

## QUICK REFERENCE GUIDE

### USER & EQUIPMENT REGISTRATION

**New Users:** Register at <https://support.ruckuswireless.com/registration>

### REGISTERING NEW EQUIPMENT

**Online:** [https://support.ruckuswireless.com/warranty\\_registration](https://support.ruckuswireless.com/warranty_registration)

Add serial numbers by either:

- Typing in serial number one per line in the rectangular box provided under Manual Input.
- Create a .csv file with all the serial numbers and upload it under CSV Upload option.

**Email:** [registration@ruckuswireless.com](mailto:registration@ruckuswireless.com) with CSV file (.csv) with a list of serial numbers. Receive email confirmation within 3 business days.

**Registration Help:** Contact: <https://support.ruckuswireless.com/contact-us>

### SUPPORT LEVEL ADMINISTRATION

- **Admin. Access level details:** <https://support.ruckuswireless.com/me>
- **Warranty Status:** [https://support.ruckuswireless.com/tools/warranty\\_checker](https://support.ruckuswireless.com/tools/warranty_checker)
- **Assets Management:** [https://support.ruckuswireless.com/asset\\_management](https://support.ruckuswireless.com/asset_management)
- **Support Renewals:** [renewals@ruckuswireless.com](mailto:renewals@ruckuswireless.com)

### LICENSING & SUPPORT ACTIVATION

- **Wireless License:** [https://support.ruckuswireless.com/code\\_registration](https://support.ruckuswireless.com/code_registration)
- **License Downloads:** [https://support.ruckuswireless.com/license\\_upgrades](https://support.ruckuswireless.com/license_upgrades)
- **ICX Switching License:** <https://support.ruckuswireless.com/documents/1866-fastiron-08-0-61-software-licensing-guide/download>

### RUCKUS SUPPORT LEVELS

- **Watchdog End User Support:** End User/Direct support which entitles you to direct access to all of our support resources. Our web support portal provides a wealth of technical resources including Software Updates & Upgrades, Knowledge Base, Online Case Management, Forums and Live Chat. Also entitles you to Advance Replacement services for switches and controllers.
- **Watchdog Partner Premium Support:** With this type of support you contact your Partner for support (see VAR below) and Ruckus will in turn help them resolve your issue. However, you still have access to our online services such as Downloads, Forums and Knowledge Base. Also entitles you to Advance Replacement services for your switches and controllers.
- **Advanced Replacement:** This support entitles you to Advance Replacement services for your hardware. In case of a hardware failure, we will ship equivalent replacement product to your location before receiving your defective product.

### REQUESTING TAC HELP (PHONE OR ONLINE)

- Contact information, Product Name & Serial Number
- Software Version running on the Product
- Problem & Symptoms details
- Preferred method (e-mail or phone) & time zone of contact

**Online:** For MEDIUM & LOW Priority cases (P3 & P4 Only)  
<https://support.ruckuswireless.com/cases/new>  
SLA: Initial Contact in 24 Hours & Update every 72 Hours

**Phone:** For CRITICAL & HIGH Priority issues (P1 & P2), Call TAC  
**USA & Canada: +1-855-782-5871** or **+1-855-RUCKUS1**  
<https://support.ruckuswireless.com/contact-us>

**Chat:** <https://support.ruckuswireless.com/contact-us> and click Chat

During the process of working with support, please reply via email to support ticket, without changing the subject line, including the alternate contact number and the best time to reach.

### SUPPORT - SEVERITY OF SERVICE REQUESTS

- **Critical (P1):** Network service is down, and business is impacted. No known workaround.
  - SLA: Initial Contact in 30 minutes & Update every 1 Hour
- **High (P2):** Network or service is impacted but not down. Business impact may be high. Workaround may be available.
  - SLA: Initial Contact in 2 Hours & Update every 24 Hours
- **Medium (P3):** Network or service is moderately impacted but most business remains functional.
  - SLA: Initial Contact in 24 Hours & Update every 24 Hours
- **Low (P4):** Request for information, product documentation, or product enhancements.
  - SLA: Initial Contact in 24 Hours & Update every 72 Hours

### STATUS OF RUCKUS SERVICE REQUESTS

You can track your service requests under the Cases Tab > Cases  
<https://support.ruckuswireless.com/cases>

#### CASE STATUS DESCRIBED IN DETAIL:

- **In Progress:** Case is open and being actively worked on
- **Resolved:** The Case is open but is considered to be resolved. Updates can still be made to the request if the proposed solution does not fix the issue.
- **Closed:** Case is closed and may no longer be updated. If a closed Case still requires support, the user can open a new request referencing the closed case number in the notes.
- **Assigned:** Case is assigned to a member of the Ruckus Support Team.
- **Customer Pending:** Case is open, but Ruckus Support is waiting on action from the customer
- **Waiting for Ruckus Support:** Case is open and is updated by the customer with relevant details and waiting for a Ruckus Support Engineer to work.

### RMA/DOA

- **RMA:** All RMA must first go through TAC troubleshooting and approval to get a replacement. This requires opening a service request as mentioned above.
- **RMA Return Instructions for Advanced Replacement:** [https://support.ruckuswireless.com/return\\_instructions](https://support.ruckuswireless.com/return_instructions)
- **DOA:** Hardware failures within 90 days are considered DOA, and replacement can be requested by a customer through Phone/Chat, or can be submitted online by creating a new case and select case type as Hardware: <https://support.ruckuswireless.com/cases/new>

### USEFUL LINKS

**Ruckus Support Portal:** <https://support.ruckuswireless.com>

**Ruckus Products:** <https://www.ruckuswireless.com/products/finder>  
**Products Documentation:** [https://support.ruckuswireless.com/#products\\_grid](https://support.ruckuswireless.com/#products_grid)

**Technical Documentation:** <https://support.ruckuswireless.com/documents>

**Resources:** <https://www.ruckuswireless.com/resources>

**Knowledge Base:** <https://support.ruckuswireless.com/answers>

**Security Bulletins:** <https://support.ruckuswireless.com/security>

**Software Downloads:** <https://support.ruckuswireless.com/software>

**Ruckus Forum:** <https://forums.ruckuswireless.com/ruckuswireless>

**Solutions:** <https://www.ruckuswireless.com/solutions>

**Customer Case Studies:** <https://www.ruckuswireless.com/company/customer-studies>

**Trainings:** <https://support.ruckuswireless.com/training>

**Ruckus Rucktionary:** <https://www.ruckuswireless.com/rucktionary>

**Webinars:** <https://www.ruckuswireless.com/company/webinars>

**End of Life:** [https://support.ruckuswireless.com/product\\_families/4-eol-products](https://support.ruckuswireless.com/product_families/4-eol-products)

### RUCKUS ICX SWITCH SUPPORT INFORMATION & FAQs

<https://support.ruckuswireless.com/ruckus-wireless-support-portal-acquisition-integration-information>

**Website Help:** [webmaster@ruckuswireless.com](mailto:webmaster@ruckuswireless.com)

**Feedback:** <https://support.ruckuswireless.com/feedback>

**Become a Ruckus Partner:** <https://partners.ruckuswireless.com/apply>

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### Ruckus Product Support

SUPPORT OFFERING	WATCHDOG SUPPORT SWITCHES	PARTNER WATCHDOG PREMIUM SUPPORT WIRELESS	END USER WATCHDOG PREMIUM SUPPORT WIRELESS
Support Provider	Ruckus	Level 1 & 2 by Ruckus qualified VARs	Ruckus
Phone / Chat / Web Support	24x7x365 for Switches	Partner Provided L1 & L2 support	24x7x365 for Controllers & APs
Support Web Access	Premium Level	Premium Level	Premium Level
Parts Replacement SLA	Choice of <ul style="list-style-type: none"> <li>• 4 Hour Parts, Includes Optics (-4P Suffix)</li> <li>• Next Business Day, Includes Optics (-NDP Suffix)</li> <li>• Warranty Replacement Level, Optics Not Included (-RMT Suffix)</li> </ul>	Controller Only Next Business Day Only (NBD)	Controller Only Next Business Day Only (NBD)
Software Updates & Upgrades	Provided via Warranty, as available	Controller & APs, as available	Controller & APs, as available
How to Buy & Terms	1/3/5 Years, co-term available on renewals	<ul style="list-style-type: none"> <li>• Purchase support on the controller and on all relevant SW licenses installed on the controller (AP).</li> <li>• Purchase same term support (1, 3, 5 years) on both the controller and the SW licenses.</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase support on the controller and on all relevant SW licenses installed on the controller (AP).</li> <li>• Purchase same term support (1, 3, 5 years) on both the controller and the SW licenses.</li> </ul>

WatchDog Support: <https://support.ruckuswireless.com/programs-enterprise>

BullDog Support: <https://support.ruckuswireless.com/programs-major-account>

### Ruckus Warranty

PRODUCT	WARRANTY	TERM	PARTS REPLACEMENT	REMARKS
HW SmartZone Controllers Outdoor Access Points NFR Kits	1 Year Limited Hardware	1 Year from Shipment date	Return to Factory only	<ul style="list-style-type: none"> <li>• Original Registered owner only</li> <li>• No technical support provided</li> <li>• Environmental damage not covered</li> </ul>
ZoneDirector Controllers Indoor Access Points	Limited Lifetime Hardware	Lifetime	Return to Factory only	<ul style="list-style-type: none"> <li>• Original Registered owner only</li> <li>• No technical support provided</li> <li>• Environmental damage not covered</li> </ul>
Controllers Software Access Point Software Software Applications	90-Day Software Limited Warranty	90 Days from Shipment date	Not Applicable	<ul style="list-style-type: none"> <li>• No technical support provided</li> <li>• Software performance in accordance with documentation, otherwise Ruckus will provide fix</li> </ul>
ICX 7750; ICX 7650 ICX 7450; ICX 7150 ICX 6610	Ruckus Assurance Limited Lifetime	5 Years from End-of-Sale of product	Advanced H/W Replacement (NBD) Including Power Supplies & Fans	<ul style="list-style-type: none"> <li>• <b>90 Days 8x5 Remote Phone support included</b></li> <li>• Lifetime Software Updates &amp; Upgrades included</li> <li>• Warranty excludes removable Optics &amp; LEDs</li> <li>• Environmental damage not covered</li> </ul>
ICX 7250 ICX 6450; ICX 6430	Ruckus Assurance Limited Lifetime	5 Years from End-of-Sale of product	Advanced H/W Replacement (NBD) Including Power Supplies & Fans	<ul style="list-style-type: none"> <li>• <b>3 Years 8x5 Remote Phone support included</b></li> <li>• Lifetime Software Updates &amp; Upgrades included</li> <li>• Warranty excludes removable Optics &amp; LEDs</li> <li>• Environmental damage not covered</li> </ul>

Warranty: <http://support.ruckuswireless.com/warranty>

TCO Calculators

ICX Switching: <https://www.ruckuswireless.com/icx-tco>

Cloud WiFi: <http://sites.elasticgrid.com/ruckus/ruckus-tco-calculator/Ruckus/index.html>

E-Rate: [https://www.ruckuswireless.com/e-rate-calculator?utm\\_source=website&utm\\_medium=link&utm\\_campaign=e-rate-calculator](https://www.ruckuswireless.com/e-rate-calculator?utm_source=website&utm_medium=link&utm_campaign=e-rate-calculator)

