



Updated: March 22 2017

## ZoneFlex AP Starting Serial#s that Support Ruckus Cloud Connectivity

Ruckus Cloud supports both Unleashed and ZoneFlex 11AC access points. Not all ZoneFlex APs support Ruckus Cloud management, from factory. In order to determine if the ZoneFlex 11AC APs you purchased (shipped from our distributor or channel partner), please refer to the table below. The last column refers to the serial# imprinted on the AP's back label as well as on the outside shipping box. All Ruckus AP serial#s start with 4 digits that refer to week# and year# of the manufacture. So an AP with starting serial # of 5016 means, Week50 of 2016.

Note: This table below does NOT apply to Unleashed APs (SKUs starting with 9U1). All Unleashed APs support Ruckus Cloud, irrespective of their manufacturing date.

### ZoneFlex AP models supported in Cloud, and their starting manufacturing serial#

ZoneFlex Model	Part #	Starting Serial#
R710	901-R710-xx00	3516, xx17
R700	901-R700-xxxx	4116, xx17
R610	901-R610-xx00	All Serial#s
R600	901-R600-xx00	3916, xx17
R510	901-R510-xx00	3516, xx17
R500	901-R500-xx00	3916, xx17
H510	901-H510-xx00	3616, xx17
R310	901-R310-xx02	4116, xx17
T710	901-T710-xx01	3516, xx17
T710s	901-T710-xx51	3516, xx17
T610	901-T610-xxxx	All Serial#s
T300	901-T300-xx01	3916, xx17
T300e	901-T300-xx81	3916, xx17
T301s	901-T301-xx51	3916, xx17
T301n	901-T301-xx61	3916, xx17

Notes:

- These APs contain the newer 104.x.y AP firmware image from factory, which support Ruckus Cloud discovery and connectivity.

- It is possible that a serial# newer than the date above may not connect to Ruckus Cloud successfully. These could be for various reasons. E.g.
  - The AP has previously connected a Ruckus Controller (ZD or SZ) and so, it's firmware image has been re-flashed by the on-prem controller previously. Factory resetting the AP will not alter the firmware image back to 104.x.y. To recover such an AP to connect to Cloud, you would need to connect to the AP manually, download the latest 104.x.y firmware image from Ruckus Support site and re-image the AP.
- Above models manufactured before those dates need to be firmware upgraded to version 104.x.y (or newer) before connecting to Cloud. Visit Ruckus Support site to download latest image.
- If you currently have a ZoneDirector or SmartZone controller on-site, please disable automatic AP addition option on the controller, prior to connecting a new AP to the Cloud.
- If you intend to migrate existing controller-managed ZoneFlex APs to Cloud, please contact your Ruckus Partner.