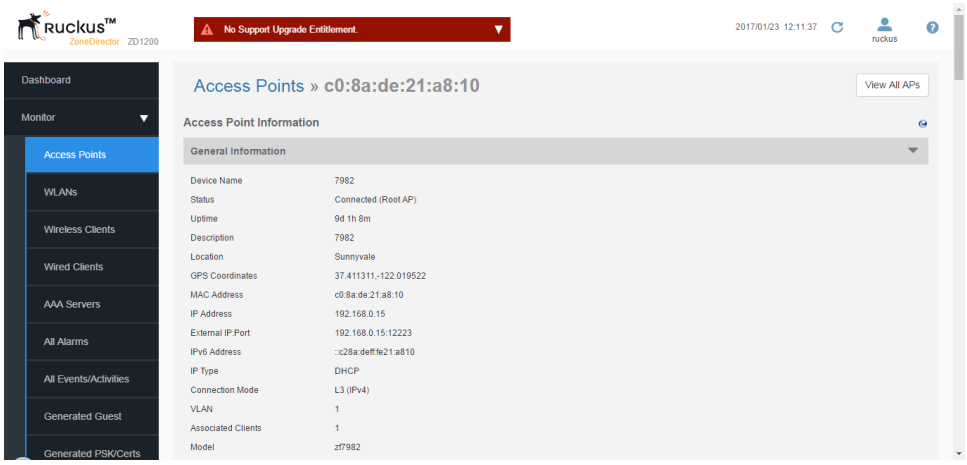


Figure 201: Monitoring an individual AP

Using Action Icons to Manage and Troubleshoot APs

The following action icons can be used to perform configuration and troubleshooting tasks on a specific AP.

Table 33: Action icons

Icon	Icon Name	Action
	System Info	Generate a log file (support.txt) containing system information on this AP.
	RF Info	Generates a log file called info.txt, containing radio frequency data that can be used for troubleshooting the RF environment.
	Configure	Go to the **Configure > Access Points** page and edit the configuration settings for this AP.
	SpeedFlex	Launch the SpeedFlex performance test tool to measure uplink/downlink speeds to/from this AP.
	Mesh View	Open a "Mesh View" screen with this AP highlighted in a Mesh tree that also shows any uplink and downlink APs connected to this AP.
	Troubleshoot	Troubleshoot connectivity issues using Ping and Traceroute.
	Restart	Initiate a reboot of this AP.
	Recover	Recover an isolated Mesh AP

Icon	Icon Name	Action
	Allow	Allow this AP to be managed by ZoneDirector. This icon will only appear if you have disabled automatic approval under "Access Point Policies" on the **Configure > Access Points** page.
	Join Another Controller	Click this button to migrate an AP to another controller.
	Spectrum Analysis	Launch the Spectrum Analysis window.
	Performance	Launch the AP Performance window.

Migrating an AP from ZoneDirector to Another Controller

The Migrate (join another controller) button allows you to migrate ZD-controlled APs to SmartZone or Ruckus Cloud control. When clicked, the AP is blocked from joining ZoneDirector, enables a SmartZone discovery client and reboots. After the reboot it begins searching for a new controller, either on premises or in the cloud.

Once the **Migrate** button is clicked, the following two actions will be taken:

1. The AP's SmartZone discovery process - called "wsgclient" - will be started.
2. Zonedirector will ignore this AP's discovery requests; ZD blocks the AP from joining until the block is manually removed.

The AP can discover SZ as usual, via any of the following methods:

- mDNS discovery on local IP subnet
- DHCP Option 43 sub-option 6
- DHCPv6 Option 17 sub-option 6
- DHCPv6 Option 52
- DNS entry named "ruckuscontroller.<local domain>"
- AP CLI command "set scg ip"

For more information on these SmartZone discovery methods, refer to the *SmartZone Admin Guide*.

NOTE If you have blocked an AP this way and want to allow it to join ZoneDirector again, go to **Configure > Access Points** and click **Allow**

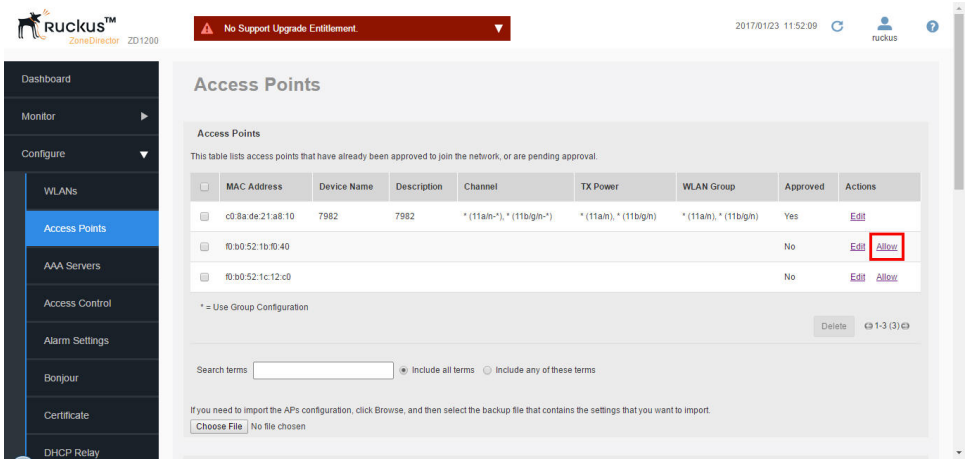


Figure 202: Click Allow to allow the AP to re-join ZoneDirector

RF Pollution FAQ

What is RF Pollution?

- "RF Pollution" is a linear index used to describe the level of performance-impacting RF contention and interference that an AP is experiencing. It distills several low-level MAC and PHY-level error metrics into a single parameter. Values can range from 0 to infinity, although in most normal environments the RF Pollution index will average between 10 and 100. Higher values indicate a noisier environment.
- What is RF Pollution measuring? It is measuring the level of RF contention and interference experienced by the AP. It distills several low-level MAC and PHY-level error metrics into a single parameter.
- How is RF Pollution different than noise? Noise may or may not have an impact on performance. RF Pollution is a measure of noise or other interference that is in fact impacting performance.
- How do customers use this new concept to understand and manage their WiFi networks? RF Pollution is an informational metric. BeamFlex and ChannelFly use a variant of this metric and other throughput-based metrics internally to optimize the RF so that you don't have to.
- Why is Ruckus using this new term vs. the existing measurements such as PHY errors, CRC errors, etc.? PHY Errors and CRC errors can be very misleading metrics because there is no standard way for the chipset to report them. Different chipsets can report these errors in different ways and certain types of noise can even mask these errors entirely. RF Pollution is a more stable metric that will never produce misleading results.

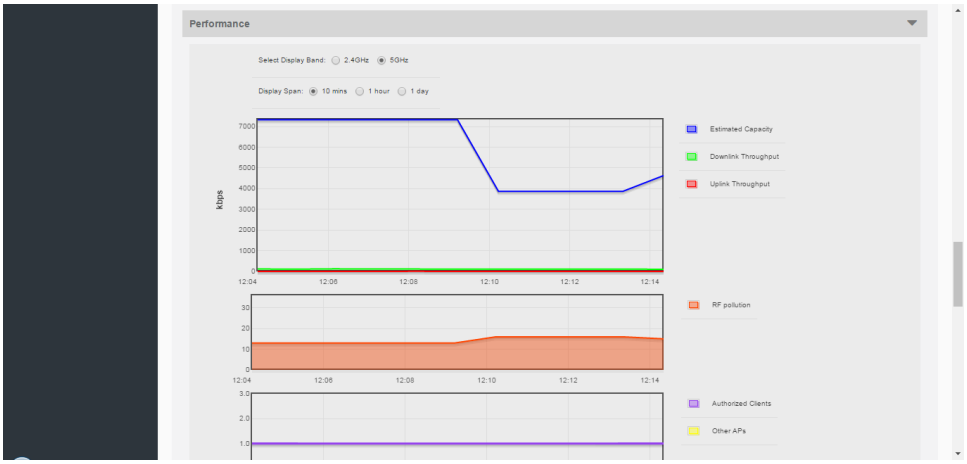


Figure 203: Monitoring an AP's performance

Spectrum Analysis

Spectrum analysis provides two real time views of the RF environment using data generated by the AP to chart power levels across the 2.4 and 5GHz frequency bands.

- **Instantaneous Samples View** (top view): The instantaneous samples plot provides a real time display of signal power across the entire 2.4 or 5GHz frequency bands. The plot is color-coded based on the signal power within each part of the frequency band. Red represents stronger signals while weaker signals are closer to blue.
- **CDF of Samples View** (bottom view): This graph displays the concentration of signal power readings within each portion of the frequency band in a cumulative distribution format. The CDF plot is color-coded based upon the frequency with which each point is observed during consecutive spectral sweeps of the entire 2.4/5Ghz frequency band. Frequently occurring points are marked 'red', moderately occurring points are marked 'yellow', and occasionally occurring points are marked 'green'.

To view spectrum analysis data for an access point:

1. Go to **Monitor** > **Access Points** and click the MAC address of the AP to view the AP detailed information page.
2. Click the **Spectrum Analysis** icon in the "Actions" table. (APs that do not support this feature do not display this icon).
3. The **Spectrum Analysis** display opens in a new window.
4. Select **2.4G** or **5G** to choose the frequency band for which spectrum analysis data will be collected, and click **Start Monitoring** to begin.

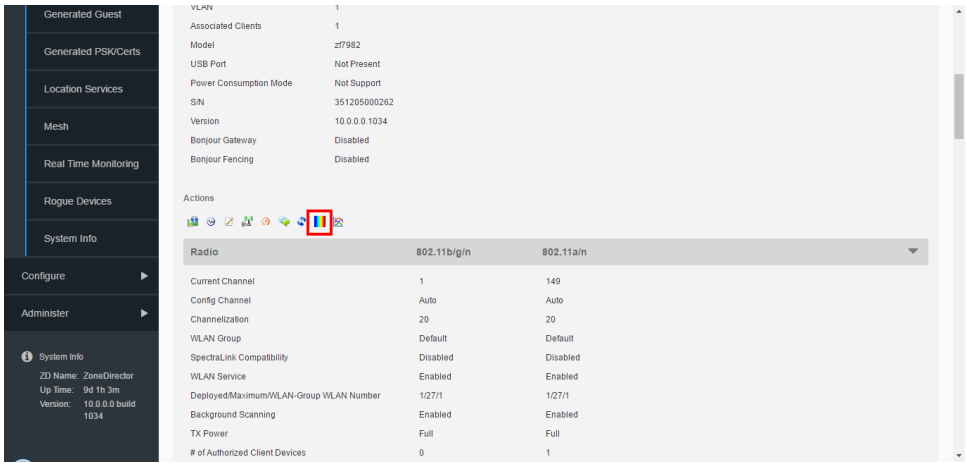


Figure 204: APs that support spectrum analysis display an extra icon in the Actions table

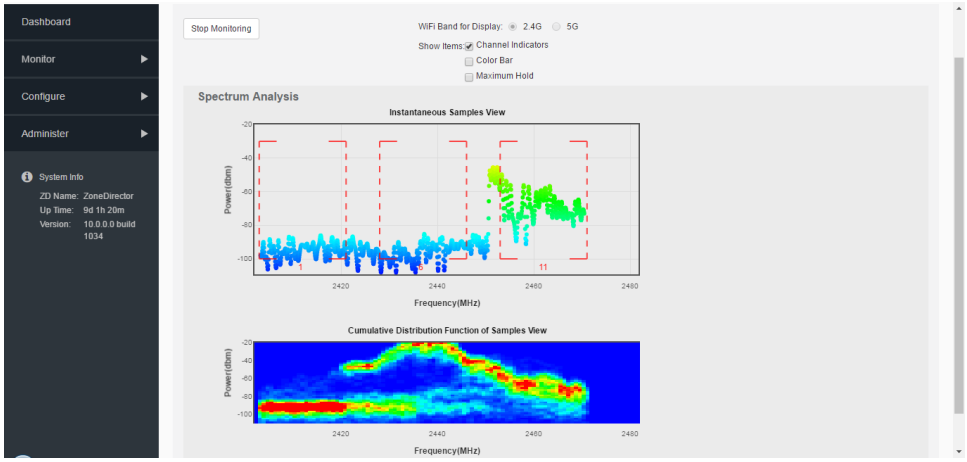


Figure 205: The Spectrum Analysis page

NOTE As of ZoneDirector release 10.0, Spectrum Analysis is supported on all 802.11n, 802.11ac Wave 1, and 802.11ac Wave 2 APs, with the exceptions of R300 and R310.

Neighbor APs

ZoneDirector uses several calculations to determine which APs are in proximity to one another. This information can be useful in planning or redesigning your Smart Mesh topology or in troubleshooting link performance issues.

Details on neighbor APs include:

- Access Point: The AP's description, if configured, or the MAC address if no name or description is available.
- Channel: The channel that the neighbor AP is currently using.

- Signal (dB): Signal strength.
- Path Score (status): A higher score indicates better performance over the link between this AP and its neighbor.

NOTE Note that only ZoneFlex APs of the same radio type can mesh with one another. If the AP is of a different radio type than the one you are currently viewing, this field will display "N/A (Unknown)".

Access Point Sensor Information

If your APs include internal sensors, ZoneDirector will display the AP's status in this section. Temperature and orientation sensors are available on most Ruckus Wireless outdoor APs.

Orientation

- Desktop/Horizontal Mount
- Ceiling/Horizontal Mount
- Wall/Vertical Mount

Temperature

This sensor displays the temperature statistics as reported by the AP.

Moniting WLAN Status

The **Monitor** > **WLANs** page lists the currently deployed WLANs, WLAN Groups, VLAN Pools, Events/Activities and RADIUS statistics (for WLANs that use RADIUS authentication).

Click on a WLAN **Name** to view detailed information on a specific WLAN.

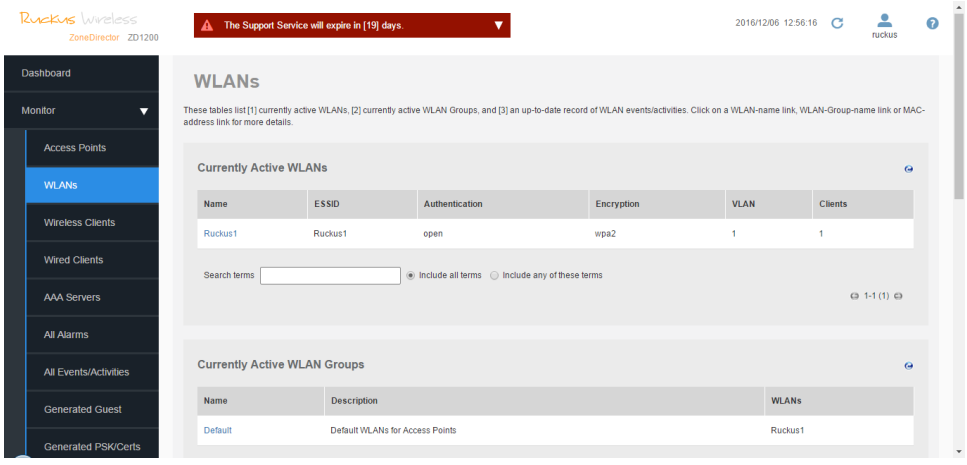


Figure 206: The Monitor > WLANs page

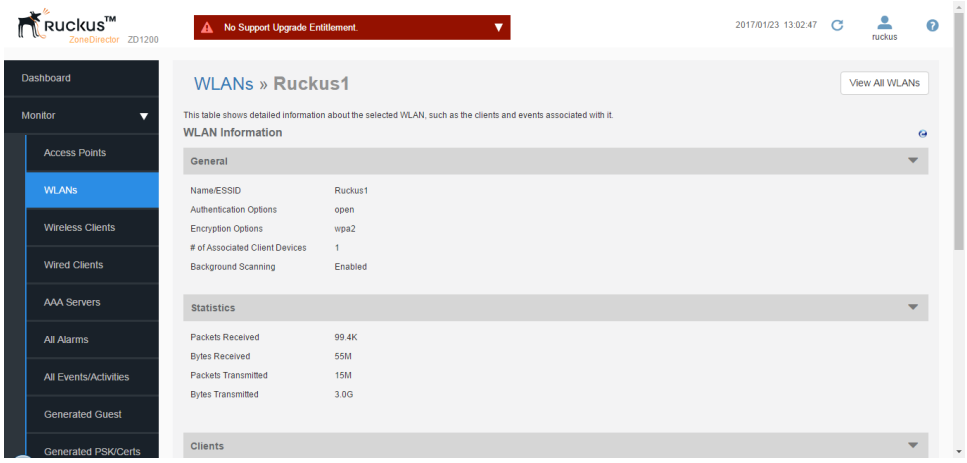


Figure 207: Monitoring an Individual WLAN

Reviewing Current User Activity

You can monitor current wireless users by viewing a general overview of all currently connected clients, and on a per-client basis.

1. Go to **Monitor** > **Wireless Clients**.
2. When the **Wireless Clients** page appears, review the table for a general survey.
3. In the **Active Clients** table, click any client's device **MAC address** link to monitor that client in more detail.

Additionally, you can perform a number of actions on individual clients from this page, including blocking unauthorized clients, deleting clients from the table (which will allow them to attempt to reconnect), testing throughput using SpeedFlex, and testing connectivity using Ping and Traceroute, using the Action icons (see Active Client Action Icons on page 282).

The Wireless Clients monitoring page also includes the following details on active and recently active clients:

- **Active Clients**: The Active Clients table displays a list of active wireless clients. You can customize the columns displayed by clicking the **Edit Columns** button. You can also delete, block, run SpeedFlex and test connectivity using the action icons in this table.
- **Inactive Clients**: The Inactive Clients table displays a list of inactive clients and can be used to view usage statistics of recently disconnected clients.
- **Events/Activities**: The Events/Activities table displays a client-specific subset of the events listed on the All Events/Activities page.

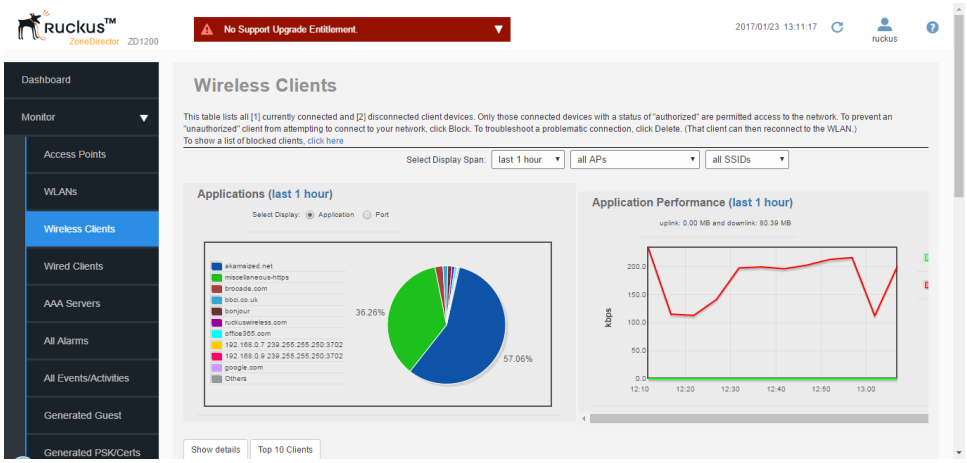


Figure 208: Monitoring Wireless Clients

Active Client Action Icons

The following Action icons can be used for configuration and troubleshooting of an individual client.

Table 34: Client Action Icons

Icon	Name	Description
	Delete	Delete a client record. See Temporarily Disconnecting Specific Client Devices on page 110.
	Block	Permanently block a client device. See Permanently Blocking Specific Client Devices on page 111.
	SpeedFlex	Launch the SpeedFlex performance test tool to measure uplink/downlink speeds to/from this client. See Measuring Wireless Network Throughput with SpeedFlex on page 339.
	Network Connectivity	Troubleshoot connectivity issues using Ping and Traceroute. See Using the Ping and Traceroute Tools on page 346.

Viewing Application Usage Statistics

The Applications/Ports pie chart displays user activity by application or port for the selected time span. The Application Performance chart displays uplink and downlink throughput over time.

Select time span, AP group and SSID to change or filter the values displayed in the charts.

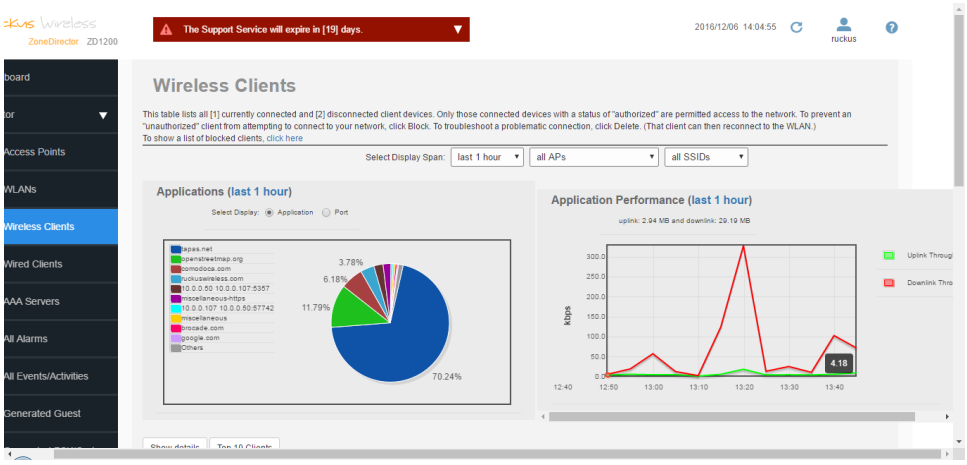


Figure 209: Monitoring client activity

Click the **Show Details** button to display detailed application or port usage percentages.

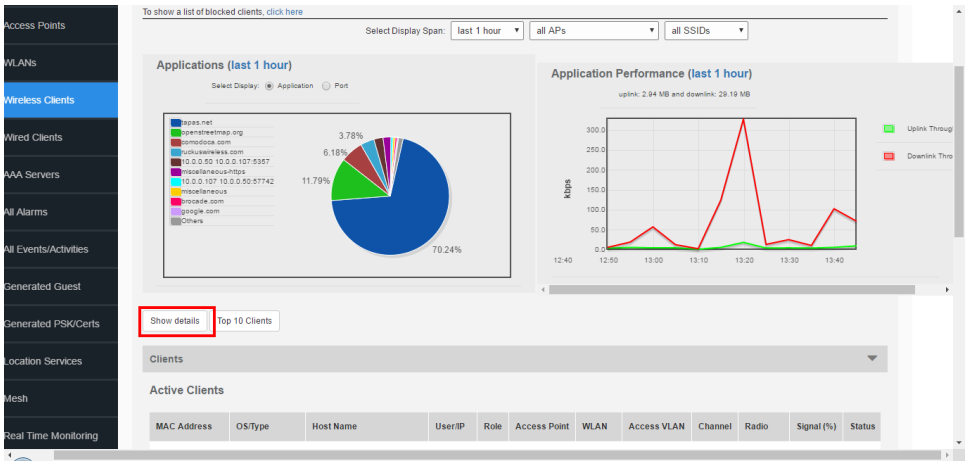


Figure 210: Click Show Details to view application usage statistics

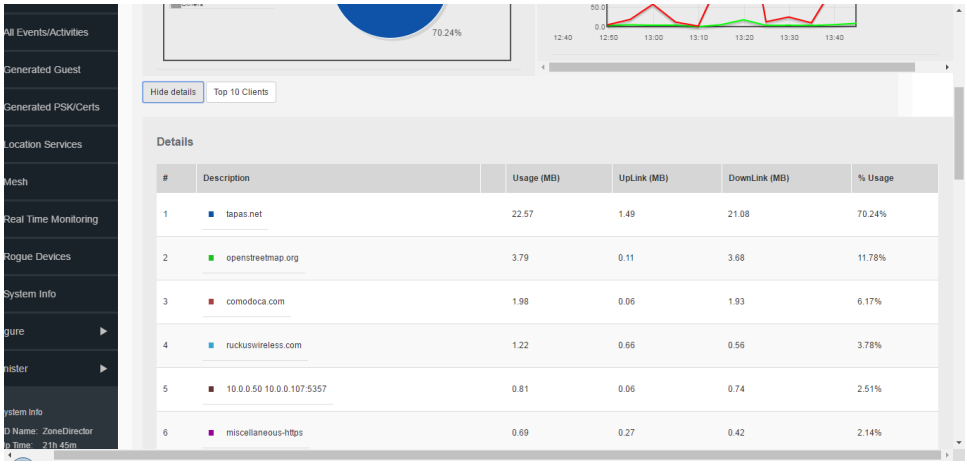


Figure 211: Client application usage details table

Viewing Application Usage by Client

The Applications pie chart can also be used to discover which clients are using the most used applications.

When you mouse over a section of the pie chart, a table is displayed to the right providing a list of the top 10 clients responsible for this traffic.

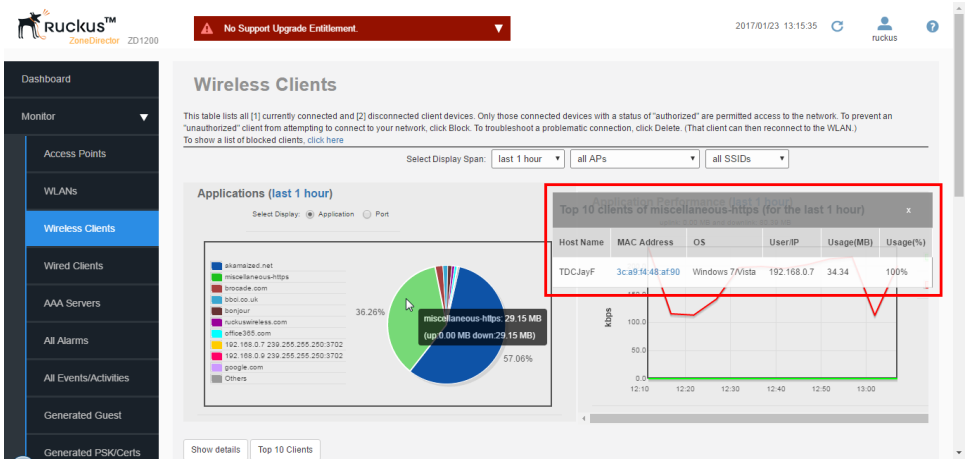


Figure 212: Viewing the top 10 clients of an application

Viewing the Top 10 Clients by Usage

Clicking the Top 10 Clients button launches a new web page with a pie chart and table displaying the top 10 clients by traffic volume.

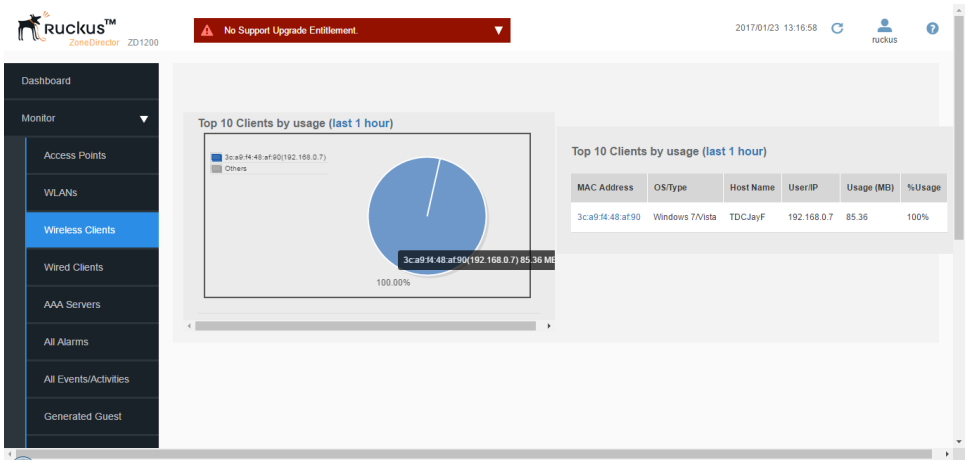


Figure 213: Click the "Top 10 Clients" button to view details on the top clients by traffic volume

Monitoring Individual Clients

You can monitor individual wireless clients by clicking on the MAC address of any connected client from the Clients page, the All Events/Activities page and other tables where client information is displayed.

To view detailed information about a specific client:

1. Go to **Monitor** > **Wireless Clients**
2. Click the link for the MAC address of the client you want to monitor. The page refreshes to display a page of client specific information and statistics. The **Monitor** > **Wireless Clients** > **[client MAC address]** page displays the following information about the connected client.

Heading	Description
Applications/Ports and Application Performance Charts	Displays client application usage and throughput in pie chart and time graph formats. Click **Show Details** to view application usage statistics for this client.

Heading	Description
General	• Displays general information on the client, including Name, OS, AP, WLAN, channel, traffic and signal strength statistics. • The **Last Updated** column displays current AP receive signal strength (in dB), as well as AP transmit data rate. The Tx Data Rate value consists of the MCS value (Modulation and Coding Scheme; for a list of MCS codes, see http://en.wikipedia.org/wiki/IEEE_802.11n-2009), the channel width (20S or 40S), and the data rate in Mbps. • Contains a **Client Performance** icon (see Monitoring Client Performance on page 286).
Events	Displays a client-specific subset of the events in the All Events/Activities table.

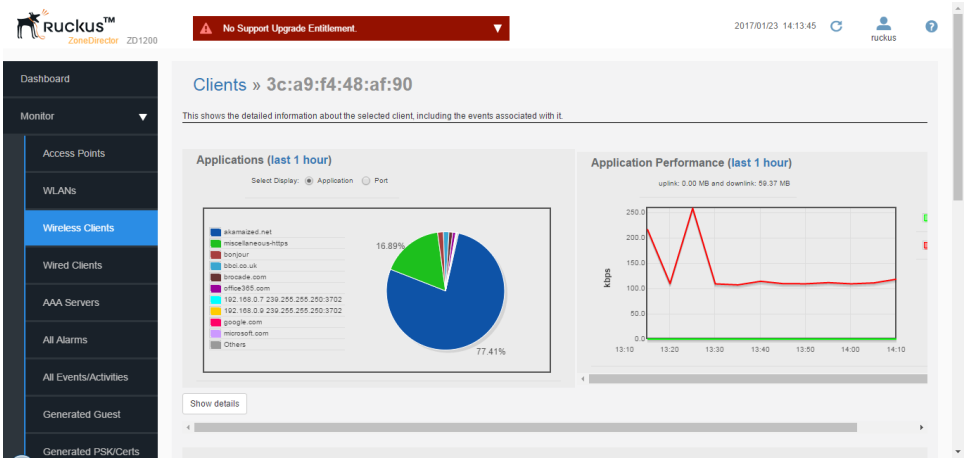


Figure 214: Viewing individual client information and performance statistics

Monitoring Client Performance

The Client Performance graph can be used to track the uplink/downlink throughput and estimated capacity of a specific client over time.

To monitor a client's performance:

1. Go to **Monitor** > **Wireless Clients** and locate the client MAC address in the Active Clients list.
2. Click the client's MAC address link to view the client details page.

3. Click the **Client Performance** icon to launch a new browser page displaying client throughput and capacity over time. Select a time increment and the chart updates immediately.

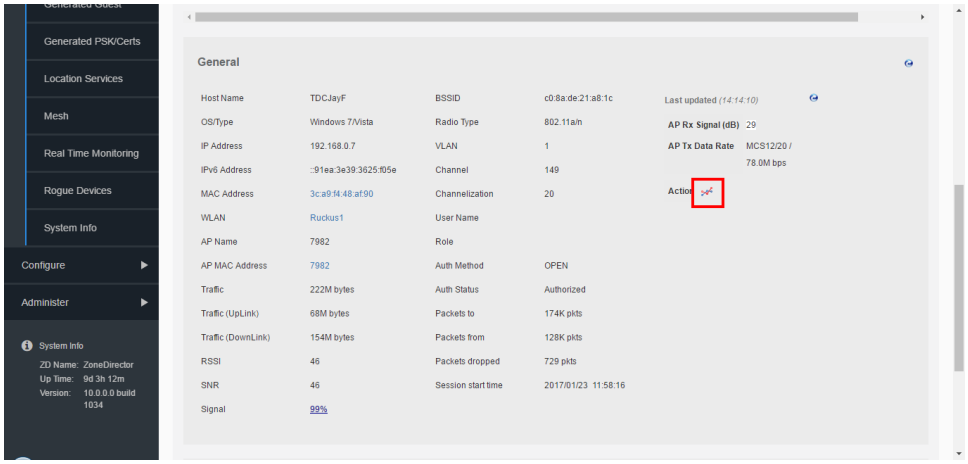


Figure 215: The Client Performance icon

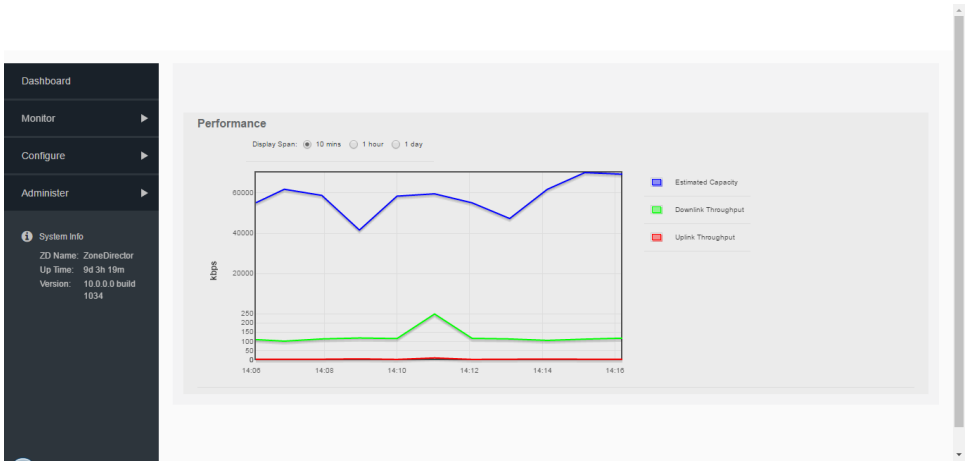


Figure 216: Client Performance chart

The Estimated Capacity is the maximum potential throughput of a particular client. Estimated capacity or estimated throughput is the short-time averaged MSDU throughput the client is receiving when the AP is actually transmitting to that client. It is measured in bits/s and takes into account the PHY rate, error rate, and all contention due to 802.11 and non-802.11 transmitters. Because it takes into account every source of link impairment, estimated throughput is the best possible way of numerically characterizing client performance in a single number. This estimate is based on measurements of downlink traffic and is updated only when the AP transmits more than 1000 packets, each containing at least 1024 bytes of data, within a one-minute measurement interval.

The uplink and downlink throughput curves show the actual throughput of the client as measured by the AP. These curves are influenced by the user session, and they vary as a function of gaps in browsing activity and internet server response times.

Monitoring Wired Clients

You can monitor currently connected wired clients using the Monitor >Wired Clients page.

This page displays all currently connected 802.1X or tunneled wired client devices. Only devices with an "authorized" status are permitted access to the network. The **Clients** table lists the wired client's MAC address, user name or IP address, the AP it is connected to, the LAN, VLAN and authorization status. The **Events / Activities** table displays recent connection and authentication events related to wired clients only.

Monitoring AAA Server Statistics

To monitor AAA server (RADIUS) statistics, go to Monitor > AAA Servers.

Reviewing Current Alarms

If an alarm condition is detected, ZoneDirector will record it in the events log, and if configured, will send an email warning.

To review the current alarms and clear all resolved alarm records, follow these steps:

1. Go to **Monitor** > **All Alarms**.
2. When the **All Alarms** page appears, the **Alarms** table lists the unresolved alarms, the most recent at the top.
3. Review the contents of this table. The **Activities** column is especially informative.
4. If a listed alarm condition has been resolved, click the **Clear** link to the right. You also have the option of clicking **Clear All** to resolve all alarms at once.

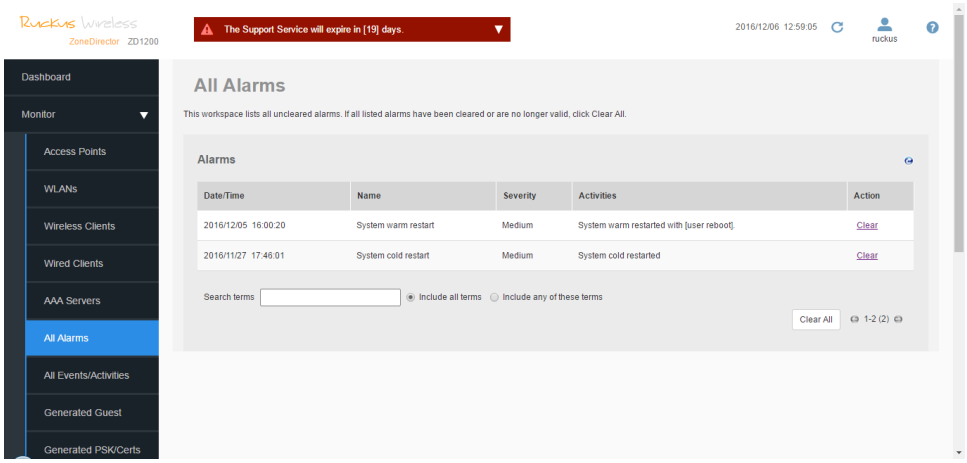


Figure 217: The **Monitor > All Alarms** page

Reviewing Recent System Events

The Monitor > All Events/Activities page displays the most recent records in ZoneDirector's internal log file.

To view a list of recent events/activities:

1. Go to **Monitor > All Events/Activities**.
2. Review the details displayed in the **Events/Activities** table.
3. The first 15 entries are displayed by default. Click **Show More** to expand the display.
4. Click **Clear All** to delete all entries in the table.

NOTE AP events display the first 17 characters of an AP name (if AP names are used).

NOTE The **All Events/Activities** table displays a maximum of 2,500 events. When this limit is reached, the oldest events will be overwritten when new events occur.

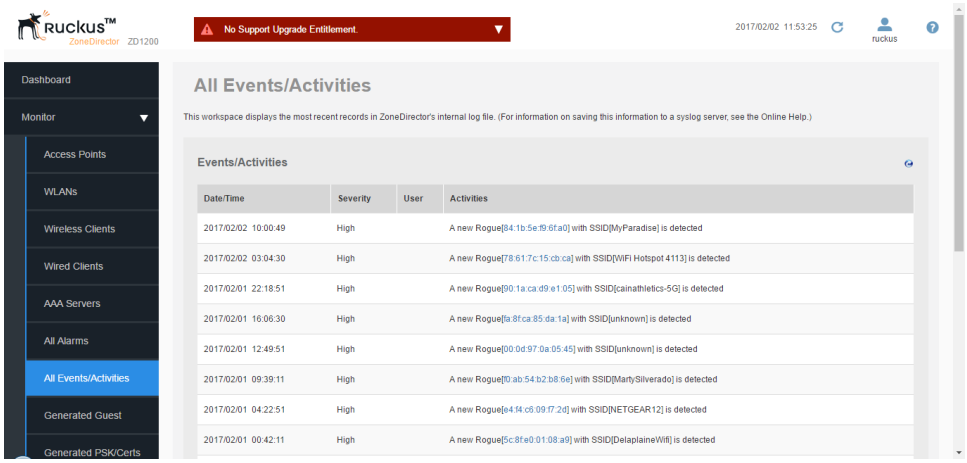


Figure 218: The Monitor > All Events/Activities page

Monitoring Location Services

To monitor SmartPositioning location servers, go to Monitor > Location Services.

NOTE For information on configuration and administration of Ruckus SmartPositioning Technology (SPoT) service, please refer to the *SPoT User Guide*, available from the Ruckus support site: https://support.ruckuswireless.com

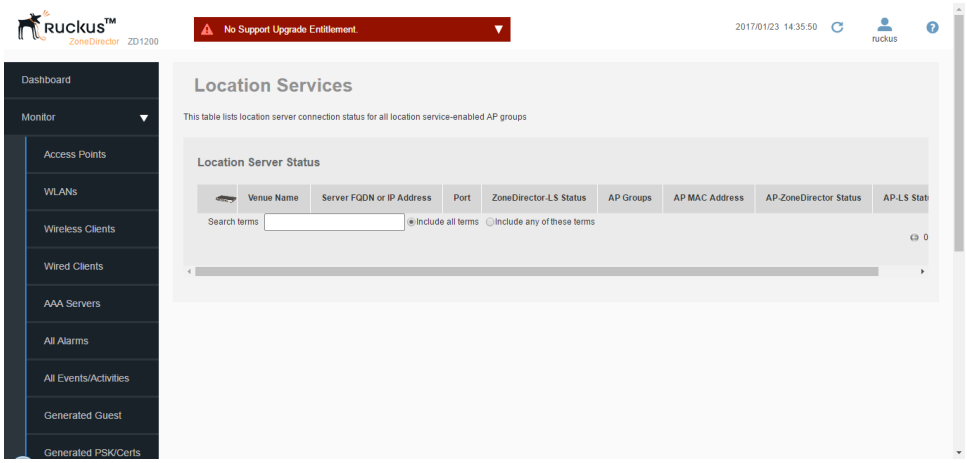


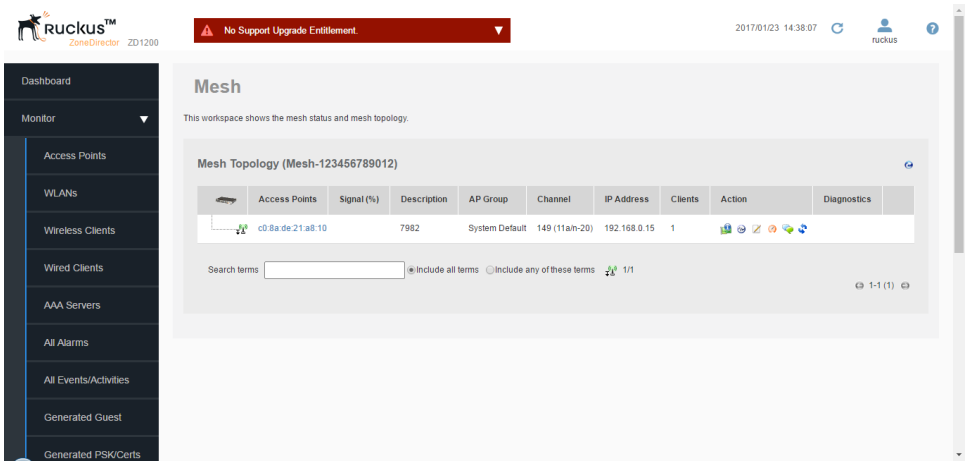
Figure 219: Monitoring Location Services

Monitoring Mesh Status

The Monitor > Mesh page can be used to view Smart Mesh topologies of any mesh trees present on your network.

This page also displays non-meshing APs controlled by ZoneDirector and provides action icons to troubleshoot and diagnose mesh-related problems.

Figure 220: Reviewing Mesh status of APs using the Monitor > Mesh page



Real Time Monitoring

The Real Time Monitoring tool provides a convenient at-a-glance overview of performance statistics such as CPU and memory utilization, number of APs and clients on the network, and number of packets transmitted.

Click the **Add Widgets** link to view available widgets, and drag and drop icons onto the dashboard to customize the display. Select a time period for display (five minutes, one hour, or one day), and click **Start Monitoring** to start.



Figure 221: Real Time Monitoring

Real Time Monitoring Widgets

- **CPU Util**: Displays the % utilization of ZoneDirector's CPU.
- **Memory Util**: Displays the % utilization of ZoneDirector's memory.
- **# of APs**: Displays the number of APs being managed by ZoneDirector.
- **# of Authorized Client Devices**: Displays the number of client devices associated to APs being managed by ZoneDirector.
- **Bytes Received**: Total bytes received by all APs being managed by ZoneDirector.
- **Bytes Transmitted**: Total bytes received by all APs being managed by ZoneDirector.
- **Packets Received**: Total packets received by all APs being managed by ZoneDirector.
- **Packets Transmitted**: Total packets transmitted by all APs being managed by ZoneDirector.

Detecting Rogue Access Points

"Rogue" (unauthorized) APs pose problems for a wireless network in terms of airtime contention as well as security.

Usually, a rogue AP appears in the following way: an employee obtains another manufacturer's AP and connects it to the LAN, to gain wireless access to other LAN resources. This would potentially allow even more unauthorized users to access your corporate LAN - posing a security risk. Rogue APs also interfere with nearby Ruckus Wireless APs, thus degrading overall wireless network coverage and performance.

ZoneDirector's rogue AP detection features help in identifying the presence of a rogue AP, categorizing it as either a known neighbor AP or as a malicious rogue, and locating it on your worksite floorplan prior to its physical removal.

To detect a rogue AP:

1. Go to **Monitor** > **Rogue Devices**.
2. The **Monitor** > **Rogue Devices** page provides the following three tables:
   - **Currently Active Rogue Devices**: Lists all currently detected rogue APs.
   - **Known/Recognized Rogue Devices**: Lists rogue APs that have been marked as known, typically neighbor APs.
   - **User Blocked Rogue Devices**: Lists devices that have been marked as malicious by the user.
3. Review the **Currently Active Rogue Devices** table. The following types of Rogue APs generate an alarm when ZoneDirector detects them (if the alarm has been enabled):
   - AP: A normal rogue AP. This rogue AP has not yet been categorized as malicious or non-malicious.
   - Malicious AP (SSID-spoof): A malicious rogue AP that uses the same SSID as ZoneDirector's AP, also known as an "Evil-twin" AP.
   - Malicious AP (Same-Network): A malicious rogue AP that is connected to the same wired network.
   - Malicious AP (MAC-spoof): A malicious rogue AP that has the same BSSID (MAC) as one of the virtual APs managed by ZoneDirector.
   - Malicious AP (User-Blocked): A rogue AP that has been marked as malicious by the user.
4. To mark an AP as malicious, click **Mark as Malicious**. This AP will now be blocked and listed in the **User Blocked Rogue Devices** table. The malicious rogue AP protection mechanisms (enabled from the **Configure > WIPS** page) are automatically applied to all rogue APs categorized as "malicious," whether user-blocked or another type.
5. If a listed AP is part of another, known neighbor network, click **Mark as Known**. This identifies the AP as posing no threat, while copying the record to the **Known/Recognized Rogue Devices** table.
6. To locate rogue APs that do pose a threat to your internal WLAN, go to the Dashboard, locate your deployment location on the Dashboard Health Map, and click **Zoom into this Map** (if a venue map has been imported).
7. In the Map View, look for rogue AP icons. This provides a clue to their location.

You can now find the rogue APs and disconnect them. Or, if a rogue AP is actually a component of a neighboring network, you can mark it as "known."

NOTE If your office or worksite is on a single floor in a multistory building, your upper- and lower-floor neighbors' wireless access points may show up on the Map View, but

seemingly in your site. As the Map View cannot locate them in vertical space, you may mark them as "Known."

NOTE To assist in physically locating rogue devices, click the plus sign (+) icon next to a detected rogue AP. This expands a list to display which ZoneFlex APs have detected this rogue, sorted according to signal strength.

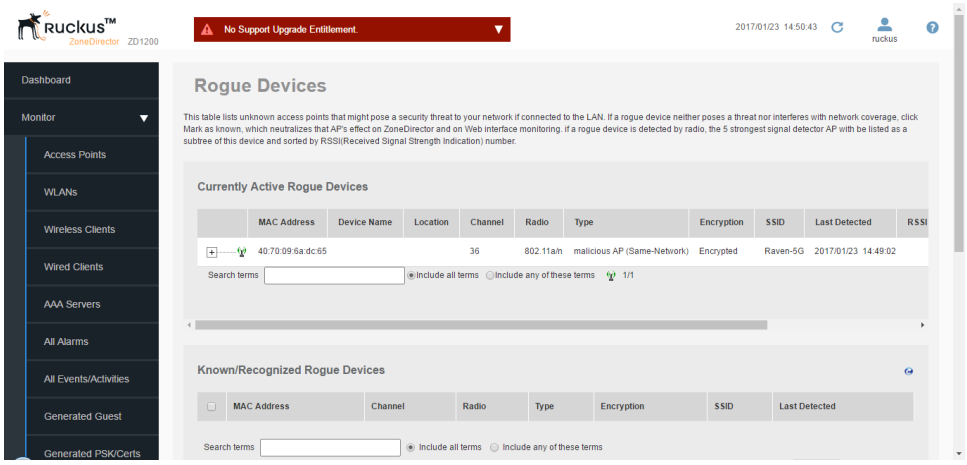


Figure 222: Monitoring Rogue Access Points

Monitoring System Information

The Monitor > System Info page provides general overview of the ZoneDirector, as well as information on Ethernet port status, Smart Redundancy status, and Location Services status, if any.

Monitoring System Ethernet Port Status

To view the status of ZoneDirector's Ethernet ports, go to Monitor > System Info. The table displays the MAC address, Interface ID, physical link status, link speed, and total packets/bytes received/transmitted on the port since last restart.

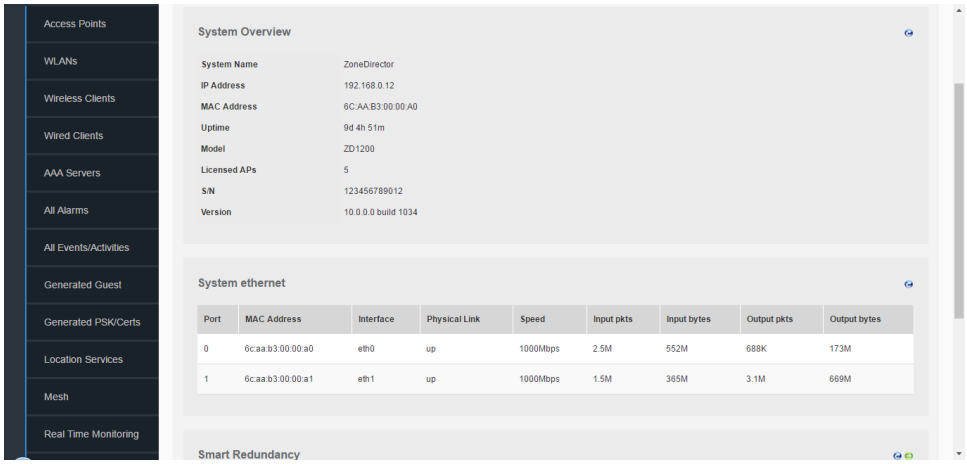


Figure 223: Monitoring ZoneDirector Ethernet port information

Deploying a Smart Mesh Network 10

Overview of Smart Mesh Networking

A Smart Mesh network is a peer-to-peer, multi-hop wireless network wherein participant nodes cooperate to route packets. In a Ruckus wireless mesh network, the routing nodes (that is, the Ruckus Wireless APs forming the network), or “mesh nodes,” form the network's backbone. Clients (for example, laptops and other mobile devices) connect to the mesh nodes and use the backbone to communicate with one another, and, if permitted, with nodes on the Internet. The mesh network enables clients to reach other systems by creating a path that 'hops' between nodes.

Smart Mesh networking offers many advantages:

- Smart Mesh networks are self-healing: If any one of the nodes fails, the nodes note the blockage and re-route data.
- Smart Mesh networks are self-organizing: When a new node appears, it becomes assimilated into the mesh network.

In the Ruckus Wireless Smart Mesh network, all traffic going through the mesh links is encrypted. A passphrase is shared between mesh nodes to securely pass traffic.

When deployed as a mesh network, Ruckus Wireless APs communicate with ZoneDirector through a wired LAN connection or through wireless LAN connection with other Ruckus Wireless access points.

NOTE For best practices and recommendations on planning and deploying a Ruckus Wireless Smart Mesh network, refer to Choosing the Right AP Model for Your Mesh Network.

Smart Mesh Networking Terms

Before you begin deploying your Smart Mesh network, Ruckus Wireless recommends getting familiar with the following terms that are used in this document to describe wireless mesh networks.

Table 35: Mesh networking terms

Term	Definition
Mesh Node	A Ruckus Wireless ZoneFlex AP with mesh capability enabled.
Root AP (RAP)	A mesh node that communicates with ZoneDirector through its Ethernet (that is, wired) interface.

Term	Definition
Mesh AP (MAP)	A mesh node that communicates with ZoneDirector through its wireless interface.
Ethernet-Linked Mesh AP (eMAP)	An eMAP is a mesh node that is connected to its uplink AP through a wired Ethernet cable, rather than wirelessly. eMAP nodes are used to bridge wireless LAN segments together.
Mesh Tree	Each Mesh AP can have exactly one uplink to a Root AP or another Mesh AP, and each Root AP or Mesh AP can have multiple Mesh APs connected to it, resulting in a tree-like topology. A single ZoneDirector can manage more than one mesh tree. There is no limit on the number of mesh trees per ZoneDirector. For example, a ZoneDirector 1106 can manage 1mesh tree of 6 APs, 2 mesh trees of 3 APs each, or 3 mesh trees of 2 APs each.
Hop	The number of wireless mesh links a data packet takes from one Mesh AP to the Root AP. For example, if the Root AP is the uplink of Mesh AP 1, then Mesh AP 1 is one hop away from the Root AP. In the same scenario, if Mesh AP 1 is the uplink of Mesh AP 2, then Mesh AP 2 is two hops away from the Root AP. A maximum of 8 hops is supported.

Supported Mesh Topologies

Smart Mesh networks can be deployed in three types of topologies:

- Standard Topology on page 298
- Wireless Bridge Topology on page 299
- Hybrid Mesh Topology on page 300

Standard Topology

The standard Smart Mesh topology consists of ZoneDirector and a number of Root APs and Mesh APs. In this topology, ZoneDirector and the upstream router are connected to the same wired LAN segment.

You can extend the reach of your wireless network by forming and connecting multiple mesh trees to the wired LAN segment. In this topology, all APs connected to the wired

LAN are considered "Root APs," and any AP not connected to the wired LAN is considered a "Mesh AP."

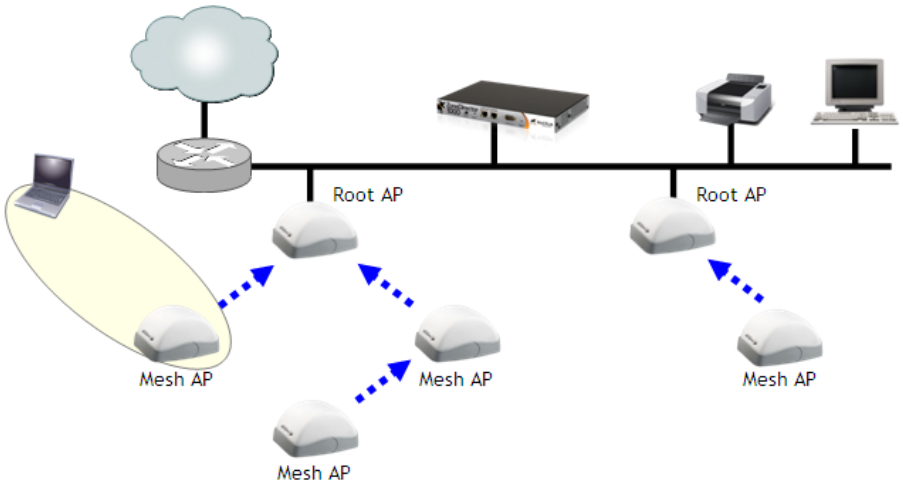


Figure 224: Mesh - standard topology

Wireless Bridge Topology

If you need to bridge isolated wired LAN segments, you can set up a mesh network using the wireless bridge topology.

In this topology, ZoneDirector and the upstream router are on the primary wired LAN segment, and another isolated wired segment exists that needs to be bridged to the primary LAN segment. You can bridge these two wired LAN segments by forming a wireless mesh link between the two wired segments, as shown in the figure below.

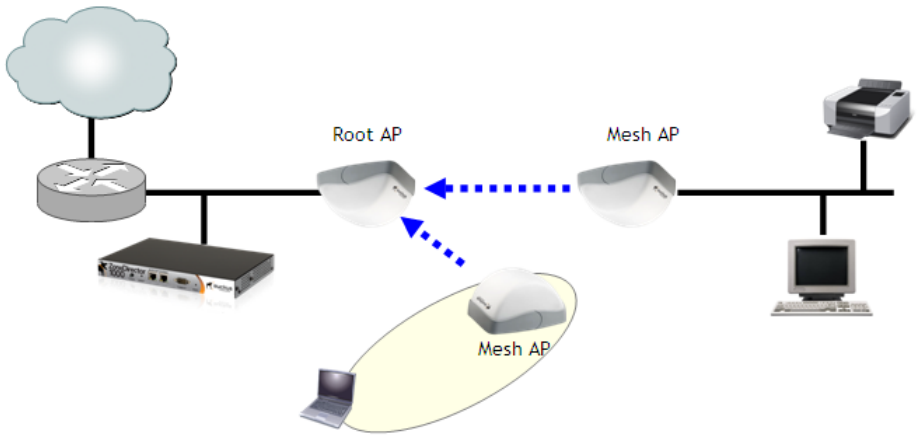


Figure 225: Mesh - wireless bridge topology

Hybrid Mesh Topology

A third type of network topology can be configured using the Hybrid Mesh concept.

Ethernet-connected Mesh APs (eMAP) enable the extension of wireless mesh functionality to a wired LAN segment. An eMAP is a special kind of Mesh AP that uses a wired Ethernet link as its uplink rather than wireless. An eMAP is not considered a Root AP, despite the fact that it discovers ZoneDirector through its Ethernet port.

Multiple eMAPs can be connected to a single Mesh AP to, for example, bridge a wired LAN segment inside a building to a wireless mesh outdoors.

In designing a mesh network, connecting an eMAP to a Mesh AP extends the Smart Mesh network without expending a wireless hop, and can be set on a different channel to take advantage of spectrum reuse.

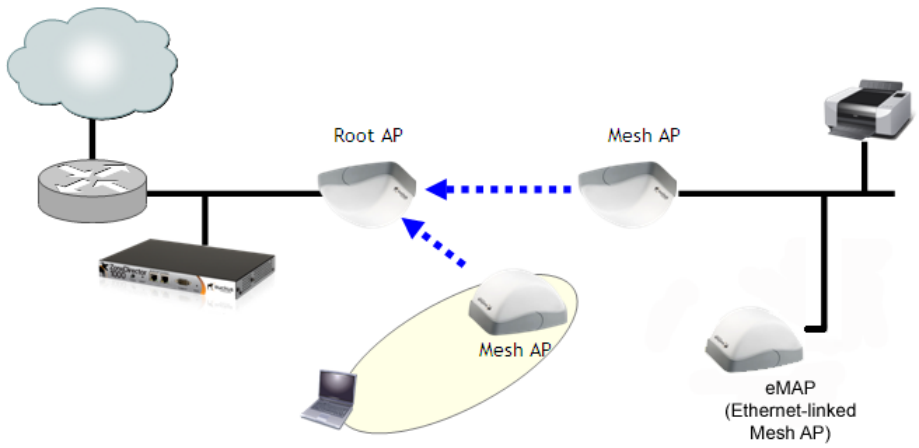


Figure 226: eMAP - Hybrid Mesh topology

Use the **Monitor** > **Mesh** page to see a tree diagram of your Smart Mesh network.

Icon	Meaning
	Root AP (RAP)
	Mesh AP (MAP)
	eMesh AP (eMAP)

You can also view the role of any AP in your mesh network from the **Monitor** > **Access Points** page or from the Mesh Topology widget on the Dashboard.

Deploying a Wireless Mesh via ZoneDirector

Deploying a wireless mesh via ZoneDirector involves the following steps:

- Step 1: Prepare for Wireless Mesh Deployment
- Step 2: Enable Mesh Capability on ZoneDirector
- Step 3: Provision and Deploy Mesh Nodes
- Step 4: Verify That the Wireless Mesh Network Is Up

Step 1: Prepare for Wireless Mesh Deployment

Before starting with your wireless mesh deployment, Ruckus Wireless recommends performing a number of tasks that can help ensure a smooth deployment.

- Ensure that the APs that will form the mesh are of the same radio type.
  - Single band APs can only mesh with other single band APs.
  - Dual band APs can only mesh with other dual band 11n/11ac APs.
- Plan Your Wireless Mesh Network - Survey your deployment site, decide on the number of APs that you will deploy (including the number of Root APs and Mesh APs), and then create a simple sketch of where you will deploy each Root AP and Mesh AP. Remember that Root APs need to be connected to ZoneDirector via their Ethernet ports. Make sure that the Root AP locations can be wired easily, if cabling is not yet available.
- Make Sure That Your Access Points Support Mesh Networking - Verify that the access points that you are planning to include in your wireless mesh network all provide mesh capability.
- Enable Auto Approval - If you do not want to have to manually approve the join requests from each mesh AP when they start forming the wireless mesh, you can enable Auto Approval. For instructions on how to enable Auto Approval, see Adding New Access Points to the Network on page 193.

Step 2: Enable Mesh Capability on ZoneDirector

If you did not enable mesh capability on ZoneDirector when you completed the Setup Wizard, you can enable it on the **Configure** > **Mesh screen**.

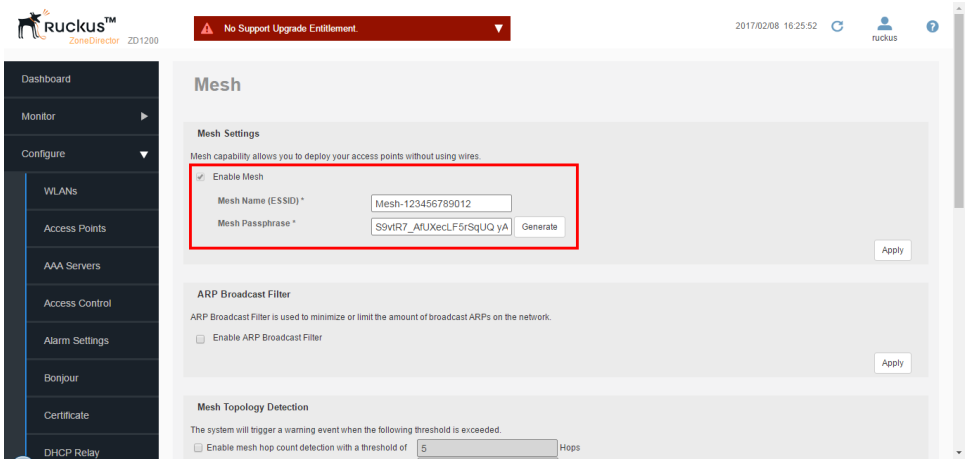


Figure 227: Enable Mesh in Configure > Mesh

To enable mesh capability:

1. Log into the ZoneDirector web interface.
2. Click the **Configure** tab.
3. On the menu, click **Mesh**.
4. Under **Mesh Settings**, select the **Enable Mesh** check box.

NOTE You cannot disable Smart Mesh once you enable it. This is by design, to prevent isolating nodes. If you want to disable Smart Mesh once it has been enabled, you will have to factory reset ZoneDirector, or disable mesh for each AP, as described in Managing Access Points Individually.

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5. In **Mesh Name (ESSID)**, type a name for the mesh network. Alternatively, do nothing to accept the default mesh name that ZoneDirector has generated.
6. In **Mesh Passphrase**, type a passphrase that contains at least 12 characters. This passphrase will be used by ZoneDirector to secure the traffic between Mesh APs. Alternatively, click **Generate** to generate a random passphrase with 32 characters or more.
7. In the **Mesh Settings** section, click **Apply** to save your settings and enable Smart Mesh.

You have completed enabling mesh capability on ZoneDirector. You can now start provisioning and deploying the APs that you want to be part of your wireless mesh network.

Optional Mesh Configuration Features

The following settings are disabled by default and are not necessary for standard mesh configuration. These settings can be used to fine-tune your mesh network to prevent issues such as excessive broadcast ARP (Address Resolution Protocol) requests, traffic looping and excessive number of mesh hops.

- **ARP Broadcast Filter**: The ARP Broadcast filter is designed to reduce IPv4 Address Resolution Protocol (ARP) and IPv6 Neighbor Discovery Protocol (NDP) broadcasts over the air. Once enabled, access points will sniff ARP/NDP responses and maintain a table of IP addresses to MAC address entries. When the AP receives an ARP/NDP broadcast request from a known host, the AP converts the broadcast request packet into a unicast request by replacing the broadcast address with the MAC address. If the AP receives a request from an unknown host, it forwards the request at the rate limit specified in the Packet Inspection Filter.
- **Mesh Topology Detection**: Set the number of mesh hops and mesh downlinks after which ZoneDirector should trigger warning messages.

Step 3: Provision and Deploy Mesh Nodes

In this step, you will connect each AP to the same wired network as ZoneDirector to provision it with mesh-related settings. After you complete provisioning an AP, you must reboot it for the mesh-related settings to take effect.

To provision and deploy a mesh node:

1. Using one of the AP's Ethernet ports, connect it to the same wired network to which ZoneDirector is connected, and then power it on. The AP detects ZoneDirector and sends a join request.
2. If Auto Approval is enabled, continue to Step 3. If Auto Approval is disabled, log into ZoneDirector, check the list of currently active access points for the AP that you are attempting to provision, and then click the corresponding Allow link to approve the join request.
3. After the AP has been provisioned, disconnect it from the wired network, unplug the power cable, and then move the device to its deployment location.
    - If you want the AP to be a Root AP, reconnect it to the wired network using one of its Ethernet ports, and then power it on. When the AP detects ZoneDirector again through its Ethernet port, it will set itself as a Root AP, and then it will start accepting mesh association requests from Mesh APs.
    - If you want the AP to be a Mesh AP, power it on but do not reconnect it to the wired network. When it does not detect ZoneDirector through its Ethernet port within 90 seconds, it will search for other Root APs or Mesh APs and, once mesh neighbor relationships are established, form a mesh tree.

    NOTE After an AP in its factory default state has been provisioned, you need to reboot it to enable mesh capability.

NOTE If you are located in the United States and have a DFS-capable AP that is expected to serve as a Root AP (or eMAP), with a non-DFS-capable Mesh AP as its downlink, you will need to set the channel for the Root AP to one of the non-DFS channels. Specifically, choose one of the following channels: 36, 40, 44, 48, 149, 153, 157, 161, 165. This is due to the DFS-capable AP's ability to use more channels than the non-DFS-capable AP, which could result in the RAP choosing a channel that is not available to the MAP. Alternatively, go to Configure > System > Country Code, and set the Channel Optimization setting to "Optimize for Compatibility."

Repeat Steps 1 to 3 for each AP that you want to be part of your wireless mesh network. After you complete provisioning and deploying all mesh nodes, verify that the wireless mesh has been set up successfully.

Step 4: Verify That the Wireless Mesh Network Is Up

After you complete deploying all mesh nodes to their locations on the network, you can check the Monitor > Mesh page to verify that mesh associations have been established and mesh trees formed.

1. Go to **Monitor > Mesh**.
2. Check if all the mesh nodes that you have provisioned and deployed appear in the **Mesh Topology** section.

Understanding Mesh-related AP Statuses

In addition to using the Monitor > Mesh page to monitor the status of the mesh network, you can also check the Access Points page on the Monitor tab for mesh-related AP statuses. The table below lists all possible AP statuses that are related to mesh networking, including any actions that you may need to perform to resolve mesh-related issues.

Status	Description	Recommended Action
Connected	AP is connected to ZoneDirector, but mesh is disabled	If mesh is enabled on the AP, you may need to reboot it to activate the mesh.
Connected (Root AP)	AP is connected to ZoneDirector via its Ethernet port	
Connected (Mesh AP, n hops)	AP is connected to ZoneDirector via its wireless interface and is n hops away from the Root AP.	

Status	Description	Recommended Action
Connected (eMesh AP, n hops	AP is connected to ZoneDirector via its Ethernet port, but acts as a Mesh AP using another Mesh AP as its uplink	
Isolated Mesh AP	AP is disconnected from the ZoneDirector mesh	• The AP may be configured incorrectly. Verify that the mesh SSID and passphrase configured on the AP are correct. • If Uplink Selection is set to Manual, the uplink AP specified for this AP may be off or unavailable.

Using the ZoneFlex LEDs to Determine the Mesh Status

In addition to checking the mesh status of ZoneFlex APs from the ZoneDirector web interface, you can also check the LEDs on the APs. The LED behaviors that indicate the AP's mesh status vary depending whether the AP is a single-band or a dual-band model.

On Single-band ZoneFlex APs

On single-band ZoneFlex APs (for example, ZoneFlex 7352), the two LEDs that indicate the mesh status are:

- WLAN (Wireless Device Association) LED - Indicates downlink status and client association status
- AIR (Signal/Air Quality) LED - Indicates uplink status and the quality of the wireless signal to the uplink AP

WLAN LED

When Smart Mesh is enabled, the behavior of the WLAN LED indicates downlink status. Refer to the table below for a complete list of possible LED colors and behaviors for Root APs and Mesh APs, and the mesh status that they indicate.

LED Color/Behavior	Root AP / Mesh AP / eMAP
Solid Green	• No mesh downlink, and; • At least one client is associated with the AP
Solid amber (not available on some models	• No mesh downlink, and; • No client is associated with the AP
Fast blinking green	• At least one mesh downlink exists, and; • At least one client is associated with the AP
Slow blinking green	• At least one mesh downlink exists, and; • No client is associated with the AP

Signal/Air Quality LED

LED Color/Behavior	Root AP / eMAP	Mesh AP
Solid Green	NA	• Connected to a Root AP or another Mesh AP • Signal quality is good
Fast blinking green	NA	• Connected to a Root AP or another Mesh AP • Signal quality is fair or poor
Slow blinking green	NA	The AP is searching for an uplink
Off	This is a Root AP or eMAP	NA

On Dual-band ZoneFlex APs

On dual-band ZoneFlex APs, mesh networking is enabled only on the 5 GHz radio. Refer to the following sections for information on how to check these dual-band APs for their mesh status.

Outdoor ZoneFlex APs

On outdoor ZoneFlex APs, the STATUS LED indicates the AP's mesh status. See the table below for more information.

LED Color/Behavior	Description
Solid Green	• This is a Root AP or eMAP, or; • This is a Mesh AP and is connected to a Root AP with good signal
Fast blinking green	• This is a Mesh AP, and; • The Root AP signal is fair
Slow blinking green	• This is a Mesh AP that is currently searching for a Root AP, or; • This AP is currently searching for ZoneDirector

Indoor Dual Band APs

On dual band ZoneFlex indoor APs, the 5G LED indicates the status of the Mesh downlink, and the AIR LED indicates the mesh status of the Mesh uplink. See the table below for more information.

LED	Root AP / eMAP	Mesh AP
5G LED	Solid Green: • Solid Green: 5G radio is up • No Mesh APs are connected • At least one client is connected	Mesh AP 5G LED is consistent with Root AP behavior
	Amber: • 5G radio is up • No Mesh APs/clients connected	

LED	Root AP / eMAP	Mesh AP
	Slow Flashing Green (one flash every two seconds): • 5G radio is up • At least one MAP is connected • No clients are associated	
	Fast Flashing Green (two flashes every second) • 5G radio is up • At least one MAP is connected • At least one client is connected	
AIR LED	Off	Solid Green: • Connected to an uplink AP • Signal quality is good • Fast flashing green (two flashes every second): • Connected to a uplink AP • Signal quality is fair • Slow flashing green (one flash every two seconds): • Mesh network is enabled • Not connected to an uplink AP, searching for a mesh uplink

Using Action Icons to Configure and Troubleshoot APs in a Mesh

The following action icons are used to perform configuration and troubleshooting tasks on the respective AP. The icons are displayed next to APs in the Currently Managed APs table on the Dashboard. Some of the same action icons are also available on other pages including **Monitor** > **Access Points and Monitor** > **Mesh**.

Table 36: Action icon

Icon	Icon Name	Action
	System Info	Generate a log file (support.txt) containing system information on this AP.
	Configure	Go to the Configure > Access Points page and edit the configuration settings for this AP.
	Mesh View	Open a "Mesh View" screen with this AP highlighted in a Mesh tree that also shows the uplink and downlink APs connected to this AP.
	SpeedFlex	Launch the SpeedFlex performance test tool to measure uplink/downlink speeds to/from this AP.
	Troubleshoot	Troubleshoot connectivity issues using Ping and Traceroute.
	Restart	Initiate a reboot of this AP.
	Recover	Recover an isolated Mesh AP
	Allow	Allow this AP to be managed by ZoneDirector. This icon will only appear if you have disabled automatic approval under **Access Point Policies** on the **Configure > Access Points** page.
	RF Info	Generates a log file called info.txt, containing radio frequency data that can be used for troubleshooting the RF environment.
	Join Another Controller	Click this button to migrate an AP to another controller. For more information, see Migrating APs from ZoneDirector to Another Controller on page 276.

Setting Mesh Uplinks Manually

In a wireless mesh network, the default behavior of Mesh APs is to connect automatically to a mesh node (either Mesh AP or Root AP) that provides the highest throughput. This automatic connection is called "Smart Uplink Selection."

If you want to shape your mesh network or force a certain topology, you will need to disable Smart Uplink Selection and manually set the mesh nodes to which an AP can connect.

NOTE Note that in most situations, Ruckus Wireless recommends against manually changing the roles of APs in a mesh, because it can result in isolated Mesh APs.

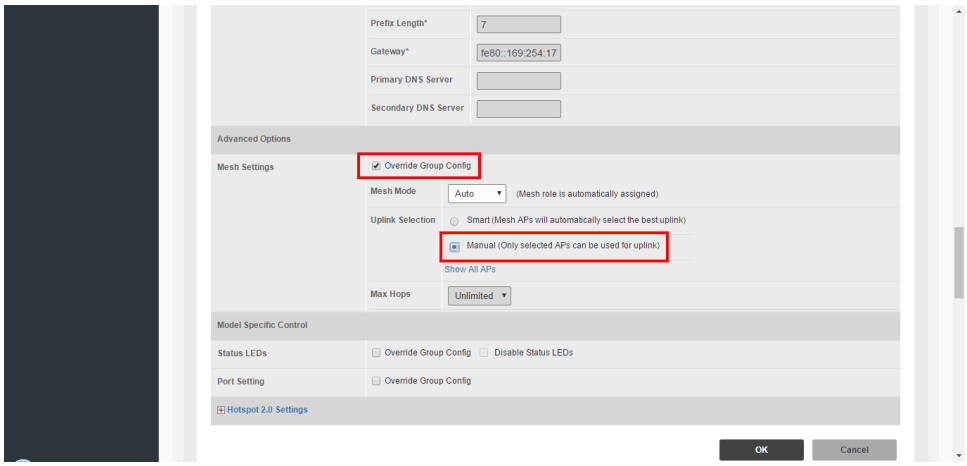


Figure 228: Setting Uplink Selection to Manual

NOTE Do not manually set a Mesh AP as a Root AP. Only APs that are connected to ZoneDirector via Ethernet (and on the same LAN segment) should be configured as Root APs. Mis-configuring a Mesh AP or an eMAP as a Root AP can cause the AP to become isolated, or, in the case of eMAP, can result in a network loop.

To set the mesh uplink for an AP manually:

1. On the ZoneDirector web interface, click the **Configure** tab.
2. On the menu, click **Access Points**.
3. In the **Access Points** table, find the AP you want to restrict, and click **Edit** under the **Actions** column. The editing form appears below your selection.
4. Under **Advanced Options** > **Uplink Selection**, select the **Manual** radio button. The other APs in the mesh appear below the selection.
5. Select the check box for each AP that the current AP can use as uplink. If you set Uplink Selection for an AP to Manual and the uplink AP that you selected is off or

unavailable, the AP status on the Monitor > Access Points page will appear as *Isolated Mesh AP*.

6. Click **OK** to save your settings.

Troubleshooting Isolated Mesh APs

Isolated Mesh APs are those that were once managed by ZoneDirector but are now unreachable. They are up and running and constantly searching for mesh uplinks, but are unable to connect to any root AP. You can check if you have any isolated mesh APs on the network by checking the **Monitor** > **Access Points** page.

NOTE A mesh network is dynamic in nature. Before attempting to resolve any mesh-related issue, please wait 15 minutes to allow the mesh network to stabilize. Some mesh-related issues are automatically resolved once the mesh network stabilizes.

Understanding Isolated Mesh AP Statuses

There are five possible reasons for a mesh AP to become isolated. The table below lists all possible Isolated Mesh AP statuses that may appear on the Monitor > Access Points page, and provides possible reasons for the isolation and the recommended steps for resolving the issue.

Status	Possible Reason
No APs in manual uplink selection	You have set uplink selection to Manual, but none of the uplink APs you specified is available or reachable. To resolve this, go to the Configure > Access Points page on the ZoneDirector web interface, and then click SmartSelection.
No APs within hop-limit	The AP cannot find other APs within the internally defined limit to the number of hops. The hop limit mechanism helps ensure that mesh APs maintain reasonable network performance. To resolve this, add additional Root APs near this isolated Mesh AP.
Searching for uplinks	The AP is still searching for uplinks. This is usually a temporary state and is typically resolved automatically within 15 minutes as the mesh network stabilizes. If there is a significant number of APs on the network, it might take longer for the AP to resolve this.

Status	Possible Reason
Config error	The AP attempted to establish the mesh uplink but was unsuccessful. If you recently updated the mesh SSID and passphrase, it is likely that your changes have not propagated correctly to this AP (for example, the AP was offline when you updated the mesh SSID and passphrase). To resolve this, follow the instructions in Recovering an Isolated Mesh AP.
No APs with matching radio type	The AP is unable to find an uplink AP with the same radio type. Ruckus Wireless Smart Mesh APs must use the same radio type to be able connect to each other via the mesh network. For example, an 802.11n Mesh AP will only connect to another 802.11n AP, and an 802.11b/g Mesh AP will only connect to another 802.11b/g AP. To resolve this, place additional wired APs or Mesh APs that use the same radio type near this AP.

Recovering an Isolated Mesh AP

When a Mesh AP becomes isolated, it begins broadcasting a recovery SSID (named "island-<last 6 digits of AP's MAC address>"), which you can use to connect directly to the AP and make configuration changes. Note that this SSID is not bridged to the local network for security reasons.

To perform these procedures, you will need:

- A notebook computer with wireless capability.
- The current ZoneDirector mesh configuration (steps for obtaining this information are provided below).
- An SSH client, such as PuTTY or OpenSSH.
- A text editor such as Notepad.

Step 1: Obtain the Mesh SSID and Passphrase

1. On the ZoneDirector web interface, click the **Configure** tab, and then click Mesh on the menu.
2. Under **Mesh Settings**, copy the contents of the **Mesh Name** and **Mesh Passphrase** fields into a text editor.

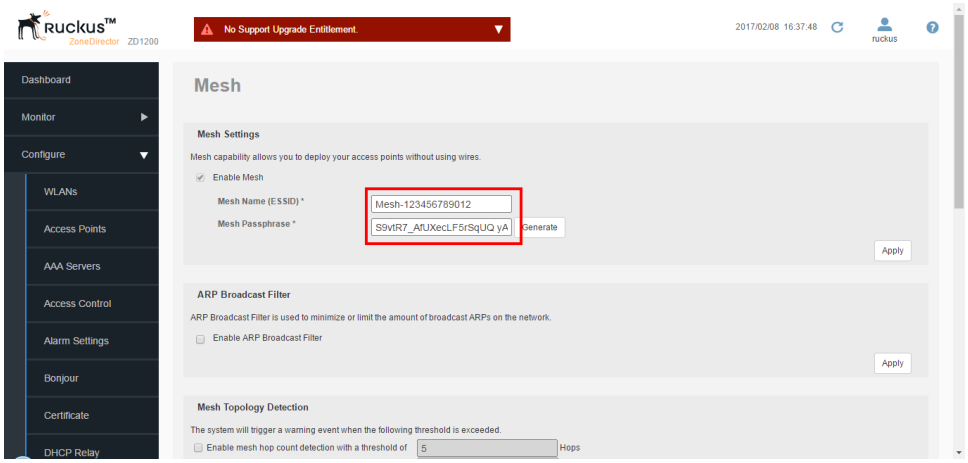


Figure 229: The Mesh Name and Mesh Passphrase you will use to configure the AP

Step 2: Ensure that the AP's Mesh Mode is set to Auto

1. Go to **Configure** > **Access Points** and click the **Edit** link next to the AP you want to recover.
2. Under **Advanced Options** > **Mesh Mode**, select **Auto** and click **OK**.

Step 3: Locate the AP's Mesh Recovery SSID

1. In your notebook's wireless connection list, locate the Mesh recovery SSID. The SSID will be named "island-xxxxxx" (where xxxxxx is the last 6 digits of the AP's MAC address).
2. Connect to this WLAN using WPA and the passphrase ruckus-<admin password>. (The admin password is the same as that used to log into ZoneDirector.)
3. You can now access the AP's web interface by entering the AP's recovery IP address 169.254.1.1 in the browser.

NOTE Note that because the AP is still in ZoneDirector-managed state, you cannot make configuration changes via the web interface. Therefore you will need to proceed to the next step and connect to the AP's CLI to make changes.

Step 4: Connect to the AP and update its Mesh settings

1. Launch your SSH client and enter the IP address **`169.254.1.1`**.
2. Log into the AP via SSH using the same user name and password that you use to log into the ZoneDirector web interface.
3. Enter the command **`set meshcfg ssid <current_ssid>`**, where current_ssid is the SSID that the mesh network is currently using.

4. Enter the command **set meshcfg passphrase <current_passphrase>**, where current_passphrase is the passphrase that the mesh network is currently using. To paste text into PuTTY, press ctrl+v to paste, then click the right mouse button.
5. Enter the command **set mesh auto**.
6. If there are multiple ZoneDirectors on the network, you may need to specify which ZoneDirector the AP should connect to, using the command **set director ip <ZoneDirector's IP address>**.
7. If a management VLAN is used for ZoneDirector-AP management traffic, enter the following command: **set ipaddr wan vlan <vlan ID>**.
8. Enter the command **reboot** to restart the AP with the new configuration changes.
9. Close the SSH client.

You have completed recovering the isolated mesh AP. You should be able to manage this AP again shortly. Please wait at least 15 minutes (to allow the mesh network to stabilize), and then try managing this AP again via ZoneDirector.

Best Practices and Recommendations

For recommendations and best practices in planning and deploying a Ruckus Wireless Smart Mesh network, refer to Mesh Networking Best Practices on page 355.

Setting Administrator Preferences 11

Changing the Web Interface Display Language

Depending on your preferences, you can change the language in which the web interface is displayed in your web browser. The default is English.

This change only affects how the web interface appears, and does not modify either OS/system or browser settings (which are managed through other processes).

1. Go to **Administer** > **Preferences**.
2. When the **Preferences** page appears, choose your preferred language from the Language drop-down menu. This only affects how the ZoneDirector web interface appears, and does not modify either the operating system or web browser settings.
3. Click **Apply** to save your settings. The changes go into effect immediately

Changing the ZoneDirector Administrator User Name and Password

You should change your ZoneDirector administrator login password on a monthly basis, but the administrator user name should be changed only if necessary.

NOTE If authentication with an external server is enabled and the **Fallback to admin name/password if failed check box** is disabled, you will be unable to edit the user name and password.

To edit or replace the current name or password:

1. Go to **Administer** > **Preferences**.
2. When the **Preferences** page appears, you have the following options under Administrator Name/Password:
   - **Authenticate using the admin name and password**: The default option, should be enabled if you are not using an external server for administrator authentication.
   - **Authenticate with Auth server**: Select an authentication server from the list, if you have configured one on the **Configure** > **AAA Servers** page.
     - **Fallback to admin name/password if failed**: Enable this check box to ensure you will be able to log in when the AAA server is unreachable.
   - **Admin Name**: Delete the text in this field and type the new administrator account name (used solely to log into ZoneDirector via the web interface).
   - **Current Password**: Enter the current admin password.

- **New Password/Confirm Password**: Delete the text in the fields and type the same text for a new password.

3. Click **Apply** to save your settings. The changes go into effect immediately.

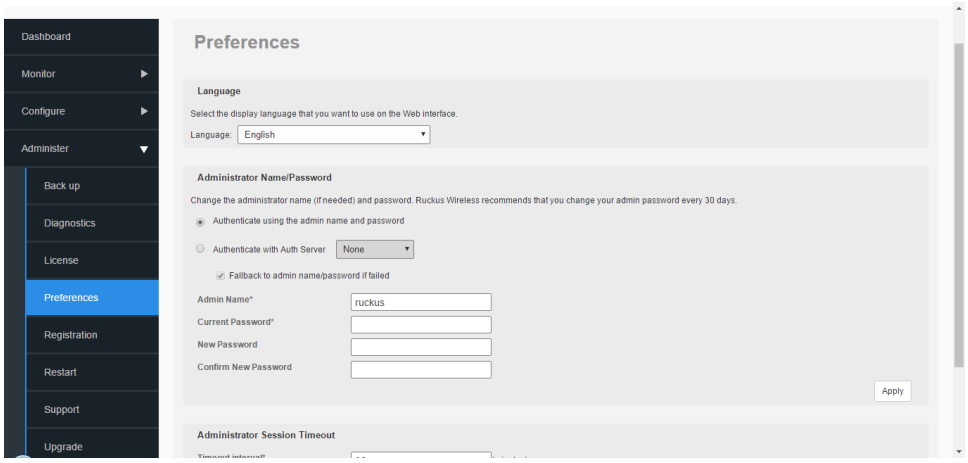


Figure 230: The Admin Preferences page

Using an External Server for Administrator Authentication

ZoneDirector supports additional administrator accounts that can be authenticated using an external authentication server such as RADIUS, LDAP, Active Directory or TACACS+. Three types of administrative privileges can be assigned to these administrator accounts:

- Super Admin - Allows all types of configuration and management tasks
- Operator Admin - Allows AP configuration only
- Monitoring Admin – Allows monitoring operations only

This section provides basic instructions for setting up ZoneDirector to authenticate additional administrator accounts with an external authentication server. For more information on AAA server configuration, see Using an External AAA Server on page 87.

To authenticate ZoneDirector administrators using an AAA server:

1. Set up Group Attributes on the AAA server
   - RADIUS:
     - Ruckus Wireless private attribute
       - Vendor ID: 25053
       - Vendor Type/Attribute Number: 1 (Ruckus-User-Groups)
       - Value Format: group_attr1,group_attr2,group_attr3,...
   - Cisco private attribute (if your network is using a Cisco access control server)
     - Vendor ID: 9

  - Vendor Type / Attribute Number: 1 (Cisco-AVPair)
  - Value Format: shell:roles="group_attr1 group_attr2 group_attr3 ..."
- Active Directory or LDAP:
  - Set up administrator groups.
  - Populate these groups with users to whom you want to grant administrator access. One way to do this is to edit each user's Member of profile and add the group to which you want the user to belong. Remember the group names that you set; you will enter this information when you create administrator roles in ZoneDirector (see Step 3).
  - TACACS+: See TACACS+ on page 104 for more information.

2. Set up ZoneDirector to use an AAA server (Configure > AAA Servers).
3. Create an Administrator Role in ZoneDirector (Configure > Roles).
   - Allow access to all/specific WLANs.
   - Allow/deny Guest Pass Generation.
   - Ensure that Allow ZoneDirector Administration is enabled, and choose the level of administration privileges you want to allow for this role.

   NOTE If you do not select the Allow ZoneDirector Administration check box, administrators that are assigned this role will be unable to log into ZoneDirector even if all other settings are configured correctly.

4. Test your authentication settings (Configure > AAA Servers > Test Authentication Settings).
5. Specify AAA server to use (Administer > Preferences > Authenticate with Auth Server).
   - Verify that the Fallback to admin name/password if failed check box is selected. Keeping this check box selected ensures that administrators will still be able to log into the ZoneDirector web interface even when the authentication server is unavailable.

Congratulations! You have completed setting up ZoneDirector to use external servers for administrator authentication. Whenever a user with administrator privileges logs into the ZoneDirector web interface, an event will be recorded. The following is an example of the event details that you will see:**`Admin [user_name] login (authenticated by {Authentication Server} with {Role}).`**

Setting Administrator Login Session Timeout

By default, administrators logged into the web interface are automatically logged out after 30 minutes of inactivity.

This timeout can be configured with a value between 1 and 1440 minutes (24 hours). To change the admin idle timeout period, enter a new value in **Administer** > **Preferences** > **Timeout interval**, and click **Apply**.

Working with Backup Files

After you have set up and configured your Ruckus wireless network, you may want to back up the full configuration.

The resulting archive can be used to restore your ZoneDirector and network. And, whenever you make additions or changes to the setup, you can create new backup files at that time, too.

Backing Up a Network Configuration

To back up your ZoneDirector configuration to a backup file:

1. Go to **Administer** > **Backup**.
2. Under the **Backup Configuration** sections, click **Back Up**. The **File Download** dialog box appears.
3. Click **Save**.
4. When the **Save As** dialog box appears, enter a name for this archive file, pick a destination folder, then click **Save**. Ruckus Wireless recommends adding the firmware version number to the backup file name so that you can easily identify which backup files were created on which firmware version. By default only the backup date is included in the file name.
5. Make sure the filename ends in a ".bak" extension.
6. When the **Download Complete** dialog box appears, click **Close**.

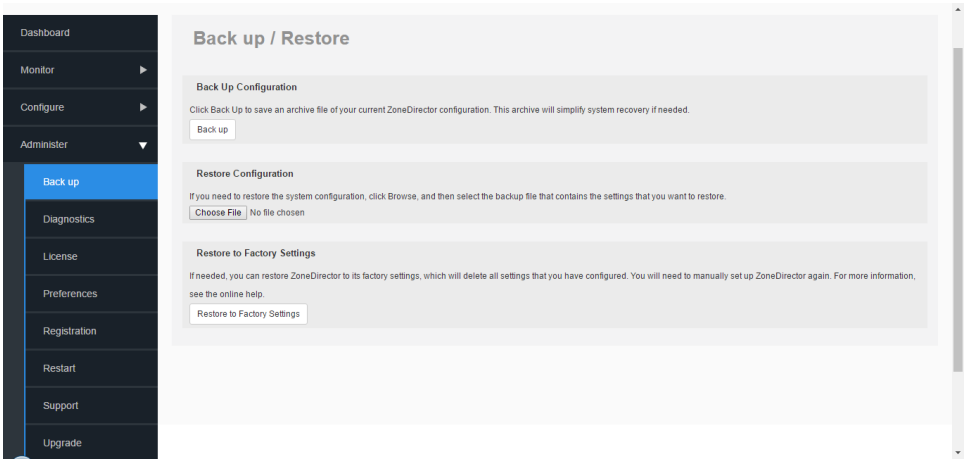


Figure 231: The Back Up Configuration option

Restoring Archived Settings to ZoneDirector

Restoring a backup file will automatically reboot ZoneDirector and all APs that are currently associated with it. Users associated with these APs will be temporarily disconnected; wireless access will be restored automatically after ZoneDirector and the APs have completed booting up.

To restore ZoneDirector configuration settings from a backup file:

1. Go to **Administer** > **Backup**.
2. Under **Restore Configuration**, click **Choose File**.
3. Locate a previously saved backup file, select the file, and then click **Open**.
4. Three restore options appear:

   - **Restore everything**: Select this option if you want the device to use all the settings configured in the backup file (including the IP address, wireless settings, access control lists, AP and WLAN group configurations, etc.).

     NOTE If you use the Restore everything option to restore settings from one ZoneDirector unit to another, note that wireless clients reporting to the AP managed by the first ZoneDirector unit will need to go through Zero-IT activation again to obtain new client certificates. Zero-IT activation is enabled by default, therefore no manual configuration is required from you.

   - **Restore everything, except system name and IP address settings** (for failover deployment at the same site): Select this option to import settings saved from a primary to a backup ZoneDirector for Smart Redundancy deployment.

NOTE In addition to system name and IP address, this option restores everything except for the following configuration settings:

1. VLAN settings.
2. Management IP address and VLAN settings.
3. Smart Redundancy settings.
4. DHCP server settings.
5. Session timeout.
6. Limited ZD Discovery and Management VLAN settings in Access Point Policies.

- **Restore only WLAN settings, access control list, roles, and users** (use this as a template for different sites): Select this option if you want to use the backup file as a configuration template.

5. Click the **Restore** button.

ZoneDirector restores the backup file. During this process, ZoneDirector automatically logs you out of the web interface. When the restore process is complete, ZoneDirector automatically restarts and your wireless network will be ready for use again.

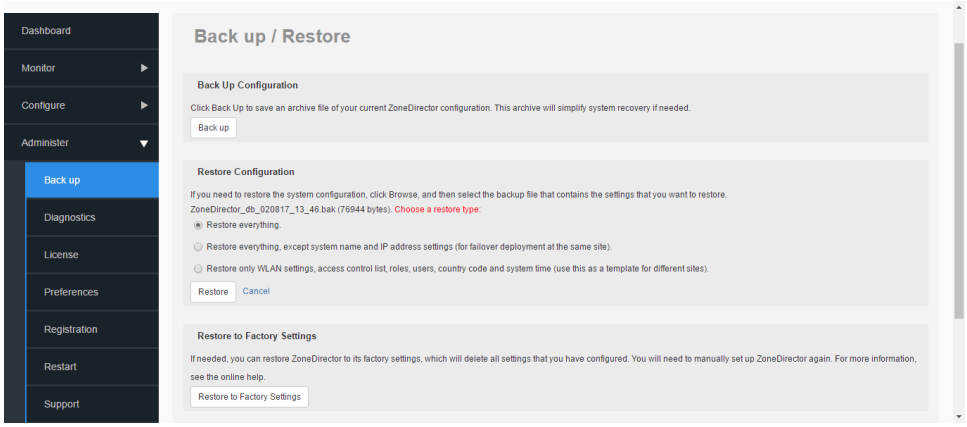


Figure 232: Select the restore level for restoring from a backup file

Restoring AP Configuration Settings Only

You can also restore previously saved access point configurations from a backup file without restoring any other ZoneDirector configuration settings.

This feature can be useful in deploying N+1 redundancy. For example, if three ZoneDirector 1200 controllers are deployed in different locations and with one ZoneDirector 3000 serving as a backup, you can use this feature to export AP lists from the three ZD1200s and import them one by one into the ZD3000. For more information on N+1 redundancy deployment, see Using Limited ZD Discovery for N+1 Redundancy on page 211.

To restore an AP list from a backup file without altering ZoneDirector settings:

1. Go to **Configure** > **Access Points**.
2. Under the **Access Points** table, click the **Browse** button near the line that begins "If you need to import the APs configuration...".
3. Browse to a previously saved backup file, select the file and click **Open**. The page refreshes and the name of the backup file you selected is displayed, along with the option to either import this file and reboot, or import this file and continue importing additional files before reboot.
   - To import this file only, select **Import this backup file and then reboot**. ZoneDirector will reboot after loading your AP list.
   - To import this file and continue importing AP lists from other backup files, select **Import this backup file and additional backup file(s)**. Then click **Import**. When the import is complete, you will be prompted to import AP configurations from additional backup files.
4. When finished, click **Import**. ZoneDirector will import all AP configurations from any backup files selected and reboot automatically. You must wait for the reboot process to complete before being able to log back into ZoneDirector.
5. When the reboot process is complete, the restored APs appear in the Access Points table at the top of the page.

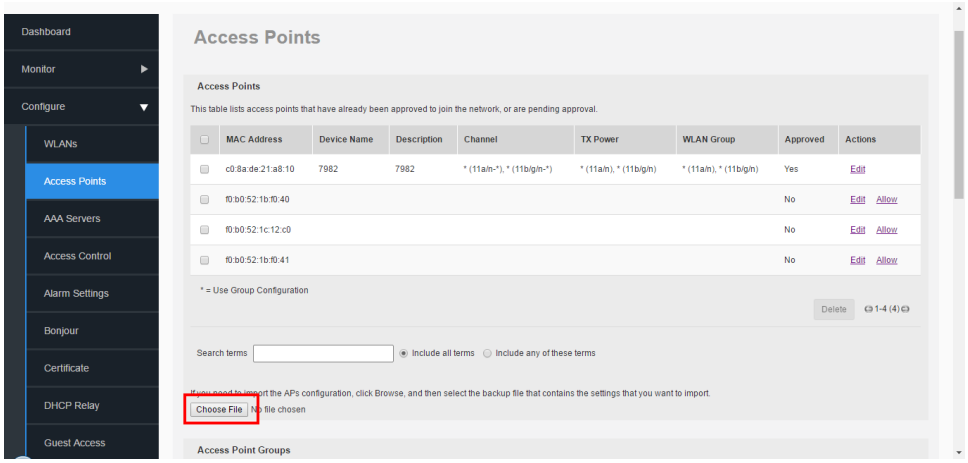


Figure 233: Importing AP lists only from a backup file

Restoring ZoneDirector to Default Factory Settings

In certain extreme conditions, you may want to re-initialize ZoneDirector and reset it to factory default state. In this state, the network is almost ready for use, but all your

user/guest/log and other records, accounts and preference configurations would need to be manually reconfigured.

NOTE Resetting ZoneDirector to factory default settings will erase all configuration changes that you made, except for AP licenses and SSL certificates.

NOTE When this procedure is complete, you will need to redo a complete setup. If ZoneDirector is on a live network, a new IP address may be assigned to the system. In this case, the system can be discovered by a UPnP client application, such as Windows "My Network Places." If there is no DHCP server on the connected network, the system's default IP address is 192.168.0.2 with subnet mask 255.255.255.0.

NOTE A complete set of instructions is available in the ZoneDirector Quick Start Guide (QSG). Before restoring ZoneDirector to factory default settings, you should open and print out the QSG pages. You can follow those instructions to set up ZoneDirector after restoring factory defaults.

To reset your ZoneDirector to factory default settings:

1. Go to **Administer** > **Backup**.
2. Locate the **Restore to Factory Settings** and click the button.

   NOTE Owing to the drastic effect of this operation, one or more confirmation dialog boxes will appear. Click **OK** to confirm this operation.

3. When this factory reset process begins, you will be logged out of the web interface.
4. When the reset is complete, the Status LED begins blinking green, indicating that the system is in the "factory default" state. After you complete the Setup Wizard, the Status LED will be steady green.

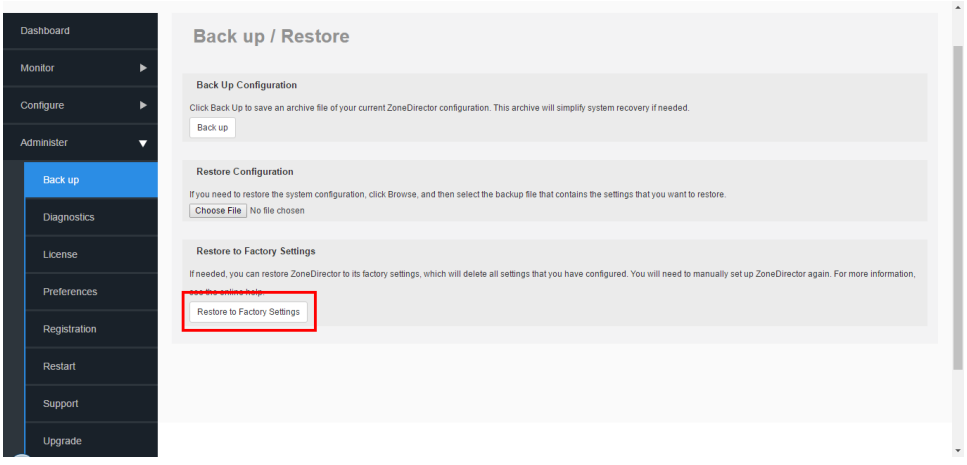


Figure 234: The Restore to Factory Settings section

Alternate Factory Default Reset Method

If you are unable to complete a software-based resetting of ZoneDirector, you can do the following "hard" restore:

NOTE Do not disconnect ZoneDirector from its power source until this procedure is complete.

1. Locate the **Reset** pin hole on the front panel of ZoneDirector.
2. Insert a straightened paper clip in the hole and press for at least 5 seconds. After the reset is complete, the Status LED blinks red, then blinks green, indicating that the system is in factory default state. After you complete the Setup Wizard, the Status LED will be steady green.

Upgrading ZoneDirector and ZoneFlex APs

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

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

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

1. Go to **Administer** > **Upgrade**.
2. Under the **Software Upgrade** section, click **Browse**.
3. Browse to the location where you saved the upgrade package, and then click **Open**.
4. When the upgrade file name appears in the text field, the **Browse** button becomes the **Upgrade** button.
5. Click **Upgrade**. ZoneDirector will automatically log you out of the web interface, run the upgrade, and then restart itself. When the upgrade process is complete, the Status LED on ZoneDirector is steadily lit. You may now log back into the web interface as Administrator.

NOTE The full network upgrade is successive in sequence. After ZoneDirector is upgraded, it will contact each active AP, upgrade it, and then restore it to service.

NOTE The AP uses FTP to download firmware updates from ZoneDirector. If you have an access control list (ACL) or firewall between ZoneDirector and the AP, make sure that FTP traffic is allowed to ensure that the AP can successfully download the firmware update.

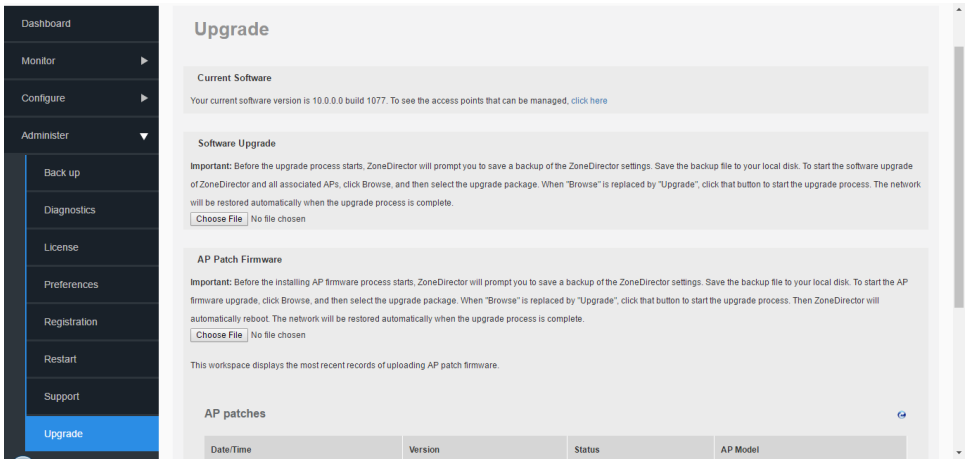


Figure 235: The Upgrade page

Importing an AP Firmware Patch

When Ruckus introduces a new AP model, an AP firmware patch is made available for download from the Ruckus Support website. Simply download the patch file to a local computer, import it into ZoneDirector, and the new AP model is now supported.

This feature allows ZoneDirector to dynamically support new AP models without requiring a ZoneDirector code change or a full system image upgrade.

The steps required for importing an AP firmware patch are similar to the steps in Upgrading ZoneDirector and ZoneFlex APs on page 323.

NOTE Importing an AP patch will auto reboot the ZoneDirector to affect the patch, temporarily disconnecting APs (and any associated clients) from the network. To minimize network disruption, Ruckus Wireless recommends performing the upgrade procedure at an off-peak time.

NOTE Upgrading ZoneDirector to a new release deletes all imported AP patches. Please install required AP firmware patches after upgrading ZoneDirector firmware.

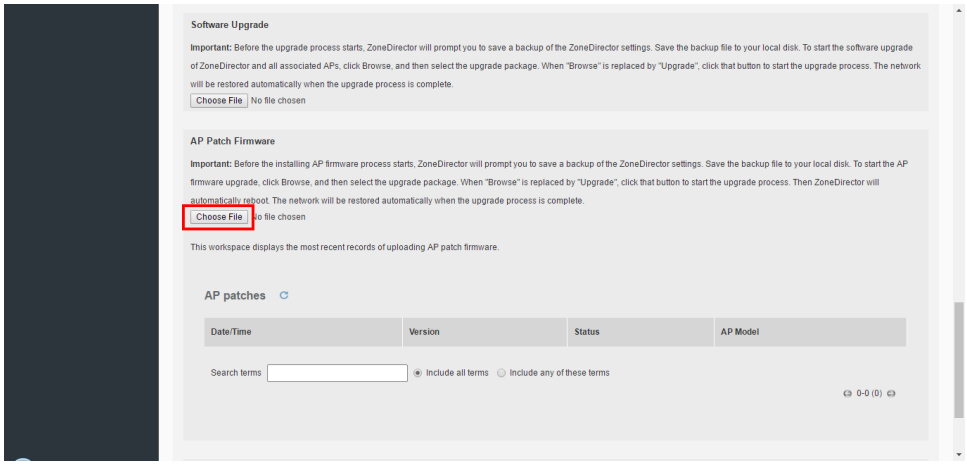


Figure 236: Importing an AP patch file

Enabling Secure 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 unsupported, AP image upgrades will fall back to FTP.

Performing an Upgrade with Smart Redundancy

If you have two ZoneDirectors in a Smart Redundancy configuration, the procedure is similar. Note however, that the active and standby ZoneDirectors will reverse roles during an upgrade.

To upgrade both ZoneDirectors in a Smart Redundancy configuration:

1. Log in to the *active* ZoneDirector. Do not attempt to manually upgrade the standby ZoneDirector first, followed by the active unit. If you do this, some configuration options may get lost during the upgrade process. Be sure to begin the upgrade process from either the active ZoneDirector's web interface or the shared Management Interface (if configured).
2. Go to **Administer** > **Upgrade**.
3. Under the **Software Upgrade** section, click **Browse**. The **Browse** dialog box appears.
4. Browse to the location where you saved the upgrade package, and then click **Open**.
5. When the upgrade file name appears in the text field, the **Browse** button becomes the **Upgrade** button.
6. Click **Upgrade**. The backup ZoneDirector is upgraded first.
7. When the backup ZoneDirector upgrade is complete, the backup ZoneDirector reboots and becomes active (begins accepting AP requests), while the original active ZoneDirector enters backup state and begins its own upgrade process.

8. All APs are now associated to the original backup ZoneDirector (which is now the active ZoneDirector), and begin upgrading AP firmware to the new version.
9. Each AP reboots after upgrading.

Working with SSL Certificates

SSL certificates enable device or user identification, as well as secure communications. ZoneDirector captive portal services and the web UI use an SSL certificate when establishing HTTPS connections. The default SSL certificate that is installed on the ZoneDirector is self-signed and therefore not trusted by any browser. This is the reason why the SSL security warnings appear when establishing an HTTPS connection to the ZoneDirector.

To eliminate the security warnings, administrators may purchase a trusted SSL certificate from a public Certificate Authority (CA) such as VeriSign and install it on the ZoneDirector.

Basic Certificate Installation

The certificate installation process is as follows:

- Generate a Certificate Signing Request (CSR) with the required requester information.
- Submit the CSR to a public CA for signing.
- Receive a signed certificate from the CA.
- Import the signed certificate into ZoneDirector.

Generating a Certificate Signing Request

If you do not have an existing SSL certificate, you will need to create a certificate signing request (CSR) file and send it to a certificate authority (CA) to purchase an SSL certificate. The ZoneDirector web interface provides a form that you can use to create the CSR file. Fields with an asterisk (*) are required entries. Those without an asterisk are optional.

The **Configure** > **Certificate** form allows you to perform the following actions:

- Generate a certificate signing request.
- Import a signed certificate.
- View the currently installed certificate.
- Advanced Options link displays additional options
  - Restore the default private key and certificate.
  - Backup private key and certificate.
  - Generate a new private key.

To create a certificate request file (CSR):

1. Go to **Configure** > **Certificate**
2. In the **Generate a Request** section, complete the following options:

- Common Name*: Enter ZoneDirector's Fully Qualified Domain Name (FQDN). Typically, this will be "zonedirector.[your company].com". You can also enter ZoneDirector's IP address (e.g., "192.168.0.2"), or a familiar name by which the ZoneDirector will be accessed in your browser (e.g., by device name such as "").

  NOTE Ruckus Wireless recommends using the FQDN as the Common Name if possible. If your network does not have a DNS server, you may use ZoneDirector's IP address instead. However, note that some CA's may not allow this.

  - If you wish to access ZoneDirector from a public network via the internet you must use a Fully Qualified Domain Name (FQDN).
  - In all cases when using a familiar name there must be an appropriate private or public DNS entry to resolve the familiar name to ZoneDirector's IP address.
  - If you use a familiar name, this name will be shown in the browser's URL whenever accessing ZoneDirector (i.e., administrator interface, standard captive portal and guest access captive portal).
- Subject Alternative Name: (Optional) Select either IP or DNS from the menu and enter either alternative IP addresses or alternate DNS names.
- Organization*: Type the complete legal name of your organization (for example, Ruckus Wireless, Inc.). Do not abbreviate your organization name.
- Organization Unit: (Optional) Type the name of the division, department, or section in your organization that manages network security (for example, Network Management).
- Locality/City*: Type the city where your organization is legally located (for example, Sunnyvale).
- State/Province*: Type the state or province where your organization is legally located (for example, California. Do not abbreviate the state or province name.
- Country*: Select your country or region from the pull-down menu.

3. Click **Apply**. A dialog box appears and prompts you to save the CSR file (myreq.csr) that you have just created.
4. Save the file to your computer.

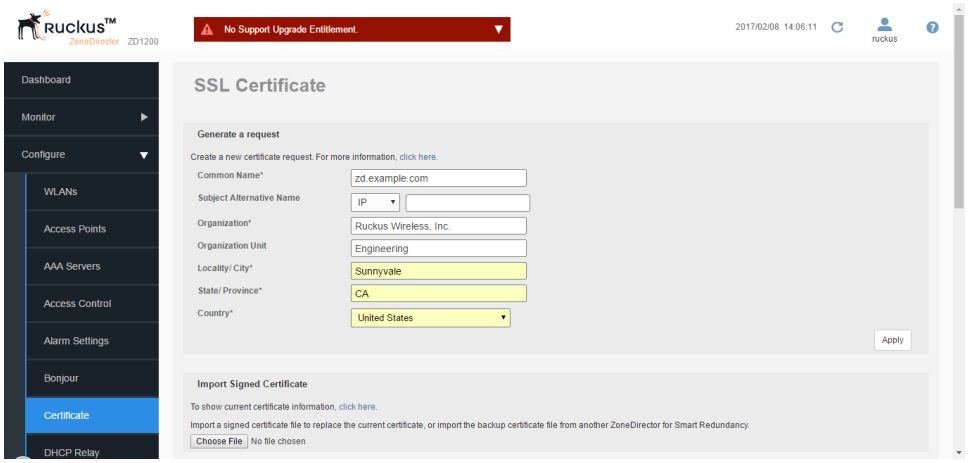


Figure 237: Generating a CSR file

5. Go to a certificate authority's web site and follow the instructions for purchasing an SSL certificate.
6. When you are prompted for the certificate signing request, copy and paste the content of the text file that you saved to your local computer, and then complete the certificate purchase. After the certificate authority approves your CSR, you will receive the SSL certificate via email. The following is an example of a signed certificate that you will receive from a certificate authority:
7. Copy the content of the signed certificate, and then paste it into a text file.
8. Save the file.

You may now import the signed certificate into ZoneDirector.

Importing an SSL Certificate

After you receive the signed certificate from the Certificate Authority, you must import it into ZoneDirector.

To import a signed certificate:

1. Click on the **Browse** button and select the file that contains the certificate (in PEM format) to upload it.
2. If there are no intermediate CA certificates, then click on the **Import** button to install the uploaded certificate. If the certificate does not match the currently installed private key you will be prompted to upload the correct private key.

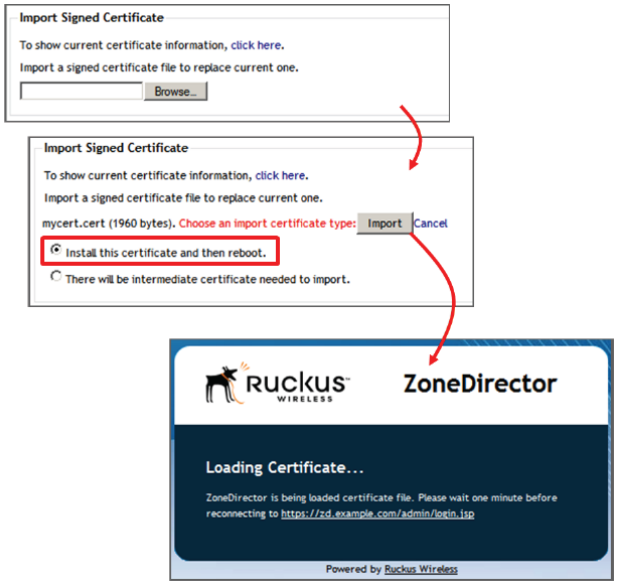


Figure 238: Importing a signed SSL Certificate

3. If your ZoneDirector certificate was issued by an intermediate CA, then you must also import the intermediate CA's certificate (as well as all other intermediate CA certificates in the path to the root CA). In that event, you would receive an intermediate certificate:
   - After selecting the end certificate, click on the intermediate certificate import option.
   - Click the **Import** button to reveal the form.
   - Click the **Browse** button and select the file containing the intermediate certificate (PEM format) to upload it.
   - If there are no additional intermediate certificates, click the **Import** button to install the uploaded certificate.
4. Alternatively, you can simplify this process by appending the intermediate CA certificate(s) to the ZoneDirector certificate file. Then, you just need to import a single file. The intermediate certificate(s) will be imported automatically. In this case, you will see multiple ---BEGIN CERTIFICATE--- and ---END CERTIFICATE--- pairs in the file.

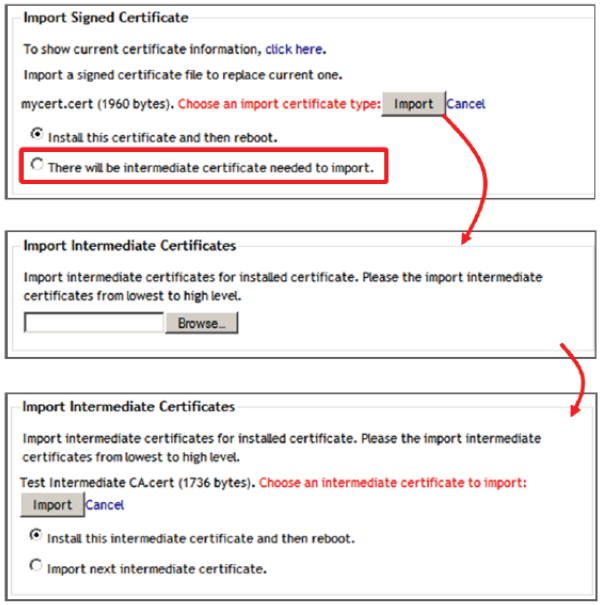


Figure 239: Importing a signed certificate (continued)

SSL Certificate Advanced Options

The **Advanced Options** section allows you to perform additional certificate management functions. These include the following:

- Restore to Default Certificate/Private Key: This deletes any certificate and private key that has been imported, and restores the factory default certificate/private key after restore and reboot.

  NOTE Restoring ZoneDirector to factory defaults does not remove imported SSL certificates. Use this option to remove any imported certificates and revert to the factory default state.

- Back Up Private Key: Back up the current private key by downloading it for disaster recovery or for use on another ZoneDirector. If your ZoneDirector is replaced due to an RMA, you will need to restore the private key if you have installed a public certificate. Ensure that the private key is kept secure because the security of your SSL communications depends on it.
- Back up certificates for Smart Redundancy: If you have two ZoneDirectors in a Smart Redundancy configuration, you can install the same SSL certificate/private key pair advertised in DNS for the same FQDN without seeing the security warning. If you wish to also use certificates in a Smart Redundancy configuration with captive portals such as Guest Access, Web Portal and Hotspot, see Wildcard Certificate Installation on page 334.

- Back Up Trusted CA Informationthis ZoneDirector to peer ZoneDirectors. The file is output as a .tar.gz file containing all trusted Certificate Authoritiy information currently installed on this ZoneDirector. This compressed file must be decompressed and the files imported into the peer ZoneDirector using the Add a Trusted CA feature described below.
- Re-Generate Private Key of a Specific Key Length: Use this option if your previous private key has been compromised or you need to use a stronger key (either 1024 or 2048 bits). Note that a new certificate must be generated and installed afterwards.
- Add a Trusted CA: Use this option to import CA information. Click the Click Here link to display all of the current trusted CA information, with each trusted CA separated by a string of number symbols ("#######"). Options include:
  - Add a new trusted CA: Import a single CA file.
  - Cover all trusted CA: Use the new trusted CA file to cover all existing trusted CA files.
- Import Ruckus PKI Certificate Package: As of ZoneDirector release 9.13, all affected Ruckus APs can be upgraded with the new Ruckus Public Key Infrastructure (RPKI) certificate and key. See Importing Ruckus PKI Certificate Packages on page 331.

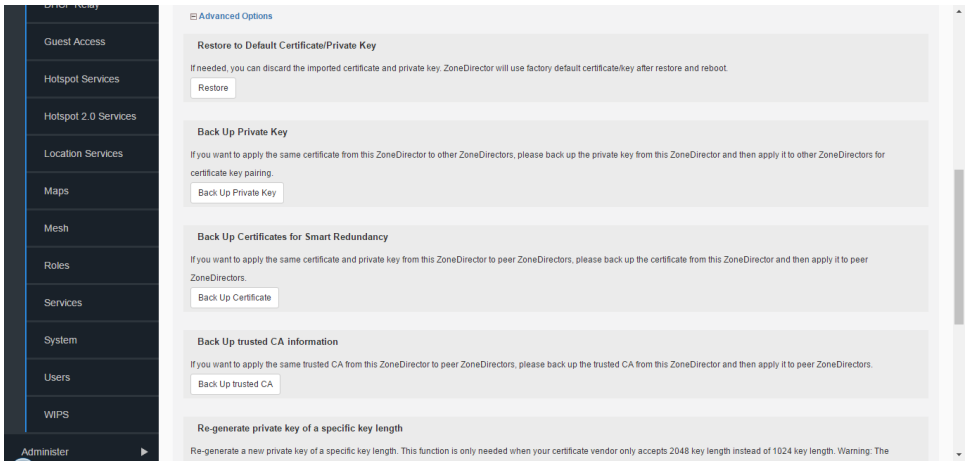


Figure 240: SSL Certificate Advanced Options

Importing Ruckus PKI Certificate Packages

To generate a Ruckus PKI certificate request:

1. Go to **Configure** > **Certificate**, and expand the **Advanced Options** section.
2. Locate the Import Ruckus PKI Certificate Package section, and click the click here link. A file named ZoneDirector_rpki_cert_request.req will be generated.

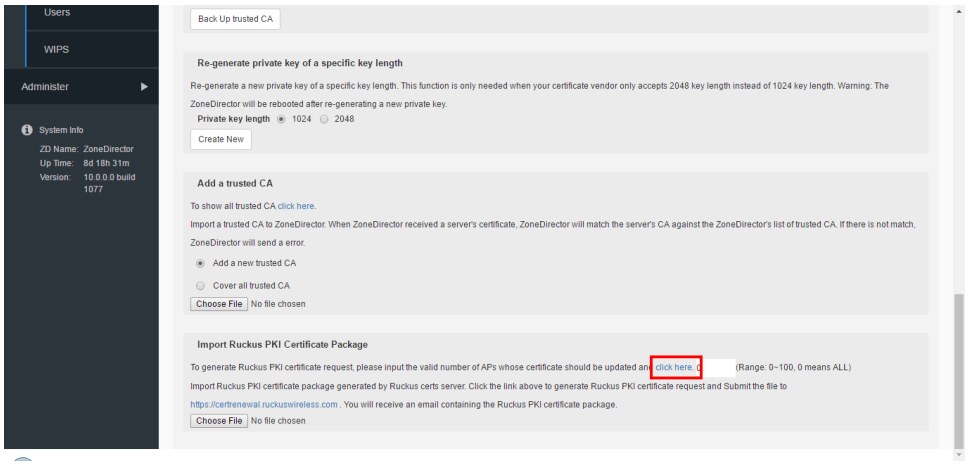


Figure 241: Import Ruckus PKI Certificate Package

3. Save the ZoneDirector_rpki_cert_request.req file to your local computer.
4. Launch a web browser, and go to the following URL: https://certrenewal.ruckuswireless.com/certificate_renewal_requests/new. You will need to login to the Ruckus Support portal to continue.
5. Once logged in, you will be redirected to the **AP Certificate Replacement** page.

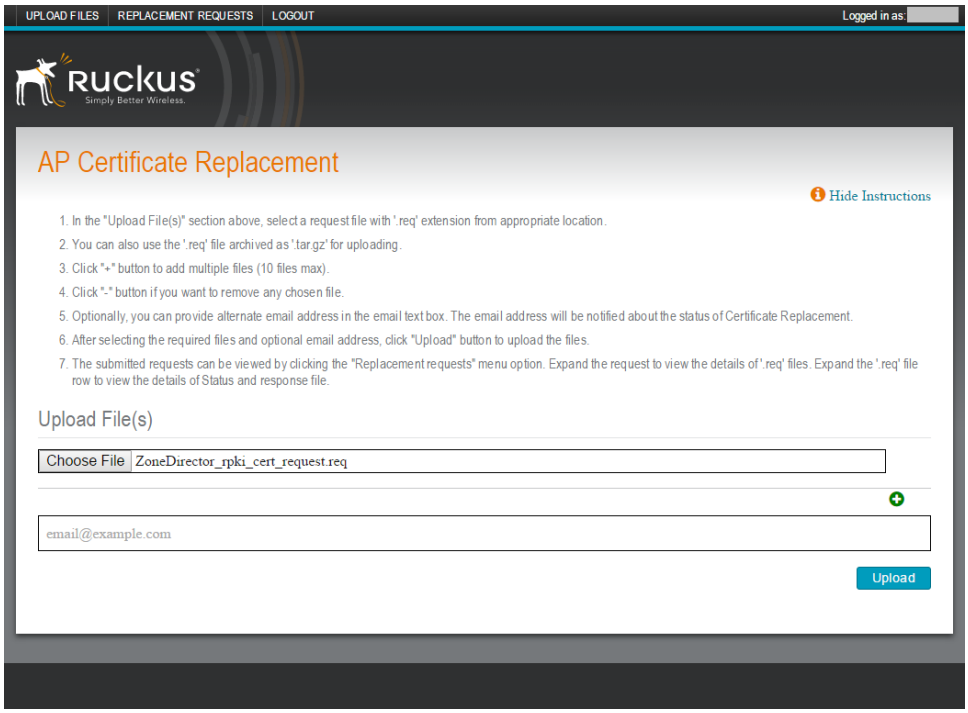


Figure 242: AP Certificate Replacement page

6. In the **Upload Files** section, click **Choose File**, and locate the .req file you saved to your local computer.
7. Click **Upload**. Your request will be delivered to Ruckus, and you will receive an email confirmation.
8. Once Ruckus has completed the processing of your request, Ruckus will send another email with a link to download the certificate package.
9. Click the link in the email and download the package to your local computer. (The file name will be similar to: `ZoneDirector_rpki_cert_request_20160405191623397.res`.)
10. On the SSL Certificate Advanced Options click **Choose File** to import the new certificate package (*.res file). The file is uploaded to ZoneDirector.
11. Click **Import** to import the new certificate package.
12. A "Loading Ruckus PKI Certificate Package...progress screen to complete importing the new package (this process should take approximately one minute).

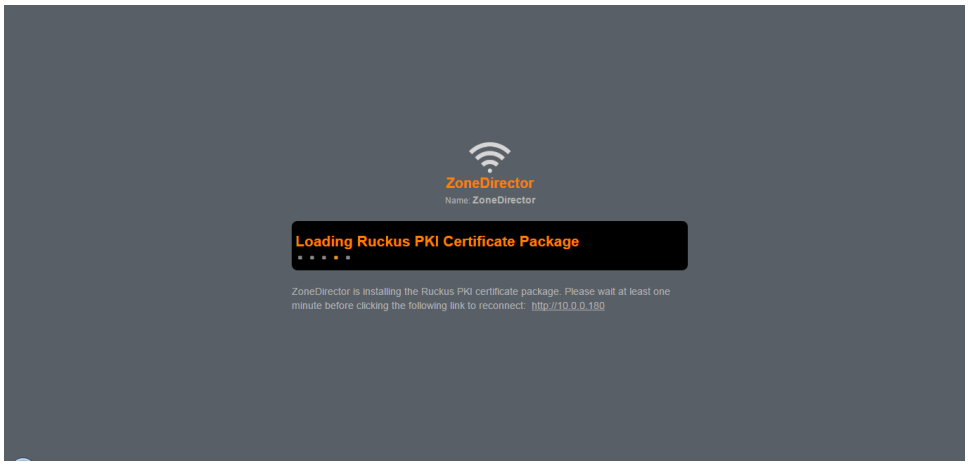


Figure 243: Loading Ruckus PKI Certificate Package

13. Once complete, log back into ZoneDirector, and on the **Monitor > All Events/Activities** page, you should see the following event message: "ZoneDirector/AP Ruckus PKI certificates successfully installed on ZoneDirector."

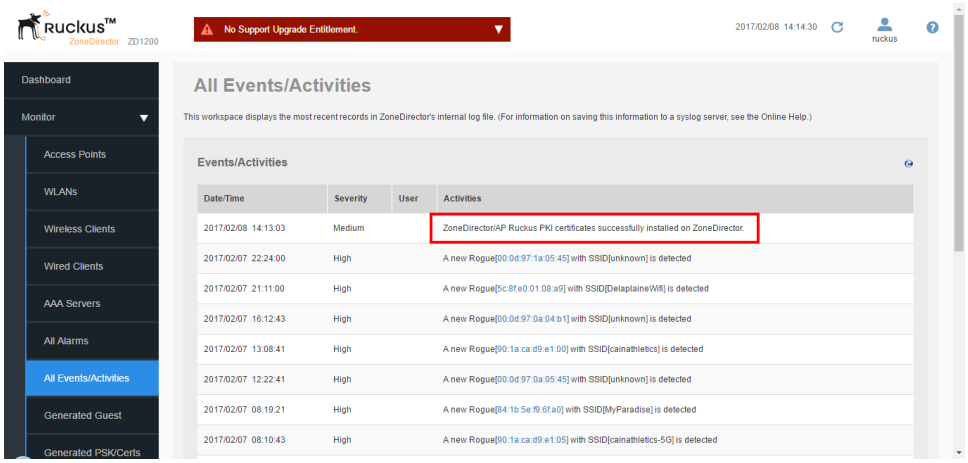


Figure 244: Ruckus PKI certificates successfully installed

You have completed upgrading your ZoneDirector and connected APs with the new RPKI certificates and keys.

Wildcard Certificate Installation

A wildcard certificate is a generic certificate that can be used for multiple devices in a specific domain. This is useful for Smart Redundancy installations where you have two ZoneDirectors. You can purchase and install two certificates, or use a wildcard certificate.

When you try to import a wildcard certificate, the ZoneDirector will notify you that it does not have the matching private key. At this point, click on the “click here” link to import the private key. Once the private key is imported, try to import the certificate again. The ZoneDirector will prompt you for the host name. Enter the hostname and ensure that your DNS server is configured to resolve that name to the IP address of ZoneDirector.

Wildcard Certificates In Smart Redundancy With Captive Portals

In order to prevent redirect loops when deploying SSL certificates in a Smart Redundant following wildcard certificate procedure:

1. Purchase or generate a self-signed wildcard certificate such as *.acompany.com and install it on both ZoneDirectors in the Smart Redundant pair.
2. In DNS, add 3 host/IP entries similar to the following

   - management.acompany.com; 192.168.0.100: This is the FQDN you wish to use for reaching the shared virtual management interface and is mapped to its configured IP address
   - primary-zd.acompany.com; 192.168.0.98: This is the FQDN for the primary ZD controller and its physical IP address.
   - backup-zd.acompany.com; 192.168.0.99: This is the FQDN for the backup ZD controller and its physical IP address

3. When you import the wildcard certificate into the ZoneDirectors you will be prompted to enter the host name – make sure you use the same host name as you will advertise in DNS for that ZoneDirector (the default is the same configured ZoneDirector name).

NOTE Currently it is not possible to support this configuration with the Hotspot captive portal when it is being used for Zero-IT activation through the ZoneDirector because the FQDN for the "/activate" URL is identical on both ZoneDirectors. To achieve this use the Onboarding Portal feature for Zero-IT activation.

Upgrading the License

Depending on the number of Ruckus Wireless APs you need to manage with your ZoneDirector, you may need to upgrade your license as your network expands.

Contact your authorized Ruckus Wireless reseller to purchase an upgrade license. Once you load the license via the web interface, it takes effect immediately.

Current license information (description, PO number, status, etc.) is displayed on the web interface.

NOTE The system does not reboot or reset after a license is imported.

To import a new license file:

1. Go to **Administer** > **License**.
2. Click **Choose File**.
3. Once you select your license file and close the **Browse** window, ZoneDirector immediately attempts to validate and install the license.

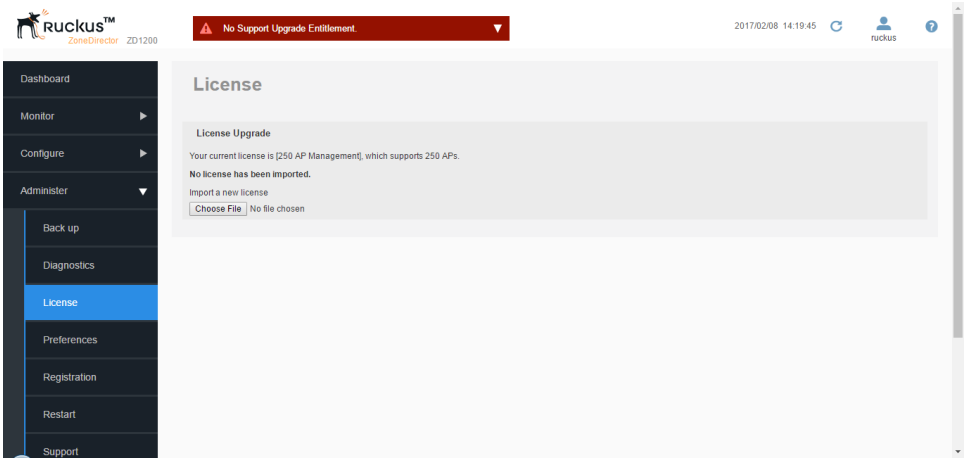


Figure 245: The License page

Support Entitlement

A Support Entitlement license allows you to extend the period for which you are allowed to continue upgrading your ZoneDirector when newer versions are released.

If your support contract has expired, you can contact your Ruckus customer service representative or Ruckus reseller to purchase additional support service. After you have purchased a support contract, you can download the entitlement file and automatically import into your ZoneDirector or manually download the file and upload it to ZoneDirector.

To import a new Support entitlement file:

1. Go to **Administer** > **Support**.
2. In the **Support Services** section, click **Update Services by File** to import a locally saved support activation file, or click **Renew Services Online** to download and install a new support service automatically.

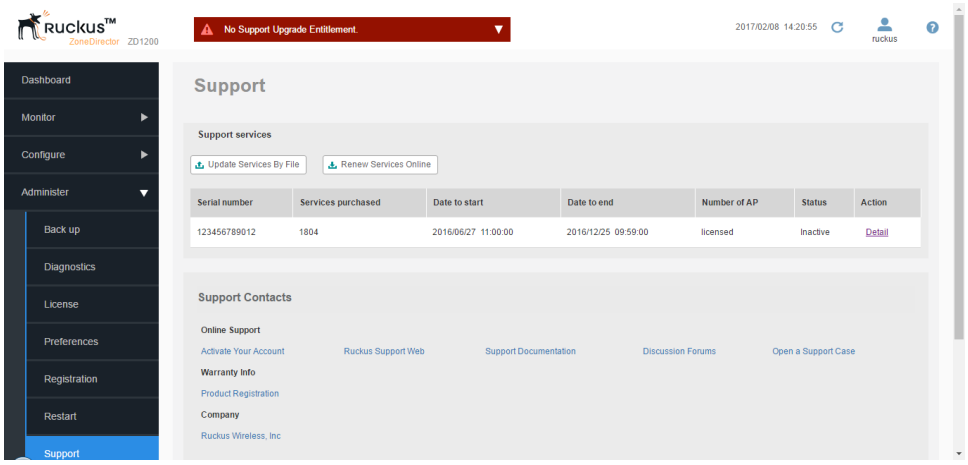


Figure 246:

Troubleshooting 12

Troubleshooting Failed User Logins

This troubleshooting topic addresses the problems that network users might have with configuring their client devices and logging into your ZoneFlex WLAN.

Upon the completion of the Setup Wizard, ZoneDirector automatically activates a default internal WLAN for authorized users. A key benefit of the internal WLAN is the Zero-IT configuration, which enables new users to self-activate their wireless client devices with little or no assistance from the IT department. Zero-IT client device configuration requires that the client be running a compatible operating system and using a wireless network adapter that implements WPA encryption.

If you and your WLAN users run into initial connection failures when using the Zero-IT configuration and login, almost all of the problems have two key causes:

- Your users' client devices are running another OS, such as Linux, ChromeOS, etc.
- Your users' client devices are using wireless network adapters without a WPA implementation.

The following list of options may be applicable based on your client system's qualifications:

- Option 1: If the client is running a supported operating system, check the wireless network adapter to verify the implementation of WPA.
- Option 2: Upgrade to Windows 7, and if needed, acquire a wireless network adapter with WPA support. Once these changes are made, your users can attempt Zero-IT activation again.
- Option 3: If an older version of Windows is in use, or if another OS is being used, the user must manually enter the WPA passphrase in their network configuration.
- Option 4: If the client's OS cannot be upgraded and the wireless adapter is limited to WEP, you will need to do the following:
  - Create an additional WLAN for non-standard client connections, then create a Role that refers to this WLAN, and assign that role to the relevant user accounts.
  - Enter the WEP key in the network configuration on the client device.

Fixing User Connections

If any of your users report problematic connections to the WLAN, the following debugging technique may prove helpful. Basically, you will be deleting that user's client from the Active Clients table on the ZoneDirector, and when their client connection automatically renews itself, any previous problems will hopefully be resolved.

To disconnect an active client:

1. Go to **Monitor** > **Wireless Clients**.
2. In the **Clients** table, locate the problematic client, and click the **Delete** icon on the same row.
3. The client will be immediately disconnected from the WLAN. (Be sure not to block the client. If you do accidentally block a client, go to **Configure > Access Control** to unblock.)
4. From the client computer, refresh the list of wireless networks and attempt to log in again.
5. After several seconds, the **Clients** table will refresh and display the client again.

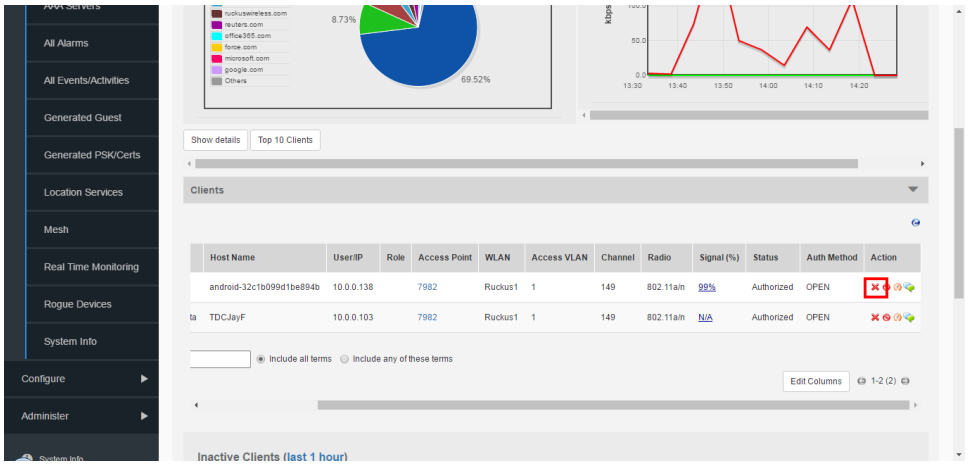


Figure 247: Click the X icon to delete a client record from the Wireless Clients

If WLAN Connection Problems Persist

If the previous technique fails to resolve the connection issues, you may need to guide the user through a reset of their WLAN configuration. This requires deleting the user record, then creating a new user record, after which the user must repeat the Zero-IT Activation process to reactivate their device with ZoneDirector.

1. Have the user log out of the WLAN.
2. Go to **Configure** > **Users**. The Internal User Database table appears, displaying a list of current user accounts.
3. Locate the problematic user account in the table, and click the check box to the left of the user's name.
4. Click **Delete**.
5. Click the **Create New** button to create a new user account for this user. Enter a user name and password, and choose a role from the drop-down menu.
6. Send a notification to the user with instructions on how to re-configure their client and log into the WLAN again.

At the end of this process, the user should be reconnected. If problems persist, they may originate in Windows or in the wireless network adapter.

Measuring Wireless Network Throughput with SpeedFlex

SpeedFlex is a wireless performance tool included in ZoneDirector that you can use to rector and an AP, and a wireless client and an AP. When performing a site survey, you can use SpeedFlex to help find the optimum location for APs on the network with respect to user locations.

NOTE Before running SpeedFlex, verify that the Guest Usage and Wireless Client Isolation options (on the Configure > WLANs > Editing {WLAN Name} page) are disabled. The SpeedFlex Wireless Performance tool may not function properly when either or both of these options are enabled. For example, SpeedFlex may be inaccessible to users at http://{zonedirector-ip-address}/perf or SpeedFlex may prompt you to install the SpeedFlex application on the target client, even when it is already installed.

NOTE The following procedure describes how to run SpeedFlex from the ZoneDirector web interface to measure a wireless client's throughput. For instructions on how to run SpeedFlex from a wireless client (for users), refer to Allowing Users to Measure Their Own Wireless Throughput.

NOTE SpeedFlex is unable to measure the throughput between two devices if those two devices are not on the same VLAN or the same subnet.

To measure the throughput of an AP or a client from the web interface:

1. Find out the MAC address of the AP or wireless client that you want to use for this test procedure.
2. If you are testing client throughput, verify that the wireless client is associated with the AP that you want to test.
3. Log in to the ZoneDirector web interface. You can use the wireless client that you are testing or another computer to log in to the web interface.
4. If you want to test AP throughput, click **Monitor** > **Access Points**. If you want to test client throughput, click **Monitor** > **Wireless Clients**.
5. In the list of APs or clients, look for the MAC address of the AP or wireless client that you want to test, and then click the **SpeedFlex** link on the same row. The **SpeedFlex Wireless Performance Test** interface loads, showing a speedometer and the IP address of the AP or client that you want to test.

NOTE If ZoneDirector is unable to determine the IP address of the wireless client that you want to test (for example, if the wireless client is using a static IP address), the SpeedFlex link for that client does not appear on the Clients page.

6. Choose **UDP** or **TCP** from the **Protocol** drop-down list. Only one type of traffic can be tested at a time.
7. If you are testing AP throughput, you have the option to test both **Downlink** and **Uplink** throughput. Both options are selected by default. If you only want to test one of them, clear the check box for the option that you do not want to test.
8. Click the **Start** button.
   - If the target client does not have SpeedFlex installed, a message appears in the ZoneDirector administrator's browser, informing you that the SpeedFlex tool has to be installed and running on the client before the wireless performance test can continue. Click the **OK** button on the message, download the appropriate SpeedFlex version (Windows, Mac or Android) from http://<ZoneDirector-IP-Address>/perf, and email it to the user, or instruct the user to go to http://<ZoneDirector-IP-Address>/perf to download and install it. (See Allowing Users to Measure Their Own Wireless Throughput on page 344.) After SpeedFlex is installed and running on the client, click **Start** again to continue with the wireless performance test.

A progress bar appears below the speedometer as SpeedFlex generates traffic to measure the downlink or uplink throughput. One throughput test typically runs for 10-30 seconds. If you are testing both Downlink and Uplink options, the two tests take about one minute to complete.

When the tests are complete, the results appear below the Start button. Downlink and uplink throughput results are displayed along with packet loss percentages.

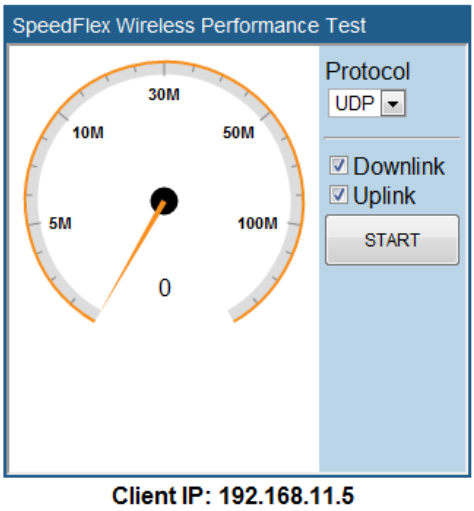


Figure 248: The SpeedFlex interface

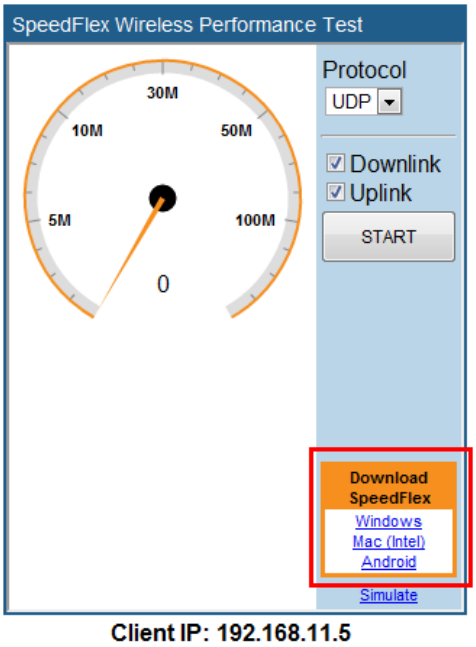


Figure 249: Click the download link for the target client's operating system

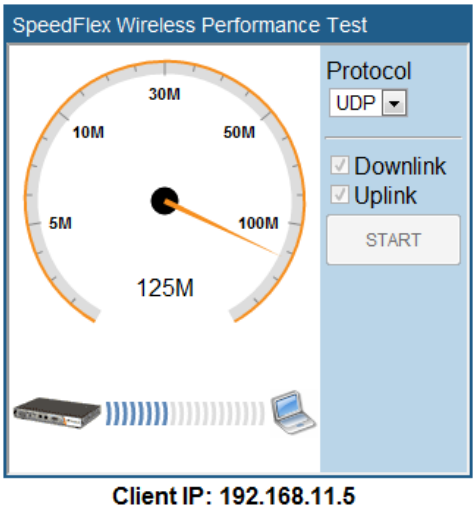


Figure 250: A progress bar appears as SpeedFlex measures the wireless throughput

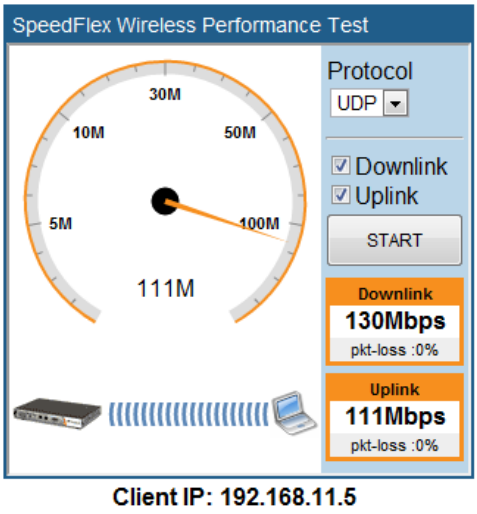


Figure 251: When the test is complete, the tool shows the uplink and downlink throughput and packet loss percentage

Using SpeedFlex in a Multi-Hop Smart Mesh Network

SpeedFlex can also be used to measure multi-hop throughput between APs and ZoneDirector in a mesh tree. For example, if you have a mesh tree that is three hops deep (i.e., ZoneDirector... Root AP... Mesh AP 1... Mesh AP 2), SpeedFlex can measure the total throughput between ZoneDirector and Mesh AP 2. Running the Multi-Hop

SpeedFlex tool returns throughput results for each hop as well as the aggregate throughput from ZoneDirector to the final AP in the tree.

To measure throughput across multiple hops in a Smart Mesh tree:

1. Go to **Monitor** > **Mesh**, or open the Mesh Topology widget on the Dashboard.
2. Locate the AP whose throughput you want to measure, and click the **SpeedFlex** icon on the same row as that AP. The SpeedFlex icon changes to an icon with a green check mark, and the **Multi-Hops SpeedFlex** button appears.
3. Click **Multi-Hops SpeedFlex**. The **SpeedFlex** utility launches in a new browser window.
4. Select **Uplink**, **Downlink** or both (default is both), and click **Start** to begin.

NOTE Note that multi-hop SpeedFlex takes considerably longer to complete than a single hop. If you want to complete the test faster, deselect either **Uplink** or **Downlink** and test one direction at a time.

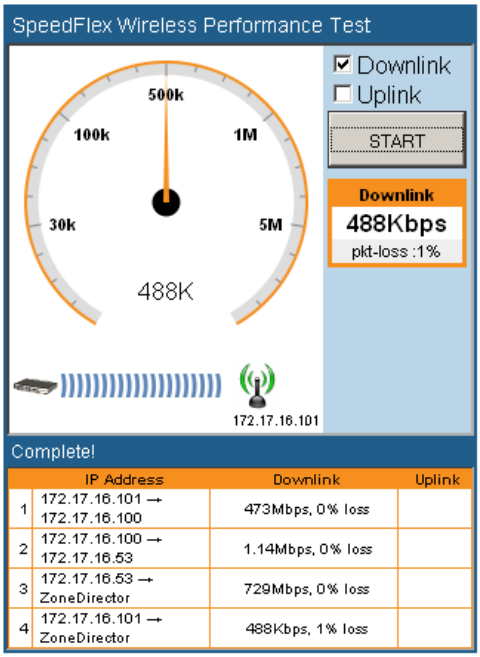


Figure 252: Multi-Hop SpeedFlex test results

Allowing Users to Measure Their Own Wireless Throughput

ZoneDirector provides another version of the SpeedFlex Wireless Performance Test application that does not require authentication.

This version can be accessed at: `http://{zonedirector-ip-address}/perf`. If you want wireless users to be able to measure their own wireless throughput, you can provide this link to them, along with the instructions below. Before sending out these instructions, replace the {zonedirector-ip-address} variable with the actual ZoneDirector IP address.

How to Measure the Speed of Your Wireless Connection

The following instructions describe how you can use SpeedFlex, a wireless performance test tool from Ruckus Wireless, to measure the speed of your wireless connection to your access point.

1. Make sure that your wireless device is connected only to the wireless network. If your wireless device is also connected to the wired network, unplug the network cable.
2. Start your web browser, and then enter the following in the address or location bar: `https://{ZD-IP-Address}/perf`. The SpeedFlex Wireless Performance Tool interface loads in your browser.
3. Click the **Start** button. The following message appears:

```
Your computer does not have SpeedFlex running. Click the OK
 button, download the SpeedFlex application for your
operating system, and then double-click SpeedFlex.exe to
start the application. When SpeedFlex is running on your
computer, click Start again to continue with the wireless
performance test.
```

4. Click **OK**. Windows, Mac (Intel), and Android download links for SpeedFlex appear on the SpeedFlex Wireless Performance Test interface.
5. Click the SpeedFlex version that is appropriate for your operating system, download the SpeedFlex file, and then save it to your computer's hard drive.
6. After downloading the SpeedFlex file, locate the file, and then double-click the file to start the application. A command prompt window appears and shows the following message: `Entering infinite loop. Enjoy the ride.` This indicates that SpeedFlex was successfully started. Keep the command prompt window open.
7. On the SpeedFlex Wireless Performance Test interface, click the **Start** button again. A progress bar appears below the speedometer as the tool generates traffic to measure the downlink throughput from the AP to the client. The test typically runs from 10 to 30 seconds.

When the test is complete, the results appear below the Start button. Information that is shown includes the downlink throughput (in Mbps) between your wireless device and the AP, as well as the packet loss percentage during the test. If the packet loss percentage is high (which indicates poor wireless connection), try moving your wireless device to another location, and then run the tool again.

Starting a Radio Frequency Scan

This task complements the automatic RF scanning feature that is built into the Ruckus ZoneDirector. That automatic scan assesses one radio frequency at a time, every 20 seconds (by default).

To manually start a complete radio frequency scan that assesses all possible frequencies in all devices at one time, follow these steps:

1. Go to **Administer** > **Diagnostics**.
2. When the **Diagnostics** page appears, look for theManual Scan options, and then click **Scan**. This operation will interrupt active network connections for all current users.
3. Go to **Monitor > Rogue Devices** to view updated rogue AP detection.

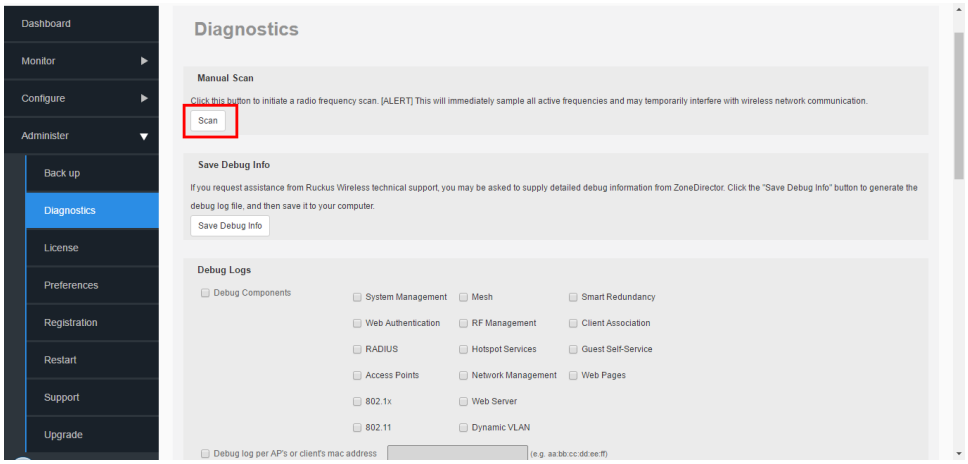


Figure 253: The Diagnostics page

Using the Ping and Traceroute Tools

The ZoneDirector web interface provides two commonly used tools that allow you to diagnose connectivity issues while managing ZoneDirector without having to exit the UI.

The Ping and Traceroute tools can be accessed from anywhere in the UI that you see the  icon. For example, from the **Monitor > Access Points** page, click the icon next to an AP to launch the troubleshooting window.

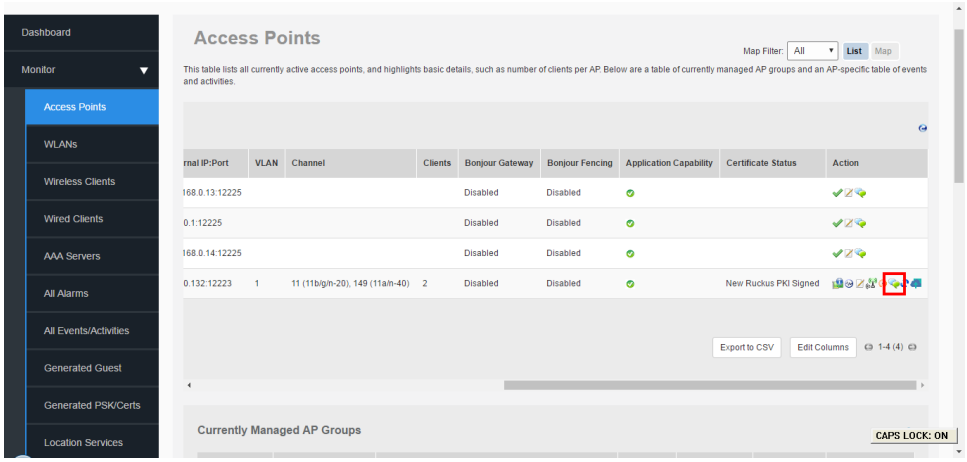


Figure 254: Launching the Ping/Traceroute Troubleshooting window from the Dashboard

The Network Connectivity window opens. Click **Ping** to ping the IP address or **Trace Route** to diagnose the number of hops to the IP address.

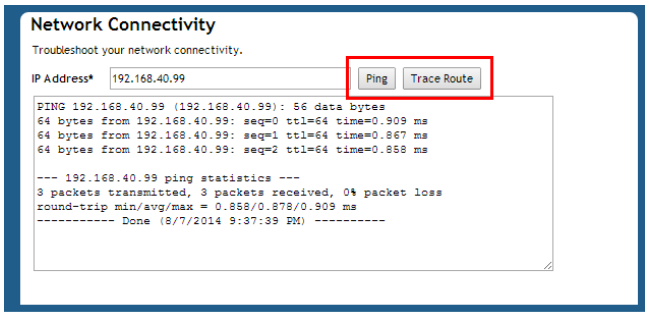


Figure 255: Network Connectivity dialog

Generating a Debug File

Do not start this procedure unless asked to do so by technical support staff.

If requested to generate and save a debug file, follow these steps:

1. Go to **Administer** > **Diagnostics**
2. Select the items under **Debug Components** as directed by Ruckus technical support, or check the box next to **Debug Components** to select all. (If they are already selected, skip this step.)
3. If you are instructed to save only log information for a specific AP or client, you can select the check box next to Debug log per AP's or client's mac address, then enter the MAC address in the adjacent field.
4. Click **Apply** to save your settings.
5. In the **Save Debug Info** section, click **Save Debug Info**.
6. Save the file to a convenient location on your local computer.

After the file is saved, you can email it to the technical support representative.

NOTE The debug (or diagnostics) file is encrypted and only Ruckus Wireless support representatives have the proper tools to decrypt this file.

Viewing Current System and AP Logs

You can display a list of recent ZoneDirector or AP activity logs from the ZoneDirector web interface.

To view ZoneDirector system logs:

1. Go to **Administer** > **Diagnostics**, and locate the System Logs section.
2. Click the "**Click Here**" link next to "To show current System logs..
3. Click the **Save System Log** button to save the log as a compressed .tar file.

To view AP logs:

1. Go to **Administer** > **Diagnostics**, and locate the AP Logs section.
2. Click the "**Click Here**" link next to "To show current AP logs...". The log data is displayed in the text box beneath the link.

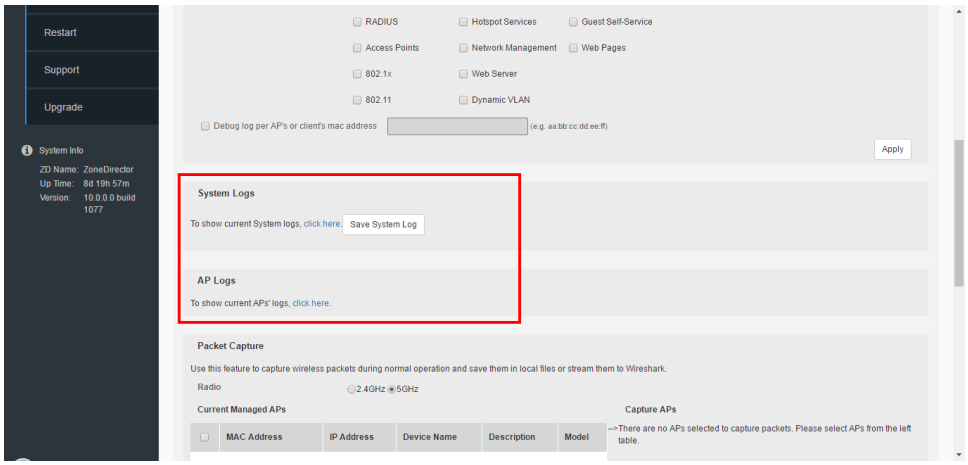


Figure 256: Viewing System and AP logs

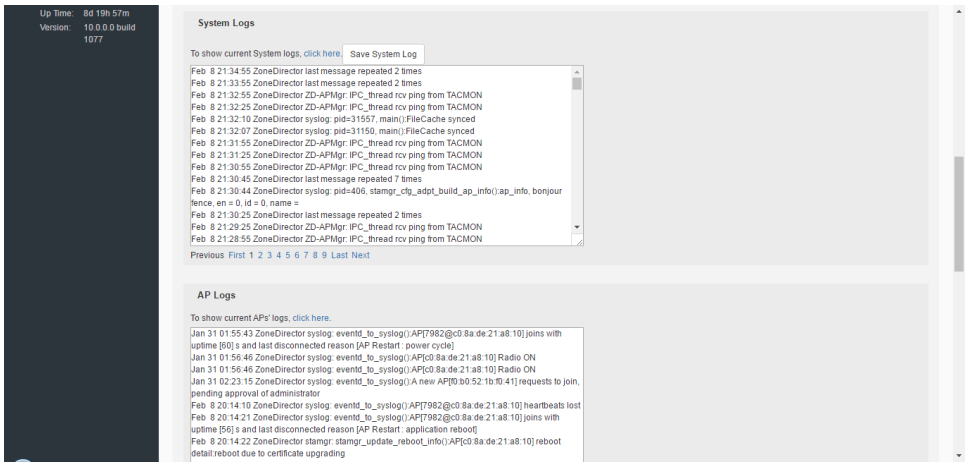


Figure 257: UI display of current system and AP log

Packet Capture and Analysis

The Packet Capture feature puts one or more APs into packet sniffer mode, allowing them to capture packets and either save them to a local file or stream them to a packet inspection program such as Wireshark for later analysis.

- Local Capture
- Streaming Mode

NOTE Performing packet capture on the 5 GHz radio of a Mesh AP (MAP) can result in connectivity issues due to the AP's use of the 5 GHz radio for Mesh communications.

Therefore, Ruckus recommends performing packet capture only on the 2.4 GHz radio of a Mesh AP. Root APs (and eMAPs) do not have this limitation and packet capture can be performed on either radio.

The local capture mode stores packet data from a single capture session in two files using a "ping-pong" method. Due to memory limitations, the capture files are cleared after they are retrieved by the Save command and before each new capture session, and they are not retained on the AP between reboots.

In streaming capture mode, packet data from the 2.4 GHz and 5 GHz radios are available simultaneously on AP interfaces wifi0 and wifi1, respectively. The streams can be accessed using Wireshark's remote interface capture option. The Windows version of Wireshark (e.g., v1.2.10) supports this option. Linux versions may not.

Both output modes support packet filtering. In local capture mode, the AP accepts a packet filter expression and applies it before storing the file. In streaming mode, Wireshark accepts a capture filter expression and sends it to a daemon running on the AP, which applies it before streaming. Both modes allow compound filter expressions conforming to the pcap-filter syntax, which is described at filter/.

Local Capture

To capture packets to a local file for external analysis:

1. Choose 2.4 GHz radio (you can only capture packets on one radio at a time).
2. Select one or more APs from the list and click **Add to Capture APs**. The APs you selected are moved from the Currently Managed APs table on the left side to the new Capture APs table on the right.
3. Select **Local Mode** to save the packet capture to a local file.
4. Click **Start** to begin capturing packets. Click **Stop** to end the capture, and click **Save** to save the packet capture to a local file.
5. Extract the pcap file(s) from the pcap.zip file and open in Wireshark or other packet analyzer.

Streaming Mode

To view streaming packets in real time using Wireshark's remote capture:

1. Choose 2.4 GHz or 5 GHz radio.
2. Select the AP you want to view and click **Add to Capture APs**.
3. Select Streaming Mode and click **Start**.
4. Launch Wireshark.
5. Go to **Capture Options**.
6. Under **Capture: Interface**, select **Remote**. A **Remote Interface** dialog appears.
7. In Host, enter the IP address of the AP you want to view. Leave the **Port** field empty **OK**.

8. The remote host interface list on the right updates. Select wifi0 from the list if you are streaming on the 2.4 GHz radio, or select wifi1 if streaming on the 5 GHz radio.
9. Click **Start**. Wireshark displays the packet stream in a new window.

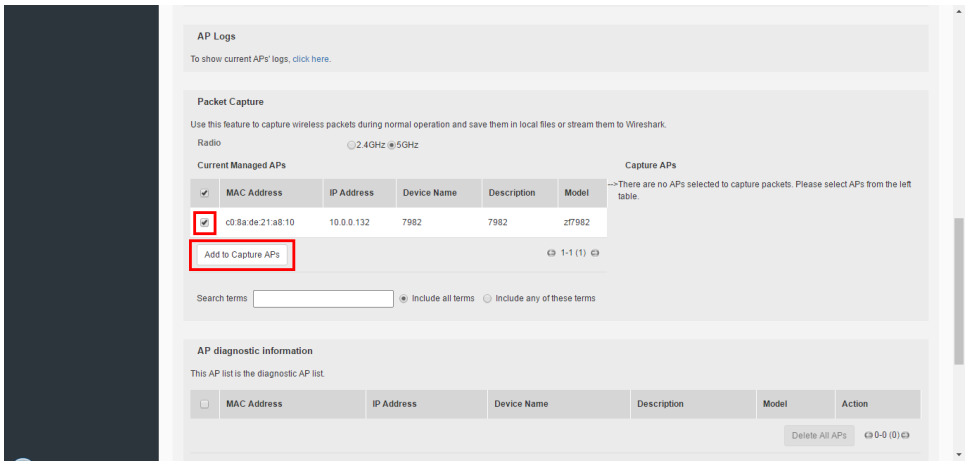


Figure 258: Add APs from Currently Managed APs list to Capture APs list

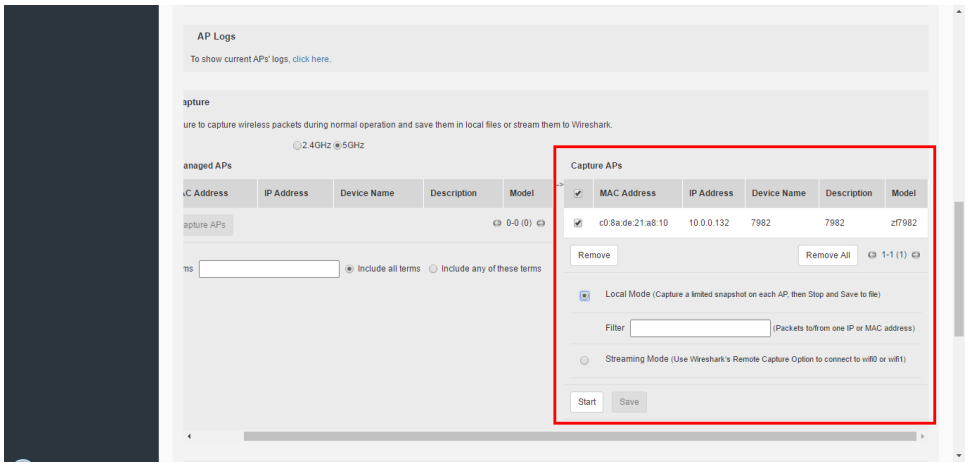


Figure 259: Click Start to begin packet capture; click Remove to remove APs from the list

Using Ruckus Custom Indicators

Packets captured on Ruckus APs include some information that is not available when capturing from other Wi-Fi devices. This additional information is stored in the Per-Packet Information (PPI) header that precedes the over-the-air content.

1. The PPI:802.11-Common Header antenna signal and antenna noise fields of packets transmitted by the AP contain the next-to-lowest byte and the lowest byte, respectively, of the antenna pattern used to transmit the packet. On some APs, the pattern value may contain more significant bits, which are not stored in this header.

If the packet is 802.11n, it will also contain the full antenna pattern value in the header described below.

2. The PPI:802.11n-MAC+PHY Header EVM-3 field of packets transmitted by the AP contains the full antenna pattern used to transmit the packet (similar to above, except this 32-bit field can accommodate the complete value).
3. The PPI:802.11n-MAC+PHY Header MAC Flags field's upper bits convey additional TX and RX descriptor indicators described in the table below.

Table 37: Ruckus-defined indicators conveyed in MAC Flags

TX Indicator	Bit	RX Indicator
Sounding (0=not; 1=yes)	31	Sounding (0=not; 1=yes)
TxBF (0=not applied; 1=yes)	30	unassigned
Ness (#ext spatial streams)	28-29	Ness (#ext spatial streams)
STBC (0=not applied; 1=yes)	27	STBC (0=not applied; 1=yes)
LDPC (0=not applied; 1=yes)	26	LDPC (0=not applied; 1=yes)
LDPC indicator valid	25	LDPC indicator valid
unassigned	24	unassigned
RTS HTC TRQ	23	HW Upload Data
RTS HTC MRQ	22	HW Upload Data Valid
RTS HTC MSI	20-21	HW Upload Data Type
RTS enabled	19	unassigned
Calibrating	18	unassigned

Limitation: The AP can report RX EVM values or the RX LDPC indicator, but not both. When packet capture is invoked from the ZD UI, the software selects RX EVM values. Therefore, the RX LDPC indicator is not reported, and the LDPC indicator valid bit will be zero. The RX LDPC indicator is available when invoking packet capture from the AP command line interface.

AP Diagnostic Information

The AP Diagnostic Information feature can be used to collect AP processor core dump files from the AP via ZoneDirector. This section will be empty unless there is an AP that has experienced a core dump.

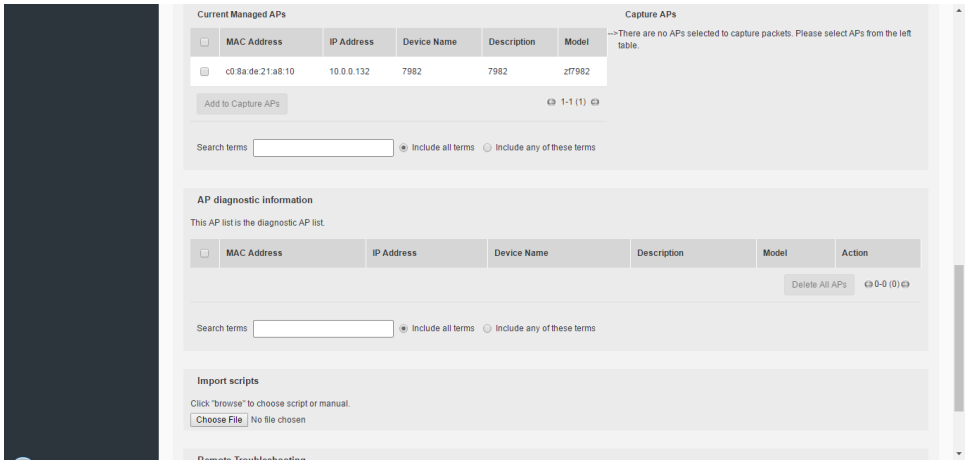


Figure 260: AP diagnostic information

When an AP processor core dump occurs, a log file will be created and stored on ZoneDirector, and the AP Diagnostic Information section will list the AP's MAC address, IP address, Device Name, Description and AP Model. Additionally, two buttons will appear: a **Download** and a **Delete** button.

Click the **Download** button to download the core dump log file for delivery to Ruckus Support to assist with troubleshooting, if requested to do so. Click the **Delete** button to delete this core dump log file.

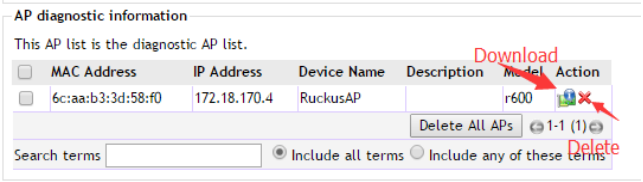


Figure 261: AP Diagnostic Information buttons

Importing a Script

The Import Scripts feature can be used to help Ruckus Support in diagnosing customer network issues remotely by allowing the administrator to upload a Ruckus-created script to ZoneDirector themselves. If instructed to do so by Ruckus Support, go to **Administer** > **Diagnostics** > **Import Scripts** and click Choose **File** to upload a script to ZoneDirector.

Enabling Remote Troubleshooting

The Remote Troubleshooting feature allows Ruckus support personnel to connect directly enable this feature unless instructed to do so by Ruckus support.

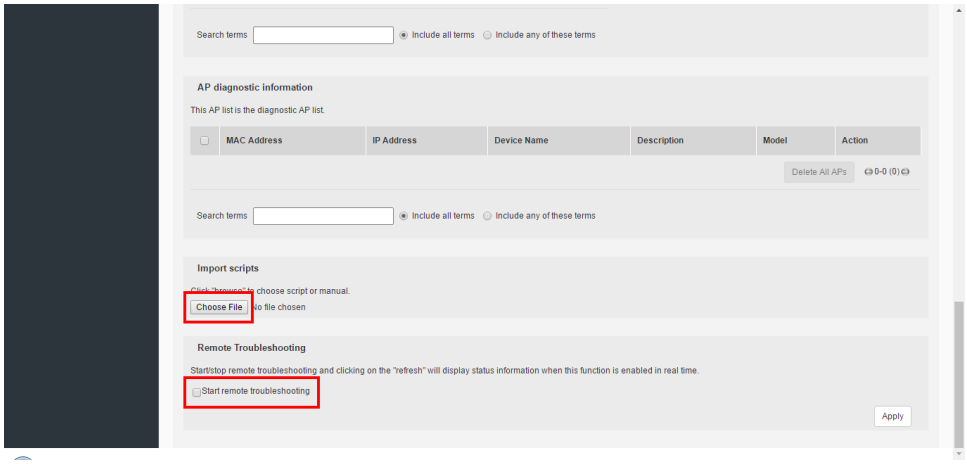


Figure 262: The Upload Scripts and Remote Troubleshooting features are used by Ruckus Support in diagnosing customer network issues remotely

Restarting an Access Point

One helpful fix for network coverage issues is to restart individual APs. To do so, follow these steps:

1. Go to **Monitor** > **Access Points**.
2. When the **Access Points** page appears, look in the Currently Managed APs table for the particular Access Point record. The Status column should display “Connected.”
3. Click the **Restart** icon. The **Status** column now displays “Disconnected” along with the date and time when ZoneDirector last communicated with the AP.

After restart is complete and the Ruckus ZoneDirector detects the active AP, the status will be returned to “Connected.”

Restarting ZoneDirector

There are three "restart" options: [1] disconnect and then reconnect the ZoneDirector from the power source, [2] follow this procedure which simultaneously shuts down ZoneDirector and all APs, then restarts all devices, and [3] restart individual APs.

To restart ZoneDirector (and all currently active APs):

1. Go to **Administer** > **Restart**.
2. When the **Restart / Shutdown** features appear, click **Restart**. You will be automatically logged out of ZoneDirector. After a minute, when the Status LED is steadily lit, you can log back into ZoneDirector.

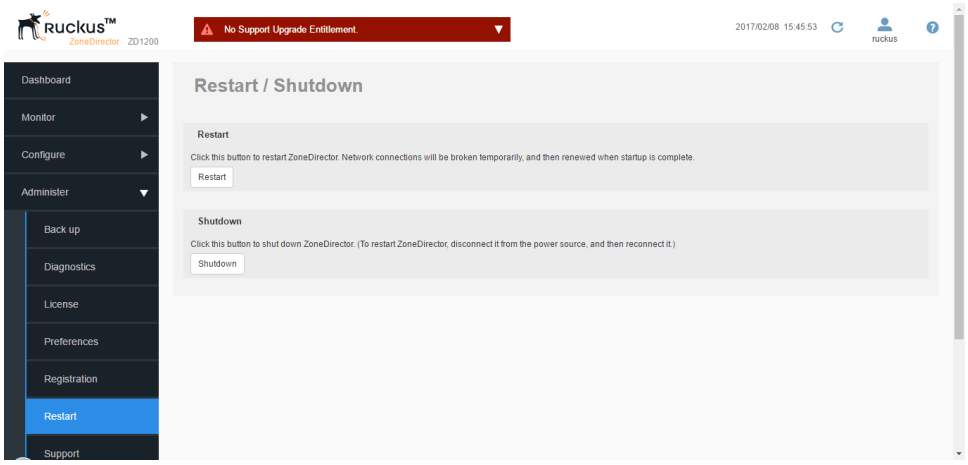


Figure 263: The Restart/Shutdown page

Mesh Networking Best Practices 13

Calculating the Number of APs Required

This is an important step in planning your mesh network. You will need calculate the number of total APs (Root APs and Mesh APs) that are needed to provide adequate coverage and performance for a given property.

Performing a site survey to determine the coverage for your particular installation environment is essential. Once the coverage area is sufficiently covered with Root APs to meet your bandwidth and throughput requirements, you will need to adjust the number and placement to compensate for APs that will serve as Mesh APs.

If you plan to support Internet grade connections for casual web browsing, plan for a design that delivers 1Mbps of throughput in the entire coverage area. For enterprise-grade connections, plan for 10Mbps of throughput.

Wi-Fi is a shared medium, of course, so this aggregate bandwidth will be shared amongst the concurrent users at any given time. In other words, if the network is designed to support 10Mbps, it would support 1 user at 10Mbps, or 10 users at 1Mbps each. In reality, due to statistical multiplexing (just like the phone system - the fact that not all users are using the network concurrently), if you use an oversubscription ratio of 4:1, such a network could actually support 40 users at 1Mbps.

In a Smart Mesh network, the Root AP (RAP) has all its wireless bandwidth available for bandwidth has to be shared between the uplink and the downlink. This degrades performance of a Mesh AP as compared to a Root. This problem is mitigated somewhat by dual radio APs when the uplink and downlink traffic can be sent/received on two separate radios.

Placement and Layout Considerations

- Utilize two or more RAPs: To prevent having a single point-of-failure, it is always best to have 2 or more RAPs so that there are alternate paths back to the wired network.
- More roots are better: The more Root APs in the design, the higher the performance. Therefore, as far as possible, try to wire as many APs as is convenient.
- Design for max 3 hops: Avoid an excessive number of hops in your mesh topology. In general, the goal should be to have the lowest number of hops, provided other considerations (like Signal >= 25%) are met. Limiting the number of hops to 3 or less is best practice.
- Place a Root towards the middle of a coverage area to minimize the # hops required to reach some MAPs.
- If there are multiple Roots, ensure that the Roots are distributed evenly throughout the coverage area (not clumped up close together in one area). Shown in the figure

below is an ideal scenario, along with a not-so-ideal scenario. Of course, the whole purpose of mesh is to provide coverage in areas that are hard to wire, therefore the ideal may not be possible. But as far as possible, evenly spaced Root APs are preferable.

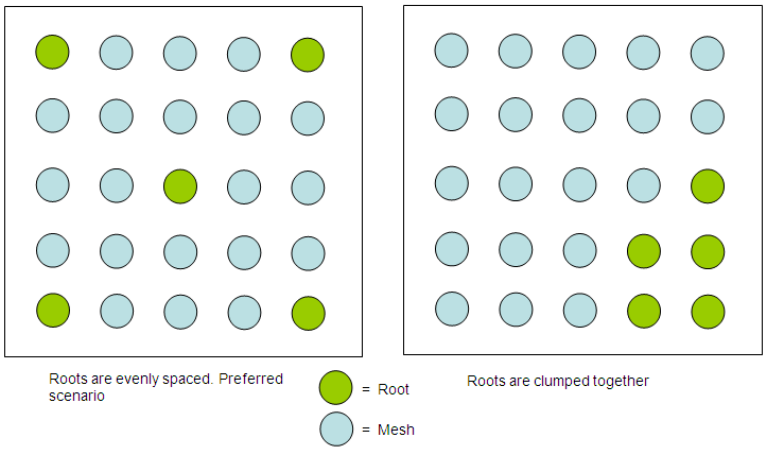


Figure 264: Root Placement

- If the customer's network utilizes a wireless backhaul technology for broadband access, it is recommended to not mount the broadband wireless modem right next to a Ruckus Wireless AP. A distance of 10 feet or more would be desirable.

Signal Quality Verification

Signal Quality is a measurement of the link quality of the MAP's uplink, and is available on the ZoneDirector web interface.

The above guidelines for planning will result in a well-designed mesh. However, it is advisable to place the APs in the planned locations temporarily using a tripod stand or other means, and actually checking the Signal Quality throughout the mesh network. In addition, once the mesh is deployed, the Signal Quality should be periodically monitored to make sure the mesh is operating optimally.

To view the Signal parameter in the ZoneDirector web interface, go to **Monitor > Mesh**, and click on the Mesh AP being tested (click the MAC address) to see the Access Point detail screen. There are two best practice observations that should be met:

- Ensure Signal >= 25%: The Signal value under Neighbor APs that shows "Connected" should be 25% or better. If it is lower, you need to bring the AP closer, or move it to avoid an obstruction, such that the Signal value becomes 25% or better. For a more conservative design, you may use 35% as your Signal benchmark.
- Ensure Minimum 2 Uplink options for every MAP: In addition, under Neighbor APs, it is best practice that there exists an alternate path for this mesh uplink. This alternate

path should also have a Signal of 25% or better. Stated differently, there should be at least 2 possible links that the MAP can use for uplink, and both should have a Signal value of 25% or better. For a more conservative design, you may use 35% as your Signal benchmark.

Mounting and Orientation of APs

ZoneFlex APs are very tolerant to a variety of mounting and orientation options due to Ruckus Wireless' use of its unique BeamFlex technology, in which the RF signal is dynamically concentrated and focused towards the other end of the RF link.

The bottom line regarding orientation and placement is that during the planning phase, it is advisable to use the Signal Quality as your benchmark, as explained in Signal Quality Verification on page 356. Ensure that the Signal is better than 25% for trouble-free operation.

For additional mounting details, please also consult the *Quick Setup Guide* or *Mounting Guide* that came in the AP box.

Indoor APs - Typical Case: Horizontal Orientation

ZoneFlex indoor APs are typically oriented such that the top of the AP is pointing either straight up or straight down.

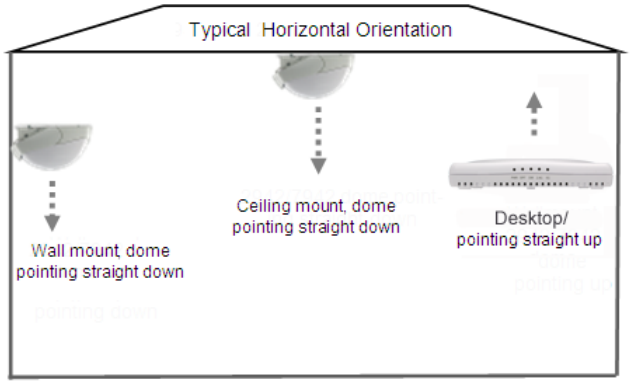


Figure 265: ZoneFlex indoor AP horizontal orientation

Indoor APs - Vertical Orientation

A less typical vertical orientation may be used in certain cases where it is not possible for mechanical or aesthetic reasons to use the typical horizontal orientation.

In such cases, indoor APs may also be wall mounted vertically.

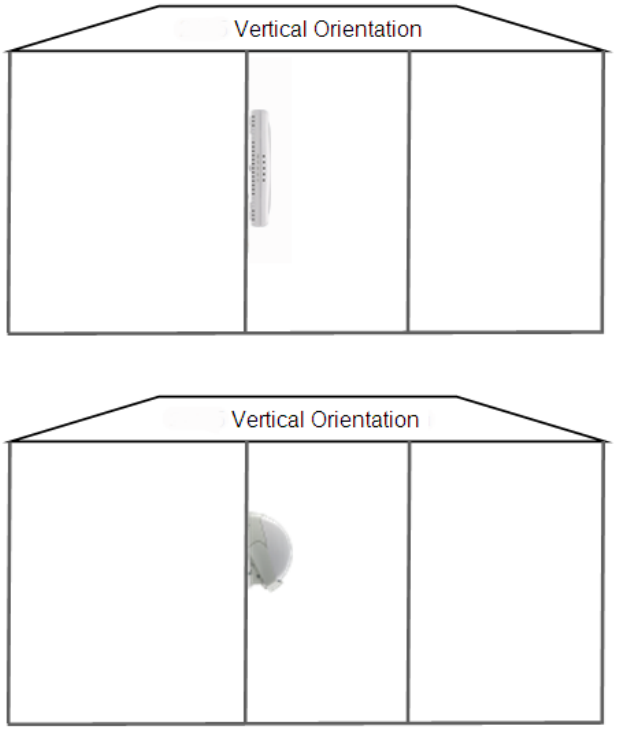

Vertical Orientation
Vertical Orientation

Figure 266: ZoneFlex indoor AP vertical orientation

Outdoor APs - Typical Horizontal Orientation

Outdoor APs are typically mounted in a horizontal orientation. A less typical orientation would be vertically mounted.

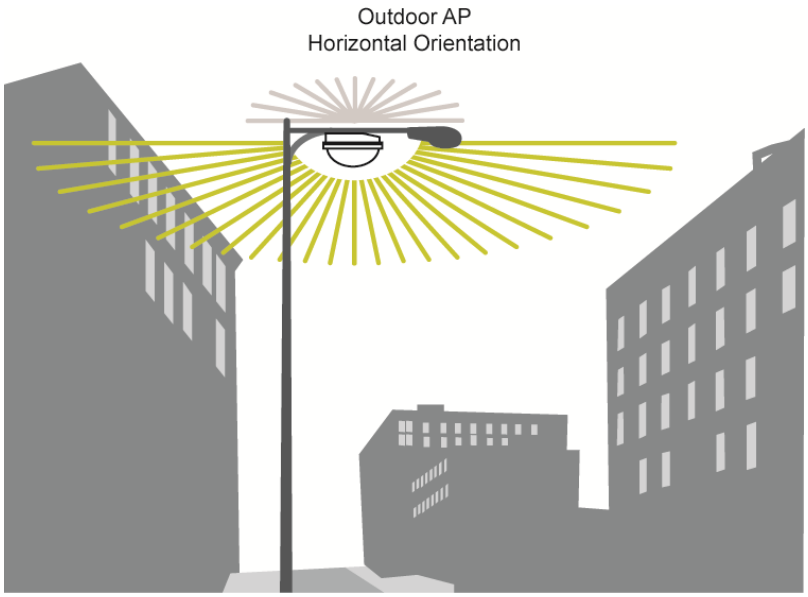


Figure 267: Outdoor AP typical horizontal orientation

Elevation of RAPs and MAPs

In addition to orientation, it is important to also pay attention to the elevation of an AP for reliable mesh operation.

More specifically, large differences in elevation should be avoided. So whether you are deploying an indoor mesh, an outdoor mesh, or a mixed indoor-outdoor mesh, you should ensure that as far as convenient and possible, MAPs and RAPs should all be at a similar elevation from the ground. For example, for an indoor-outdoor mesh, if all your indoor RAPs and MAPs are at ceiling height (standard 15-foot ceiling), then you would not want to mount the outdoor MAPs on 40-foot poles. You would want to keep all MAPs and RAPs at around the same elevation from the ground.

Mesh Best Practice Checklist

Following the mesh best practices will ensure that your mesh is well-designed, and have the capacity and reliability required for your enterprise applications. The best practices are summarized below as a checklist for quick review.

1. Avoid an excessive number of hops. Ideally keep hop count to 3 or less.

2. Having more RAPs is better for performance.
3. Ensure that there are RAPs near the middle of a coverage area so as to minimize the number of hops to reach a given MAP.
4. Where possible, ensure that the RAPs are distributed evenly throughout the coverage area rather than clumped together.
5. Once the APs are mounted on a test-basis or permanently, use the Signal quality measurement to ensure that the uplink signal quality from MAP to RAP is 25% or better.
6. Ideally there should be at least one alternate uplink path for each MAP for reliability, and the signal quality of that alternate path should also be 25% or better.



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