



RUCKUS SmartZone (LT-GA) Tunneling Interface Reference Guide, 6.1.1

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Contact Information, Resources, and Conventions

Contacting RUCKUS Customer Services and Support

The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their RUCKUS products, and customers and partners with active support contracts.

For product support information and details on contacting the Support Team, go directly to the RUCKUS Support Portal using <https://support.ruckuswireless.com>, or go to <https://www.ruckusnetworks.com> and select **Support**.

What Support Do I Need?

Technical issues are usually described in terms of priority (or severity). To determine if you need to call and open a case or access the self-service resources, use the following criteria:

- Priority 1 (P1)—Critical. Network or service is down and business is impacted. No known workaround. Go to the **Open a Case** section.
- Priority 2 (P2)—High. Network or service is impacted, but not down. Business impact may be high. Workaround may be available. Go to the **Open a Case** section.
- Priority 3 (P3)—Medium. Network or service is moderately impacted, but most business remains functional. Go to the **Self-Service Resources** section.
- Priority 4 (P4)—Low. Requests for information, product documentation, or product enhancements. Go to the **Self-Service Resources** section.

Open a Case

When your entire network is down (P1), or severely impacted (P2), call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at <https://support.ruckuswireless.com/contact-us> and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

Self-Service Resources

The RUCKUS Support Portal at <https://support.ruckuswireless.com> offers a number of tools to help you to research and resolve problems with your RUCKUS products, including:

- Technical Documentation—<https://support.ruckuswireless.com/documents>
- Community Forums—<https://community.ruckuswireless.com>
- Knowledge Base Articles—<https://support.ruckuswireless.com/answers>
- Software Downloads and Release Notes—https://support.ruckuswireless.com/#products_grid
- Security Bulletins—<https://support.ruckuswireless.com/security>

Using these resources will help you to resolve some issues, and will provide TAC with additional data from your troubleshooting analysis if you still require assistance through a support case or RMA. If you still require help, open and manage your case at https://support.ruckuswireless.com/case_management.

Document Feedback

RUCKUS is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to RUCKUS at #Ruckus-Docs@commscope.com.

When contacting us, include the following information:

- Document title and release number
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- RUCKUS SmartZone Upgrade Guide, Release 5.0
- Part number: 800-71850-001 Rev A
- Page 7

RUCKUS Product Documentation Resources

Visit the RUCKUS website to locate related documentation for your product and additional RUCKUS resources.

Release Notes and other user documentation are available at <https://support.ruckuswireless.com/documents>. You can locate the documentation by product or perform a text search. Access to Release Notes requires an active support contract and a RUCKUS Support Portal user account. Other technical documentation content is available without logging in to the RUCKUS Support Portal.

White papers, data sheets, and other product documentation are available at <https://www.ruckusnetworks.com>.

Online Training Resources

To access a variety of online RUCKUS training modules, including free introductory courses to wireless networking essentials, site surveys, and products, visit the RUCKUS Training Portal at <https://commscopeuniversity.myabsorb.com/>. The registration is a two-step process described in this [video](#). You create a CommScope account and then register for, and request access for, CommScope University.

Document Conventions

The following table lists the text conventions that are used throughout this guide.




Table 1. Text Conventions

Convention	Description	Example
monospace	Identifies command syntax examples	device(config)# interface ethernet 1/1/6
bold	User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names	On the Start menu, click All Programs .
<i>italics</i>	Publication titles	Refer to the <i>RUCKUS Small Cell Release Notes</i> for more information.

Notes, Cautions, and Safety Warnings

Notes, cautions, and warning statements may be used in this document. They are listed in the order of increasing severity of potential hazards.

- **Note:** A NOTE provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

-  **Attention:** An ATTENTION statement indicates some information that you must read before continuing with the current action or task.
-  **CAUTION:** A CAUTION statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.
-  **DANGER:** A DANGER statement indicates conditions or situations that can be potentially lethal or extremely hazardous to you. Safety labels are also attached directly to products to warn of these conditions or situations.

Command Syntax Conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

Convention	Description
bold text	Identifies command names, keywords, and command options.
<i>italic text</i>	Identifies a variable.
[]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{x y z}	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
x y	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, for example, passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, member[member...].
\	Indicates a “soft” line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

About This Guide

[Overview](#)

[Terminology](#)

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[Impacted Systems](#)

[What's New in this Document](#)

Overview

This RUCKUS SmartZone (SZ) 300 Tunneling Interface Reference Guide describes the AP networking protocols supported in the access and core networks.

This guide is written for service operators and system administrators who are responsible for managing, configuring, and troubleshooting Ruckus devices. Consequently, it assumes a basic working knowledge of local area networks, wireless networking, and wireless devices.

 **Note:** Refer to the upgrade guide shipped with your product to be aware of certain challenges when upgrading to the latest version of SmartZone.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the Ruckus Support Web site at <https://support.ruckuswireless.com/contact-us>.

Parent topic: [About This Guide](#)

Terminology

The table lists the terms used in this guide.

Table 1. Terms used in this guide

Terminology	Description
BRI	Binding Revocation Indication
Control Plane	Control Plane
CVLAN	Customer VLAN

Terminology	Description
DHCP	Dynamic Host Configuration Protocol
DM	Disconnect Message
fwd_policy	Forwarding policy to identify one of the supported network protocol types
GRE	Generic Routing Encapsulation
ICMP	Internet Control Message Protocol
L2oGRE	Layer 2 over GRE
LBO	Local Breakout Traffic
RADIUS	Remote Access Dial-Up User Service
SVLAN	Service VLAN

Parent topic: [About This Guide](#)

References

The table lists the specifications and standards that are referred to in this guide.

Table 1. References used

No.	Reference	Description
1	RFC 2784	GRE
2	IEEE 802.1ad	Provider Bridges

Parent topic: [About This Guide](#)

Legend

The table lists the legend/presence code used in this guide.

Table 1. Legend used

Legend	Description
M	Mandatory
O	Optional
C	Conditional

Parent topic: [About This Guide](#)

Impacted Systems

The table lists the impacted systems.

Table 1. Impacted Systems

Term	Description
Control plane	<ul style="list-style-type: none"> • User Interface – Configuration and statistics reporting • Configuration - For core network tunnel destinations • New access - Network type configuration for 3rd Party AP Zones • Session Manager – Supports additional core network tunnel types • ICD Message - Enhancements to support additional forwarding policy • AAA Proxy - Supports additional forward policy – L2oGRE and QinQ
Data plane	<ul style="list-style-type: none"> • Statistics reporting per: <ul style="list-style-type: none"> • User per forward policy • Access network type • Core network type • Datacore for: <ul style="list-style-type: none"> • New forward policy • I/O modules for L2oGRE (both access and core) • QinQ for core network side traffic

Term	Description
Access Point (AP)	Hostpad - New forward policy support for L2oGRE

Parent topic: [About This Guide](#)

What's New in this Document

Table 1. Summary of Enhancements in SmartZone Release 6.1.1 Rev B

Revision Number	Description	Location	Publication Date
B	Style guide changes.	Across the guide.	October 2023

Parent topic: [About This Guide](#)

Core Network Protocols

Overview

Core Network Protocols

Overview

This interface reference guide describes the supported protocols for user equipment (UE) access and core network traffic.

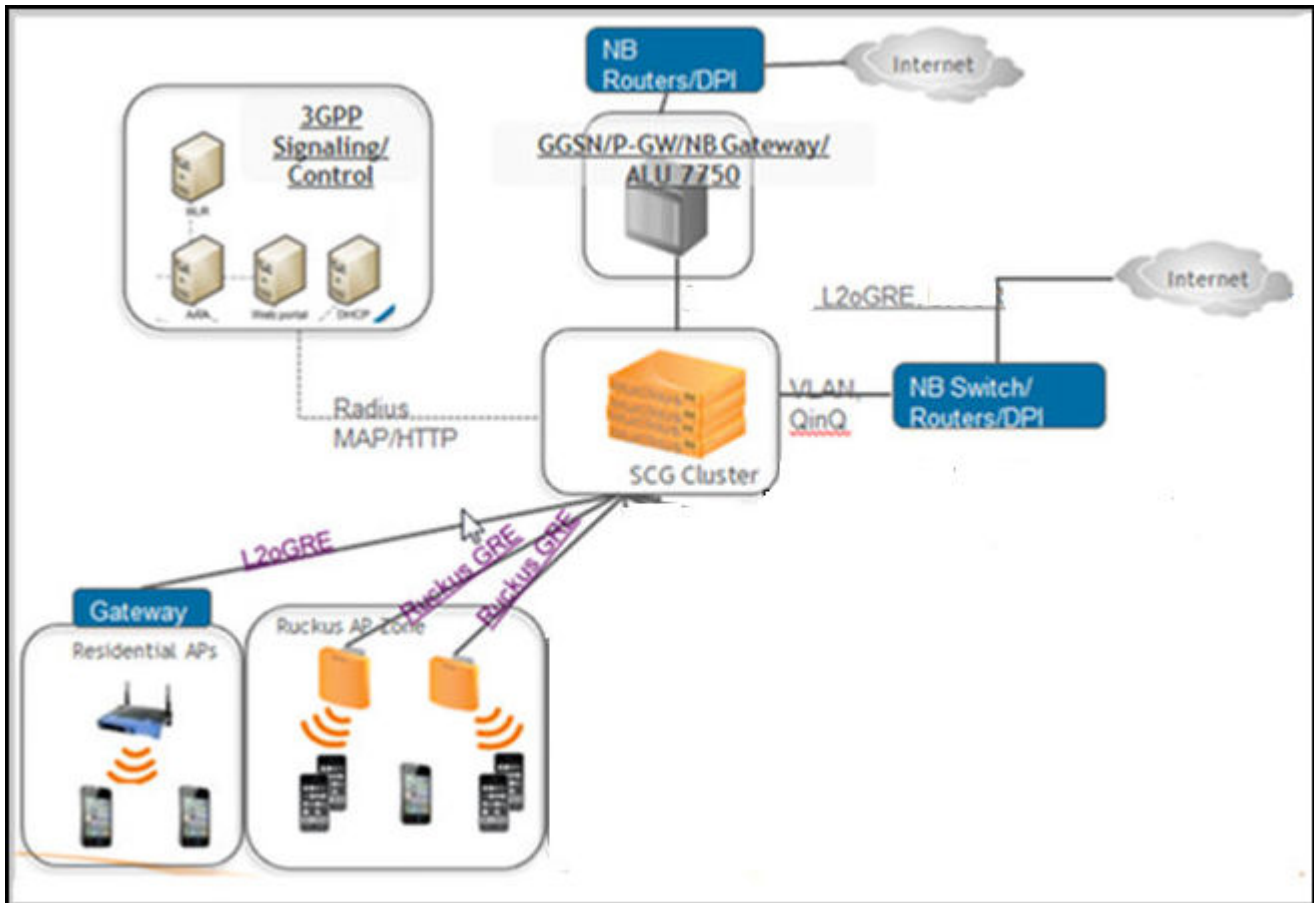
This includes supporting additional tunnel types (both access and core), core network forwarding rules, and new networking protocols (both access and core).

On the core network, UE traffic from APs along with next-hop destinations based on forwarding policy support the following:

- L2oGRE, which establishes a GRE tunnel to the core network forwarding gateway along with an Ethernet payload. That is, the client's MAC is available to the next hop gateway.
- In addition, data plane supports in sending non-tunneled packets to the core network with optional VLAN or QinQ tags.

The figure below shows the tunneling interface and its various tunneling interfaces.

Figure 1. Tunneling Interface



Parent topic: [Core Network Protocols](#)

Core Network Protocols

Each user equipment (UE) is mapped to one single core network protocol type.

A maximum of 64 core gateways are supported.

Parent topic: [Core Network Protocols](#)

L2oGRE

L2oGRE is a core network tunneling protocol, with the following features:

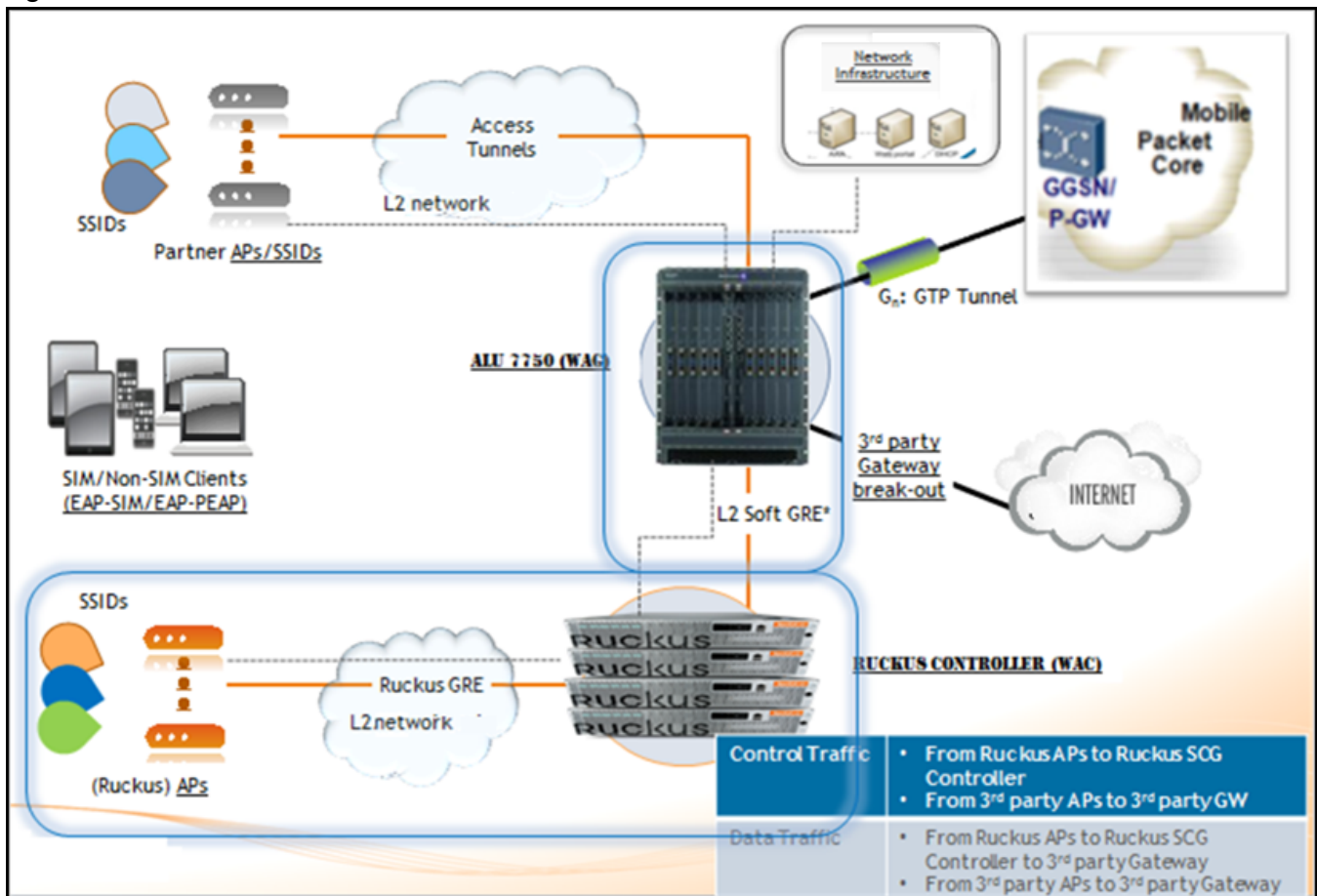
- The GRE header protocol type is 0x6558
- The GRE payload includes Ethernet header for the UE.
- The only supported combination of access network protocol type is L2, which includes RUCKUS GRE and L2oGRE.
- ARPs are forwarded to the L2oGRE tunnel.

- DHCP relay function is optionally configured. If it is not configured, the DHCP packets are forwarded in the L2oGRE tunnel.

KeepAlive can be configured to L2oGRE gateway. The only KeepAlive mechanism supported is ICMP echo/reply messages, which are sent or received from L2oGRE gateway. The period for sending KeepAlive is m seconds (default = 10 seconds) and the total number of retries is n (default counter is 3). The values for m and n are configurable from command-line interface (CLI).

KeepAlive will always be answered, if it is received from the L2oGRE gateway. The data plane sends a KeepAlive packet only if no user traffic is received from the L2oGRE gateway within the KeepAlive period. An event is generated indicating that the L2oGRE gateway is unreachable when the maximum number of retries exceeds. This event occurs when L2oGRE does not receive an ICMP reply to an ICMP request sent from the datablade. The figure below displays the L2oGRE traffic flow.

Figure 1. L2oGRE control and data traffic flow



When redundant L2oGRE gateways are configured, the KeepAlive will be enabled by default. At init time, the first configured gateway will be active. The KeepAlive failures will trigger a switchover to the backup gateway. After the switchover, though the first gateway becomes available, the switchover will not revert until the current active gateway is alive.

Note: For information on how to configure L2oGRE, refer to the *SmartZone Traffic Management Guide*.

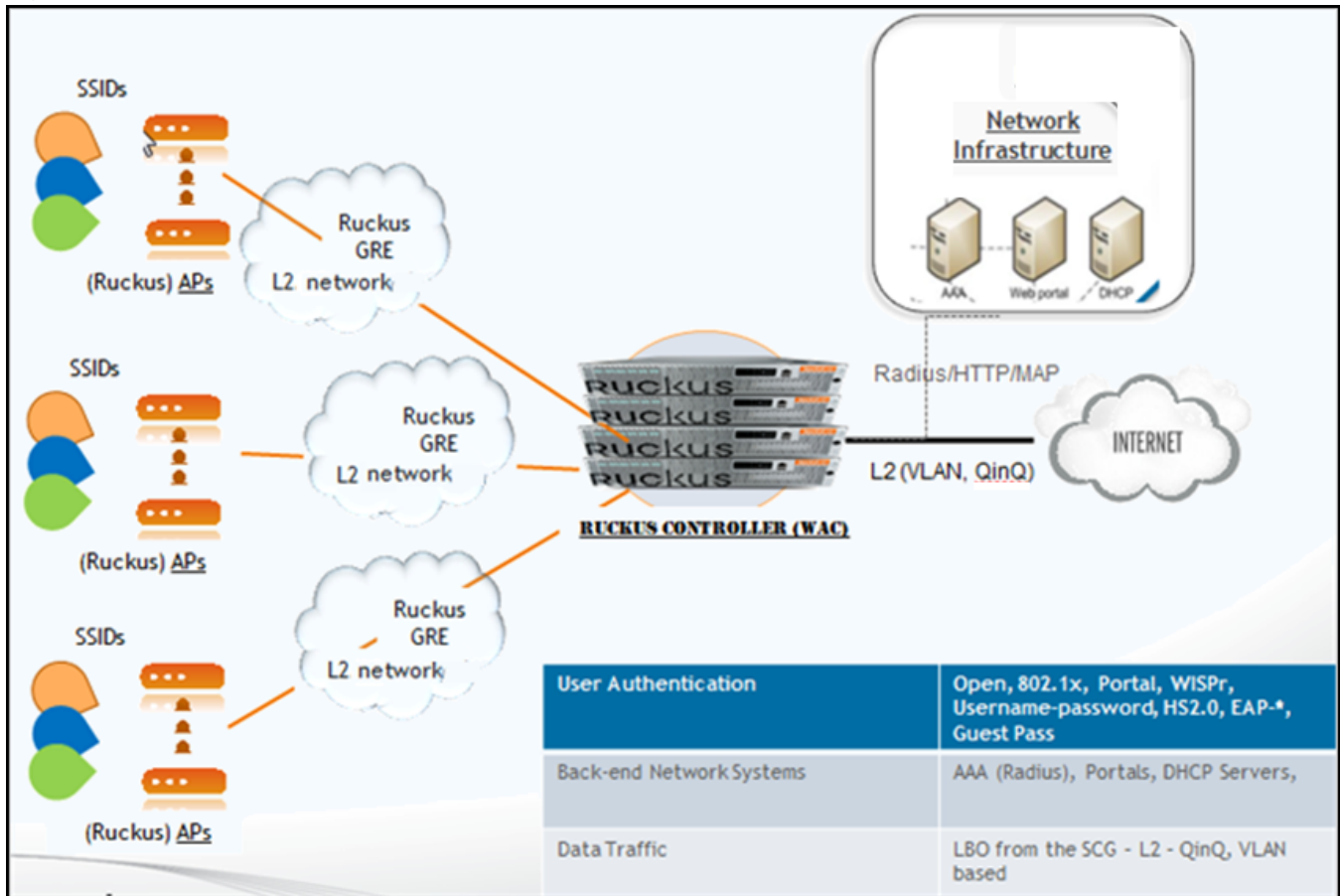
Parent topic: [Core Network Protocols](#)

Bridge Mode - (0-2 tags)

Traffic from user equipments (UE) are QinQ tagged and bridged out to the core network.

The core VLAN type can be either QinQ or access VLAN (one tag). For core network traffic, the QinQ traffic is considered as a type of LBO traffic or VLAN (single) or untagged traffic.

Figure 1. QinQ Core Network



Note: For information on how to configure QinQ, refer to the *SmartZone Traffic Management Guide*.

The bridge mode supports optional DHCP relay function. If it is enabled the user equipment's DHCP packets are relayed to a configured DHCP server. Option 82 sub-option configurations are the same as before.

Parent topic: [Core Network Protocols](#)

Tunnel Combinations and DHCP Processing

Overview

DHCP Processing

Overview

The table below lists the tunnel combinations for Ruckus and 3rd Party APs.

Table 1. Tunnel combinations

AP Type	Access	Core	Authentication				
			Open	Hotspot (WISPr)	802.1X EAP	MAC Address	Hotspot 2.0
Ruckus	RGRE	Bridge (0-2 tags)	X	X	X	X	X
Ruckus	RGRE	L2oGRE	X	X	X	X	X

Parent topic: [Tunnel Combinations and DHCP Processing](#)

DHCP Processing

The DHCP relay function data plane relays all UE packets to the controller DHCP server. For Ruckus GRE packets, the outer Ethernet/IP/UDP/GRE headers are stripped to recover the UE packet.

Parent topic: [Tunnel Combinations and DHCP Processing](#)

DHCP Relay

DHCP relay is supported for all core network protocol types, when configured. For access network, the DHCP relay supports only L2 access traffic, which includes RUCKUS GRE, QinQ (L2).

The DHCP relay function is configurable on a per AP zone basis. The controller supports configuration of two DHCP servers per DHCP relay setting where one is in active mode and the other is in standby mode. All DHCP relay traffic is forwarded to the active DHCP server. Data plane keeps track of the time stamps for DHCP packets sent to or received from the active DHCP server. If the user is unable to see any packets from the DHCP server in the configured time interval, the server is considered as unreachable and subsequent DHCP packets are sent to the standby server. An event is generated to notify the control plane.

For sending to DHCP servers, the DHCP relay agent's IP address is the interface IP address based on the routing table settings. It is the operator's responsibility to set the routes to allow the DHCP server to be reachable. In the

controller, a secondary IP address is configurable on the data plane to support sending to DHCP servers, which could be in a private network.

Parent topic: [DHCP Processing](#)

DHCP Option 82

The following suboptions are configurable:

Suboption 1

Select any one of the following values.

1. IF-Name:VLAN-ID:ESSID:AP-Model:AP-Name:AP-MAC
where:
ESSID is the WLAN SSID
AP-Model, AP-Name, AP-MAC are included only for Ruckus APs
2. AP-MAC-hex
3. AP-MAC-hex ESSID
4. IF-Name:VLAN-ID:ESSID:AP-Model:AP-Name:AP-MAC:Location
where AP-Model, AP-Name, AP-MAC, location are included only for Ruckus APs

Suboption 2

Select any of the following values.

1. Client-MAC-hex
2. Client-MAC-hex ESSID
3. AP-MAC-hex
4. AP-MAC-hex ESSID

Suboption -150

This option is with VLAN-ID.

Suboption-151 with format

Select any of the following values.

1. Area name (string as configured by the user)

2. ESSID

Parent topic: [DHCP Processing](#)



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