



February 2023, Revision A

ACS Device Activation

This article discusses device activation for an Automatic Configuration Server (ACS). Topics include an overview of ACS activation, how to report an activation, and what happens if a unit is not activated:

- [Overview of ACS Activation](#)
- [Reporting an Activation](#)
- [When a Unit has not been Activated](#)

Overview of ACS Activation

An ACS activation is the act of reporting a shipped device to Adtran to have the device registered into the Adtran Activation Server and point to the ACS belonging to the end customer. This process allows the customer's device to automatically appear on their ACS as soon as it is deployed, at which point they can enable zero-touch provisioning. The Service Provider is able to manage the customer's devices remotely, performing tasks such as upgrading firmware, changing WiFi passwords, selecting a better WiFi channel, and pulling device statistics. Activation also provides a disaster recovery point if the device is defaulted or flashed with factory firmware. The ACS may be Adtran's Device Manager or a 3rd party ACS.

How Activation Works

When a Service Provider procures Adtran Customer Premise Equipment (CPE), either directly or through Adtran Channel Partners, the serial number for all CPE shipped are recorded in Adtran's secure asset management system under the customer's pre-configured account. By default, all Adtran CPE are configured to inform to Adtran's Activation Cloud at URL <http://acs.smartrg.com> every 23 hours. When a customer begins using an ACS and wants to utilize activation services, Adtran updates the asset management system with the HTTP URL of the customer's ACS. In turn, the asset management system systematically updates Activation Cloud servers with the customer-specific ACS URL. The next time the CPE informs to Activation Cloud, the default ACS management URL is updated with the Customer's dedicated ACS URL and the CPE is redirected to the appropriate ACS.

Activation Sequence

1. Adtran CPE is procured by the customer.
2. The CPE serial number is recorded under the customer's account in Adtran's Asset Management system. If the device is shipped by an Adtran distributor, this step happens automatically prior to the customer receiving the CPE.
3. The CPE is deployed to a subscriber's residence or small to medium-sized business (SMB).
4. The Adtran CPE is configured with a default management URL of <http://acs.smartrg.com> (Adtran's cloud-based Activation Cloud) and set to inform every 23 hours. If a customer has a custom ACS management URL, they will need to provide the URL so that Adtran can update the customer's account with the new ACS URL.

NOTE: Adtran Device Manager or a 3rd party ACS may be used to access Adtran's Activation Cloud services.

5. The CPE informs to Activation Cloud server.
6. The CPE is configured with new ACS Management URL via the standard TR-069 RPC method.
7. The CPE informs to the ACS.

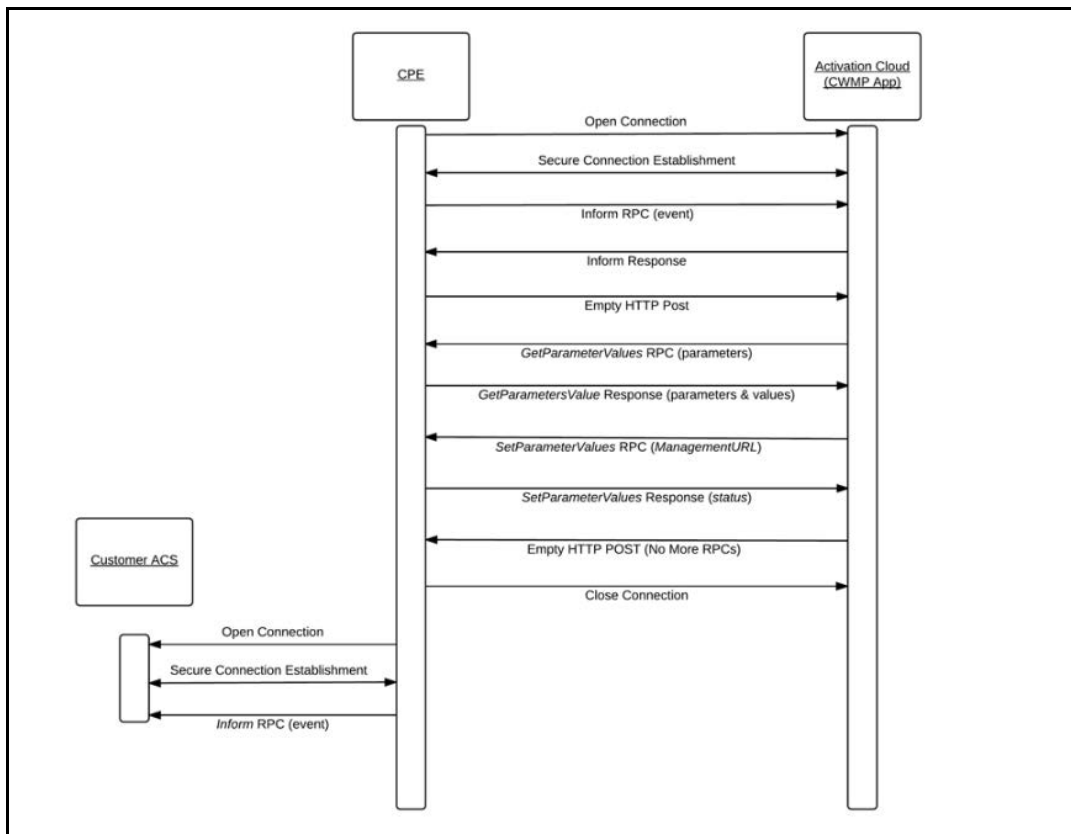


Figure 1: Activation Sequence Diagram

Reporting an Activation

Distributors are responsible for reporting devices to Adtran for activation as soon as possible after shipping them to a customer. This process ensures that the devices are activated by the time they reach the customer and reduces the chances of delaying a customer deployment. If the distributor/reseller is unable to complete the reporting, the CPE is obtained in some other manner, or the customer has special instructions, the customer must report the activation by opening a support ticket.

NOTE: If, at any time, the customer's ACS URL changes, it must be reported to Adtran so that the customer's account is updated accordingly. A customer can open a [support ticket](#) to report the change.

How to Report an Activation (Distributors)

Any SDG device shipped (whether SmartOS or PlumeOS) must be reported to Adtran to complete order shipping for the devices. **If this is not done, the device may not work properly when the customer receives it.**

To report the item data to Adtran once a customer order has been placed, follow these steps:

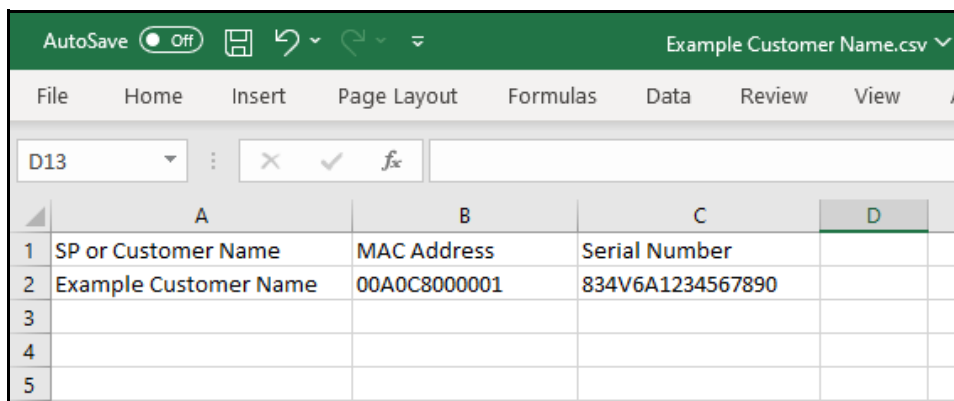
NOTE: All SDGs shipped by distributors must be reported to Adtran within 24 hours of the order, whether they are PlumeOS or SmartOS devices.

1. Complete the [SDG SmartOS and PlumeOS Activation Template](#) with all the required information.
2. Save the file with the name in the following format: **<yy-mm-dd>-<customername>-<ordernumber>**.
3. Once the file is completed, submit it via email to sdg.activations@adtran.com.
4. When the upload template and all relevant information is received by Adtran, the Operations team will provide a confirmation to the distributor that the devices have been allocated to the proper Plume partner portal and/or customer ACS (if applicable) so that the devices are ready to be deployed by the customer. This confirmation signals the completion of the reporting process, and distributors should retain a copy of the confirmation and reporting document for their records, as well as provide the confirmed [SDG SmartOS and PlumeOS Activation Template](#) to the customer for their records.

How to Report an Activation (Customers)

1. Gather a list of the media access control (MAC) addresses or serial numbers, and the ACS or customer account to which you would like the CPE activated. If multiple devices need to be activated, create a comma separated value (.csv) spreadsheet in Excel that lists the customer name, and the MAC addresses or serial numbers of the devices.

Note: There is no need to list both MAC addresses and Serial numbers. However, try to list either all MAC addresses or all serial numbers.



	A	B	C	D
1	SP or Customer Name	MAC Address	Serial Number	
2	Example Customer Name	00A0C8000001	834V6A1234567890	
3				
4				
5				

Figure 2: Example CSV List of Devices to be Activated

2. Open a support case to report the activation. Navigate to <http://www.adtran.com/support> and select **Open a Ticket Online**. Once you are logged in, select **Create Case**:

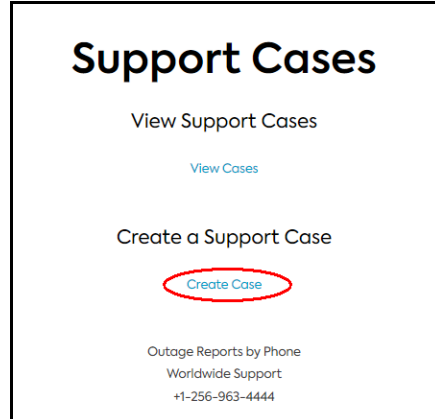


Figure 3: Select Create Case

Fill out the Support Case form. Select **Residential Gateways** for the Product Family and **Service Delivery Gateways (8xx series)** for the Product Series. You do not need to list a serial number or service plan number for this ticket.

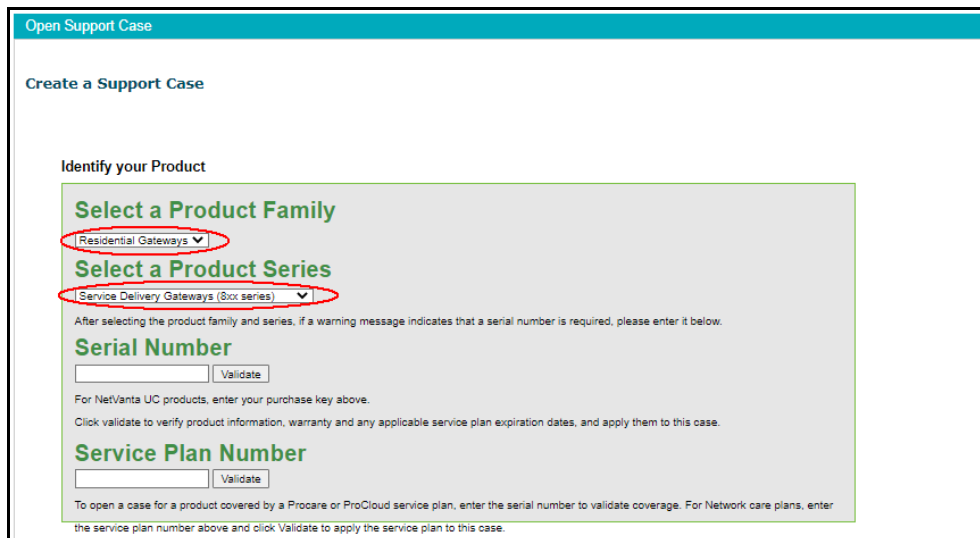
The screenshot shows the "Open Support Case" form. The "Identify your Product" section is highlighted with a green border. It contains two dropdown menus: "Select a Product Family" with "Residential Gateways" selected, and "Select a Product Series" with "Service Delivery Gateways (8xx series)" selected. Below these are fields for "Serial Number" and "Service Plan Number", each with a "Validate" button. A note at the bottom states: "To open a case for a product covered by a Procure or ProCloud service plan, enter the serial number to validate coverage. For Network care plans, enter the service plan number above and click Validate to apply the service plan to this case."

Figure 4: Identify Your Product

Select **Trouble Resolution (TR)** for the Case Type and **Medium** for the Priority. You do not need to specify a Customer Reference Number. In the *Case Title/Summary* field, specify that this is an activation request and list the customer's name: **ACTIVATION REQUEST - Customer Name**. In the *Detailed Description of Issue* field, you can specify again that this is an activation request and enter any special instructions. Next, either list the MAC addresses or Serial Numbers here or specify that the information is available in an attached .csv file (you will attach the file after the support case has been created). Select **Next**.

Explain your Support Issue

*Case Type:

*Priority:

*Case Title/Summary:

Customer Reference Number:

If your company has a reference number for this case, enter it above.

*Detailed Description of Issue:
Please assign the assets in the attached .csv file to Customer Name

To help us diagnose or solve your issue, cut and paste output from any commands or logs into the field above. This field is limited to 3000 characters.

You will have an opportunity to upload files or add notes to this case via the Support Case Portal after it is submitted.

Figure 5: Explain Your Support Issue

After the ticket has been created, you can attach a .csv file. Navigate to the Support Case page and select **View Cases**. Select the case for the activations. You will see the option to choose and upload a file. Upon successful upload of a file, a Completed Upload message will appear.

Upload a File

Use this uploader to attach files to your support case(e.g. configuration files, network diagrams, debugs, and packet captures).

File size limit is 10 MB. For larger files, email at the link below to request an FTP address

No file chosen

Completed Upload(s):
Acme-Activation-Request.csv

Figure 6: Upload a File

- Adtran support will complete activations within 2 business days. Once activation has been completed, you will receive a message from Adtran confirming that the assets have been assigned.

When a Unit has not been Activated

If a unit does not show up in your Device Manager instance, it is likely because the unit has not been activated. You can report this problem with the description “Units are not showing up in my Device Manager Instance” via the steps outlined in [Reporting an Activation](#) on page 2 and Adtran will complete the request within 2 business days.

All Adtran CPE devices ship out with a default TR-069 URL of acs.smartrg.com which is the default activation server. As long as the device has not been flashed with software containing a different URL, updating the activation will automatically push all the devices to the correct server that have checked in and redirect any new ones.