

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

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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).

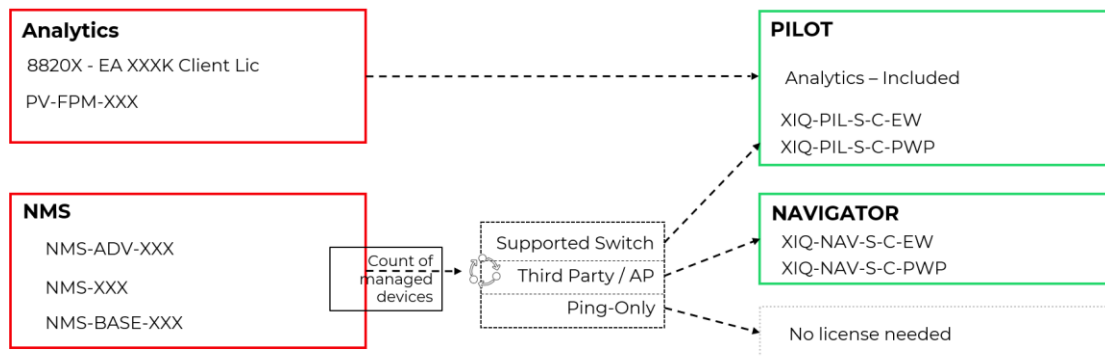
Release Notes And Documentation

- 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](#).

Convert the Extreme Management Center Licenses To Subscriptions

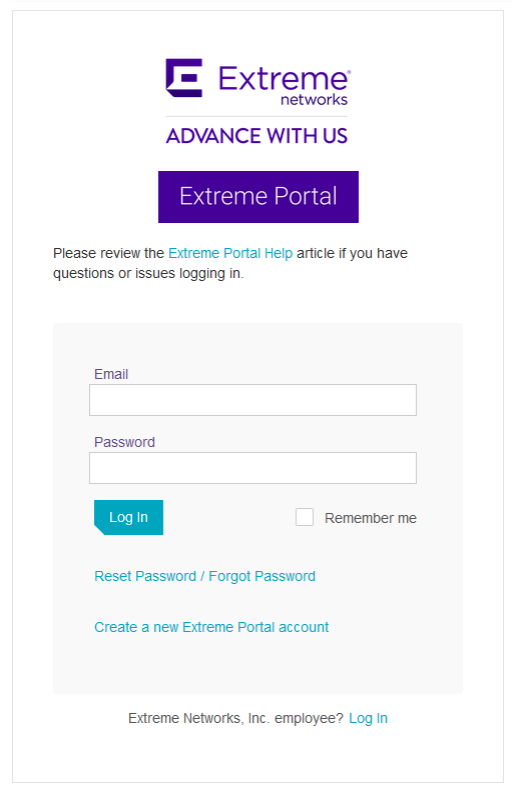
- ExtremeCloud IQ – Site Engine requires Pilot or Navigator subscriptions.
- Subscriptions are consumed through connection to ExtremeCloud IQ.
- Contact the local Extreme Networks representative to transition from support contract model to subscription model. Typically there is no additional cost for 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.

License Conversion



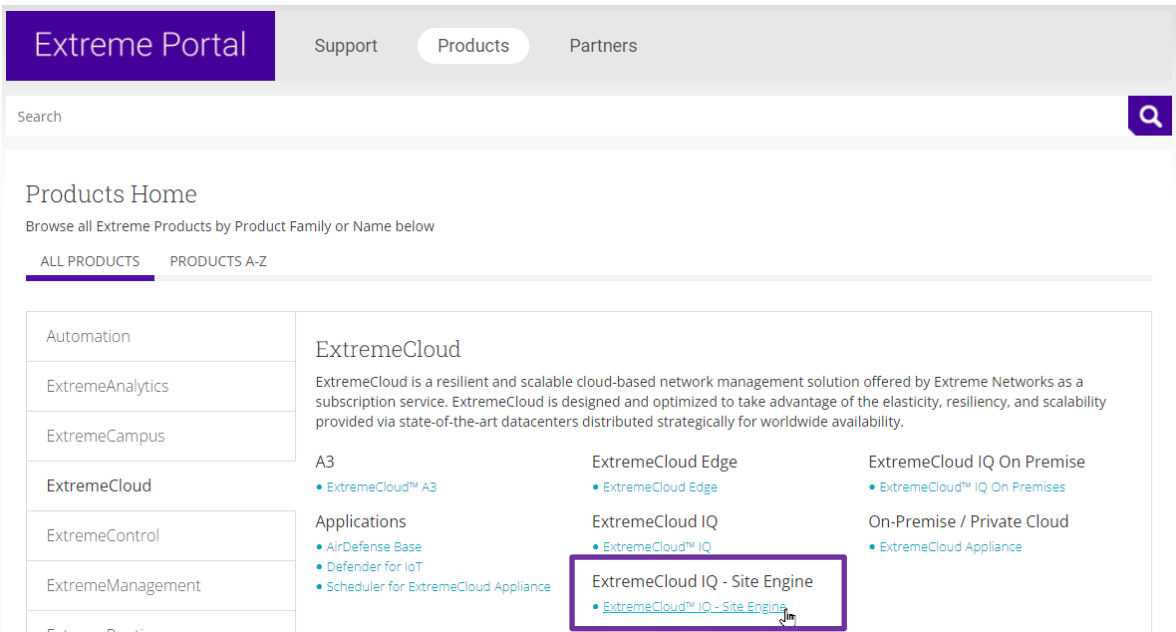
Downloading Upgrade Binaries of ExtremeCloud IQ – Site Engine And Components

1. Login to the [Extreme Portal](#)

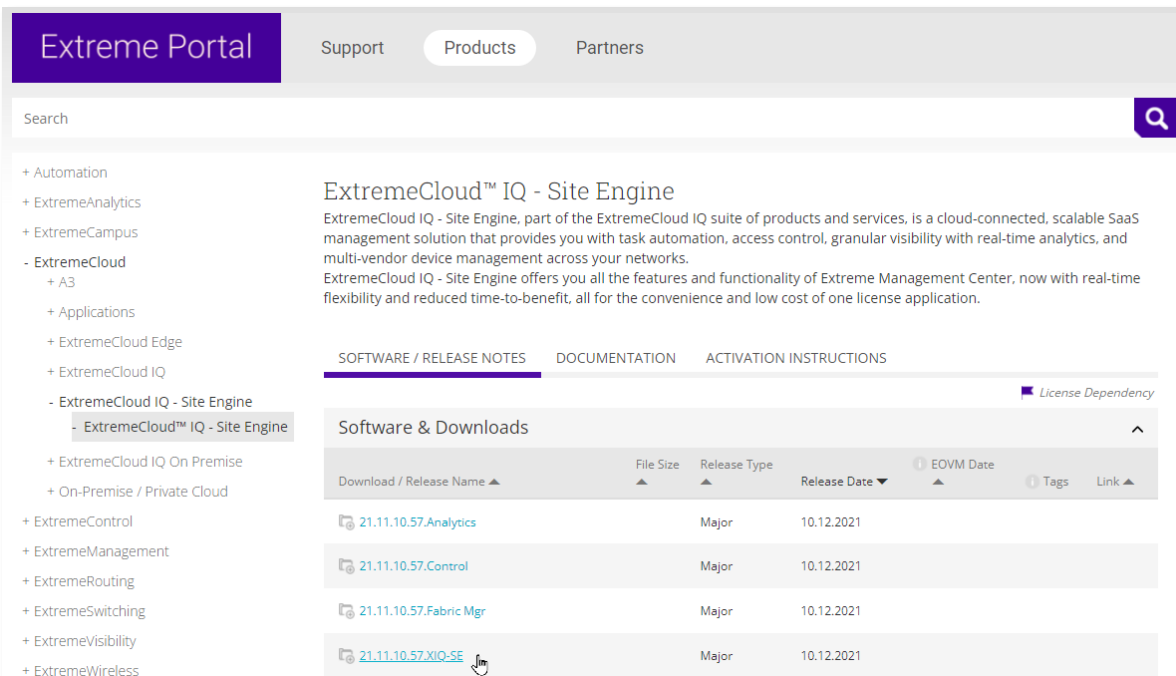


The screenshot shows the Extreme Networks Portal login interface. At the top, there is the Extreme Networks logo and the tagline "ADVANCE WITH US". Below this is a purple button labeled "Extreme Portal". A message reads: "Please review the [Extreme Portal Help](#) article if you have questions or issues logging in." The login form includes fields for "Email" and "Password", a "Log In" button, and a "Remember me" checkbox. There are also links for "Reset Password / Forgot Password" and "Create a new Extreme Portal account". At the bottom, it asks "Extreme Networks, Inc. employee?" with a "Log In" link.

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



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



4. Download the upgrade BIN files

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.

Welcome to ExtremeCloud IQ

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.](#)

ExtremeCloud IQ Connect

Connect is centrally managed from the cloud and is optimized for speed and resilience of network operations. The result is an enterprise-grade network management solution with everything needed to plan, configure and deploy your WI-FI network.

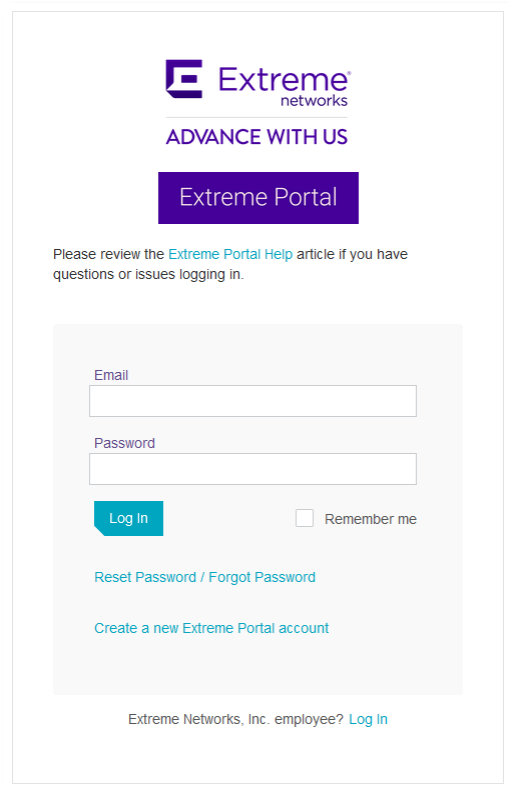
Choose from the following options to get started.

- I want to continue with my 30-day trial of ExtremeCloud IQ. **26 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 legacy entitlement key.
Enter your legacy entitlement key here to continue with ExtremeCloud IQ
- Onboard your Universal switch platform (5520 and 5420 series) using your 1 year included Pilot license.
- I'll start with ExtremeCloud IQ Connect.

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

If you have a Legacy Entitlement Key, enter below:

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



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


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

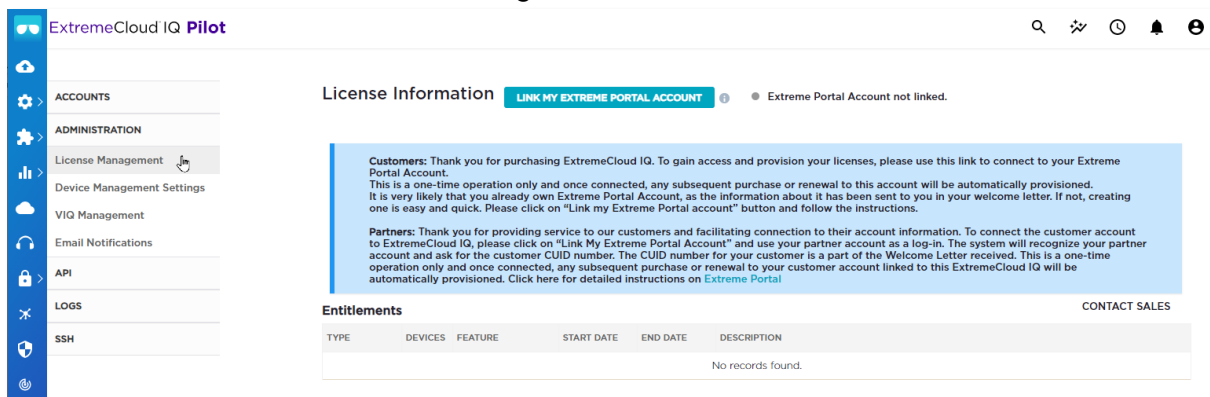
By logging into the Extreme Portal from here, linking this ExtremeCloud IQ account to the Extreme Portal Account is accomplished. Now the subscription entitlements are available in your ExtremeCloud IQ and the ExtremeCloud IQ is ready for onboarding of ExtremeCloud IQ – Site Engine.

Linking Existing ExtremeCloud IQ Account To Extreme Portal

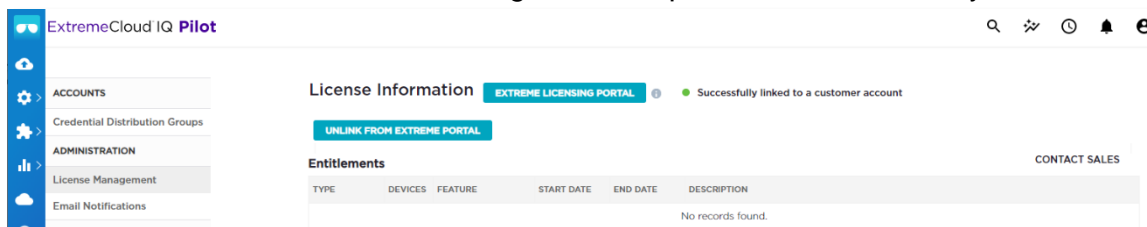
The ExtremeCloud IQ – Site Engine can not onboard to Connect level account. The ExtremeCloud IQ – Site Engine requires a minimum of the Pilot level account. (One Pilot subscription is minimum)

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.



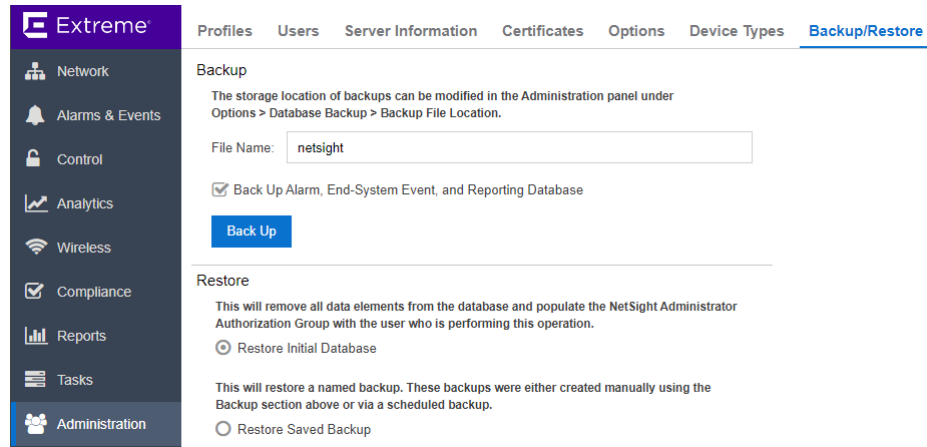
You may be asked to provide a CUID (Customer Unique Identifier). The CUID was included in the customer welcome letter (email).

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

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

Upgrade the Extreme Management Center To the Site Engine

7. Make a **backup** of your Extreme Management Center.



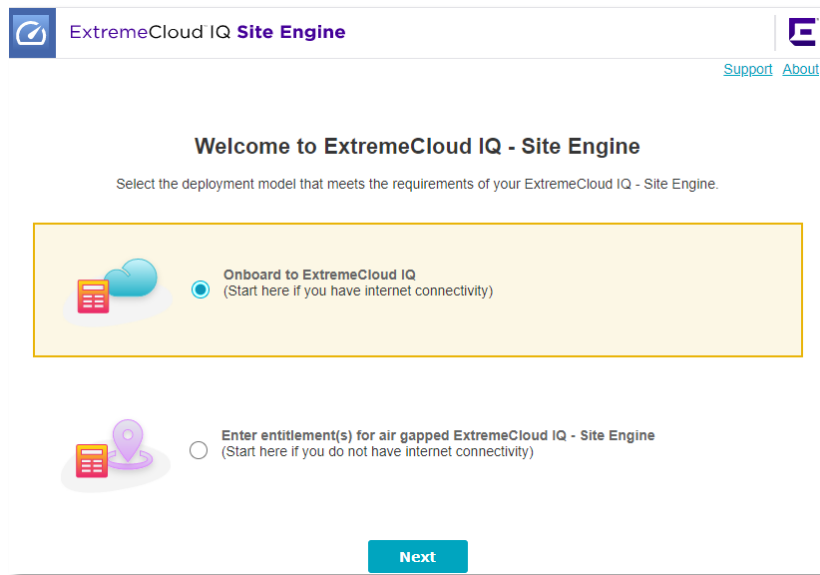
8. Connect to the console of ExtremeCloud IQ – Site Engine and check the connectivity:

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

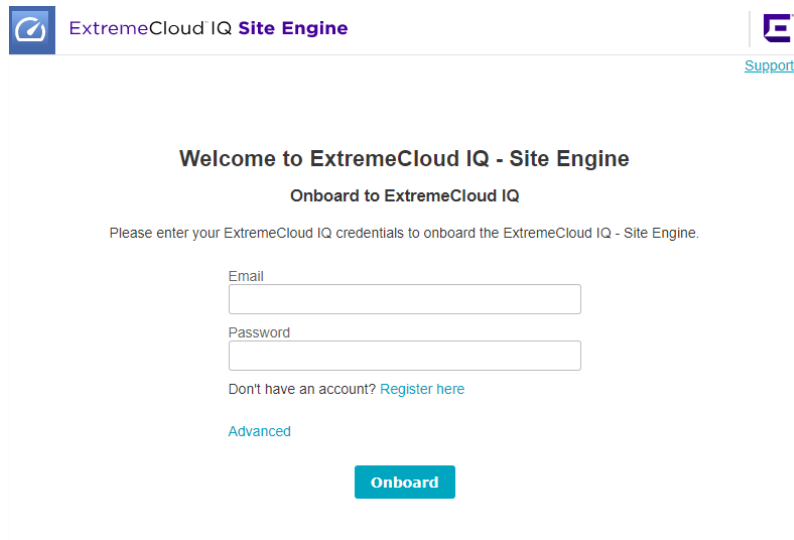
```
root@XMC:~# wget https://extremecloudiq.com
--2021-11-24 09:32:54-- https://extremecloudiq.com/
Resolving extremecloudiq.com (extremecloudiq.com)... 34.253.190.221, 34.253.190.220
Connecting to extremecloudiq.com (extremecloudiq.com)|34.253.190.221|:443... connected.
HTTP request sent, awaiting response... 302
Location: https://extremecloudiq.com/login [following]
--2021-11-24 09:32:59-- https://extremecloudiq.com/login
Reusing existing connection to extremecloudiq.com:443.
HTTP request sent, awaiting response... 200
Length: 5417 (5.3K) [text/html]
Saving to: 'index.html'

index.html      100%[=====] 5.29K --.-KB/s  in 0s
2021-11-24 09:32:59 (782 MB/s) - 'index.html' saved [5417/5417]
```

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



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.

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

The screenshot shows the ExtremeCloud IQ Pilot interface. The left sidebar contains navigation menus for ACCOUNTS, ADMINISTRATION, and API. The main content area is titled 'License Information' and includes a status message 'EXTREME LICENSING PORTAL' and 'Successfully linked to a customer account'. Below this is a table for 'Entitlements' which is currently empty. The 'NAC Entitlements' section shows a total of 1500000 entitlements available to allocate. A table lists three entitlements with their serial numbers, names, and allocated percentages.

ENTITLED SERIAL NUMBER	NAME	ALLOCATED %	ALLOCATED ENTITLEMENTS
XIQSE-77CB6BF5932B4B7FAB6AFFCB12CAC7A5	XIQSE	1	15000
XIQSE-FAE6F9C441B84AB484DB7EF8143D5EA5	XIQ-SE	1	15000
XIQSE-77CB6BF5932B4B7FAB6AFFCB12CAC7A6	XIQ-SE-130.extr.local	0	0

- 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:

Quick Guide – Upgrade Extreme Management Center to ExtremeCloud IQ – Site Engine in Connected Deployment Mode

The screenshot displays the ExtremeCloud IQ Pilot web interface. At the top, the title is "ExtremeCloud IQ Pilot" and the user is identified as "Paul K. CUSTOMER_NAME". The interface includes navigation tabs for CONNECTION STATUS (2 Online / 0 Offline), TOTAL APPS (0), CLIENTS (0), USERS (0), ALARMS (0 | 0 | 0), and SECURITY (0 Rogue APs | 0 Rogue Clients). A search bar is present with the placeholder text "Enter Hostname, MAC Addr or Serial #".

The main content area shows a table of managed devices. The table has columns for MANAGED BY, STATUS, HOST NAME, MODEL, UPTIME, MGT IP ADDRESS, MAC, SERIAL #, and WI PC. Three devices are listed:

MANAGED BY	STATUS	HOST NAME	MODEL	UPTIME	MGT IP ADDRESS	MAC	SERIAL #	WI PC
XIQ	Online	okulkarni-ubuntu	XIQSE	0d 0h 0m	134.141.60.191	1866DA07C06	XIQSE-0200239945F4	N
XIQ_SE	Online	test2	Matrix N7 Platinum	N/A	10.54.77.33	0001F47E71E	0001F47E71E	N
XIQ_SE	Online	10.54.77.55	N/A	0d 0h 0m	10.54.77.55	0204960000	XIQSE-0200239945F4	N

Below the table, there are pagination controls showing "10 | 20 | 50 | 100". An "ACTIONS" menu is open, listing various management options such as "Assign Network Policy", "Assign Location", "Reboot", "Assign Country Code", "Add to Cloud Config Group", "Change Device Mode", "Reset IDM Client Certificate", "Revert Device to Template Defaults", "Advanced", "Change Management Status", "Clear Audit Mismatch", and "Assign Deployment Mode". A "DEVICE LICENSE" dropdown is also visible, showing "None".

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.

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/>