



# Extreme Platform ONE for MSP v2.9 Release Notes

New Features, Enhancements, and Open Issues

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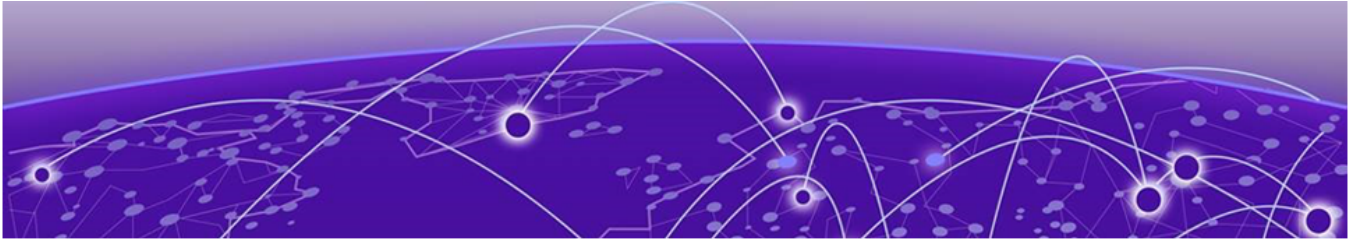
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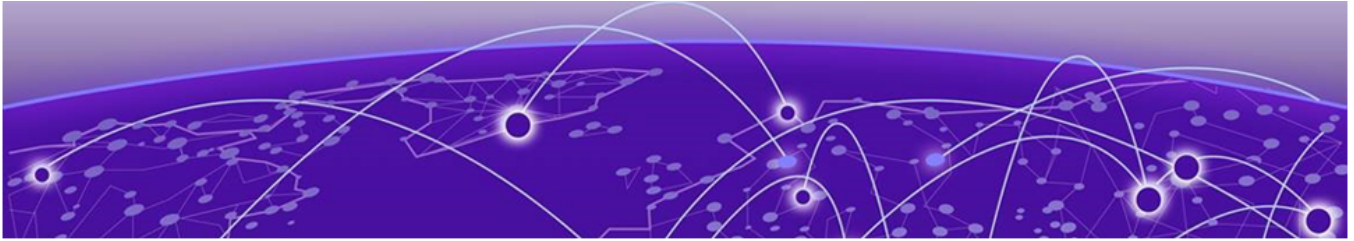
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## Abstract

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The Extreme Platform ONE MSP Release Notes version 2.9 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

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## Introduction to Extreme Platform ONE for MSP

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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

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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 2.9 introduces the following features and enhancements. For more information, see *Extreme Platform ONE for MSP v2.9 User Guide*.

Feature	Description
Tenant Management	<b>Tenant Tags</b> enable easier tenant management by organizing and categorizing tenants.
Administration & Settings	<ul style="list-style-type: none"> <li>• <b>Integrations</b> provides administrators with tools to create and manage API keys.</li> <li>• <b>Access Settings</b> enables configuration of Idle Session Timeout.</li> </ul>
Global Filter Enhancements	Global filter enhancements enable easy data filtering and sorting.

## Open Issues

The following issues are open in this release.

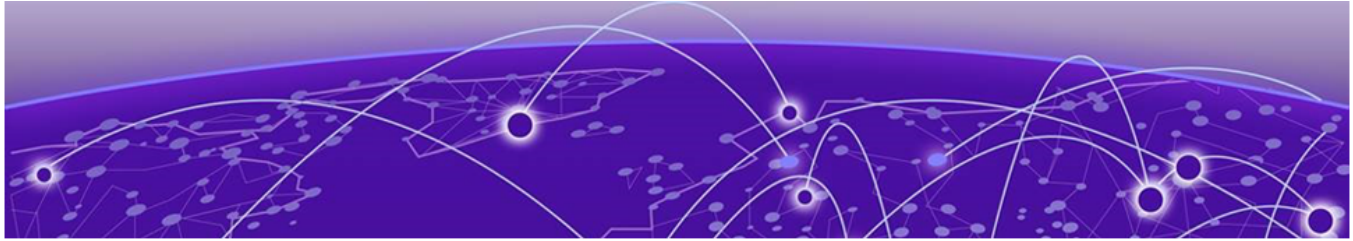
Issue ID	Description
MSP-7090	When an SD-WAN appliance is in a Not Configured and Unmanaged state, it incorrectly consumes an SD-WAN application license and displays the license as allocated in Inventory, even though no license is assigned to the tenant.
MSP-6295	The overall total number on the Subscription & Licensing side panel does not match the sum of individual contract totals displayed in the table.

## Known Limitations

- By default, no allocation is applied to tenants. The only exception is NAC, which is set to a default allocation of 0.

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.
  - SSO and MFA features are not supported for user authentication.



# Help and Support

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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 2800. 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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