

Service for Optional Operational Software

Software Feature Packs and Advanced Edge Licenses

Extreme Networks Software Feature Packs and Advanced Edge Licenses are sold separately and optionally from the base Operational Software that is embedded within the associated Extreme hardware product. However since these Feature Packs and Advanced Edge Licenses are considered software that is required to operate an Extreme Networks network device, they carry a Software Product Warranty but are serviced as a hardware product with hardware service part numbers and hardware discount treatment.

Examples of these products include: 16424, 17133, 41312, 17431

Therefore, when services are purchased for these optional Operational Software products, the switch must also be associated to a service agreement, at minimum TAC&OS to obtain support. Partners should consult your Extreme Networks channel prime for mandatory service attach requirements.