

Warranty Registration

Overview of the Warranty Registration process

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Summary

In April 2013, Ruckus Wireless introduced a new self-service feature in our Customer Portal to allow customers to register products as one of our initiatives to continuously improve upon our products and services.

To provide our customers with the best support experience, please register your product(s) through the Warranty Registration portal (<https://support.ruckuswireless.com/programs>) – successful registration with one or more valid product serial numbers provides access to all aspects of online technical support including:

- Software downloads
- Documentation
- Knowledge base
- Case management

In addition, successful product registration provides advanced notification of future product upgrades, security patches, and enhancements.

The current implementation of the Warranty Registration portal was designed primarily to map serial numbers to a customer account for Warranty Support (i.e., first 90 days of support). In general, users should register products that are covered under **Warranty Support** (i.e., do not currently have a WatchDog Premium Support maintenance contract).

Customers that require a privileged login (e.g., non-guest login account) to the Ruckus Wireless Support portal and have purchased a WatchDog Premium Support maintenance contract should navigate to the following link for further instructions or contact support@ruckuswireless.com: https://supportstage.ruckuswireless.com/get_access_now.

This document provides details regarding Warranty Registration for Warranty Support. For additional Support Program details, please navigate to <https://support.ruckuswireless.com/programs>.

Warranty Support vs. WatchDog Premium Support

There are differences between **Warranty Support** (as part of Warranty Registration) as compared to **WatchDog Premium Support**. All shipped products come, by default, with Warranty Support while an optional WatchDog Premium Support may be purchased with Ruckus Wireless products.

In general, successful Warranty Registration enables Warranty Support (90 days) for all products whereas the purchase of WatchDog Premium Support provides options for 1, 3, or 5 year, support durations (1 year for Access Points). Privileged login (e.g., access to downloads and case management, etc.) to the Ruckus Wireless Support site is automatically enabled after successful registration if a user has at least one Warranty Support product shipped within the last 90 days, or has products under the WatchDog Premium Support contract.

Ruckus Wireless recommends that all customers register their products using the Warranty Registration portal to obtain Warranty Support. To register products that have been purchased with WatchDog Premium Support, please navigate to the following link for further instructions or contact support@ruckuswireless.com: https://supportstage.ruckuswireless.com/get_access_now.

Please reference the table below that summarizes Warranty Registration for Warranty Support and WatchDog Premium Support:

	First 90 days of support	1/3/5 year support (1 year for Access Points)
Warranty Support	After successful Warranty Registration	NA
WatchDog Premium Support	After successful Warranty Registration	Contact support@ruckuswireless.com or navigate to https://supportstage.ruckuswireless.com/get_access_now for further instructions.

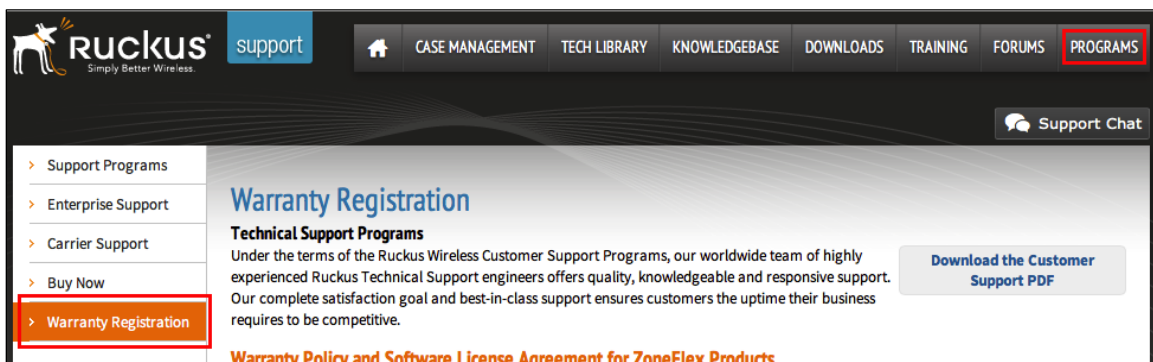
Warranty Registration instructions for Warranty Support

Please follow the instructions provided below to register your products to obtain Warranty Support.

Prerequisites:

- You must have a user login to the Ruckus Support website in order to register products. If you do not have a login, navigate to the following registration page: https://support.ruckuswireless.com/get_access_now.
- You have one or more serial numbers or products that are under Warranty Support (not WatchDog Premium Support).

1. Navigate to the Ruckus Wireless Support portal: <https://support.ruckuswireless.com>.
2. Select **Programs** at the top-right and then select **Warranty Registration**.



3. Once the Warranty Registration page appears, the following **Registering Serial Number(s)** section should appear at the bottom of the page.

NOTE: If not already logged in to the Ruckus Wireless Support portal, click the **Login to Register Serial Number(s)** link to enable the **Registering Serial Number(s)** section.

Registering Serial Number(s)

To provide our customers with the best support experience, please register your product(s) using one of the available options below: Manual Input or CSV Upload. Successful registration provides you access to all aspects of online technical support including software downloads, knowledge base access, documentation, case management, etc. In addition, we'll provide you with advanced notification of future product upgrades, security patches, and enhancements.

Manual Input
Enter serial numbers below, single column, separated by carriage return.

[Register](#)

CSV Upload
If you have your serial numbers in a csv file, you may upload the file below.

no file selected

Registered Serial Numbers

[View All Registered Products](#)

4. To register Warranty Support product(s), enter your serial number(s) by either manual or CSV input:

IMPORTANT: Serial numbers are formatted as 12 digit numbers. The current implementation of the Warranty Registration feature is designed for Warranty Support. Specifying a serial number that has a Watchdog Premium Support contract may show out of warranty as the Warranty Registration portal only checks for Warranty Support (i.e., first 90 days of support).

- **Manual Input:** Specify a serial number on each line before clicking the Register button.

Manual Input
Enter serial numbers below, single column, separated by carriage return.

```
111111111111
111111111112
111111111113
111111111114|
```

- **CSV Input:** Click the **Choose File** button, provide a formatted a list of serial numbers in one column, and then click the **Upload** button.

CSV Upload
If you have your serial numbers in a csv file, you may upload the file below.

no file selected

Once serial numbers are submitted, the Warranty Registration portal processes each serial number in real-time and outputs one return code for each serial number line at the bottom of the page. Please reference the next section regarding the Warranty Registration return codes.

Warranty Registration return codes

The following table describes the various codes returned with the Warranty Registration portal for each serial number processed. If any questions arise from the return code observed, please refer to the table below.

If there are any discrepancies during Warranty Registration, we strongly recommend opening a case with Ruckus Wireless Support – open a case online at <https://support.ruckuswireless.com>, or send an email to support@ruckuswireless.com with a description of the Warranty Registration issue.

Warranty Registration return codes:

Return code	Message	Registration status	Warranty Support status*	Description	Next steps
0	Warranty period is still valid	Succeeded	Active*	The serial number has been registered under your account successfully.	NA
1	Contact Support. No record of this Asset exists on file	Failed	NA	Serial number does not exist.	<ul style="list-style-type: none"> - Verify serial number. - If there is a discrepancy, please open a case with Ruckus Wireless Support.
2	Asset is no longer under warranty	Succeeded	Expired*	The serial number has been registered under your account successfully, but is no longer under Warranty Support.	If there is a discrepancy, please open a case with Ruckus Wireless Support.
3	Asset is out of warranty period and linked to another customer. Contact Support.	Failed	Expired	The serial number was previously registered with another company and is no longer under Warranty Support.	If there is a discrepancy, please open a case with Ruckus Wireless Support.
4	Asset is under Warranty but has been linked to another customer. Contact Support.	Failed	Active	The serial number was previously registered with another company, but is under Warranty Support.	If there is a discrepancy, please open a case with Ruckus Wireless Support.
5	Has been recorded under SWU and is under warranty	Succeeded	Active	The serial number has been registered under your Support Web User (SWU) account successfully.	NA
6	No data was sent	Failed	NA	Missing information during submission.	Please verify your input.
7	SWU User not found	Failed	NA	Internal error with Support Web User (SWU) login account.	Please open a case with Ruckus Wireless Support.
8	Has been recorded under SWU but is no longer under warranty	Succeeded	Expired	The serial number has been registered under your Support Web User (SWU) account successfully, but is no longer under Warranty Support.	If there is a discrepancy, please open a case with Ruckus Wireless Support.
255	Unknown Error	Failed	NA	Unknown error.	Please open a case with Ruckus Wireless Support.

* The Warranty Registration portal currently only processes Warranty Support (not WatchDog Premium Support) – specifically, the Active/Expired statuses are specified for the first 90 days of Warranty Support.

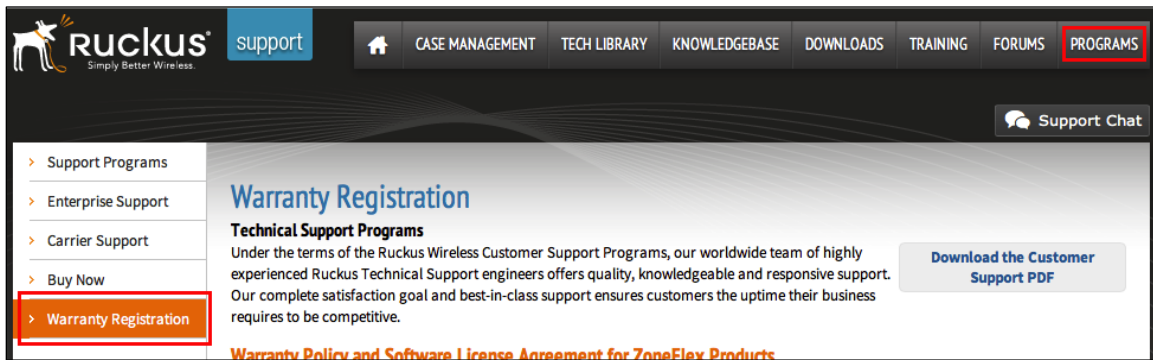
View All Registered Products

The Warranty Registration portal also provides a view of all serial numbers that have been registered under a company or account. With the current implementation (as of April 2013) of the Warranty Registration portal, there are two separate product views called My Products (for WatchDog Premium Support contracts) and Warranty Products (for Warranty Support). This section describes the viewing of registered products.

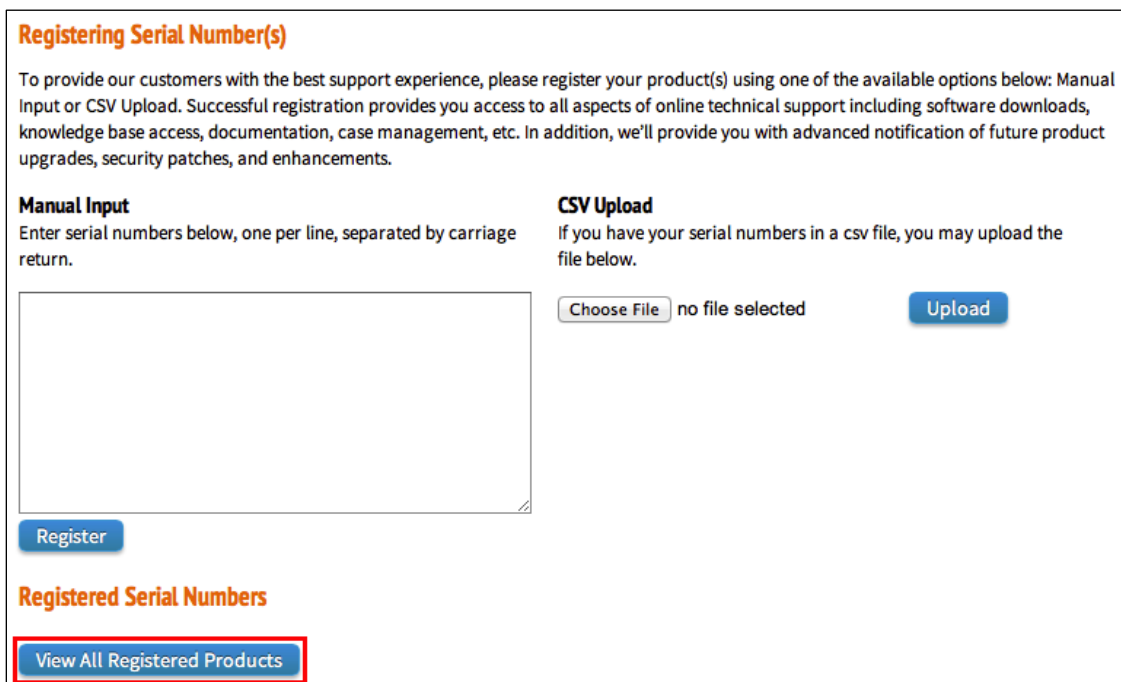
Please follow these instructions to view registered products:

Prerequisite: You must have a user login to the Ruckus Support website in order to register products. If you do not have a login, navigate to the following registration page: https://support.ruckuswireless.com/get_access_now.

1. Navigate to the Ruckus Wireless Support portal: <https://support.ruckuswireless.com>.
2. Select **Programs** at the top-right and then select **Warranty Registration**.



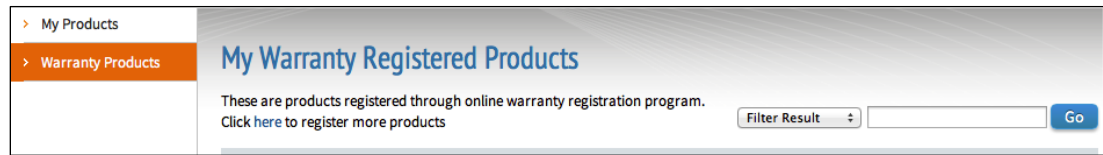
3. Once the Warranty Registration page appears, the following **Registering Serial Number(s)** section should appear. Click the **View All Registered Products** button at the bottom of the page.



4. In the left pane, please select one of the product registration views:
- **My Products:** This view provides a listing of all products that have been purchased with WatchDog Premium Support maintenance contracts.



- **Warranty Products:** This view provides a listing of all products that have been registered through the Warranty Registration portal with Warranty Support.



After selecting one of the product registration view options, the list of serial numbers registered under your company or account should appear.