



ExtremeCloud IQ Licensing

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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.

Conventions

To help you better understand the information presented in this guide, the following topics describe the formatting conventions used for notes, text, and other elements.

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 ExtremeSwitching switches or SLX routers, the product is referred to as *the switch* or *the router*.

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

Table 1: Notes and warnings (continued)



Icon	Notice type	Alerts you to...
	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 text</i>	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.

Table 3: Command syntax (continued)

Convention	Description
...	Repeat the previous element, for example, <i>member[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 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.



ExtremeCloud IQ Licensing Overview

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 8

All network devices that you manage using ExtremeCloud IQ and its components require ExtremeCloud licenses. This document describes the types of licenses that are available, the license requirements, how to order licenses, and how to troubleshoot licensing issues.



Note

The terms **License** and **Entitlements** appear throughout the ExtremeCloud IQ interface. These terms 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 ExtremeCloud IQ to an Extreme Portal Account

To provide ExtremeCloud IQ access to the license pool, link it to your Extreme Portal account. Follow these steps to create that link:

1. Log into ExtremeCloud IQ as follows:

Option

If you have an account and this is the first time you have logged in:

Select **I have an ExtremeCloud IQ License** and proceed to **Step 3**.

If you do not have an Extreme Portal account, you must register for one before you can continue.

Proceed to **Step 2**.

If you are a partner or a distributor, and are setting up an ExtremeCloud IQ account for a customer at the PartnerWorks Plus level:

Select the customer account after you enter your credentials. Otherwise, you can create the ExtremeCloud IQ account, and then instruct the customer to log in and proceed through the licensing prompts.

2. Open the [Extreme Portal](#) and select **Create a new Extreme Portal account**.
You can use a free trial account without linking the Extreme Portal.
3. In ExtremeCloud IQ, navigate to **Global Settings > Administration > License Management**.

4. Select **Link My Extreme Portal Account** and enter your Extreme Portal credentials.
The license information appears in the **Entitlements** table.



ExtremeCloud IQ Licensing Categories

[ExtremeCloud IQ Pilot](#) on page 10
[ExtremeCloud IQ CoPilot](#) on page 11
[ExtremeCloud IQ Navigator](#) on page 11
[ExtremeCloud IQ - Site Engine](#) on page 12
[ExtremeCloud IQ NAC](#) on page 13
[Premier Switch Features](#) on page 13
[MACsec Switch Features](#) on page 14
[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 14

The following sections describe the categories of ExtremeCloud IQ licenses. For information about how to avoid or resolve license violations, see [License Management](#) on page 17.

ExtremeCloud IQ Pilot

ExtremeCloud IQ Pilot licenses give your managed devices all of the features and functionality offered by a 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 license instead.

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

- Devices in an active grace period
- Locally managed devices that have been onboarded to ExtremeCloud IQ

Related Topics

[ExtremeCloud IQ Pilot License Violations](#) on page 20

ExtremeCloud IQ CoPilot

ExtremeCloud IQ CoPilot licenses offer eligible devices the additional functionality of [ExtremeCloud IQ CoPilot](#). You must have an ExtremeCloud IQ Pilot or an ExtremeCloud IQ Legacy Entitlement Key before you can use an ExtremeCloud IQ CoPilot license. ExtremeCloud IQ CoPilot is available for all ExtremeCloud IQ Pilot accounts, but is not available for Extreme Connect accounts or Navigator accounts. After linking your account to the Extreme Portal, ExtremeCloud IQ obtains a CoPilot license 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**
- Unmanaged devices

Related Topics

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 8

[ExtremeCloud IQ CoPilot License Violations](#) on page 21

[ExtremeCloud IQ CoPilot Grace Period](#) on page 19

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 Topics

[ExtremeCloud IQ Navigator License Violations](#) on page 20

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. It is not compatible with ExtremeCloud IQ Connect accounts.

Each device managed by ExtremeCloud IQ - Site Engine requires one of these three license options:

- ExtremeCloud IQ Pilot license
- ExtremeCloud IQ Navigator 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 Topics

[ExtremeCloud IQ Pilot](#) on page 10

[ExtremeCloud IQ Navigator](#) on page 11

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 newer, and with ExtremeCloud IQ - Site Engine version 21.9 and newer. After you onboard a compatible NAC engine (ExtremeCloud A3 and/or ExtremeCloud IQ - Site Engine) to ExtremeCloud IQ, it appears automatically in the **NAC Entitlements** table (**Global Settings** > **Administration** > **License Management** > **NAC Entitlements**).

To modify the number of allocated ExtremeCloud IQ NAC entitlements for a NAC engine, select the serial number for the NAC engine and enter 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.

When you onboard a NAC engine, ExtremeCloud IQ adds the serial number to the NAC Entitlements table using the following logic:

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

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

Related Topics

[ExtremeCloud IQ NAC License Violations](#) on page 22

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 datasheet(s).

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 datasheet(s).

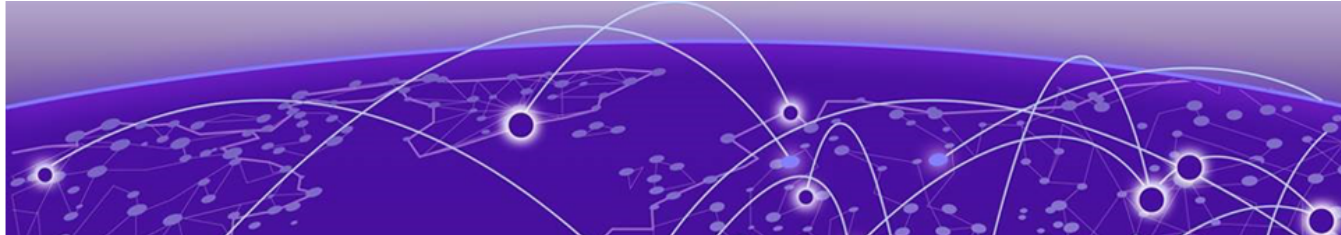
ExtremeCloud IQ Legacy Entitlement Keys

A Legacy Entitlement Key provides the same coverage as ExtremeCloud IQ Pilot. If you do not have enough Pilot licenses to cover your devices, you can use a Legacy Entitlement Key. 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. Also, Legacy Entitlement Keys are no longer available for purchase.

Related Topics

[ExtremeCloud IQ Pilot](#) on page 10



License Part Numbers

To obtain the required licenses, contact your Extreme, or Extreme Partner Sales Representative.

Order ExtremeCloud IQ Pilot licenses using the following part numbers:

Part Number	Description
XIQ-PIL-S-C-PWP	ExtremeCloud IQ Pilot SaaS Subscription and PartnerWorks Plus SaaS Support for one device for one year
XIQ-PIL-S-C-EW	ExtremeCloud IQ Pilot SaaS 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 SaaS Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-COPILOT-S-C-EW	ExtremeCloud IQ CoPilot SaaS 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 SaaS Subscription PartnerWorks Plus SaaS Support for one device for one year
XIQ-NAV-S-C-EW	ExtremeCloud IQ Navigator SaaS 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 SaaS Subscription and PartnerWorks Plus SaaS Support for 1K end-systems for one year
XIQ-NAC-S-10K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 10K end-systems for one year

Part Number	Description
XIQ-NAC-S-100K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 100K end-systems for one year
XIQ-NAC-S-1K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 1K end-systems one year
XIQ-NAC-S-10K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 10K end-systems for one year
XIQ-NAC-S-100K-EW	ExtremeCloud IQ NAC SaaS Subscription and ExtremeWorks SaaS Support for 100K end-systems for one year



License Management

[Proactive Notifications](#) on page 17

[Automatic License Alignment](#) on page 18

[ExtremeCloud IQ CoPilot Grace Period](#) on page 19

[License Violations](#) on page 19

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

NEW! 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 day(s) 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 violation(s), and next steps to renew and manage the licenses.

Related Topics

[Enable or Disable Proactive Email Notifications](#) on page 18

NEW! Grace Period Notifications

When you have devices using the 30-day grace period, the user interface displays a banner to let you know.

LICENSE VIOLATION - Grace period is active. Check affected devices [here](#).

You can enable email notifications and receive an email indicating that you have devices using the grace period, and again when the grace period expires.

Related Topics

[ExtremeCloud IQ CoPilot Grace Period](#) on page 19

[ExtremeCloud IQ CoPilot License Violations](#) on page 21

[Enable or Disable Proactive Email Notifications](#) on page 18

NEW! 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. Navigate 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**.

NEW! Automatic License Alignment

When the license pool either shrinks or grows, ExtremeCloud IQ aligns your licenses to avoid license violations. This feature automatically updates the license consumption and changes the license types as needed.

When the license pool shrinks, the system can perform the following ExtremeCloud IQ license changes:

- Legacy to Pilot if there are insufficient Legacy licenses
- Pilot to Legacy if there are insufficient Pilot licenses

- Navigator to Legacy if there are insufficient Navigator licenses
- Navigator to Pilot if there are insufficient Navigator licenses

When the ExtremeCloud IQ Navigator license pool grows, the system can perform the following license changes:

- Pilot to Navigator for Navigator-eligible devices
- Legacy to Navigator for Navigator-eligible devices

When the ExtremeCloud IQ CoPilot license pool grows, the system assigns CoPilot licenses to eligible devices for which the grace period is active or expired.

Related Topics

[ExtremeCloud IQ CoPilot Grace Period](#) on page 19

NEW! ExtremeCloud IQ CoPilot Grace Period

ExtremeCloud IQ provides a 30-day grace period for unlicensed CoPilot-eligible devices. In the following cases, the grace period may apply to some of your devices:

- You enable the CoPilot feature.
- You onboard CoPilot eligible devices.
- A CoPilot license expires.

If you have fewer CoPilot licenses than CoPilot-eligible devices, the oldest (first onboarded) devices get CoPilot licenses first. The grace period applies to the newer devices that are not assigned a license. If a device is a stack and there are sufficient licenses to cover the stack, the system assigns the licenses to all stack units.



Note

When you onboard a CoPilot-eligible device that was previously onboarded, the grace period does not restart. The grace period is a total of 30 days for each serial number.

Related Topics

[Grace Period Notifications](#) on page 18

[ExtremeCloud IQ Pilot](#) on page 10

NEW! License Violations

For devices that are approaching the license term expiration, or using the grace period, 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 or active grace period:

LICENSE VIOLATION - Unlicensed devices. Check affected devices [here](#).

Related Topics

[Grace Period Notifications](#) on page 18

ExtremeCloud IQ Pilot License Violations

If there are not enough ExtremeCloud IQ Pilot licenses in the license pool, Legacy Entitlement Keys can be used instead. If there are not enough Legacy Entitlement Keys or ExtremeCloud IQ licenses, the system displays a license violation banner and locks both the ExtremeCloud IQ and the ExtremeCloud IQ - Site Engine user interfaces. While the interface is locked, you can still perform the following tasks in ExtremeCloud IQ:

- Select devices currently managed and change the state to Unmanaged. Unmanaged devices do not require a license.
- Add Legacy Entitlement Keys provided by GTAC.
- 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 or Extreme Partner Sales Representative to purchase the required number of licenses, or to renew expired licenses.

Related Topics

[ExtremeCloud IQ Pilot](#) on page 10

[ExtremeCloud IQ Legacy Entitlement Keys](#) on page 14

ExtremeCloud IQ Navigator License Violations

If there are not enough ExtremeCloud IQ Navigator licenses in the license pool, ExtremeCloud IQ automatically assigns a Pilot license if there is one available. View the number of available and activated licenses in **Global Settings > Administration > License Management**.

If there are not enough ExtremeCloud IQ licenses in the license pool, the system can use Legacy Entitlement Keys. If there are not enough Legacy Entitlement Keys, the result is an ExtremeCloud IQ Pilot license violation.

Related Topics

[ExtremeCloud IQ Navigator](#) on page 11

[ExtremeCloud IQ Pilot License Violations](#) on page 20

ExtremeCloud IQ CoPilot License Violations

If there are fewer ExtremeCloud IQ CoPilot licenses in the license pool than CoPilot-eligible devices, the 30-day grace period activates for some of your devices. If you have devices using the grace period, a banner displays the following information:

LICENSE VIOLATION - Grace period is active. Check affected devices [here](#)

This message warns you that your devices have entered the 30 day grace period, after which you can no longer manage them.

After the grace period for a device expires, the device is 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 grace period 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](#).

While the ExtremeCloud IQ CoPilot license violation is active, standard ExtremeCloud IQ Pilot 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 an ExtremeCloud IQ CoPilot license violation:

- Contact your Extreme or Extreme Partner Sales Representative to purchase the required number of licenses, or renew expired licenses.
- Change managed ExtremeCloud IQ CoPilot-eligible devices to unmanaged.
- 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.
- Disable CoPilot functions in **Global Settings > Administration > VIQ Management > Disable CoPilot feature for this device**.

Multiple accounts

To help prevent license shortages, you can select which VIQ (account) use CoPilot. Enable or disable ExtremeCloud IQ 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 ExtremeCloud IQ 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 Topics

[ExtremeCloud IQ CoPilot](#) on page 11

[ExtremeCloud IQ CoPilot Grace Period](#) on page 19

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 Topics

[ExtremeCloud IQ NAC](#) on page 13



Troubleshooting

[Unmanaged Devices](#) on page 25

- [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?](#)

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, navigate 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
- **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**. Column values are:

- **Active**—CoPilot feature is active, license assigned
- **Grace Period**—CoPilot feature is active, no license assigned
- **None**—CoPilot feature is inactive, device is CoPilot-ineligible or license was manually revoked
- **Unlicensed**—CoPilot grace period expired

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 license can be used instead. When ExtremeCloud IQ Navigator licenses become available for example, if more licenses were purchased, or a device that was using an ExtremeCloud IQ Navigator license was 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**

Unmanaged Devices

Things to keep in mind about unmanaged devices:

- Cannot receive configuration updates, which can 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, ExtremeCloud IQ Legacy Entitlement Key)