



Extreme[®]
networks

Extreme Platform ONE Networking and ExtremeCloud IQ v25.6.0 Licensing Guide

License Types, Management, and Troubleshooting

9039498-00 Rev AA
November 2025



Copyright © 2025 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/>

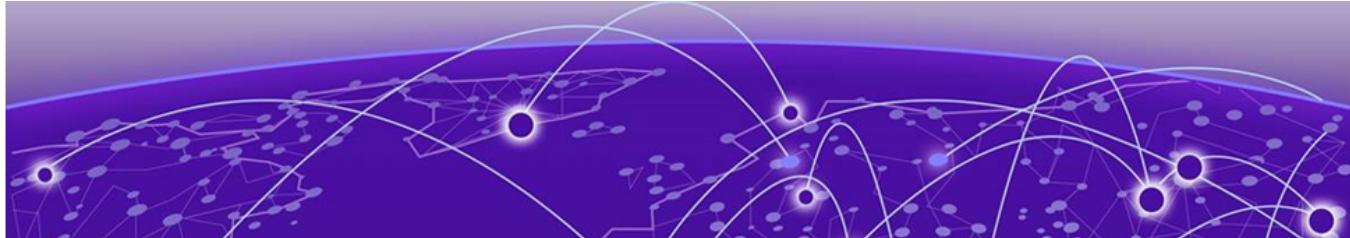
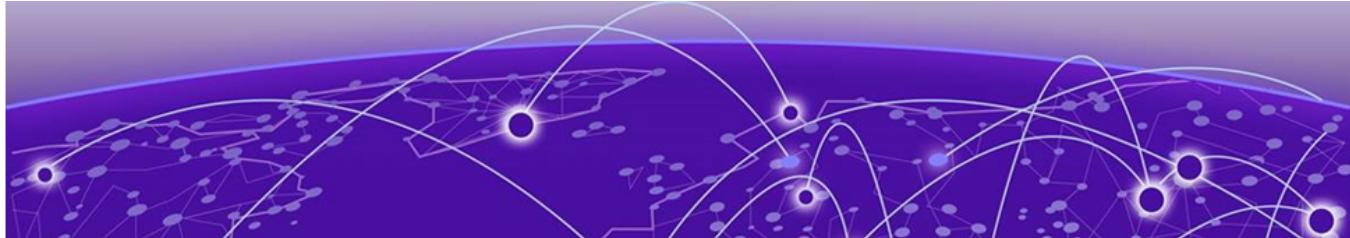


Table of Contents

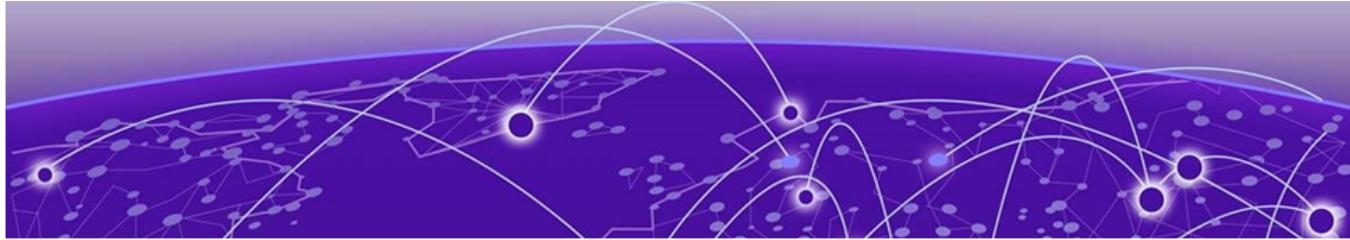
Abstract.....	v
Preface.....	vi
Text Conventions.....	vi
Documentation and Training.....	vii
Open Source Declarations.....	viii
Training.....	viii
Send Feedback.....	viii
Help and Support.....	viii
Subscribe to Product Announcements.....	ix
Extreme Platform ONE Networking and ExtremeCloud IQ Licensing.....	10
Link Your Extreme Portal Account Extreme Platform ONE Networking or ExtremeCloud IQ (New).....	10
Link Your Extreme Portal Account ExtremeCloud IQ (Classic).....	11
Unlink and Relink Your Extreme Portal Account Extreme Platform ONE Networking and ExtremeCloud IQ (New).....	12
Unlink and Relink Your Extreme Portal Account ExtremeCloud IQ (Classic).....	12
Licensing Categories.....	13
ExtremeCloud IQ Pilot.....	13
ExtremeCloud IQ CoPilot.....	14
ExtremeCloud IQ Navigator.....	15
ExtremeCloud IQ Site Engine.....	15
ExtremeCloud IQ NAC.....	16
Premier Switch Features.....	16
MACsec Switch Features.....	17
Extreme Platform ONE Standard Networking.....	17
ExtremeCloud IQ Pilot Twin License Provides Backwards Compatibility.....	19
Subscription Level Priorities.....	20
ExtremeCloud IQ Legacy Entitlement Keys.....	20
License Part Numbers.....	21
Management Extreme Platform ONE Networking & ExtremeCloud IQ (New)	23
Subscriptions and Account Linking.....	23
ExtremeCloud IQ Pilot Twin License Provides Backwards Compatibility.....	24
Subscription Management.....	25
Subscriptions & Licenses Terminology.....	25
Subscriptions & Licensing User Interface Descriptions.....	27
Trial Subscriptions.....	29
Purchase a Subscription or Add Additional Licenses.....	31
Create a Subscription Request.....	31
Renew a Subscription.....	32

View Subscription History.....	32
General License Management.....	33
Activate a License.....	33
View the License Pool.....	33
Manage NAC Allocations Extreme Platform ONE and ExtremeCloud IQ (New).....	34
View Device State and Subscription Type.....	34
Pre-provisioning and License Assignment.....	35
What to Expect With a Mixed-License Deployment.....	36
Unlocking Full Features.....	37
Contracts.....	39
Contract Status Descriptions.....	40
View Contract Information.....	40
Quick-Filter Contracts by a Pending Expiration Interval.....	40
Filter Contracts by Specified Date Range.....	41
Filter Contracts by Multiple Criteria.....	41
Renew a Contract.....	42
Contact Sales.....	42
Management ExtremeCloud IQ (Classic).....	43
View the License Pool.....	43
Manage NAC Allocations ExtremeCloud IQ.....	44
Automatic License Alignment.....	44
Proactive Notifications.....	45
Enable or Disable Proactive Email Notifications.....	45
License Violations.....	46
ExtremeCloud IQ Pilot and Extreme Platform ONE Networking License Violations.....	46
ExtremeCloud IQ Navigator License Violations.....	46
ExtremeCloud IQ CoPilot License Violations.....	47
ExtremeCloud IQ NAC License Violations.....	48
Activate or Revoke an ExtremeCloud IQ CoPilot License.....	48
Affected Devices Table.....	49
Pre-provisioning and License Assignment.....	49
Troubleshooting.....	49



Abstract

This licensing guide for Extreme Platform ONE Networking and ExtremeCloud IQ version 25.6.0 provides detailed technical documentation for IT administrators on license types, entitlement management, and troubleshooting across multiple deployment scenarios. It outlines licensing categories including Platform ONE Standard, Pilot, CoPilot, Navigator, Site Engine, NAC, Premier Switch, and MACsec, and explains device eligibility, subscription tiers, and compatibility requirements. The guide includes step-by-step procedures for linking Extreme Portal accounts, activating and revoking licenses, managing NAC allocations, and handling license violations. It introduces the ExtremeCloud IQ Pilot Twin License for backward compatibility and describes mixed-license deployments with feature limitations. Key updates include automated license alignment, proactive expiration notifications, and enhanced UI elements for subscription management. Troubleshooting sections address license visibility, device state, and license synchronization, while configuration guidance covers unlocking full features and reassigning licenses using Inventory, Visualize, and Device Inspector interfaces. The document is intended for intermediate to advanced technical readers managing both cloud-native and non-cloud-native network 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, 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 <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</i> [<i>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

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.

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:

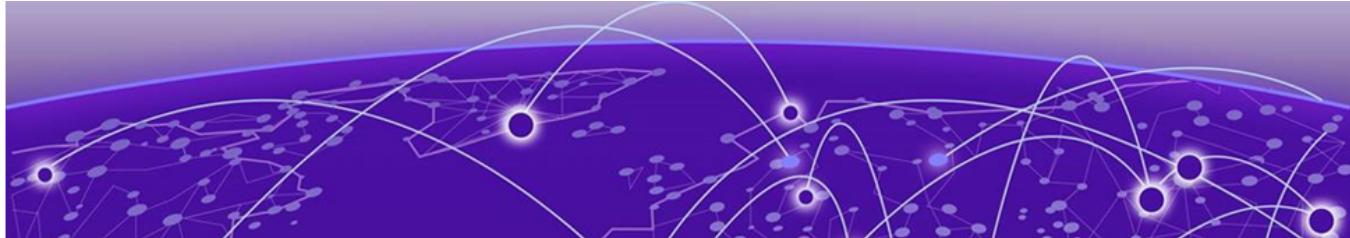
- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental 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.



Extreme Platform ONE Networking and ExtremeCloud IQ Licensing

[Link Your Extreme Portal Account | Extreme Platform ONE Networking or ExtremeCloud IQ \(New\) on page 10](#)

[Link Your Extreme Portal Account | ExtremeCloud IQ \(Classic\) on page 11](#)

[Unlink and Relink Your Extreme Portal Account | Extreme Platform ONE Networking and ExtremeCloud IQ \(New\) on page 12](#)

[Unlink and Relink Your Extreme Portal Account | ExtremeCloud IQ \(Classic\) on page 12](#)

All managed network devices require licenses. This document describes the available license types, the license requirements, and how to order and manage licenses using the following management applications:

- Extreme Platform ONE Networking
- ExtremeCloud IQ (New)
- ExtremeCloud IQ (Classic)



Note

All instances of ExtremeCloud IQ in this document refer to both ExtremeCloud IQ (Classic) and ExtremeCloud IQ (New), unless otherwise noted.

The terms **License** and **Entitlements** 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.

Link Your Extreme Portal Account | Extreme Platform ONE Networking or ExtremeCloud IQ (New)

Use this task to link your Extreme Portal account and Extreme Platform ONE Networking or ExtremeCloud IQ (New).

1. Go to **Subscriptions & Services > Subscriptions & Licensing**.
2. Select the **Global** tab.
3. Select **Link Extreme Portal Account** and type your Extreme Portal credentials.

Related Links

[View the License Pool on page 33](#)

Link Your Extreme Portal Account | ExtremeCloud IQ (Classic)

Use this task to link your Extreme Portal account and ExtremeCloud IQ (Classic).

1. Go to **Global Settings > Administration > License Management**.
2. Select **Link My Extreme Portal Account** and enter your Extreme Portal credentials.



Note

If you are a partner or a distributor and are setting up an Extreme Portal account for a customer, type your Extreme Portal credentials and the Customer Unique Identifier (CUID). The CUID is included in the customer welcome letter.

Depending on the licenses purchased, ExtremeCloud IQ displays license information in the **Entitlements** and the **NAC Entitlements** tables.

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

Related Links

[View the License Pool](#) on page 43

Unlink and Relink Your Extreme Portal Account | Extreme Platform ONE Networking and ExtremeCloud IQ (New)

You must have full access to **Subscriptions & Licensing**—Administrator role.



Note

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

1. Go to **Subscriptions & Services > Subscriptions & Licensing**.
2. Select **Unlink from Extreme Portal**.
3. Select **Link Extreme Portal Account** and enter your Extreme Portal credentials.

Unlink and Relink Your Extreme Portal Account | ExtremeCloud IQ (Classic)

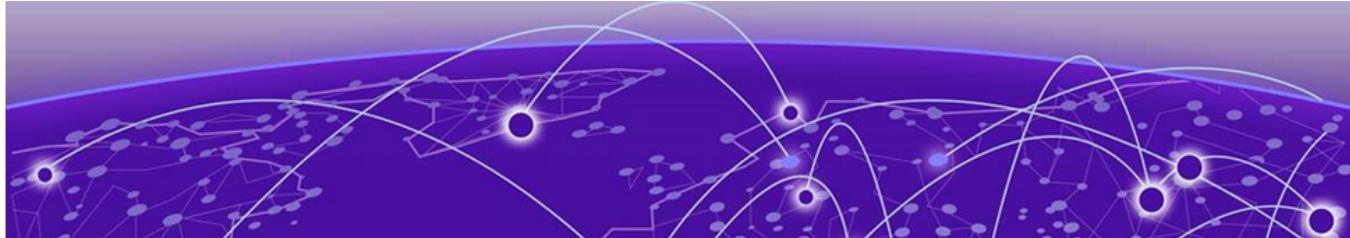


Note

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

1. 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.



Licensing Categories

- [ExtremeCloud IQ Pilot](#) on page 13
- [ExtremeCloud IQ CoPilot](#) on page 14
- [ExtremeCloud IQ Navigator](#) on page 15
- [ExtremeCloud IQ Site Engine](#) on page 15
- [ExtremeCloud IQ NAC](#) on page 16
- [Premier Switch Features](#) on page 16
- [MACsec Switch Features](#) on page 17
- [Extreme Platform ONE Standard Networking](#) on page 17
- [ExtremeCloud IQ Pilot Twin License Provides Backwards Compatibility](#) on page 19
- [Subscription Level Priorities](#) on page 20
- [ExtremeCloud IQ Legacy Entitlement Keys](#) on page 20

The following sections describe the categories of ExtremeCloud IQ licenses. For information about how to avoid or resolve license violations, see [Management | ExtremeCloud IQ \(Classic\)](#) on page 43.

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 or Extreme Platform ONE Standard Networking license instead. For more information, see [Subscription Level Priorities](#) on page 20.

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
- Universal Compute Platform appliances and clusters
- Devices assigned to an Extreme Platform ONE Standard subscription

Related Links

[ExtremeCloud IQ Pilot and Extreme Platform ONE Networking License Violations](#) on page 46

ExtremeCloud IQ CoPilot



Note

CoPilot licenses are available to existing CoPilot customers only.

CoPilot licenses offer eligible devices additional functionality. You must have an ExtremeCloud IQ Pilot license or an Extreme Platform ONE Standard Networking 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

- [ExtremeCloud IQ Pilot](#) on page 13
- [ExtremeCloud IQ CoPilot License Violations](#) on page 47
- [Extreme Platform ONE Standard Networking](#) on page 17

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 46

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 Extreme Platform ONE Standard Networking 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
- Extreme Platform ONE Standard Networking 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 13

[ExtremeCloud IQ Navigator](#) on page 15

[Extreme Platform ONE Standard Networking](#) on page 17

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 later, and with ExtremeCloud IQ Site Engine version 21.9 and later.

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

Related Links

[Manage NAC Allocations | Extreme Platform ONE and ExtremeCloud IQ \(New\)](#) on page 34

[Manage NAC Allocations | ExtremeCloud IQ](#) on page 44

[ExtremeCloud IQ NAC License Violations](#) on page 48

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.

Universal Switches running Switch Engine or Fabric Engine might require a Premier license to enable advanced features or a higher feature tier. A Premier license is available as either a perpetual license, or included as part of an Extreme Platform ONE Standard Networking subscription license.

You can push a Perpetual Premier License to the switch using the ExtremeCloud IQ GUI, or install it manually using a license file generated by the Extreme Portal: <https://extremeportal.force.com/ExtrLogin>.

For switches managed by ExtremeCloud IQ, Extreme Platform ONE, or ExtremeCloud IQ Site Engine with a Pilot or Extreme Platform ONE license used by the switches, the management application receives notification of the license application and enables the use of Premier switch features for the duration of the subscription. The switches must be 5xxx or 7xxxx series. See the switch documentation for the minimum firmware versions.



Note

Although Extreme Platform ONE licenses include Premier features, the management application displays Premier perpetual licenses only if an actual Premier license exists on the switch. If only a Pilot or Extreme Platform ONE license exists, the management application displays only the subscription license level.

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.

Extreme Platform ONE Standard Networking

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

Platform ONE Standard Networking subscriptions are divided into subscription tiers, as described in the following table.

Table 4: Extreme Platform ONE Standard Networking Subscription Tiers

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
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 require Extreme Platform ONE Standard Networking licenses:

- Cloud-native switches managed by Extreme Platform ONE Networking
- Cloud-native access points managed by Extreme Platform ONE Networking
- Devices managed by ExtremeCloud IQ Site Engine

The following devices do not require an Extreme Platform ONE Standard Networking subscription:

- Digital Twin devices
- Simulated devices
- Unmanaged devices
- Ping-only devices onboarded through ExtremeCloud IQ Site Engine
- Devices assigned an ExtremeCloud IQ Navigator license

If there are not enough ExtremeCloud IQ Navigator licenses, you can use an Extreme Platform ONE Standard Networking license instead. For more information, see [Subscription Level Priorities](#) on page 20.

- Locally managed devices that have been onboarded to Extreme Platform ONE Networking
- Universal Compute Platform appliances and clusters

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 Standard Networking licenses. To provide you with the necessary time to upgrade to later versions, every Extreme Platform ONE Standard Networking subscription includes an ExtremeCloud IQ Pilot Twin license with the same start date, end date, and licensed quantity.

- The Extreme Portal displays both Extreme Platform ONE Standard Networking and ExtremeCloud IQ Pilot Twin licenses.
- ExtremeCloud IQ (Classic) and ExtremeCloud IQ (New) do not display ExtremeCloud IQ Pilot Twin licenses.
- Extreme Platform ONE applications ¹ do not display 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 Standard Networking 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 Standard Networking subscriptions and are running management application versions that are incompatible with them, 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**, Extreme Platform ONE Networking and ExtremeCloud IQ can use a higher subscription tier if the appropriate tier is unavailable.

Example: For a device that belongs to Tier A, the management application assigns a Tier A subscription. If the Tier A subscription is unavailable, the management application 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, you cannot perform the following actions:
 - Add new devices.
 - Change the managed state for a device from Unmanaged to Managed.



Note

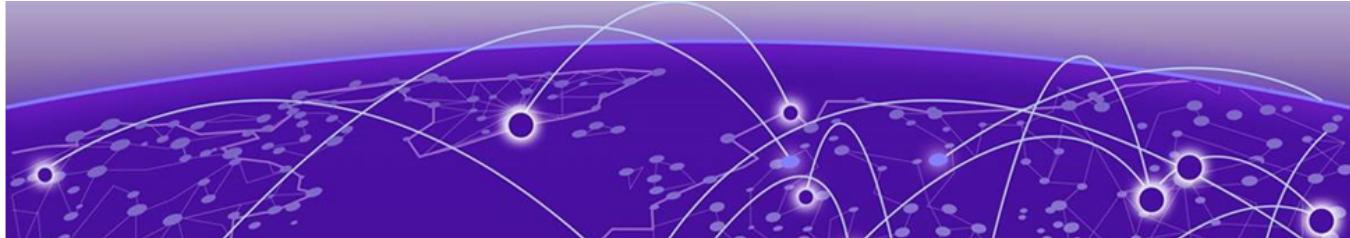
Perpetual Legacy Entitlement Keys are not compatible with ExtremeCloud IQ.

For more information, see [Extreme Networks Support Portal](#).

- Legacy Entitlement Keys are no longer available for purchase.

Related Links

[ExtremeCloud IQ Pilot](#) on page 13



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 Right-to-use Subscription and PartnerWorks Plus SaaS Support for one device for one year
XIQ-PIL-S-C-EW	ExtremeCloud IQ Pilot Right-to-use 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 Right-to-use Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-COPILOT-S-C-EW	ExtremeCloud IQ CoPilot Right-to-use 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 Right-to-use Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-NAV-S-C-EW	ExtremeCloud IQ Navigator Right-to-use Subscription ExtremeWorks SaaS Support for one device for one year

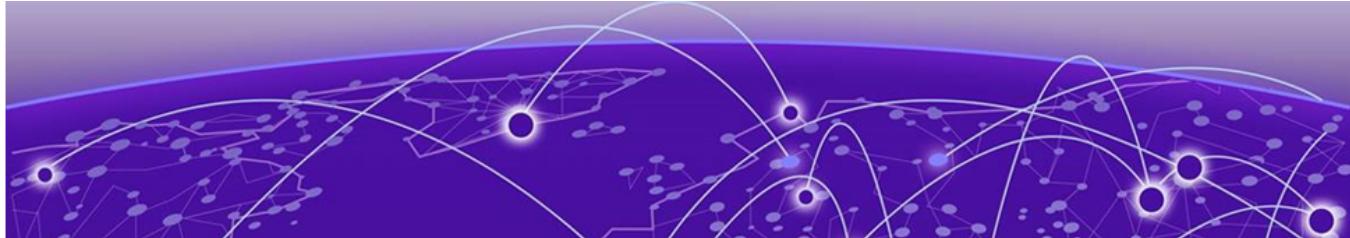
Order ExtremeCloud IQ NAC licenses using the following part numbers:

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

Part Number	Description
XIQ-NAC-S-100K-PWP	ExtremeCloud IQ NAC Right-to-use Subscription and PartnerWorks Plus SaaS Support for 100K end-systems for one year
XIQ-NAC-S-1K-EW	ExtremeCloud IQ NAC Right-to-use Subscription and ExtremeWorks SaaS Support for 1K end-systems one year
XIQ-NAC-S-10K-EW	ExtremeCloud IQ NAC Right-to-use Subscription and ExtremeWorks SaaS Support for 10K end-systems for one year
XIQ-NAC-S-100K-EW	ExtremeCloud IQ NAC Right-to-use 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
EP1-STD-TA-S-C-PWP-1YR	Extreme Platform ONE Standard Networking Right-to-use and PartnerWorks Plus (PWP) TAC OS Support for one device of Tier A per year
EP1-STD-TB-S-C-PWP-1YR	Extreme Platform ONE Standard Networking Right-to-use and PartnerWorks Plus (PWP) TAC OS Support for one device of Tier B per year
EP1-STD-TC-S-C-PWP-1YR	Extreme Platform ONE Standard Networking Right-to-use and PartnerWorks Plus (PWP) TAC OS Support for one device of Tier C per year
EP1-STD-TD-S-C-PWP-1YR	Extreme Platform ONE Standard Networking Right-to-use and PartnerWorks Plus (PWP) TAC OS Support for one device of Tier D per year
EP1-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
EP1-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
EP1-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
EP1-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
EP1-STD-T3RD-S-C	Extreme Platform ONE Standard Networking Right-to-use Subscription for one Third-Party Tier device



Management | Extreme Platform ONE Networking & ExtremeCloud IQ (New)

[Subscriptions and Account Linking](#) on page 23

[Subscription Management](#) on page 25

[General License Management](#) on page 33

[Contracts](#) on page 39



Note

All content in this chapter applies to both management applications, Extreme Platform ONE Networking and ExtremeCloud IQ (New), unless otherwise noted.

Manage subscriptions, licenses, and trials on the **Subscriptions & Licensing** page. You can search for licenses, verify the license status, and you can [group and filter results](#) to view specific license details.

It is helpful to understand the interrelationship between contracts, subscriptions, and licenses in ExtremeCloud IQ. See [Subscriptions & Licenses Terminology](#) on page 25.

Related Links

[Search, Group, and Filter](#) on page 28

[Subscriptions & Licenses Terminology](#) on page 25

Subscriptions and Account Linking

You can use Extreme Platform ONE Standard Networking subscriptions for the following products:

- Extreme Platform ONE Networking
- ExtremeCloud IQ (New)
- ExtremeCloud IQ (Classic)
- ExtremeCloud IQ Controller
- ExtremeCloud IQ Site Engine

To activate the Extreme Platform ONE Standard Networking licenses that you purchased, you must link your Extreme Portal account. For detailed instructions, see:

- [Link Your Extreme Portal Account | Extreme Platform ONE Networking or ExtremeCloud IQ \(New\) on page 10](#)
- [Link Your Extreme Portal Account | ExtremeCloud IQ \(Classic\) on page 11](#)



Note

You can link your Extreme Portal account either in Extreme Platform ONE Networking or ExtremeCloud IQ. If either is already linked, new licenses are automatically available for both applications.

Related Links

[Link Your Extreme Portal Account | Extreme Platform ONE Networking or ExtremeCloud IQ \(New\) on page 10](#)

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 Standard Networking licenses. To provide you with the necessary time to upgrade to later versions, every Extreme Platform ONE Standard Networking subscription includes an ExtremeCloud IQ Pilot Twin license with the same start date, end date, and licensed quantity.

- The Extreme Portal displays both Extreme Platform ONE Standard Networking and ExtremeCloud IQ Pilot Twin licenses.
- ExtremeCloud IQ (Classic) and ExtremeCloud IQ (New) do not display ExtremeCloud IQ Pilot Twin licenses.
- Extreme Platform ONE applications ¹ do not display 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 Standard Networking 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 Standard Networking subscriptions and are running management application versions that are incompatible with them, you can use the provided ExtremeCloud IQ Pilot Twin licenses.

Subscription Management

View and manage subscriptions on the **Subscriptions & Licensing** page. You can view all subscriptions and licenses on the **Global** tab, or select one of the following tabs:

- **Wired & Wireless**
- **Credits**
- **Security**
- **SD-WAN**

Available options depend on your licenses and user role. If you have not already purchased a license, you can request a free trial from the application or service tab.

Related Links

[Subscriptions & Licensing User Interface Descriptions](#) on page 27
[Subscriptions & Licensing Details](#) on page 29

Subscriptions & Licenses Terminology

The following table describes terms commonly used throughout this document and in the management applications.

Table 5: Terminology

Term	Description
Activate	To use a license. When you manually assign a license to a device, or when the system automatically assigns an available license.
Contract	All-encompassing, a contract can include multiple subscriptions and licenses, and includes pricing and terms.
License	A license applies to a single device. Licenses are defined and numbered according to subscription terms. For example, you might have four subscriptions (bought at different times) that total 5000 licenses. Allocate licenses to devices to unlock features specific to the application under license. Unlicensed devices are inventory-only.
Purchase	Buy the product or service. For more information about purchasing products or services, contact an official Extreme Networks Partner.
Renew	Extend an existing contract or subscription.

Table 5: Terminology (continued)

Term	Description
Revoke	Return an activated license to the pool of available licenses.
Subscription	Includes a start and end date and provides access to the management application products. A subscription entitles you to an explicit number of Extreme Networks licenses.

Subscriptions & Licensing User Interface Descriptions

Figure 3 shows the elements and features available in the Subscriptions interface. See Table 6 for descriptions of the numbered elements.

Figure 3: Subscriptions & Licensing interface

The screenshot shows a table of subscriptions with the following columns: Description, Entitlement, Status, Total, Active, and Available. Each row includes a small icon and a CUID number. The Status column contains icons indicating license validity and expiration. The Available column shows negative values for some rows. The interface includes a search bar, a toolbar with buttons for Global, Wired & Wireless, Security, SD-WAN, and various account management options, and a bottom navigation bar with page size and filter options.

Description	Entitlement	Status	Total	Active	Available
ExtremeCloud IQ Pilot Right-to-use Subscription	XIQ-PIL-S-C	50 Devices Expire in 86 Days	5010	50	4960
Extreme Platform ONE Standard Networking Right-to-use for one ...	EP1-STD-TC-S-C	1 Devices Expire in 451 Days	50	1	49
ExtremeCloud IQ CoPilot Right-to-use Subscription	XIQ-COPilot-S-C	16 Devices Expire in 86 Days	10	16	-6
ExtremeCloud IQ Navigator Right-to-use Subscription	XIQ-NAV-S-C	Subscriptions Expire in 86 Days	500	0	500
ExtremeNAC SW Subscription	XIQ-NAC-S	600 Devices Expire in 145 Days	2000	600	1400
Extreme Platform ONE Standard Networking Right-to-use for one ...	EP1-STD-TD-S-C	Subscriptions Expire in 451 Days	50	0	50
Extreme Platform ONE Standard Networking Right-to-use for one ...	EP1-STD-TA-S-C	40 Devices Expire in 451 Days	50	40	10
Extreme Platform ONE Standard Networking Right-to-use for one ...	EP1-STD-TB-S-C	Subscriptions Expire in 451 Days	50	0	50

Table 6: Subscriptions & Licensing interface descriptions

Callout	Interface Area	Description
1	Global tab	<p>Displays all subscriptions for all applications and services, when unfiltered. The following columns display the number of total licenses, number active, and number still available for each subscription.</p> <ul style="list-style-type: none"> Total = sum of all licenses available to use today = sum all of the same license type with start date in the past and end date in the future = exclude expired and not yet valid Active = sum of all licenses the customer is using today Available = Total minus Active <p>These numbers fluctuate as licenses are applied or removed from a device or devices. To display subscription and licensing detail for a specific licensed application or service, select the corresponding tab.</p>
2	CUID	The unique ID associated with the license pool. The CUID is very important when communicating with support personnel.
3	Extreme Portal link status	Indicates whether ExtremeCloud IQ is linked to your Portal account. The account must be linked to see content of the license pool.

Table 6: Subscriptions & Licensing interface descriptions (continued)

Callout	Interface Area	Description
4	Link / Unlink	<p>Toggle the link status between ExtremeCloud IQ and your Extreme Portal account.</p> <p>Caution: Use Unlink only for troubleshooting when directed by Support personnel.</p>
5	Synchronize Subscriptions	Synchronize the display of your Extreme Platform ONE Networking subscriptions with the license pool.
6	Request	Create a purchase request that you can submit to your partner for review and to get a quote.
7	3-dot menu	<p>Displays action options:</p> <ul style="list-style-type: none"> Request History Manage NAC Allocations Contact Support Contact Sales
8	View	Select Simple , or group subscriptions according to the Description or by Product .
9	Columns	Customize the columns that you see on the page.
10	Filter	Filter the table by Entitlement (license), Product, or Status.

Search, Group, and Filter

You can search for an item and organize lists in the **Subscriptions & Licensing** user interface.

You can group records based on the pre-defined criteria that vary for different windows.

Use the **Previous** (<) and **Next** (>) icons to scroll through the results lists.



Note

Search terms are not case-sensitive.

1. To search for records, start typing a search attribute such as product, license or license type, status, or a complete or phrase or words from a description in the **Search** field.

To clear the search, select **X** in the **Search** field.

2. To group records in a page, select **Group By** and choose an option.

The list is organized by the grouping option you selected. Some headings are collapsible, based on the chose option.

3. To filter records in a page, select **Filter** (▼) and choose the filter attribute.

To clear an individual filter, click **X** for the appropriate filter. To clear all the filters, select **Clear All Filters**.

The list is organized by the filtering attribute you selected.

Subscriptions & Licensing Details

Information about licenses is immediately visible in the **Subscriptions & Licensing** interface. Details include license or entitlement, product name, number of days until the license expires, status, license total, total active, and available licenses. Colored icons indicate the status for each subscription or license:

- Green: no problems
- Amber: attention needed, for example:
 - One or more licenses expire in fewer than 60 days and the renewal is not yet in progress
 - Trial is in progress
- Red: immediate attention required, indicating but not limited to the following conditions:
 - One or more licenses expire in fewer than 30 days and the renewal is not yet in progress
 - Expired licenses

Trial Subscriptions



Note

An administrator can request a 90-day free trial subscription for an Extreme Platform ONE application only once. Extreme Platform ONE Networking, ExtremeCloud SD-WAN, and Extreme Platform ONE Security are available for trial.

ExtremeCloud IQ (Classic) is no longer available for trial.

Trial subscription requests are not available for Managed Service Provider (MSP) tenants.

Users with the following Extreme Platform ONE Networking roles and other product or application roles can request a trial subscription:

Extreme Platform ONE Networking:

- Administrator
- BizOps

ExtremeCloud IQ (New):

Administrator

ExtremeCloud IQ (Classic)

- Administrator
- Operator

ExtremeCloud SD-WAN

- Administrator

Extreme Intuitive Insights

- Administrator

The request trial must meet the following criteria to be valid:

- The account is linked to Extreme Portal.
- The request is initiated from the **Subscriptions & Licensing** page.
- An active subscription does not exist for the selected product.
- A previous trial was not granted.
- An expired subscription does not exist for the selected product.

If your request is rejected, you are notified and the next step is to contact the Sales team. In addition to not meeting the preceding criteria, a request can be rejected for the following reasons:

- Sanctioned country
- Sanctioned company
- Sanctioned individual
- Trial already expired

Related Links

[Request a Trial Subscription](#) on page 30

Trial Subscription Eligibility

Request a trial license only if you meet the following criteria:

- You are a new Extreme Platform ONE or ExtremeCloud IQ (New) customer.
- You are an existing Extreme Platform ONE, ExtremeCloud IQ (New), or ExtremeCloud IQ (Classic) customer who has never purchased, or requested a trial license for, the application you are considering.



Note

If you requested and were granted a trial license in the past but never used it, you are disqualified from a new trial.

Request a Trial Subscription

Use this task to request a 90-day trial subscription.

1. Go to **Subscriptions & Services > Subscriptions & Licensing**
2. On the **Subscriptions & Licensing** page, select **Start Trial**.



Note

On first request, a **Request Process** diagram opens.

- (Optional) Select **Do not show this message again**.
- Select **OK**.

- a. Select the checkbox to **Accept Terms and Conditions** and acknowledge the policy.
- b. Select the check box to agree to share contact information.
- c. Select **Accept and Continue**.
3. In **Select Request**, select **Subscriptions**, and then select **Next**.

4. Select the application that you want to trial, and select **Add** adding each one to the cart.
5. When you finish adding applications to the cart, select **Next**.
6. Type your phone number and fill out any optional information, then select **Next**.
7. Review your request, and then select **Next** to download the request document.
8. Submit the request document to your Extreme Networks partner or contact your account team to submit the request.



Note

Depending on the application and regulatory requirements, the trial license is available after a few minutes or up to five working days after verification. In addition to the in-product license-request Extreme Platform ONE Networking notification, you receive email notification regarding the status of your request. If you have not received the licenses after two business days, contact your account team.

If the trial subscription request is rejected, contact your account team.

Purchase a Subscription or Add Additional Licenses

Contact your Extreme Networks partner to purchase an Extreme Platform ONE Standard Networking subscription or add additional licenses to an existing subscription. You can add additional licenses to a subscription incrementally, as required.

For more information, you can contact sales or complete the workflow to [create a subscription request](#) and print the form to submit to your Extreme Networks partner.

Create a Subscription Request

Use this task to define, download, and send to your Extreme Networks partner for subscriptions you want to purchase.

You can initiate a subscription request from multiple Extreme Platform ONE Networking entry points.



Note

Subscription Request is not available for Managed Service Provider (MSP) accounts.

1. Go to **Subscriptions & Services > Subscriptions & Licensing > Subscriptions**, and then select **Request**.
Alternatively, in Extreme Platform ONE Networking you can go to **Subscriptions & Services > Contracts**, and then select **Subscription Request**.
2. In the **Request Process** dialog, read the information and then select **OK**.
3. To specify the request type, select either **Subscription** or **Contract**, and then select **Next**.

4. In the **Select Subscriptions** area, select one or more applications and then select **Add**.
Use the **Selected Subscriptions** pane to select and make changes to **Duration** and **Quantity** for trial in the respective fields for each requested application.
5. Select **Next** and complete the optional information additional information as desired in the **Send a copy to**, **Preferred Partner**, and **Additional Comments** sections.
 - a. In **General information**, type your phone number, complete additional optional information as desired, and then select **Next**.
 - b. Review request details in **Review Request**, and then select **Next**.
 - c. Download the subscription request summary document, print or digitize it, and submit the request using one of the following methods.
 - Contact your Extreme Platform ONE Networking Preferred Partner.
 - Use the [Partner Locator](#) to find and connect with a Preferred Partner.

Renew a Subscription

Before a subscription expires, your Extreme Networks Preferred Partner will send you a renewal quote. If you prefer, you can contact your partner proactively. To find a new partner, use the [Partner Locator](#).

To renew a subscription, send a [subscription request](#) to your Extreme Networks Preferred Partner. You can change license quantities when you renew a subscription, and you can purchase new subscriptions as required. After a subscription request is processed, subscriptions are added to the license pool for your CUID.

Related Links

[Create a Subscription Request](#) on page 31

View Subscription History

You can view the history for all your subscription and license purchases or trials and trial requests. Use this task to view that history.

1. Go to **Subscriptions & Services**, select , and then select **Request History**.
The **Subscriptions & Licensing / Request History** page lists all subscriptions and requests.
2. (Optional) Use the [search](#) box to refine the result set and view for a specific subset of subscriptions.
You can view details in the columns.
3. (Optional) To download summary information for a subscription or a subscription request, select  for the corresponding entry, and then select **Download**.
To complete the download, save the file when prompted.

General License Management

You can manage various aspects of licenses in the **Subscriptions & Licensing** interface, including but not limited to requesting more licenses for devices and NAC allocations.



Note

License counts for a pool fluctuate when license usage changes for a product, when a contract or a subscription expires, or when a new subscription order is processed.

Activate a License

The following actions activate a license.

- Add a device as managed.
- Enable a licensed application. You may need to apply the license for some licenses (for example, MacSec).



Note

Use of some AI Expert agents activates AI Credits.

The following actions revoke a license.

- Unmanage or delete a device.
- Disable a licensed feature. You may need to revoke the license manually for some licenses (for example, MacSec) before you delete the device.



Note

Activated AI Credits are automatically revoked monthly.

View the License Pool

A *license pool* is a set of licenses that are available to you. Licenses can have different start dates, end dates, and quantities. You can activate (assign) licenses in the pool when needed and return licenses to the pool when you remove them and they are no longer assigned (Active). You can view license expiration status; license type, term start and end date; and the number of total, active, and available licenses.

Subscription synchronization is automated and scheduled by the system. If you do not see your new subscriptions and licenses on the **Subscriptions & Licensing** page, you can initiate on-demand synchronization. You can synchronize subscriptions only once every 5 minutes.



Important

Do not use **Synchronize Subscriptions** just to refresh the information in the management application.

1. Go to **Subscriptions & Services > Global**.

To view application-specific licenses, select the corresponding tab.

2. (Optional) Use the [search, group, and filter options](#) to refine the result set and view for a specific license pool or for multiple pools.
3. To view **Subscription Details**, select the corresponding table row.

Related Links

[Search, Group, and Filter](#) on page 28

Manage NAC Allocations | Extreme Platform ONE and ExtremeCloud IQ (New)

Use this task to allocate NAC licenses to devices according to your needs.



Note

ExtremeCloud IQ Site Engine must be onboarded before you can manage NAC allocations.

1. Go to **Subscriptions & Licensing** and select **Global**.
2. At the top right corner of the page, select , and then select **Manage NAC Allocations**.



Note

The menu selection in this procedure does not appear unless you have one or more NAC subscriptions.

3. In the **NAC Entitlements Allocation** window, specify the allocation percentage of the license pool to assign to the corresponding entity.
4. Select **Save Allocations**.

View Device State and Subscription Type



Note

When the management application detects a license violation state, the application automatically unmanages devices, and the **Subscription** column value changes to **Not Licensed**.

Table 7: State and Subscription Types

State	Subscription Type	Explanation
Managed	Standard Tier A	Standard Tier A license in use
Managed	Standard Tier B	Standard Tier B license in use
Managed	Standard Tier C	Standard Tier C license in use
Managed	Standard Tier D	Standard Tier D license in use
Managed	Pilot	Pilot license in use
Managed	Navigator	Navigator license in use

Table 7: State and Subscription Types (continued)

State	Subscription Type	Explanation
Managed	Not Applicable	Ping Only device reported by ExtremeCloud IQ Site Engine Universal AP device reported by ExtremeCloud IQ Controller Digital Twin Simulated device
Unmanaged	Not Applicable	Device unmanaged by admin
Unmanaged	Not Licensed	Device license expired
—empty—	—empty—	Connect level
—empty—	Not Applicable	Device onboarded as managed locally

Use this task to view device details, including state and subscription type.

1. To view device and state subscription details, go to **Subscriptions & Services** and select **Inventory**.
2. (Optional) To increase the table visibility, select **Show Summary** to hide the **Firmware Status** and **Hardware Lifecycle** summaries.
3. To choose which columns to display, or to reorder the columns, select .
4. Use the [search, group, and filter options](#) to refine your result set.

Pre-provisioning and License Assignment

The management application does not assign a license to a device until the device connects to the cloud for the first time. Therefore, you can pre-provision new devices before decommissioning the old ones, even if you do not have enough licenses to cover all the devices. The following example explains how the process works.

Example

AP-A represents the old devices, and AP-B represents the new devices.

AP-A is operational, the **State** is **Managed**, and the device uses a license.

AP-B is not connected to the Internet.

1. Add the serial number for AP-B to the management application.
2. Assign policy and configure AP-B.

AP-B does not use a license, and the **State** is **New**.

3. In the management application, **Unmanage** AP-A.

AP-A is operational and provides service. Because the State is **Unmanaged**, the management application reports the device as **Disconnected**. The system does not collect statistics for the device, and you cannot change the configuration.

AP-A no longer uses a license.

4. Connect AP-B to the Internet.

The AP-B **State** changes from **New** to **Managed**, and AP-B uses a license.

What to Expect With a Mixed-License Deployment

Full-feature access for Extreme Platform ONE Networking requires Extreme Platform ONE licenses. If a building, outdoor site, or fabric uses a ExtremeCloud IQ Pilot license, feature access is limited. To enable full-feature access, the site (indoor or outdoor), building, or fabric must use only Extreme Platform ONE licenses. For more information, see [Comparison of features per license mode](#).

A blue icon in Extreme Platform ONE Networking indicates limited-feature status. You can [unlock full features](#) provided that you have enough available licenses.



Note

If you have only ExtremeCloud IQ Pilot licenses, the unified log in opens ExtremeCloud IQ (New).

Table 8: Comparison of features by license mode

Feature	Only ExtremeCloud IQ Pilot licenses	Mixed licenses	Only Extreme Platform ONE Standard licenses
Subscriptions All	No	Yes	Yes
Visualize Physical layer	No	*	Yes
Visualize Fabric layer	No	*	Yes
Visualize Service layer	No	*	Yes
Visualize Split view	No	*	Yes
Contracts	No	Yes	Yes
Inventory	No	Yes	Yes
Custom Roles	No	Yes	Yes
AI Expert	No	Yes	Yes
Agent workflows	No	Yes	Yes
AI Expert actions	No	*	Yes
Fabric Configuration	No	**	Yes

* See [Unlocking Full Features](#) on page 37.

** The **Configure Fabric** option is available only if all buildings, where Fabric Engine devices are located, have full features unlocked. If a device is using an ExtremeCloud IQ Pilot license and there is an available Extreme Platform ONE license, the tooltip

is: **Extreme Platform ONE Subscription not Assigned**. If the device already has an Extreme Platform ONE license, but the site or building is not compliant, the tooltip is: **Limited Extreme Platform ONE Features**.

Unlocking Full Features

Full-feature access for Extreme Platform ONE Networking requires Extreme Platform ONE licenses. Extreme Platform ONE Networking supports mixed-license deployments with some feature limitations. If you have enough Extreme Platform ONE licenses, you can unlock Extreme Platform ONE Networking full features for single or multiple sites (including outdoor sites), site groups, buildings, or fabrics, from the **Inventory**, **Sites**, or **Visualize** menus, or the **Device Inspector** panel.



Note

In **Visualize**, for the Physical and Fabric layers, the **Unlock Full Features** option is available at the site and group site levels in **Quick Location Navigation**, only if all child buildings have limited feature access. Blue icons indicate limited feature access.

First, ensure that you have enough licenses for all devices in the sites or buildings. You have the following options:

- Purchase a new subscription or add more licenses to an existing subscription. See [Purchase a Subscription or Add Additional Licenses](#) on page 31.
- Use (reassign) existing licenses. See [Reassign Licenses | Inventory](#) on page 37, [Reassign Licenses | Visualize](#) on page 38, or [Reassign Licenses | Device Inspector Panel](#) on page 39.

Related Links

[Purchase a Subscription or Add Additional Licenses](#) on page 31
[Reassign Licenses | Inventory](#) on page 37
[Reassign Licenses | Visualize](#) on page 38
[Reassign Licenses | Device Inspector Panel](#) on page 39

Reassign Licenses | Inventory

To reassign licenses, you must have write access to **Inventory** and **Subscriptions & Licensing**, and you must have sufficient Extreme Platform ONE Standard Networking licenses.



Important

This process is non-reversible.

Use this procedure to reassign Extreme Platform ONE Standard Networking licenses to a site, building, or fabric, replacing ExtremeCloud IQ Pilot licenses with Extreme Platform ONE Standard Networking licenses.

1. Go to **Subscriptions & Services > Inventory**.

2. Select all sites or filter sites.

If one or more associated devices use ExtremeCloud IQ Pilot licenses, Extreme Platform ONE Networking displays a widget that shows the number of buildings and the number of devices using Pilot licenses.

3. Use the widget to drill down to the devices for the filtered sites, and then select **Unlock Full Features**.

For more information, see [What to Expect With a Mixed-License Deployment](#) on page 36.



Note

If one or more devices are Fabric Engine, to allow the reassignment, you must select all buildings with Fabric Engine.

4. Select the sites or buildings to unlock, and then select **Next**.

Blue icons indicate limited features.

5. Select **Unlock**.

If you do not have sufficient licenses to unlock the selected sites or buildings, the dialog lists the total numbers of required licenses, according to tier. To purchase the required licenses, select **Request Subscription**.

Related Links

[What to Expect With a Mixed-License Deployment](#) on page 36

Reassign Licenses / Visualize

To reassign licenses, you must have write access to **Inventory** and **Subscriptions & Licensing**, and you must have sufficient Extreme Platform ONE Standard Networking licenses.



Important

This process is non-reversible.

Use this procedure to reassign Extreme Platform ONE Standard Networking licenses to a site, building, or fabric, replacing ExtremeCloud IQ Pilot licenses with Extreme Platform ONE Standard Networking licenses.

1. Go to **Monitoring > Visualize**.

2. In **Quick Location Navigation**, select one or more sites or buildings.

Blue icons indicate limited features.

3. Select , and then choose **Unlock Full Features**.



Note

If there are one or more Fabric Engine devices, to enable the reassignment, you must select all buildings with Fabric Engine.

4. Select the sites or buildings to unlock, and then select **Next**.

5. Select **Unlock**.

If you do not have sufficient licenses to unlock the selected sites or buildings, the dialog lists the total numbers of required licenses, according to tier. To purchase the required licenses, select **Request Subscription**.

Reassign Licenses | Device Inspector Panel

To reassign licenses, you must have write access to **Inventory** and **Subscriptions & Licensing**, and you must have sufficient Extreme Platform ONE Standard Networking licenses.

The selected device must display the status **Connected, Limited Features**.



Important

This process is non-reversible.

When you hover over **Connected, Limited Features**, Extreme Platform ONE Networking displays one of the following tooltips:

- **Extreme Platform ONE Subscription not Assigned**

This tooltip indicates that the device is using a ExtremeCloud IQ Pilot license.

- **Limited Platform ONE Features**

This tooltip indicates that the device is using an Extreme Platform ONE Standard Networking license, and the device belongs to a site or building with limited features.

Use this procedure to reassign Extreme Platform ONE Standard Networking licenses to a site, building, or fabric, replacing ExtremeCloud IQ Pilot licenses with Extreme Platform ONE Standard Networking licenses.

1. In the **Device Inspector** panel, select **Limited Features**.
2. Select the buildings or sites to unlock, and then select **Next**.
Blue icons indicate limited features.
3. Select **Unlock**.

If you do not have sufficient licenses to unlock the selected sites or buildings, the dialog lists the total numbers of required licenses, according to tier. To purchase the required licenses, select **Request Subscription**.

Contracts

This section applies to Extreme Platform ONE Networking only.

You can view details for each contract in the **Contracts** page, and you can renew a contract to avoid service disruption. Information for each contract includes the following details:

- Contract number
- Start and end dates
- Partner

- Contract status
- Number of line items for the contract
- Location of the site where the contract is in use.

Related Links

[Subscriptions & Licenses Terminology](#) on page 25

Contract Status Descriptions

The **Contracts** page displays your contract details. Colored dots indicate the contract status:

- Green—licenses in good standing
- Amber—needs attention
- Red—canceled

View Contract Information

The **Contracts** page provides information about each Extreme Platform ONE Networking contract, including details such as start and end date and contract status.

Use this task to view contract information.

1. Go to **Subscriptions & Services > Contracts**.
2. To choose which columns to show, select , and select or clear the corresponding check boxes.
3. To rearrange the order of the columns, select and drag a column heading in the table.

Quick-Filter Contracts by a Pending Expiration Interval

Use this task to filter contracts by a pending expiration interval.

1. Go to **Subscriptions & Services > Contracts**.
2. For **Filters Applied**, select one of the filter options:
 - None
 - Expires in 30 days
 - Expires in 60 days
 - Expires in 90 days

Related Links

[Filter Contracts by Specified Date Range](#) on page 41

[Filter Contracts by Multiple Criteria](#) on page 41

Filter Contracts by Specified Date Range

Filter contracts according to the following filter criteria:

- Before or After (Choice 1 for the specified date or dates)
- Date in mm/dd/yyyy format
- AND/OR (Boolean choices)
- Before or After (Choice 2 for the specified date or dates)

Use this task to filter contracts by a range of dates.

1. Go to **Subscriptions & Services > Contracts**.
2. On the **Start Date** column heading, select .
3. In the dialog, specify your filter criteria.
 - a. In the dialog, specify your filter criteria.
 - b. Type the date in the correct format.
 - c. Select **Apply**.
3. To redefine your criteria, select **Reset**.

Related Links

[Quick-Filter Contracts by a Pending Expiration Interval on page 40](#)
[Filter Contracts by Multiple Criteria on page 41](#)

Filter Contracts by Multiple Criteria

Filter contracts using the following criteria:

- Search box
- End Date
 - None
 - Expires in 30 days
 - Expires in 60 days
 - Expires in 90 days
- Partner
- Status
- Site

Use this task to filter contracts using multiple criteria options.

1. Go to **Subscriptions & Services > Contracts**.
2. Select the **Filters** sidebar.
3. Select the filter criteria, and then select **Apply**.
4. To redefine your criteria, select **Reset**.

Related Links

[Quick-Filter Contracts by a Pending Expiration Interval on page 40](#)
[Filter Contracts by Specified Date Range on page 41](#)

Renew a Contract

Renew existing contracts from within Extreme Platform ONE Networking to ensure access to services without interruption.

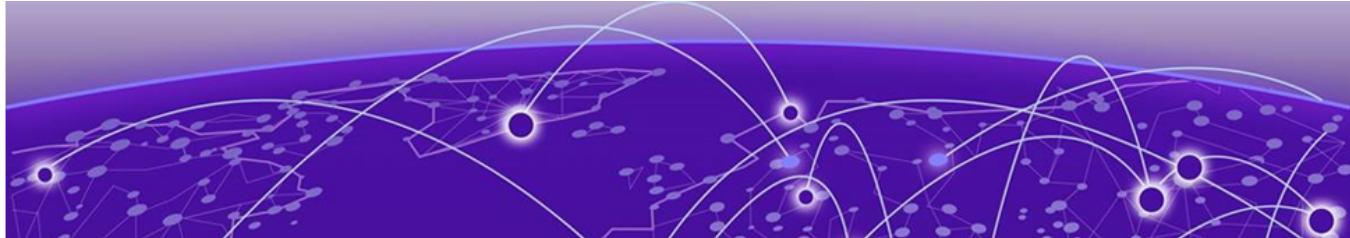
Use this task to renew a contract.

1. Go to **Subscriptions & Services > Subscriptions & Licensing**.
2. Select **Request > Contracts > Next**.
3. Select the contracts to renew, and then select **Add**.
4. When you finish adding contracts to the cart, select **Next**.
5. Provide your phone number and optional information, and then select **Next**.
6. Review your request, and then select **Next** to download the renewal document.
The renewal document downloads to your computer.
7. Submit the document to your Extreme Networks partner or contact Extreme Networks Sales to submit the request.

Contact Sales

Contact Extreme Networks Sales for information about contracts, subscriptions, and licenses, and for other needs you might have.

1. Go to **Subscriptions & Services > Contracts** and select **Contact Sales**.
The [Contact the Extreme Networks Sales Team](#) web page opens.
2. Complete and submit the form.
Alternatively, see **Other Ways to Get in Touch**, and select another contact option.
A sales representative will contact you.



Management | ExtremeCloud IQ (Classic)

[View the License Pool](#) on page 43

[Manage NAC Allocations | ExtremeCloud IQ](#) on page 44

[Automatic License Alignment](#) on page 44

[Proactive Notifications](#) on page 45

[License Violations](#) on page 46

[Activate or Revoke an ExtremeCloud IQ CoPilot License](#) on page 48

[Affected Devices Table](#) on page 49

[Pre-provisioning and License Assignment](#) on page 49

[Troubleshooting](#) on page 49

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



Note

All references to ExtremeCloud IQ in this chapter refer to ExtremeCloud IQ (Classic).

[View the License Pool](#)

A *license pool* is a set of licenses that are available to you. Licenses can have different start dates, end dates, and quantities. You can activate (assign) licenses in the pool when needed and return licenses to the pool when you remove them and they are no longer assigned (Active). You can view license expiration status; license type, term start and end date; and the number of total, active, and available licenses.



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**.

Go to **Global Settings > Administration > License Management**.

Manage NAC Allocations | ExtremeCloud IQ

After you onboard compatible NAC engines (ExtremeCloud A3 and/or ExtremeCloud IQ Site Engine), ExtremeCloud IQ adds the serial numbers to the **NAC Entitlements** table using the following logic:

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

Use this procedure to modify the number of allocated ExtremeCloud IQ NAC licenses for a NAC engine.

1. Go to **Global Settings > Administration > License Management**.
2. In the **NAC Entitlements** table, select the serial number for the NAC engine, and then type 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.
3. Select **SAVE**.

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 46

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 45

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**.

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](#).

ExtremeCloud IQ Pilot and Extreme Platform ONE Networking License Violations

If there are not enough Pilot or Extreme Platform ONE Networking 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 49

[ExtremeCloud IQ Pilot](#) on page 13

[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 20

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 49

[ExtremeCloud IQ Navigator](#) on page 15

[ExtremeCloud IQ Pilot and Extreme Platform ONE Networking License Violations](#) on page 46

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 49

[Unlink and Relink Your Extreme Portal Account | ExtremeCloud IQ \(Classic\)](#) on page 12

[ExtremeCloud IQ CoPilot](#) on page 14

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 16

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.

Pre-provisioning and License Assignment

ExtremeCloud IQ does not assign a license to a device until the device connects to the cloud for the first time. Therefore, you can pre-provision new devices before decommissioning the old ones, even if you do not have enough licenses to cover all the devices. The following example explains how the process works.

Example

AP-A represents the old devices, and AP-B represents the new devices.

AP-A is operational, the **State** is **Managed**, and the device uses a license.

AP-B is not connected to the Internet.

1. Add the serial number for AP-B to ExtremeCloud IQ.
2. Assign policy and configure AP-B.

AP-B does not use a license, and the **State** is **New**.

3. In ExtremeCloud IQ, **Unmanage** AP-A.

AP-A is operational and provides service. Because the State is **Unmanaged**, ExtremeCloud IQ reports the device as **Disconnected**. The system does not collect statistics for the device, and you cannot change the configuration.

AP-A no longer uses a license.

4. Connect AP-B to the Internet.

The AP-B **State** changes from **New** to **Managed**, and AP-B uses a license.

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:** Extreme Platform ONE Standard Networking Subscription Tier A
- **Standard Tier B:** Extreme Platform ONE Standard Networking Subscription Tier B
- **Standard Tier C:** Extreme Platform ONE Standard Networking Subscription Tier C
- **Standard Tier D:** Extreme Platform ONE Standard Networking 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 Extreme Platform ONE Standard Networking 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, Extreme Platform ONE Standard Networking, or ExtremeCloud IQ Legacy Entitlement Key).

Related Links

[Unlink and Relink Your Extreme Portal Account | ExtremeCloud IQ \(Classic\)](#) on page 12