



The purpose of this guide is to provide a high-level summary of steps for first time users to get started with RUCKUS Cloud.

## 1. ACTIVATE

1. Verify that your company name matches the "End Customer" name in the activation email you received
2. Click on the link to activate your RUCKUS Cloud account. Create login and password (for both RUCKUS Cloud and RUCKUS Support portals).
3. Log in to <https://ruckus.cloud> to configure your new RUCKUS Cloud network.

Note: If there are order discrepancies, please contact your RUCKUS Authorized Partner to resolve it

## 2. SET UP

1. Everything starts with a venue, which can be an office location, site, or department. Edit the default venue or create a new one. Give it an address.
2. Create a SSID (network) and activate it for one or more venues. Click on "Add New Network." You may want to create a PSK (WPA2) or 802.1X secure network for your employees and a guest SSID (captive portal with self-sign in) for your guest users.
3. Create a switch configuration profile. Add VLANs, ACLs for specific switch models.
4. Under Venues > Switch Settings, select the appropriate switch profile that is needed for the venue.

## 3. CONNECT DEVICE

### Connect AP

1. Add one or more APs to your venues by clicking on "Add AP". Type in the AP serial number found on back of the AP or the box. Alternatively, download the RUCKUS Cloud mobile app to scan the serial number. If there are a large number of APs to be input, use the bulk upload using csv option.

Verify the AP is supported on RUCKUS Cloud by visiting this URL: <https://www.commscope.com/cloud-supported-network-devices/>

2. Plug in the APs and monitor the LED lights on the APs for status (look at the LED tips below).
3. You should see the SSID(s) you created being advertised within 5 to 10 minutes.

### Connect Switch

1. Connect any switch port (do not use Out of Band Management port) to an upstream DHCP server.  
If there is no DHCP server available, connect a USB c cable to PC and access the console of the switch.
  - a. Follow the prompts on the CLI to setup a new password. Default username and password are 'super' and 'sp-admin' respectively.
  - b. Enter the privileged mode using the command 'enable'
  - c. In the # prompt, type in manager network-config and follow prompts to assign an IP address, Default gateway and DNS server IP address
2. Add one or more switches to your Venue by clicking on "Add Switch". Type in the switch serial number found on back of the switch.  
Alternatively, download the RUCKUS Cloud mobile app to scan the serial number. If there are a large number of switches to be input, use the bulk upload using csv option.  
Verify the switch models supported in RUCKUS Cloud by visiting this url: <https://www.commscope.com/cloud-supported-network-devices/>
3. Plug in the switch and monitor the LED light to turn solid green.
4. You can also choose to add a stack of switches with up to 12 member switches at a time.

Note: Verify that switch firmware is at 8.0.90d or later. Once the switch joins the Cloud, it will be upgraded automatically to then latest firmware.

## 4. MANAGE

1. You have the option of outsourcing management of your integrated wired and wireless network to a RUCKUS authorized partner. Go to Administration on the dashboard (located on the left-hand navigation).
2. Click on the Administrator tab and under 3rd Party Administrators, click on the "Add Administrator" link.
3. Enter in the email address of your RUCKUS partner representative to invite them to administer your account.

### Have questions? Contact RUCKUS Support team!

- Check out the RUCKUS Cloud online documentation by clicking the "Help" button on the top right corner of your RUCKUS Cloud dashboard.
- Chat/Phone: <https://support.ruckuswireless.com/contact-us>
- Open a case online: <https://support.ruckuswireless.com/cases/new>

Note: use your non-RUCKUS email (same as your Cloud account) to open cases, select "RUCKUS Cloud" in the case type.



## TROUBLESHOOTING TIPS

If your device does not connect to RUCKUS Cloud, please try the following troubleshooting tips:

### WI-FI

**TIP #1:** Check LEDs



**ALL GOOD!**



**PWR Slow Blinking:** Local network / DHCP / VLAN issue.



**DIR/CTL Slow Blinking:** No connection to internet. Check firewall settings.



**2.4/5GHz Off:** Radio is not configured in the cloud.



**2.4/5GHz Orange:** No clients.

**TIP #2:** If the AP is advertising SSIDs, but the RUCKUS Cloud UI displays that the AP has never contacted RUCKUS Cloud, it is likely that your newly powered AP has connected to a local RUCKUS controller (SmartZone or Unleashed).

**TIP #3:** It is always a good idea to do a factory reset of the AP. Press the AP's reset button for 10+ seconds.

**TIP #4:** Is the AP still not coming online? Double check your serial number and re-enter it if required.

**TIP #5:** Check if your firewall is allowing outbound connections to the cloud.

### WIRED

**TIP #1:** On the Switch front panel, check if the 'CLD' indicator is Solid GREEN. If it is blinking for a long time, there could be a network reachability issue to cloud.

**TIP #2:** Connect to Switch Console and check if the switch has internet connectivity. A simple PING to [www.google.com](http://www.google.com) should be successful. If the PING fails, check the internet connection.

**TIP #3:** Issue the following command 'show manager status' and look for 'State: CLOUD SSH CONNECTED'.

**TIP #4:** If the state still says 'CLOUD SSH connecting', issue the following command 'manager reset'.

**TIP #5:** Check 'Show manager status' after a minute to see a connected status.