Extreme Exchange™ v10.1.0 User Guide

Monitor, Manage, and Engage with Extreme Agent ONE™ Skills

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Abstract

The Extreme Exchange™ User Guide documents the management and monitoring platform for Extreme Agent ONE™ AI deployment. Version 10.1.0 includes updates to the Audit feature to allow you to click on log entries in Extreme Exchange and open a filtered list of logs in Extreme Platform ONE™ Networking. Extreme Exchange gives administrators a single interface to monitor Extreme Agent ONE performance and usage—including which skills are being used and the assistant's success rate—and to review change requests through an audit log for troubleshooting and governance. The guide describes the user interface and its common action icons, and explains how to launch Extreme Exchange from the Extreme Agent ONE Command Bar within Extreme Platform ONE Networking. It then walks through the four site sections: Home, Catalog, Dashboard, and Community—a set of videos, demos, articles, and FAQs. It also covers procedures for viewing audit logs, entering custom date ranges, and launching the latest documentation. The intended audience is Admin and NetSecOps users managing an Extreme Agent ONE deployment.

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, the product is referred to as *the switch*.

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 *enter* and *type*	When you see the word *enter* 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 *type*.
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**
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.
	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.
italic 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, *member*`[`*member*`...]`.
\	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

Open Source Declarations

Some software files have been licensed under certain open source licenses. Information is available on the Open Source Declaration page.

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.

Help and Support

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

Extreme Agent ONE™ Coworker "Talk to Support"

For customers with Extreme Platform ONE™ ExtremeWorks / ExtremeWorks Premier subscriptions, technical support cases can be created using Extreme Agent ONE™ Coworker. This option requires that a user has an existing Extreme Networks Support Portal account login (using the same email address as used to log into Extreme Platform ONE™ Networking.) For more information about Extreme Agent ONE™ Coworker “Talk to Support”, see the Extreme Agent ONE™ Coworker documentation.

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.

Extreme Support Portal

Learning about Extreme Support Portal accounts.

The Extreme Networks Extreme Support Portal provides access to:

- License management
- Firmware downloads
- Case management
- GTAC Knowledge base
- And more

To access the portal, you must first create an account. The Extreme Support Portal provides separate registration forms for End Customers and Partners.

Before you begin, gather the following: A valid corporate email address — required to receive the appropriate level of portal access. Your company details: company name, address, phone number (include country code if outside the US), job title, and job role. At least one supporting identifier: Sold-to number, serial number, contract number, or Purchase Order (PO) number.

Create an End Customer Extreme Support Portal Account

How to create an End Customer Extreme Portal account.

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create an End Customer account.



Note
If you are adding a new user to an existing account, the new user must complete and be vetted through the same registration process.

The portal registration page is at https://extreme-networks.my.site.com/.

1. Go to the Extreme Support Portal and select **Login or Signup** on the login page.
2. On the login page, select **Create a new Extreme Customer Portal Account** .
3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

   Important
   Do not register with a personal email address.

4. Read the Support Portal Terms of Use and select the acknowledgment check box to accept.

   Important
   You must accept the Terms of Use before you can submit the form. You can adjust or withdraw consent at any time through the Email Preference Center.

5. Select **Register**.

   A confirmation message appears on the page and a password setup email is sent to your corporate email address.
6. Open the password setup email and follow the instructions to create your portal password.

   Tip
   If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.

7. To log in to the support portal go to: https://extremesaas.my.site.com/.

Create a Partner Extreme Support Portal Account

How to create a Partner Extreme Portal account.

The Extreme Support Portal provides separate registration forms for End Customers and Partners. Use this task to create a Partner account.

The portal registration page is at https://extreme-networks.my.site.com/.

1. Go to the Extreme Support Portal and select **Login or Signup** on the login page.
2. On the login page, select **Create a new Extreme Partner Portal Account**.
3. Complete all required fields (marked *). Use your corporate email address to ensure the appropriate access level.

   Important
   Do not register with a personal email address.

4. Read the following terms and select the required check boxes:
   - Support Portal Terms of Use
   - Extreme Networks Standard Reseller Terms and Conditions
   - Trade Compliance Terms and Conditions

   You can adjust or withdraw consent at any time through the Email Preference Center.

5. Select **Register**.

   A confirmation message appears on the page and a password setup email is sent to your corporate email address.
6. Open the password setup email and follow the instructions to create your portal password.

   Tip
   If the email does not appear in your inbox within a few minutes, check your spam or junk mail folder.
7. To log in to the support portal go to: https://extremesaas.my.site.com/.

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.



Extreme Exchange Overview

User Interface on page 11
Open Extreme Exchange on page 13

Extreme Exchange™ provides a platform for managing your Extreme Agent ONE™ Coworker deployment. You can use the features within Extreme Exchange to monitor the performance and usage of Extreme Agent ONE Coworker, including which skills are being used, and the success rate. You can also use the Audit Logs feature to review change requests for troubleshooting purposes.

User Interface

Extreme Exchange offers a simple, easy-to-use user interface with clear navigation and access to all your AI needs.

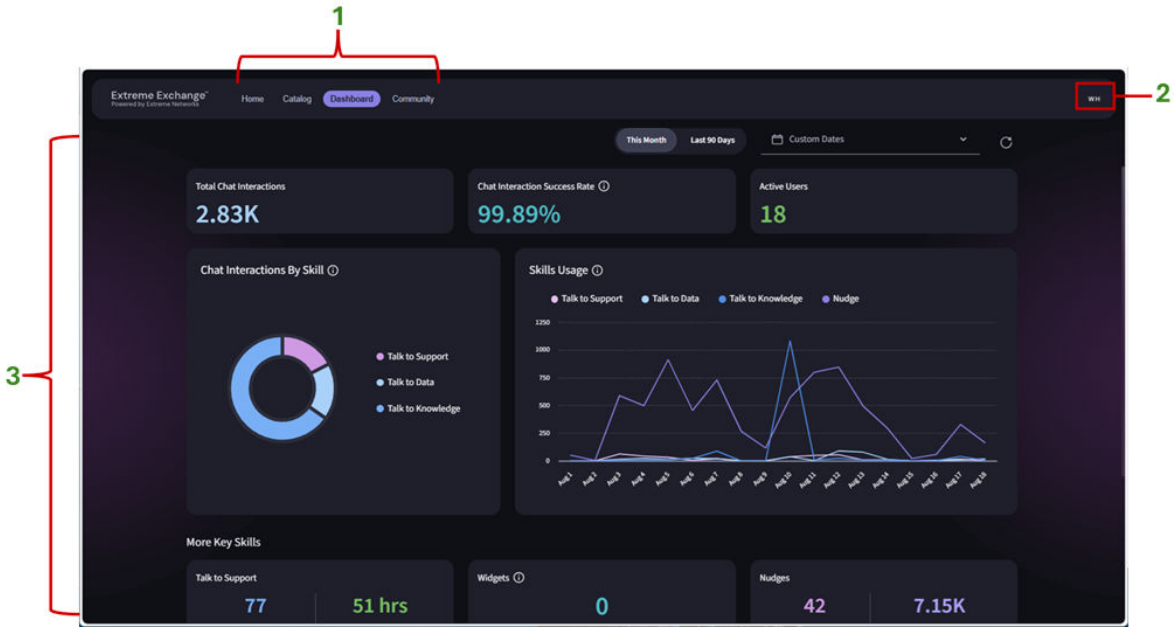


Figure 1: The Extreme Exchange user interface

Table 4: The Extreme Exchange user interface

Callout	Description
1	Navigation menu—Select the appropriate tab from the navigation menu to go to different content pages within Extreme Exchange. The currently selected page is highlighted. The following navigation items are available: • Home • Catalog • Dashboard • Community
2	User Settings menu—Select this icon to open the user settings menu where you can access options such as **Sign Out**.
3	Content window—The displayed contents depend on which tab you selected.

Extreme Exchange uses a set of icons to initiate common user actions.

Table 5: Common icons on Extreme Exchange

Icon	Description
	Widget Description—Hover your cursor over this icon for a text description of the widget or scorecard.
	Custom Dates—Select this icon to enter a custom date range. The widget or listing that is associated with the date range displays information and records that fit within the selected range.
	Search—You can enter text in the Search box to search for a specific entry, such as a specific audit log record.

Table 5: Common icons on Extreme Exchange (continued)

Icon	Description
	Refresh—Select this icon to refresh the current view.
or	Like—Select one of these icons to enter or remove a **Like** feedback response for the adjoining site, video, or article. The following rules apply: • The icon displays if you have not entered feedback for that site, video, or article. Select this icon to enter your **Like** feedback. • The icon displays if you have entered a **Like** response. Subsequently selecting this icon removes your **Like** feedback. • The adjacent number, irrespective of which icon displays, indicates the total number of **Likes** received for that site, video, or article.
	Launch—Select this icon to launch the referenced site or document.
	Go to—Select the icon to go to the location specified by the adjacent text label.
	Drill-down—Select this icon to drill down into the designated article or FAQ.

Open Extreme Exchange

Use this task to open Extreme Exchange.

1. Log in to Extreme Platform ONE™ Networking.
2. From the Extreme Agent ONE Coworker Command Bar, select the options menu.
3. Select (Manage Skills in Exchange).

Note
You can also open Extreme Exchange from Extreme Platform ONE™ Networking by pressing **Ctrl+E** from Windows or **Command+E** from Mac while Extreme Agent ONE Coworker is the active window:

Extreme Exchange Site Options

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Catalog on page 14
Dashboard on page 15
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Home

By default, Extreme Exchange™ opens at the **Home** page, which can also be opened by selecting the **Home** tab from the navigation menu. The home page has announcements and lists the skills that are currently activated for Extreme Agent ONE™ Coworker.

Catalog

Select the **Catalog** tab to open a page that contains a directory of the skills that you can use with Extreme Agent ONE Coworker. You can select each skill to obtain more information about the skill. With this release, Extreme Agent ONE Coworker includes the following skills:

- **Nudge**—Nudge brings the information you need directly to you. It delivers proactive alerts for high-severity issues so you can respond quickly and provides intelligent nudges that help you discover features and work more efficiently. Instead of monitoring dashboards or digging through menus, let the agent discover critical updates and helpful insights exactly when you need them.
- **Talk to Data**—Talk to Data puts a conversational interface between you and your onboarded networking devices, giving you the power to query live device data and explore historical performance trends effortlessly. No more digging through dashboards or writing complex queries—just ask a question in plain language and get the insights you need to make informed decisions.
- **Talk to Knowledge**—Talk to Knowledge is an AI-powered agent that gives you answers by searching Extreme Networks customer documentation, articles, and resolved support cases. Instead of manually digging through manuals or sifting through past cases, simply ask a question in plain language to access the information that you need.
- **Talk to Support**—Talk to Support provides 24–7 AI-powered support capability designed to accelerate issue resolution and improve support efficiency. It automates evidence collection and streamlines case creation, reducing manual effort while improving data quality for faster troubleshooting. Built with Human-in-the-Loop (HITL) controls, role-based access, and flexible trigger mechanisms, it delivers greater visibility, governance, and confidence across the support lifecycle.

The following skills display on the **Catalog** page, but are not yet generally available:

- **Canvas** (Coming Soon)—Canvas gives you a fully customizable page to build the exact network monitoring dashboard you need. Add widgets like tables, charts, and graphs, then arrange them to fit your workflow and priorities. Whether you are tracking device health, performance trends, or key metrics, Canvas puts the data that matters most front and center. Stop adapting to rigid dashboards and start building your own.
- **Radio Resource Management** (Coming Soon)—The Radio Resource Management skill is an intelligent system that, when configured, constantly analyzes Wi-Fi conditions (interference, load, client behavior) and automatically adjusts radio settings including channel, power, and bandwidth. This continuous optimization improves throughput, reliability, and user experience while reducing the need for manual Radio Frequency (RF) tuning by engineers.

Dashboard

Select the **Dashboard** tab to open a page where you can view widgets, charts, and scorecards with performance data for Extreme Agent ONE Coworker. This page contains two tabs:

- **KPIs**—Select this tab to view scorecards, charts, and widgets that illustrate AI adoption in your workplace. You can use these elements to determine which Extreme Agent ONE Coworker skills are being used the most, the success rate, the number of informational and critical nudges, and the number of support cases created.
- **Audit**—Select this tab to view audit logs that record change requests from scheduled tasks or chats with Extreme Agent ONE Coworker. Only tasks and chats that result in a change request get logged. You can view log records that were initiated from either scheduled tasks or chats with Extreme Agent ONE Coworker.

View KPIs Dashboard

Use this procedure to view AI-related key performance indicators (KPIs) from the dashboard.

1. In Extreme Exchange, select **Dashboard**.
2. Select **KPIs**.
3. Select the date range from which data for the widgets gets pulled. You can select from the following ranges:
   - **This Month** (default selection)—Telemetry data is pulled from the current calendar month.
   - **Last 30 Days**—Telemetry data is pulled from the last 30 days.
   - **Custom Dates**—Telemetry data is pulled from a custom date range that you select. After you select this option, select the start date and end date and then select **Done**.

   The widgets on the page display data for the selected range.

View Audit Logs

The **Audit** tab contains audit logs for change requests that result from either **Scheduled Tasks** or **Chats** with Extreme Agent ONE Coworker. Only tasks and chats that result in a change request are logged.



Note

Audit logs can be viewed by users with the following roles:

- **Admin** users—Have read-only access to audit logs for all users under the tenant.
- **NetSecOps** users—Have read-only access to audit logs only for their own chats.

1. In Extreme Exchange, select **Dashboard**.
2. Select **Audit**.
3. Select the subtab that corresponds to the type of logs:
   - **Scheduled Tasks**—Select this option to view logs for changes that resulted from scheduled tasks.
   - **Chats**—Select this option to view logs for changes that resulted from chats with Extreme Agent ONE Coworker.
4. Select the date range from which to pull logs.
   - **Last 24 Hours** (default selection)
   - **Last 30 Days**
   - **Last 90 Days**
   - **Custom Dates**—Select a customized date range. Enter the start and end dates and select **Done**.
5. Select the audit log record that you want to view.

Audit Fields

From the **Audit** tab, you can view audit log records for either **Scheduled Tasks** or **Chats** with Extreme Agent ONE Coworker. The page displays only records that were generated within the date range that you selected. The following ranges are available:

- **Last 24 Hours** (default selection)—Logs generated within the last 24 hours are displayed.
- **Last 30 Days**—Logs generated within the last 30 days are displayed.
- **Last 90 Days**—Logs generated within the last 90 days are displayed.
- **Custom Dates**—This option lets you select a customized date range.
- **Search**—Search for a specific log by entering the search criteria.

If you select the **Scheduled Tasks** subtab, the page displays log records for scheduled tasks that resulted in a change request.

Table 6: Audit – Scheduled Tasks Fields

Field	Description
Timestamp	The date and time of the change that created the audit log record.
Skill	The skill that is associated to the change request. Select the skill to open the skill description.
Instance	The instance for which the change was initiated.
Change Request Type	The type of change request.
Change Requests Made	The number of change requests made. Select the number to open a filtered list of logs in Extreme Platform ONE™ Networking.
Notification Completed	Indicates whether a notification was completed.

If you select the **Chats** subtab, the page displays log records for chats with Extreme Agent ONE Coworker that resulted in a change request.

Table 7: Audit – Chats Fields

Field	Description
Timestamp	The date and time of the change that created the audit log record.
Chat Title	The name of the chat from which the change originated.
User	The user who initiated the change. Note that all changes initiated from an Extreme Agent ONE Coworker conversation get logged under the user rather than under Extreme Agent ONE Coworker.
Role	The role of the user.
Skills Used	The Extreme Agent ONE Coworker skills that were used in the chat that resulted in the change.
Message Count	The number of messages in the chat that resulted in the change.
Change Requests Made	The number of change requests made from the chat.

Enter Custom Date Range

Use this procedure to enter a customized date range. You can use a customized range to specify the date range for widgets from the **KPIs** tab or the dates from which to pull logs on the **Audit** tab.

1. In Extreme Exchange, select **Dashboard**.
2. Go to one of the following subtabs:
   - Select **KPIs** if you want the customized range to be applied to dashboard data.
   - Select **Audit** if you want the customized range to be applied to the listing of available audit logs.

3. If you selected **Audit**, select which type of log:
   - **Scheduled Tasks**—Select this option to apply the customized range to audit logs for changes that resulted from scheduled tasks.
   - **Chats**—Select this option to apply the customized range to audit logs that resulted from chats with Extreme Agent ONE Coworker.
4. Select the **Custom Dates**.
5. From the calendar view, select the start date of the range.
6. From the calendar view, select the end date of the range.
7. Select **Done**.

Community

Use the **Community** tab to access resources for developers and consumers who are implementing AI solutions. You can view videos and demos that have been uploaded to Extreme Exchange, read helpful articles, resources, and FAQs about how to use Extreme Exchange and Extreme Agent ONE Coworker.

Select a specific video, article, or FAQ to access that content. If you find the information to be helpful, select (Like) to provide positive feedback for the item. Your feedback will help to determine what to include in the future.

To filter the list of materials that displays, select from the following categories: **GETTING STARTED**, **AGENT ONE**, **SKILLS**, **EXCHANGE**, and **WALKTHROUGH**. You can select more than one category.

To sort the list of returned items, select either **Most Recent** (the default) or **Most Liked**.

Launch Documentation

Use this procedure to go to the latest documentation for Extreme Exchange:

1. From Extreme Exchange, select the **Community** tab.
2. Scroll down to the **Documentation** section.
3. Select the icon that is adjacent to the documentation page that you want to view.



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