



350 W Java Drive
Sunnyvale, CA 94089

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ruckuswireless.com

Revision Date: 6 November, 2017

R600 Access Point Notice

The Issue:

We have recently discovered that certain R600 units manufactured with serial numbers starting with:

2517,
2617,
2717,
2817,
2917

may exhibit the following behavior:

Power cycling - The R600s may reboot when powered by a PoE switch or PoE injector (DC power has no problem). Rebooting can be intermittent and may occur as often as once a minute or less than once a day. The reboot typically takes place right after the 2.4G and 5G radios are both enabled or just as the 5G radio is turned on.

Q) Do all R600s have this issue?

A) **NO**, only R600s manufactured with serial numbers that start with 2517, 2617, 2717, 2817, 2917 may exhibit the behavior.

Q) Do all R600s with these serial numbers have this issue?

A) Not all R600s in that serial number range will exhibit the issue - but **we would encourage** the user community **to return the R600s in the identified serial number ranges even if the issue has yet to be observed**. Ruckus will be doing an advanced hardware replacement for the affected units and replacing them with new R600s.

Q) Are any other APs affected?

A) **NO** - only R600 is affected

Q) What if I do not have an advanced hardware replacement contract?

A) Since this AP is covered with Limited Lifetime Warranty, we will replace the hardware even if you do not currently have an advanced hardware replacement contract with us.



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How do I go about identifying if my R600 has a problem and getting a replacement R600?

1) Identify whether you have an R600 that is affected.

You can do this by locating the serial number of your R600 unit.

You can locate the serial number of the R600 unit on the controller.

Please see screenshots below to locate the serial number in the controller GUI.

2) Contact Ruckus customer support at
1-855-782-5871 OR

<https://support.ruckuswireless.com/>

3) Ruckus will replace your R600.

How to find serial number in the controller GUI:

ZD old GUI:

The screenshot shows the Ruckus ZoneDirector GUI for a density-zd-3k controller. The 'Access Points' section is active, displaying a table of information for a specific AP with MAC address 58:b6:33:3d:1d:00. The 'Info' tab is selected, showing details such as Device Name, Location, IP Address, and Model. The MAC address is circled in red. Below the table, there are sections for 'Radio' and 'LAN Port Configuration'.

General	Info	WLANs	State
Device Name	E088-Density-Sniffer	Connected	Name:ESSID B5360
Description	E088-Density-Sniffer	Certificate Status	Radio
Location		Uptime	802.11a/g/n Up
GPS Coordinates		Connection Mode	Up
MAC Address	58:b6:33:3d:1d:00	VLAN	L3 (IPV4)
IP Address	172.16.23.33	Associated Clients	0
External IP:Port	172.16.23.33:19233	Bonjour Gateway	Disabled
IP Type	DHCP		
Model	R700		
USB Port	Not Present		



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ZD New GUI:

Dashboard

Monitor ▾

- Access Points
- WLANS
- Wireless Clients
- Wired Clients
- Applications
- Generated PSK/Certs
- Generated Guest Passes
- Rogue Devices
- All Events/Activities
- All Alarms
- Mesh

Access Points » 00:13:92:00:33:01

Access Point Information [↻](#)

General Information

Device Name	Warehouse4
Status	Connected
Uptime	10h 56m
Description	PHÒNG ĐẦU THẦU
Location	
GPS Coordinates	37.37,-122.01
MAC Address	00:13:92:00:33:01
IP Address	10.1.0.10
External IP:Port	
IPv6 Address	fe80:0:0:0:0:a01:a
IP Type	Static
Connection Mode	L2
VLAN	
Associated Clients	0
Model	r500
USB Port	Not Present
Power Consumption Mode	UNKNOWN
S/N	RCKS0000
Version	9.13.0.0 build 123
Bonjour Gateway	Disabled

Ruckus Wireless, now part of Brocade.



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SZ GUI:

The screenshot displays the Ruckus SZ GUI interface. At the top, it shows the Ruckus logo and the system name 'density-vs2-cluster' with a timestamp '2017-11-02 12:41:37'. A navigation sidebar on the left includes sections for Troubleshooting, Administration, Events & Alarms, and Diagnostics. The main area features a table of APs with columns for MAC address, model, IP, status, and various performance metrics. Below the table, there are tabs for General, Configuration, Health, Traffic, Alarm, Event, Clients, and Wired Clients. The 'General' tab is active, showing 'AP Info' and 'Status Summary' sections. In the 'AP Info' section, the 'Serial Number' field is highlighted with a yellow circle and contains the value '30160340737'. The 'Status Summary' section shows the AP is 'Connected' and the control plane is 'density-vs2-E'.

AP Name	MAC Address	Model	IP Address	Status	Uplink	Downlink	Backhaul	Client	Power	Temp	Health				
test-group	1C-B9-C40C-C3-00	ED5+	R510	172.16.22.74	RAP	R510	Online	3.6.0.0.491	18.8MB	0	0	0	0	0	46%
1310_Zone	1C-B9-C40C-C5-10	ED99-FACP-astle-R510	172.16.22.102	MAP	R510	Online	3.6.0.0.491	106.1MB	0	0	0	0	0	0	17%
Clone of DENSITY-Mix...	24-79c2A05-02e60	W05D-West01-Printe...	172.16.22.5	RAP	R720	Online	3.6.0.0.491	152.9MB	1	0	1	0	0	0	66%
DENSITY-Mixed	24-79c2A06:85:80	W02D-OtherSide-Bre...	172.16.22.36	RAP	R720	Flagged	3.6.0.0.491	302.3MB	1	0	1	0	0	0	44%
DENSITY-R510	2C-CS-0D3:01:82:00	ED1A-FrontLobby-R7...	172.16.22.24	RAP	R710	Online	3.6.0.0.491	36.0MB	0	0	0	0	0	0	46%
WallPlate-APs	2C-CS-0D3:01:83:00	ED8A-Mens-Bath-R710	172.16.22.72	RAP	R710	Flagged	3.6.0.0.491	16.5GB	5	0	5	0	0	0	43%
bugbash	2C-CS-0D3:01:88:00	ED6A -R...	172.16.22.118	RAP	R710	Online	3.6.0.0.491	871.3MB	10	0	10	0	0	0	51%
default	2C-CS-0D3:01:88:60	E12A-East-Entrance-...	172.16.22.89	RAP	R710	Online	3.6.0.0.491	63.8MB	3	0	3	0	0	0	39%
stnicity	2C-CS-0D3:01:8C:00	W10A-Obberman-R710	172.16.22.62	DISABLED	R710	Online	3.6.0.0.491	1.3TB	6	6	0	0	0	0	84%
test-group	2C-CS-0D3:1E:C6:80	ED3A-east-of-fozhol...	172.16.22.100	MAP	R710	Online	3.6.0.0.491	314.6MB	6	0	6	0	0	0	63%
bugbash_zone	54-3D:371F:89:90	Out04b-NorthEastEn...	172.16.22.145	MAP	ZF7782	Online	3.6.0.0.491	1.8MB	1	0	1	0	0	0	17%
test_by_posen	58-86:33:15:05:00	W07A-West-FACP-R7...	172.16.22.112	RAP	R710	Online	3.6.0.0.491	2.4GB	18	0	18	0	0	0	79%

30 records - 1 2 >

AP Info

AP MAC Address		Firmware Version	
AP Name	W07A-West-FACP-R710	IP Address	
Description	N/A	IP Type	IPv4 only
Serial Number	30160340737	External IP Address	
Location	N/A	Model	R710
GPS Coordinates	N/A	Mesh Role	Auto (Root AP)
GPS Altitude	N/A	Power Source	802.3at Switch/Injector
Device IP Mode	IPv4	AP Management VLAN	1

Status Summary

Connection Status	Connected	Control Plane	density-vs2-E
Uptime	34:17m:16m	Associated Clients	28