

Ruckus Wireless S21-S104-1000

Ruckus Wireless S21-S104-1000 WatchDog Premium Support Renewal Manual

1. INTRODUCTION

This document serves as an instruction manual for the Ruckus Wireless S21-S104-1000 End User WatchDog Premium Support Extended Service Renewal. It provides essential information regarding the renewal process, how to utilize the support, and service specifications. This service is designed to ensure continued premium support for your Ruckus SmartZone 100 with 4 Gigabit Ethernet (GIGE) ports for an additional one-year period.

2. PRODUCT OVERVIEW

The Ruckus Wireless S21-S104-1000 is a renewal SKU for the End User WatchDog Premium Support. This premium support service offers comprehensive assistance for your Ruckus SmartZone 100 controller, specifically for models equipped with 4 GIGE ports. Key benefits typically include:

- **24/7 Technical Support:** Access to Ruckus technical experts around the clock.
- **Software Updates:** Access to the latest software releases, patches, and bug fixes.
- **Hardware Replacement:** Expedited replacement of eligible hardware components (if applicable to the original product covered).
- **Online Resources:** Access to Ruckus support portal, knowledge base, and documentation.

This renewal extends your existing support coverage for an additional 12 months, ensuring uninterrupted access to these critical services.

3. RENEWAL PROCESS (SETUP)

To ensure continuous premium support, it is crucial to renew your WatchDog Premium Support before your current service expires. Follow these general steps:

1. **Identify Your Current Service:** Locate your existing Ruckus support contract number or the serial number of your SmartZone 100 controller. This information is essential for the renewal process.
2. **Contact an Authorized Ruckus Partner or Ruckus Sales:** The S21-S104-1000 renewal SKU is typically purchased through authorized Ruckus resellers or directly from Ruckus Wireless. Provide them with your existing service details.

3. **Provide Necessary Information:** Be prepared to provide your company name, contact details, and the serial number(s) of the devices covered by the support plan.
4. **Complete the Purchase:** Finalize the purchase of the S21-S104-1000 renewal SKU.
5. **Confirmation:** Upon successful processing, you will receive a confirmation from Ruckus Wireless detailing the extension of your support service. Verify that the new expiration date is correct.

Note: The exact steps may vary slightly depending on your region and the specific Ruckus partner you are working with. Always refer to the instructions provided by your Ruckus representative.

4. ACCESSING SUPPORT (OPERATING)

Once your WatchDog Premium Support renewal is active, you can access Ruckus technical support through various channels:

- **Ruckus Support Portal:** Visit the official Ruckus Support Portal (support.ruckuswireless.com) to open support cases, access the knowledge base, download software, and view documentation. You will need your Ruckus support account credentials.
- **Telephone Support:** Contact Ruckus technical support via phone for immediate assistance. Refer to the Ruckus website for regional contact numbers.
- **Email Support:** For non-urgent issues, you may submit support requests via email.

When contacting support, always have the following information ready:

- Your Ruckus support contract number.
- The serial number of the SmartZone 100 controller.
- A detailed description of the issue, including any error messages, steps to reproduce, and impact on your network.

5. MANAGING YOUR SERVICE (MAINTENANCE)

Effective management of your support service ensures you are always covered. You can manage your Ruckus support contracts through the Ruckus Support Portal:

- **View Contract Status:** Log in to the portal to see all your active support contracts, their coverage details, and expiration dates.
- **Update Contact Information:** Ensure your contact details are current so Ruckus can reach you regarding your support services.
- **Review Service History:** Access records of past support cases and resolutions.

It is recommended to periodically review your support contract status, especially as expiration dates approach, to plan for timely renewals.

6. TROUBLESHOOTING SUPPORT ACCESS

If you encounter issues accessing your Ruckus WatchDog Premium Support, consider the following:

- **Login Issues:** Ensure you are using the correct username and password for the Ruckus Support Portal. Use the 'Forgot Password' option if necessary.
- **Expired Service:** Verify that your support contract is active and has not expired. If it has, you will need to complete the renewal process.
- **Incorrect Serial Number:** Double-check that you are providing the correct serial number for the SmartZone

100 controller associated with the support contract.

- **Account Discrepancies:** If you believe there is an error in your support contract status or account information, contact Ruckus Customer Service (not technical support) for administrative assistance.

7. SPECIFICATIONS

Model Number	S21-S104-1000
Service Type	End User WatchDog Premium Support
Duration	1 Year (Renewal)
Covered Product	Ruckus SmartZone 100 with 4 GIGE ports
Manufacturer	Ruckus Wireless

8. WARRANTY AND SUPPORT INFORMATION

This S21-S104-1000 product *is* the support service itself. It provides an extension of the Ruckus WatchDog Premium Support for one year. The terms and conditions of this support service are governed by the standard Ruckus Wireless End User License Agreement (EULA) and the specific terms of the WatchDog Premium Support program.

For detailed terms, conditions, and the most current contact information, please refer to the official Ruckus Wireless website or your original support contract documentation.

Ruckus Wireless Official Website: www.ruckuswireless.com

Ruckus Support Portal: support.ruckuswireless.com

It is recommended to keep a record of your support contract number and expiration date for future reference.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question