



ExtremeCloud IQ (Classic) v25.4.0 Licensing Guide

License Types, Management, and Troubleshooting

9039373-00 Rev AA
July 2025



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Abstract

The licensing guide for ExtremeCloud™ IQ (Classic) version 25.4.0 provides comprehensive technical documentation on license types, entitlement management, and troubleshooting procedures for Extreme Networks cloud-managed networking platform. Designed for a technical audience, it details the functionality and eligibility criteria for various license categories—including Pilot, CoPilot, Navigator, NAC, and ExtremePlatform ONE Standard. The guide outlines procedures for linking ExtremeCloud IQ to the Extreme Portal, managing license pools, aligning subscriptions automatically, and resolving license violations. It introduces new features such as the ExtremeCloud IQ Pilot Twin License for backward compatibility and enhanced subscription tier prioritization. The document includes step-by-step instructions for activating, revoking, and reallocating licenses, as well as proactive notification mechanisms for license expiration. It also provides part numbers for ordering, configuration guidance for MACsec and Premier switch features, and detailed troubleshooting FAQs to assist IT administrators in maintaining compliance and operational continuity across managed devices.



Preface

Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.

Text Conventions

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 Extreme Networks switches or 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
	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 is displayed 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> .
Key names	Key names are written in boldface, for example Ctrl or Esc . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press Ctrl+Alt+Del
<i>Words in italicized type</i>	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.
NEW!	New information. In a PDF, this is searchable text.

Table 3: Command syntax

Convention	Description
bold 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.
{ x y z }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
x y	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[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.

Documentation and Training

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 articles, white papers, and case studies

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Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit the [Extreme Networks Training](#) page.

Send Feedback

The User Enablement team at Extreme Networks has made every effort to ensure that this document is accurate, complete, and easy to use. We strive to improve our documentation to help you in your work, 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.
- Broken links or usability issues.

To send feedback, email us at Product-Documentation@extremenetworks.com.

Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.

Help and Support

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 2800. For the support phone number in your country, visit 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

Subscribe to Product Announcements

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

1. Go to [The Hub](#).
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

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



ExtremeCloud IQ (Classic) Licensing Overview

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 9

[Unlink from and Relink to an Extreme Portal Account](#) on page 11

[ExtremeCloud IQ Trial](#) on page 11

All network devices that you manage using ExtremeCloud IQ (Classic) and its components require licenses. This document describes the types of licenses that are available, the license requirements, how to order licenses, and how to troubleshoot licensing issues.



Note

The terms **License** and **Entitlements** appear throughout the ExtremeCloud IQ interface. These terms are interchangeable. For clarity, this document uses license, licenses, and licensing in all cases, unless the term **Entitlement** is part of a product name or label in the user interface.

All instances of ExtremeCloud IQ in this document refer to ExtremeCloud IQ (Classic).

Link ExtremeCloud IQ to an Extreme Portal Account

To provide ExtremeCloud IQ access to the license pool, link it to your Extreme Portal account. Follow these steps to create that link:

1. Log into ExtremeCloud IQ and do one of the following:

If you have an account and this is the first time you have logged in:

Select **I have an ExtremeCloud IQ License** and proceed to **Step 3**.

If you do not have an Extreme Portal account, you must register for one before you can continue.

Proceed to **Step 2**.

If you are a partner or a distributor, and are setting up an ExtremeCloud IQ account for a customer at the PartnerWorks Plus level:

Select the customer account after you enter your credentials. Otherwise, you can create the ExtremeCloud IQ account, and then instruct the customer to log in and proceed through the licensing prompts.

- Open the [Extreme Portal](#) and select **Create a new Extreme Portal account**.

You can use a free trial account without linking the Extreme Portal.



Important

If the 90-day trial of ExtremeCloud IQ is active, linking your Extreme Portal account ends the trial.

When you link your account, ExtremeCloud IQ level accounts automatically upgrade to the ExtremeCloud IQ Pilot level.

- In ExtremeCloud IQ, navigate to **Global Settings > Administration > License Management**.
- Select **Link My Extreme Portal Account** and enter your Extreme Portal credentials. The license information appears in the **Entitlements** or the **NAC Entitlements** table.

License Information EXTREME LICENSING PORTAL Successfully linked to a customer account

[UNLINK FROM EXTREME PORTAL](#) [SYNCHRONIZE](#)

Entitlements

Type	Total	License Name	Available	Activated	Start Date	End Date	Description
Evaluation	5000						
Evaluation	15						
Evaluation	5000						
Evaluation	175						
Evaluation	15						
Evaluation	15						
Evaluation	18000						
Evaluation	5000						
Evaluation	555						
Evaluation	5000						

NAC Entitlements

Total NAC entitlements: 18000
Available NAC entitlements: 9127

Entitled Serial Number	Name	Allocated %	Allocated Entitlements

[CANCEL](#) [SAVE](#)

Legacy Entitlements

Do you have a Legacy Entitlement Key? [Enter it here](#)

Figure 1: ExtremeCloud IQ License Information Page



Note

The license information is cached. The refresh interval depends on the location of your ExtremeCloud IQ account. To update the cached information from the license pool on the License Information page, select Synchronize. Alternatively, you can unlink from and relink to the Extreme Portal using your Extreme Portal credentials.

Related Links

[Unlink from and Relink to an Extreme Portal Account](#) on page 11

Unlink from and Relink to an Extreme Portal Account

Perform this procedure as part of a testing or troubleshooting strategy.

**Note**

Revocation of the licenses for all devices that have feature licenses assigned is no longer a prerequisite to unlinking.

1. In ExtremeCloud IQ, go to **Global Settings > Administration > License Management**.
2. Select **Unlink from Extreme Portal**.
3. Select **Link My Extreme Portal Account** and enter your Extreme Portal credentials.
The license information appears in the **Entitlements** table.

ExtremeCloud IQ Trial

**Important**

Linking to your Extreme Portal account ends the free trial period. When you link your account, ExtremeCloud IQ level accounts automatically upgrade to the ExtremeCloud IQ Navigator or Pilot level.

Adding Legacy Entitlement Keys ends the free trial period.

During the 90-day free trial, statuses for devices are as follows:

Device Managed Status:

Managed—Device is managed.

Unmanaged—Device is unmanaged.

Device License Status:

Trial—Device is managed.

Not Required—Device is unmanaged.

CoPilot License Status:

Trial—CoPilot is enabled.

None—CoPilot is disabled.

Related Links

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 9

[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 18



ExtremeCloud IQ Licensing Categories

[ExtremeCloud IQ Pilot](#) on page 12
[ExtremeCloud IQ CoPilot](#) on page 13
[ExtremeCloud IQ Navigator](#) on page 14
[ExtremeCloud IQ Site Engine](#) on page 14
[ExtremeCloud IQ NAC](#) on page 15
[Premier Switch Features](#) on page 16
[MACsec Switch Features](#) on page 16
[ExtremePlatform ONE Standard](#) on page 16
[ExtremeCloud IQ Pilot Twin License Provides Backwards Compatibility](#) on page 17
[Subscription Level Priorities](#) on page 18
[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 18

The following sections describe the categories of ExtremeCloud IQ licenses. For information about how to avoid or resolve license violations, see [License Management](#) on page 22.

ExtremeCloud IQ Pilot

ExtremeCloud IQ Pilot licenses give your managed devices all of the features and functionality offered by an ExtremeCloud IQ Pilot system. Each Pilot license covers a single device.

The following devices require ExtremeCloud IQ Pilot licenses:

- Cloud-native switches managed by ExtremeCloud IQ
- Cloud-native access points managed by ExtremeCloud IQ
- Devices managed by ExtremeCloud IQ Site Engine
- Devices that require an ExtremeCloud IQ Navigator license



Note

If there are not enough ExtremeCloud IQ Navigator licenses, you can use an ExtremeCloud IQ Pilot license instead. For more information, see [Subscription Level Priorities](#) on page 18.

The following devices do not require an ExtremeCloud IQ Pilot license:

- Digital Twin devices
- Simulated devices
- Unmanaged devices
- Ping-only devices onboarded through ExtremeCloud IQ Site Engine
- Devices assigned to an ExtremeCloud IQ Navigator license
- Locally managed devices that have been onboarded to ExtremeCloud IQ
- Devices assigned to an Extreme Platform ONE Standard subscription

Related Links

[ExtremeCloud IQ Pilot and Extreme Platform ONE License Violations](#) on page 24

ExtremeCloud IQ CoPilot

CoPilot licenses offer eligible devices the additional functionality of ExtremeCloud IQ Pilot. You must have an ExtremeCloud IQ Pilot license or an ExtremePlatform ONE subscription to use an ExtremeCloud IQ CoPilot license. ExtremeCloud IQ CoPilot is available for all ExtremeCloud IQ Pilot accounts, but is unavailable for Extreme Connect accounts or Navigator accounts. After you link your account to the Extreme Portal, ExtremeCloud IQ obtains the CoPilot licenses from the license pool.

The following devices are **NOT** eligible for ExtremeCloud IQ CoPilot licenses:

- ExtremeCloud IQ Controller
- Extreme Campus Controller
- Devices onboarded through Extreme Campus Controller
- WiNG devices
- Devices onboarded through ExtremeCloud IQ Controller
- Devices onboarded through ExtremeCloud IQ Site Engine
- Digital Twin devices
- Simulated devices
- SR (legacy switch) devices reporting directly to ExtremeCloud IQ
- Dell N-series devices reporting directly to ExtremeCloud IQ
- Devices onboarded as **Managed Locally**
- Devices for which the license was revoked by using the **Actions** menu.

Actions > Change CoPilot License Status > Revoke CoPilot License

- Unmanaged devices

Related Links

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 9

[ExtremeCloud IQ Pilot](#) on page 12

[ExtremeCloud IQ CoPilot License Violations](#) on page 25

[ExtremePlatform ONE Standard](#) on page 16

[Subscription Level Priorities](#) on page 18

ExtremeCloud IQ Navigator

An ExtremeCloud IQ Navigator license provides management functions for third-party and non-native cloud devices. Features include Application Visibility, SSH Proxy, Web Proxy to WiNG Controller, and Web Proxy to Extreme Campus Controller and ExtremeCloud IQ Controller.

Each Navigator license covers a single device. The following devices require a Navigator license:

- Some devices managed by ExtremeCloud IQ Site Engine. For more information, visit [ExtremeCloud IQ Site Engine Licensing](#).
- WiNG (VX) controllers that are onboarded to ExtremeCloud IQ require one ExtremeCloud IQ Navigator license per device.
- WiNG APs that are onboarded using the WiNG (VX) controller require one license per device.

Related Links

[ExtremeCloud IQ Navigator License Violations](#) on page 24

ExtremeCloud IQ Site Engine

ExtremeCloud IQ Site Engine extends and enhances ExtremeCloud IQ management of Extreme Networks Universal Hardware (switches and access points), and legacy, third-party, and non-cloud native devices. ExtremeCloud IQ Site Engine provides end-to-end network management, task automation, real-time analytics, and service assurance.

ExtremeCloud IQ Site Engine includes all the features and functionality of Extreme Management Center. If you are an existing Extreme Management Center customer, contact your representative to have your Extreme Management Center license migrated to ExtremeCloud IQ Site Engine.



Note

ExtremeCloud IQ Site Engine requires an ExtremeCloud IQ Pilot license or an ExtremePlatform ONE subscription. ExtremeCloud IQ Site Engine is unsupported with ExtremeCloud IQ Connect accounts.

Each device managed by ExtremeCloud IQ Site Engine requires one of the following license options:

- ExtremeCloud IQ Pilot license
- ExtremeCloud IQ Navigator license
- ExtremePlatform ONE license
- No License

There are two deployment modes for ExtremeCloud IQ Site Engine:

- **Connected mode:** ExtremeCloud IQ is the licensing authority for ExtremeCloud IQ Site Engine. As you add devices to ExtremeCloud IQ Site Engine, they onboard to ExtremeCloud IQ, with a request for an appropriate license. ExtremeCloud IQ activates the available license from the license pool and determines if you meet or

exceed the license limits for each license type. All ExtremeCloud IQ Site Engines connected to the same ExtremeCloud IQ account share the same license pool. The managed device requires one license, depending on the number of ExtremeCloud IQ Site Engines managing that device.

- **Air gap mode:** ExtremeCloud IQ Site Engine uses licenses stored locally in a license file to determine whether you meet or exceed the license limits for each license type. This mode ensures that ExtremeCloud IQ Site Engine does not require an Internet connection to verify how many licenses are available.

For more detailed information, visit [ExtremeCloud IQ Site Engine Licensing](#).

Related Links

[ExtremeCloud IQ Pilot](#) on page 12

[ExtremeCloud IQ Navigator](#) on page 14

[ExtremePlatform ONE Standard](#) on page 16

ExtremeCloud IQ NAC

Network Access Control (NAC) uses a set of protocols to secure devices when they access the network. The 802.1X standard is a basic form of NAC. NAC controls access using policies such as pre-admission endpoint security checks and post-admission controls over access levels, and permissions that devices exercise in the network.

ExtremeCloud IQ NAC licenses are compatible with ExtremeCloud A3 version 4.0 and newer, and with ExtremeCloud IQ Site Engine version 21.9 and newer. After you onboard a compatible NAC engine (ExtremeCloud A3 and/or ExtremeCloud IQ Site Engine) to ExtremeCloud IQ, it appears automatically in the **NAC Entitlements** table (**Global Settings > Administration > License Management > NAC Entitlements**).

To modify the number of allocated ExtremeCloud IQ NAC entitlements for a NAC engine, select the serial number for the NAC engine and enter a new number in the **Allocated %** column. The range is 0–100, with increments of 0.1. ExtremeCloud IQ sends the allocated values to NAC engines.

When you onboard a NAC engine, ExtremeCloud IQ adds the serial number to the NAC Entitlements table using the following logic:

- ExtremeCloud IQ tries to allocate 100% of total NAC licenses from the license pool to the first NAC engine (no user action is required). If the allocation was successful, the value in the **Allocated %** column is 100%. If the allocation was not successful, the value is 0%.
- ExtremeCloud IQ tries to allocate the remaining percentage (if any) to the next NAC engine. For example, if the allocation for the first NAC engine is 20%, ExtremeCloud IQ tries to allocate 80% to the second NAC engine.

Because the quantity of total NAC licenses can change over time, the allocation is stored as a percentage, but appears both as a percentage and as a calculated absolute number.

Related Links

[ExtremeCloud IQ NAC License Violations](#) on page 26

Premier Switch Features

While the base software included with each switch supports most switch features, certain features require a Premier license. Feature requirements for a Premier license are platform- and network operating system-specific. For details and ordering information, see the switch datasheets.

MACsec Switch Features

While the base software included with each switch supports most switch features, MACsec features require a MACsec license. For details and ordering information, see the switch datasheets.

ExtremePlatform ONE Standard

ExtremePlatform ONE Standard subscriptions provide managed devices all the features and functionality offered by an ExtremeCloud IQ Pilot system, plus access to ExtremePlatform ONE and device TAC OS Support. Each ExtremePlatform ONE Standard subscription covers a single device.

ExtremePlatform ONE subscriptions are divided into subscription tiers, as described in the following table.

Table 4: ExtremePlatform ONE Standard Licenses

Subscription tier	Device family
Tier A	Universal APs Non-Universal APs 4000 Series 5100 Series 5300 Series Summit X435 Summit X440-G2 SR Series N Series BR Series XR Series XA 1400 Series
Tier B	5400 Series Summit X450-G2 ERS 4800 ERS 4900

Table 4: ExtremePlatform ONE Standard Licenses (continued)

Subscription tier	Device family
Tier C	5500 Series Summit X460-G2 Summit X465 Summit X590 VSP 4450 VSP 4850 VSP 4900 ERS 5900
Tier D	5700 Series 7000 Series Summit X670-G2 Summit X690 Summit X870 VSP 7200 Series VSP 7400 Series VSP 8200 Series VSP 8400 Series VSP 8600 Series

The following devices do not require an ExtremePlatform ONE Standard subscription:

- Digital Twin devices
- Simulated devices
- Unmanaged devices
- Ping-only devices onboarded through ExtremeCloud IQ Site Engine
- Devices assigned to an ExtremeCloud IQ Navigator subscription
- Locally managed devices that have been onboarded to ExtremeCloud IQ
- Appliances and Universal Compute Platform clusters

NEW! ExtremeCloud IQ Pilot Twin License Provides Backwards Compatibility

Some versions of ExtremeCloud IQ Site Engine and ExtremeCloud IQ Controller do not support Extreme Platform ONE licenses. To provide you with the necessary time to upgrade to later versions, every Extreme Platform ONE Standard subscription includes an ExtremeCloud IQ Pilot Twin license with the same start date, end date, and licensed quantity.

- The Extreme Portal shows both Extreme Platform ONE Standard and ExtremeCloud IQ Pilot Twin licenses.
- ExtremeCloud IQ (Classic) and ExtremeCloud IQ (New) do not show ExtremeCloud IQ Pilot Twin licenses.
- Extreme Platform ONE ¹ does not show ExtremeCloud IQ Pilot Twin licenses.

- ExtremeCloud IQ Site Engine version 25.2 and earlier supports ExtremeCloud IQ Pilot and ExtremeCloud IQ Pilot Twin licenses.
- ExtremeCloud IQ Site Engine version 25.5 and later supports ExtremeCloud IQ Pilot licenses and Extreme Platform ONE subscriptions.
- ExtremeCloud IQ Controller versions support ExtremeCloud IQ Pilot and ExtremeCloud IQ Pilot Twin licenses.

¹ Extreme Platform ONE Networking or Extreme Platform ONE Security



Note

If you purchased Extreme Platform ONE subscriptions and are running management application versions that are incompatible with Extreme Platform ONE subscriptions, you can use the provided ExtremeCloud IQ Pilot Twin licenses.

Subscription Level Priorities

When you add devices, or change the device status from **Unmanaged** to **Managed**, ExtremeCloud IQ can use a higher subscription tier if the appropriate tier is unavailable.

Example: For a device that belongs to Tier A, ExtremeCloud IQ assigns a Tier A subscription. If the Tier A subscription is unavailable, ExtremeCloud IQ assigns a Tier B subscription. See the following table for more information.

	Navigator	Standard Tier A	Standard Tier B	Standard Tier C	Standard Tier D	Pilot	Unmanaged
Navigator Eligible	First Choice	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority 7
Device is Tier A	No Valid	First Choice	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6
Device is Tier B	No Valid	No Valid	First Choice	Priority 2	Priority 3	Priority 4	Priority 5
Device is Tier C	No Valid	No Valid	No Valid	First Choice	Priority 2	Priority 3	Priority 4
Device is Tier D	No Valid	No Valid	No Valid	No Valid	First Choice	Priority 3	Priority 4

Figure 2: Subscription Tier and Level Priorities

ExtremeCloud IQ Legacy Entitlement Keys



Important

Legacy Entitlement Keys are unsupported with the enhanced licensing schema and new features. The option to add a Legacy Entitlement Key is disabled. Contact [GTAC](#) for assistance with adding a Legacy Entitlement Key.

Legacy Entitlement Keys provide the same coverage as ExtremeCloud IQ Pilot. The differences between an ExtremeCloud IQ Pilot license and an ExtremeCloud IQ Legacy Entitlement Key are as follows:

- ExtremeCloud IQ Pilot licenses in the license pool can be shared with multiple ExtremeCloud IQ accounts, while Legacy Entitlement Keys are assigned to a specific ExtremeCloud IQ account.
- When Legacy Entitlement Keys are present and your Extreme Portal Account is linked with the license pool with licenses, you cannot perform the following actions:
 - Add new devices.

- Change the managed state for a device from Unmanaged to Managed.

**Note**

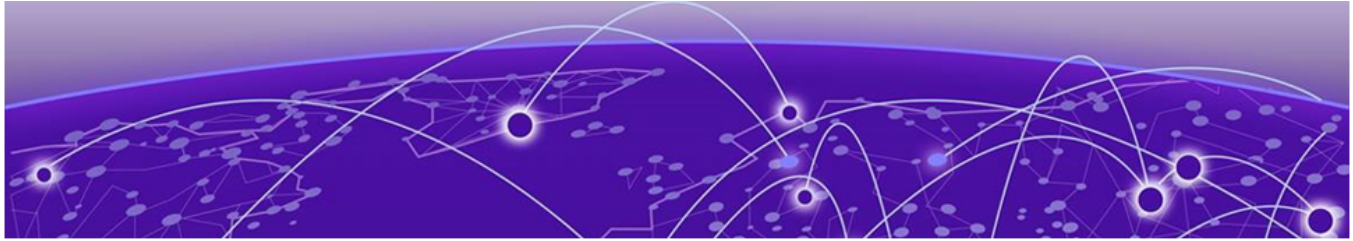
Perpetual Legacy Entitlement Keys are not compatible with ExtremeCloud IQ.

For more information, see <https://extreme-networks.my.site.com/ExtrArticleDetail?an=000119743&q>.

- Legacy Entitlement Keys are no longer available for purchase.

Related Links

[ExtremeCloud IQ Pilot](#) on page 12



License Part Numbers

To obtain the required licenses, contact your Extreme Networks or Extreme Networks Partner Sales Representative.

Order ExtremeCloud IQ Pilot licenses using the following part numbers:

Part Number	Description
XIQ-PIL-S-C-PWP	ExtremeCloud IQ Pilot SaaS Subscription and PartnerWorks Plus SaaS Support for one device for one year
XIQ-PIL-S-C-EW	ExtremeCloud IQ Pilot SaaS Subscription and ExtremeWorks SaaS Support for one device for one year

Order ExtremeCloud IQ CoPilot licenses using the following part numbers:

Part Number	Description
XIQ-COPILOT-S-C-PWP	ExtremeCloud IQ CoPilot SaaS Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-COPILOT-S-C-EW	ExtremeCloud IQ CoPilot SaaS Subscription ExtremeWorks SaaS Support for one device for one year

Order ExtremeCloud IQ Navigator licenses using the following part numbers:

Part Number	Description
XIQ-NAV-S-C-PWP	ExtremeCloud IQ Navigator SaaS Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-NAV-S-C-EW	ExtremeCloud IQ Navigator SaaS Subscription ExtremeWorks SaaS Support for one device for one year

Order ExtremeCloud IQ NAC licenses using the following part numbers:

Part Number	Description
XIQ-NAC-S-1K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 1K end-systems for one year
XIQ-NAC-S-10K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 10K end-systems for one year

Part Number	Description
XIQ-NAC-S-100K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 100K end-systems for one year
XIQ-NAC-S-1K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 1K end-systems one year
XIQ-NAC-S-10K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 10K end-systems for one year
XIQ-NAC-S-100K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 100K end-systems for one year

Order Extreme Platform ONE Standard Networking **license subscriptions using the following part numbers:**

Part Number	Description
EPI-STD-TA-S-C-EW-1YR	Extreme Platform ONE Standard Networking Right-to-use Subscription and EW SaaS and device TAC OS Support for one Tier A device, for one year
EPI-STD-TB-S-C-EW-1YR	Extreme Platform ONE Standard Networking Right-to-use Subscription and EW SaaS and device TAC OS Support for one Tier B device for one year
EPI-STD-TC-S-C-EW-1YR	Extreme Platform ONE Standard Networking Right-to-use Subscription and EW SaaS and device TAC OS Support for one Tier C device for one year
EPI-STD-TD-S-C-EW-1YR	Extreme Platform ONE Standard Networking Right-to-use Subscription and EW SaaS and device TAC OS Support for one Tier D device for one year



License Management

[Proactive Notifications](#) on page 22

[Automatic License Alignment](#) on page 23

[License Violations](#) on page 24

[Activate or Revoke an ExtremeCloud IQ CoPilot License](#) on page 26

[Affected Devices Table](#) on page 27

The following sections provide information about license management for ExtremeCloud IQ.

Proactive Notifications

To help you to proactively manage entitlements, ExtremeCloud IQ provides advanced notification of impending license violations. When an entitlement reaches each of the following thresholds, Administrators see a warning banner message and, optionally, receive email messages: 90, 60, 30, 7, 6, 5, 4, 3, 2, and 1 days prior to term expiration.

The banner displays the following message:

LICENSE EXPIRATION – At least one of your ExtremeCloud IQ subscriptions will expire within XX days. Check affected devices [here](#).

Where XX is the number of days before the license term expires.

The banner appears only once for each user, after the day the entitlement reaches a threshold of 90, 60, or 30 days. The banner appears daily from the 7-day threshold.

The system can also send an email notification to each user, on the day the entitlement reaches a threshold of 90, 60, or 30 days. From the 7-day threshold, the system sends the email notifications daily. If multiple entitlements reach the same threshold, the system combines the notifications in one email. You can choose whether to opt-in to receiving the emails by navigating to **Global Settings > Account Details**. Subscription is not automatic.

The email notifications identify the type of licenses nearing term expiration, and include a CSV file attachment that lists affected devices. Each email provides additional information about the impending license violations, and next steps to renew and manage the licenses.

Related Links

[Enable or Disable Proactive Email Notifications](#) on page 23

Enable or Disable Proactive Email Notifications

A banner introducing this feature appears once for each administrator, at login:

Email notifications about upcoming license expiration dates can be enabled/disabled [here](#).

Select the link to open the **Global Settings > Account Details** page. If you select **X** to close the banner, it does not appear again. Use the following procedure to enable or disable notification emails.

1. Go to **Global Settings > Account Details**.
2. To receive notification emails, set the **Proactive license warning email messages** toggles to **ON**.

If you want to opt out of receiving notification emails, set the toggles to **OFF**.

There is a toggle for your primary **Email**, and one for your **Alternate Email**. You can set one or both toggles to **ON** or **OFF**.

Automatic License Alignment

When you onboard new devices, or the license pool changes, ExtremeCloud IQ aligns your licenses to avoid license violations. This feature automatically updates the license consumption and changes the license types as needed.

When you onboard new devices and there are available licenses in the license pool, the system automatically assigns the available licenses. If you onboard devices and there are no available licenses, a [license violation](#) occurs.

If there are insufficient Navigator licenses, ExtremeCloud IQ automatically assigns a higher-tier license if one is available.

When the following license pools grow, ExtremeCloud IQ assigns the licenses to eligible devices:

- CoPilot
- Pilot
- Navigator

If a device is part of a stack and there are sufficient licenses available, the system assigns licenses to all devices in the stack. If there are insufficient licenses for all devices in a stack, ExtremeCloud IQ does not automatically assign licenses to any of the devices in the stack.

Related Links

[License Violations](#) on page 24

License Violations

For devices that are approaching the license term expiration, the user interface displays a banner. The banner identifies the issue and provides a link to the **Device** list, where you can see which devices are affected.

LICENSE EXPIRATION - At least one of your ExtremeCloud IQ subscriptions will expire within XX days. Check affected devices [here](#).

The following notification banner appears when you have devices not covered by a license:

LICENSE VIOLATION - Unlicensed devices. Check affected devices [here](#).

Related Links

ExtremeCloud IQ Pilot and Extreme Platform ONE License Violations

If there are not enough Pilot or Extreme Platform ONE licenses in the license pool, the system automatically changes the managed state to **Unmanaged** and the state to **Not Licensed**. You can perform the following tasks in ExtremeCloud IQ:

- On the **License Information** page, [synchronize](#) the cached information from the license pool. Alternately, you can unlink from and relink to the Extreme Portal using your Extreme Portal credentials.
- Contact your Extreme Networks or Extreme Networks Partner Sales Representative to purchase the required number of licenses, or to renew expired licenses.



Note

The number of Pilot licenses can be limited by a Managed Service Provider (MSP). If an MSP partner manages your account, contact them to increase the limit.

Related Links

[Affected Devices Table](#) on page 27

[ExtremeCloud IQ Pilot](#) on page 12

[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 18

ExtremeCloud IQ Navigator License Violations

If there are not enough Navigator licenses in the license pool, ExtremeCloud IQ automatically assigns a higher-tier license if there is one available. View the number of available and activated licenses in **Global Settings > Administration > License Management**.

Related Links

[Affected Devices Table](#) on page 27

[ExtremeCloud IQ Navigator](#) on page 14

[ExtremeCloud IQ Pilot and Extreme Platform ONE License Violations](#) on page 24

ExtremeCloud IQ CoPilot License Violations

When a CoPilot subscription expires, the covered devices are CoPilot unlicensed. The CoPilot feature excludes unlicensed devices and does not process data from those devices. Anomalies and statistical reports are not reported in CoPilot. If you have devices for which the CoPilot subscription has expired, a banner displays the following information:

Some CoPilot eligible devices do not have a CoPilot license allocated. To benefit from the full value of CoPilot, consider adding CoPilot licenses for all devices that are eligible. Contact your Extreme or partner representative for assistance. Check affected devices [here](#).

The banner appears only on the CoPilot dashboard. After you dismiss the banner, it does not reappear for a week.

While the CoPilot license violation is active, standard CoPilot features are not affected unless there is an active Pilot license violation. CoPilot license violations and Pilot license violations can be active at the same time.

To resolve a CoPilot license violation:

- Contact your Extreme Networks or Extreme Networks Partner Sales Representative to purchase the required number of licenses, or renew expired licenses.
- Revoke CoPilot licenses. Go to **Manage > Devices** and select the devices to exclude from CoPilot monitoring. From the **Actions** menu, select **Change CoPilot License Status > Revoke CoPilot Licenses**.
- Change managed CoPilot-eligible devices to unmanaged.
- Update the cached information from the license pool. Go to **Global Settings > Administration > License Management** and select **Synchronize**.

Alternately, you can unlink from and relink to the Extreme Portal using your Extreme Portal credentials.

- Disable CoPilot functions in **Global Settings > Administration > VIQ Management > Disable CoPilot feature for this VIQ**.

Multiple accounts

To help prevent license shortages, you can select which VIQs (accounts) use CoPilot. Enable or disable CoPilot for each ExtremeCloud IQ account in **Global Settings > Administration > VIQ Management > Enable/Disable CoPilot feature for this VIQ**.



Note

If you have multiple ExtremeCloud IQ accounts with CoPilot linked to the same license pool, there might not be enough licenses to satisfy your requirements. For example, if two branches in different geolocations share the same pool, the first come, first served rule applies. To resolve this situation, do one of the following:

- Disable ExtremeCloud IQ CoPilot for the ExtremeCloud IQ account that is in violation.
- Add the required number of ExtremeCloud IQ CoPilot licenses.

Related Links

[Affected Devices Table](#) on page 27

[Unlink from and Relink to an Extreme Portal Account](#) on page 11

[ExtremeCloud IQ CoPilot](#) on page 13

ExtremeCloud IQ NAC License Violations

Network access control (NAC) license violations are product-specific. Each NAC engine handles a NAC license violation in a different way.

To resolve an ExtremeCloud IQ NAC license violation:

- Contact your Extreme or Extreme Partner Sales Representative to purchase the required number of licenses, or renew expired licenses.
- Increase the allocated NAC quantity to your NAC engine.
- On the **License Information** page, [synchronize](#) the cached information from the license pool. Alternately, you can unlink from and relink to the Extreme Portal using your Extreme Portal credentials.

Related Links

[ExtremeCloud IQ NAC](#) on page 15

Activate or Revoke an ExtremeCloud IQ CoPilot License

ExtremeCloud IQ CoPilot must be enabled and the device must be CoPilot-eligible.

Use the following procedure to choose whether a CoPilot-eligible device gets a license. This procedure is useful if you have fewer CoPilot licenses than eligible devices.

1. Go to **Manage > Devices**.
2. Select the device for which you want to activate or revoke the CoPilot license.
3. From the **Actions** menu, select **Change CoPilot License Status > Activate CoPilot License** or **Revoke CoPilot License**.

Affected Devices Table

License notifications and violation banners include a link to the **Affected Devices** table. The table shows devices with licenses approaching the expiration date. Some table columns are specific to the license notification or violation banner.

- The **License** column shows the type of license.
- The **Subscription End Date** column shows the date when the license will expire.



Troubleshooting

- [How do I know whether a device has a Pilot license, a Navigator license, a Legacy Entitlement Key, or no license?](#)
- [How do I determine which devices have CoPilot licenses?](#)
- [How do I check which device uses MACsec or Premier switch licenses?](#)
- [How do I know which licenses are in the license pool?](#)
- [How do I know how many licenses are available to use, and how many are activated?](#)
- [The licensing information I see in ExtremeCloud IQ does not reflect reality. How do I refresh cached licensing information?](#)
- [How do I realign an ExtremeCloud IQ Navigator license?](#)
- [What do I need to know about unmanaged devices?](#)

Q: How do I know whether a device has an ExtremeCloud IQ Pilot license, a Navigator license, a Legacy Entitlement Key, or no license?

A: In ExtremeCloud IQ, go to **Manage > Devices**. The **Device License** table column indicates which license is used by each device. If this column does not appear in your table, use the column picker to add it to the displayed columns. Column values are:

- **Pilot:** An ExtremeCloud IQ Pilot license
- **Navigator:** An ExtremeCloud IQ Navigator
- **Legacy:** An ExtremeCloud IQ Legacy Entitlement Key
- **Standard Tier A:** ExtremePlatform ONE Standard Subscription Tier A
- **Standard Tier B:** ExtremePlatform ONE Standard Subscription Tier B
- **Standard Tier C:** ExtremePlatform ONE Standard Subscription Tier C
- **Standard Tier D:** ExtremePlatform ONE Standard Subscription Tier D
- **Not Required:** No license is required

Use **Filter > License > Device License** to determine the quantities of each value.

Q: How do I determine which devices have CoPilot licenses?

A: In ExtremeCloud IQ, navigate to **Manage > Devices**. The **CoPilot** column indicates devices that have CoPilot licenses as either **Active**, or **None**.

The following license status values can apply to CoPilot-eligible devices:

None

This status appears for the following reasons:

- CoPilot is not enabled for the VIQ.
- The device is not CoPilot compatible.
- The device is unmanaged.
- An administrator revoked the license.

Active

The CoPilot license is in use (consumed).

Unlicensed

The CoPilot license is expired.

Trial

CoPilot is enabled for the trial VIQ (90 days).

If the **CoPilot** column does not appear in the table, use the column picker to add it. Use the **Filter > License > CoPilot** option to determine the quantity.

Q: How do I check which devices use MACsec or Premier switch licenses?

A: In ExtremeCloud IQ, navigate to **Manage > Devices**. The **Feature License** column value indicates whether the switch uses a MACsec, Premier, or both licenses. If this column does not appear in your table, use the column picker to add it to the displayed columns. Values are:

- **MACsec:** A MACsec switch license
- **Premier:** A Premier switch license
- **None:** No license

Q: How do I know which licenses are in the license pool?

A: Log in to the [Extreme Portal](#) and navigate to **Assets > Cloud Licenses Home**.

The table contains all licenses in the license pool. The identifier of the license pool is called CUID (Customer Unique Identifier). Ensure that your ExtremeCloud IQ account is linked to the same license pool at **ExtremeCloud IQ > Global Settings > Administration > VIQ Management**. If the CUID in the Extreme Portal matches the CUID in ExtremeCloud IQ, your ExtremeCloud IQ account is linked to the same license portal.

Licenses compatible with ExtremeCloud IQ in the license pool appear in **ExtremeCloud IQ > Global Settings > Administration > License Management > Entitlements**.

Q: How do I know how many licenses are available to use, and how many are activated?

A: There are three ways to do this:

- Log in to the [Extreme Portal](#) and navigate to **Assets > Cloud Licenses Home > Entitlements Summary Report**. This report is updated every 24 hours. **Active Quantity** indicates the number of licenses that are being used. **Inactive Quantity**

indicates the number of licenses available for use. **Total Quantity** is the total number of used and available licenses.

- The **Global Settings > Administration > License Management > Entitlements** table shows, by license, the number of licenses that are in use, available, and a total of both. How often this data refreshes depends on the location of your ExtremeCloud IQ account. See the [ExtremeCloud IQ Release Notes](#).
- The **ExtremeCloud IQ > CoPilot > Licenses** widget displays information about Pilot and CoPilot used and available licenses.

Q: The licensing information that I see in ExtremeCloud IQ does not reflect reality. How do I refresh cached licensing information?

A: The license information in **Global Settings > Administration > License Management > Entitlements** table is cached. The refresh interval depends on the location of your ExtremeCloud IQ account. To update the cached information from the license pool on the **License Information** page, select **Synchronize**.

Alternately, you can [unlink from and relink to the Extreme Portal](#) using your Extreme Portal credentials.

Q: How do I realign an ExtremeCloud IQ Navigator license?

A: If there are not enough ExtremeCloud IQ Navigator licenses in the license pool, an ExtremeCloud IQ Pilot or an ExtremePlatform ONE Standard license can be used instead. For example, when ExtremeCloud IQ Navigator licenses become available, if more licenses are purchased, or a device that was using an ExtremeCloud IQ Navigator license is deleted, the realignment is not automatic. To release the device license and acquire an available license, use the following procedure:

1. Navigate to **Manage > Devices**.
2. Select the check boxes for devices to which you want to reassign licenses.
3. Select **Actions > Change Management Status > Unmanage Devices**.
4. Select **Actions > Change Management Status > Manage Devices**

Q: What do I need to know about unmanaged devices?

A: Remember the following points about unmanaged devices:

- Cannot receive configuration updates, which might result in unexpected behavior or network issues.
- Cannot participate in the ExtremeCloud IQ CoPilot anomaly detection and statistics gathering.
- Do not require a license (ExtremeCloud IQ Pilot, ExtremeCloud IQ Navigator, ExtremeCloud IQ CoPilot, ExtremePlatform ONE Standard, or ExtremeCloud IQ Legacy Entitlement Key).

Related Links

[Unlink from and Relink to an Extreme Portal Account](#) on page 11