



# Extreme Campus Controller Upgrade Service Contract

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# Preface

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This section describes the text conventions used in this document, where you can find additional information, and how you can provide feedback to us.




## Text Conventions

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Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as ExtremeSwitching switches or SLX routers, the product is referred to as *the switch* or *the router*.

**Table 1: Notes and warnings**

Icon	Notice type	Alerts you to...
	Tip	Helpful tips and notices for using the product.
	Note	Useful information or instructions.
	Important	Important features or instructions.

**Table 1: Notes and warnings (continued)**

Icon	Notice type	Alerts you to...
	Caution	Risk of personal injury, system damage, or loss of data.
	Warning	Risk of severe personal injury.

**Table 2: Text**

Convention	Description
screen displays	This typeface indicates command syntax, or represents information as it appears on the screen.
The words <i>enter</i> and <i>type</i>	When you see the word <i>enter</i> in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says <i>type</i> .
<b>Key</b> names	Key names are written in boldface, for example <b>Ctrl</b> or <b>Esc</b> . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press <b>Ctrl+Alt+Del</b>
Words in italicized type	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
<b>NEW!</b>	New information. In a PDF, this is searchable text.

**Table 3: Command syntax**

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

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## Documentation and Training

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Find Extreme Networks product information at the following locations:

[Current Product Documentation](#)

[Release Notes](#)

[Hardware and software compatibility](#) for Extreme Networks products

[Extreme Optics Compatibility](#)

[Other resources](#) such as white papers, data sheets, and case studies

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit [www.extremenetworks.com/education/](http://www.extremenetworks.com/education/).

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## Getting Help

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If you require assistance, contact Extreme Networks using one of the following methods:

### [Extreme Portal](#)

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

### [The Hub](#)

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

### [Call GTAC](#)

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2826. For the support phone number in your country, visit: [www.extremenetworks.com/support/contact](http://www.extremenetworks.com/support/contact)

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

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## Subscribe to Service Notifications

You can subscribe to email notifications for product and software release announcements, Vulnerability Notices, and Service Notifications.

1. Go to [www.extremenetworks.com/support/service-notification-form](http://www.extremenetworks.com/support/service-notification-form).
2. Complete the form (all fields are required).

3. Select the products for which you would like to receive notifications.

**Note**

You can modify your product selections or unsubscribe at any time.

4. Select **Submit**.

## Providing Feedback

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The Information Development team at Extreme Networks has made every effort to ensure the accuracy and completeness of this document. We are always striving to improve our documentation and help you work better, so we want to hear from you. We welcome all feedback, but we especially want to know about:

- Content errors, or confusing or conflicting information.
- Improvements that would help you find relevant information in the document.
- Broken links or usability issues.

If you would like to provide feedback, you can do so in three ways:

- In a web browser, select the feedback icon and complete the online feedback form.
- Access the feedback form at <https://www.extremenetworks.com/documentation-feedback/>.
- Email us at [documentation@extremenetworks.com](mailto:documentation@extremenetworks.com).

Provide the publication title, part number, and as much detail as possible, including the topic heading and page number if applicable, as well as your suggestions for improvement.



# Upgrade Extreme Campus Controller Contracts

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**Method 1: Search for Contracts** on page 8

**Method 2: Available Contract List** on page 10

All customers who are upgrading to Extreme Campus Controller must obtain a new Activation Key. There is more than one way to navigate to the Service Contract Upgrade page: **Method 1** illustrates how to search for a contract by Adoption Key or Activation Key. **Method 2** illustrates how to display a list of your available contracts. Use either navigation path in the Support Portal.



## Note

Upgrading from v4.76.x to v5.06.x will result in a license violation. You must apply a new Activation Package for Extreme Campus Controller v5.06.

**Direct customer account access:** Partners may be able to see customer records but may not be able to execute workflows. License migration needs to be performed in the context of the target customer's account.

## Method 1: Search for Contracts

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To upgrade your contracts to Extreme Campus Controller:

1. Log into the Extreme Support Portal: <https://extremeportal.force.com/>.
2. Scroll down to **Support Activities** and select **Service Contract Upgrade**.

You have the option to search for contracts using one of the following keys:

- Adoption Key
- Activation Key



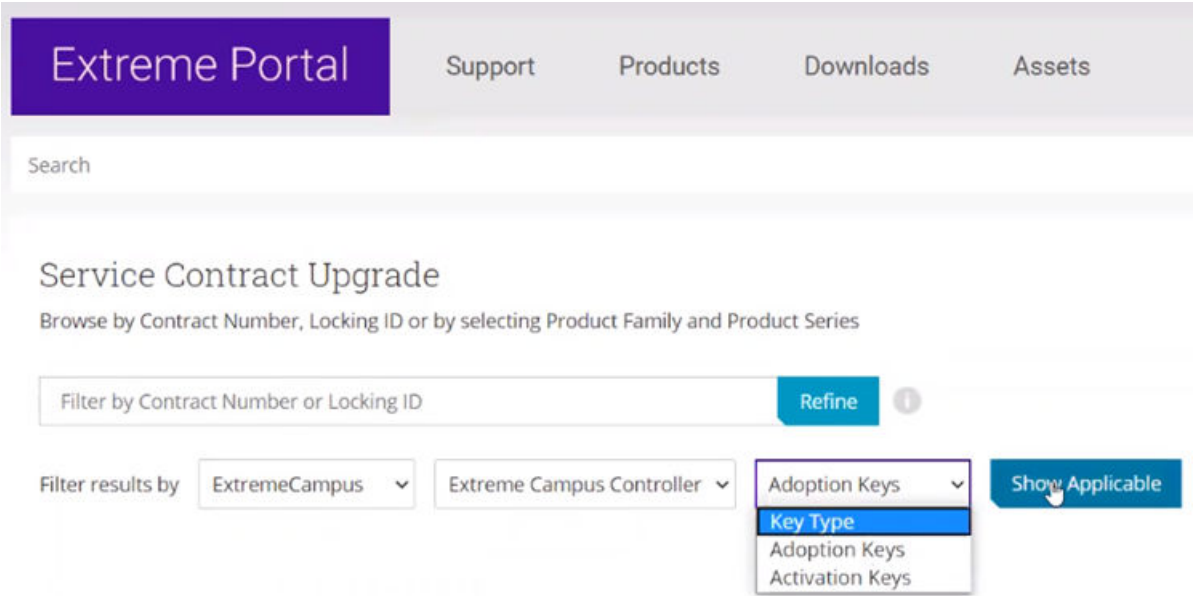


Figure 1: Searching for existing contracts to upgrade

A list of your existing contracts is displayed.

- 3. Select the check boxes next to the contracts that you want to upgrade.

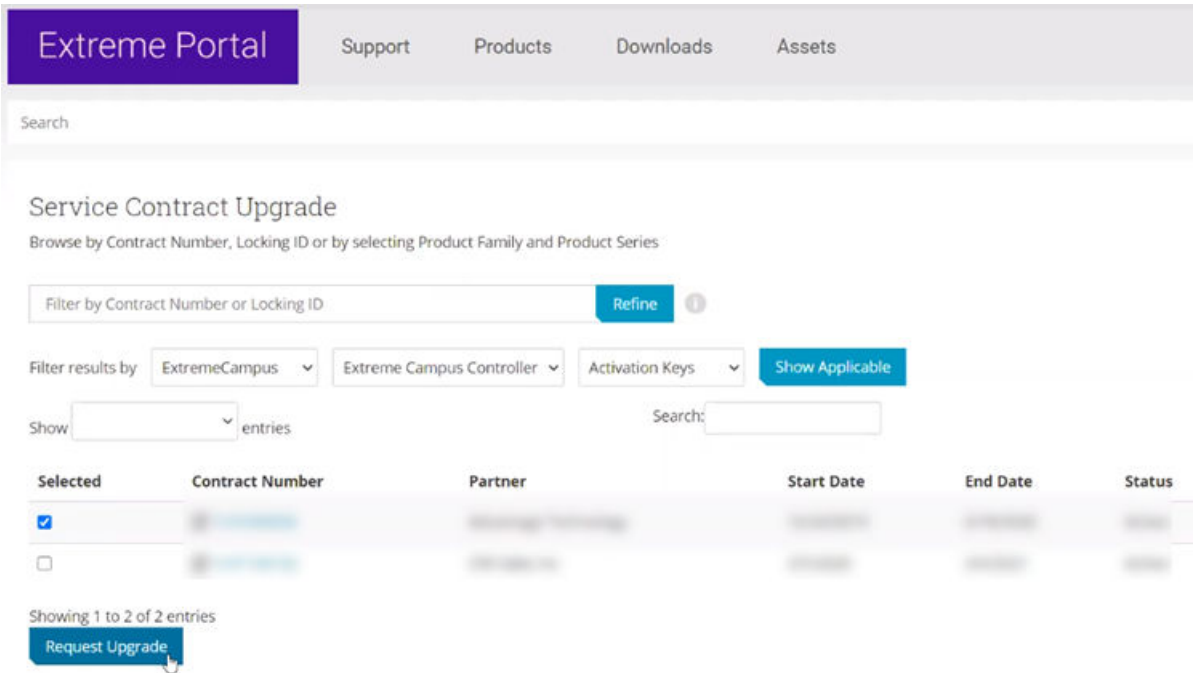


Figure 2: Request Update for Selected Contracts

- 4. Select **Request Upgrade**.

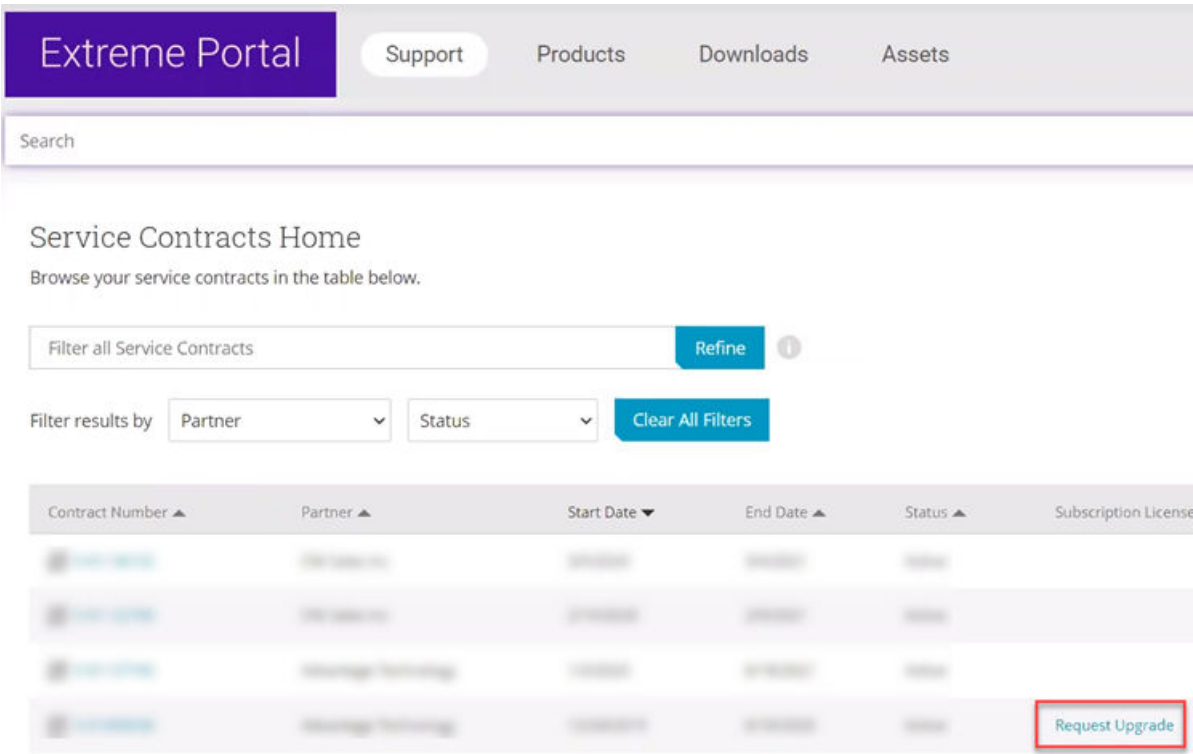
An upgrade email is sent to you indicating that the migration process to Subscription has been completed. Attached you will find a list of upgraded items.

## Method 2: Available Contract List

To upgrade your contracts to Extreme Campus Controller:

1. Log into the Extreme Support Portal: <https://extremeportal.force.com/>.
2. Scroll down to **Support Activities** and select **Service Contracts**. Or, go to **Support > Service Contracts Home**.

A list of your contracts displayed. The **Request Upgrade** button displays next to the contract that is to be upgraded.



**Figure 3: Contract Request Upgrade**

3. To see the assets associated with the upgraded contract, select the contract link.
4. Select **Request Upgrade**.

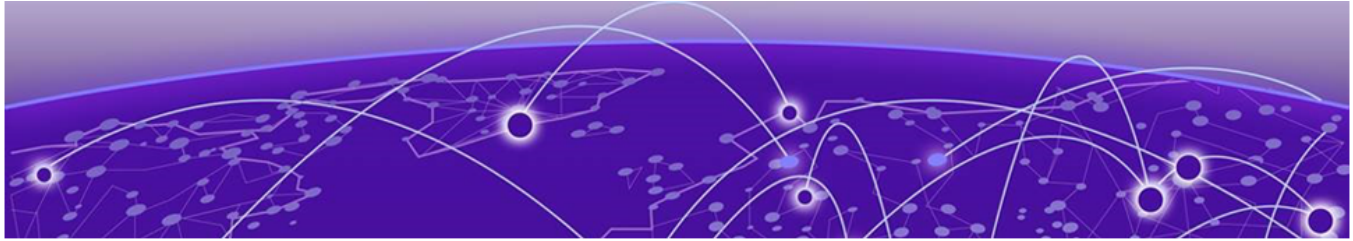
An upgrade email is sent to you indicating that the migration process to Subscription has been completed. Attached you will find a list of upgraded items.

For instructions on how to generate the Activation Package, see [Generating Activation Package](#) on page 11. The Activation Package includes your Customer Unique ID (CUID), capacity limits, and certificates for a virtual appliance. (Physical appliances include certificates pre-installed.)

For more information about product licensing and installing the Activation Package, see the [Extreme Campus Controller User Guide](#).

### Related Topics

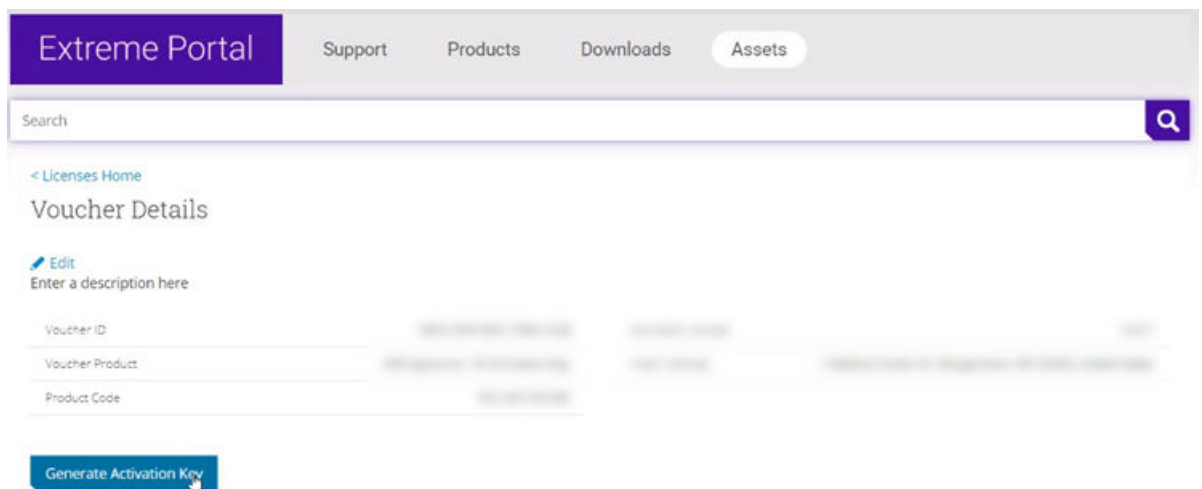
[Generating Activation Package](#) on page 11



## Generating Activation Package

All customers must generate and install an Activation Package for Extreme Campus Controller. Regardless of whether you obtain a new license or upgrade to Extreme Campus Controller. Take the following steps to generate and install the Activation Package:

1. Log in to Extreme Campus Controller
2. Go to **Administration** > **License** to obtain the system **Locking ID**.
3. Log into the Extreme Support Portal: <https://extremeportal.force.com/ExtrSupportHome>.
4. Go to **Assets** > **Licenses Home** and select the Extreme Campus Controller Voucher ID line item from the list.
5. On the **Voucher Details** page, select **Generate Activation Key**.



**Figure 4: Generate Activation Key**

6. Provide the Locking ID for the Extreme Campus Controller that will be activated.
7. Check the box to accept **Terms and Conditions** and select **Submit**.
8. The Activation package is generated, and the **Save As** dialogue displays.
9. Download the Activation Package to your local machine.



### Note

The Activation Package *file name* includes the Locking ID for the specific Extreme Campus Controller.