USER & EQUIPMENT REGISTRATION

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

REGISTERING NEW EQUIPMENT

Online: 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 with a .csv file 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
• Assets Management: https://support.ruckuswireless.com/asset_management
• Support Renewals: renewables@ruckuswireless.com

LICENSING & SUPPORT ACTIVATION

• Wireless License: https://support.ruckuswireless.com/code_registration
• License Downloads: 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 you 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 case 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
• DOA: Hardware failures within 30 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/productsfinder
Products Documentation: https://support.ruckuswireless.com/documents
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/case-studies
Trainings: https://support.ruckuswireless.com/training
Ructionary: https://www.ruckuswireless.com/ructionary
Webinars: https://www.ruckuswireless.com/company/webinars
End of Life: https://support.ruckuswireless.com/product_families/eol-products

RUCKUS ICX SWITCH SUPPORT INFORMATION & FAQS

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

Website Help: 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

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<th>SUPPORT OFFERING</th>
<th>WATCHDOG SUPPORT SWITCHES</th>
<th>PARTNER WATCHDOG PREMIUM SUPPORT WIRELESS</th>
<th>END USER WATCHDOG PREMIUM SUPPORT WIRELESS</th>
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<tbody>
<tr>
<td>Support Provider</td>
<td>Ruckus</td>
<td>Level 1 &amp; 2 by Ruckus qualified VARs</td>
<td>Ruckus</td>
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<tr>
<td>Phone / Chat / Web Support</td>
<td>24x7x365 for Switches</td>
<td>Partner Provided L1 &amp; L2 support</td>
<td>24x7x365 for Controllers &amp; APs</td>
</tr>
<tr>
<td>Support Web Access</td>
<td>Premium Level</td>
<td>Premium Level</td>
<td>Premium Level</td>
</tr>
<tr>
<td>Parts Replacement SLA</td>
<td>Choice of</td>
<td>Controller Only</td>
<td>Controller Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Next Business Day Only (NBD)</td>
<td>Next Business Day Only (NBD)</td>
</tr>
<tr>
<td>Software Updates &amp; Upgrades</td>
<td>Provided via Warranty, as available</td>
<td>Controller &amp; APs, as available</td>
<td>Controller &amp; APs, as available</td>
</tr>
<tr>
<td>How to Buy &amp; Terms</td>
<td>1/3/5 Years, co-term available on renewals</td>
<td>Purchase support on the controller and on all relevant SW licenses installed on the controller (AP). Purchase same term support (1, 3, 5 years) on both the controller and the SW licenses.</td>
<td>Purchase support on the controller and on all relevant SW licenses installed on the controller (AP). Purchase same term support (1, 3, 5 years) on both the controller and the SW licenses.</td>
</tr>
</tbody>
</table>

WatchDog Support: [https://support.ruckuswireless.com/programs-enterprise](https://support.ruckuswireless.com/programs-enterprise)

BullDog Support: [https://support.ruckuswireless.com/programs-major-account](https://support.ruckuswireless.com/programs-major-account)

Ruckus Warranty

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>WARRANTY</th>
<th>TERM</th>
<th>PARTS REPLACEMENT</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HW SmartZone Controllers</td>
<td>1 Year Limited Hardware</td>
<td>1 Year from Shipment date</td>
<td>Return to Factory only</td>
<td>● Original Registered owner only</td>
</tr>
<tr>
<td>Outdoor Access Points</td>
<td>NFR Kits</td>
<td></td>
<td></td>
<td>● No technical support provided</td>
</tr>
<tr>
<td>ZoneDirector Controllers</td>
<td>Limited Lifetime Hardware</td>
<td>Lifetime</td>
<td>Return to Factory only</td>
<td>● Environmental damage not covered</td>
</tr>
<tr>
<td>Indoor Access Points</td>
<td></td>
<td></td>
<td></td>
<td>● Original Registered owner only</td>
</tr>
<tr>
<td>Controllers Software</td>
<td>90-Day Software Limited Warranty</td>
<td>90 Days from Shipment date</td>
<td>Not Applicable</td>
<td>● No technical support provided</td>
</tr>
<tr>
<td>Access Point Software</td>
<td></td>
<td></td>
<td></td>
<td>● Software performance in accordance with documentation, otherwise Ruckus will provide fix</td>
</tr>
<tr>
<td>Software Applications</td>
<td></td>
<td></td>
<td></td>
<td>● Original Registered owner only</td>
</tr>
<tr>
<td>ICX 7750; ICX 7650</td>
<td>Ruckus Assurance Limited Lifetime</td>
<td>5 Years from End-of-Sale of product</td>
<td>Advanced H/W Replacement (NBD) Including Power Supplies &amp; Fans</td>
<td>● 90 Days 8x5 Remote Phone support included</td>
</tr>
<tr>
<td>ICX 7450; ICX 7150</td>
<td></td>
<td></td>
<td></td>
<td>● Lifetime Software Updates &amp; Upgrades included</td>
</tr>
<tr>
<td>ICX 6610</td>
<td></td>
<td></td>
<td></td>
<td>● Warranty excludes removable Optics &amp; LEDs</td>
</tr>
<tr>
<td>ICX 7250</td>
<td></td>
<td></td>
<td></td>
<td>● Environmental damage not covered</td>
</tr>
<tr>
<td>ICX 6450; ICX 6430</td>
<td></td>
<td></td>
<td></td>
<td>● 3 Years 7x24 Remote Phone support included on 7250</td>
</tr>
</tbody>
</table>


TCO Calculators
ICX Switching: [https://www.ruckuswireless.com/icx-tco](https://www.ruckuswireless.com/icx-tco)

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