Unleashed Configuration

– File Management

Guide

Firmware Version: 200.12

Unleashed File Management Guide

The Unleashed file management guide showcases the powerful tools needed to have a successful maintained Unleashed Network. In this presentation, we will discuss the methods of backing up and restoring projects, upgrading the Unleashed Network to the latest firmware, and how to migrate firmware from Unleashed to another controller platform.

Steps to Perform for the File Management Guilde

- Chapter 1 - Getting Started

- Chapter 2 - Backup and Restore

- Chapter 3 - Performing an Online Upgrade to Unleashed System

- Chapter 4 - Performing a Local Upgrade to Unleashed AP

- Chapter 5 - Migrating a New-in-Box Standalone AP

- Chapter 6 - Migrating a Previously Configured Standalone AP
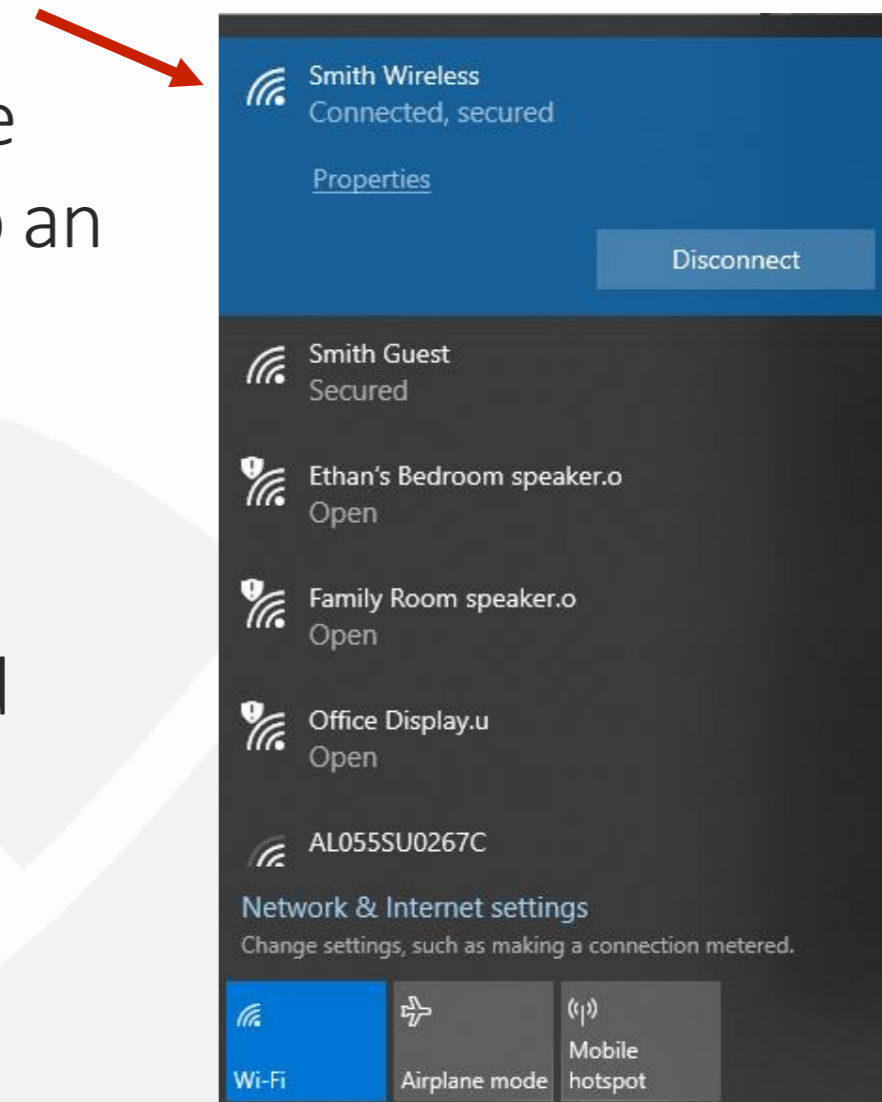
Chapter 1 - Getting Started

Connect to the Unleashed Network

Using the Wi-Fi configuration settings on your client device (such as a laptop or mobile device), select and associate to an Unleashed WLAN, and launch a web browser.

Now connect to any non-client isolating Unleashed WLAN.

In your browser's URL bar, enter the following address and press Enter: **unleashed.ruckuswireless.com**
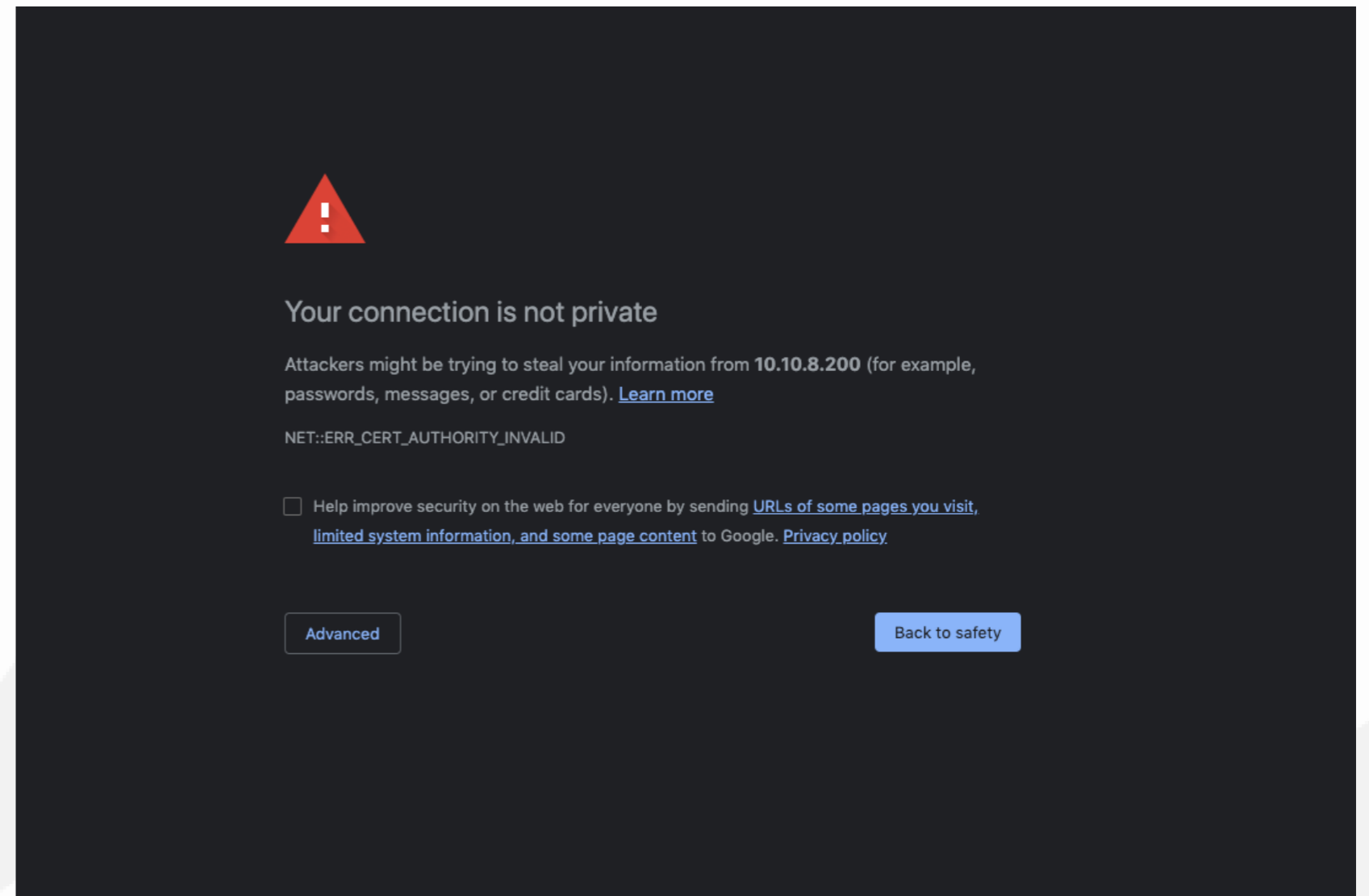
Chapter 1 - Getting Started

Security Warning

Depending on your browser, you may be presented with a security warning stating "This connection is not trusted" (Firefox) or "Your Connection is Not Private" (Chrome) or "There is a problem with this website's security certificate" (Internet Explorer). This is normal, as the Unleashed AP does not have an SSL certificate that is recognized by your browser.

Accept the exception as needed per browser and proceed.

Chapter 1 - Getting Started

Connecting to Your Unleashed Network

This is the login page for the Unleashed Network.

Enter the "Username", "Password", and click "Unleash" to login.
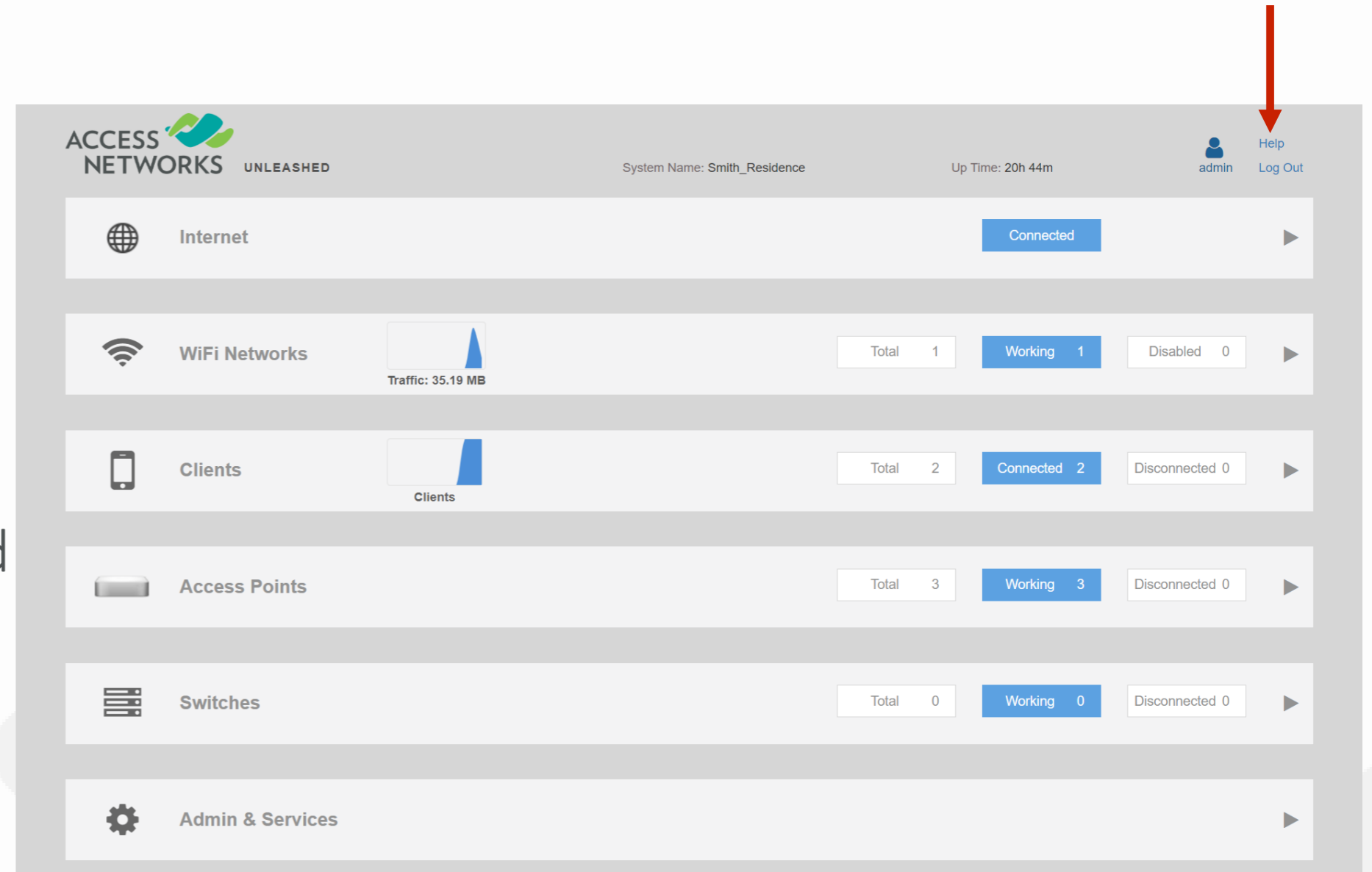
Chapter 1 - Getting Started

Unleashed Dashboard

After successful login, you will be presented with the Unleashed Dashboard, which displays an overview of your Ruckus Unleashed network

At any point during the setup process, you can access the complete Unleashed help page by clicking on "Help" in the upper right corner of the Unleashed web interface

Chapter 2 - Backup and Restore

- Why Use the Backup & Restore Feature

- Backing Up a Configuration

- Restoring a Configuration

Chapter 2 – Backup & Restore

Why Use the Backup & Restore Feature

The use of the "Backup & Restore" feature will provide options for backing up your current Unleashed configuration, restoring the configuration from a previous saved backup file, or restoring the Unleashed Master AP to factory defaults.

It's highly recommended to always backup your configuration at the end of any initial deployment process and after any changes are made to the Unleashed configuration.

*Note - Once the configuration is backed up, the system creates a small encrypted file with a ".bak" extension that can be saved to any desired location.

Chapter 2 - Backup and Restore
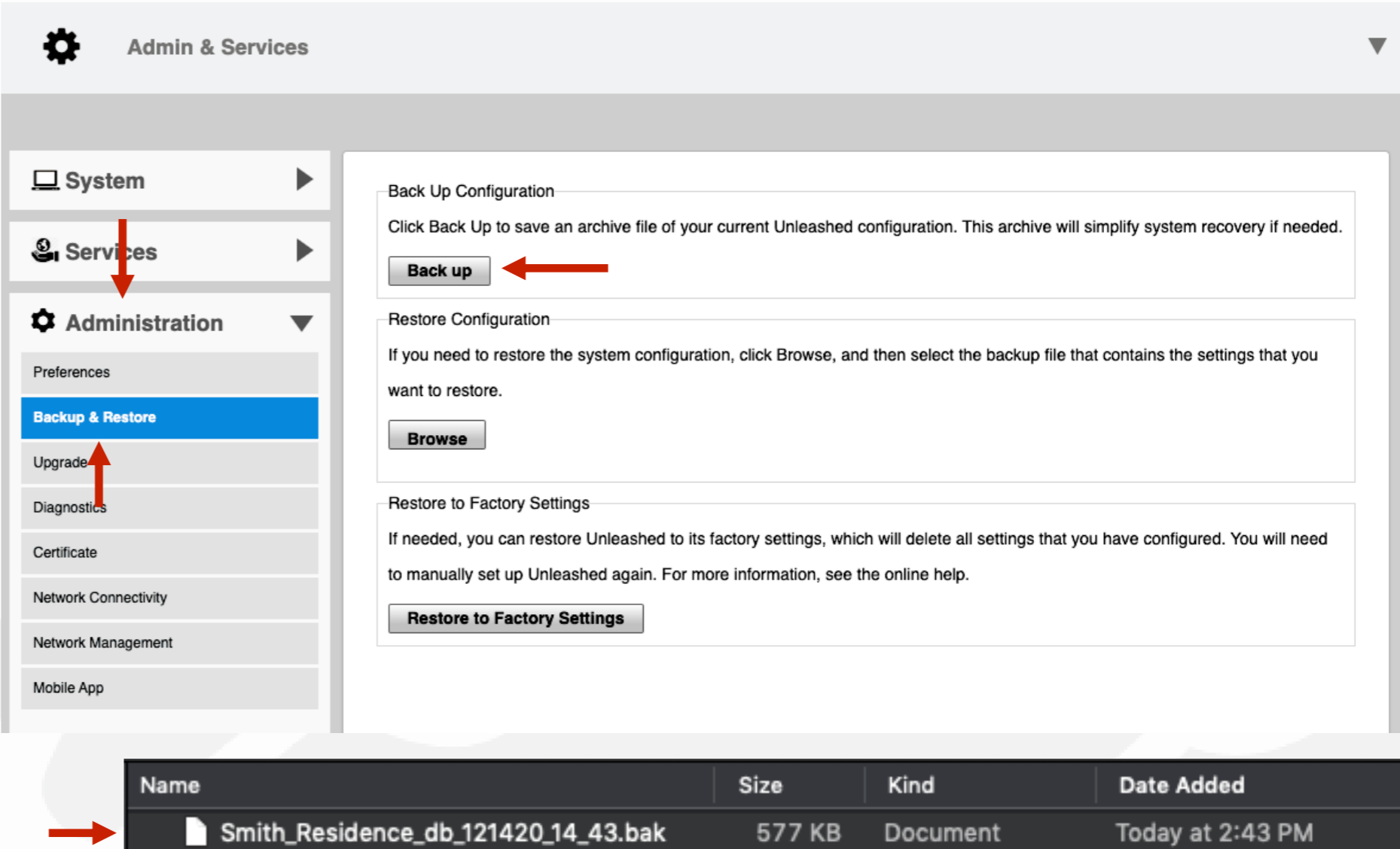
Backing Up a Configuration

Click on the "Administration" tab to reveal "Backup and Restore".

Select the "Backup" button.

This will create a back up file in your computer's "Downloads" folder with the following naming convention - "Project_Name_db_date_time.**bak**".

Move the backup file to an easy to find location for future use.

Chapter 2 - Backup and Restore

Restoring a Configuration

To restore a configuration, click on the "Administration" tab to reveal "Backup and Restore".

Click on the "Browse" button under "Restore Configuration".

Chapter 2 - Backup and Restore

Restoring a Configuration

Navigate to the location that the backup file of the configuration would be located.

Select the backup file you would like to restore. Example - "Project_Name_db_date_time.**bak**".

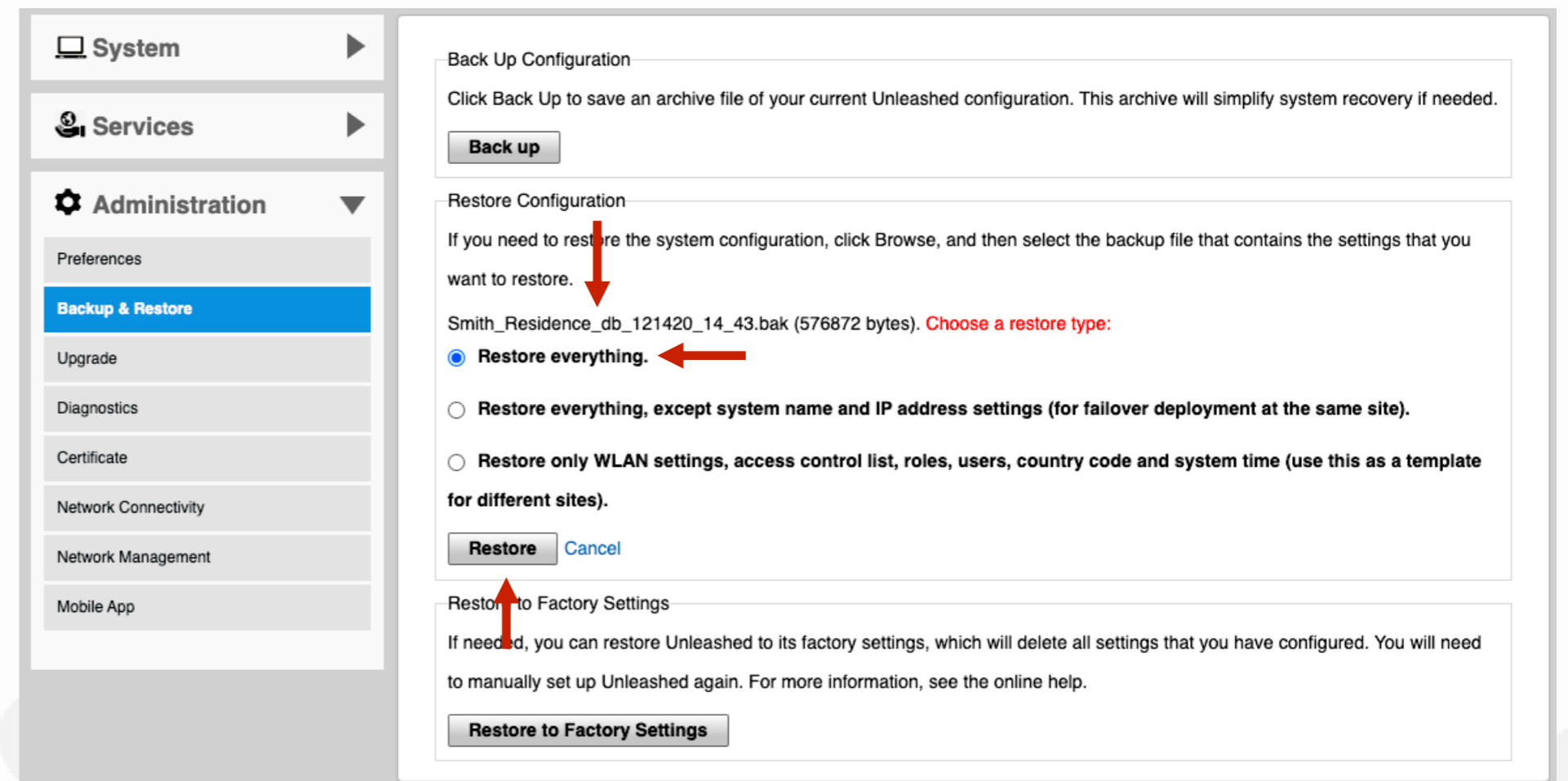Click on the "Open" button to load the file.

Chapter 2 - Backup and Restore

Restoring a Configuration

Now the backup file has been selected, the type of restoration must be chosen.

Select the option "Restore everything" from the list.

Click on the "Restore" button to start the restoration process.

Chapter 2 - Backup and Restore

Restoring a Configuration

A new dialog box will appear to confirm the restoration process.

Click on the "OK" button to continue.

Chapter 2 - Backup and Restore

Restoring a Configuration

The restoration process will now apply all the saved settings from the back up configuration file.

Once complete, the access point will reboot.
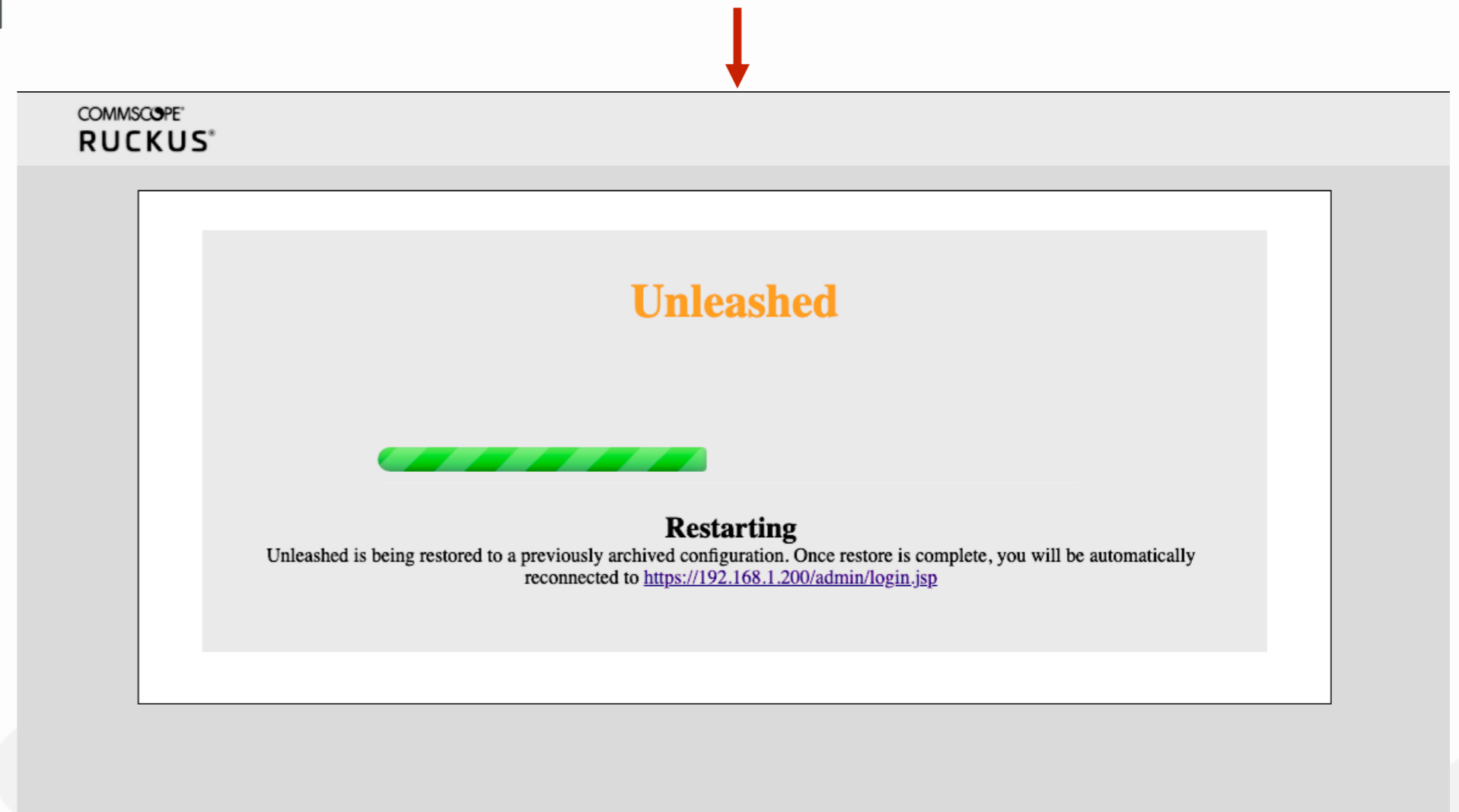
Chapter 3 – Performing an Online Upgrade to Unleashed System

- Using the Online Firmware Upgrade Feature

- Performing an Online Upgrade

- Selecting the Firmware Version

- Upgrading the AP

- Rebuilding the Unleashed Network

Chapter 3 – Performing an Online Upgrade to Unleashed System

Using the Online Firmware Upgrade Feature

The use of the "Online Upgrade" method will enable the Unleased network to identify all possible Unleashed firmware upgrade options applicable to this project.

After the Unleashed Controller contacts the Ruckus Unleashed firmware server and compares the current deployment firmware to all available options, a list of possible of firmware choices can be selected from.

No firmware upgrade options will be available if the most current firmware is already installed.
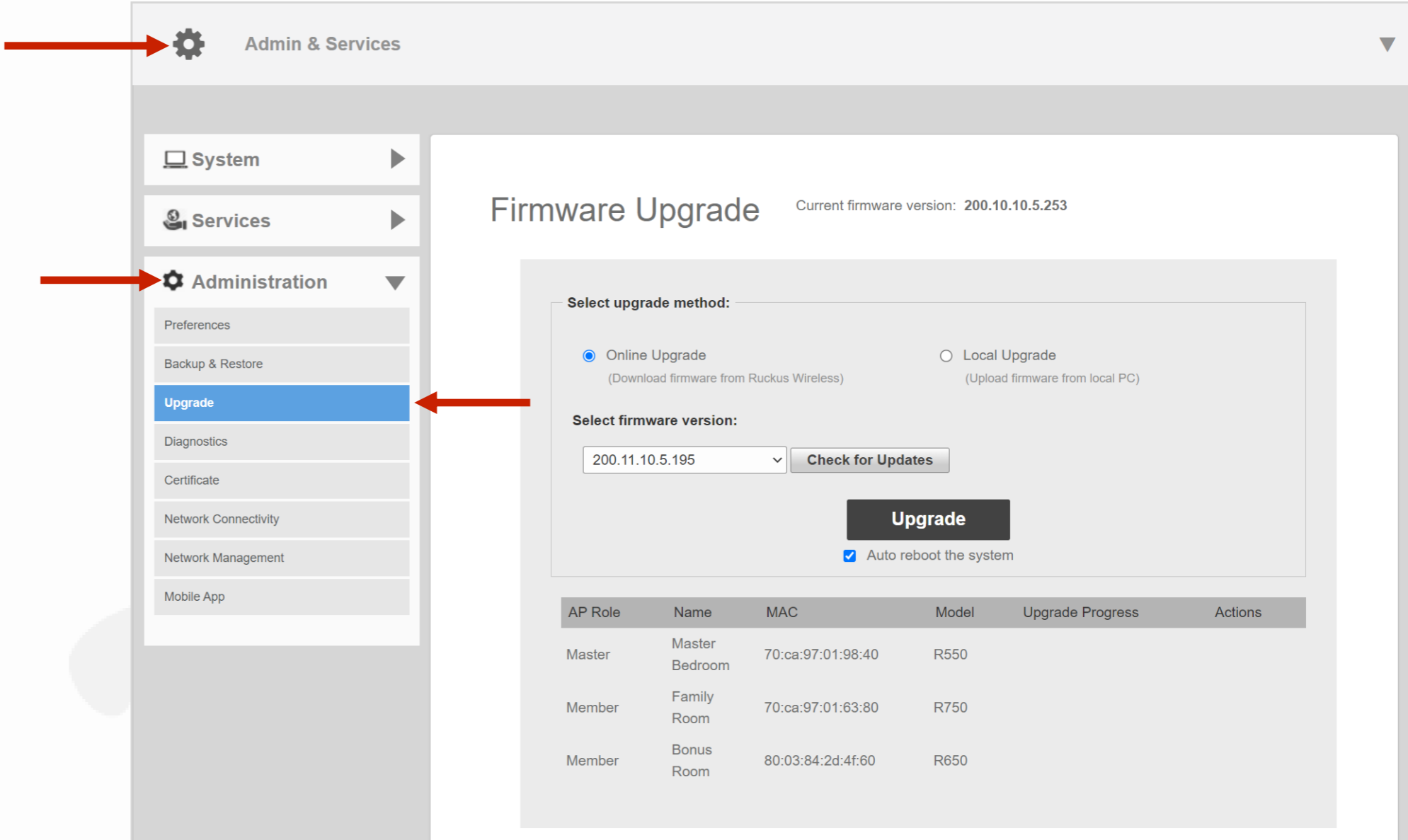
Chapter 3 – Performing an Online Upgrade to Unleashed System

Performing an Online Upgrade

Select "Admin & Services" on the main menu.

Click on "Administration" to reveal the sub menu.

Select the button labeled "Upgrade" to continue.

Chapter 3 – Performing an Online Upgrade to Unleashed System

Performing an Online Upgrade

The "Online Upgrade" allows the controller to automatically search for firmware upgrade options.

The "Select firmware version:" box displays "Loading…" as the AP check for new firmware.

After it has completed checking, either "Unleashed is up to date" or all available upgrade options will be displayed.
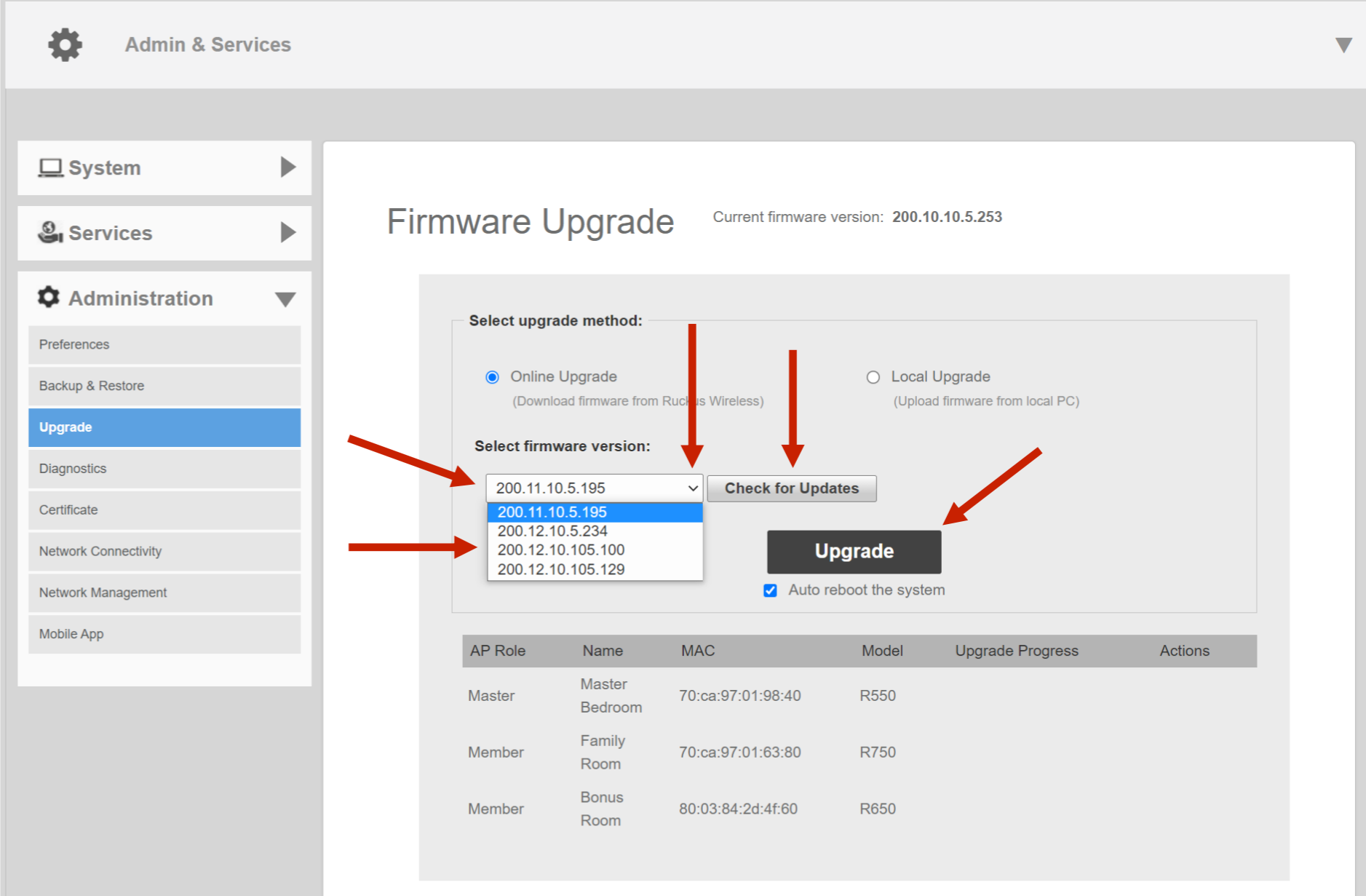
Chapter 3 – Performing an Online Upgrade to Unleashed System

Selecting the Firmware Version

Select the drop-down arrow to display the list of available upgrade options for your installation.

After selecting a version, click on the "Upgrade" button to start the process of upgrading the Unleashed AP(s) shown in the list.

*Note - The "Check for Updates" button can be used to reverify all available firmware updates.
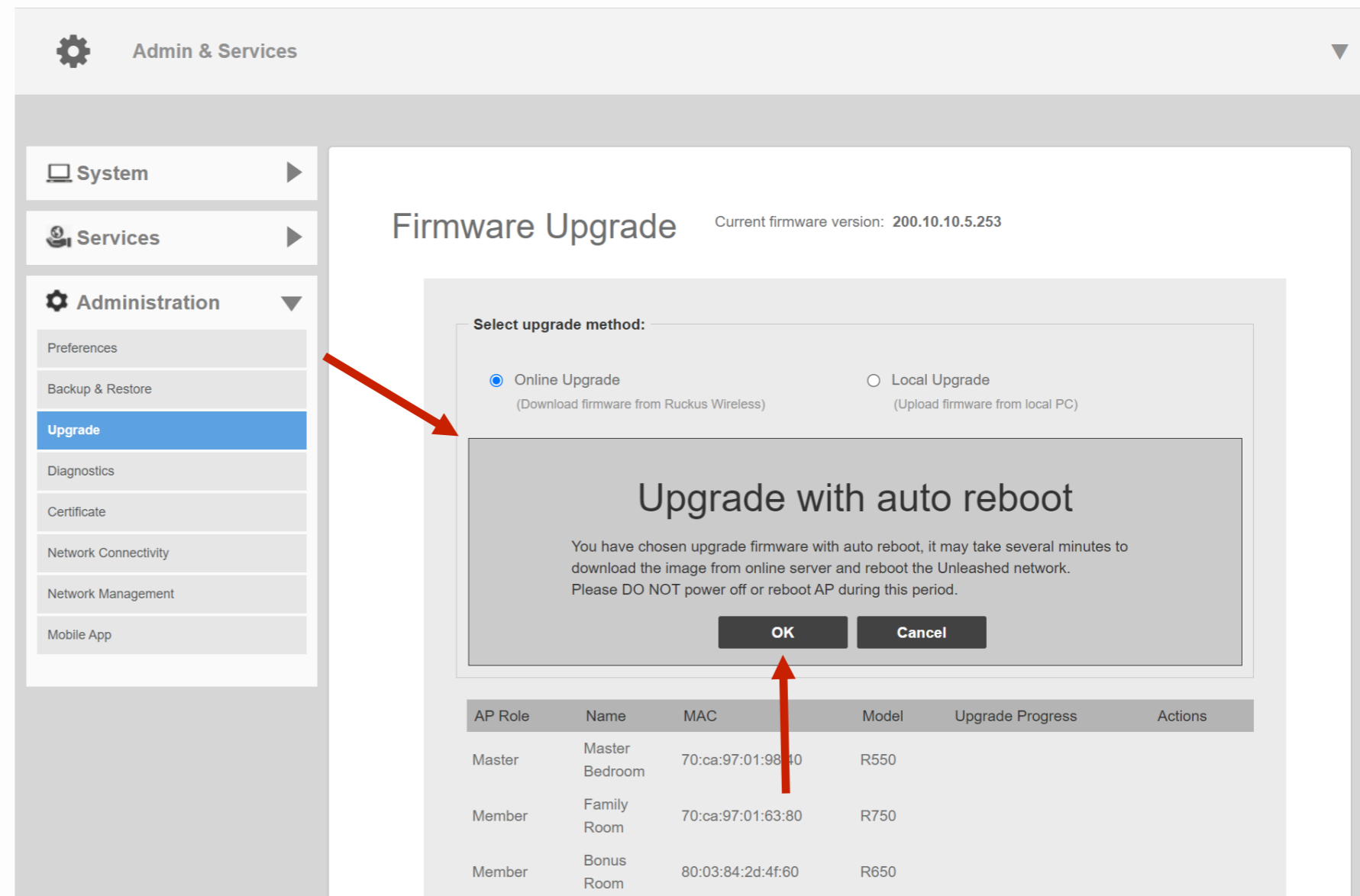
Chapter 3 – Performing an Online Upgrade to Unleashed System

Upgrading the AP

A new dialog box will appear describing the "Upgrade with auto reboot" process. This process will cause all access points to reboot after receiving the firmware upgrade.

Select the button labeled "OK" to continue.
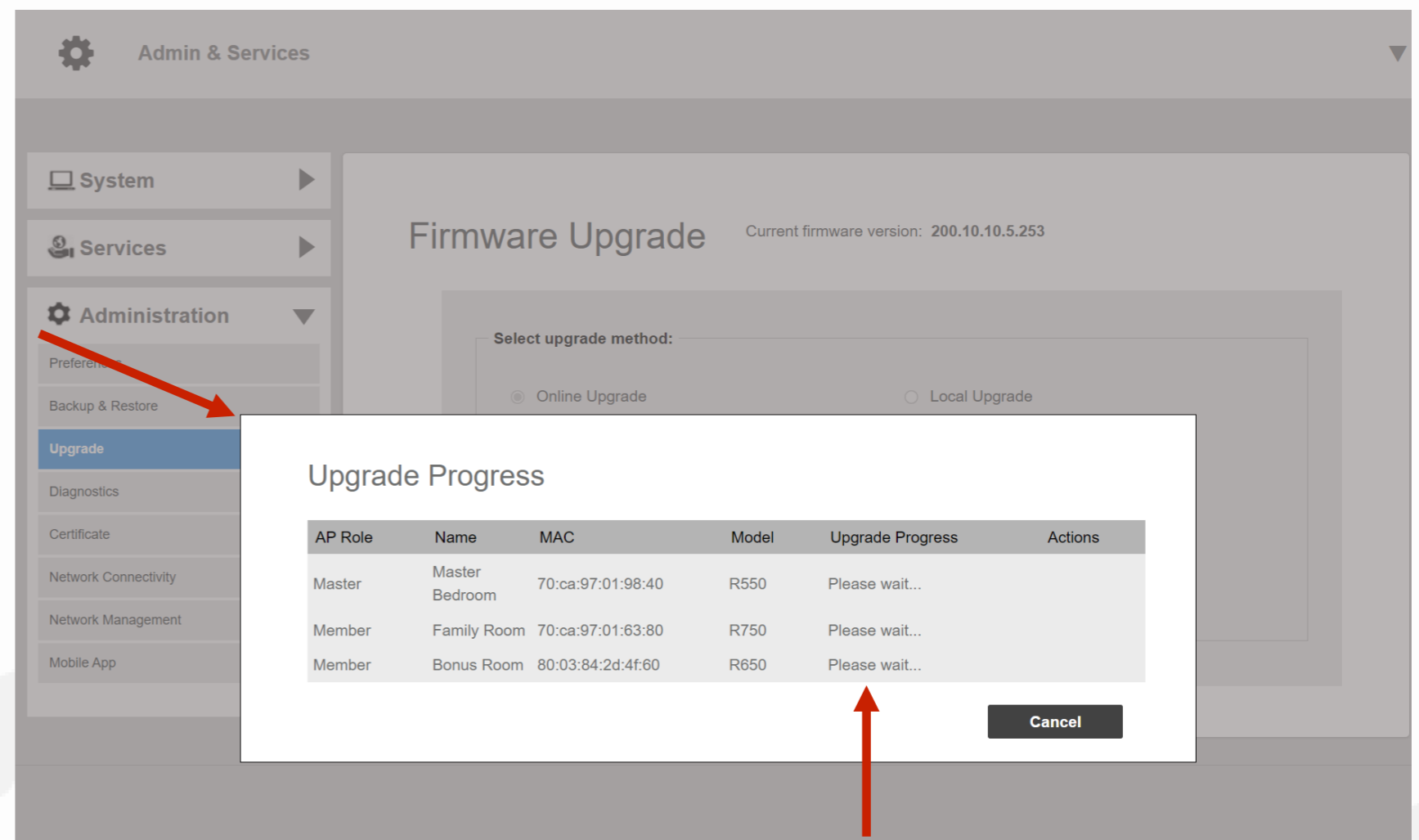
Chapter 3 – Performing an Online Upgrade to Unleashed System

Upgrading the AP

You will now see a Progress Window with the current status of the firmware upload of each access point.

After the firmware image has been loaded to all access points, the Unleashed Controller will issue a global reboot command.

Chapter 3 – Performing an Online Upgrade to Unleashed System

Rebuilding the Unleashed Network

The Unleashed access points will load the new firmware upon reboot.

Once this process completes, you will be redirected to the Unleashed login page.
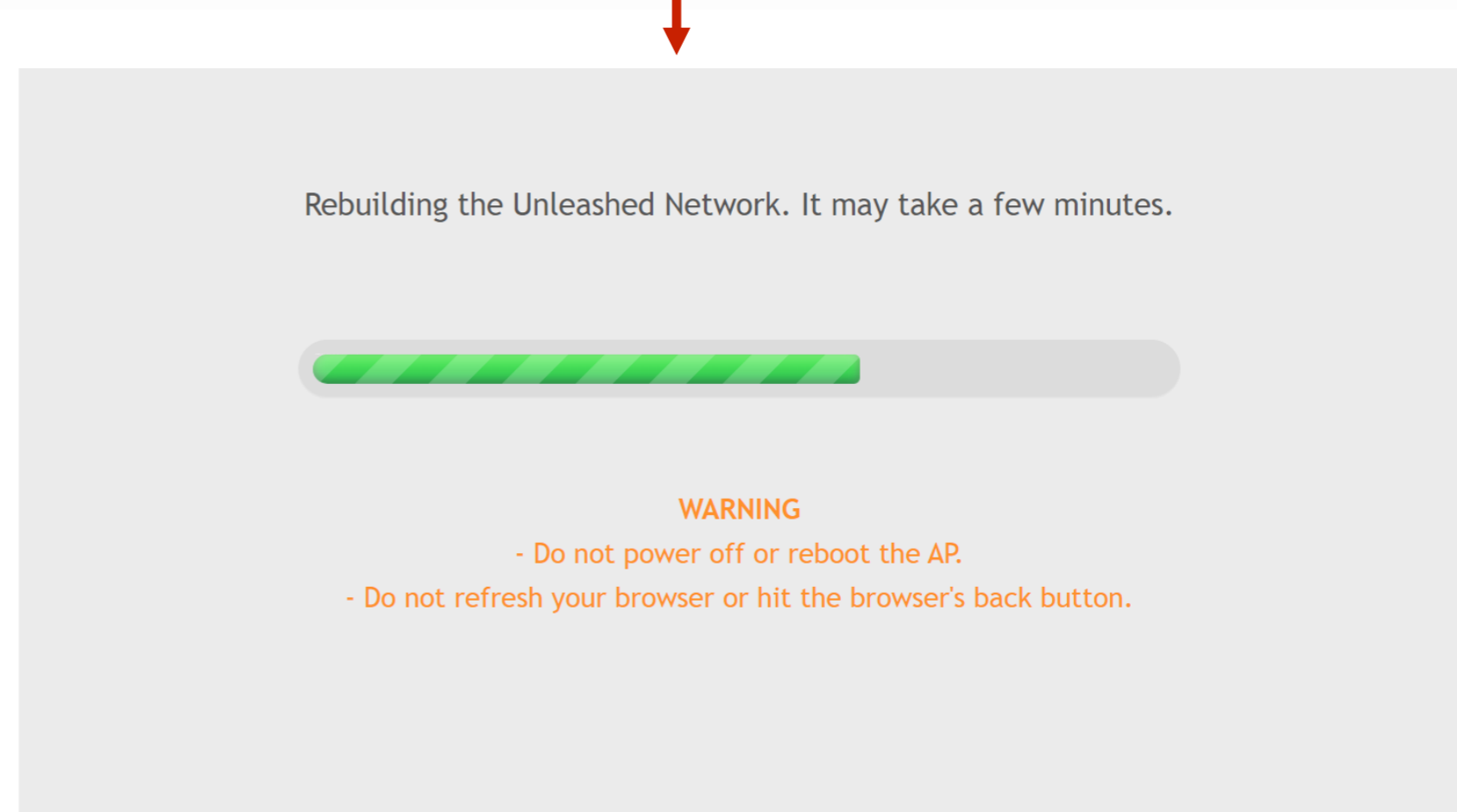
Rebuilding the Unleashed Network. It may take a few minutes.

WARNING
- Do not power off or reboot the AP.
- Do not refresh your browser or hit the browser's back button.

Chapter 4 – Performing a Local Upgrade to Unleashed AP

- Using the Local Firmware Upgrade Feature

- Performing a Local Upgrade

- Selecting the Image File

- Upgrading the AP

- Rebooting the AP

- Rebuilding the Unleashed Network

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Using the Local Firmware Upgrade Feature

It is always recommended that you visit the Access Networks Dealer Portal to review an approved list of all **vetted** Unleashed firmware.

Doing a local firmware upgrade will allow you to place the access point on firmware that meets your requirements for the project.

Before you begin the process, disconnect all APs except for the Unleashed Master AP. Once the process is complete, then reconnect all the APs to receive the new firmware from the Unleashed Master AP.

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Performing a Local Upgrade

Select "Admin & Services" on the main menu.

Click on "Administration" to reveal the sub menu.

Select the button labeled "Upgrade" to continue.

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Performing a Local Upgrade

Click on "Local Upgrade" to continue.

*Note - Current model AP will be displayed in the middle of the page. When performing a local upgrade, it is required to use the firmware file designated for the specific model AP you are working with.

Select the button labeled "Browse" to select the folder the firmware resides in.

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Selecting the Image File

Highlight the access point firmware you want to use.

*Note - Verify that the firmware file is designated for the specific model AP you are working with.

Now click on "Open" to continue.
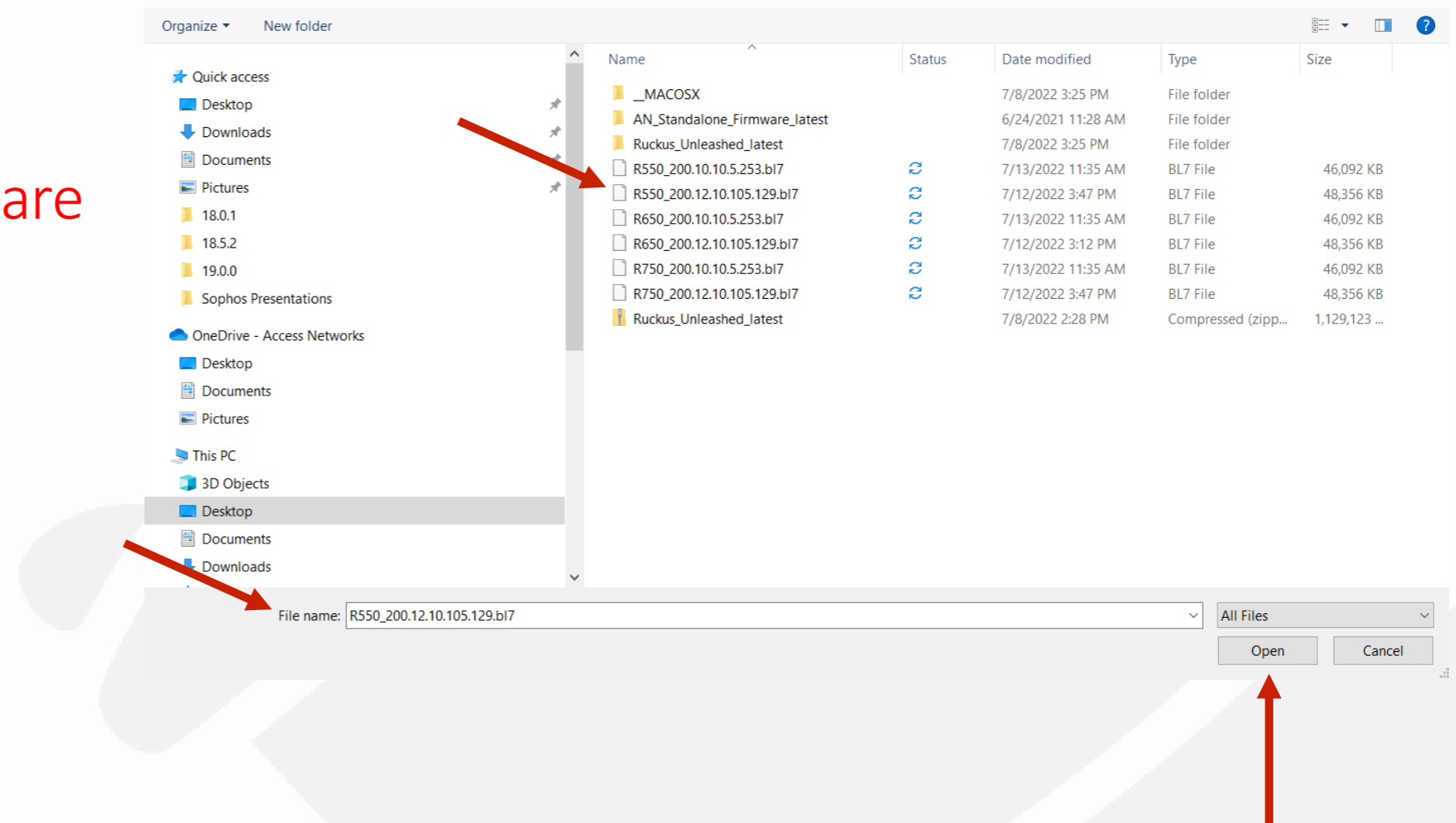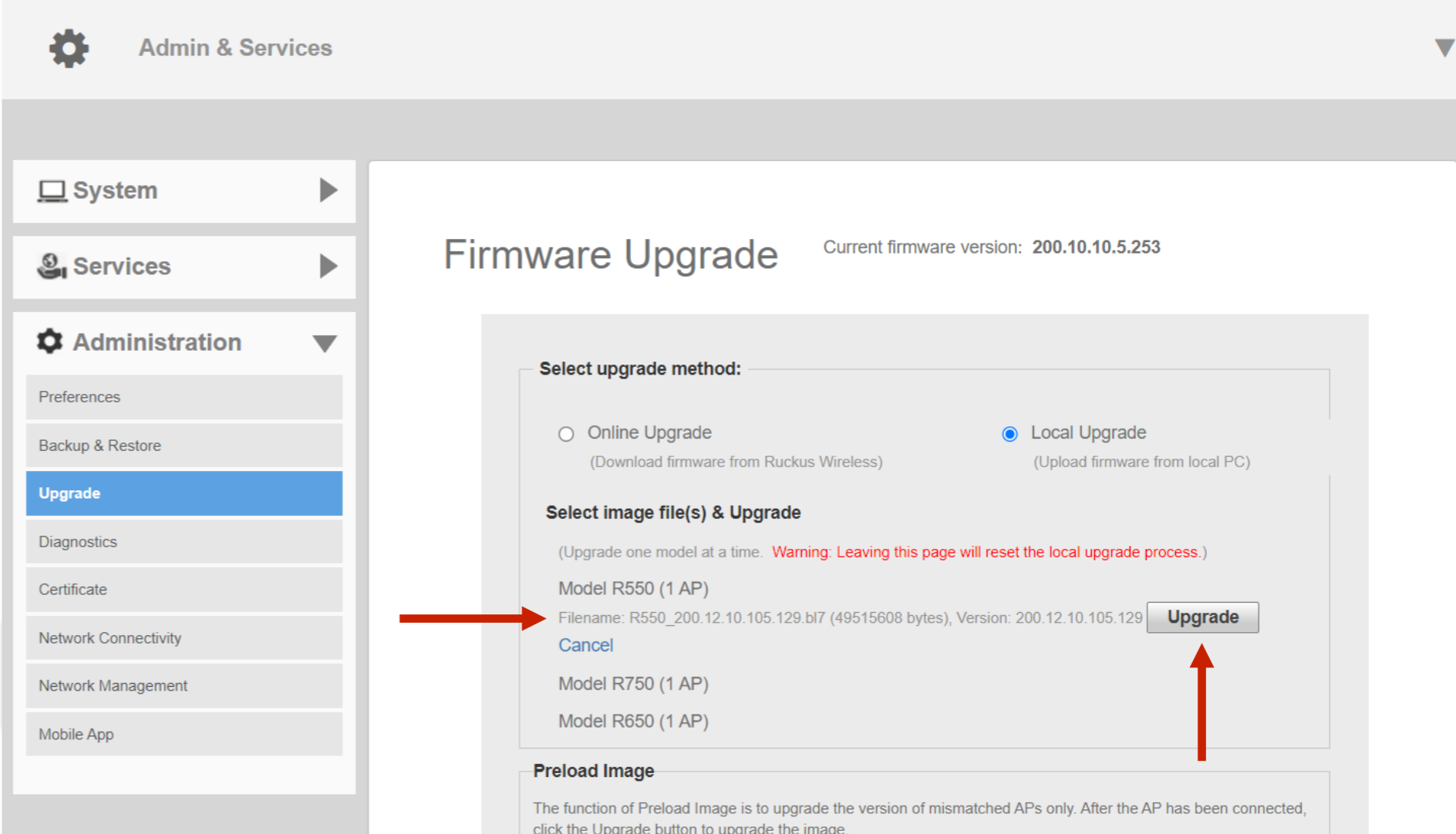
Chapter 4 – Performing a Local Upgrade to Unleashed AP

Upgrading the AP

Click on "Upgrade" to load the selected firmware file to the access point.

*Note – The firmware file will not take affect until the access point has been rebooted.

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Rebooting the AP

The firmware file upload status will now be displayed next to the access point model number.
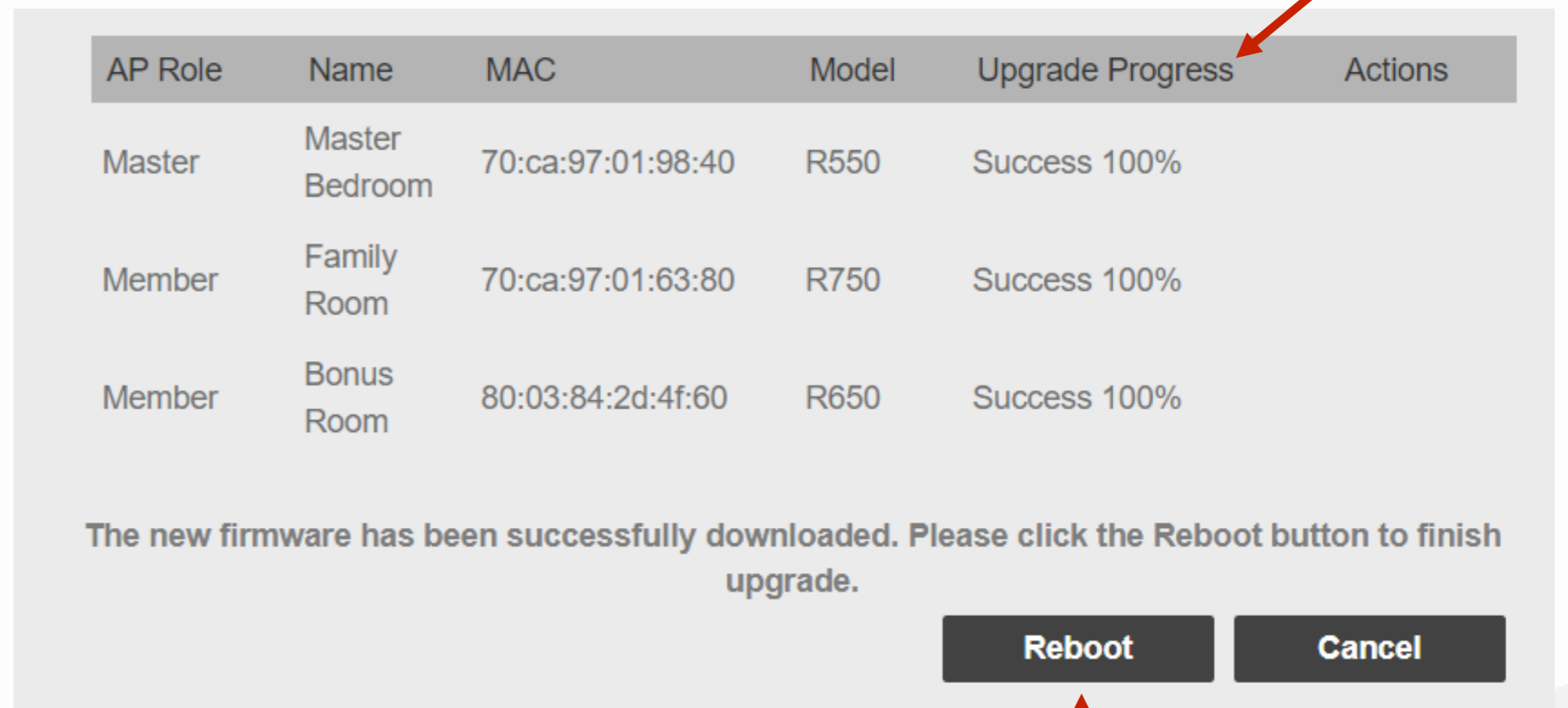
Once the upload process has been completed, click on the button labeled "Reboot" to continue.

*Note – The firmware on all APs, that joined the Unleashed network, will be upgraded or downgraded to match the Master AP.

AP Role	Name	MAC	Model	Upgrade Progress	Actions
Master	Master Bedroom	70:ca:97:01:98:40	R550	Success 100%	
Member	Family Room	70:ca:97:01:63:80	R750	Success 100%	
Member	Bonus Room	80:03:84:2d:4f:60	R650	Success 100%	

The new firmware has been successfully downloaded. Please click the Reboot button to finish upgrade.

Reboot   **Cancel**

Chapter 4 – Performing a Local Upgrade to Unleashed AP

Rebuilding the Unleashed Network

The Unleashed Network will now begin the rebuilding process.

Once this process completes, you will be redirected to the Unleashed login page.
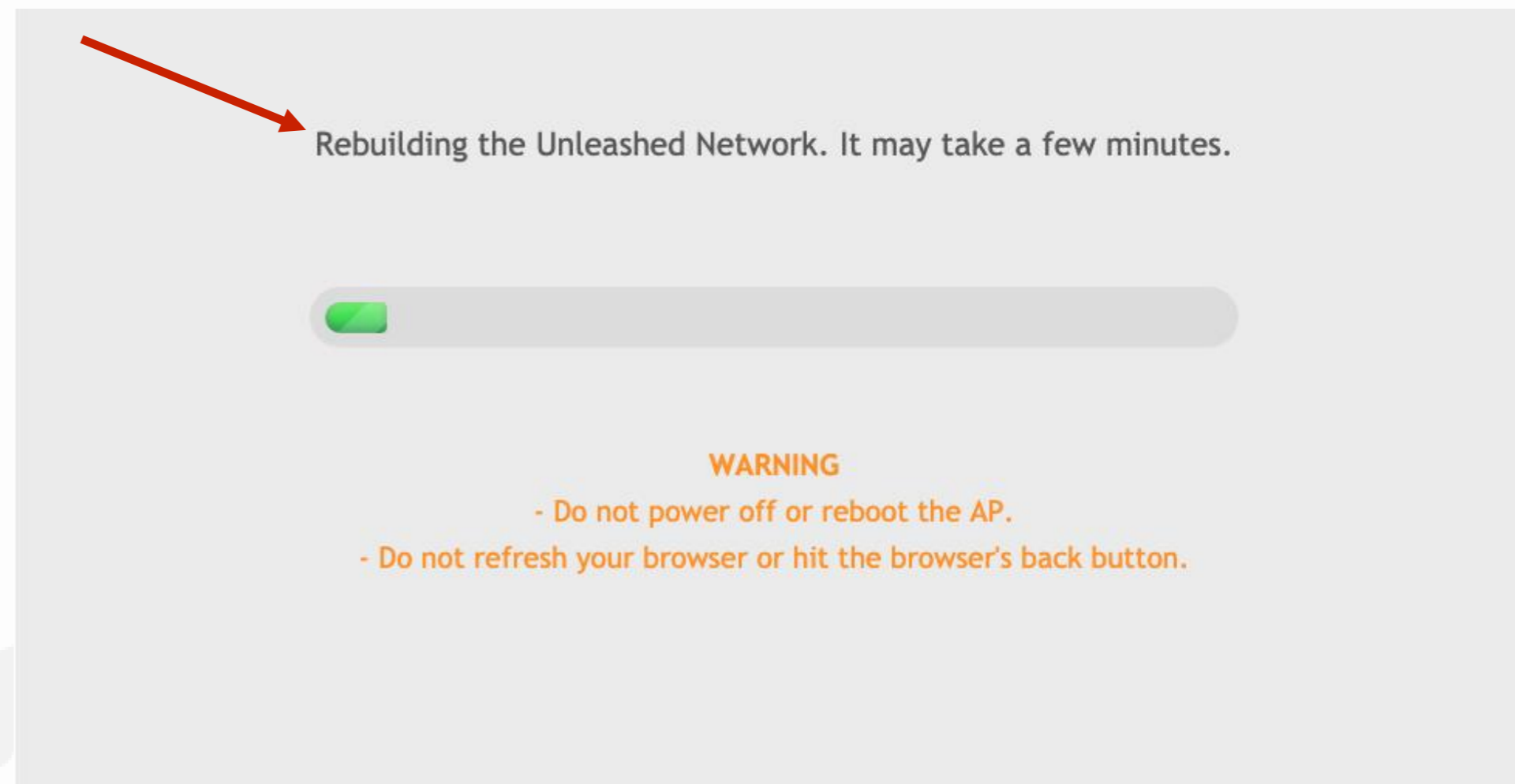
Rebuilding the Unleashed Network. It may take a few minutes.

WARNING
- Do not power off or reboot the AP.
- Do not refresh your browser or hit the browser's back button.

Chapter 5 – Migrating a New-in-Box Standalone AP

- How to Obtain the Unleashed Firmware

- Preparing the Standalone Access Points

- Migrating to Unleashed Firmware

Chapter 5 – Migrating a New-in-Box Standalone AP

How to Obtain Unleashed Firmware

The best place to find the latest standalone firmware will be on our dealer portal. https://my.accessnetworks.com/product-downloads#an-access-points/

Simply click on the link labeled "here" within the "**Unleashed:**" area. This will download the zip file that contains the latest Unleashed firmware files for Access Networks access points.

Unzipping the "AN_Unleashed_latest.zip" is required. Once you unzip the zip file, this folder will contain all of Access Networks' branded access points Unleashed firmware.

If you have any questions comparing or selecting which version of firmware to use, please contact Client Services through our chat feature.

*Note – Please keep in mind, Unleashed firmware is needed to prepare the access points for Unleashed Wireless Controller deployments.

Product Downloads

Find the latest firmware, documentation, and files for your products.

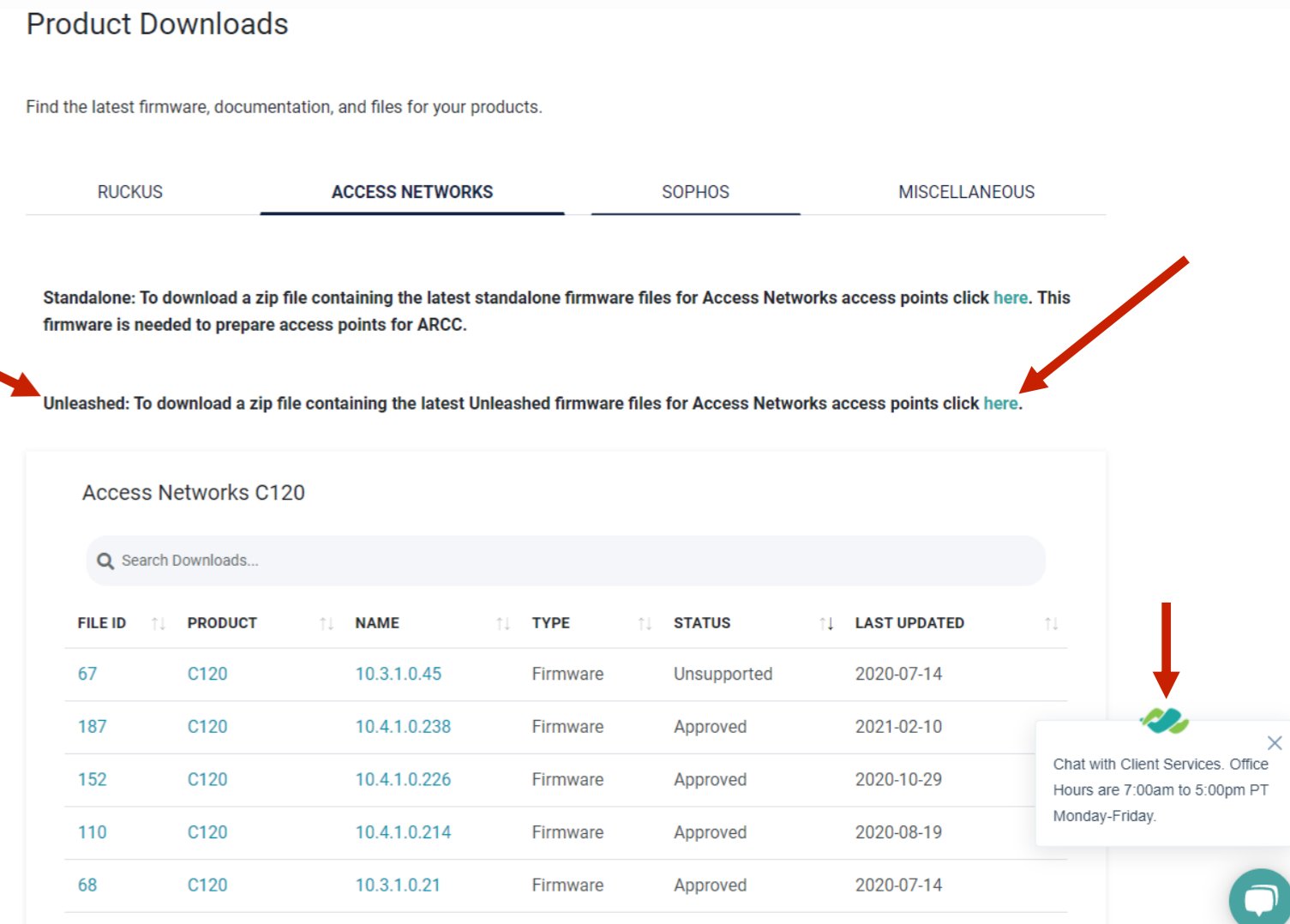| RUCKUS | ACCESS NETWORKS | SOPHOS | MISCELLANEOUS |

Standalone: To download a zip file containing the latest standalone firmware files for Access Networks access points click here. This firmware is needed to prepare access points for ARCC.

Unleashed: To download a zip file containing the latest Unleashed firmware files for Access Networks access points click here.

Access Networks C120

Search Downloads...

FILE ID	PRODUCT	NAME	TYPE	STATUS	LAST UPDATED
67	C120	10.3.1.0.45	Firmware	Unsupported	2020-07-14
187	C120	10.4.1.0.238	Firmware	Approved	2021-02-10
152	C120	10.4.1.0.226	Firmware	Approved	2020-10-29
110	C120	10.4.1.0.214	Firmware	Approved	2020-08-19
68	C120	10.3.1.0.21	Firmware	Approved	2020-07-14

Chat with Client Services. Office Hours are 7:00am to 5:00pm PT Monday-Friday.

Chapter 5 – Migrating a New-in-Box Standalone AP

Preparing the Standalone Access Points

The process of taking a new-in-box standalone access point and loading the Unleashed firmware that is specific to the model number will allow the access point to be associated to an existing Unleashed deployment or become the Unleashed master access point.

Before starting the firmware update process, the access point cannot be connected to a network that has an active Unleashed, C-120 Wireless Controller, or ARCC Cloud-based controller installation. The access point will need to be powered and connected to the PC or MacBook by the following:

- A power adapter and connected to the PC or MacBook with a crossover ethernet cable

- An inline power injector and connected the PC or MacBook with a crossover ethernet cable

- An ethernet cable connected to a PoE+ switch with only your PC or MacBook device connected

Chapter 5 – Migrating a New-in-Box Standalone AP

Migrating to Unleashed Firmware

In your internet browser window, navigate to the access point's default IP address of https://192.168.0.1.

Login using the access points' default credentials (it can also be found on the backside of the access point).

"Username:" will use the word – "super".

The "Password:" will use the word – "sp-admin".
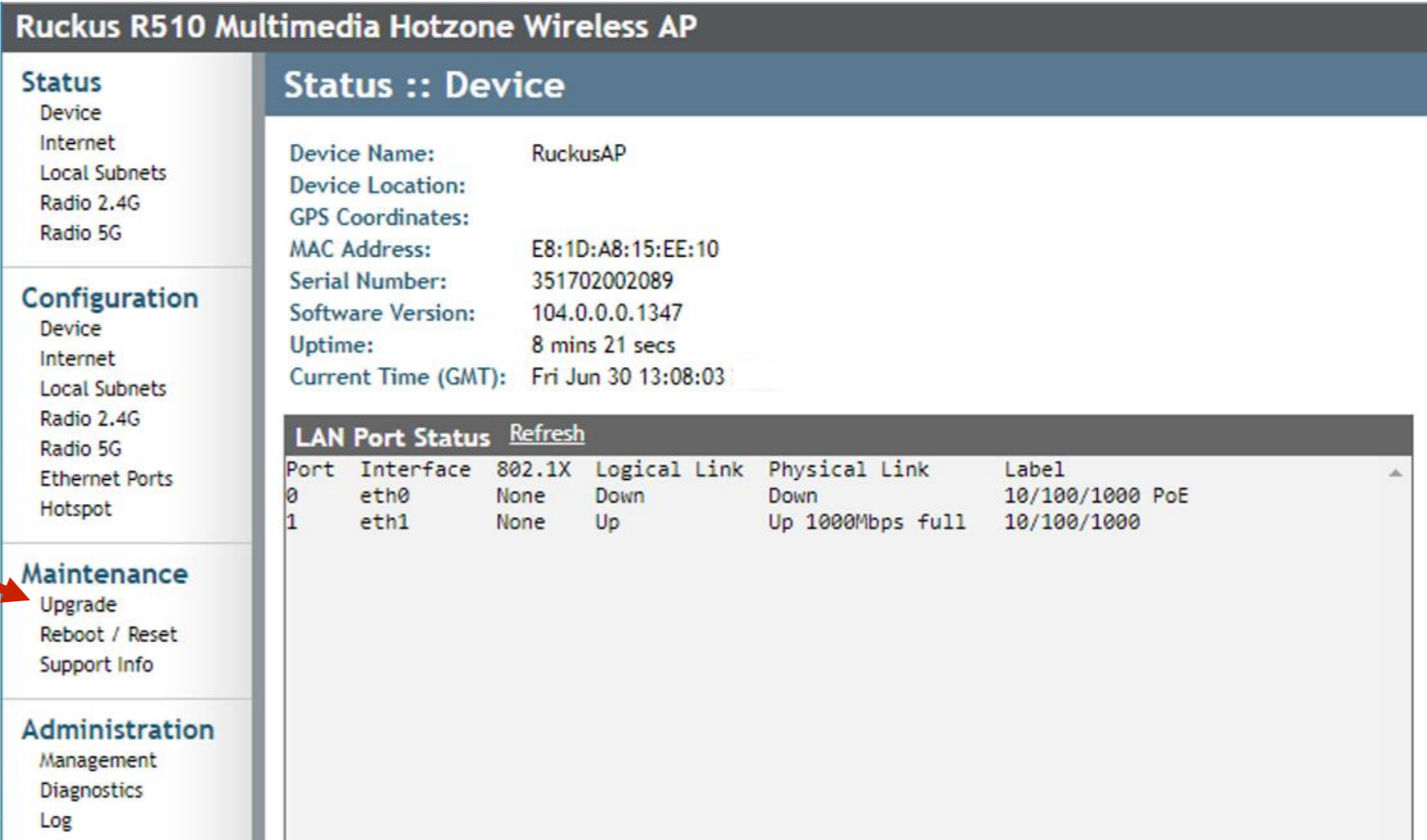
Now click on "Login" to continue.

Chapter 5 – Migrating a New-in-Box Standalone AP

Migrating to Unleashed Firmware

You are now connected to the access point.

At the main dashboard, select the "Maintenance: Upgrade" tab on the left-hand side.

Ruckus R510 Multimedia Hotzone Wireless AP

Status
Device
Internet
Local Subnets
Radio 2.4G
Radio 5G

Configuration
Device
Internet
Local Subnets
Radio 2.4G
Radio 5G
Ethernet Ports
Hotspot

Maintenance
Upgrade
Reboot / Reset
Support Info
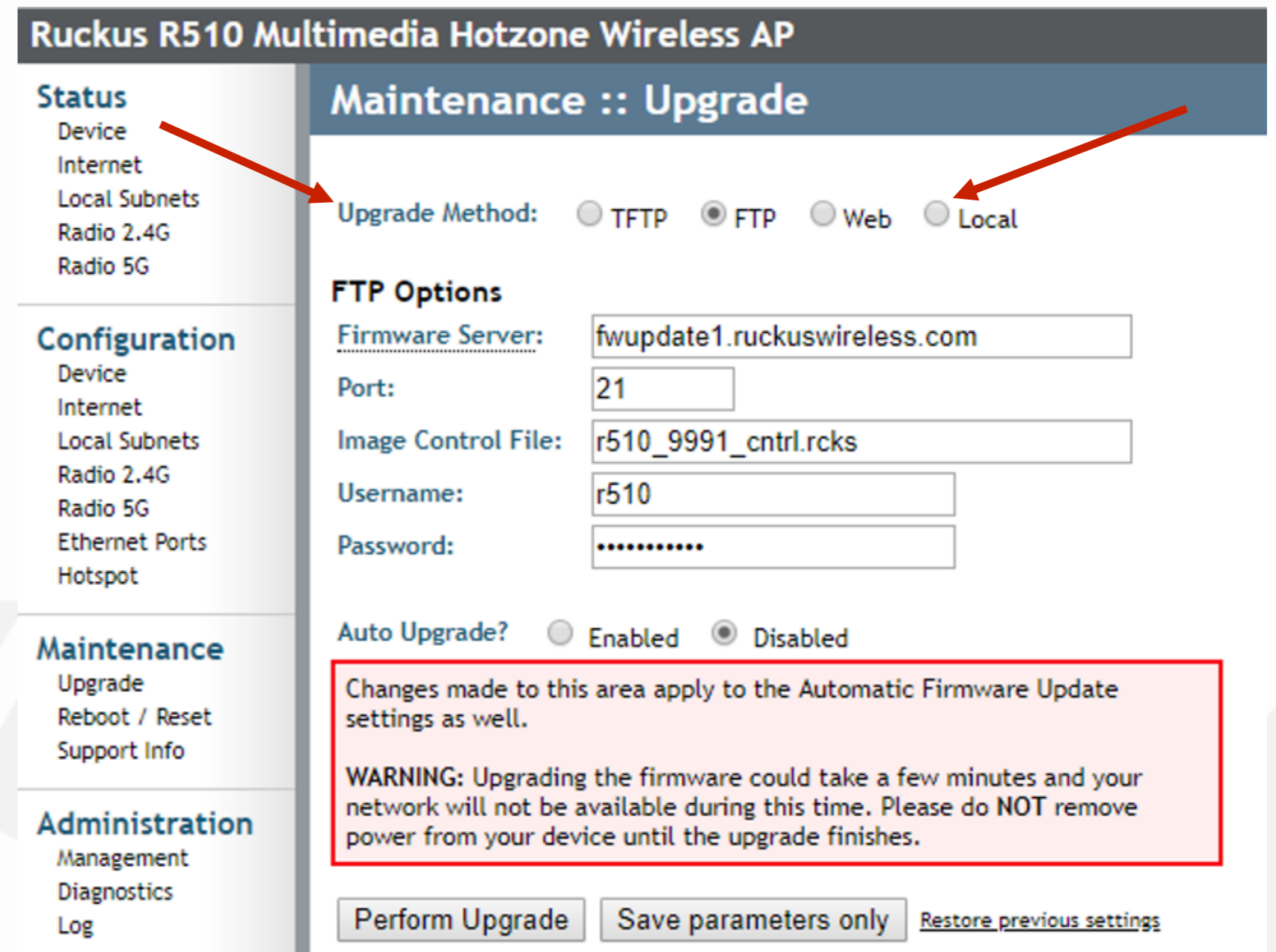
Administration
Management
Diagnostics
Log

Status :: Device

Device Name:	RuckusAP
Device Location:	
GPS Coordinates:	
MAC Address:	E8:1D:A8:15:EE:10
Serial Number:	351702002089
Software Version:	104.0.0.0.1347
Uptime:	8 mins 21 secs
Current Time (GMT):	Fri Jun 30 13:08:03
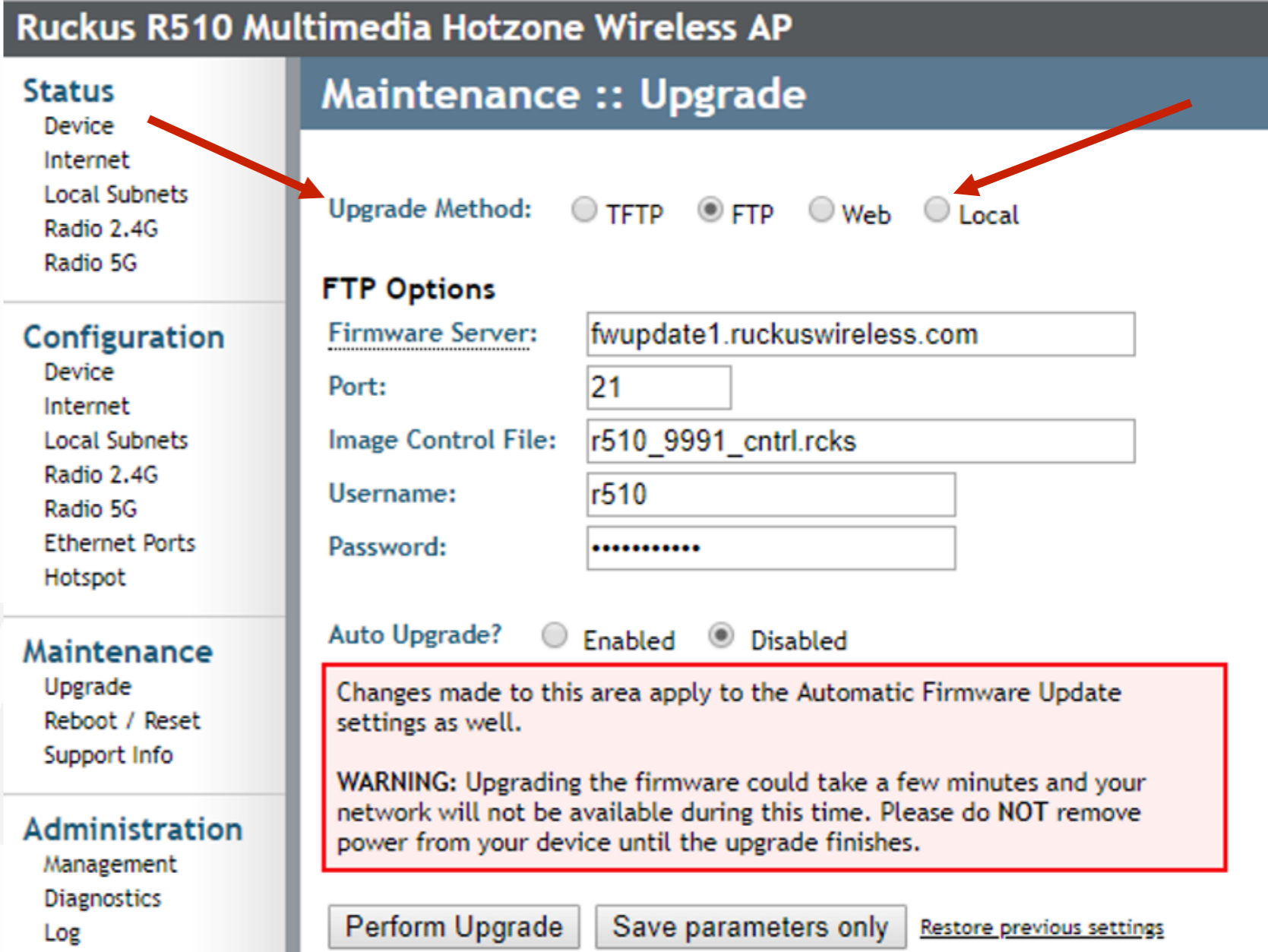
LAN Port Status Refresh

Port	Interface	802.1X	Logical Link	Physical Link	Label
0	eth0	None	Down	Down	10/100/1000 PoE
1	eth1	None	Up	Up 1000Mbps full	10/100/1000

Chapter 5 – Migrating a New-in-Box Standalone AP

Migrating to Unleashed Firmware

The "Maintenance :: Upgrade" page will now be visible. There will be multiple "Upgrade Method:" to choose from.

Click on "Local" selection to continue.
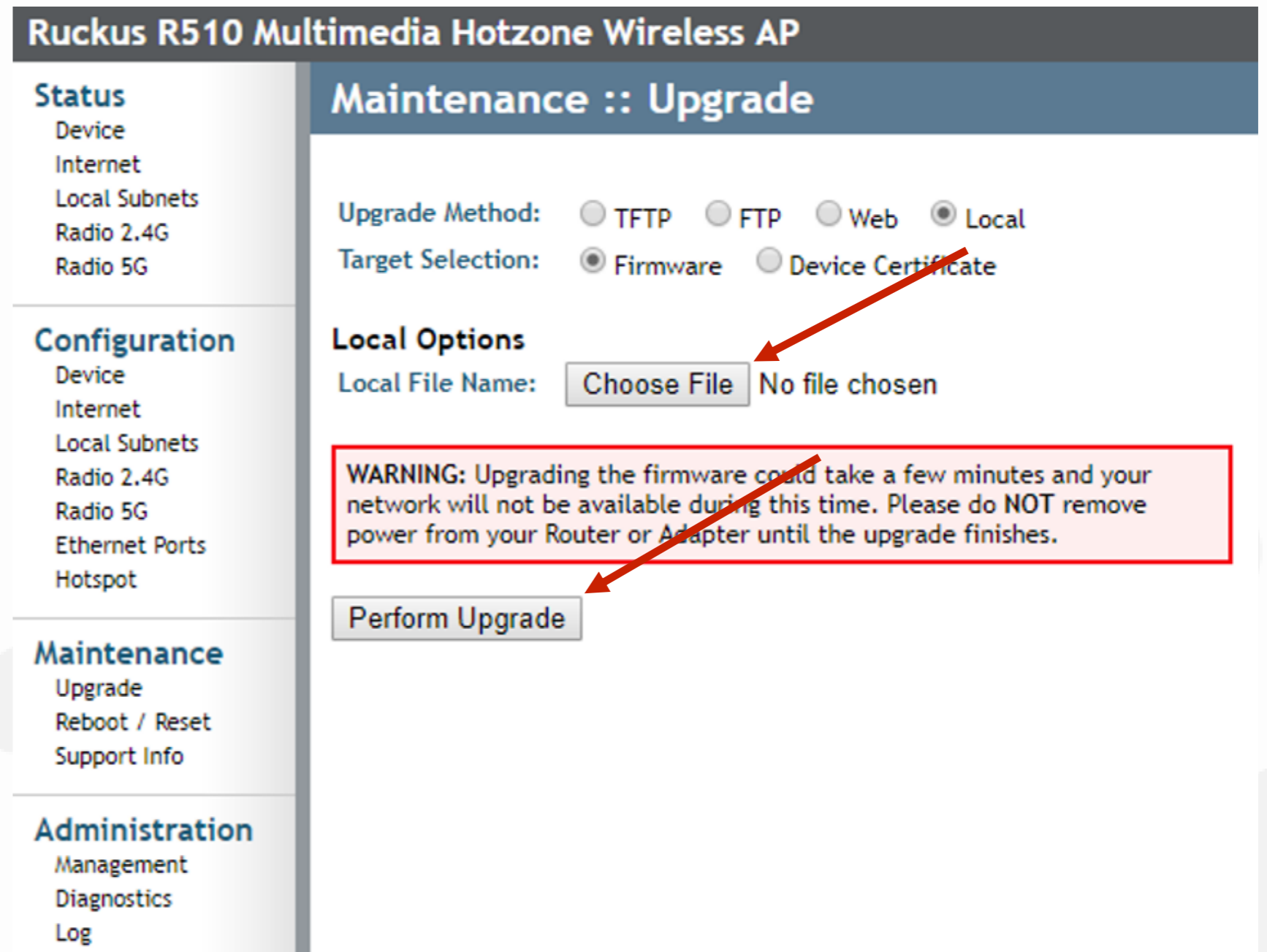
Chapter 5 – Migrating a New-in-Box Standalone AP

Migrating to Unleashed Firmware

The "Local Options" page will now be visible. Click the "Choose File" button.

Browse to where you have the 200.xx.xx.x.xxx.bl7 firmware image saved on the computer.

Click the "Perform Upgrade" button to start firmware upgrade process.
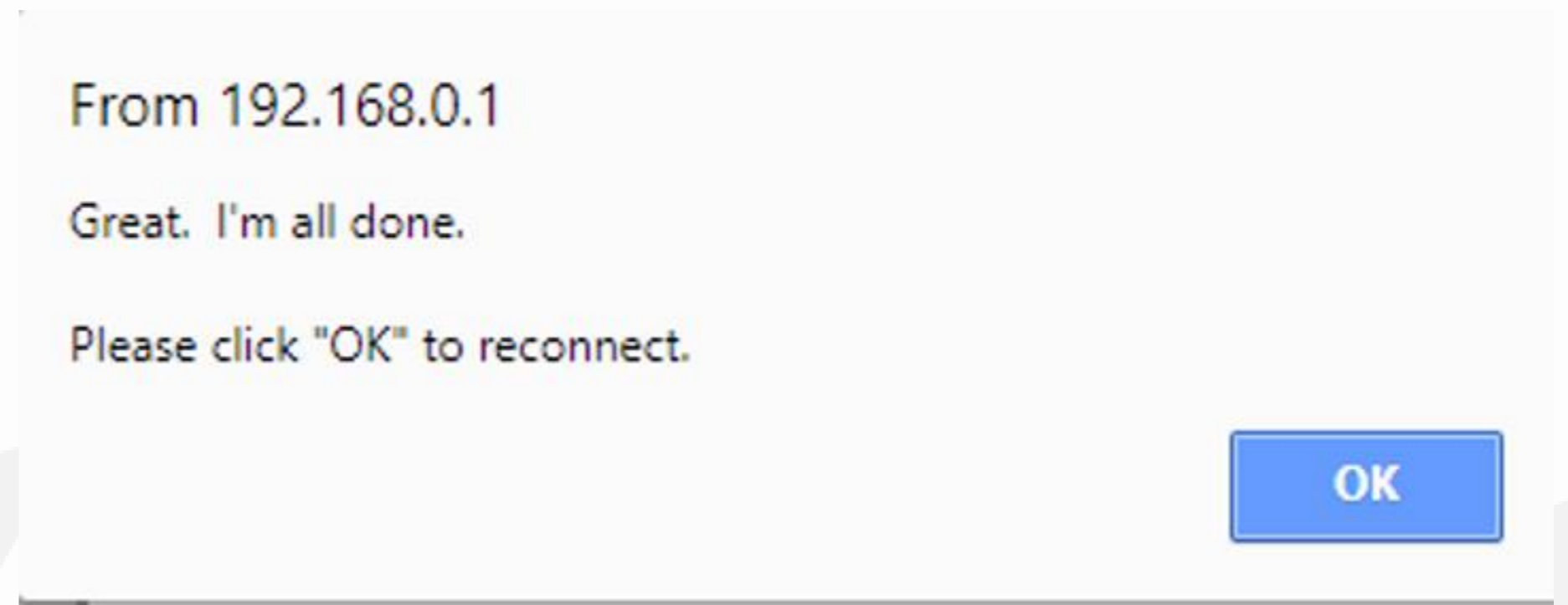
The access point will then load the firmware image.

Chapter 5 – Migrating a New-in-Box Standalone AP

Migrating to Unleashed Firmware

When the "Great. I'm all done." message appears, you can safely reboot the access point.

After rebooting and reconnecting to the local network, the Unleashed access point will begin broadcasting a temporary unencrypted WLAN named "ConfigureMe-[xxxxxx]" ([xxxxxx] is the last 6 digits of the MAC address of the AP).

From 192.168.0.1

Great. I'm all done.

Please click "OK" to reconnect.

OK

Chapter 6 – Migrating a Previously Configured Standalone AP

- How to Obtain the Unleashed Firmware

- Preparing a Previously Configured AP

- Hard Resetting the Configured AP

- Migrating to Unleashed Firmware

Chapter 6 – Migrating a Previously Configured Standalone AP

How to Obtain Unleashed Firmware

The best place to find the latest standalone firmware will be on our dealer portal. https://my.accessnetworks.com/product-downloads#an-access-points/

Simply click on the link labeled "here" within the "**Unleashed:**" area. This will download the zip file that contains the latest Unleashed firmware files for Access Networks access points.

Unzipping the "AN_Unleashed_latest.zip" is required. Once you unzip the zip file, this folder will contain all of Access Networks' branded access points Unleashed firmware.

If you have any questions comparing or selecting which version of firmware to use, please contact Client Services through our chat feature.

*Note – Please keep in mind, Unleashed firmware is needed to prepare the access points for Unleashed Wireless Controller deployments.

Chapter 6 – Migrating a Previously Configured Standalone AP

Preparing a Previously Configured AP

An already configured ARCC or C-120 access point can be converted for use in an Unleashed network deployment or become the Unleashed Master Wireless Controller.

Before starting the firmware update process, the access point cannot be connected to a network that has an active Unleashed, C-120 Wireless Controller, or ARCC Cloud-based controller installation. The access point will need to be powered and connected to the PC or MacBook by the following:

- A power adapter and connected to the PC or MacBook with a crossover ethernet cable

- An inline power injector and connected the PC or MacBook with a crossover ethernet cable

- An ethernet cable connected to a PoE+ switch with only your PC or MacBook device connected

Chapter 6 – Migrating a Previously Configured Standalone AP

Hard Resetting the Configured AP

Power on the Configured AP and let it fully power up.

Press the indented hard reset button for 15 seconds before releasing.

The reset button can be found near the PoE ethernet port on the AP.

Wait for the AP to reboot.

Chapter 6 – Migrating a Previously Configured Standalone AP

Migrating to Unleashed Firmware

In your internet browser window, navigate to the access points default IP address of https://192.168.0.1.

Login using the access points' default credentials (it can also be found on the backside of the access point).

"Username:" will use the word – "super".

The "Password:" will use the word – "sp-admin".

Now click on "Login" to continue.

Chapter 6 – Migrating a Previously Configured Standalone AP

Migrating to Unleashed Firmware

You are now connected to the access point.

At the main dashboard, select the "Maintenance: Upgrade" tab on the left-hand side.

Chapter 6 – Migrating a Previously Configured Standalone AP

Migrating to Unleashed Firmware

The "Maintenance :: Upgrade" page will now be visible. There will be multiple "Upgrade Method:" to choose from.

Click on "Local" selection to continue.

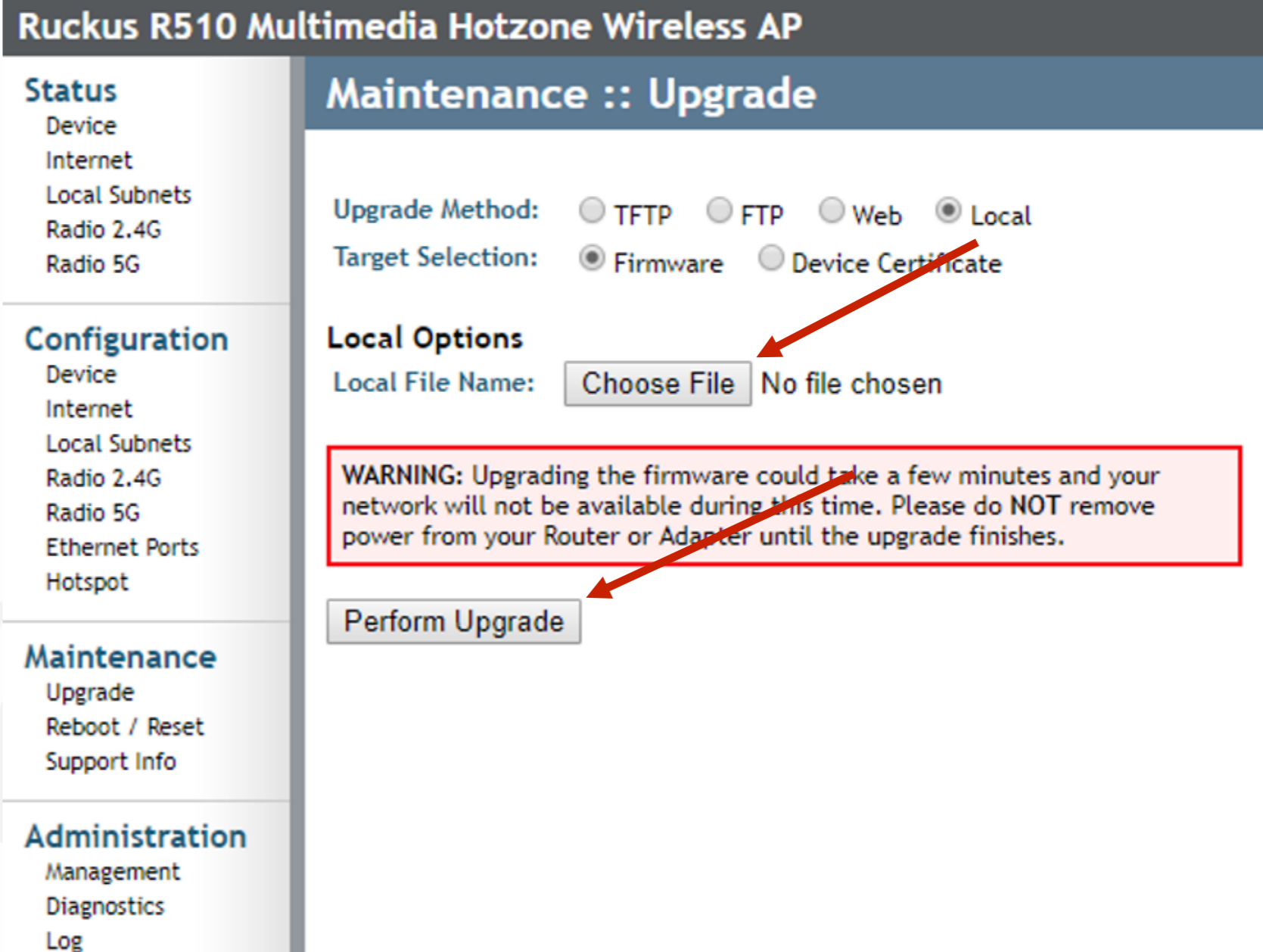# Chapter 6 – Migrating a Previously Configured Standalone AP

Migrating to Unleashed Firmware

The "Local Options" page will now be visible. Click the "Choose File" button.

Browse to where you have the 200.xx.xx.x.xxx.bl7 firmware image saved on the computer.

Click the "Perform Upgrade" button to start firmware upgrade process.

The access point will then load the firmware image.

Chapter 6 – Migrating a Previously Configured Standalone AP

Migrating to Unleashed Firmware

When the "Great. I'm all done." message appears, you can safely reboot the access point.

After rebooting and reconnecting to the local network, the Unleashed access point will begin broadcasting a temporary unencrypted WLAN named "ConfigureMe-[xxxxxx]" ([xxxxxx] is the last 6 digits of the MAC address of the AP).

From 192.168.0.1

Great. I'm all done.

Please click "OK" to reconnect.

OK

Unleashed File Management Guide Firmware Version 200.12

- Access Networks Technical Services engineers are available to assist you in the troubleshooting process.

- If you have any questions about backing up/restoring configurations, how to upgrade firmware, migrating firmware or need information on a topic not detailed in the Unleashed Configuration Guides, please contact the Access Networks Technical Services department for assistance.

- For telephone, visit snp1.com/techsupport

- Email: support-case@accessnetworks.com

- Existing Access Networks partner can visit https://my.accessnetworks.com/partners/ and either open a case or start a chat session by selecting the "Support" tab.

THANK YOU

CONTACT INFO