Upgrade the Extreme Management Center to ExtremeCloud IQ – Site Engine Connected Deployment

Quick Guide

Abstract: This document describes the necessary steps the admin should accomplish to upgrade the existing Extreme Management Center to the ExtremeCloud IQ – Site Engine in connected deployment mode.

Published: May 2022

Extreme Networks, Inc.
145 Rio Robles
San Jose, California 95134
Phone / +1 408.579.2800
Toll-free / +1 888.257.3000
www.extremenetworks.com

© 2012–2021 Extreme Networks, Inc. All Rights Reserved.
AccessAdapt, Alpine, Altitude, BlackDiamond, Direct Attach, EPICenter, ExtremeWorks Essentials, Ethernet Everywhere, Extreme Enabled, Extreme Ethernet Everywhere, Extreme Networks, Extreme Standby Router Protocol, Extreme Turbodrive, Extreme Velocity, ExtremeWare, ExtremeWorks, ExtremeXOS, Go Purple Extreme Solution, ExtremeXOS ScreenPlay, ReachNXT, Ridgeline, Sentriant, ServiceWatch, Summit, SummitStack, Triumph, Unified Access Architecture, Unified Access RF Manager, UniStack, XNV, the Extreme Networks logo, the Alpinelogo, the BlackDiamond logo, the Extreme Turbodrive logo, the Summit logos, and the Powered by ExtremeXOS logo are trademarks or registered trademarks of Extreme Networks, Inc. or its subsidiaries in the United States and/or other countries.
sFlow is the property of InMon Corporation.
Specifications are subject to change without notice.
All other registered trademarks, trademarks, and service marks are the property of their respective owners.
For additional information on Extreme Networks trademarks, see www.extremenetworks.com/company/legal/trademarks.

Table of Contents

Topics And Order Of Steps 3

Release Notes And Documentation 4

Convert the Extreme Management Center Licenses To Subscriptions 5

Downloading Upgrade Binaries of ExtremeCloud IQ – Site Engine And Components 6

Create a New ExtremeCloud IQ Account And Link It To the Extreme Portal 8

Linking Existing ExtremeCloud IQ Account To Extreme Portal 10

Upgrade the Extreme Management Center To the Site Engine 11

Tuning And Post-Upgrade Activities 13

Upgrade ExtremeAnalytics & ExtremeControl Engines And Fabric Manager(s) And GIM(s) 15

Additional Resources 16

© Extreme Networks, Inc. All rights reserved.

Topics And Order Of Steps

There are two deployment scenarios available for ExtremeCloud IQ – Site Engine starting version 21.11:

- Connected deployment mode:
  - Internet connectivity is required
  - ExtremeCloud IQ is a licensing authority
  - ExtremeCloud IQ – Site engine is integrated with ExtremeCloud IQ
- Air gap deployment mode:
  - Internet connectivity is not required
  - License file needs to be generated
  - Benefits of ExtremeCloud IQ are not available

There are the following steps:

- Read the Release Notes and related documentation.
- Convert the perpetual licenses to the subscription-based right to use. (The same procedure applies for Extreme Management Center subscriptions also).
- Download the upgrade binaries of ExtremeCloud IQ – Site Engine and components.
- Do not continue to the next steps without Pilot subscriptions.
- If you do not have an ExtremeCloud IQ account: Create a new ExtremeCloud IQ account and link it to the Extreme Portal account
- If you have an ExtremeCloud IQ account already: Link it to your Extreme Portal account
- Upgrade the Extreme Management Center to the ExtremeCloud IQ – Site Engine.
- Onboard the ExtremeCloud IQ – Site Engine to ExtremeCloud IQ. The ExtremeCloud IQ – Site Engine will consume licenses from the license pool through ExtremeCloud IQ.
- Tuning and post-upgrade activities for Connected deployment mode.
- Upgrade ExtremeAnalytics & ExtremeControl engines and Fabric Manager(s) and GIM(s).

© Extreme Networks, Inc. All rights reserved.

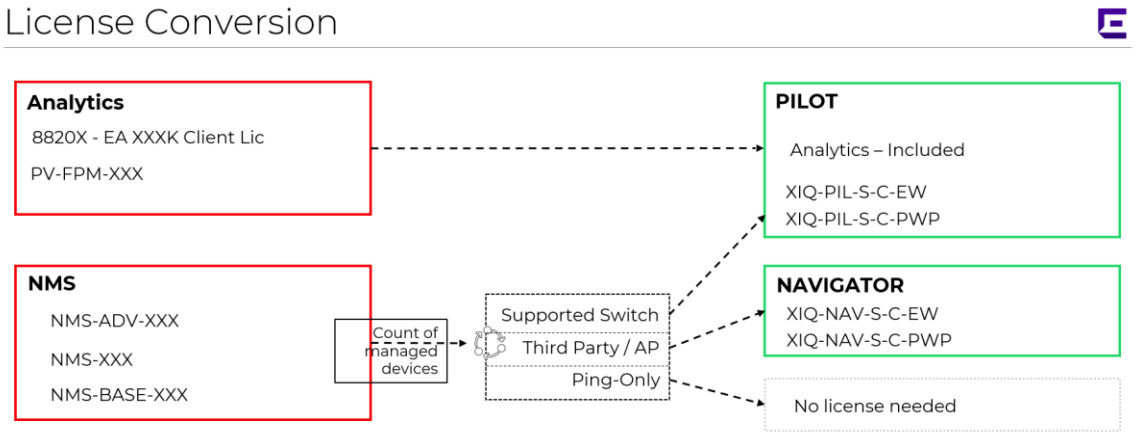
Release Notes And Documentation

- Read carefully the Release Notes there is a lot of important information.
- Check the new licensing.
- Check what is ExtremeCloud IQ – Site Engine sending to ExtremeCloud IQ = communication overview in the connected deployment.
- Upgrade to ExtremeCloud IQ – Site Engine is supported from selected versions of Extreme Management Center and ExtremeCloud IQ – Site Engine. More details here.
- Check the Hardware and Operating System requirements.
- Follow the pre-installation checklist.

© Extreme Networks, Inc. All rights reserved.

Convert the Extreme Management Center Licenses To Subscriptions

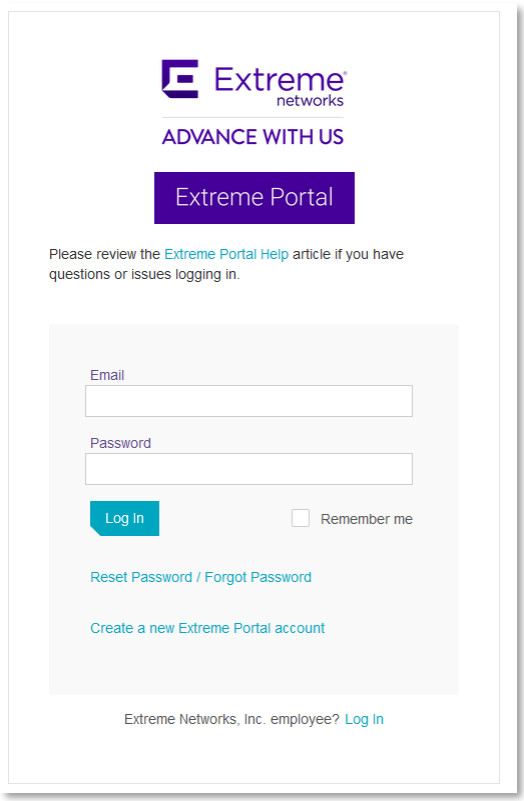
- ExtremeCloud IQ – Site Engine requires Pilot or Navigator subscriptions.
- Subscriptions are consumed through connection to ExtremeCloud IQ.
- Contact the local Extreme Networks representative to transition from support contract model to subscription model. Typically there is no additional cost for the transition. There is a procedure in place, you will be asked for:
    - Fill the form with details
    - Run the workflow to calculate the appropriate number of Pilot & Navigator licenses or export from the Extreme Management Center
    - Planned Upgrades or Expansion
    - Planned new Deployments and Hardware Refreshes
    - Existing service contracts (from the service team)
- The result is the appropriate number of Pilot & Navigator entitlements available through your Extreme Portal account.



© Extreme Networks, Inc. All rights reserved.

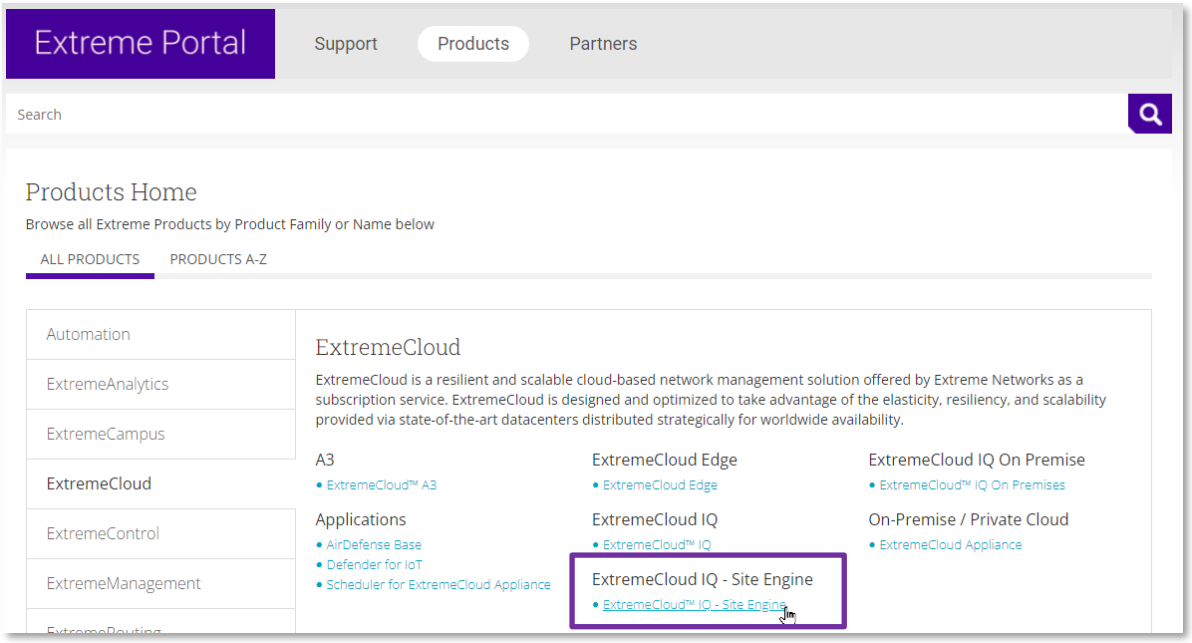
Downloading Upgrade Binaries of ExtremeCloud IQ – Site Engine And Components

1. Login to the Extreme Portal

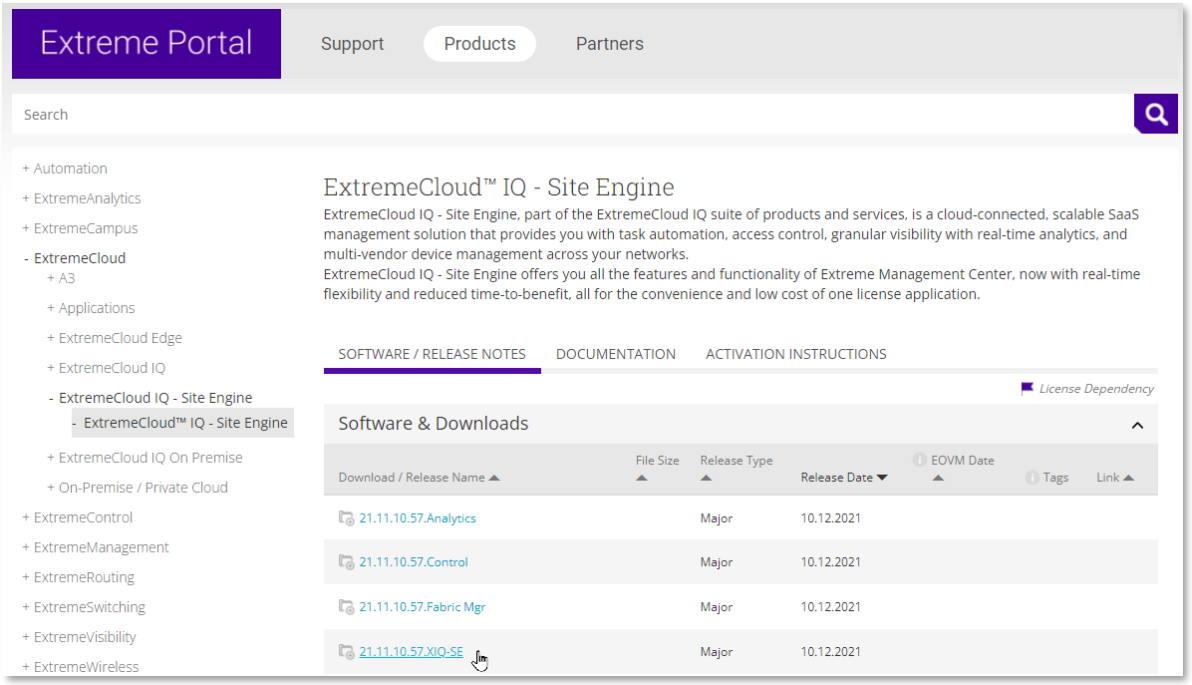


2. Select Products -> ExtremeCloud -> ExtremeCloud IQ – Site Engine

© Extreme Networks, Inc. All rights reserved.



3. Select the version and the component (start with XIQ-SE)



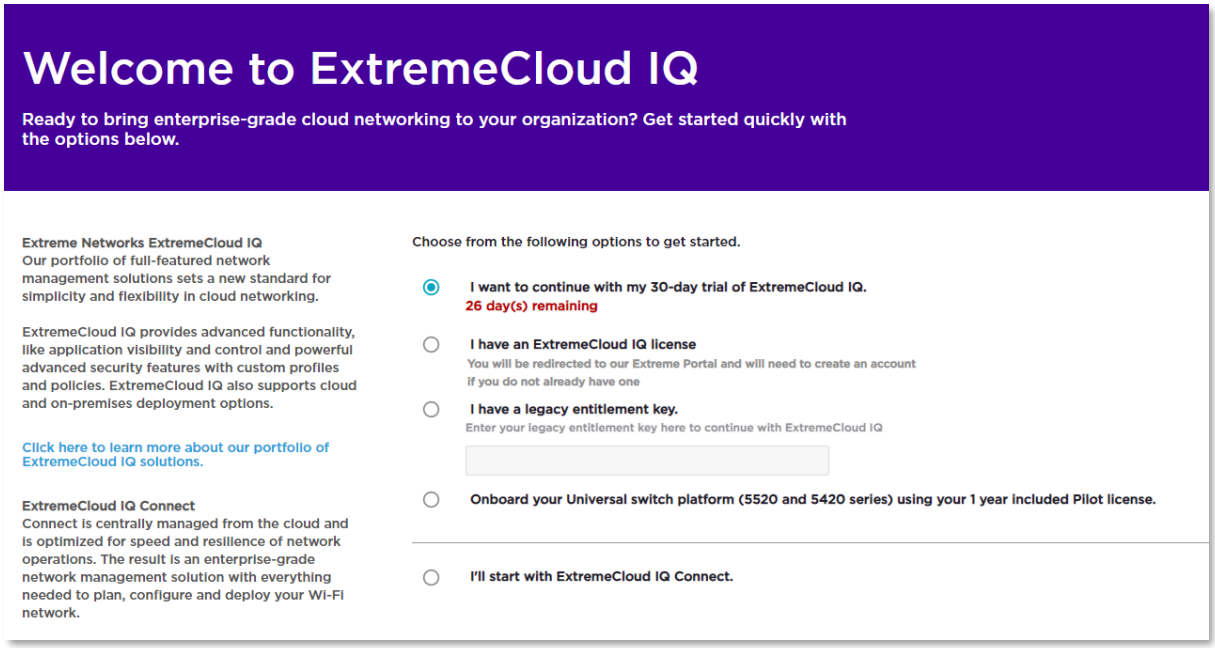
4. Download the upgrade BIN files

© Extreme Networks, Inc. All rights reserved.

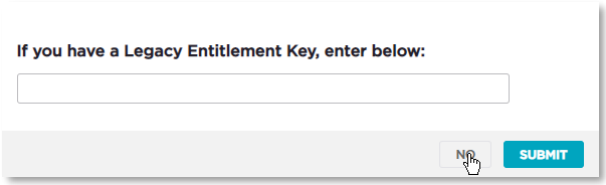
Create a New ExtremeCloud IQ Account And Link It To the Extreme Portal

If you have an ExtremeCloud IQ account already, skip this section.

5. Fill the form, check your mailbox and create a password based on instructions in the email.
6. Login to the ExtremeCloud IQ with your new credentials
7. Select “I have an ExtremeCloud IQ license“ to link the ExtremeCloud IQ to the Extreme Portal.

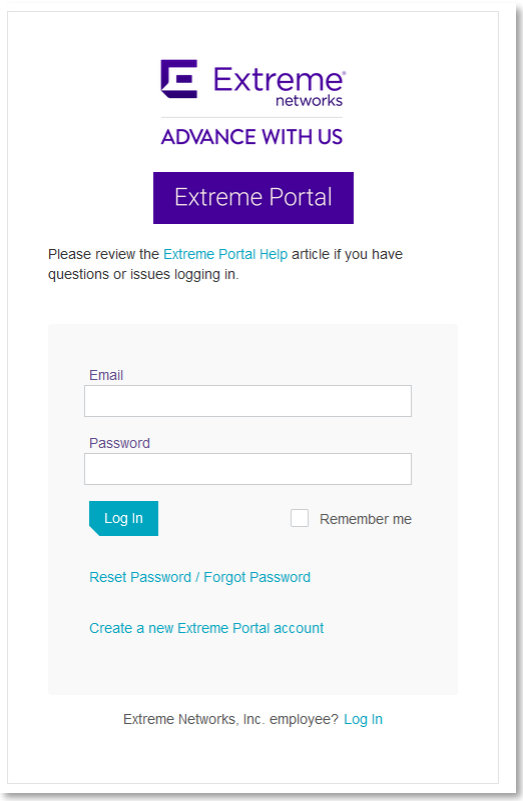


8. For the next question click NO if there is no legacy entitlement key:



9. Login to Extreme Portal to link the ExtremeCloud IQ account to the Extreme Portal

© Extreme Networks, Inc. All rights reserved.



You may be asked to provide a CUID (Customer Unique Identifier). The CUID was included in the customer welcome letter (email).

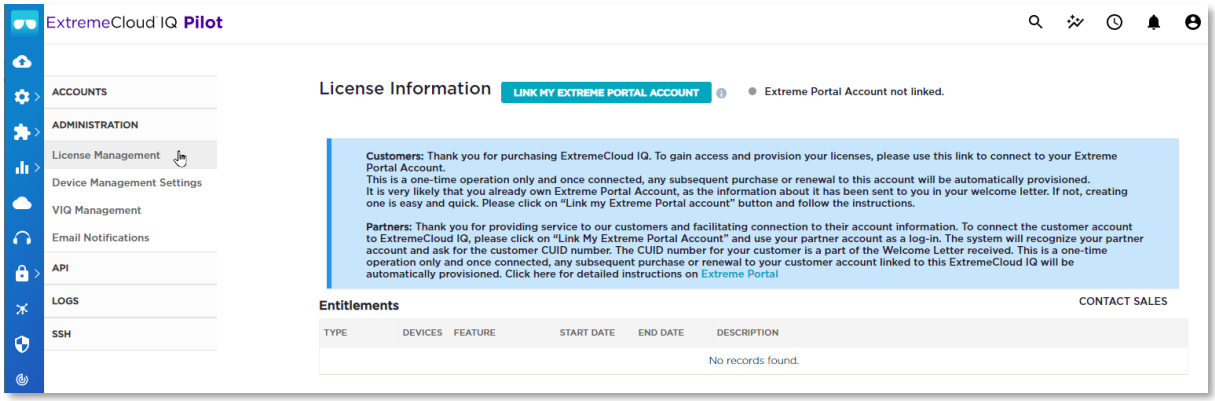
By logging into the Extreme Portal from here, linking this ExtremeCloud IQ account to the Extreme Portal Account is accomplished. Now the subscription entitlements are available in your ExtremeCloud IQ and the ExtremeCloud IQ is ready for onboarding of ExtremeCloud IQ – Site Engine.

© Extreme Networks, Inc. All rights reserved.

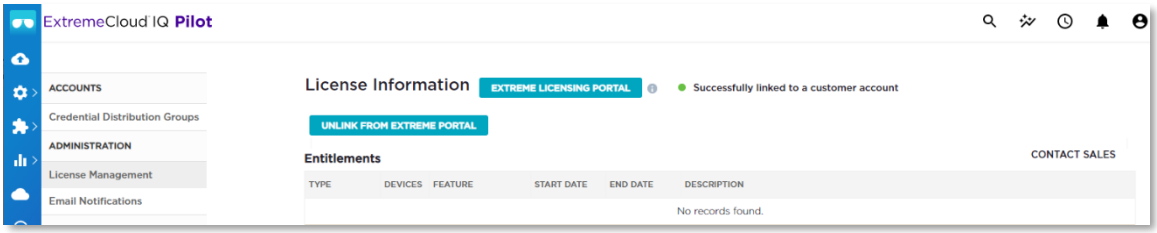
Linking Existing ExtremeCloud IQ Account To Extreme Portal

The ExtremeCloud IQ – Site Engine can not onboard to Connect level account.
The ExtremeCloud IQ – Site Engine requires a minimum of the Pilot level account. (One Pilot subscription is minimum)
If your ExtremeCloud IQ Account is already linked to Extreme Portal then skip this section.

5. Login to ExtremeCloud IQ, navigate to admin_name > Global Settings > Administration > License Management



6. Click on "Link my Extreme Portal Account" to use your licenses (You will be asked to enter your Extreme Portal credentials). Once this operation is complete, it will be indicated that the linking has been processed successfully.



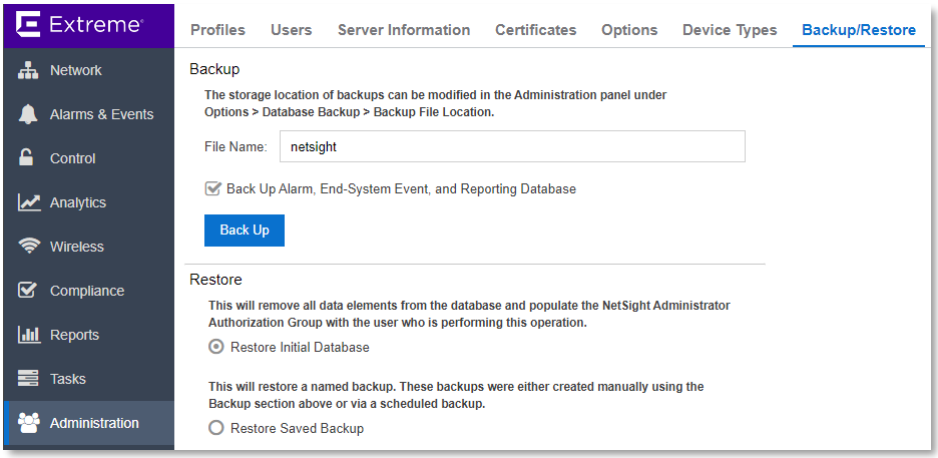
You may be asked to provide a CUID (Customer Unique Identifier). The CUID was included in the customer welcome letter (email).

Now the subscription entitlements are available in your ExtremeCloud IQ and the ExtremeCloud IQ is ready for onboarding of ExtremeCloud IQ – Site Engine.

© Extreme Networks, Inc. All rights reserved.

Upgrade the Extreme Management Center To the Site Engine

7. Make a backup of your Extreme Management Center.



8. Connect to the console of ExtremeCloud IQ – Site Engine and check the connectivity:

```
wget https://extremecloudiq.com
```

9. If the DNS and/or Gateway need to be fixed then execute:

```
dnetconfig
```

10. Upload the upgrade binary to the operating system (e.g. through SCP)
11. Change the permissions on the upgrade file by entering the following command:

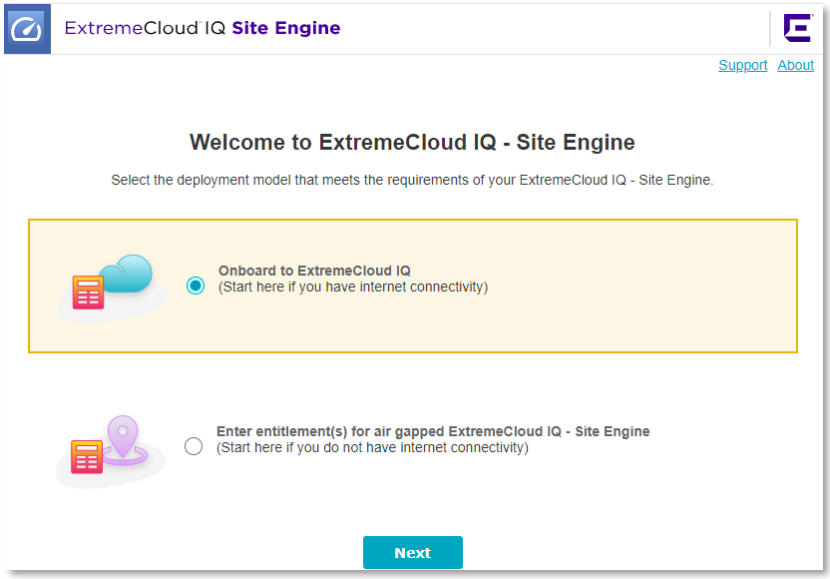
```
chmod u+x ExtremeCloudIQSiteEngine_<version>_64bit_install.bin
```

12. Start the Installer.

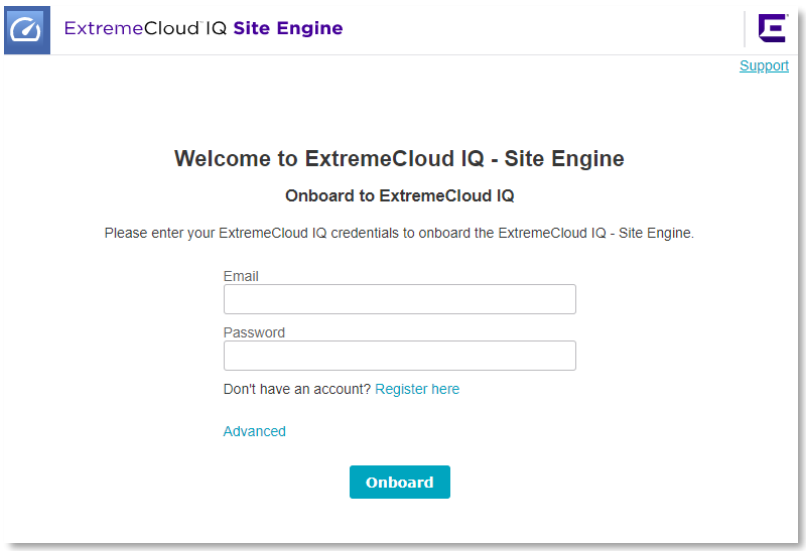
```
./ExtremeCloudIQSiteEngine_<version>_64bit_install.bin
```

13. Answer questions required by the wizard.
14. Once the installation is completed navigate your web browser to **HTTPS://<IP-of-your-server>:8443** and login with your credentials.
15. Accept the License Agreement
16. Select: Onboard to ExtremeCloud IQ

© Extreme Networks, Inc. All rights reserved.



17. Onboard the ExtremeCloud IQ – Site Engine to ExtremeCloud IQ by providing the ExtremeCloud IQ credentials.

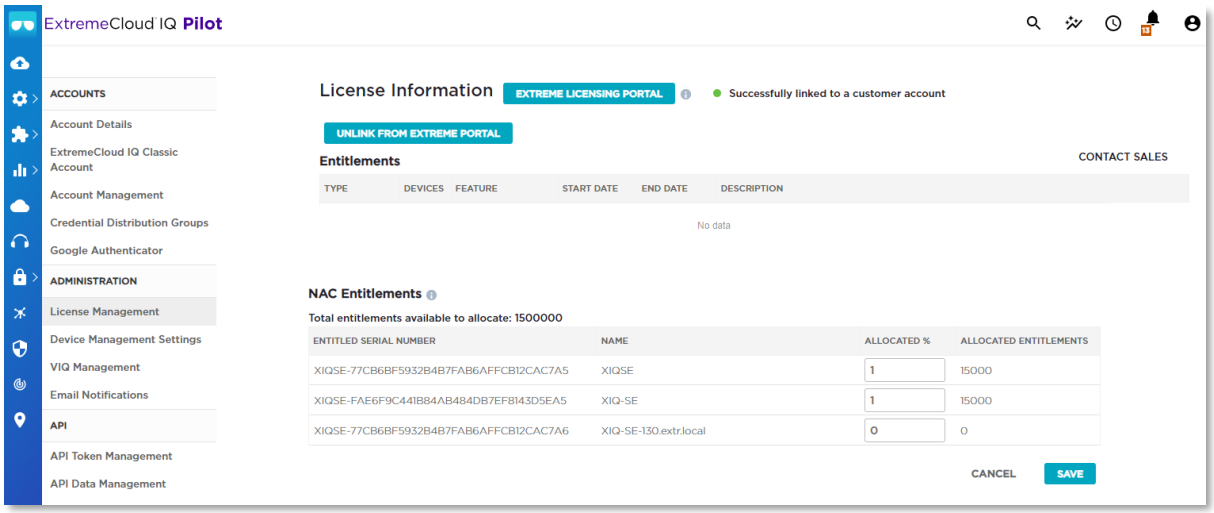


Those credentials are not stored, those credentials are used only once for onboarding ExtremeCloud IQ – Site Engine to the ExtremeCloud IQ.
If the new ExtremeCloud IQ account is needed then click **Register here** and follow the instructions in previous chapters.

© Extreme Networks, Inc. All rights reserved.

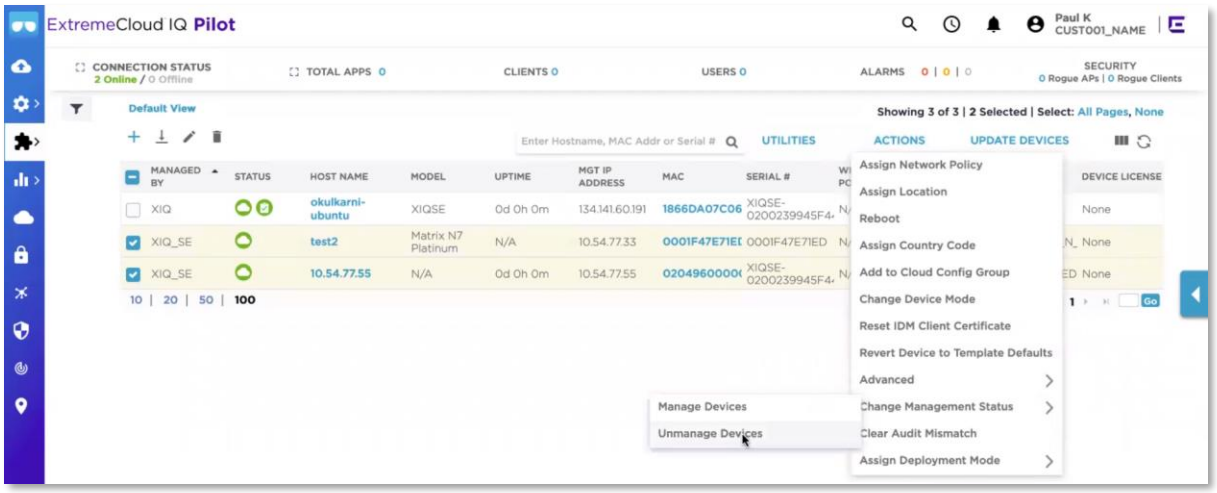
Tuning And Post-Upgrade Activities

- Devices that do not have serial numbers or MAC addresses in the Extreme Management Center must be Rediscovered after you upgrade to ExtremeCloud IQ - Site Engine before they can be onboarded to ExtremeCloud IQ.
- Check the XIQ Onboarded column in the Device Grid.
- Graphical displays of Port and Device statistics in ExtremeCloud IQ depend on collecting data points at a 10-minute interval. If ExtremeCloud IQ - Site Engine is currently collecting data at an interval longer than 10 minutes then select Administration -> Diagnostics -> level: Diagnostics -> System -> ExtremeCloud IQ Summary -> Align Collection Interval. This change will improve the appearance of the ExtremeCloud IQ graphs, but it will also increase the SNMP traffic on your network and require more disk space for your ExtremeCloud IQ - Site Engine database.
    - Are you sure you want to shorten all statistics collection intervals to 10 minutes for existing ports and devices, and also for devices and ports that are added in the future?
- The ExtremeCloud IQ provides NAC entitlements to ExtremeControl. There is an option to allocate a portion of the available license pool.100% NAC entitlements should be allocated automatically to the first ExtremeCloud IQ - Site Engine. If there are more Site Engines (e.g. lab instance and production instance) then the NAC entitlements allocation can be changed in the ExtremeCloud IQ GUI. It is recommended to check the NAC entitlements allocation in ExtremeCloud IQ



- If the number of devices exceeds your licenses available, ExtremeCloud IQ - Site Engine transitions to a license violation state, and your access to ExtremeCloud IQ - Site Engine features and functionality is locked. To resolve the license shortage you need to access the Extreme Networks portal or ExtremeCloud IQ to evaluate the quantities of available Pilot and Navigator licenses versus the number of licenses required by ExtremeCloud IQ - Site Engine. There is an option to Unmanage Devices in ExtremeCloud IQ:

© Extreme Networks, Inc. All rights reserved.



© Extreme Networks, Inc. All rights reserved.

Upgrade ExtremeAnalytics & ExtremeControl Engines And Fabric Manager(s) And GIM(s)

- Once the server is running the ExtremeCloud IQ – Site Engine, the ExtremeAnalytics Engine (Purview) needs to be upgraded. There are two options:
  - Upload the install binary to the ExtremeCloud IQ – Site Engine firmware repository and execute the upgrade of the Analytics Engine through the GUI. In this scenario, the SSH credentials must be configured and working.
  - Upload the install binary to the Analytics Engine and start the upgrade procedure through the console.
- The Access Control Engine upgrade procedure is similar to the Analytics Engine. There are two options:
  - Upload the install binary to the ExtremeCloud IQ – Site Engine firmware repository and execute the upgrade of the Control Engine through the GUI. In this scenario, the SSH credentials must be configured and working.
  - Upload the install binary to the Access Control Engine and start the upgrade procedure through the console.
- There are two options for the Fabric Manager upgrade procedure:
  - Upload the install binary to the ExtremeCloud IQ – Site Engine firmware repository and execute the upgrade of the Fabric Manager through the GUI. The Fabric Manager will be upgraded through the Cloud Connector.
  - Deploy and onboard the new Fabric Manager
- The GIM can be upgraded by deploying the new VM and connecting it to the Access Control Engines. The backup and restore feature of the GIM can be used.

© Extreme Networks, Inc. All rights reserved.

Additional Resources

User Guide online:
https://emc.extremenetworks.com/
Firewall settings:
https://emc.extremenetworks.com/content/oneview/r_used_ports.html
Release Notes:
https://www.extremenetworks.com/support/release-notes/

© Extreme Networks, Inc. All rights reserved.