



Article 000006092

Feedback

Unleashed Support Activation

Summary

Shows step by step method on activating Support contract for Unleashed Access Points.

Question

How to activate support for Unleashed Access Points?

Customer Environment

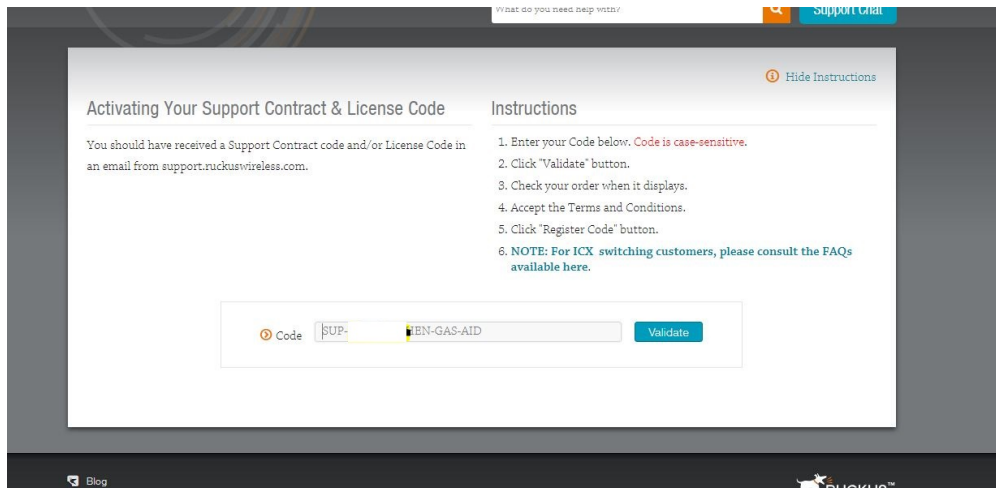
All Unleashed Customers

Workaround

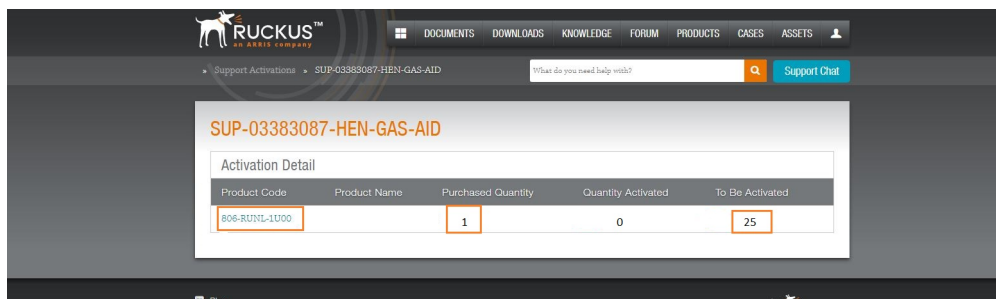
If the error **Asset product class does not match the purchased item** appears during unleashed support activation, please [contact us](#).

Resolution

1. Log in to Ruckus Support portal : <https://support.ruckuswireless.com>
2. Click on the "SUP-xxxxxxx-AAA-BBB-CCC" code which you have received from Ruckus/Disti/VAR or enter the activation code, click [here](#)



3. Accept the terms and conditions and click on **Activate Purchase**
4. Once the terms and conditions are accepted, it takes you to the activation Detail page (you can see the **Quantity Activated** and **To Be Activated**)



5. Click on the Hyper link below the product code. Example - **806-RUNL-3U00**
6. Bind the serial number against the support you have purchased

License Management

Knowledge Base

Asset Management

Contact Us/Support Phone Numbers

Tools

Warranty & RMA

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