

CLOUDPATH ENROLLMENT SYSTEM

FAQ FOR PARTNERS

Q: WHAT IS CLOUDPATH ENROLLMENT SYSTEM?

A: Cloudpath Enrollment System is software/SaaS that delivers secure network access for any user, and any device, on any network. It streamlines network onboarding for BYOD, guest users and IT-owned devices and dramatically reduces helpdesk tickets related to network access. It increases network and data security with powerful encryption for wireless data in transit, granular policies for role-based access and an up-front posture check during onboarding. IT teams gain visibility into what devices are on the network and the ability to associate every device with a user—plus the power to revoke access at any time.

Q: FOR WHICH INDUSTRIES IS CLOUDPATH BEST SUITED?

A: Cloudpath software/SaaS benefits any organization that wants to provide secure wired and wireless access with streamlined network onboarding for BYOD, guest and IT-owned devices. It is especially popular in primary schools and higher education institutions, which have concentrated onboarding needs—students arrive all at once when school starts and are eager to connect their devices to the network. State and local government, retail, healthcare, general enterprise, multi-dwelling units (MDU), hospitality, large public venues—Ruckus counts customers in all these industries among its satisfied Cloudpath customers.

Q: CAN WE DEPLOY THE PRODUCT ON-PREMISES?

A: Yes, you can deploy Cloudpath software on-premises in a virtualized environment using VMware or Hyper-V. You can also choose cloud-based deployment.

Q: DOES CLOUDPATH SCALE?

A: Cloudpath software is designed to operate with hundreds of thousands of users and devices. It supports up to 20,000 users on a single node and you can cluster multiple nodes to serve hundreds of thousands of users and devices. The largest deployments today serve over 300,000 users.

Q: HOW IS CLOUDPATH LICENSED?

A: Customers who choose on-premises deployment can license Cloudpath software on a perpetual license basis or a subscription basis. For customers who choose a perpetual license, support is purchased separately. Customers who choose cloud deployment license the software on a subscription basis. Cloudpath is licensed per user. Internal and guest users count for as long as their credentials are active on the system. An individual can connect multiple devices to the network, and they still only count as one user. Devices that are not associated with a specific person also count as users, if they are managed through directory services.

Q: DOES CLOUDPATH SUPPORT REDUNDANCY?

A: Yes, Cloudpath software supports a very comprehensive set of topologies for redundant operation and high availability. The product supports both an active-active topology and a star-hub topology for on-premises deployment. In an active-active topology, data is replicated constantly between the two active nodes. In a star-hub topology, a master node assumes responsibility for replicating the data across all the nodes. Both topologies require a load balancer.

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Q: IS CLOUDPATH A NAC?

A: Cloudpath features overlap with 90% of what a heavyweight NAC product can do, so you can think of it as a lightweight NAC. However, the term “NAC” or “network access control” often connotes a hardware appliance that must sit on-premises and that involves a software agent on the device. These heavyweight NAC products have a well-deserved reputation for being very hard to deploy and manage. The agent on the device also imposes a high system overhead—taxing the CPU and draining the battery. That’s because the agent is constantly checking to make sure that the device’s security posture complies with IT policies.

For the large majority of organizations that don’t want to sign up for the downsides of heavyweight NAC, Cloudpath Enrollment System is a better fit. Cloudpath software performs an up-front posture check during device onboarding rather than a persistent posture check. But it also does not come with the significant downsides of a heavyweight NAC product. Unlike heavyweight NAC, it offers the option for cloud-based deployment. Cloudpath software is also much easier to deploy and manage than heavyweight NAC.

Q: IS CLOUDPATH AN ENTERPRISE MOBILITY MANAGEMENT (EMM) PLATFORM?

A: Cloudpath features overlap some with enterprise mobility management products in that it can push specific software to devices as part of the onboarding process. But it is not a full featured EMM platform. For example, if you want to remotely lock and wipe a device that has been lost or stolen, you would need a purpose-built EMM product. Cloudpath does not do remote wipe and lock. You could also use an EMM platform to manage the software on devices on an ongoing basis—something Cloudpath can’t do unless you require users to go through the onboarding process again. As the name implies, EMM focuses more on managed devices, whereas Cloudpath focuses on BYOD and guest devices, which are typically not managed by IT (although it also supports IT-owned devices). Cloudpath does integrate with EMM products, and you can think of the two as complements rather than substitutes for one another. Ruckus has a formal technology partnership with AirWatch among players in this product category.

Q: HOW DOES CLOUDPATH HELP IN UNIFIED WIRED/WIRELESS ACCESS?

A: Cloudpath provides secure access for both wired and wireless, and it works with any standards-based network infrastructure.

Q: DOES CLOUDPATH HAVE API SUPPORT?

A: Cloudpath software features extensive support for APIs on both northbound and southbound interfaces. You can use APIs to get Cloudpath statistics like devices enrollment status and to issue or revoke certificates to client devices. APIs can also be used by external captive portals and by any application that can consume Cloudpath APIs.

Q: HOW DOES CLOUDPATH HELP WITH CHROMEBOOKS?

A: Cloudpath software features tight integration with Chromebooks. A Chromebook extension enables easy onboarding and installation of digital certificates on Chromebooks. This extension also enhances security by installing the certificate on the TPM chip of the Chromebook.

Q: WHAT IS AN OSU AND HOW DOES IT HELP?

A: OSU or online sign up is a server that complements a Hotspot 2.0 Release 2 solution (R2). OSU enables Hotspot 2.0 Release 2-capable devices to onboard and roam across networks seamlessly. Cloudpath has an OSU server that lets customers deploy Hotspot 2.0 R2. The Cloudpath OSU implementation is backward-compatible, enabling non-Hotspot 2.0 Release 1 and Release 2 devices to join the network in a similar fashion.

Q: DOES CLOUDPATH INTEGRATE WITH EMM, NAC AND EXTERNAL FIREWALL VENDORS?

A: Yes, Cloudpath integrates with any standards-based EMM, NAC and firewall via its APIs

Q: ARE TRIAL LICENSES AVAILABLE?

A: Yes, free 30-day trial licenses are available for prospective customers.

Q: DOES CLOUDPATH SUPPORT COA?

A: Yes, Cloudpath supports RADIUS Change of Authorization.

Q: I ALREADY HAVE A MICROSOFT CA SERVER; CAN I JUST INTEGRATE WITH IT?

A: Yes. Cloudpath comes with its own built-in certificate authority and you can also use Microsoft as an external certificate authority

Q: ARE MULTIPLE LANGUAGES SUPPORTED?

A: Any ISO-compatible language is supported on Cloudpath portal pages. The administrator UI is English only.

Q: I AM HAPPY WITH MY RADIUS SERVER I USE TODAY. CAN I CONTINUE USING IT?

A: Yes. You can choose to use the product's built-in RADIUS server or any external RADIUS server.

Q: WHAT DEVICE OPERATING SYSTEMS DOES THE SOFTWARE SUPPORT?

A: Cloudpath software supports a wide array of operating systems, including iOS, Android, Windows, Chrome, MacOS, Linux and many more. For practical purposes, it will support any device a user is likely to bring into your environment. It also provides manual configuration options for those few devices that are not natively supported. Please review the deployment guide for more detail.

Q: WHAT GUEST ACCESS METHODS ARE SUPPORTED?

A: Cloudpath software offers a wide variety of guest access methods, including sponsor-approved and sponsor initiated workflows, SMS/email registration, voucher-based onboarding, social login and custom OAuth 2.0

Q: WHAT USER DATABASES CAN CLOUDPATH AUTHENTICATE USERS TO?

A: Cloudpath works with a wide range of user databases including Active Directory, RADIUS, LDAP, OAuth2.0 and Novell.

Q: WHAT SMS PROVIDERS DOES THE PRODUCT SUPPORT?

A: Cloudpath natively supports Twilio and CDYNE. It can also plug into any custom SMS gateway.

Q: ARE NOT-FOR-RESALE (NFR) LICENSES AVAILABLE FOR PARTNERS?

A: Yes, Ruckus offers 25-user NFR licenses valid for three years to partners.

Q: WHAT TRAINING DOES RUCKUS OFFER FOR PARTNERS?

A: Ruckus offers several training programs to help partners come up to speed on Cloudpath software. Visit our training portal for the available courses, which include sales training and a detailed technical deep dive. You can also find channel webinars on the partner portal. Ruckus also offers a Cloudpath specialization program, which is a three-and-one-half day instructor-led training course followed by an exam that enables partners to become Cloudpath specialists. For more details, please contact your Ruckus representative.

Q: WHAT IS CLOUDPATH WHITE GLOVE SERVICE?

A: White Glove Service is a remote deployment assistance service to help customers get Cloudpath software running as quickly and effectively as possible. For more information, please refer to the White Glove Services data sheet or contact your Ruckus representative.

Q: CAN PARTNERS DELIVER WHITE GLOVE SERVICE?

A: Today, only Ruckus fulfills the formalized White Glove Service. However, we highly encourage partners to leverage their technical knowledge to assist customers in deploying Cloudpath as you would for other products.

Q: IS THERE A SEPARATE PRICE FOR EDUCATION?

A: Yes, Ruckus offers discounted pricing for both primary and higher education accounts.