



Extreme Platform ONE Networking v25.4.0 Release Notes

New Features, Limitations, and Known Issues

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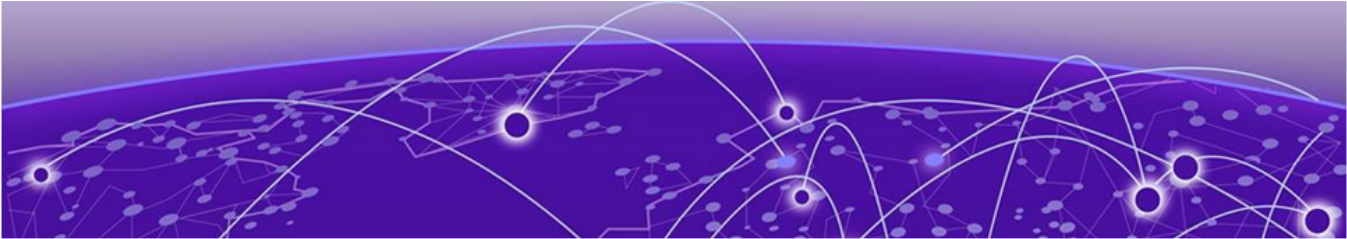


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Abstract

The release notes for Extreme Platform ONE Networking version 25.4.0 present detailed updates to centralized network management across ExtremeCloud IQ, SD-WAN, Intuitive Insights, and Platform ONE Security, with role-based access control for Administrator, NetSecOps, Observer, and BizOps personas. Enhancements include device-level configuration for EXOS (Switch Engine) and Fabric Engine (VOSS) platforms, supporting channelized ports, Excel-based onboarding, and automated provisioning workflows. Visualization capabilities span hierarchical topology mapping, multi-area IS-IS overlays, VLAN/L2/L3 service correlation, RF heat maps, and device diagnostics such as CPU, memory, PoE, and port-level metrics. The AI Expert module enables contextual, multi-modal responses to network queries, documentation summarization via retrieval-augmented generation (RAG), and persistent chat history with export options. Firmware requirements enforce minimum versions—EXOS 33.3 and Fabric Engine 9.3—for full feature enablement. Addressed issues include topology rendering failures, CSV upload errors in Firefox, and SSO identity provider bugs, while known issues involve onboarding failures, UI localization gaps, and inconsistent topology views. Limitations include unsupported Site Engine-managed networks, incomplete LAG/MLT visualization when member ports are not fully active, and lack of wireless mesh topology representation in physical and fabric views, targeting enterprise-scale, cloud-managed deployments by network engineers and IT administrators.



Release Notes

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Introduction to Extreme Platform ONE Networking

Extreme Platform ONE Networking is a central management platform that simplifies the user experience and provides automation at scale.

The following are a few key features:

- **Comprehensive UI:** Provides access to alerts, licensing details, inventory, and firmware updates
- **Alerts and Notifications:** Find and fix problems quickly. Real-time notifications ensure you are always aware of system updates or security notices
- **Contextual AI Support:** Meet your AI Expert-your contextual helper. Powered by the latest in AI technology, AI Expert provides instant support and guidance, ensuring you have the answers you need, when you need them
- **Single Sign-On (SSO):** Access Extreme Platform ONE Networking applications with a single sign-on, removing the need for multiple credentials

Supported Applications

Extreme Platform ONE Networking eliminates the need to log in separately to the Extreme Networks multi-domain network management solutions by unifying them within a single user interface.

For example, if you subscribe to ExtremeCloud IQ, and have a site, you can view all connected sites and onboarded devices from ExtremeCloud IQ.

**Note**

The applications visible when you log on are specific to the subscription licenses purchased by your organization. Access to applications might also be defined by the role assigned if your organization implements Single Sign-On.

Extreme Platform ONE Networking supports the following applications:

- **ExtremeCloud IQ:** Provides centralized configuration and network monitoring, reporting, alarms, and statistics for cloud-enabled Extreme Networks devices.
- **ExtremeCloud SD-WAN:** Provides unified wired and wireless management through fabric services. You can enable a secure network, automate application performance management, and create a centralized management of applications with intuitive user experiences.
- **Universal ZTNA:** Provides network, application, and device access security within a single solution.
- **Extreme Intuitive Insights:** Provides cloud-based deployment and monitoring of Zebra hand-held devices.

Supported Devices and OS Versions

Visualize does not show devices on topology maps if they do not meet the minimum firmware version requirement:

- VOSS or Fabric Engine devices must be 9.1.0.1 or later.
- EXOS or Switch Engine must be 33.2.1.12 or later.

Firmware compatibility is critical for feature functionality. New features may require specific firmware versions to operate as intended. The following table lists the minimum firmware versions required for the new features introduced in this release:

Device Family	Version	Devices
Switch Engine (single/stacked)	33.3	<ul style="list-style-type: none"> • 4120 • 4220 • 5120 • 5320 • 5420 • 5520 • 5720 • 7520 • 7720
EXOS	33.2	<ul style="list-style-type: none"> • X435-8P-2T-W • X435-24T-4S • X435-24P-4S • X435-8T-4S • X435-8P-4S • X440-G2-12p-10GE4 • X440-G2-12t-10GE4 • X440-G2-24p-10GE4 • X440-G2-24t-10GE4 • X440-G2-48p-10GE4 • X440-G2-48t-10GE4 • X450-G2-24p-GE4 • X450-G2-24p-10GE4 • X450-G2-48p-10GE4 • X460-G2-16mp-32p-10GE4 • X460-G2-24p-10GE4 • X460-G2-24p-GE4 • X460-G2-24p-24hp-10GE4 • X460-G2-24t-10GE4 • X460-G2-24t-GE4 • X460-G2-24t-24ht-10GE4 • X460-G2-24x-10GE4 • X460-G2-48p-10GE4 • X460-G2-48t-10GE4 • X460-G2-48t-GE4 • X460-G2-48x-10GE4 • X465-24W • X465-48W • X465-24MU • X465-48P • X465-24MU-24W

Device Family	Version	Devices
Fabric Engine	9.3	<ul style="list-style-type: none"> • 4120 • 4220 • 5120 • 5320 • 5420 • 5520 • 5720 • 7520 • 7720
Fabric Engine	9.1.0.1	<ul style="list-style-type: none"> • VSP7432CQ • VSP7400-48Y • VSP4900-48P • VSP4900-24XE • VSP4900-24S • VSP4900-12MXU-12XE
IQ Engine Access Point	10.8.r2	<ul style="list-style-type: none"> • AP302W • AP305C • AP305CX • AP3000 • AP3000X • AP4000 • AP4020 • AP410C • AP460C • AP460S6C • AP460S12C • AP5010 • AP5020 • AP5050U • AP5050D • AP510C/CX • AP630 • AP650 • AP650X

New Features

Extreme Platform ONE Networking introduces the following features in the 25.4.0 release.

For more information about Extreme Platform ONE Networking features, see the 25.4.0 User Guide.

Table 1: Extreme Platform ONE Networking Features

Feature	Description
Workspace	Serves as the central landing page upon login, offering a unified view of network, security, and subscription insights. It is designed to help users quickly identify critical issues and prioritize actions.
Role-Based Access	Access to Extreme Platform ONE Networking features is governed by user roles. <ul style="list-style-type: none"> Administrator: Users with full control over the system NetSecOps: Users managing network and security operations Observer: Users with read-only access for monitoring BizOps: Business users focused on operational insights and subscriptions
Backup & Restore	Manual backup and restore for the Extreme Platform ONE account instance.
Subscriptions & Licensing	View subscriptions and licenses for all cloud-based applications in one place.
Trial Subscription	Request trial subscriptions for Extreme Platform ONE Networking and Universal ZTNA customers who do not have any subscriptions.
Alerts	Add new site policies, detect, record, and report details of events and evaluate performance metrics.
Network Devices	Provides detailed insights into the performance, health, and usage of each device, helping you maintain optimal network functionality.
Network Policy	A network policy is a combination of configuration settings that can be applied to multiple APs, switches, and routers that share a common characteristic, such as being located at the same site or working together to connect multiple remote sites through VPN tunnels.
Inventory	Track critical devices within your site and raise alert notifications in case of abnormalities with the asset.
Theme	Choose between light or dark themes for the user interface.
Logs	Use specific log types to narrow the focus area and streamline troubleshooting.

Table 2: Visualize Features

Feature	Description
Hierarchical Device Locations	You can position devices into a hierarchical location structure which have individual visualization attributes.

Table 2: Visualize Features (continued)

Feature	Description
	Device locations are structured into Site Groups/Sites/Buildings and Floors.
Different visualization Views	Abstract View: Visualize the network in an abstract manner where device interconnect links are normalized. List View: Lists the devices in a table view
Dashboard	Overview of the network performance
Geographic View	Sites and buildings are displayed based on address or GPS coordinates.
Physical View	Cloud managed and neighboring devices are positioned on an infinite canvas. The physical view allows device position changes on demand and is shared among all users.
Access View	Access view shows cameras, VoIP phones, and switches along with their connection points. Access View is limited to a single building, with a focused display of one floor at a time.
Fabric View	Fabric View shows the complete network with fabric context, including Fabric Attach, Fabric Connect, and Fabric Extend. Fabric View enables correlation between the Fabric network and both physical and service views.
Service View	Service view shows network services in the context of VLANs, L2 Services, L3 Services. Service view enables correlation of services with both the physical and fabric views. An optional end-to-end service view shows the service path through the network infrastructure.
Floor Plan View	Devices are placed on the floor plan.
Aggregate LLDP Devices	In Physical and Fabric views, all LLDP devices of the same type are grouped as a single LLDP device, marked with the total number of LLDP devices.
Inspector Panel	Inspector Panel provides information about the selected nodes or links in context of the selected views.
Quick Navigation Panel	A quick navigation panel enables fast navigation through the topology by bringing the selected sites/building/floors into focus.
Per User Save options	You can save Visualize attributes.
Search Infrastructure	A search infrastructure allows to locate any managed device on the list or map.
Tagging Infrastructure	A comprehensive tagging infrastructure enables automatic tags as well as manual tags which enable a wide range of functionality including topology highlights of tagged elements.

Table 2: Visualize Features (continued)

Feature	Description
Alert Visualization	Overlay of alerts on Topology Views and Inspector panel.
Service Definition and Visualization (verbose and non-verbose views)	<p>The following Display Global or Per Device Service View is supported:</p> <ul style="list-style-type: none"> • L2 Services (L2 ISID and L2 ISID to device/UNI membership) • L3 Services (L3 ISID and L3 ISID to device membership) • VLAN Services (VLANs and VLAN to device/port membership)
Service Tagging	<p>The following features are supported in Service Tagging:</p> <ul style="list-style-type: none"> • Default tags created for L2/L3/VLAN services • Auto association or dissociation of default service tags with the services, that is, self-tagging • Auto association or dissociation of default service tags with the devices • Policy based service tags
Service Visualization and IS-IS Multi-Area functionality	General Service Visualization is supported across multiple IS-IS areas.
Visualization of one or more services on top of the Topology View	General Service Visualization to visualize one or more network services based on Physical or Fabric View is supported.
Radio Frequency (RF) Network Heat Map	Shows real-time device signal strength across a building floor plan using a color spectrum.
Device 360°	<p>Offers a detailed overview of the selected device, including specifications and status.</p> <ul style="list-style-type: none"> • Device 360 view for wired devices provides detailed device information, port statistics, client connectivity, services/VLANs, routing tables, and system health monitoring. • The enhanced interface includes interactive port diagrams, real-time statistics, and device management capabilities for both standalone switches and stacks.
Wired Client Health	<p>Provides comprehensive visibility into wired client device health issues.</p> <p>The page displays client connectivity problems, port errors, congestion, and traffic anomalies with actionable workflows for quick issue identification and resolution.</p>
Wired Device Health	<p>Provides comprehensive visibility into switch hardware health including CPU utilization, memory usage, temperature monitoring, PoE utilization, fan status, and power supply health.</p> <p>The page enables quick identification of switches experiencing hardware issues with detailed health metrics and status indicators.</p>

Table 2: Visualize Features (continued)

Feature	Description
Wired Usage and Capacity	Provides comprehensive visibility into wired network performance including bandwidth utilization, throughput metrics, and congestion monitoring. The page displays aggregated switch performance data with detailed port statistics to help identify network bottlenecks and capacity issues.
Switch Engine (EXOS) Device Configuration	Added comprehensive Switch Engine (EXOS) device configuration capabilities to Extreme Platform ONE Networking including network policies, common objects, switch templates, port types, and device-level configuration.
Wireless Device Configuration	Added comprehensive wireless device configuration capabilities to Extreme Platform ONE Networking including network policies, common objects, wireless profiles, radio configurations, and device-level settings.

Table 2: Visualize Features (continued)

Feature	Description
Fabric Engine (VOSS) Device Configuration	<ul style="list-style-type: none"> Expanded device-level configuration capabilities for Fabric Engine (VOSS) devices within Extreme Platform ONE Networking. Users can configure Fabric Engine devices directly with comprehensive control over port configuration, LAG, loop prevention, VLAN management, STP settings, PoE control, IP Interface, Static Routing, VLAN/ISID, and Layer 2 switching features. Applies to existing SKUs and includes support for the 7x20 series (7520 and 7720) with channelized port capabilities. These enhancements provide flexibility in designing high-density networks. Extended support to the 4K/5K series SKUs (4220, 5320-XT, 5520, and 5720). Users can manage these mid-range switch platforms including port configuration, LAG, loop prevention, VLAN management, STP settings, PoE control, IP Interface, Static Routing, VLAN/ISID, and Layer 2 switching features. Added lightweight Excel-based onboarding support for Fabric Engine devices with automated configuration provisioning including management settings, fabric parameters, and auto-sense configurations. Users can now streamline fabric device deployment through bulk configuration upload and automated provisioning workflows.
Fabric Engine (VOSS) Fabric-Specific Configuration	Added simplified Shortest Path Bridging MAC (SBPM) Fabric and auto-sense configuration support for Fabric Engine and VOSS SKUs running software version 9.2.1.0 or higher, targeting small-scale, cloud-managed deployments.

Table 3: Extreme AI Expert Features

Feature	Description
AI conversational interface	<p>The AI-powered conversational interface supports the following capabilities:</p> <ul style="list-style-type: none"> Streaming responses to user queries, including questions about the network such as locations, devices, clients, applications, alerts, copilot anomalies, and copilot connectivity experience. Contextual responses. AI will remember the context of previously asked questions Responses include reference links under the Learn More section Automatic conversation title generation Interactions support the ability to copy responses, delete a response, and options to provide detailed feedback

Table 3: Extreme AI Expert Features (continued)

Feature	Description
	<ul style="list-style-type: none"> Conversation history support the ability to download conversations, delete conversations, delete all conversations, and edit conversation titles Ability to minimize and restore the interface Ability to provide multi-modal answers, including text, tables, and charts, about the network.
Documentation summarization (RAG)	Extreme AI Expert provides accurate and summarized responses to documentation-based questions. Responses are sourced from documents included in Extreme AI Expert Knowledge Base.
AI suggested questions	For new conversations, questions are matched to the characters in the input field. For ongoing conversations, questions are matched to the topic of the most recent interaction.
Out of Scope responses	Extreme AI Expert responds with a templated response when the user questions are outside of scope for Extreme AI Expert.
New chat	Initiates a new chat.
Settings	Provides access to the following Extreme AI Expert settings: <ul style="list-style-type: none"> Impersonation Developer Info

Addressed Issues

The following table lists addressed product issues. Issues are grouped according to ID prefix and sorted within their group with the most recently logged issue listed first. (Issue IDs are in descending order.)

Issue ID	Description
NVO-3613	Clicking a device in the Physical Topology view triggers a 'Request failed with status code 502' error, and the inspector panel does not display VLANs or L2/L3 services.
NVO-1190	When hovering over the link or selecting the link, Extreme Platform ONE Networking displays an incorrect operation status when events from ExtremeCloud IQ come out of order.
WS-3209	When logging into EP1 with a Classic XIQ account that has no licenses, clicking "Use ExtremeCloud IQ Connect" redirects the user back to the EP1 Select Option page.
XCP-8858	When attempting to add email recipients, webhooks, or ServiceNow accounts, the system does not allow users to proceed if they do not already have existing data.

Issue ID	Description
XCP-8401	When using Firefox, downloading the .csv template from the Inventory page and uploading it using the Access Point menu results in the error: "Supported format is CSV. Upload a CSV file".
XCP-8399	<ul style="list-style-type: none"> The drop-down panel does not close automatically after selecting an item. Parent node clicks do not expand or collapse the hierarchy as expected. The drop-down panel scrolls unnecessarily and does not fit the content properly.
XCP-6314	The first name and last name drop-down options in SSO IDP are not loading or editable.

Known Issues

The following table lists known issues. Issues are grouped according to ID prefix and sorted within their group with the most recently logged issue listed first. (Issue IDs are in descending order.)

Table 4: Known Issues

Issue ID	Description
NVO-14520	When selecting a cluster of APs connected to a switch, the Alerts tab in the Device Inspector panel does not display the alert count for the associated switch. However, if the Device Inspector is closed and the switch is selected directly (outside the AP cluster view), the correct alert count is shown.
NVO-9518	The system returns a 403 error when users attempt to locate a device on the visualization page. Retrying the Locate action causes the page to hang.
NVO-9442	User with Observer role is unable to save settings in Visualize.
NVO-9099	Removed soft-launch restrictions for Extreme Platform One Networking switch configuration features, enabling comprehensive wired device configuration by default.
NVO-8319	Devices managed by ExtremeCloud IQ Site Engine are not included in the Network Devices menu.
NVO-8996	Simulated Access Point is not visualized in Access View and Physical Layer View.
NVO-8908	Node custom positions in topology are not retained on browser refresh.
NVO-7586	Fabric links may not appear in the Fabric Layer View when devices use the default ISIS area ID 1515.fee1.900d.1515.fee1.900d and are running Visualization version 24.5 or older.
NVO-7528	LLDP-discovered devices are not correctly associated with conditional customer-created tags. Workaround: Delete the conditional tag and recreate it.

Table 4: Known Issues (continued)

Issue ID	Description
NVO-7423	On View Details page, 'Type' value is missing for both default and manual tags.
NVO-7109	Devices with access device tabs do not display the client tab.
NVO-6896	The device counts are inconsistent between the Geographic and Physical views.
NVO-6878	The Device Inspector does not display the Client tab for some devices.
NVO-6837	The device icons are misaligned in the Physical view in Firefox.
NVO-4413	After failover, stack slots might show incorrect status in the Visualize view.
NVO-4580	In old builds, "Initiate Discovery" was not fully implemented. Selecting the "Initiate Discovery" option on previous build might result in certain L2 nodes appearing transparent in the global service view, affecting the visual representation.
NVO-3618	When a device is onboarded in an earlier build, the tags are created without any name.
NVO-1308	Unable to add or delete tags in Safari browser as pop-ups are not working.
WS-3238	Restricted screen is visible to an External VIQ user when switching from an Internal VIQ screen that the external user should not have access to.
WS-3204	Users with Legacy Entitlement Keys (LEK) are redirected to Extreme Platform ONE instead of ExtremeCloud IQ Classic after login.
WS-3195	The "Application Tour" pop-up appears for new users even before a license is linked to their accounts.
WS-3189	The CUID Banner experiences a noticeable delay in loading after a license is unlinked from Extreme Platform ONE Networking.
WS-3067	After logging out of an account without a linked license, the application redirects the user to the dashboard view.
WS-3030	The eligibility banner ("Connect Eligible and Not Eligible") is displayed incorrectly when accessing the application using a role-based account.
WS-2967	The Share Feedback form does not close when the user logs out of the application.
WS-2978	The Help Center icon is not visible for users with MSP Super Admin and MSP Admin roles.
WS-2894	The Terms & Conditions pop-up briefly appears after login but disappears instantly without any user interaction.
WS-2718	When attempting to log out of Extreme Platform ONE Networking while using an Incognito browser window, the application automatically logs back in.

Table 4: Known Issues (continued)

Issue ID	Description
WS-2708	Extreme Platform ONE Networking does not apply the selected language to the following elements: <ul style="list-style-type: none"> • Dashboard title and menu name • Sub text of the tiles • Table column header
WS-2433	Inventory displays an SDWAN appliance as Disconnected, but Orchestrator shows it as Connected. Also, Extreme Platform ONE Networking does not display the firmware of the SDWAN devices.
WS-978	Global search in Inventory menu is non functional when you use Status, Site, and Service Contract criteria.
WS-775	Verify Email option in the Account Lockout Notification email takes you to the ExtremeCloud IQ application.
XCP-11278	In the MSP view for the US region, the Switch Tenant panel remains open and cannot be dismissed.
XCP-11270	A user account with both Extreme Platform ONE Networking and XIQ licenses is redirected to the XIQ login page after login, instead of the expected Extreme Platform ONE Networking login page.
XCP-11254	Changing a user role from MSP Super Admin to MSP Admin removes their XIQ Admin role.
XCP-11234	The number of client issues displayed on the Client List page does not match the count on the C360 > Troubleshooting > Client Issues page.
XCP-11224	The Audit Log displays API denied error log entries, which are not relevant.
XCP-11212	The External VIQ continues to appear in the Switcher menu even when the access start date is set to a future date.
XCP-11193	Linking a portal account with Extreme Platform ONE Networking only licenses fails to redirect users from XIQ to Extreme Platform ONE Networking.
XCP-11175	The 9-dot menu displays inconsistencies for trial administrator accounts in both Extreme Platform ONE Networking and Classic XIQ interfaces.
XCP-11090	Accessing UZTNA from the 9-dot menu results in a "500 Internal Server Error" despite successful login.
XCP-10865	Users with the NetSecOps role scoped to specific sites are able to create new site groups successfully, but unable to view new groups after creating them.
XCP-10812	Device managed by Site Engine cannot be changed from Managed to Unmanaged and Unmanaged to Managed in Extreme Platform ONE Networking. Use ExtremeCloud IQ to perform such actions.
XCP-10805	When the number of devices is large, filters applied in the Inventory page do not persist after a page refresh.

Table 4: Known Issues (continued)

Issue ID	Description
XCP-10803	Accessing Extreme Intuitive Insights from the 9-dot menu fails with a "400 Internal Server Error".
XCP-10793	Language is not working in IAM with Shell 2.0.
XCP-10767	Back-end APIs accessible for the Observer role.
XCP-10667	On the Inventory page, the Unlock Full Features option is currently disabled.
XCP-10601	When users with BizOps role login or logout, the browser enters a continuous auto-refresh loop.
XCP-10266	Users with correct role configurations are unable to view their assigned sites in the Dashboard under 'Sites' after logging in using SSO.
XCP-10605	MSP Super Admin and MSP Admin users are unable to access the Clone Building and Clone Floor functionalities.
XCP-10634	Bulk upgrade of approximately 100 switches remains in the 'Rebooting' state with, exceptions logged in CCS.
XCP-10572	The display names in the 9-dot menu are not using the correct strings. The 9-dot menu displays incorrect branding strings. It is "UZNNA" in Classic XIQ and "Extreme Platform One Security" in EPI.
XCP-10467	During onboarding failures, the audit log incorrectly records the status as "Success".
XCP-10417	When Security Logs is selected from the drop-down menu on the Audit Log page, the banner message "Something went wrong" is displayed incorrectly.
XCP-10407	The DLCS service returns inconsistent schema structures for HTTP 400 errors across different onboarding interfaces.
XCP-10373	Contracts API returns data for EPI Observer and XIQ Read-Only roles.
XCP-10371	Wired and Wireless onboarding processes onboard more than 10 devices, exceeding the intended limit.
XCP-10324	Wireless AP serial numbers are not validated during onboarding, and the expected HTTP 400 error code is not returned.
XCP-10317	Wired AP serial numbers are not validated during onboarding, and the expected HTTP 400 error code is not returned.
XCP-10308	Manage or Unmanage actions are not performed for the NetSecOps Role.
XCP-10242	After creating an external user in a currently working account, the Account Status is incorrectly shown as "Not Activated".
XCP-10232	The system allocates Extreme Platform ONE Networking licenses to devices even when sufficient licenses are not available, leading to license violation banner in XIQ.
XCP-9905	When accessing the XIQ URL (https://ws2.qa.xcloudiq.com/) or the SD-WAN URL (https://extremecloudiq.com/discovery-apps), users are redirected to the existing login pages instead of the Extreme Platform ONE Networking login page.

Table 4: Known Issues (continued)

Issue ID	Description
XCP-9773	The expanded detailed data is missing in the Audit Log file.
XCP-8963	The Select button is unavailable or nonfunctional (depending on the actual condition) for a specific location during device onboarding.
XCP-8516	Search by location is nonfunctional.
XCP-8507	The login button does not activate for certain SSO-enabled user login instances.
XCP-7371	After bulk device onboarding using CSV, you see an error message.
XCP-7262	Contracts still listed in the Contracts table after unlinking the portal account.
XCP-7223	The Site API filter is not showing site details.
XCP-7215	The Inventory page takes more time to load and filter API calls are added twice upon reloading.
XCP-7152	Unable to onboard a device if its details are missing in the product db.
XCP-7150	Extreme Platform ONE Networking displays this error during onboarding for multiple devices when you select AP for the OS.
XCP-6945	Table alignment for the child devices is not aligned in the ALL/ Switch/ Appliance tab.
XCP-6924	The general device onboarding failed toast messages must include reason for failure.
XCP-6515	The UI becomes unresponsive during location search.
XCP-6302	After removing and adding the columns filter, the Stack and UCP child column details do not update.
XCP-6301	Table alignment toggles on clicking Columns and Filter in all tabs except the ALL tab.
XCP-5268	Incorrect "Managed_by" value for locally managed devices.
XCP-5227	Incorrect "Managed_by" value for ExtremeCloud IQ Controller and Wing Controllers in ExtremeCloud IQ.
XCP-5065	Search and filter does not filter the appliance cluster.
XCP-5043	UCP appliance is misaligned in the table under Asset > Appliance tab.
XCP-4422	IP Address is not updated for Existing Devices after migration until next updates are in for those devices.
XCP-3475	The App Launcher (9-DOTS) displays "No access error with 401" for the UZTNA, SD-WAN, and Extreme Intuitive Insight applications.
XCP-2740	The Wireless tab shows ExtremeCloud IQ Controller and WiNG Controller in the Offline state as being managed by the Controller.
XCP-2691	Third-party devices onboarded to ExtremeCloud IQ through ExtremeCloud IQ – Site Engine, do not show up in any of the tabs within the Assets page because ExtremeCloud IQ cannot identify their function.

Table 4: Known Issues (continued)

Issue ID	Description
XIQ-44031	The number of client issues displayed on the Client List page does not match the count shown on the C360 > Troubleshooting > Client Issues page.
XIQ-43835	Users with the NetSecOps role cannot import, export, or reset VIQ.
XIQ-42783	Unavailable VLANs are not listed in VLAN Probe results
XIQ-41057	On AP5020, the noise value for the WiFi0 interface is always reported as 0, regardless of the actual RF conditions.
XIQ-39330	The packet loss metric is incorrectly reported as a raw packet count rather than a percentage in both the API response and the user interface.
XIQ-14521	Clients connected to the Ethernet port of the AP are incorrectly listed under the Wireless tab instead of the Wired tab.

Limitations

Note the following caveats for this release of Extreme Platform ONE Networking.

- Trial Subscriptions are only available for Extreme Platform ONE Networking and Universal ZTNA.
- Site-Engine managed devices that are connected to ExtremeCloud IQ are unsupported.
- Intermittent issue - the topology gets distorted while changing any node position.
- If all member ports are not in admin UP state, Visualize does not display LAG or MLT.
- Devices discovered through LLDP by Access Points (APs) are not displayed on the canvas in the Physical, Fabric, or Service views. However, they are visible in the Object Inspector.
- Wireless Mesh topology is not supported in the Physical, Access, or Fabric layer views.
- Outdoor sites are not supported in Visualization.



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

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