



# Training Guide Understanding Partner Program Training, Navigation and Compliance



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# Training Guide Contents





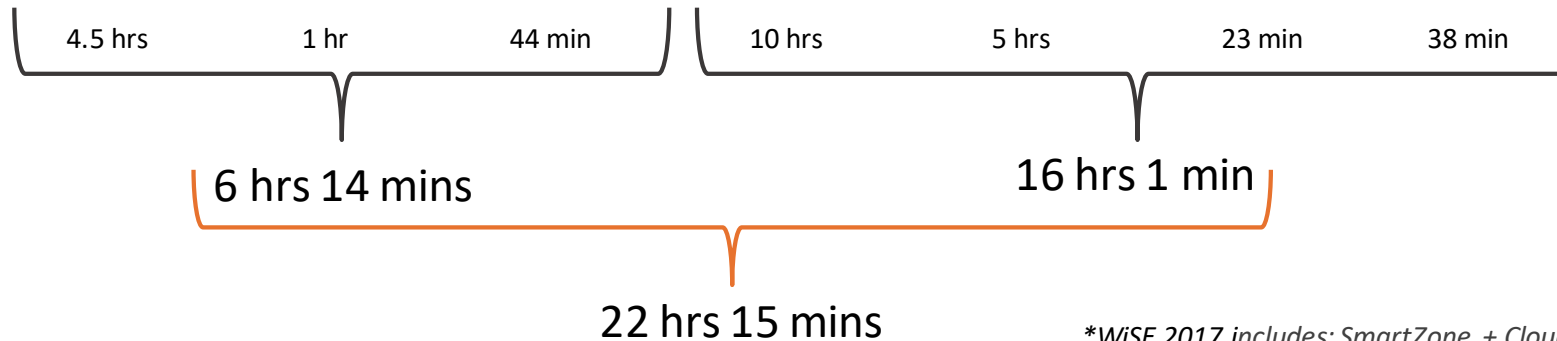
# Ruckus Ready Partner Program Training Requirements

# Know the Program Training Requirements

Active links to courseware – Use Ruckus Portal Login



	Wired			Wireless			
	Technical Accreditation	Technical SE Pre-Sales Accreditation	Sales Accreditation	Technical Accreditation	Technical Certification	Technical SE Pre-Sales Accreditation	Sales Accreditation
Partner Level	<a href="#">Ruckus ICX Implementer (ICX 250)</a>	<a href="#">Wired SE Pre-Sales</a>	<a href="#">Wired Portfolio Sales</a>	<a href="#">*WiSE 2017</a>	<a href="#">Industry Cert Certified Wireless Network Administrator (CWNA)</a>	<a href="#">Wireless SE Pre-Sales</a>	<a href="#">Wireless Portfolio Sales</a>
Distributor		2	2			2	2
Elite	2	2	2	2	2	2	2
Select	1	1	1	1		1	1

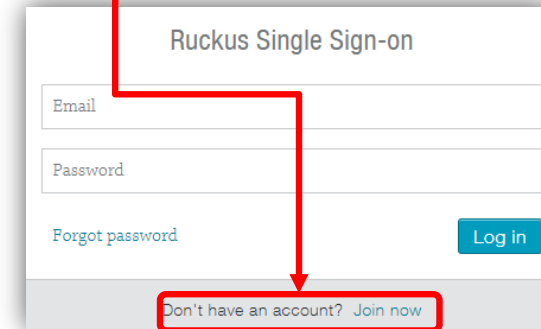


\*WiSE 2017 includes: SmartZone + Cloudpath

## Important

Get Partner Portal login access via [application](#), or if a new user from your organization, just add additional Ruckus partner portal user accounts [here](#). This is where you need to get your login credentials.

**Do not** use a personal or support email to take training.  
**Do not** click "Join Now" because this application is just for a support account and your training will not be tied to your partner account.





# Partner Program Compliance

## Recertification Period

- Technical Training valid for 3 years from date of completion
- Sales and Pre-sales training valid for 1 year from date of completion

## Classic Brocade and Ruckus Exam Grandfathering

- Wired – a valid Brocade **BPIPA** and **BACI** will satisfy the ICX 250 Implementer requirement
- Wireless – a valid Ruckus **WiSE Level 1** will satisfy the Smartzone course within the WiSE 2017
  - WiSE 2017 – this requirement is made up of two exams (1) SmartZone+ (2) Cloudpath
    - SFDC will list these exams and not show WiSE 2017
    - To satisfy the WiSE 2017 requirement someone will need to pass both exams

## Guidelines

- One individual can satisfy multiple requirements
- Partners must take Wired and Wireless training to secure complete solution knowledge




# Alert Recertification Messages

Canned messages will be sent to individuals that hold program exam credentials to inform them that their credential will be expiring. This is to provide a partner advance warning on credentials expiring so they can take action.



*SAMPLE*

**Ruckus Networks**  
350 W Java Drive  
Sunnyvale, CA 94089 USA



Hello,

Please be advised that your training credential, "ICX Implementer Exam" will be **expiring in 120 days**. You will need to retake the exam to maintain the activation of this credential. Refer to the partner portal for details on program requirements as well as links to required training.

Technical credentials are valid for 3 years from the time of completion and Sales and Pre-Sales training is valid for 1 year.

If you have any questions, please contact [ruckuschannel@arris.com](mailto:ruckuschannel@arris.com)

Thank you,

The Ruckus Channel Team



# Access Training



# Access Training for Partner Program - Two entry points

**IMPORTANT**  
Partners must use company email to take training

## 1 Partner Portal

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

Partners need to use their company email to take training so their completed training will be associated to their partner record in SFDC.

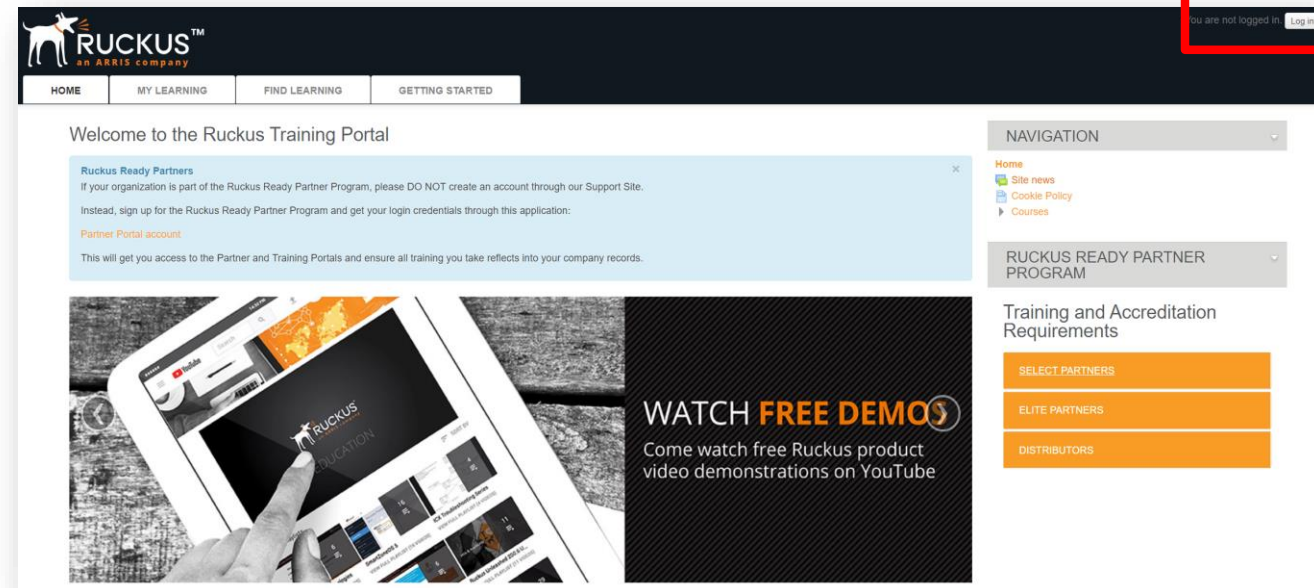
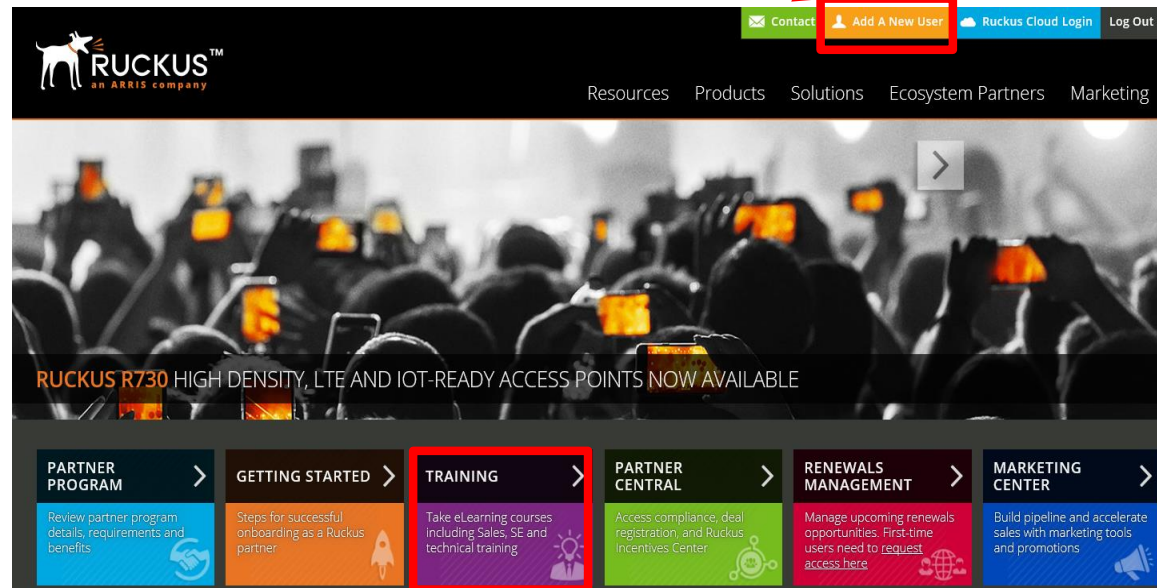
Get Partner Portal login access via [application](#). Add additional Ruckus partner portal user accounts [here](#). Do not use personal or support email to take training.

## 2 Training Portal

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

DO NOT create a Support Account login via the Training Portal. Your training records will NOT be associated to your partner record.

Get Partner Portal login access via [application](#). Add additional Ruckus partner portal user accounts [here](#). This login will get you into the Training Portal.

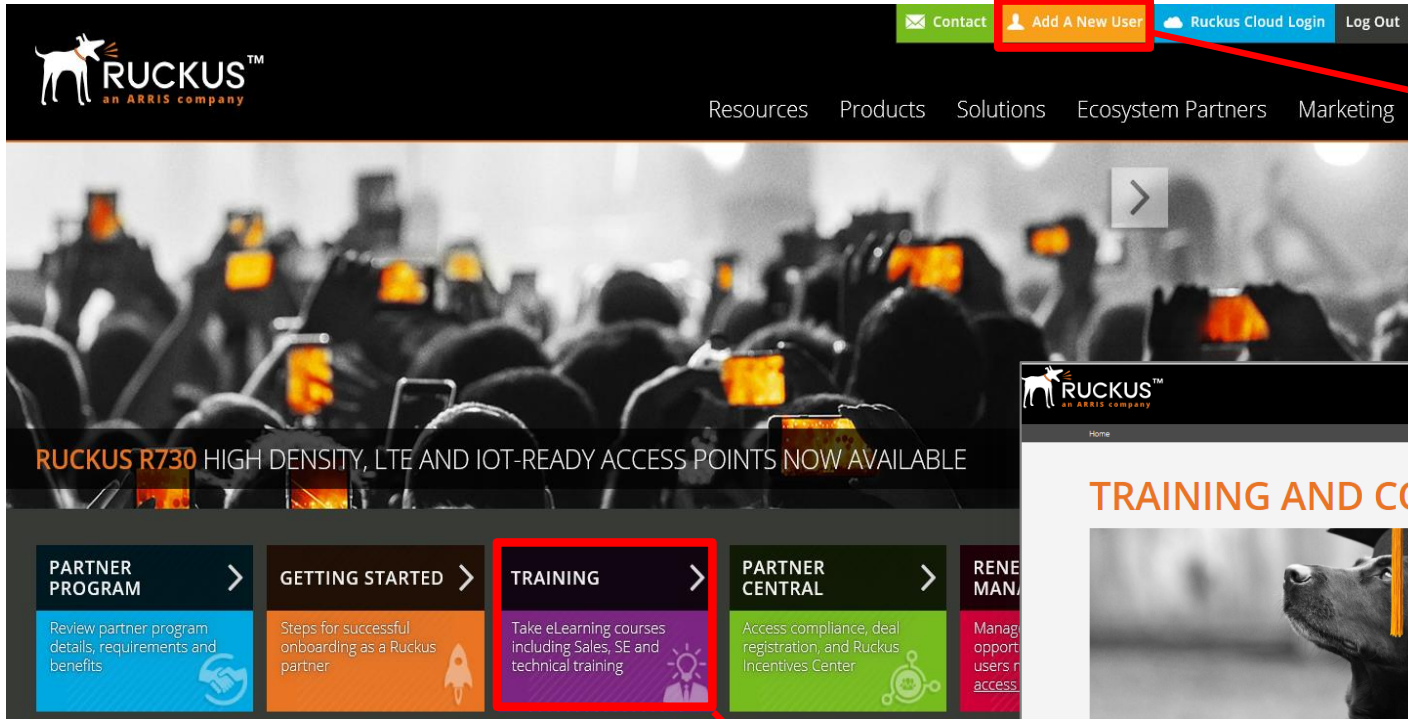




1

# Access Training Page on Partner Portal

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



New to the Partner Portal – Click on “Add A New User” to get login credentials associated with your organization. This will be needed to take training.

- Access training documents: participation guidelines and process documents
- Program training table provided with links to required courseware
- Direct link to Training Portal

**Wired Training Requirements**

Partner Level	Technical Certification	Technical SE Pre-Sales Accreditation	Sales Accreditation
	Ruckus ICX Implementer (ICX 250)	Wired SE Pre-Sales	Wired Portfolio Sales
Distributor	-	2	2
Elite	2	2	2
Select	1	1	1

**Wireless Training Requirements**

Partner Level	Technical Accreditation	Technical Certification	Technical SE Pre-Sales Accreditation	Sales Accreditation
	WISE 2017	Industry Cert - Certified Wireless Network Administrator (CWNA)	Wireless SE Pre-Sales	Wireless Portfolio Sales

# Access Training on Training Portal

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

From the Training Portal home page, click on your Partner Level to see the required program training.

**Read Alert message** - DO NOT create a Support Account login via the Training Portal. Your training records will NOT be associated to your partner record. Get Partner Portal login access via [application](#). Add additional Ruckus partner portal user accounts [here](#). This login will get you into the Training Portal.

## RUCKUS READY PARTNER PROGRAM

### Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WiSE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

DISTRIBUTORS

# Program Required Courses and Exams





# Partner Program Exam Criteria

Credential	# of Attempts allowed	Passing Score	Allotted Time to take exam	Exam Retake Policy
<a href="#">Ruckus ICX Implementer (ICX 250)</a>	Unlimited	Minimum score of 68%	90 Minutes	Individuals have unlimited attempts to pass the exam. <ul style="list-style-type: none"> <li>1<sup>st</sup> attempt can be done immediately</li> <li>If unsuccessful on the first attempt, you can immediately re-take the exam. If you don't pass for a second time, you will need to wait one week. You will be limited to five attempts annually.</li> <li>CWNA retake policy is a 10 day waiting period before second attempt.</li> </ul>
<a href="#">Wired SE Pre-Sales</a>	Unlimited	Minimum score of 80%	Not timed	
<a href="#">Wired Portfolio Sales</a>	Unlimited	Minimum score of 80%	Not timed	
<a href="#">Industry CWNA Certification</a>	Unlimited	Minimum score of 70% <i>Exam vouchers must be purchased through <a href="#">CWNP</a></i>	90 Minutes	
<a href="#">WiSE 2017</a> - Smartzone - Cloudpath	Unlimited	Minimum score of 75% *CTD/ATP minimum score of 85%	- 60 Minutes - 60 Minutes	
<a href="#">Wireless SE Pre-Sales</a>	Unlimited	Minimum score of 80%	Not timed	
<a href="#">Wireless Portfolio Sales</a>	Unlimited	Minimum score of 80%	Not timed	

\*Channel Training Distributor/Authorized Training Partner

**Recommendation:** Technical courses (except CWNA) have a PDF file of the course that is downloadable for offline viewing. This will help when studying for the exam.



# Taking Ruckus ICX 250 Implementer Course & Exam

## RUCKUS READY PARTNER PROGRAM

### Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

## Ruckus ICX Implementer (ICX 250)

### Accreditation Overview

This course is designed for a general audience including but not limited to Ruckus sales personnel, system engineers, VARs, Ruckus Partners, network managers, support personnel, and company employees desiring a high-level understanding of Ruckus ICX products and how to implement them.

### Supporting Course

This course provides all supporting knowledge to complete the Exam. The course material is optional. The Exam must be passed with a minimum score of 68% to achieve the Accreditation.

Ruckus Associate ICX Implementer


2

## Original certification path

### Ruckus Associate ICX Implementer (ICX 250) Exam

Any one course in this set must be completed.

Allow at least 1 day(s) to complete this set.

Course name	Actions
 ICX Implementer (ICX 250) Exam	Launch course

3

Launch course

1. Click on Ruckus ICX 250 Implementer Online Training Course from the accordion menu
2. Courseware accessible under **“Supporting Course”**
  - The course has twelve (12) modules
  - A PDF file of the course is downloadable for offline viewing
3. The exam can be accessed on same page by clicking **“Launch course”**

\*Exam consists of 61 questions. Timed exam: 60 minutes  
Passing: minimum score of 68%

# Taking Wired SE Pre-Sales Course & Exam

RUCKUS READY PARTNER PROGRAM

## Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

## Wired Portfolio (ICX) Sales Engineer Pre-sales Accreditation

### Accreditation Overview

This course is designed for all Ruckus and Partner Sales Engineers desiring a high-level understanding of all Ruckus products.

### Supporting Course and Exam

This course provides all supporting knowledge to complete the Exam. The course material is optional.

The Exam appears at the end of the course and must be passed with a minimum score of 80% to achieve the Accreditation.

### Original certification path

#### Wired Portfolio (ICX) Sales Engineer Pre-Sales

All courses in this set must be completed (unless this is an optional set).

Allow at least 1 day(s) to complete this set.

Course name	Actions	Status
 Wired Portfolio (ICX) Sales Engineer Pre-Sales Training	Launch course	<input type="checkbox"/>

2

1. Click on Wired SE Pre-Sales Training Course from the accordion menu
2. The Exam appears at the end of the course

\*Passing: minimum score of 80%



# Taking Wired Portfolio Sales Course & Exam

RUCKUS READY PARTNER PROGRAM

## Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

## Wired Portfolio (ICX) Sales Accreditation

### Accreditation Overview

This course is designed for Ruckus sales personnel, system engineers, VARs, and Ruckus Partners desiring a high-level understanding of all Ruckus products.

### Supporting Course and Exam

This course provides all supporting knowledge to complete the Exam. The course material is optional.

The Exam appears at the end of the course and must be passed with a minimum score of 80% to achieve the Accreditation.

### Original certification path

#### Wired Portfolio (ICX) Sales Training

All courses in this set must be completed (unless this is an optional set).

Allow at least 1 day(s) to complete this set.

Course name	Actions	Status
 Wired Portfolio (ICX) Sales Training	Launch course	

2

1. Click on Wired Portfolio Sales Training Course from the accordion menu
2. The Exam appears at the end of the course

\*Passing: minimum score of 80%

# Taking CWNA Course & Exam

1. Click on Industry CWNA Certification from the accordion menu
2. Complete all (13) chapters
3. Upon completion of the training, go to CWNP to purchase exam voucher and schedule your proctored exam. Refer to next slide for details

RUCKUS READY PARTNER PROGRAM

## Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

## Certified Wireless Network Administrator (CWNA)

### Certification Overview

The CWNA-Version 107 eLearning course provides the networking professional a complete foundation of knowledge for entering into or advancing in the wireless that will benefit the novice as well as the experienced network professional.

### Supporting eLearning Course

This course provides all required knowledge to pass the CWNA Exam, but is not required for certification.

- [Ruckus CWNA-107 Training Course](#)

2

### More Information

The CWNA Certification Exam is administered separately by CWNP.

- [Detailed information about taking the CWNA exam](#)

3

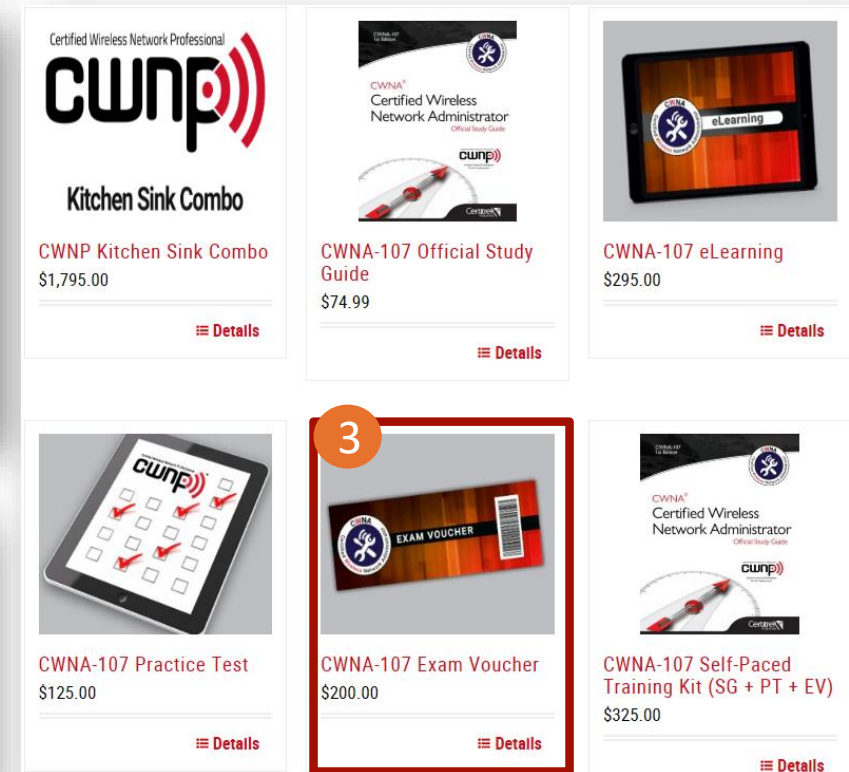
Once you have passed the CWNA you can record evidence in your **Record of Learning**.

1. Select *My Learning > Record of Learning*
2. Click on the **Other Evidence** tab
3. Enter "CWNA" for the *Evidence Name* and any details in the *Description* box
4. Select **External Certification** from the *Evidence Type* menu. You can link to a web page or upload relevant files, such as a PDF copy of your certificate.

# Taking CWNA Industry Certification Exam

Elite partners can use MDF to pay for training and certification exam

1. The CWNA certification voucher must be purchased through [CWNP](#). Click on “Certifications” and select “CWNA (Wi-Fi Admin)” to review details of certification.
2. Click on “Buy Products” and from the pull down select “CWNA”.
3. Locate the CWNA-107 Exam Voucher and purchase it.
4. Upon passing the CWNA certification exam, email a copy to Jennifer Judy [jennifer.judy@arris.com](mailto:jennifer.judy@arris.com).



CWNA-107 Exam Voucher is valid at any Pearson VUE testing center worldwide. The exam voucher that you are purchasing is valid for one proctored exam delivery at any VUE testing center worldwide.



# Taking WiSE 2017 Course & Exam

1. Select the WiSE 2017 from the accordion menu
  2. **The WiSE 2017 course has four (4) components: two courses and two exams**
    - Cloudpath (CPA 200) includes fifteen (15) modules
    - SmartZone (RASZA 200) includes seventeen (17) modules
  3. Complete Cloudpath 5.1 assessment exam
  4. Complete SmartZone assessment exam
- \*A PDF file of the course is downloadable for offline viewing
- \*Exams consist of 40 questions. Timed exams: 45 minutes  
Passing: minimum score of 85%

## **Important:**

Successful completion of RASZA and CP exams, you will be able to print your Accreditation Certificate for each exam.  
There is NO WiSE 2017 certificate. These two certificates satisfy the WiSE 2017 requirement in the program.

## RUCKUS READY PARTNER PROGRAM

### Training and Accreditation Requirements

#### SELECT PARTNERS

#### ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WiSE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

2

## WiSE 2017 Accreditation

### Accreditation Overview

To receive credit for this technical accreditation, the student must pass *both accreditation exams* with the required passing scores.

- Cloudpath 5.1 SE and Partner Assessment - Accreditation Exam
- SmartZone SE and Partner Assessment - Accreditation Exam

### Supporting Course

This course provides all supporting knowledge to complete the Exams. The course material is optional.



- WiSE 2017 Curriculum

## Original certification path

### Cloudpath and SmartZone Accreditation Exams

All courses in this set must be completed (unless this is an optional set).

Allow at least 1 day(s) to complete this set.

Course name	Actions	Status
 Cloudpath 5.1 SE and Partner Assessment Accreditation Exam	Launch course	<input type="checkbox"/>
 SmartZone SE & Partner Assessment Accreditation Exam	Launch course	<input type="checkbox"/>

3

4

# Taking Wireless SE Pre-Sales Course & Exam

RUCKUS READY PARTNER PROGRAM

## Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
<b>Wireless SE Pre-Sales</b>	2
Wireless Portfolio Sales	2

1

## Wireless Sales Engineer Pre-sales Accreditation

### Accreditation Overview

This course is designed for all Ruckus and Partner Sales Engineers desiring a high-level understanding of all Ruckus products.

### Supporting Course and Exam

This course provides all supporting knowledge to complete the Exam. The course material is optional.

The Exam appears at the end of the course and must be passed with a minimum score of 80% to achieve the Accreditation.

### Original certification path

#### Wireless Portfolio Sales Engineer Pre-Sales

All courses in this set must be completed (unless this is an optional set).

Allow at least 1 day(s) to complete this set.

Course name	Actions	Status
 Wireless Portfolio Sales Engineer Pre-Sales Training	<a href="#">Launch course</a>	

2

1. Click on Wireless SE Pre-Sales Training Course from the accordion menu
2. The Exam appears at the end of the course

\*Passing: minimum score of 80%

# Taking Wireless Portfolio Sales Course & Exam

1. Click on Wireless Portfolio Sales Training Course from the accordion menu
2. The Exam appears at the end of the course

\*Passing: minimum score of 80%

RUCKUS READY PARTNER PROGRAM

## Training and Accreditation Requirements

SELECT PARTNERS

ELITE PARTNERS

Accreditation	Total
Ruckus ICX Implementer (ICX 250)	2
Wired SE Pre-Sales	2
Wired Portfolio Sales	2
Industry CWNA Certification	2
WISE 2017	2
Wireless SE Pre-Sales	2
Wireless Portfolio Sales	2

1

## Wireless Sales Accreditation

### Accreditation Overview

This course is designed for Ruckus sales personnel, system engineers, VARs, and Ruckus Partners desiring a high-level understanding of all Ruckus products.

### Supporting Course and Exam

This course provides all supporting knowledge to complete the Exam. The course material is optional.

The Exam appears at the end of the course and must be passed with a minimum score of 80% to achieve the Accreditation.

### Original certification path

#### Wireless Portfolio Sales Training

All courses in this set must be completed (unless this is an optional set).

Allow at least 1 day(s) to complete this set.

Course name	Actions	Status
 Wireless Portfolio Sales Training	Launch course	<input type="checkbox"/>

2



# Tips and Tricks for Accessing Grades and Certificates



# Access Record of Learning – Grades and Certificates

1. Click on “My Learning” from the Training Portal home page and select “Record of Learning” The Record of Learning page will list all of the courses you have registered to take. It will show you the progress bar on the right side showing how much you have completed
2. Locating completion certificate → Click on a course that you completed indicated by the green progress bar.

Record of Learning : All Courses


Courses Other Evidence

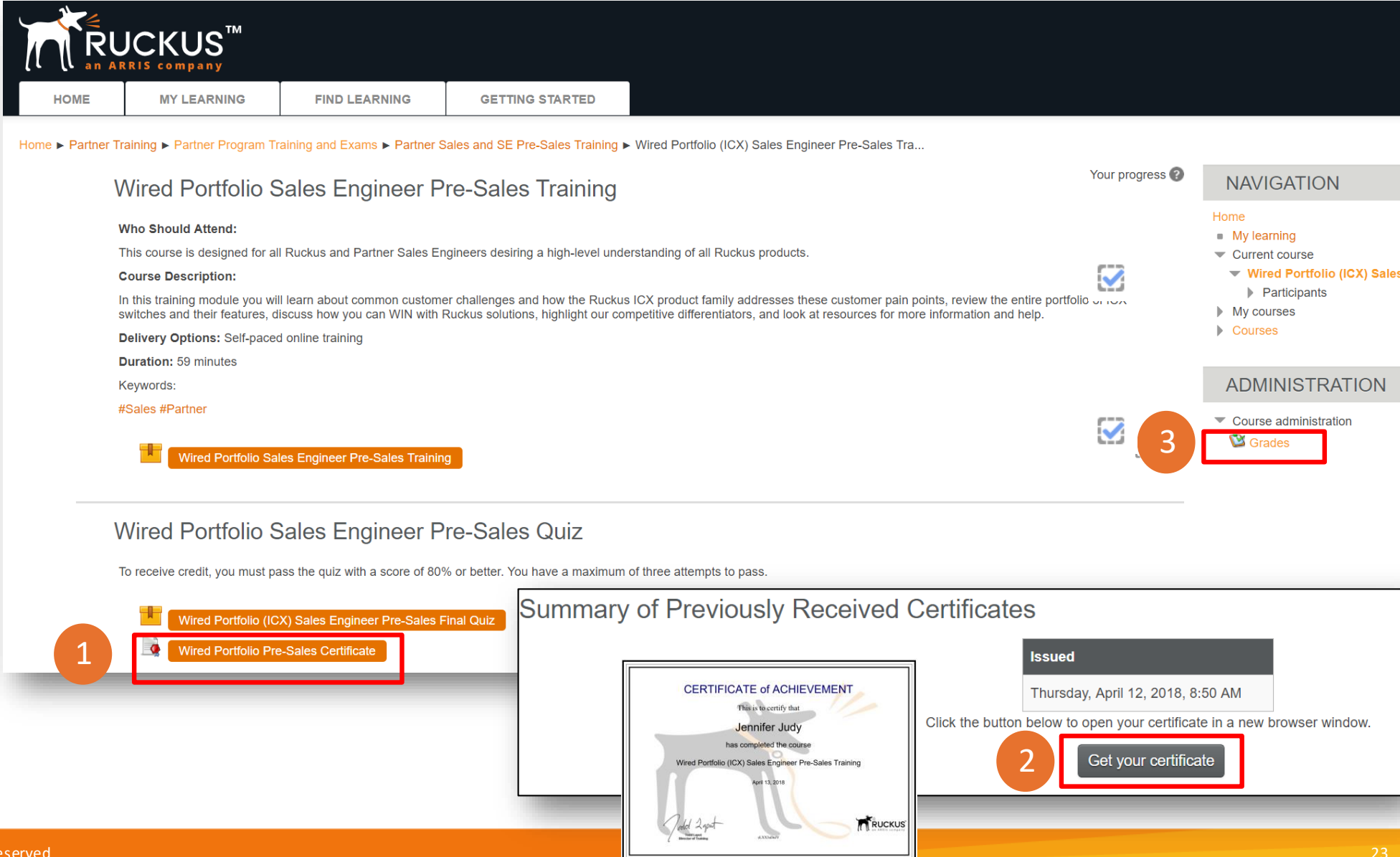
40 records shown

	Smart City Sales Training		
	SmartZone SE & Partner Assessment Accreditation Exam		
	Unleashed 200.6 Update Training		
	Wired Portfolio (ICX) Sales Engineer Pre-Sales Training		

\*Refer to next slide for printing instructions

# Printing Certificate

1. Make sure you have a checkmark  in the box next to the exam. This indicates that you passed the exam. Click on the Certificate box
2. Select “Get your certificate” to print your certificate
3. Locate your Grade for the exam



The screenshot displays the Ruckus Learning Management System interface. At the top, the Ruckus logo is visible, along with navigation tabs: HOME, MY LEARNING, FIND LEARNING, and GETTING STARTED. The breadcrumb trail indicates the user is in the 'Wired Portfolio Sales Engineer Pre-Sales Training' course.

The main content area shows the course details for 'Wired Portfolio Sales Engineer Pre-Sales Training'. It includes sections for 'Who Should Attend', 'Course Description', and 'Delivery Options'. Below this, there is a list of items related to the course, including 'Wired Portfolio Sales Engineer Pre-Sales Training' and 'Wired Portfolio Sales Engineer Pre-Sales Quiz'. A red box highlights the 'Wired Portfolio Pre-Sales Certificate' item, which has a checkmark icon next to it.

On the right side, there is a 'NAVIGATION' menu with options like 'My learning', 'Current course', and 'Wired Portfolio (ICX) Sales'. Below that is an 'ADMINISTRATION' menu with 'Course administration' and 'Grades' (highlighted with a red box). A 'Your progress' indicator shows a checkmark and the number '3'.

Below the course details, there is a section for 'Wired Portfolio Sales Engineer Pre-Sales Quiz' with instructions on how to pass. A red box highlights the 'Wired Portfolio Pre-Sales Certificate' item in the list of certificates.

The bottom section is titled 'Summary of Previously Received Certificates'. It shows a certificate issued on Thursday, April 12, 2018, at 8:50 AM. A red box highlights the 'Get your certificate' button, which is labeled with the number '2'. A note below the button says 'Click the button below to open your certificate in a new browser window.'

A sample certificate is shown, titled 'CERTIFICATE of ACHIEVEMENT', certifying that Jennifer Judy has completed the course 'Wired Portfolio (ICX) Sales Engineer Pre-Sales Training' on April 13, 2018. The certificate features the Ruckus logo and a signature.


# Reviewing a Course Grade

## ADMINISTRATION


### Course administration

 Unenroll me from Wireless SE Pre-Sales

 Grades

- Click on “Grades” to view your score for selected exam
- Click on  to go back and retake the exam

Grade item	Calculated weight	Grade	Range	Percentage	Feedback	Contribution to course total
Course Total	-	100.0	0-100	100.0 %		-

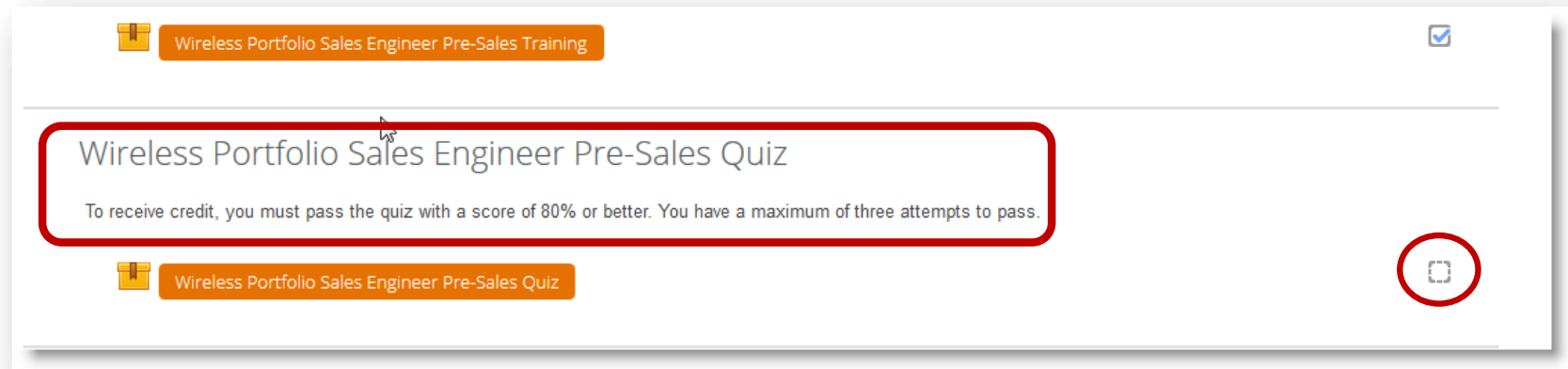


Wireless Portfolio Sales Engineer Pre-Sales Quiz

# When a course or exam is NOT passed

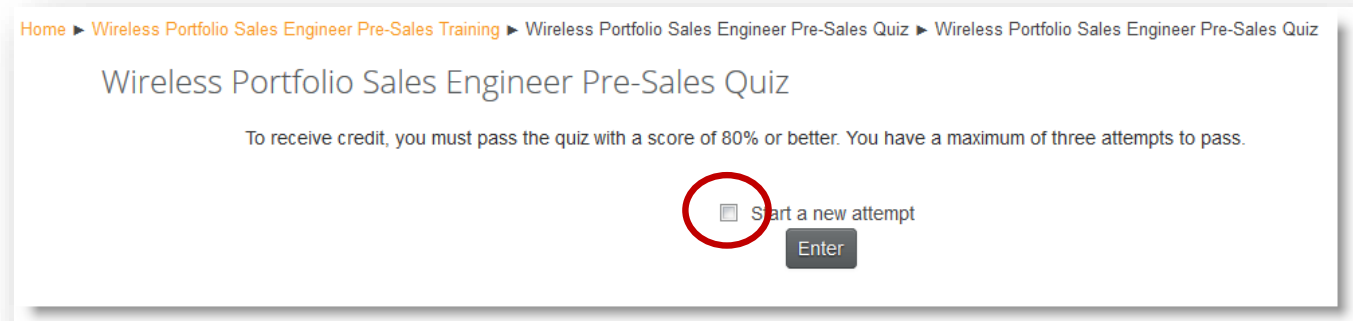
## When a course is not passed:

- Perform all necessary actions from this page. In the graphic, the user has NOT passed the accreditation – NOTE the statement “Not available unless...”
- The accreditation exam box should have a check mark



## When an exam is not passed:

- If another attempt is needed, the individual will be allowed to retake the exam two weeks after the first attempt



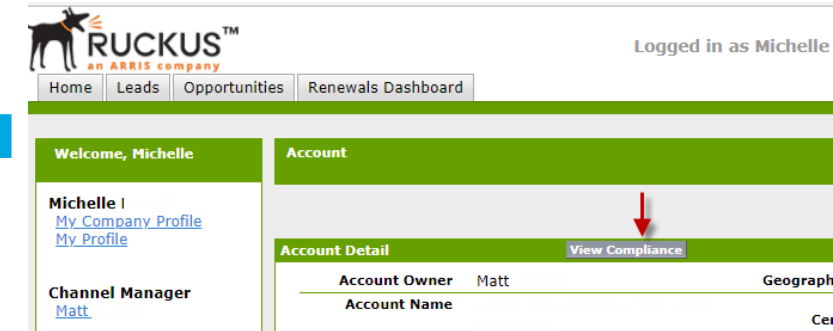
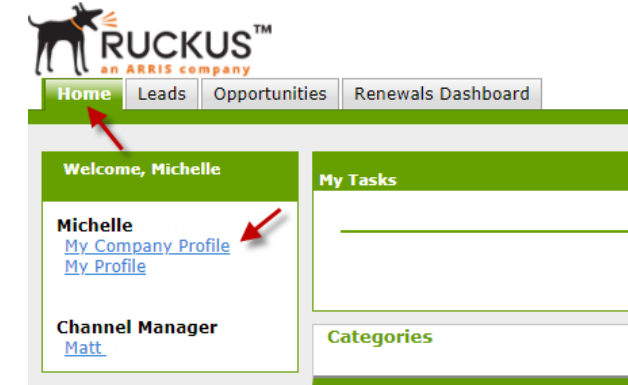
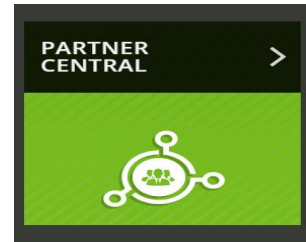




# Viewing Partner Compliance in Salesforce.com

# View Compliance (Partner)

1. Login the Partner Portal
2. Click on “Partner Central” tile
3. At the Home Tab, click “My Company Profile” link
4. Click “View Compliance” button
5. Compliance window will appear



Partner Info										
Name:										
Current Level:										
Industry Detail: VAR										
Actual Certification and Accreditation Count										
Ruckus Ready Channel Partner Program										
Wired										
Technical Certification Ruckus ICX Implementer (ICX 250)	Technical SE Pre-Sales Accreditation Wired SE Pre-Sales	Sales Accreditation Wired Portfolio Sales	Technical Accreditation SmartZone 3.5 (Accreditation) Cloudpath 5.1 (Accreditation)		Certification Certified Work Admin (CWNA)	Technical SE Pre-Sales Accreditation Wireless SE Pre-Sales	Sales Accreditation Wireless Portfolio Sales	Brocade		
0	0	0	0	0		0	0			
Totals Denote the Number of Compliant Individuals										
Partner Ready Program Training Requirements										
Required Certification and Accreditation Count										
Ruckus Ready Channel Partner Program										
Wired										
Wireless										
Technical Certification	Technical SE Pre-Sales Accreditation	Sales Accreditation	Technical Accreditation		Technical Certification	Technical SE Pre-Sales Accreditation	Sales Accreditation			
Partner Level	Ruckus ICX Implementer (ICX 250)	Wired SE Pre-Sales	Wired Portfolio Sales	SmartZone 3.5 (Accreditation)	Cloudpath 5.1 (Accreditation)	Wireless Network Admin(CWNA)	Wireless SE Pre-Sales	Wireless Portfolio Sales		
Distributor		2	2				2	2		
Elite	2	2	2	2	2	2	2	2		
Select	1	1	1	1	1	1	1	1		
Totals Denote the Number of Required Individuals										



# Course and Exam Details



# Sales & Pre-Sales Course Descriptions

## Wired Portfolio Sales Training

### Who Should Attend:

This course is designed for Ruckus sales personnel, system engineers, VARs, and Ruckus Partners desiring a high-level understanding of all Ruckus products.

### Course Description:

This course has the following three modules:

Wired Infrastructure – Customer Challenges

Wired Infrastructure – Ruckus ICX Switching Overview

Wired Infrastructure – Intro to Campus Fabric

**Delivery Options:** Self-paced online training

**Duration:** 44 minutes

## Wired Portfolio Sales Engineer Pre-Sales Training

### Who Should Attend:

This course is designed for all Ruckus and Partner Sales Engineers desiring a high-level understanding of all Ruckus products.

### Course Description:

In this training module you will learn about common customer challenges and how the Ruckus ICX product family addresses these customer pain points, review the entire portfolio of ICX switches and their features, discuss how you can WIN with Ruckus solutions, highlight our competitive differentiators, and look at resources for more information and help.

**Delivery Options:** Self-paced online training

**Duration:** 59 minutes

## Wireless Portfolio Sales Training

### Who Should Attend:

This course is designed for Ruckus sales personnel, system engineers, VARs, and Ruckus Partners desiring a high-level understanding of all Ruckus products.

### Course Description:

In this training module you will learn about common wireless industry trends and challenges, and overview of the Ruckus wireless portfolio and how to win with Ruckus wireless.

**Delivery Options:** Self-paced online training

**Duration:** 38 minutes

## Wireless Portfolio Sales Engineer Pre-Sales Training

### Course Description

This self-paced, web-based training course provides an overview of the Wi-Fi industry and how Ruckus solutions fit into these requirements, an overview of the Ruckus wireless portfolio, how to win with Ruckus solutions, understanding the Ruckus competitive differentiators and real life use cases.

### Who Should Attend:

This course is designed for a general audience including but not limited to Ruckus sales personnel, system engineers, VARs, Ruckus Partners, network managers, support personnel, and company employees desiring a high-level understanding of all Ruckus products.

### Course Objectives:

After completing this course, attendees will:

Become familiar with the industry and how we fit

Understand the Ruckus wireless Portfolio Overview

Know how to win with Ruckus solutions

Understand Competitive Differentiators

Become familiar with Real Life Use Cases

### Suggested Pre-Requisites:

Introduction To Ruckus Products

Layer 2 protocols

Network management protocols and function

Ruckus IP hardware and its designated roles in a network

**Duration:** 23:30 minutes



# Wired Technical Course Descriptions

## Ruckus ICX 250 Implementer Online Training Course

### Who Should Attend

This course is designed for a general audience including but not limited to Ruckus sales personnel, system engineers, VARs, Ruckus Partners, network managers, support personnel, and company employees desiring a high-level understanding of all Ruckus products.

### Course Description:

This self-paced, web-based training course provides comprehensive training on Ruckus ICX Network technology, focusing on the Ruckus ICX series of switches. Features and functions covered in this course include hardware architecture, software upgrades, basic CLI configuration, Layer 2 feature configuration, as well as, device access and security. The course also compares how to configure basic features on Ruckus ICX and Cisco switches. Lab demonstrations are included to support topics covered in this course.

### Course Objectives:

After completing this course, attendees should be able to:

- Discuss the available hardware configurations for Ruckus ICX switches
- Discuss the major features and functions of Ruckus ICX switches including PoE and Stacking
- Describe the Command Line (CLI) structure of Ruckus ICX switches
- Describe the different methods available for device connection including, the console port, Telnet, SSH, and Web management
- Use Authentication, Authorization, and Accounting (AAA) to secure a Ruckus ICX switch
- Configure interface settings including, name, IP address, speed and duplex
- Configure Virtual LANs (VLANs) and Link Aggregation Groups (LAGs)
- Configure Layer 2 redundancy features including, Spanning Tree Protocol (STP) and Multi-Chassis Trunking (MCT)
- Describe the software upgrade process for Ruckus ICX switches
- Compare how to configure basic features on Ruckus ICX and Cisco switches

**Delivery Options:** Self-paced online training

**Duration for all modules:** 6 hours 12 minutes

### Prerequisites:

- Layer 2 protocols
- Network management protocols and function
- Ruckus IP hardware and its designated roles in a network

# Wireless Technical Course Descriptions

## WiSE 2017 Curriculum

This curriculum contains the following courses and accreditation exams.

CPA 200 - Ruckus Cloudpath Security and Policy Platform Management

RASZA 200 - Ruckus Associate SmartZone Administrator

Cloudpath 5.1 SE and Partner Assessment - Accreditation Exam

SmartZone SE and Partner Assessment - Accreditation Exam

**\*To receive credit for this curriculum, the student must complete both courses and pass the accreditation exams with the required passing scores.**

## RASZA 200 - Ruckus Associate SmartZone Administrator

### Who should attend:

Anyone tasked with installing, configuring, and administering Ruckus SmartZone controllers and Access Points.

### Course Description:

The RASZA 200 course is an entry level course for Ruckus employees, partners, Systems Engineers (SEs), and customers who use the Ruckus SmartZone Essentials and High Scale controller platforms to deploy Wireless LANs. This course focuses on SmartZone version 3.5.

### Course Objectives:

After completing this course, attendees should be able to:

Give an overview of Ruckus SmartZone hardware and software

Install and upgrade the SmartZone controller

Explain the architecture of the SmartZone controller

Configure Domains and Zones / Create and assign Administrator accounts and roles

Successfully register Ruckus Access Points to the controller

Perform advanced Access Point configuration

Create Basic WLANs / Edit WLAN advanced settings

Create WLAN Groups, schedules and VLAN Pools

Manage WLAN devices / Authenticate WLAN users with AAA

Deploy authentication portals / Authenticate guests using Guest Passes

Manage clustering and fault tolerance

**Delivery Options:** Self-paced online training

**Duration for all modules:** Approximately 3 hours 39 minutes

### Prerequisites:

Before taking this course, students should have completed the following courses:

Introduction to Ruckus Products

LAN/WLAN Fundamentals

## CPA 200 - Ruckus Cloudpath Security and Policy Platform Management

### Who should attend:

This course is designed for network administrators, network engineers, wireless administrators, network architects, and technical support engineers that are involved with installation, configuration, and maintenance of onboarding procedures of wired or wireless clients and their devices.

### Course Description:

This course is designed to prepare students in the configuration, administration and maintenance of the Ruckus Cloudpath enrollment system. Technologies that comprise Cloudpath are discussed along with the ability to provide a scalable, easy to deploy, and secure enrollment solution. Topics also include use cases and deployment examples to guide students in effective administration of the Cloudpath features.

### Course Objectives:

Upon successful completion of this course, the student should be able to:

Describe Cloudpath features and the solutions it provides

Discuss purpose and roll of certificates and PKI protocols in the Cloudpath solution

Discuss the creation of workflows for company managed, BYOD, and guest access

Configure various Network Access Control (NAC) policies for client, device, and access types providing unique policy enforcement

Deploy onboarding workflows at multi-location environments

Describe Cloudpath server clustering

**Delivery Options:** Self-paced online training

**Duration for all modules:** Approximately 7.2 hours

### Prerequisites:

Before taking this course, students should have working knowledge of:

Ruckus Wi-Fi Essentials course

Ruckus Cloudpath online training course

Basic knowledge of the Wi-Fi onboarding process

Basic knowledge of authentication protocols

# Wireless Technical Course Descriptions

## Certified Wireless Network Administrator

### Who Should Attend?

This course is designed for a general audience including but not limited to Ruckus sales personnel, System engineers, VARs, Ruckus Partners, network managers, support personnel, and company employees desiring a high-level understanding of all Ruckus products.

### Purpose:

The CWNA-Version 107 provides the networking professional a complete foundation of knowledge for entering into or advancing in the wireless networking industry. From basic RF theory to 802.11 frame exchange processes, this course delivers online training that will benefit the novice as well as the experienced network professional.

**Course Run Time:** Approximately 5 Hours

### Chapter Outline of Main Areas Covered by Course:

- Chapter 1 - WLAN and Networking Industry Organizations
- Chapter 2 - RF Characteristics and Behaviors
- Chapter 3 - Mathematics and Measurements
- Chapter 4 - RF Antennas and Hardware
- Chapter 5 - 802.11 PHYs and Network Types
- Chapter 6 - 802.11 Network Devices
- Chapter 7 - 802.11 MAC Operations
- Chapter 8 - 802.11 Channel Access Methods
- Chapter 9 - WLAN Network Architectures
- Chapter 10 - WLAN Requirements and Solutions
- Chapter 11 - Security Solutions for WLANs
- Chapter 12 - Site Surveys, Network Design and Validation
- Chapter 13 - WLAN Troubleshooting



THANK YOU