# Extreme Platform ONE™ for MSP v2.11 Release Notes

## New Features, Enhancements, and Open Issues

9041271-00 Rev AA
September 2026

Copyright © 2026 Extreme Networks, Inc. All rights reserved.

## Legal Notice

Extreme Networks, Inc. reserves the right to make changes in specifications and other information contained in this document and its website without prior notice. The reader should in all cases consult representatives of Extreme Networks to determine whether any such changes have been made.

The hardware, firmware, software or any specifications described or referred to in this document are subject to change without notice.

## Trademarks

Extreme Networks and the Extreme Networks logo are trademarks or registered trademarks of Extreme Networks, Inc. in the United States and/or other countries.

All other names (including any product names) mentioned in this document are the property of their respective owners and may be trademarks or registered trademarks of their respective companies/owners.

For additional information on Extreme Networks trademarks, see: https://www.extremenetworks.com/about-extreme-networks/company/legal/trademarks

## Open Source Declarations

Some software files have been licensed under certain open source or third-party licenses. End-user license agreements and open source declarations can be found at: https://www.extremenetworks.com/support/policies/open-source-declaration/



# Table of Contents


Abstract ..... iv

**Release Notes ..... 5**

Introduction to Extreme Platform ONE for MSP ..... 5
Supported Platforms ..... 5
New Features ..... 6
Resolved Issues ..... 6
Open Issues ..... 7
Known Limitations ..... 7

**Help and Support ..... 9**

Subscribe to Product Announcements ..... 9



# Abstract

The Extreme Platform ONE MSP Release Notes version 2.11 outlines general release information, key enhancements, resolved issues. The platform is enabled for Extreme Networks applications such as ExtremeCloud IQ and the Universal/Cloud hardware managed by ExtremeCloud IQ. It provides seamless user experience, supports Software Defined Wide Area Network (SDWAN), and has a framework approach to feature design that allows new hardware and software solutions to integrate.

# Release Notes

Introduction to Extreme Platform ONE for MSP on page 5
Supported Platforms on page 5
New Features on page 6
Resolved Issues on page 6
Open Issues on page 7
Known Limitations on page 7

## Introduction to Extreme Platform ONE for MSP

Use Extreme Platform ONE for MSP to:

- Link your license accounts.
- Onboard and manage customers.
- Manage licenses.
- Manage administrators.
- Migrate administrators, customers, and subscriptions.

## Supported Platforms

Extreme Platform ONE for MSP is enabled for both ExtremeCloud IQ and Extreme Platform ONE Networking managed customers, and the Universal/Cloud hardware managed by ExtremeCloud IQ.

Extreme Platform ONE for MSP supports Software Defined Wide Area Network (SDWAN).

There is a framework approach to feature design that allows new hardware and software solutions to integrate.

ExtremeCloud IQ SE version 23.2.10 or higher is the minimum version for the MSP.

In ExtremeCloud IQ SE versions earlier than 23.2, stacks that did not consume licenses were not reported to ExtremeCloud IQ.

## New Features

Extreme Platform ONE for MSP 2.11 introduces the following features and enhancements. For more information, see *Extreme Platform ONE for MSP v2.11 User Guide*.

| Feature | Description |
|---|---|
| Extreme Agent ONE Integration in MSP UI | Updates MSP UI terminology and branding to reflect the rebranding of AI Expert to Extreme Agent ONE. Ensures consistent product naming across the MSP workspace and improves user clarity on AI-driven automation capabilities. |
| Tenant Tags in Data Fields | Enables administrators to associate custom tenant-specific tags directly within data fields and asset records. Improves data organization and enables more granular filtering, sorting, and reporting across multi-tenant deployments. |
| Hardware Lifecycle Widget | Adds a new Hardware Lifecycle widget to the MSP Inventory dashboard. Displays hardware end-of-life, end-of-support, and warranty status at a glance, helping administrators plan refresh cycles and manage device lifecycle across tenants. |
| Firmware Status Widget | Introduces a Firmware Status widget in the MSP Inventory interface. Provides real-time visibility into firmware versions and update status across managed devices, enabling administrators to identify outdated or vulnerable firmware quickly. |
| Custom Tenant Tagging | Introduces a comprehensive tenant tagging feature that supports arbitrary custom tags. Allows administrators to create and apply custom metadata to tenants and their resources for enhanced categorization, compliance tracking, and billing allocation. |
| Tag-Based Filtering | Adds tag-based filtering capabilities across MSP inventory and asset views. Enables administrators to quickly isolate and display resources matching specific tags, improving visibility and reducing the time required to locate and manage assets by custom attributes. |
| Inventory Bulk Firmware Update | Enables administrators to perform firmware updates across multiple devices simultaneously. Reduces operational overhead by eliminating the need for device-by-device firmware management and supports mass deployment of critical updates.<br>For this feature to work correctly, RDCs must be upgraded to the Extreme Platform ONE 25.14 release |

## Resolved Issues

The following issue is resolved in this release.

| Issue ID | Description |
|---|---|
| MSP-8188 | After selecting a tenant and applying the dashboard filter on the Inventory page, the display does not automatically refresh and continues to show all tenants. The filter works correctly after manual page refresh. |

## Open Issues

The following issues are open in this release.

| Issue ID | Description |
|---|---|
| MSP-8838 | When attempting to enable the **Extreme Agent ONE** toggle button in the AI Expert settings, the operation fails with the error message: **You need EP1 License to Enable Extreme Agent ONE**<br>**Workaround:**<br>Save the EP1 license allocation or ensure the EP1 capacity is configured before toggling the feature on. |
| MSP-8821 | When a tenant's license (CUID) is unlinked directly in ExtremeCloud IQ (XIQ) while still assigned in MSP Workspace (MSPWS), editing the tenant in MSPWS and setting the license assignment to **None** successfully returns a confirmation message, but the license account name is not removed from the MSP database and remains visible in MSPWS.<br>**Workaround:**<br>Temporarily assign the tenant to a different license account name, save the change, and then assign the license back to **None** to clear the license account name in MSPWS. |
| MSP-8764 | On the **Firmware Status** page, clicking the **End Of Version Maintenance** (EOVM) widget to filter devices results in an empty Inventory table displaying *"No data to show"*, even when the widget indicates an active device count. Additionally, after upgrading or downgrading device firmware, the **End Of Version Maintenance** and **Security Vulnerabilities** widget counts do not update immediately.<br>**Workaround:**<br>Widget metrics refresh automatically every six hours. |
| MSP-8351 | For tenants with the SD-WAN license allocation count set to 0, onboarding a managed SD-WAN appliance unexpectedly consumes an SD-WAN DC license.<br>The consumed license is reflected across the MSP Inventory and backend records even though the tenant's allocation was explicitly configured as zero. |
| MSP-7088 | When changing or reassigning a tenant's license account to a different CUID, SD-WAN device license usage does not automatically update or reflect under the new account.<br>**Workaround:**<br>Unmanage and then re-manage the affected SD-WAN devices to refresh and display the updated license usage. |
| MSP-6981 | In the MSP device list, the **Shipping Date** field appears empty or displays as "null" for managed devices due to pending data synchronization from the platform backend. |

## Known Limitations

- By default, no allocation is applied to tenants. The only exception is NAC, which is set to a default allocation of zero.

To avoid automatic consumption of licenses during assignment, follow these steps when assigning a license account with Extreme Platform ONE Networking entitlements to a tenant:

1. Unmanage the devices.
2. Assign the license account.
3. Set the license limit for pilot.
4. Manage the devices again.

- The system fails to switch tenants properly when the customer's RDC differs from the MSP admin's Home VIQ, specifically when the Home VIQ and customer VIQ are in different regions.

# 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.