ExtremeCloud™ IQ Site Engine v25.08.10 Activation and License Guide:

Activation Instructions, Synchronization, and Troubleshooting

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 Extreme Platform ONE Networking or ExtremeCloud IQ, 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.

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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, *EP1-STD-xx-S-C-xx* license, or *USK12-STD-x-S-C-xx* license.

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

In air gap deployment mode, ExtremeCloud IQ Site Engine utilizes these licenses based on the 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

Once your Extreme Portal is linked to Extreme Platform ONE Networking or ExtremeCloud IQ, the new licenses are automatically available for your Extreme Platform ONE Networking or ExtremeCloud IQ. The new licenses are automatically provided to ExtremeCloud IQ Site Engine. If you do not see your new license displayed, you can login as an admin and request an on-demand license synchronization

Connected Deployment Mode Extreme Platform ONE Networking On-Demand License Synchronization

1. Log in to Extreme Platform ONE Networking with an admin account.

2. In the upper left of the window, select the menu icon.

3. From the menu, select **Subscriptions & Services > Subscriptions & Licensing**.

4. Select the **Synchronize Subscriptions** button.

Connected Deployment Mode ExtremeCloud IQ On-Demand 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 an admin account and Extreme Platform ONE Networking or ExtremeCloud IQ linked. If Extreme Platform ONE or ExtremeCloud IQ is not linked, you can use the **Link My Extreme Portal Account** option instead of synchronize.

Connected Deployment Mode: Linking your Extreme Portal account for End-User Customers

To use the licenses you must:

- Have an Extreme Platform ONE Networking or ExtremeCloud IQ account.

- Link your Extreme Platform ONE Networking or ExtremeCloud IQ account with the Extreme Portal Account.

Connected Deployment Mode: Linking your Extreme Portal account for Distributors/Partners/Resellers

- To create the 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.
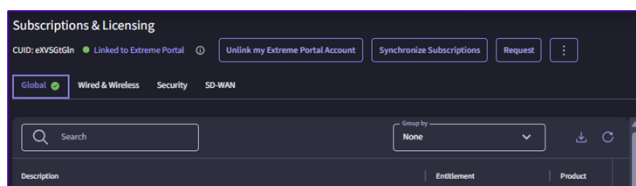
- To create the instance for your company:

    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.

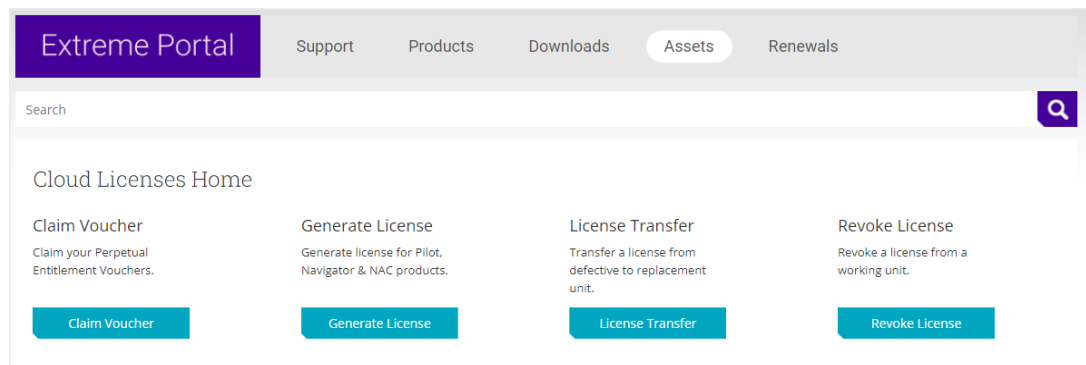# Air gap mode: Generate the License File

- You can generate a new air gap license file seven days before the new subscription starts. To generate the license file:
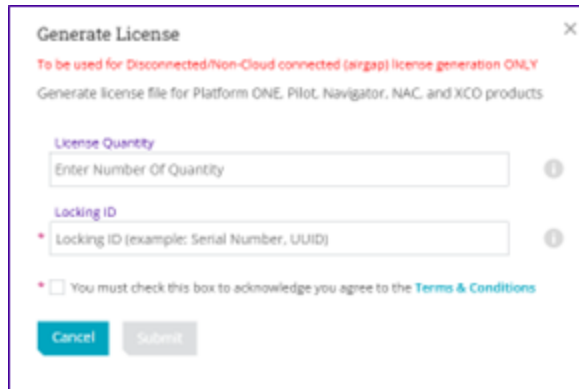
    1. Log into your [Extreme Portal.](#)

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 a specific Entitlement ID from the table, and select **Generate License** .

        - You can generate an air gap license file for the following Entitlement Products: XIQ-PIL-S-C-xx, XIQ-NAC-S-xx, XIQ-NAV-S-C-xx, EP1-STD-xx-S-C-xx, USK12-STD-x-S-C-xx.

    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.