



ExtremeCloud™ IQ Site Engine Activation Instructions

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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**.

Welcome to ExtremeCloud IQ

Ready to bring enterprise-grade cloud networking to your organization? Get started quickly with the options below.

ahqatest+lemtest06@gmail.com Test
Help | Log Out

Choose from the following options to get started.

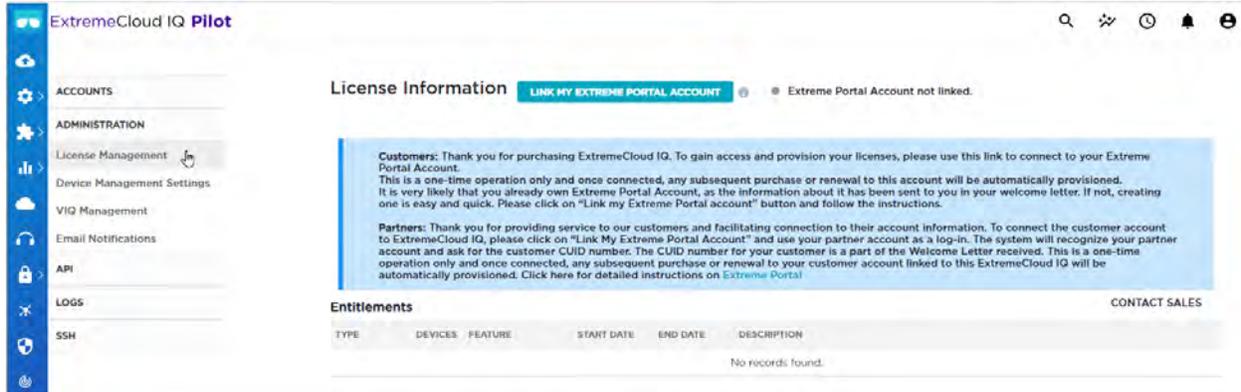
- I want to continue with my 30-day trial of ExtremeCloud IQ. **30 day(s) remaining**
- I have an ExtremeCloud IQ license**
You will be redirected to our Extreme Portal and will need to create an account if you do not already have one.
- I have an ExtremeCloud IQ entitlement key.
Enter your entitlement key here to continue with ExtremeCloud IQ

I'll start with ExtremeCloud IQ Connect.

Get Started!

Existing ExtremeCloud IQ Users

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 **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.

Please enter Customer’s Unique Identifier (CUID)

CUID (Customer Unique Identification) is received in a Welcome Letter upon purchase. Both customer and partners are receiving this letter. This is a one time operation only and is not required for any subsequent licensing purchase to this account.

CANCEL
SUBMIT

Contract Number	5-013
Contract Start Date (mm/dd/yyyy)	10/19/2020
Contract End Date (mm/dd/yyyy)	12/31/2021
CUID	wxiV

- 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.

The screenshot shows the 'ExtremeCloud IQ Pilot' web interface. The left sidebar contains navigation menus for ACCOUNTS, ADMINISTRATION, LOGS, and SSH. The main content area is titled 'License Information' and includes a status indicator 'EXTREME LICENSING PORTAL' and a message 'Successfully linked to a customer account'. Below this is a 'UNLINK FROM EXTREME PORTAL' button. The 'Entitlements' section features a table with columns: TYPE, DEVICES, FEATURES, START DATE, END DATE, and DESCRIPTION. A message below the table states 'No records found.' The 'NAC Entitlements' section shows 'Total entitlements available to allocate: 1500000' and a table with columns: ENTITLED SERIAL NUMBER, NAME, ALLOCATED %, and ALLOCATED ENTITLEMENTS. A message below the table states 'No records found.' The 'Legacy Entitlements' section has a heading 'Do you have a Legacy Entitlement Key? Enter it here.' and a table with columns: Current State, Entitlement Key, Type, Evaluation Period, Devices, Subscription End Date, Support End Date, Activation Date, and Description. A message below the table states 'No data'.

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**

The screenshot shows the 'Extreme Portal' interface with the 'Assets' menu selected. The 'Cloud Licenses Home' page displays four main actions: 'Claim Voucher' (Claim your Perpetual Entitlement Vouchers), 'Generate License' (Generate license for Pilot, Navigator & NAC products), 'License Transfer' (Transfer a license from defective to replacement unit), and 'Revoke License' (Revoke a license from a working unit). Each action is accompanied by a corresponding button.

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).

Generate License ✕

Generate license for Pilot, Navigator & NAC products.

Pilot License Quantity
Enter Number Of Quantity

Navigator License Quantity
Enter Number Of Quantity

NAC License Quantity
Enter Number Of Quantity

Locking ID
* Locking ID (example: Serial Number, UUID)

* You must check this box to acknowledge you agree to the [Terms & Conditions](#)

Cancel **Generate**

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:
 - 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.

ExtremeCloud IQ **Site Engine** Support About

Welcome to ExtremeCloud IQ - Site Engine

[Back](#)

Air Gap License Entitlements

Enter the entitlement(s) for your air gapped ExtremeCloud IQ - Site Engine.
After adding entitlements to the table below, click the Continue button to log in to ExtremeCloud IQ - Site Engine.

ExtremeCloud IQ - Site Engine serial number (Locking ID, UUID): **XIQSE-**.....

Don't have a license file? [Generate here](#)

Entitlements 📁

Drag and drop a license entitlement file into this zone or click here to paste license entitlements.

Feature	License Name	Type	Quantity	Start Date	End Date	Description
Displaying 0 rows						

[Continue](#)

- 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.