

RG-Ruijie Cloud Datasheet

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Ruijie Cloud AI-Based Network Management Platform

Ruijie Cloud is a centralized platform for intelligent network management, delivering reliable and stable services across more than 100 countries and regions.

[Experience Now](#)



45+ Million
Devices

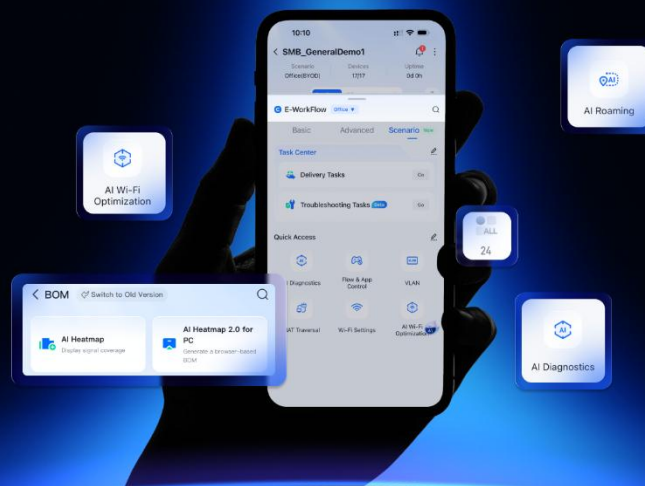
6+ Million
Users

100+
Countries

*Data updated as of September 2025

An AI-powered Companion in Your Pocket

Unlock integrated AI capabilities that boost efficiency effortlessly



Delivering Support for the Project Journey

Covering the project lifecycle to deliver higher value and a simpler experience for every customer



Pre-project Stage
AI Bom, AI Heatmap



Project Deployment Stage
SDN 2.0, E-WorkFlow, Visualized Topology, Report

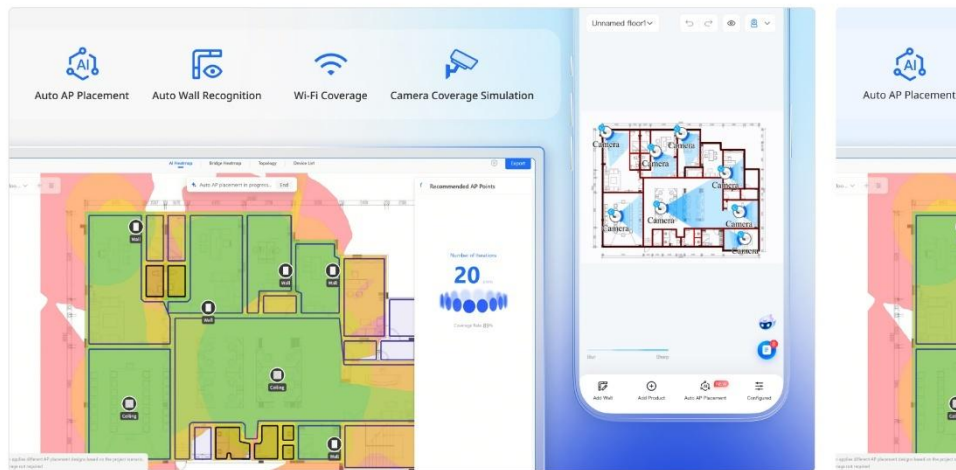


Project Maintenance Stage
AI Optimization, AI Diagnostics

Intelligence and Efficiency Across Every Stage

AI Heatmap SON 2.0 E-Workflow AI Optimization AI Diagnostics

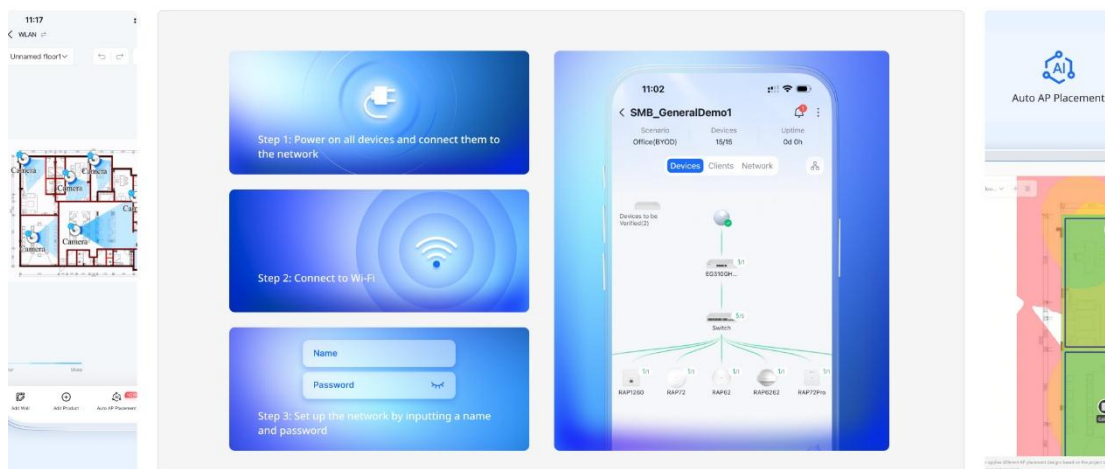
Ruijie Cloud supports AI Heatmap on both Ruijie Cloud and Ruijie Reyee App, providing an easy-to-use site survey experience for all



Intelligence and Efficiency Across Every Stage

AI Heatmap **SON 2.0** E-Workflow AI Optimization AI Diagnostics

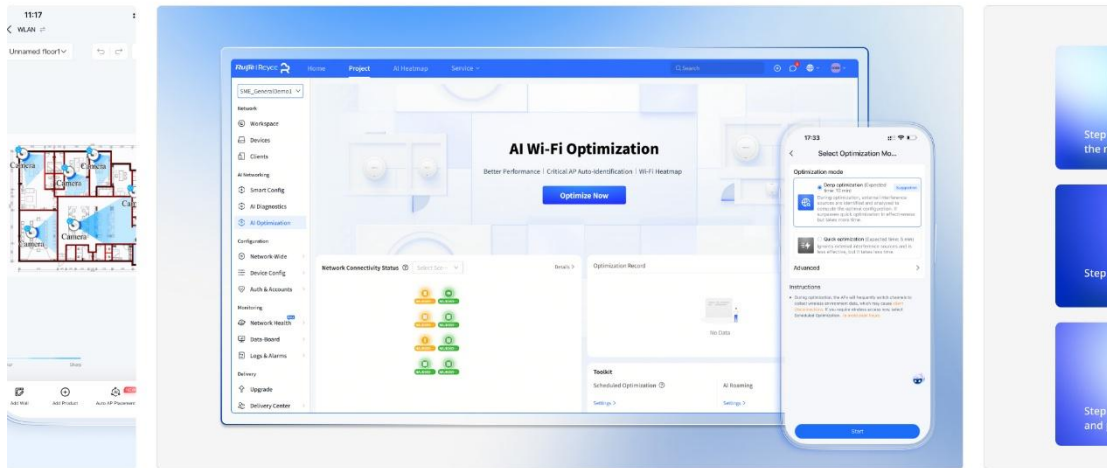
Smarter networking device setup with SON 2.0 — All managed on Ruijie Reyee App



Intelligence and Efficiency Across Every Stage

AI Heatmap SON 2.0 E-Workflow AI Optimization AI Diagnostics

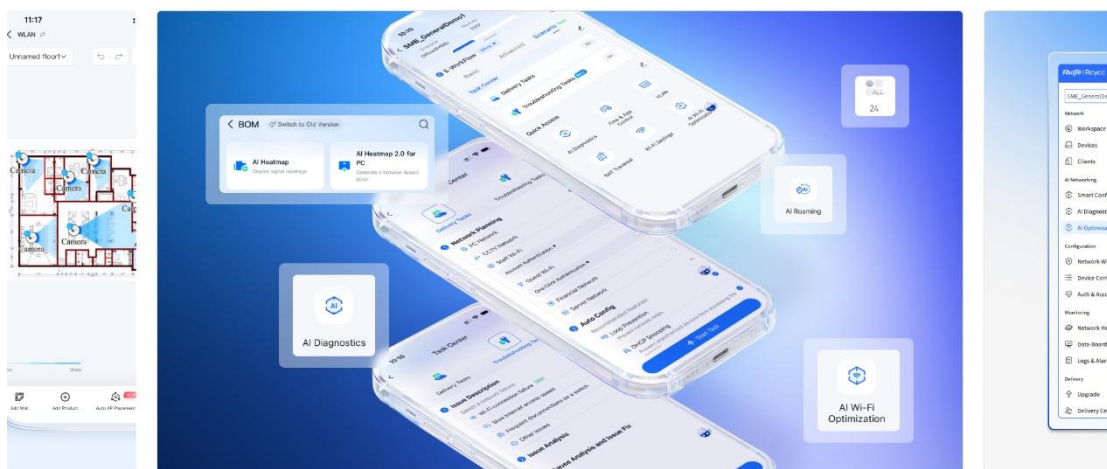
Better Performance, Critical AP Auto-Identification, Wi-Fi Heatmap



Intelligence and Efficiency Across Every Stage

AI Heatmap SON 2.0 E-Workflow AI Optimization AI Diagnostics

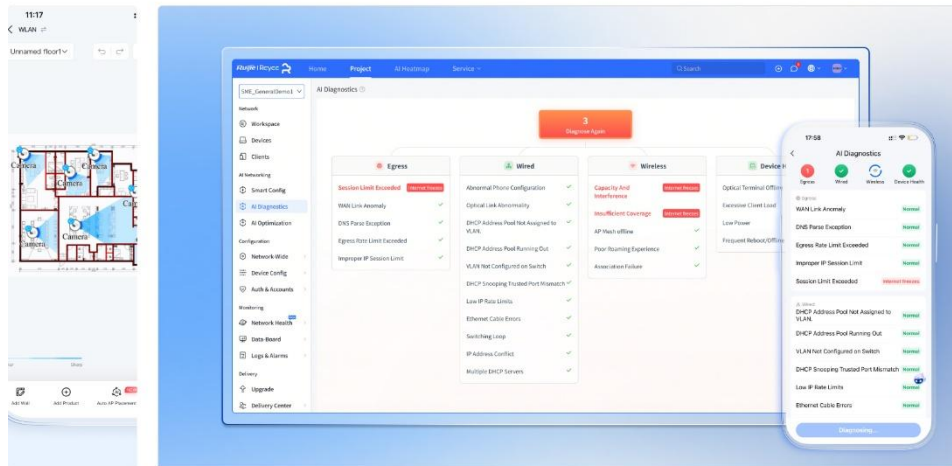
Simpler, AI-driven, scenario-based, and streamlined



Intelligence and Efficiency Across Every Stage

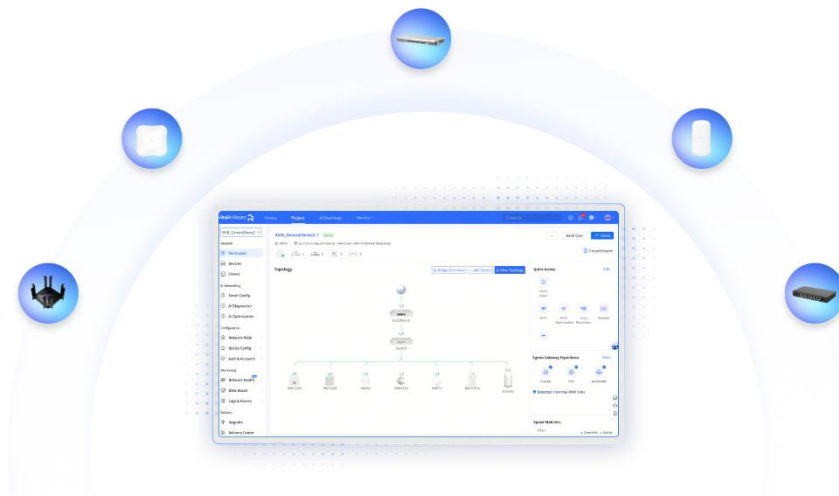
AI Heatmap SON 2.0 E-WorkFlow AI Optimization **AI Diagnostics**

Easily troubleshoot Internet connectivity, wired/wireless connections, and device health status with one click



Intelligence in Every Detail

Smarter features simplify your network



Empower Your Projects with Scenario-Based Solutions

Ruijie Cloud evolves to deliver more value and make diverse projects achievable



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Tolly Certified

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enterprise-grade performance.

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Contents

Product Overview	9
Feature highlights of Ruijie Cloud:.....	9
Product Features	11
Cloud Configuration	11
Project Workspace	11
Auto-configured Network	11
AI Roaming	11
Batch Configuration.....	11
IP Camera Smart Identification	11
Simplified Multi-tenant RBAC (Role-based Access Control).....	12
Network Status Monitoring.....	12
Mastering Real-Time Online User Experience	12
Operating Status/Offline Alarms and Other Warnings.....	12
Flexible Captive Portal Authentication.....	12
SON 2.0.....	13
E-WorkFlow on Ruijie Reyee App.....	13
SD-WAN.....	13
Cloud Operation and Maintenance	14
Client Management	14
Auth Account Management	14
Diversified Data Reports	15
Centralized Upgrade Control.....	15
Management with Ease.....	15
AI Wi-Fi Optimization	15
AI Diagnostics.....	15
Cloud High Availability and Security	15
Redundancy Cluster and Security	15
Technical Specifications.....	17

Feature List.....	17
Supported Models	20
More Information.....	21

Product Overview

Ruijie Cloud is a revolutionary cloud management platform which supports centralized management and configuration of APs, switches, routers, gateways, as well as value-added marketing features. Ruijie Cloud is designed for chain stores, shopping malls, hotels, and others. Ruijie Cloud consists of various feature modules, including management, monitoring, diagnostic tools, marketing, and captive portal. The platform significantly reduces the total cost of investment while ensuring high cloud usability. Ruijie Cloud supports device planning, configuration, control, operation and maintenance (O&M), which provides an easy solution to centrally manage all the Wi-Fi devices. Traditionally, the AC implements close coupling for AP management, which is more suitable for large-scale AP control within the LAN. However, Ruijie Cloud deploys loose coupling to completely separate management and data for a better wireless environment. Teaming up with Ruijie & Reyee AP series, Ruijie Cloud not only manages APs with ease, but also acts like a physical AC. The cloud platform supports wireless control features such as auto power and channel adjustment, radio management and optimization, Layer 2/Layer 3 roaming and beyond.

Feature highlights of Ruijie Cloud:

- Full product management
- Top WLAN & switch vendor in China
- **All Ruijie & Reyee products**
- HA deployment and service provider
- > **99.99% SLA** with cluster system
- Secure data transmission using HTTPS
- **Unlimited device management**
- Centralized management
- Unified & centralized cloud management
- **Auto-configured wired or wireless network**
- VLAN visualization and one-click to fix missing VLAN
- Unified excellent Wi-Fi experience
 - Seamless Layer 2/Layer 3 Wi-Fi roaming
 - Auto and manual Wi-Fi optimization
 - Visualized user network experience
- Marketing campaign & captive portal
 - (Optional) Integrated captive portal module, supporting different login options, including **One-click Login, Voucher, SMS, Account, and Registration.**
 - Rich customization for the captive portal page, such as background image, logo, welcome text, advertisement images or video, button style, and others
 - 10+ languages available for the portal page

- Integration with external portals using APs or gateways, based on the WiFiDog, WISPr, or RADIUS protocol.
- Rich data monitoring and report
 - Egress/WAN traffic usage overview
 - Deep data analysis using Network HawkEye
 - Client and device usage statistics
 - Network data insights and **reports spanning 3 months**
- Multi-tenant/account and grouping management
 - Ideal for managed service business, featuring integrated multi-account management.
 - Multi-level hierarchical grouping management
- Zero-provisioning
- With plug-n-play, Ruijie Cloud allows an administrator to provision new devices in their existing network automatically without manual intervention.
- SON discovery and easy setup on Ruijie Reyee App
- Scan a QR code, enter, or batch import device serial numbers for automatic device onboarding.

Product Features

Cloud Configuration

Project Workspace

Ruijie Cloud workspace is the key interface for project management. Customers can check network status, topology, and networks/VLANs easily.

Auto-configured Network

Ruijie Cloud supports the auto-configured network (ACN) feature to configure VLANs on all devices. Configure a multi-VLAN enterprise wired or wireless network with around 100 switches and access points in a coffee break.

In addition to the automatic VLAN configuration, Ruijie Cloud also supports automatic ACL configuration. Drag a subnet into the isolation zone to isolate users, automatically ensuring network security.

AI Roaming

The platform supports AI Roaming with 802.11kv option and seamless Layer 2/Layer 3 roaming for local APs. When roaming is enabled, any client can smoothly and seamlessly switch among multiple wireless networks. No reconnection or extra configuration is required.

Batch Configuration

Ruijie Cloud supports batch configuration of multiple devices easily and quickly, such as VLAN configuration.

IP Camera Smart Identification

Ruijie Cloud automatically detects switches connected to IP cameras, and supports camera restart and disconnection alarms.

Simplified Multi-tenant RBAC (Role-based Access Control)

The platform supports flexible role-based access control across multiple accounts. An MSP can easily create and assign a designated user to manage and access its assigned network. The sub-account supports the role of Admin-full permission, Employee-Read/Write, and Guest-Read Only.

Network Status Monitoring

All devices and user status can be visualized and monitored in a unified manner. You can check and monitor global group status in real time, including devices, clients, traffic, and alarms. Other multi-dimensional network quality details like 2.4G/5G channel usage, 2.4G/5G statistics, RSSI statistics, and AP load over the last 24 hours are also available for easy reference.

Just by scanning the group, device, and client details, you can quickly determine whether the whole system is operating normally.

Mastering Real-Time Online User Experience

The operating status of the system can be analyzed from the end-user perspective. Ruijie Cloud also enables you to find out the user experience at each hotspot, providing details of signal quality during various time slots and overall experience indicators.

Operating Status/Offline Alarms and Other Warnings

Ruijie Cloud shows the current alarms in a list. Trace the cause of each alarm with ease based on warning level, content, and time. You can also filter the alarms in terms of serial number and time range.

Alarm Setup: Ruijie Cloud offers a wide range of alarms. You can enable only those you need and receive notifications of key alarms anytime, anywhere via email.

Flexible Captive Portal Authentication

The Captive Portal component on Ruijie Cloud supports flexible portal authentication policy, authentication on APs and gateways, flexible custom pages, and multiple authentication methods, including **One-key login, Voucher, Account, Registration, and SMS**.

The portal supports multiple languages and advertising functions. Customers can easily add multiple advertising pictures or videos for marketing. Besides, the portal supports the cloud built-in portal server or external portal integration with the WiFiDog or WISPr protocol.

The portal supports integration with external captive portal authentication.

SON 2.0

SON 1.0	SON 2.0
Users are required to complete the full process for each deployment.	Users can deploy devices quickly based on topology recognition, and complete all setups on one configuration page.
Users need to enter complex device passwords each time.	Users enter passwords once. They will be used automatically afterward, eliminating the need for repeated inputs.
Users need to perform network settings manually.	The Internet settings, primarily DHCP, can be detected automatically for quick configuration.

In quick deployment, the project name follows the Wi-Fi name but can be changed independently. When the system detects that the WAN port is connected to the Internet, a prompt is displayed, indicating that the WAN port has been configured. A user can create a project by simply setting the Wi-Fi name and password. Compared with SON 1.0, SON 2.0 requires users to enter much less information. Device passwords are saved for faster input next time.

E-WorkFlow on Ruijie Reyee App

E-WorkFlow can be used to quickly deploy stable and well-structured networks across SMB offices, SMB hotels, retail, CCTV-only setups, and IoT/villa scenarios.

Features:

- Switch Modes for Different Project Types
- Different scenarios have different templates.
- Unnecessary features can be hidden for a simpler experience.

Deployment Tasks.

- Step-by-step to-do list — no explanation needed
- AI helps you: Auto-fill, merge inputs, and check for mistakes.

SD-WAN

Small and medium-sized chain businesses usually require service interconnectivity between their headquarters and branch offices for purposes such as supervision,

information tracking, and video conferencing. These services demand high real-time performance and reliability. Moreover, pre-configuration and batch configuration features are often necessary during project deployment, in order to improve network deployment efficiency.

Ruijie Cloud's SD-WAN solution can effectively meet the above requirements and has the following advantages compared with traditional WAN solutions:

- (1) Networking without public IP addresses: Networking without public IP addresses enables remote connectivity across any broadband connection.
- (2) Visualized monitoring: Map-based network monitoring provides a clear, intuitive overview of the entire network, projects, and links, with one-click alarm analysis.
- (3) Batch configuration: A template can be applied across multiple projects, eliminating the need for repetitive operations.
- (4) Pre-configuration deployment: Templates can be created beforehand, which are automatically delivered to devices upon network connection, facilitating zero-touch provisioning onsite.

Cloud Operation and Maintenance

Client Management

Client management on Ruijie Cloud allows you to easily check end-user details and perform related operations.

The client details include the connected uplink devices, client traffic usage, block/rate limit, and IP-binding operations. Also, you can check details of the client Wi-Fi experience.

Auth Account Management

Voucher/Account authentication on Ruijie Cloud allows you to charge users for wireless network access using codes. The number of concurrent users, time, and data quota limit can be customized and offered to your guests. The administrator can share the network with the owner for flexible account management.

Diversified Data Reports

Ruijie Cloud can generate data reports of various systems. For example, you can export a report on accumulated monthly user statistics, monthly user traffic details, activity analysis, and device usage analysis. You can easily create a periodic summary report.

Centralized Upgrade Control

With Ruijie Cloud, you can easily manage hardware versions and upgrade devices in batches. Select devices that need to be upgraded, and click the **Upgrade** button. You can also observe the whole execution process and read device logs in the upgrade history for detailed information. In addition to a single project upgrade, the platform also supports the batch upgrade of devices in multiple projects.

Management with Ease

Ruijie Cloud supports multiple tenants. Each can manage several levels of sub-accounts. Varying management and viewing privileges can be granted to different users, enhancing cloud control usability.

AI Wi-Fi Optimization

- Collect AP data via the cloud.
- Use historical data and AI algorithms.
- Support targeted AP optimization.
- Perform automatic off-peak optimization.

AI Diagnostics

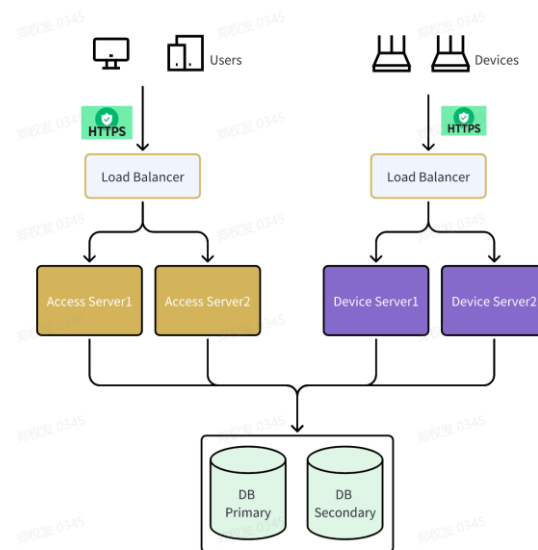
AI Diagnostics enables users to quickly detect and resolve network faults, ensuring rapid restoration of normal operations.

Cloud High Availability and Security

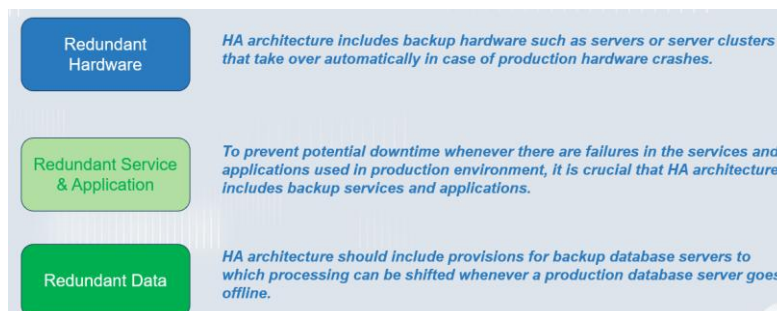
Redundancy Cluster and Security

Ruijie Cloud supports cluster deployment to achieve over 99.9% high-availability services. Key servers have multiple instances running at the same time to avoid a single

point of failure. At the same time, users and network devices access services through HTTPS to ensure secure data transmission.



Ruijie Cloud supports three-level redundancy of hardware, application, and data. The application cluster mode is Active/Active, which means the nodes are all active and can handle incoming requests. When a node goes down, one of the other active nodes takes over. When the issue with the other node is resolved, the requests are again distributed to all nodes within the cluster.



Technical Specifications

Feature List

	On-Premises	Public Cloud
Deployment Mode:		
1. Single-Tenant (suitable for local premises deployment)	√	×
2. Multi-Tenant (suitable for private/cloud deployment)	√	√
3. Redundancy Cluster Nodes	√	√
4. Data Security Transmission	√	√
5. Database Deployed Locally	√	×
6. Demo Project	×	√
Network Planning:		
1. Location Planning (Google Map)	√	√
2. Multi-level Hierarchical Grouping Management	√	√
3. AP Layout Planning	√	√
4. Auto-configured Wired/Wireless Network	√	√
Wireless Configuration:		
1. SSID Configuration	√	√
2. Radio Configuration	√	√
3. Captive Portal Configuration	√	√
4. 802.1X Authentication	√	√
5. STA Bandwidth Limit	√	√

6. AP Mesh	√	√
7. Layer 2/Layer 3 Roaming	√	√
8. STA Blocklist/Allowlist	√	√
Switch Configuration:		
1. Interface & VLAN Configuration	√	√
2. Voice VLAN	√	√
3. 802.1X Authentication	√	√
4. DHCP Snooping	√	√
5. ACL Policy	√	√
6. Loop Prevention, Port Protection	√	√
7. Storm Control, IP Source Guard	√	√
Router/Gateway Configuration:		
1. Interface, VLAN Configuration	√	√
2. Multi-WAN and Load Balance	√	√
3. Routing (Static/PBR/URL Routing)	√	√
4. Flow Control & App/URL Block	√	√
5. DDNS Configuration	√	√
6. Reyee DDNS	×	√
7. Captive Portal Authentication	√	√
8. PPPoE Server	√	√
9. VPN (L2TP/IPsec/PPTP/OpenVPN)	√	√
Monitoring:		
1. Global View (Dashboard)	√	√

2. Network Data Insight	√	√
3. Egress Traffic Overview	√	√
4. Wi-Fi Experience	√	√
5. Device & Client List and Detail	√	√
Maintenance & Optimization:		
1. Firmware Upgrade	√	√
2. Delivery Report	√	√
3. Auto RF Planning (Wireless Intelligent Optimization)	√	√
4. VLAN Visualization	√	√
5. Remote Restart PoE/IP Camera	√	√
6. Operation/Config Logs	√	√
7. Alarm Notification	√	√
8. Global Search	×	√
AI & AR features		
1. AI Roaming	×	√
2. AI Heatmap (public cloud version)	√	√
3. AI Diagnostics	×	√
4. IPC Smart Identification	Partial	√
5. AR Roaming test (APP public version)	√	√
6. AR HUD (APP public version)	Partial	√
APP Management:		
1. Sales Force (Poster, Comparison)	√	√

2. Product	√	√
3. BOM (AI BOM)	√	√
4. Project Management (Demo project, Toolkit, project features, configurations, monitoring, and maintenance)	×	√
5. Community (Topics, Videos)	√	√
System Management:		
1. Tenant Management	√	√
2. Role-based Privilege Management (Sub-Account)	√	√
3. License Management	√	√
4. Account Multi-Language Support	√	√
5. MFA Login	Under Roadmap	√
6. Open API (RESTful API)	√	√
Device Capacity:		
1. Number of Managed Devices	100k+, based on hardware	Unlimited
Technical Support:		
1. Online document support	√	√
2. Online RITA support	√	√

Supported Models

Supporting 100+ Ruijie and Reyee Hardware Models, including Reyee RG-RAP, RG-ES, RG-NBS, and RG-EG series, as well as Ruijie APs and switches.

More Information

For more information about Ruijie Cloud, please visit <https://reyee.ruijie.com/> or cloud help center





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