

FAQ

Paperless Vouchers/Licenses

Question: What is the Benefit of Paperless Vouchers/Licenses for My Customers?

There are many benefits to going paperless, which include:

- No loss of paperwork with the Entitlement IDs through theft, misplacement, or accidental destruction
- One consolidated email for all licenses on a Purchase Order compared to the current separate licensing documents
- Sales Order number and Customer PO number will now be displayed along with the Entitlements
- License entitlements can easily be rerouted to a new individual when personnel changes occur

Question: What is Benefit of Paperless Licenses for Channel Partners?

- In addition to the benefits above, paperless vouchers/licensing eliminates the need for channel partners to receive and stock inventory of paper licenses, copying and sending to customers. It also avoids the administrative cycles involved with tracking entitlements to the correct customer. The paperless system allows multiple entitlements for the same customer to the same license.

Question: What Products are Affected by This Change to Paperless Vouchers and Licenses?

10328	Summit 480-3rd Party Optics Lic
11011	Direct Attach Feature Pack
11013	Openstack Base 50 Devices
11014	Openstack Add 50 Devices
11015	Openstack Add 250 Devices
11016	Openstack Unlimited Devices
11023	Openstack 2.0 Base-50
11024	Openstack 2.0 Add 50
11025	Openstack 2.0 add 250
11026	Openstack 2.0 Unlimited
15113	ASSY,SUMo,SX250e series Adv Edge Voucher
15114	ASSY,SUMo,SX250e SP Feature Pack Voucher
16125	SX460 Network Timing Feature Pck
16168	NWI-E 450A Core License
16170	Summit X450 CORE LICENSE
16171	Summit X450 ADV EDGE LICENSE
16190	SX450-G2 Edge to Adv Edge Lic
16191	Summit X450-G2 Edge to Core Lic
16192	SX450-G2 Adv Edge to Core Lic

16193	Summit X450-G2 MPLS Feature Pack
16321	Summit X480 Core License
16322	Summit X480 MPLS Feature Pack
16323	Summit X480 OpenFlow FeaturePack
16421	SX460 Advanced Edge Lic
16422	SX460 Core Lic from Edge Lic
16423	SX460 Core Lic from Adv Edge
16424	SX460 MPLS Feature Pack
16425	Summit X460 OpenFlow FeaturePack
16426	X460 Multimedia(AVB) Feature Pck
16490	E4G200 Ntwrk Timing 1588 PTP
16491	E4G200 Adv Edge Lic & MPLS
16492	E4G200 Core Lic from Adv Edge
16493	E4G200 Core Lic fr Edge & MPLS
16495	E4G400 Ntwrk Timing 1588 PTP
16496	E4G400 Core Lic from Adv Edge
16497	BDX8-3rd Party Optics License
16498	BD8800-3rd Party Optics License
16499	Summit 670V-3rd Party Optics Lic
16500	Summit 770-3rd Party Optics Lic
16521	Summit X440 Adv. Edge License
16522	Summit X440 OpenFlow FeaturePack
16523	X440 Multimedia(AVB) Feature Pck
16524	X430 Multimedia(AVB) Feature Pck
16751	Summit X460-G2 Edge to Adv Edge
16752	Summit X460-G2 Edge to Core Lic
16753	Summit X460-G2 Adv Edge to Core
16754	Summit X460-G2 MPLS Feature Pack
16755	Summit X460-G2 Ntwrk Timing 1588
17131	Summit X670 Series Core License
17133	Summit X670 MPLS Feature Pack
17134	Summit X670 OpenFlow FeaturePack
17135	X670 Multimedia(AVB) Feature Pck
17136	X670-G2 Timing 1588 PTP
17725	Summit X770 Series Core License
17726	Summit X770 MPLS Feature Pck
17727	Summit X770 OpenFlow FeaturePack
17728	X770 Multimedia(AVB) Feature Pck
17729	Summit X770 Timing 1588 PTP
19000	Summit X670 TRILL Feature Pack
19001	Summit X770 TRILL Feature Pack
41311	BD 8800 Core License
41312	BD 8800 MPLS Feature Pack
42312	BDX8 TRILL Feature Pack
48091	BDX-CORE-LIC
48093	BDX-MPLS-LIC
48095	BDX-XL-TCAM-LIC
48096	BDX-LG-TCAM-LIC
48097	BDX-LG-XL-TCAM-LIC

Question: Do I Need to Include an Email Address with My Purchase Order?

Yes. Customers should include an email address. Channel Partners need to provide their email address as well as a valid email address for end customers for whom they would like to have the entitlement sent. This may be one or more email addresses, but the entitlement may only be redeemed once.

Question: I am a Channel Partner. Can I Place an Order with My Email Address Instead of My Customer's Email Address?

Yes. Extreme requires a valid email address to deliver the license. We prefer the end customer email address but if you do not have it, you may provide your email address. You will then receive the voucher and should deliver it to your customer.

Question: I am a Distributor; do I Need to Stock Vouchers Anymore?

No, you do not need to stock vouchers. Hard copies no longer will be provided.

Question: Are Entitlements Tied to the Email Address Provided with the Purchase Order?

No, entitlements are tied to the specific end customer who has obtained the license rights.

Question: My Customer Can't Find the Voucher Email. What is the Email Address From which the Original Voucher Email was Sent?

The license entitlement is emailed from the email address licensevouchers@extremenetworks.com

Question: How will Paperless Voucher Entitlements be Redeemed?

There is no change to how vouchers are redeemed. The voucher email will include instructions and web links for redeeming the entitlements.

Question: What Process Changes will Affect My Organization?

In addition to now providing an email address on software orders, channel partners will no longer be required to "stock" vouchers/licenses in inventory. In addition, channel partners will need to change how they manage their "receipt" of product (i.e. flag in your systems to know they will no longer receive stock). A list of products with licenses that this will affect is above so you can adjust your systems to know how the material is being received. Other than for OpenStack products, you will be required to include the serial number of the hardware on which the software will reside at the time of redemption of the entitlement.

Question: How will Paperless Vouchers Affect How Entitlements are Linked to Each License and Customer?

Going forward, entitlements will need to be ordered on a per end customer basis. For example, if you have 3 customers each wanting 2 licenses, each customer will receive one voucher with the quantity of licenses they order. To place this order, the partner will place 3 separate lines (one for each customer, for qty. 2 each). Each customer will receive the 2 licenses once they redeem them on the entitlement database.

Question: Do I still Need to Include Voucher Products on POS Reporting?

Yes, channel partners will still need to report the sale of voucher products on their POS reporting.

Question: What Countries are Included in the Switch to Paperless Licensing?

This is a global program, except to the extent otherwise restricted by law.

Question: How do I get More Information if I still Have Questions?

Customers who have any questions or concerns should contact their Customer Order Representative by emailing licensevouchers@extremenetworks.com. Channel Partners should direct questions to your local channel account manager (CAM).



<http://www.extremenetworks.com/contact> / Phone +1-408-579-2800

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