Upgrade the Extreme Management Center to ExtremeCloud IQ – Site Engine version 21.9

How To

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

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Topics and the order

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)
  - o There is a Grace Period available till the end of July 2021. Adding new devices to ExtremeCloud IQ – Site Engine is not limited during the Grace Period.
- Download the upgrade binaries of ExtremeCloud IQ – Site Engine and components.
- 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 ExtremeCloud IQ.
- Upgrade ExtremeAnalytics & ExtremeControl engines and Fabric Manager(s) and GIM(s)
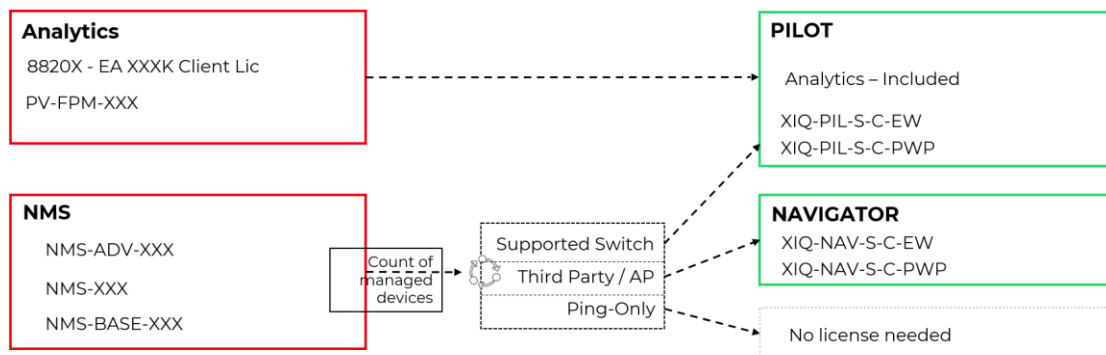- Tuning and post-upgrade activities.

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.
- Upgrade to ExtremeCloud IQ – Site Engine version 21.9.10. is supported from Extreme Management Center 8.5.5 and 8.5.6 and 8.4.4 and from ExtremeCloud IQ – Site Engine 21.4.10 and 21.4.11. 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:
  - o Fill the form with details
  - o Run the workflow to calculate the appropriate number of Pilot & Navigator licenses or export from the Extreme Management Center
  - o Planned Upgrades or Expansion
  - o Planned new Deployments and Hardware Refreshes
  - o 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

Analytics		PILOT
8820X - EA XXXK Client Lic		Analytics – Included
PV-FPM-XXX		XIQ-PIL-S-C-EW
		XIQ-PIL-S-C-PWP

NMS	Count of managed devices	Supported Switch / Third Party / AP / Ping-Only	NAVIGATOR
NMS-ADV-XXX			XIQ-NAV-S-C-EW
NMS-XXX			XIQ-NAV-S-C-PWP
NMS-BASE-XXX			No license needed

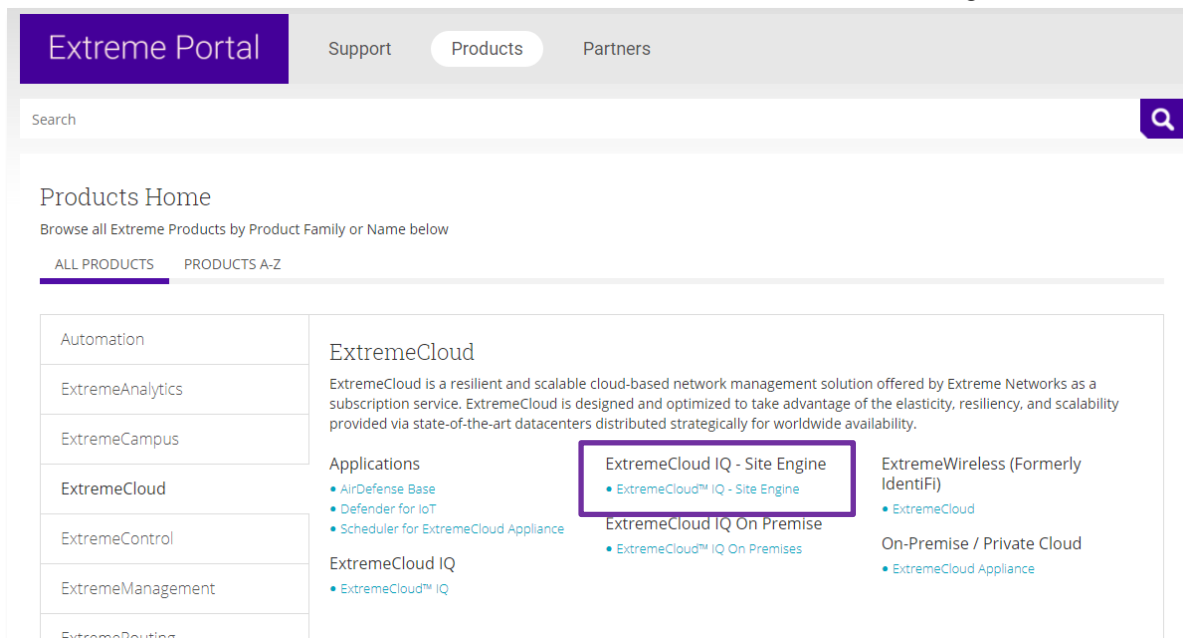# Downloading upgrade binaries of ExtremeCloud IQ – Site Engine and components

1. Login to the Extreme Portal
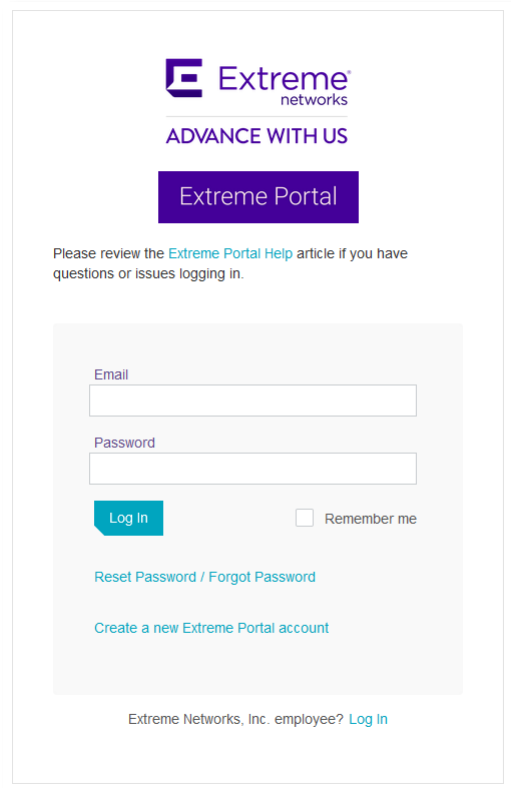
2. Select Products -> ExtremeCloud -> ExtremeCloud IQ – Site Engine

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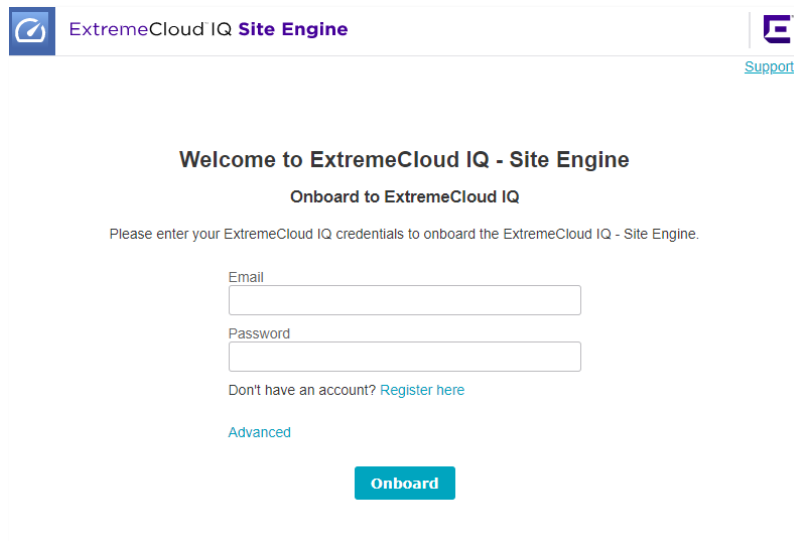

4. Download the upgrade BIN files

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

1. Make a backup of your Extreme Management Center.
2. Connect to the console of ExtremeCloud IQ – Site Engine and check the connectivity:
   ```
   wget https://extremecloudiq.com
   ```
3. If the DNS and/or Gateway need to be fixed then execute:
   ```
   dnetconfig
   ```
4. Upload the upgrade binary to the operating system (e.g. through SCP)
5. Follow the installation procedure in the documentation. Answer questions required by the wizard.
6. Once the installation is completed navigate your web browser to **https://<IP-of-your-server>:8443** and login with your credentials.
7. Accept the License Agreement
8. 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 the next chapter.
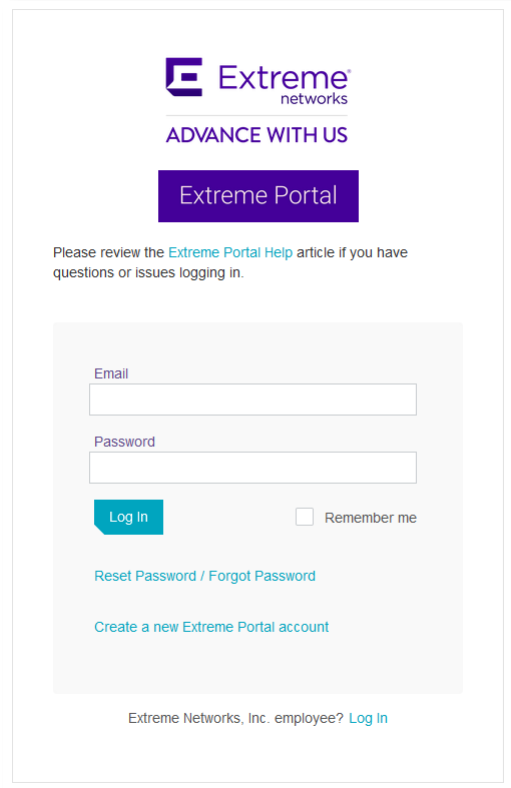
Create a new ExtremeCloud IQ account

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.

1. Fill the form, check your mailbox and create a password based on instructions in the email.
2. Login to the ExtremeCloud IQ with your new credentials
3. There are the following options:

- Select "I have an ExtremeCloud IQ license" to link the ExtremeCloud IQ to the Extreme Portal. For the next question click NO if there is no legacy entitlement key:

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

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

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:
    - o 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.
    - o 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:
    - o 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.
    - o 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:
    - o 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.
    - o 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.

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?

- If your 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:
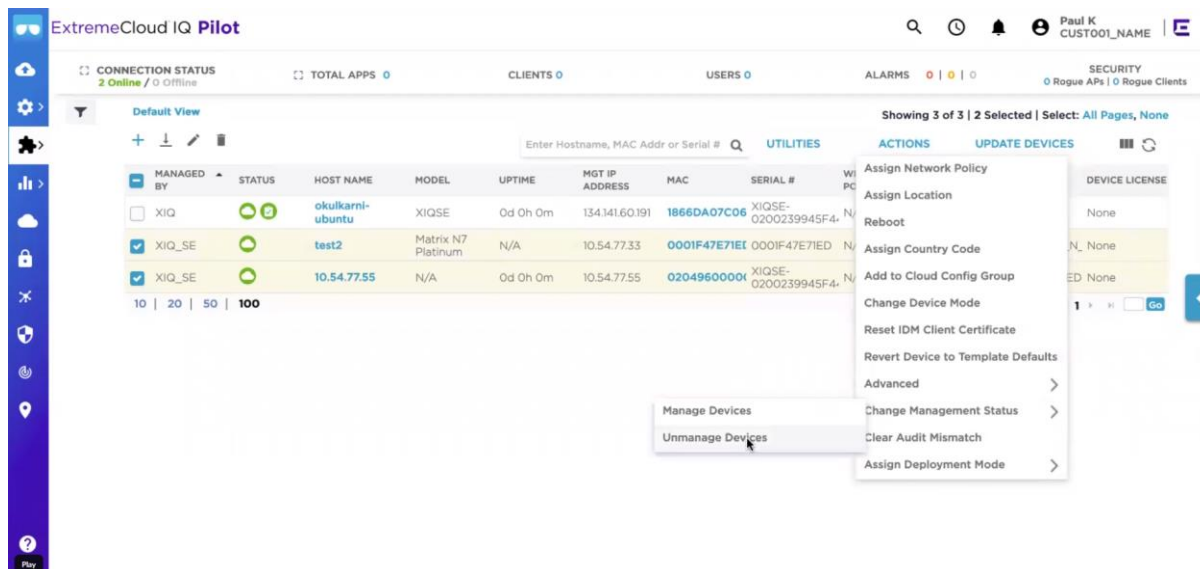
Additional resources

User Guide online:

https://emc.extremenetworks.com/

User Guide for offline use:

https://documentation.extremenetworks.com/netsight/XIQ-SE/XIQSE_21.09.10_User_Guide.pdf

Installation Guide online:

https://emc.extremenetworks.com/content/oneview/install/suite_install.html

Installation Guide for offline use:

https://documentation.extremenetworks.com/netsight/XIQ-SE/XIQSE_21.09.10_Installation_Guide.pdf

Firewall settings:

https://emc.extremenetworks.com/content/oneview/r_used_ports.html

Release Notes:

https://www.extremenetworks.com/support/release-notes/