



# ExtremeCloud™ IQ Site Engine Activation and License Guide:

Activation Instructions, Synchronization, and  
Troubleshooting

06/2025  
25.05.11  
PN: 9038031-01 Rev AA  
Subject to Change Without Notice



## Abstract

This activation and license guide provides instructions and processes for managing licenses in ExtremeCloud IQ Site Engine. It covers two deployment methods: connected deployment, where licenses are synchronized through the ExtremeCloud IQ Portal, and air gap deployment, which uses license files tied to the system's Locking ID. Detailed steps guide users through linking Extreme Portal accounts, generating license files, and performing license synchronization for end users, distributors, and partners. This guide also includes instructions for activating ExtremeCloud IQ NAC subscriptions and managing license operations within both deployment models. Troubleshooting guidance is provided for resolving account linking issues and entitlement synchronization, emphasizing the importance of valid Extreme Portal credentials. The technical instructions ensure correct license activation and management for uninterrupted operation.

## Legal Notices

Extreme Networks, Inc., on behalf of or through its wholly-owned subsidiary, Enterasys 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, please see:

[www.extremenetworks.com/company/legal/trademarks/](http://www.extremenetworks.com/company/legal/trademarks/)

## 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](http://www.extremenetworks.com/support/contact)
  - **Email:** [support@extremenetworks.com](mailto: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.

# Table of Contents

ExtremeCloud™ IQ Site Engine Activation and License Guide: .....	1
Activation Instructions, Synchronization, and Troubleshooting .....	1
Abstract .....	2
Table of Contents .....	4
Activation Instructions .....	5
ExtremeCloud IQ NAC Subscriptions .....	5
Linking Extreme Portal Accounts .....	5
Connected Deployment Mode for Renewal or License Expansion .....	5
Connected Deployment Mode License Synchronization .....	5
Connected Deployment Mode for End-User Customers .....	6
First Time ExtremeCloud IQ Users .....	6
Existing ExtremeCloud IQ Users .....	6
Connected Deployment Mode for Distributors/Partners/Resellers .....	7
Air gap mode: Generate the License File .....	8
Air gap mode: Install the License File .....	10

# 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 *EPI-STD-xx-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**

ahqatest+iemtest06@gmail.com Test  
Help | Log Out

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

Extreme Networks ExtremeCloud IQ  
Our portfolio of full-featured network management solutions sets a new standard for simplicity and flexibility in cloud networking.

ExtremeCloud IQ provides advanced functionality, like application visibility and control and powerful advanced security features with custom profiles and policies. ExtremeCloud IQ also supports cloud and on-premises deployment options.

[Click here to learn more about our portfolio of ExtremeCloud IQ solutions.](#)

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 a ExtremeCloud IQ entitlement key.  
Enter your entitlement key here to continue with ExtremeCloud IQ

ExtremeCloud IQ Connect  
Connect is centrally managed from the cloud and is optimized for speed and resilience of network

☐ 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.

ACCOUNTS

ADMINISTRATION

License Management

Device Management Settings

VIQ Management

Email Notifications

API

LOGS

SSH

License Information

LINK MY EXTREME PORTAL ACCOUNT

Extreme Portal Account not linked.

**Customers:** Thank you for purchasing ExtremeCloud IQ. To gain access and provision your licenses, please use this link to connect to your Extreme Portal Account. This is a one-time operation only and once connected, any subsequent purchase or renewal to this account will be automatically provisioned. It is very likely that you already own Extreme Portal Account, as the information about it has been sent to you in your welcome letter. If not, creating one is easy and quick. Please click on "Link my Extreme Portal account" button and follow the instructions.

**Partners:** Thank you for providing service to our customers and facilitating connection to their account information. To connect the customer account to ExtremeCloud IQ, please click on "Link My Extreme Portal Account" and use your partner account as a log-in. The system will recognize your partner account and ask for the customer CUID number. The CUID number for your customer is a part of the Welcome Letter received. This is a one-time operation only and once connected, any subsequent purchase or renewal to your customer account linked to this ExtremeCloud IQ will be automatically provisioned. Click here for detailed instructions on [Extreme Portal](#)

Entitlements

CONTACT SALES

TYPE	DEVICES	FEATURE	START DATE	END DATE	DESCRIPTION
No records found.					

## Connected Deployment Mode for Distributors/Partners/Resellers

- Creating the ExtremeCloud IQ instance for your end customers:
  - Link the end customer's account using your Extreme Portal credentials.
  - 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:
  - Link your company account using your Extreme Portal credentials.
  - 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.

**License Information** EXTREME LICENSING PORTAL Successfully linked to a customer account

[UNLINK FROM EXTREME PORTAL](#)

**Entitlements** CONTACT SALES

TYPE	DEVICES	FEATURE	START DATE	END DATE	DESCRIPTION
No records found.					

**NAC Entitlements**

Total entitlements available to allocate: 1500000

ENTITLED SERIAL NUMBER	NAME	ALLOCATED %	ALLOCATED ENTITLEMENTS
No records found.			

[CANCEL](#) [SAVE](#)

**Legacy Entitlements**

Do you have a Legacy Entitlement Key? [Enter it here](#)

[All](#) [REMOVE/DEACTIVATE](#) [DOWNLOAD](#)

Current State	Entitlement Key	Type	Evaluation Period	Devices	Subscription End Date	Support End Date	Activation Date	Description
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:

- 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.

- Select the **Assets > Cloud Licenses Home**

**Extreme Portal** Support Products Downloads Assets Renewals

Search

**Cloud Licenses Home**

**Claim Voucher**

Claim your Perpetual Entitlement Vouchers.

[Claim Voucher](#)

**Generate License**

Generate license for Pilot, Navigator & NAC products.

[Generate License](#)

**License Transfer**

Transfer a license from defective to replacement unit.

[License Transfer](#)

**Revoke License**

Revoke a license from a working unit.

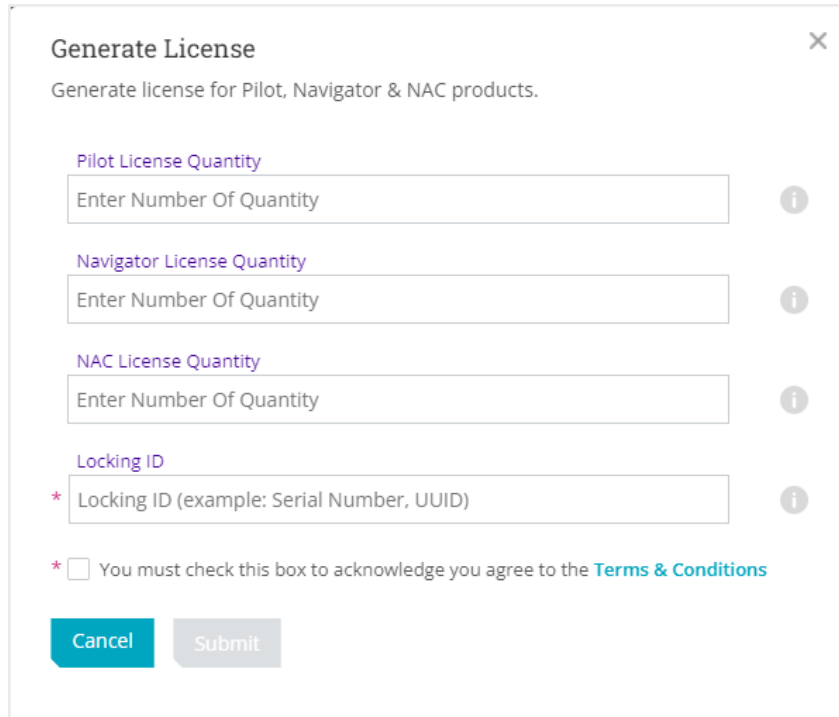
[Revoke License](#)

- 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** i

Enter Number Of Quantity

**Navigator License Quantity** i

Enter Number Of Quantity

**NAC License Quantity** i

Enter Number Of Quantity

**Locking ID** i

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

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

**Cancel** **Submit**

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.

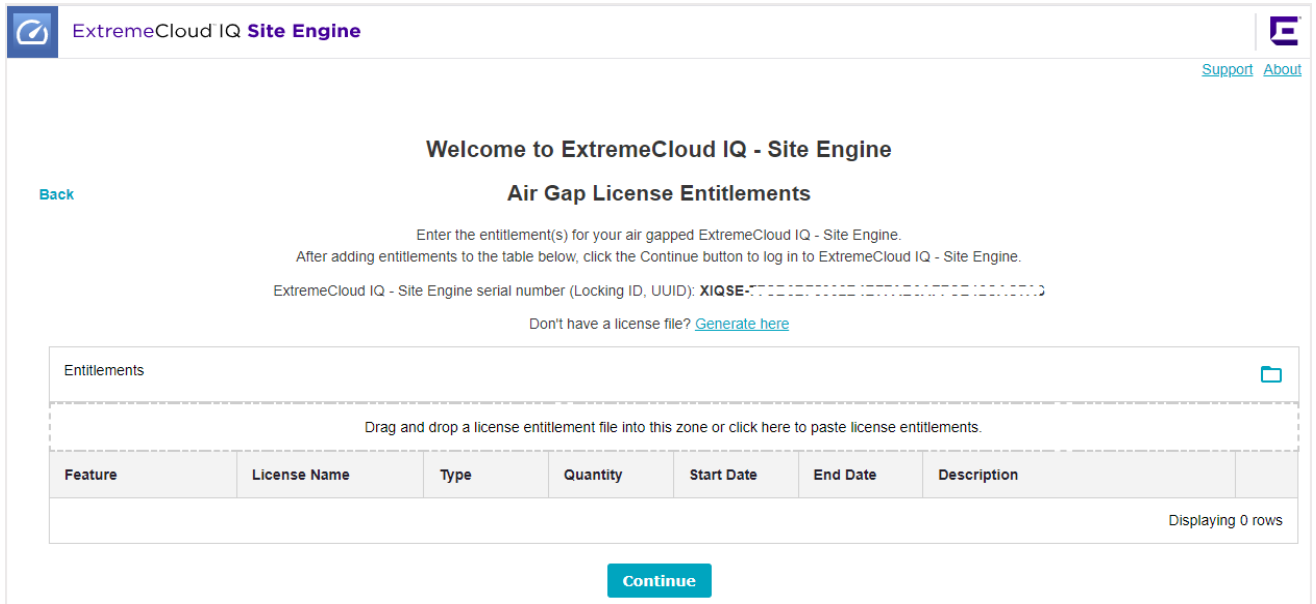
---

**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

#### 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](#)

[Back](#)

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.