

Yagna is the new Heatmap tool for partners.

FAQs

1. Do I need to purchase a license for Yagna?

A: No. Yagna is a cloud based tool, accessible from a web browser. You do not need to purchase a license or install anything on your laptop to use it.

2. How do I create an account?

A: Go to the Yagna Portal- <https://ruckus.yagnaiq.com/Login/> and create an account using your company email address (no personal email addresses – no gmail.com, yahoo.com, outlook.com domains, please).

3. Is there a free trial period?

A: When you first login, there is a 7 day free trial period.

4. What is the pricing of the Yagna tool?

A: For pricing, please contact support@yagnaiq.com for details.

5. Multiple employees at my company need to use the tool, do I need to pay for every employee?

A: No. As long as they login with the same <company domain name> account and are in the same country, they do not have to pay extra to use the tool.

6. How does Yagna ensure that multiple logins from the same company don't have to pay extra?

Employee 1		Employee 2		
Login email domain	Registered country	Login email domain	Registered country	
Employee1@abc.com	USA	Employee2@abc.com	USA	Treated as employees of same company. Do not have to pay twice.
Employee1@abc.com	USA	Employee2@abc.com	India	Treated as employees of different companies. Need to purchase separate accounts.
Employee1@abc.com	USA	Employee2@abc.net	USA	
Employee1@abc.com	USA	Employee2@abc.in	India	
Employee1@abc.com	USA	Employee2@xyz.com	USA	

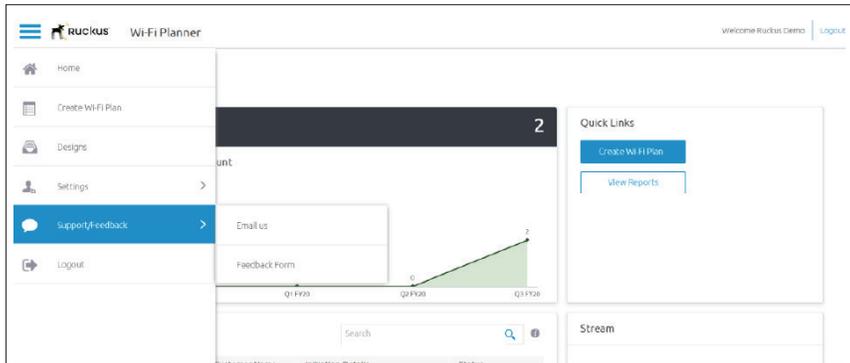
FAQs

7. What file formats are supported for importing floorplans?

A: The following formats are supported: JPEG, PNG, GIF, BMP or PDF

8. How do I access support for Yagna?

A: Yagna support is available in the tool itself. It is accessible from the home page as shown below



9. I don't see Yagna listed on the Ruckus Price List. Why?

A: You purchase the tool directly from Yagna and not through Ruckus. This is why you do not see it on the Ruckus price list.

10. When I try to purchase the tool, there is Sales tax – why?

A: Yagna is a Texas based company and collects sales tax as mandated by laws. The Sales tax can vary based on the location where the partner company is registered.

11. How long can I edit the same map?

A: You have up to 7 days to edit a map before it is locked for editing.

12. How long do I have to use up the maps in my tier?

A: From the first time you start using Yagna maps, you have 12 months to finish using the maps.

13. When I upgrade tiers, does the 12 month period reset?

A: No, the 12 month period is from when you first start using the tool. It does not reset when you upgrade tiers.

14. What happens if I do not finish using maps at the end of the 12 month period?

A: Maps that are not used will be lost. Maps will not rollover to the next period. You will have to choose another plan at the end of the 12 month period.

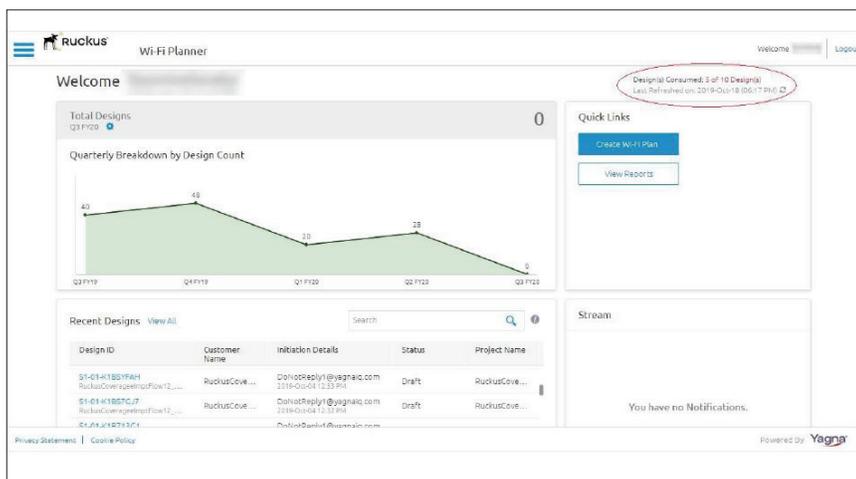
15. How do I upgrade to the next tier?

A: When you are about to exhaust the number of maps in your tier, the system will give you a warning that you are close to exhausting your current tier. When you finish all maps in a tier, it will prompt you and give you an option to upgrade to another tier.

FAQs

16. How can I find out how many maps I have consumed and how many I have left?

A: This is visible in the dashboard on the top right when you log in as shown below.



17. Can I trade-in my Zoneplanner license for Yagna?

A: No.

18. Does this mean I cannot use Zoneplanner anymore??

A: Zoneplanner is a perpetual license. You can continue using Zoneplanner.

19. Will you be adding new APs to Zoneplanner in the future?

A: No. We will be adding new APs to the Yagna tool as Zoneplanner will be EOS Dec 31, 2019. The Zoneplanner version of software also does not have support for 11ax APs.

20. Can I do site surveys with Yagna like I can with Ekahau?

A: No. Yagna is a pre-sales Heatmap tool, not a site survey tool. It's primary purpose is to produce an order of magnitude heatmap for use in customer bids.

21. When can I start using Yagna?

A: You can start using Yagna November 10, 2019.

22. Are non-Ruckus APs available on Yagna?

A: No. This tool only supports Ruckus APs.

23. Can I do BLE/Zigbee on the heatmaps with Yagna?

A: At this time, only Wi-Fi is supported on Yagna

FAQs

24. Can I still call into Ruckus support for Zoneplanner issues?

A: Yes. However, Ruckus customer support's ability to fix issues is reduced as our contract with the vendor has ended. Ruckus support will try to help as best as they can.

25. Should I call into Ruckus support for Yagna issues?

A: No. Support is handled directly by Yagna. You can reach them using the link in the tool shown above. Please do NOT contact Ruckus support for Yagna issues.

26. Does Yagna have the ability to do indoor DAS as well?

A: No.

27. Does the Yagna tool have a special price for Ruckus partners?

A: The price you see is the price that is specially negotiated for Ruckus partners.

28. Do I use my Ruckus login for Yagna?

A: No – you have to create a login using your company email.

29. What if I want to do just 1 extra map beyond my tier?

A: You will have to upgrade to the next tier.

30. Can I do multi-floor plans?

A: Yes – you can add up to 20 floors in 1 plan.

31. Is there is a way to add company logo instead of Yagna logo?

A: You can customize your reports and add your own logo which can be applied for all your exported reports automatically.

32. Does the floor mapping take into account bleed through?

A: No.

33. Is it possible to have coverage and add an extra AP in case one of the AP fail. I mean for example I get from planner that I need 4 APs, I would like to add on a AP in case one fails, the tools can relocate the APs.

A: You can always manually add APs above the auto-placed APs.

34. Is this tool platform agnostic?

A: Yes – all it needs is a browser.

We have a new heatmap tool for partners – Yagna, available today! Zoneplanner is EOS Dec 31, 2019, and will be replaced by Yagna.

Zoneplanner won't support any upcoming Ruckus APs, as the software is incapable of doing so.

Create an account at <https://ruckus.yagnaiq.com/Login/> There is a 7-day free trial period.



[commscope.com](https://www.commscope.com)

Visit our website or contact your local CommScope representative for more information.

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