



Dear RUCKUS Partner,

We are excited to announce the evolution of our cloud-based network management platform. RUCKUS One™, revealed on June 26th, 2023, is our new AI-Driven, converged network assurance and business intelligence platform. RUCKUS One enables enterprises to easily manage a converged enterprise network, make better business decisions, and deliver exceptional user experiences. With flexible subscription and deployment models, RUCKUS One enables IT to deploy future-proof networks simply, reliably, and securely at scale.

Coincident with the launch of RUCKUS One, we are announcing the End of Sale of RUCKUS Cloud™ SKUs (Stock Keeping Units), effective December 22nd, 2023.

For more information, including a full list of discontinued SKUs and their suggested replacements, please use the following links:

- [Short video message](#) from our Channel Chief, Thomas Schwab
- [RUCKUS Cloud Initial Purchase SKUs](#)
- [RUCKUS Cloud Renewal Purchase SKUs](#)
- [Frequently Asked Questions](#)



This notice is intended to provide you and your customers adequate time to plan ordering transition from RUCKUS Cloud to RUCKUS One. Please note the following important points:

RUCKUS One provides easy to use licensing by bundling features into two tiers of subscription, Essentials and Professional. Details for each tier are available in the [RUCKUS One Datasheet](#) and Product Guides.

Customers are being migrated from RUCKUS Cloud into RUCKUS One on an ongoing basis. We do not anticipate any service disruption during the migration phase. Please contact your RUCKUS Account Manager and/or your RUCKUS Sales Engineer with any questions.

RUCKUS One SKUs are published and available in our [price list](#).

An [introductory promotion program](#) for RUCKUS One SKUs is available through December 31st, 2023.

Customers with existing active RUCKUS Cloud subscriptions will be able to use those subscriptions with RUCKUS One without any action required from partners or customers.

New purchases before the End of Sale (EOS) date of legacy RUCKUS Cloud SKUs must be activated no later than 30 days after the EOS Date. However, SKUs may be activated for a future subscription start date within the standard grace activation period.

RUCKUS One SKUs are device agnostic and can be used for cloud management of access points or switches. Currently, at the time of activation, the user can allocate subscriptions between access points and switches regardless of their device model. However, in an upcoming release, the requirement to allocate subscriptions between access points and switches will be removed, providing even more flexible use of the licenses.

RUCKUS One subscriptions do not include remote (RMT) support for switches, which must be purchased separately.

As of 2024-Q1, expiring RUCKUS Cloud subscriptions are planned to be offered for renewal into RUCKUS One subscriptions with a promotional discount through the standard RUCKUS Renewals process.

Milestone	Date
End of Sale Pre-Announcement	August 18, 2023
End of Sale	December 22, 2023
End of Software Maintenance – no further software updates	n/a
End of Vulnerability/Security Support – The last date that CommScope/RUCKUS Engineering may provide a software remedy for a security vulnerability issue	n/a
End of Support (last possible Support contract active)	Support included in the RUCKUS Cloud SKUs will continue through their contracted term.

At this time, we suggest you contact customers with open opportunities to make them aware of the EOS announcement, work to accelerate any deals to close before the EOS date and to definitely take advantage of the currently available [RUCKUS One promotion](#). Optionally, contact recent (within one to two years) customers who have active subscriptions to make them aware of the EOS as well as the transition from RUCKUS Cloud to RUCKUS One.

RUCKUS product line managers, system engineers, and account managers will be available to assist customers with their migration over to RUCKUS One and any last time purchases.

Regards,
The RUCKUS Channel Marketing Team

The bark is on: discover the all-new, all-RUCKUS® website www.ruckusnetworks.com