

Auto Activation- Customer FAQ

Q1. What is Auto Activation and how is it different from Manual Activation?

Auto Activation is a system-driven process that automatically activates licenses and support for a certain set of products and services once the purchase order is processed—no customer action is needed provided the account has enabled and not opted-out of auto activation.

In contrast, Manual Activation requires you to log in to the RUCKUS Support Portal, enter license details, and complete several steps before the license becomes active.

Q2. How does Auto Activation benefit me?

- Instant license availability in your LiMan dashboard on the RUCKUS Support Portal
- Faster onboarding
- Reduced “Where is my license?” support queries
- Improved compliance accuracy for SmartZone (SZ) AP license support
- Enables seamless controller upgrades without license mismatches

Enabling Auto Activation may help you stay compliant with the RUCKUS policy of having active support for RUCKUS products. For example, RUCKUS requires customers to have active SmartZone AP Support for their SmartZone AP Licenses. Being non-compliant may affect your ability to perform software upgrades of your SmartZone nodes.

Q3. What products does Auto Activation apply to?

- RUCKUS SmartZone (SZ)
- RUCKUS Internet of Things (RIoT suite)
- RUCKUS Network Director (RND)
- RUCKUS Smart Cell Insight (SCI)
- RUCKUS Smart Positioning Technology (SPoT)

Full list of SKUs [to which Auto Activation applies] can be found here:
(<https://support.ruckuswireless.com/articles/000015099>)

Q4. Now that my support and licenses are auto activated, do I need to take action?

Any action will depend on the product purchased. Please see the table below for a breakdown.

Product group	Product SKU group	What Action should I take after Auto-Activation?
RUCKUS SmartZone (SZ)	Capacity Licenses	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
	URL filtering subscription	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
	Virtual Data Plane capacity	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
	GRE to GW tunnel license	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
	Per AP License Support	✓ Auto-Activated - no manual action required. Customer required to assign the licenses to the controller.
RUCKUS IoT Suite (IoT)	RCAP Container Subscription	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
RUCKUS Network Director (RND)	Management license	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
Smart Cell Insight (SCI)	AP Capacity License	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.
	Per AP License Support	✓ Auto-Activated - no manual action required.
RUCKUS Smart Positioning Technology (SPoT)	Capacity License	The licenses require manual activation to be available in Liman Pool; they must be assigned to the controller.

	Per AP License Support	✓ Auto-Activated - no manual action required.
RUCKUS One	Subscription licenses	The licenses require manual activation.
RUCKUS AI	Subscription licenses	The licenses require manual activation.

Q5. Will I still receive a Support Purchase Acknowledgement (SPA) email when enrolled in auto activation?

Yes, you will still receive an SPA email for your records. However, unlike in the manual process, you do not need to use the activation link in the SPA email—the license will already be active in LiMan.

Q6. If I chose "Opt-in", what will happen to my previously purchased Un-Activated licenses?

By choosing 'Opt-in', all past orders that remain un-activated will be automatically activated for your consumption.

Q7. I purchased these licenses 3+ years ago—why do I need to activate them now?

Applying Auto Activation to past Purchase Orders will enable:

- Accurate SZ AP license support compliance
- Seamless controller upgrades by ensuring all licenses are active and visible

Q8. What should I do if I don't see my license in LiMan?

If your license does not appear, there may be missing or incorrect purchase order details. Contact [RUCKUS Support](#) to investigate and resolve.

Q9. Can I opt-out of auto activation?

Yes, any account administrator can opt out via the Support Portal in the My Profile section. This will disable Auto Activation for your entire account, and any future licenses will require manual activation. Details can be found here [Article](#)

Q10. My account administrator no longer works with my organization; how do I get access to opt-in/out to auto activation?

Please reach out to [RUCKUS Support](#), they will assist with updating the administrator on the account. You will need to provide a request on your company letterhead signed by the Executive Officer to update the account.

Q11. Do I need to accept Terms & Conditions (T&C) for Auto Activation?

Yes, the account administrator must review and accept the Terms and Conditions. Once the Terms and Conditions are accepted, the admin will then be able to choose to opt in or opt out of Auto Activation.

Q12. I have multiple administrators on my account, what happens if one of the other administrators opts out of Auto Activation?

If any administrator chooses to opt-out of Auto Activation, the change will apply to the entire account. This means all administrators under that account will be opted out, and the update will be reflected at the account level.

Q13. How does Auto-Activation impact the support start date?

The start date of the support remains as per RUCKUS policy to begin when PO was received by RUCKUS Networks.

Q14. If my account opts out of Auto Activation, may I opt-in in the future?

Yes, all Administrators of the Account can toggle between opt-in and opt-out when they login to Support portal and navigate to My Support Account to toggle.