ExtremeCloud™ IQ Site Engine Activation Instructions

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Contact

If you require assistance, contact Extreme Networks using one of the following methods.

- Global Technical Assistance Center (GTAC) for Immediate Support
    - **Phone:** 1-800-998-2408 (toll-free in U.S. and Canada) or 1-603-952-5000. For the Extreme Networks support phone number in your country, visit: www.extremenetworks.com/support/contact
    - **Email:** support@extremenetworks.com. To expedite your message, enter the product name or model number in the subject line.
- GTAC Knowledge — Get on-demand and tested resolutions from the GTAC Knowledgebase, or create a help case if you need more guidance.
- The Hub — A forum for Extreme customers to connect with one another, get questions answered, share ideas and feedback, and get problems solved. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.
- Support Portal — Manage cases, downloads, service contracts, product licensing, and training and certifications.

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Activation Instructions

ExtremeCloud IQ Site Engine can be deployed in either connected mode or air gap mode using a *XIQ-PIL-S-C-xx* license or *XIQ-NAV-S-C-xx* license.

In connected deployment mode, ExtremeCloud IQ Site Engine utilizes these licenses through a connection to ExtremeCloud IQ. You must link your Extreme Portal to ExtremeCloud IQ. Once they are linked together, you can use the licenses you purchased in both ExtremeCloud IQ and ExtremeCloud IQ Site Engine.

In air gap deployment mode, ExtremeCloud IQ Site Engine utilizes these licenses based on a license file. During the generation of the license file, the licenses are assigned to the Locking ID of the ExtremeCloud IQ Site Engine.

IMPORTANT	You must have an Extreme Portal account. If you do not have one, you can register for an account by selecting **Register Here** on the Extreme Portal login screen.

ExtremeCloud IQ NAC Subscriptions

You can use ExtremeCloud IQ NAC subscriptions for both ExtremeCloud A3 and ExtremeControl for ExtremeCloud IQ Site Engine. For activation instructions specific to ExtremeCloud A3, go here.

Linking Extreme Portal Accounts

NOTE	If you are not successful in linking your account and believe you have a new subscription that requires linking, please contact the Global Technical Assistance Center. Not being able to link is typically an indication that the entitlements are not tied to your account.

Connected Deployment Mode for Renewal or License Expansion

If ExtremeCloud IQ is already linked, the new licenses are automatically available for your ExtremeCloud IQ and are automatically provided to ExtremeCloud IQ Site Engine. If you do not see your new license displayed, you can request an on-demand license synchronization.

Connected Deployment Mode License Synchronization

1. Log in to ExtremeCloud IQ.

2. In the upper right of the window, select the admin icon.

3. From the drop-down, select **Global Settings > Administration > License Management**.

4. Select the **Synchronize** button.

NOTE   The **Synchronize** button only available if you have ExtremeCloud IQ linked. If ExtremeCloud IQ is not linked, you can use the **Link My Extreme Portal Account** option instead of synchronize.

Connected Deployment Mode for End-User Customers

First Time ExtremeCloud IQ Users

1. To use the licenses, log into your ExtremeCloud IQ.

2. On the **Welcome to ExtremeCloud IQ** screen, select **I have an ExtremeCloud IQ license**.

3. Select **Get Started**.

Existing ExtremeCloud IQ Users

1. Log in to ExtremeCloud IQ.

2. In the upper right of the window, select the admin ![icon] icon.

3. From the drop-down, select **Global Settings > Administration > License Management**.

4. Select **Link my Extreme Portal Account** to use your licenses.

5. Enter your Extreme Portal credentials.
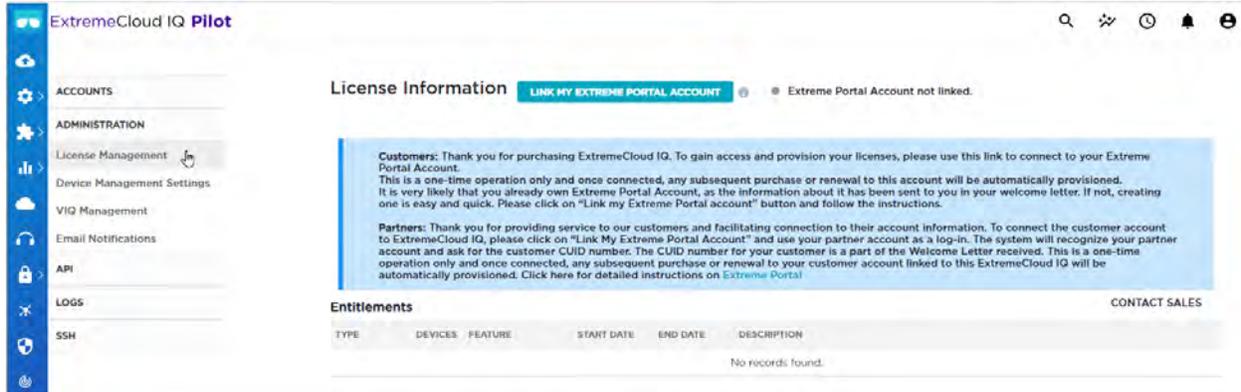
Connected Deployment Mode for Distributors/Partners/Resellers

- Creating the ExtremeCloud IQ instance for your end customers:

    1. Link the end customer's account using your Extreme Portal credentials.

    2. Enter the end customer's Customer Unique Identifier (CUID). The CUID can be found in your Welcome Letter.

- Creating the ExtremeCloud IQ instance for your company:

    1. Link your company account using your Extreme Portal credentials.

    2. Enter your company's CUID. The CUID can be found in your Welcome Letter.

    Once this operation is complete, you will see an indication that the linking has been processed successfully.

NOTE As more devices are onboarded, the license count increases. However, there may be some delay in displaying the license updates.

Air gap mode: Generate the License File

- You can generate a new air gap license file seven days before the new subscription starts. To generate the license file:

    1. Log into your Extreme Portal

        NOTE If you don't have an Extreme Portal account, you will be required to register for one on the Extreme Portal login page.

    2. Select the **Assets > Cloud Licenses Home**

3. Select **Generate License**

4. Fill in the license quantities

- The **NAC License Quantity** is expected in the number of End Systems (1000 is the quantity of XIQ-NAC-S-1K).

- The **Locking ID** is displayed in the ExtremeCloud IQ Site Engine GUI. The ID starts with *XIQSE-* followed by 32 characters (numbers and uppercase letters).

The system automatically activates (consumes) the entitlements using the date that is closest to your current date.

- To activate a specific entitlement:

1. Select the entitlement

2. Select **Generate License** on the next screen.

The license file can be downloaded from Extreme Portal and inserted into the ExtremeCloud IQ Site Engine.

NOTE If the license file was not generated and you believe you have the required subscription quantity, contact the Global Technical Assistance Center. When a license file cannot be generated, it usually means that the entitlements are not tied to your account.

Air gap mode: Install the License File

- To install the license file:

  1. If there is no valid license file in ExtremeCloud IQ Site Engine, then the following GUI displays and you can upload the license file here.

  2. If there is already a valid license file in ExtremeCloud IQ Site Engine, then log in to ExtremeCloud IQ Site Engine > **Administration** > **Licenses** tab. Drag and drop the license files to the license entitlement zone above the table. The Locking ID also displays here.