

## DATA SHEET



### YOUR RUCKUS CLOUD WI-FI SUBSCRIPTION INCLUDES:

- AP management
- Instant availability of new features
- Free native mobile app for anywhere management
- 24x7 phone/chat/web technical support
- Choice of 1-, 3- or 5-year subscriptions
- Management portal for VARs

Ruckus Cloud Wi-Fi simplifies deployment, monitoring and management of your geographically distributed multi-site wireless network. Manage all of your WLANs from anywhere using the intuitive web interface or our native mobile app. Administrators get a unified (“single pane of glass”) view of all locations, as well as connected access points (APs) and clients.

### MANAGEMENT SIMPLICITY

Radically simplify WLAN administrative tasks—from day-to-day management to setting up new venues and creating guest networks using built-in multi-site management tools. Improve responsiveness to organizational needs while reducing IT overhead.

### CENTRALIZED VISIBILITY AND CONTROL FROM ANYWHERE

Get a single-pane-of-glass view of your WLANs, connected APs and clients across multiple sites. View real-time and historical data on applications, traffic, clients and more. Manage your Wi-Fi network from anywhere using the web interface or native mobile app.

### BETTER PERFORMANCE AT A LOWER COST OF OWNERSHIP

Give users an exceptional Wi-Fi experience while saving money. Support more users per AP than competitive offerings with our high-density access points (APs). Save on your Wi-Fi infrastructure as you grow by leveraging greater capacity and coverage offered by Ruckus APs.

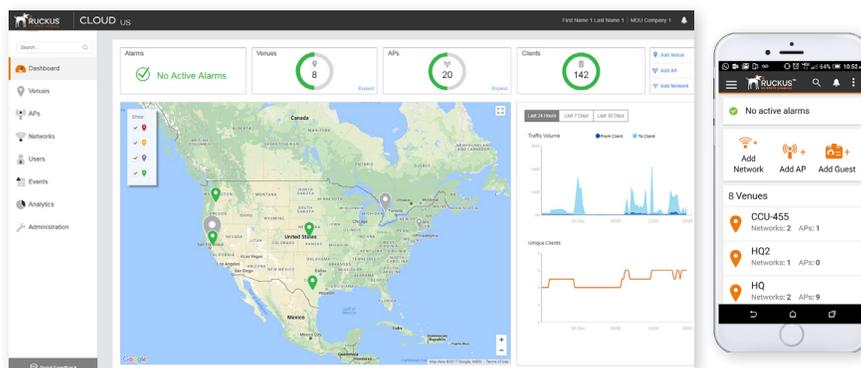


Figure 1: Ruckus Cloud Web UI and mobile app

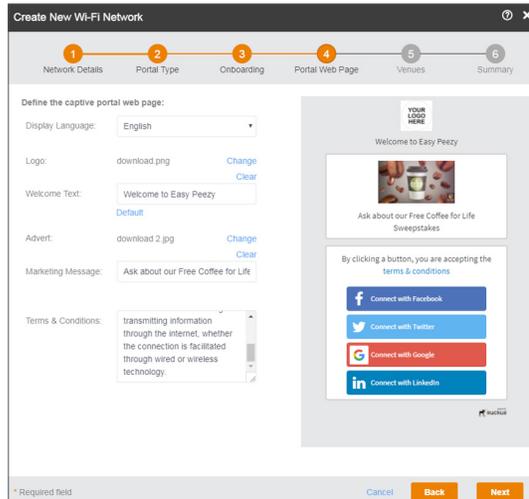


Figure 2: Captive portal

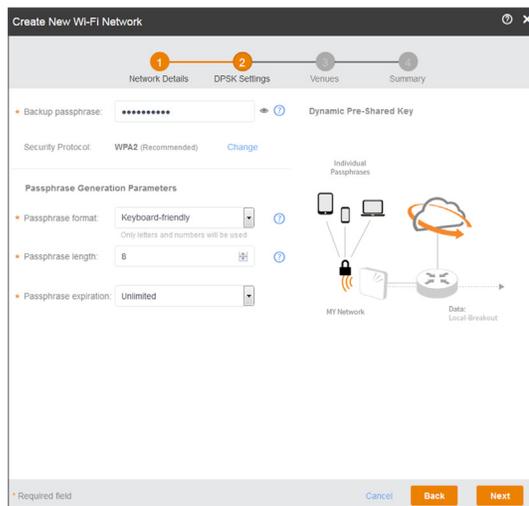


Figure 3: DPSK

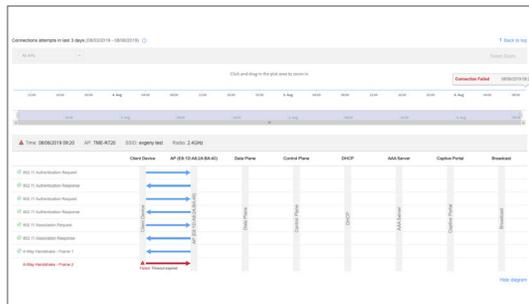


Figure 4: Visual Connection Diagnostics



Figure 5: Application

## RUCKUS CLOUD WI-FI HIGHLIGHTS

### HIGH PERFORMANCE WI-FI 6 (802.11ax) AND 802.11ac APs

- Patented BeamFlex™ and ChannelFly™ technologies in Ruckus APs deliver better performance in challenging RF environments (high client density, high interference, and/or high loss)
- Superior capacity and coverage than competitive solutions (30% to 50% more clients supported per AP) lower Wi-Fi total cost of ownership
- Automatic client load balancing and band balancing ensure QoS for all clients
- SmartMesh, enabled with a click on the Ruckus Cloud UI, reduces cabling and installation costs

### INTUITIVE UI AND INTENT-BASED WORKFLOWS

- Single-pane-of-glass web UI provides centralized visibility and control of WLANs, venues, networks, APs, client details, and applications
- View historical client data and trends
- See the health of your network at a glance
- Intuitive UI makes management easy for administrators with any level of expertise, reducing dependence on specialized IT resources
- Wizard-guided, intent-based workflows save time on everyday tasks

### EASY, FLEXIBLE GUEST AND EMPLOYEE NETWORK SETUP

- Self-help or sponsored guest WLANs
- Customized, branded captive portal for guests in six easy steps
- Guest captive portal can be customized in 15+ languages
- Integration with multiple Ruckus validated third-party captive portal solutions
- Multiple options to secure guest networks:
  - Social login, SMS, email, click-through, passcode
  - Secure employee access using DPSK, PSK, Cloudpath or 802.1x with AAA

### NATIVE MOBILE APP

- Provision, monitor and manage your WLANs using the Ruckus Cloud mobile app
- Get push notifications to alert you of network issues or changes
- Scan AP barcodes with your smartphone camera to register APs
- Scan business cards to generate guest passes
- Set up and configure new employee and guest networks
- Customize captive portal messages and images on the go

### BUILT-IN REPORTING AND ANALYTICS

- 11 different report options, including traffic reports (by venue, AP, SSID, radio), application visibility and unique clients
- Up to 6 months of stored data to support long-term trending analysis
- Reports available at granular intervals

### COMPLETE INVESTMENT PROTECTION

- Operational WLAN and APs even when Ruckus Cloud Wi-Fi subscription is no longer active
- Complete flexibility to migrate from one management architecture to another (or hybrid management) without losing use of your Ruckus APs

### EXPEDITED TROUBLESHOOTING

- Visual Connection Diagnostics (VCD) speeds and simplifies troubleshooting network and wireless client connectivity problem resolution to enable IT to quickly detect and react to potential user experience degradation
- Elasticsearch for comprehensive lookup
- Instant notification of network status via SMS, mobile app push notification, or email

## ADDITIONAL FEATURES AND SPECIFICATIONS

<b>High-performance APs</b>	<ul style="list-style-type: none"> <li>• Management of a wide range of indoor and outdoor Ruckus APs, including the latest Wi-Fi 6 (802.11ax) as well as 802.11ac Wave 1 and Wave 2 APs</li> <li>• Automatic load balancing (between APs and radios)</li> </ul>	<ul style="list-style-type: none"> <li>• Airtime fairness</li> <li>• Easy-to-configure, secure and reliable mesh networking</li> </ul>
<b>AP models supported</b>	<ul style="list-style-type: none"> <li>• See <a href="http://www.ruckuswireless.com/cloud-devices">http://www.ruckuswireless.com/cloud-devices</a> for a list of supported AP models.</li> </ul>	
<b>Full-featured mobile app</b>	<ul style="list-style-type: none"> <li>• Scan to register multiple APs to the Ruckus Cloud</li> <li>• Push notifications for alarms</li> <li>• Monitor status of AP, WLAN and clients</li> <li>• Create and configure new SSIDs (enterprise or guest)</li> </ul>	<ul style="list-style-type: none"> <li>• Customize captive portal elements (images and message)</li> <li>• Schedule SSIDs by day of the week and time of day</li> <li>• Native support for iOS and Android</li> </ul>
<b>Zero-touch provisioning</b>	<ul style="list-style-type: none"> <li>• Zero-touch AP provisioning and bulk scanning</li> </ul>	<ul style="list-style-type: none"> <li>• Auto update of AP firmware once connected to Ruckus Cloud</li> </ul>
<b>Employee Wi-Fi</b>	<ul style="list-style-type: none"> <li>• Multiple employee authentication options available:             <ul style="list-style-type: none"> <li>– Dynamic pre-shared key (DPSK)</li> <li>– Traditional PSK (WPA/WPA2)</li> <li>– 802.1X with AAA and dynamic VLAN support</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ability to set bandwidth rate limit per client and per SSID</li> <li>• Fast BSS Transition (802.11r) to reduce handoff times between APs while providing security and QoS</li> <li>• 802.11k support to facilitate efficient roaming</li> </ul>
<b>Guest Wi-Fi</b>	<ul style="list-style-type: none"> <li>• Flexible login options:             <ul style="list-style-type: none"> <li>– Open, SMS, email, click-through, passcode</li> <li>– Social networking login (Google, LinkedIn, Facebook, Twitter)</li> <li>– PSK, captive portal, sponsored guest</li> </ul> </li> <li>• Bulk creation of guest credentials</li> <li>• Control access to network resources:             <ul style="list-style-type: none"> <li>– Time-based scheduling of SSIDs</li> <li>– Free Wi-Fi with lock-out period and simple unblock options</li> </ul> </li> <li>• Granular administrative controls:             <ul style="list-style-type: none"> <li>– Per WLAN aggregate bandwidth limit</li> <li>– Per WLAN and per client bandwidth limit</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Ability to force DHCP IP addressing</li> <li>• Guest manager (front desk) admin portal</li> <li>• MAC caching to allow repeat customers quick access to guest Wi-Fi</li> <li>• Easily customizable built-in captive portal</li> <li>• Integration with third-party guest Wi-Fi marketing platforms including Linkyfi, Purple Wi-Fi, Cloud4Wi and more</li> <li>• Captive portal languages: Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Greek, Italian, Japanese, Norwegian, Polish, Portuguese, Romanian, Swedish, Spanish, and Turkish</li> </ul>
<b>Location services</b>	<ul style="list-style-type: none"> <li>• Integration with Ruckus SPoT™ location services</li> </ul>	<ul style="list-style-type: none"> <li>• Integrations with location services by Ruckus ecosystem partners</li> </ul>
<b>Security, privacy and data protection</b>	<ul style="list-style-type: none"> <li>• All traffic to and from the cloud is encrypted</li> <li>• Only AP and client management traffic are sent to the cloud</li> <li>• Client data traffic stays local (broken out to local LAN and sent through existing firewall)</li> <li>• All data stored in Ruckus Cloud is encrypted at rest</li> <li>• Ruckus offers EU-located datacenters for European customers</li> <li>• Latest security patches are automatically updated.</li> <li>• Configurable client inactivity timeout interval</li> </ul>	<ul style="list-style-type: none"> <li>• Role-based access control is provided for administrative privileges</li> <li>• Admin is able to grant and revoke access to partners and Ruckus support</li> <li>• Client isolation is enabled by default for guest SSID</li> <li>• SSID scheduling prevents unauthorized use of Wi-Fi network</li> <li>• Advertise only certain SSIDs within a venue</li> <li>• Auto-discovery of APs</li> <li>• L3/L4 access control for traffic policies</li> <li>• L2 device policy to control network access</li> <li>• View <a href="#">Ruckus Cloud privacy policy</a></li> </ul>

## ADDITIONAL FEATURES AND SPECIFICATIONS (continued)

<b>Dynamic Pre-Shared Key (DPSK)</b>	<ul style="list-style-type: none"> <li>• More secure than PSK, DPSK enables easy implementation of unique PSKs for each device</li> <li>• Generate PSKs individually or upload in bulk for known devices</li> </ul>	<ul style="list-style-type: none"> <li>• Set password complexity and expiration policies</li> <li>• Export generated DPSK list for your records</li> </ul>
<b>Cloudpath support (subscription sold separately)</b>	<ul style="list-style-type: none"> <li>• Add-on service enables self-service onboarding and granular per user, per device-based policy</li> </ul>	<ul style="list-style-type: none"> <li>• Muse® multiple certificate sources, including built-in public key infrastructure (PKI), Microsoft CA and InCommon, provide stronger security than passwords/PSKs</li> </ul>
<b>Built-in reporting and analytics</b>	<ul style="list-style-type: none"> <li>• 11 different report options, including:             <ul style="list-style-type: none"> <li>– Traffic per AP, per SSID, per venue, per radio</li> <li>– Top 10 applications</li> <li>– Top clients by traffic</li> <li>– Session details</li> <li>– Unique client reports (tracking 2.4 vs. 5GHz clients over time)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Up to 6 months data storage for trending with big data analytics:             <ul style="list-style-type: none"> <li>– Big data architecture using Hadoop multi-node clusters</li> <li>– Indexed structured reporting for fast access</li> </ul> </li> </ul>
<b>Other management highlights</b>	<ul style="list-style-type: none"> <li>• Ability to select RF policies, WLAN types (PSK, DPSK, 802.1X, Captive Portal, Cloudpath), guest access options, QoS and VLANs</li> <li>• Flexibility to segment APs within a venue into different AP groups</li> <li>• Channel and power control per venue, per AP group and per AP</li> <li>• Ability to customize Bonjour services per AP</li> </ul>	<ul style="list-style-type: none"> <li>• Automatic or selectable band balancing (between 2.4 and 5GHz radios on the same AP)</li> <li>• Global full and partial search by Mac address, username, hostname, OS type, IP address, AP name; resulting logs pre-filtered by venue, WLAN, APs, clients</li> <li>• Google Maps integration</li> <li>• Ability to import floor plans to visualize physical location of APs</li> <li>• LAN port management for all Ruckus APs with two or more Ethernet ports</li> </ul>
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>• Visual Connection Diagnostics (VCD) speeds and simplifies troubleshooting network and wireless client connectivity problem resolution to enable IT to quickly detect and react to potential user experience degradation</li> <li>• Visual Connection Diagnostics supports open, PSK, 802.1X, and WISPr networks</li> <li>• Remotely reboot APs, pull diagnostics information</li> <li>• Get notifications of network status via SMS, mobile app push notification, or email</li> <li>• Event logs are sorted by venue, SSID, AP, client, event severity, and event type related to AP, client, network, admin</li> </ul>	<ul style="list-style-type: none"> <li>• Alarms are generated for AP status</li> <li>• View historical client data to troubleshoot issues that happened in the past</li> <li>• Configure and enable an external syslog server per venue</li> <li>• Test connectivity from AP to endpoints or any internet host</li> <li>• Elasticsearch for comprehensive look up and rapid troubleshooting</li> </ul>
<b>Partner admin delegation</b>	<ul style="list-style-type: none"> <li>• Delegate management of your Wi-Fi network to a Ruckus authorized VAR (value added reseller) by invitation</li> </ul>	<ul style="list-style-type: none"> <li>• Revoke VAR administrative privileges at any time</li> </ul>
<b>Value Added Reseller</b>	<ul style="list-style-type: none"> <li>• Branded Ruckus Cloud Wi-Fi management portal</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced troubleshooting by enabling SSH based CLI access to APs</li> </ul>

### ADDITIONAL FEATURES AND SPECIFICATIONS (continued)

<b>Cloud datacenter</b>	<ul style="list-style-type: none"> <li>Hosted in USA and Europe on world-class IAAS provider with:             <ul style="list-style-type: none"> <li>– ISO 27001 information security certification</li> <li>– SSAE-16, SOC 1, SOC 2 and SOC 3 certifications</li> <li>– Stringent physical, data access, data disposal security measures</li> <li>– Per-tenant migration capabilities</li> <li>– Green carbon-neutral facilities</li> <li>– Dedicated inter-DC fiber connectivity</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Ability to choose the hosting region for your service. (USA or EU)</li> </ul>
<b>SLA</b>	<ul style="list-style-type: none"> <li>99.9% network availability (does not include planned maintenance, including periodic software upgrades and other pre-announced activities)</li> </ul>	
<b>Technical support</b>	<ul style="list-style-type: none"> <li>Easy button access to support</li> <li>24x7 chat/online ticketing system/phone support</li> <li>U.S.-based Ruckus NOC</li> </ul>	<ul style="list-style-type: none"> <li>AP hardware warranty is covered separately with the AP purchase (refer to AP datasheet); advanced hardware replacement for each AP is sold separately (SKUs starting with 803-)</li> </ul>
<b>Cloud SKUs</b>	<ul style="list-style-type: none"> <li>1-year Cloud Wi-Fi license for one AP             <ul style="list-style-type: none"> <li>– CLD-RKWF-1001</li> </ul> </li> <li>3-year Cloud Wi-Fi license for one AP             <ul style="list-style-type: none"> <li>– CLD-RKWF-3001</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>5-year Cloud Wi-Fi license for one AP             <ul style="list-style-type: none"> <li>– CLD-RKWF-5001</li> </ul> </li> <li>5-year state, local, EDU license for one AP             <ul style="list-style-type: none"> <li>– CLD-RWED-5001</li> </ul> </li> </ul>

### A PARTNER AND PLATFORM FOR THE FUTURE

Ruckus Cloud is our platform for innovation—with planned support of breakthrough wired/wireless technologies, IoT, big data and continued advances in management automation. Our open architecture also allows us to integrate a wide variety of complementary third-party services that enhance the value of your Wi-Fi network and provide greater user insight. We're working on every level—on the ground and in the cloud—to support your wireless business initiatives.