



ExtremeCloud IQ Licensing

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Overview

[Link ExtremeCloud IQ to an Extreme Portal Account](#) on page 4

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



Note

The terms **License** and **Entitlements** display throughout the ExtremeCloud IQ interface. These terms are interchangeable, and for the sake of 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

ExtremeCloud IQ obtains access to the license pool when it is linked 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. Within 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 displays in the **Entitlements** table.



ExtremeCloud IQ Licensing Categories

- [ExtremeCloud IQ Pilot](#) on page 5
- [ExtremeCloud IQ CoPilot](#) on page 6
- [ExtremeCloud IQ Navigator](#) on page 7
- [ExtremeCloud IQ Site Engine](#) on page 7
- [ExtremeCloud IQ NAC](#) on page 8
- [Premier Switch License](#) on page 9
- [MACsec Switch License](#) on page 9
- [ExtremeCloud IQ Legacy Entitlement Keys](#) on page 9

The ExtremeCloud IQ licensing categories are:

- [ExtremeCloud IQ Pilot](#): Pilot licenses give your managed devices all of the features and functionality offered by the ExtremeCloud IQ Pilot system.
- [ExtremeCloud IQ CoPilot](#): CoPilot licenses offer eligible devices the additional functionality of ExtremeCloud IQ CoPilot.
- [ExtremeCloud IQ Navigator](#): Navigator licenses provide management functions for third-party and non-native cloud devices.
- [ExtremeCloud IQ Site Engine](#): 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 NAC](#): Network Access Control (NAC) uses a set of protocols to secure devices when they access the network.
- [Premier Switch License](#): Premier License features are platform- and network operating system-specific.
- [MACsec Switch License](#): Switch MACsec features require a MACsec license.
- [ExtremeCloud IQ Legacy Entitlement Keys](#): Legacy Entitlement Keys provide the same coverage as ExtremeCloud IQ Pilot, but they can no longer be purchased.

ExtremeCloud IQ Pilot

ExtremeCloud IQ Pilot licenses give your managed devices all of the features and functionality offered by ExtremeCloud IQ Pilot system. Each Pilot license covers a single device.

Pilot licenses are required for these devices:

- 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**

In cases where there are not enough ExtremeCloud IQ Navigator licenses, an ExtremeCloud IQ Pilot license can be used instead.

The following devices do not require an ExtremeCloud IQ license:

- Digital Twin devices
- Simulated devices
- Unmanaged devices
- Ping-only devices onboarded through ExtremeCloud - 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.

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. See [here](#) for more information.

To solve license shortages, you can select which VIQ (account) will use CoPilot. Enable or disable ExtremeCloud IQ CoPilot for each ExtremeCloud IQ account in **Global Settings > Administration > VIQ Management > Enable CoPilot feature for this VIQ**.

**Note**

If you have multiple accounts with ExtremeCloud IQ CoPilot enabled linked to the same license pool and there are not enough licenses to satisfy your requirements, for example, two branches in different geolocations are sharing the same pool, the first come, first served rule applies. To bypass this situation, either disable ExtremeCloud IQ CoPilot for the ExtremeCloud IQ account that is in violation, or add the required number of ExtremeCloud IQ CoPilot licenses.

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

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 Extreme Cloud IQ Controller.

Each Navigator license covers a single device. A minimum Navigator license is required for these devices:

- Some devices managed by ExtremeCloud IQ – Site Engine. See details [here](#).
- 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.

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

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 options:

- ExtremeCloud IQ Pilot license
- ExtremeCloud IQ Navigator license

- No License

ExtremeCloud IQ – Site Engine can be deployed in two ways:

- **Connected mode:** In Connected mode, ExtremeCloud IQ is the licensing authority for ExtremeCloud IQ - Site Engine. As devices are added to ExtremeCloud IQ - Site Engine, they are onboarded to ExtremeCloud IQ, with a request for a license of the appropriate tier (ExtremeCloud IQ Navigator, ExtremeCloud IQ Pilot or No License) that each device requires. 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, and uses the license file to determine if you meet or exceed the license limits for each license type. This ensures that ExtremeCloud IQ - Site Engine does not require an Internet connection to verify how many licenses are available.

Find more detailed information about ExtremeCloud IQ – Site Engine [here](#).

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 ExtremeCloud IQ - Site Engine version 21.9 and newer. When a compatible NAC engine (ExtremeCloud A3 and/or ExtremeCloud IQ - Site Engine) is onboarded to ExtremeCloud IQ, it will appear 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 is displayed both as a percentage and as a calculated absolute number.

Premier Switch License

While the base software included with each switch supports most switch features, certain features require a Premier license. Which features require a Premier License are platform- and network operating system-specific. Refer to the switch datasheets for details and ordering information.

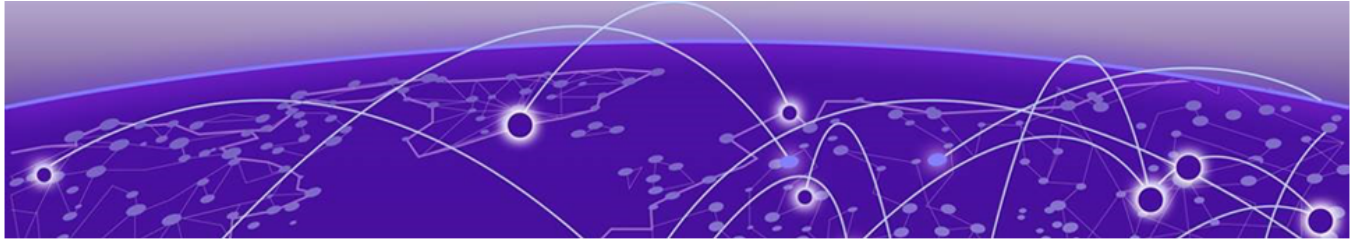
MACsec Switch License

While the base software included with each switch supports most switch features, MACsec features require a MACsec license. Refer to the switch datasheets for details and ordering.

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 described below:

- 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. See more details [here](#).
- Legacy Entitlement Keys can no longer be purchased.



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
XIQ-NAC-S-100K-PWP	ExtremeCloud IQ NAC SaaS Subscription and PartnerWorks Plus SaaS Support for 100K end-systems for one year

Part Number	Description
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 Violations

[ExtremeCloud IQ Pilot License Violations](#) on page 12

[ExtremeCloud IQ Navigator License Violations](#) on page 12

[ExtremeCloud IQ CoPilot License Violations](#) on page 13

[ExtremeCloud IQ NAC License Violations](#) on page 13

Banners identify the issue and provide a link where you can find out more about what you can do remedy the violation. If any of your devices are in violation (not covered by a license), you will see a banner similar to following:

- **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](#).

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 Pilot licenses, a license violation banner is displayed and both ExtremeCloud IQ and ExtremeCloud IQ – Site Engine user interfaces are locked. 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.
- Unlink and relink the Extreme Portal account to refresh or change the license pool.
- Contact your Extreme or Extreme Partner Sales Representative to purchase the required number of licenses, or to renew expired licenses.

ExtremeCloud IQ Navigator License Violations

If there are not enough ExtremeCloud IQ Navigator licenses in the license pool, an ExtremeCloud IQ Pilot license can be used instead. If there are not enough ExtremeCloud IQ Pilot licenses in the license pool, then Legacy Entitlement Keys can be used. If there are not enough Legacy Entitlement Keys, then an [ExtremeCloud IQ Pilot license violation](#) is applied.

ExtremeCloud IQ CoPilot License Violations

If there are fewer ExtremeCloud IQ CoPilot licenses in the license pool than CoPilot-eligible devices, the affected CoPilot-eligible devices are excluded from CoPilot. Anomalies and statistical reports are not reported in CoPilot. While the ExtremeCloud IQ CoPilot license violation is active, standard ExtremeCloud IQ Pilot features are not affected unless there is an active ExtremeCloud IQ 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:

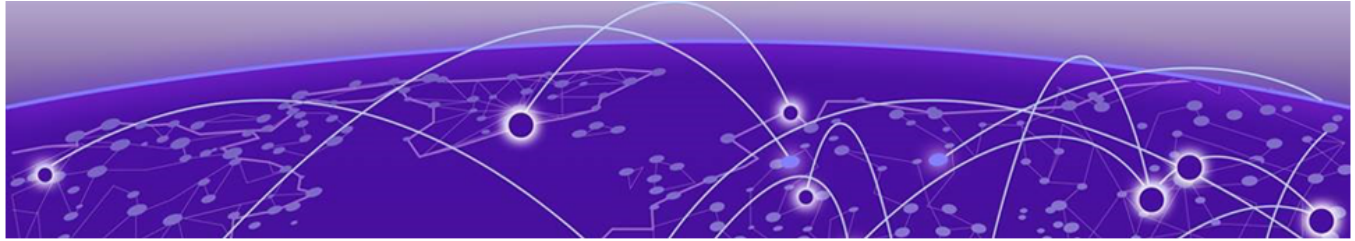
- Contact your Extreme or Extreme Partner Sales Representative to purchase the required number of licenses, or renew expired licenses.
- Change managed ExtremeCloud IQ CoPilot-eligible devices to unmanaged.
- Unlink and relink the Extreme Portal account to refresh or change the license pool.
- Disable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

ExtremeCloud IQ NAC License Violations

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.
- Unlink and relink the Extreme Portal account to refresh or change the license pool.



Troubleshooting

[Unmanaged Devices](#) on page 16

- [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 a 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 display 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**. Devices that have CoPilot licenses will display either **Active**, or **None** in the **CoPilot** column. If this column does not display in your table, use the column picker to add it to the displayed columns. Use the **Filter > License > CoPilot** option to determine the quantity.

Q: How do I check which device uses MACsec or Premier switch licenses?

A: In ExtremeCloud IQ, navigate to **Manage > Devices**. The **Feature License** column value indicates whether a MACsec, Premier, or both licenses are used by a switch. If this

column does not display 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). Check to see if 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 are displayed 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 is refreshed depends on the location of your ExtremeCloud IQ account. Refer to 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 I see in ExtremeCloud IQ does not reflect reality. How do I refresh cached licensing information?

A: The license information in **ExtremeCloud IQ > 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, you need to 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)