The Palo Alto Networks logo, featuring a stylized orange and red icon to the left of the word "paloalto" in a lowercase sans-serif font.

**TECHDOCS**

# Subscription and Tenant Management

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## About the Documentation

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## Last Revised

February 18, 2026

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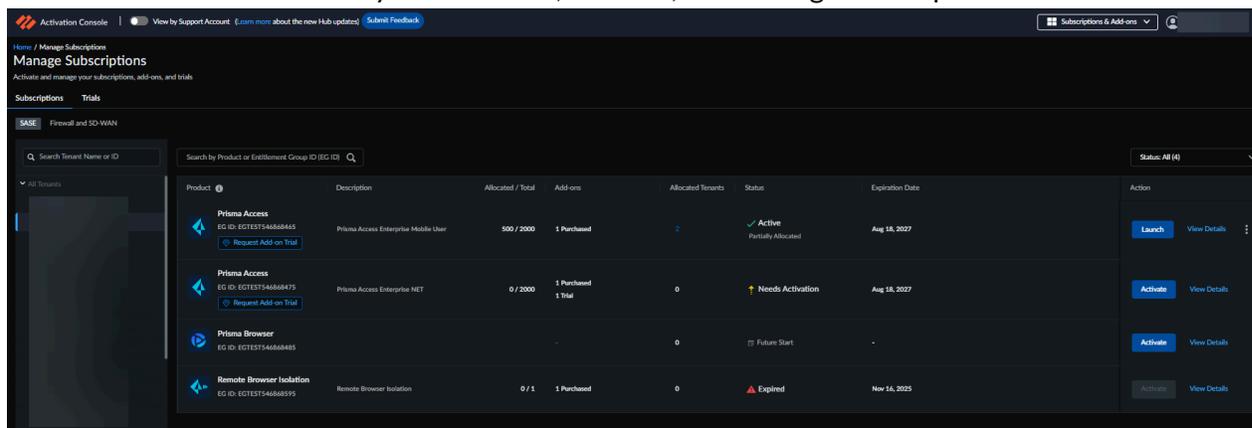
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# Manage Subscriptions

The **Subscription and Add-ons** page in the **Activation Console** serves as your singular destination for all product activation and entitlement management. This unified portal is designed to streamline the entire process from product acquisition to deployment. Users may now log in to the **Activation Console** at any time to view, activate, and manage all the product entitlements.



## Subscriptions and Trials Tab

The **Subscriptions** and **Trial** tabs provide a centralized view of all product entitlements associated with the selected tenant, enabling customers to monitor, manage, and activate both purchased and trial products efficiently.

## Subscriptions Tab

The **Subscriptions** tab lists all purchased product entitlements, displaying critical details such as activation status, tenant allocation, allocated versus total license quantity, expiration dates, and add-on availability. These details allow customers to quickly assess whether licenses are fully activated, partially allocated, or pending activation, and understand how entitlements are being utilized across tenants.

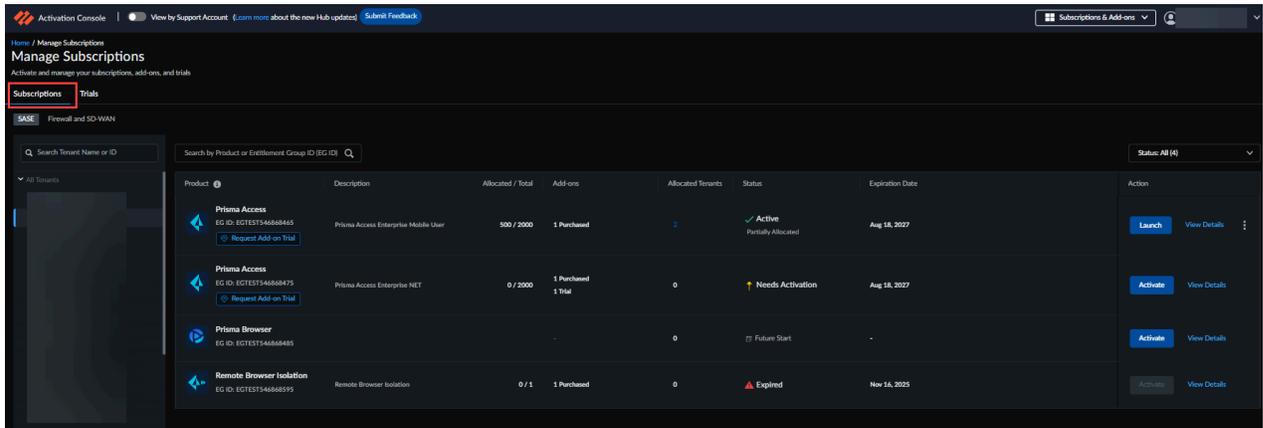
In the **Subscriptions** page, you will see the following:

- **SASE**

The SASE tab displays all SASE products associated with the tenant, including both activated products and those pending activation. You can activate these products directly from the Activation Console. Currently, the Activation Console supports activation only for SASE products.

- **Firewall and SD-WAN**

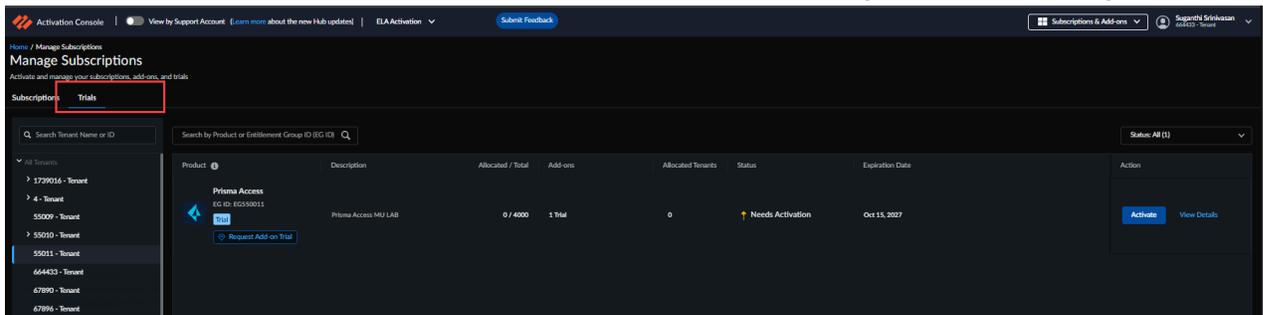
The Firewall and SD-WAN tab lists all Next-Generation Firewall(NGFW) and SD-WAN products that are activated on this tenant. For activating Next-Generation Firewall (NGFW) and SD-WAN products, you must follow the activation procedure using Magic links, as activation through the Activation Console is not supported for these products.



## Trials Tab

The **Trials** shows all trials that are ready to activate or have already been activated. Key details include activation status, tenant allocation, allocated versus total trial license quantity, expiration dates, and associated add-ons. This ensures customers can track trial usage and manage trial product activations effectively.

Both tabs include robust search and filtering capabilities, allowing users to locate specific product entitlements using product name, entitlement group ID, activation status, or other displayed attributes. This functionality makes it easy to navigate large volumes of product entitlements and ensures quick access to the information needed for decision-making and license management.

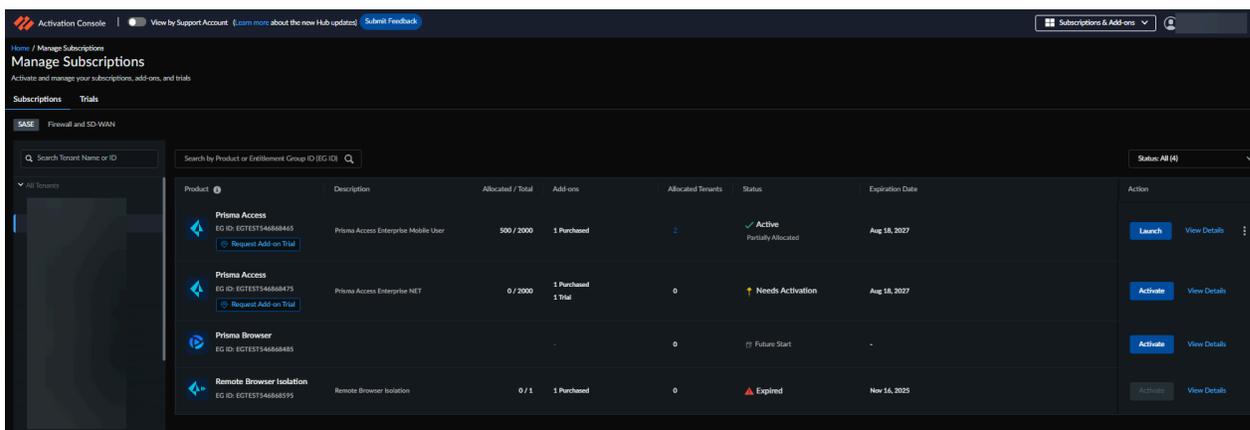


## Subscriptions List

In both the **Subscriptions** and **Trials** tabs, you can view a list of your product entitlements along with high-level subscription details for each product:

- **Product** – Displays the product name and the product Entitlement group ID (previously called Serial no). If the product supports trial add-on activation, a **Request Add-On Trial** button is available to request it.
- **Description** – Displays the base product license associated with the product entitlement.
- **Allocated/Total** – Lists the quantity of allocated licenses on your tenant compared to the total available.
- **Add-Ons** – Displays the number of available trial and purchased add-ons. Hover over this field to view details, such as whether an add-on is already activated or ready to activate.
- **Allocated Tenants** – Shows the number of tenants for which licenses are allocated.

- **Status** – Indicates the activation status of the product, such as:
  - Needs Activation
  - Needs Activation, Contains Future Dated
  - Activation in Progress
  - Active Fully Allocated
  - Active Partially Allocated
  - Future Dated
  - Activation Failed
- **Expiration Date** – Shows the license expiration date.
- **Actions** – Provides options to activate a product, launch the product UI, or view details.



The screenshot shows the 'Manage Subscriptions' interface in the Activation Console. It features a table with columns for Product, Description, Allocated / Total, Add-ons, Allocated Tenants, Status, Expiration Date, and Action. The table lists four product entitlements:

Product	Description	Allocated / Total	Add-ons	Allocated Tenants	Status	Expiration Date	Action
Prisma Access EG ID: EGTST546888465	Prisma Access Enterprise Mobile User	500 / 2000	1 Purchased	2	Active Partially Allocated	Aug 18, 2027	Launch, View Details
Prisma Access EG ID: EGTST546888475	Prisma Access Enterprise NET	0 / 2000	1 Purchased 1 Trial	0	Needs Activation	Aug 18, 2027	Activate, View Details
Prisma Browser EG ID: EGTST546888485	Prisma Browser	0 / 1	0	0	Future Start	-	Activate, View Details
Remote Browser Isolation EG ID: EGTST546888495	Remote Browser Isolation	0 / 1	1 Purchased	0	Expired	Nov 16, 2025	Activate, View Details

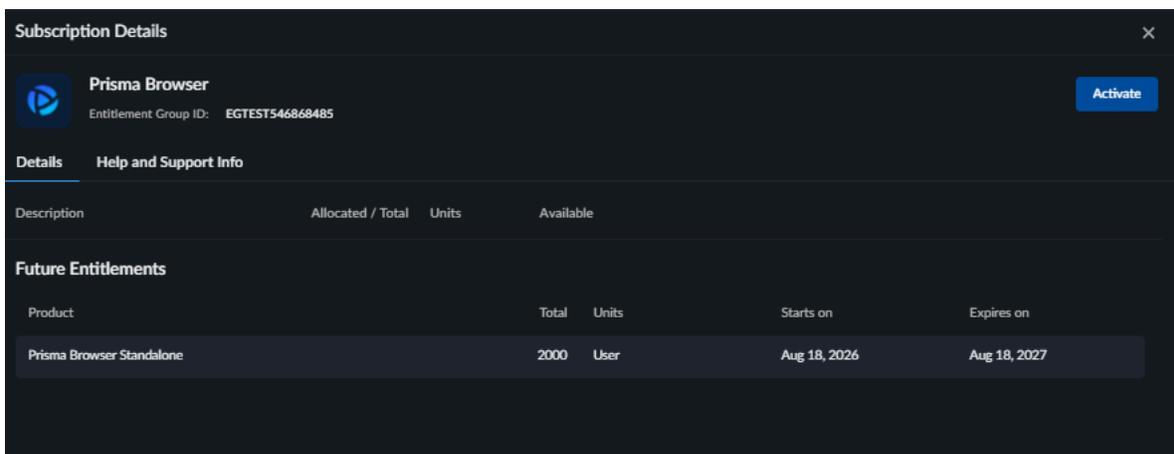
### View Subscription Details

You can access detailed information for a specific product entitlement by clicking **View Details** from the **Activation Console**. This opens a dedicated page where you can examine the activation status, license information, and entitlement identifiers for the selected product. Key details such as the **start date**, **expiry date**, and **entitlement group ID** are clearly displayed to provide complete visibility into the product entitlement.

### Subscription Details

The **Details** tab presents comprehensive information about the selected product entitlement, organized into several sections:

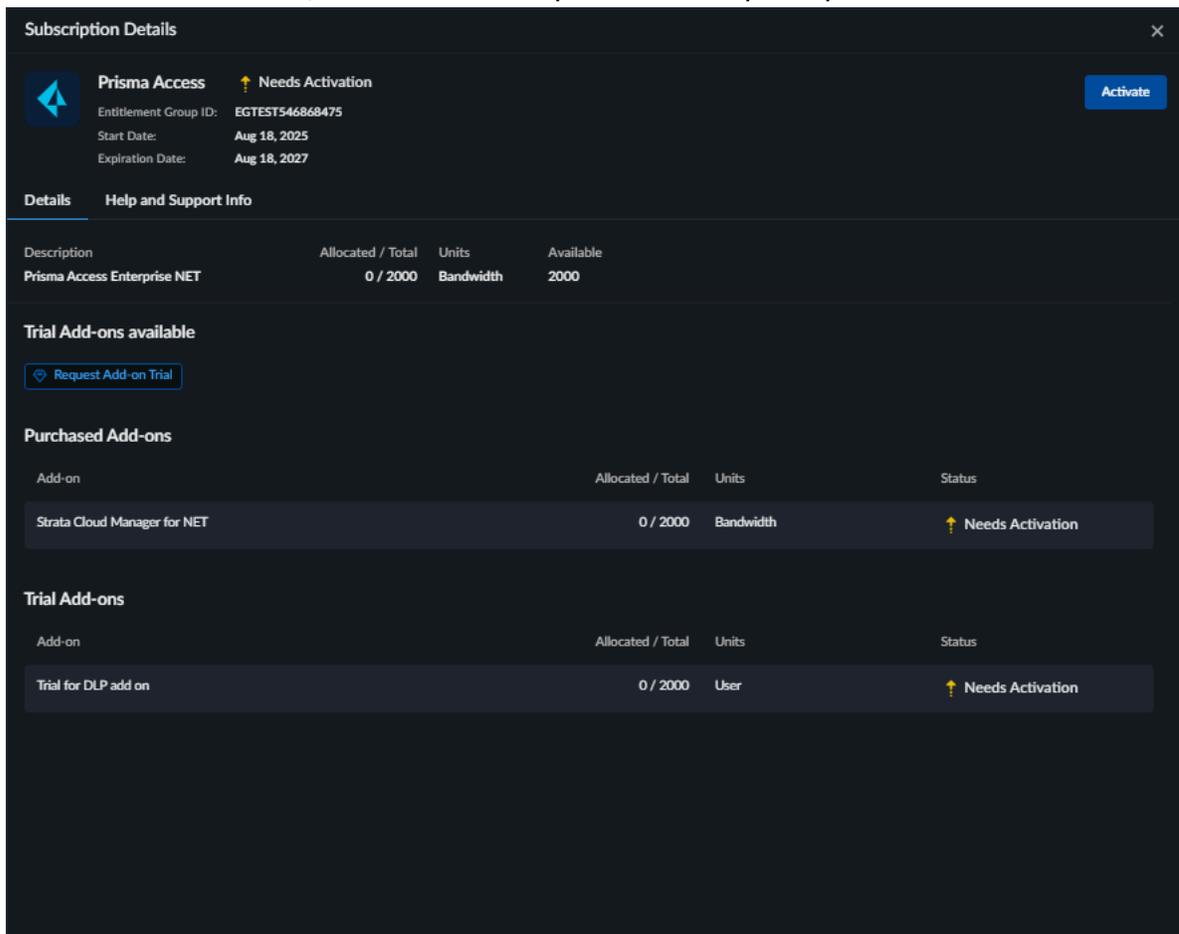
- **Tenants** – Displays all tenants associated with the product, including the tenant name and license allocation quantity for each tenant.
- **Description** – Shows details of the base product, including the product name, total allocated licenses, and remaining available quantity.
- **Purchased Add-Ons** – Lists all purchased add-ons along with their activation status and license allocation.
- **Trial Add-Ons** – Displays all active trial add-ons and their respective allocation.
- **Future Entitlements** – If the product license has a future start date, this section shows the future start and expiry dates for the entitlement.



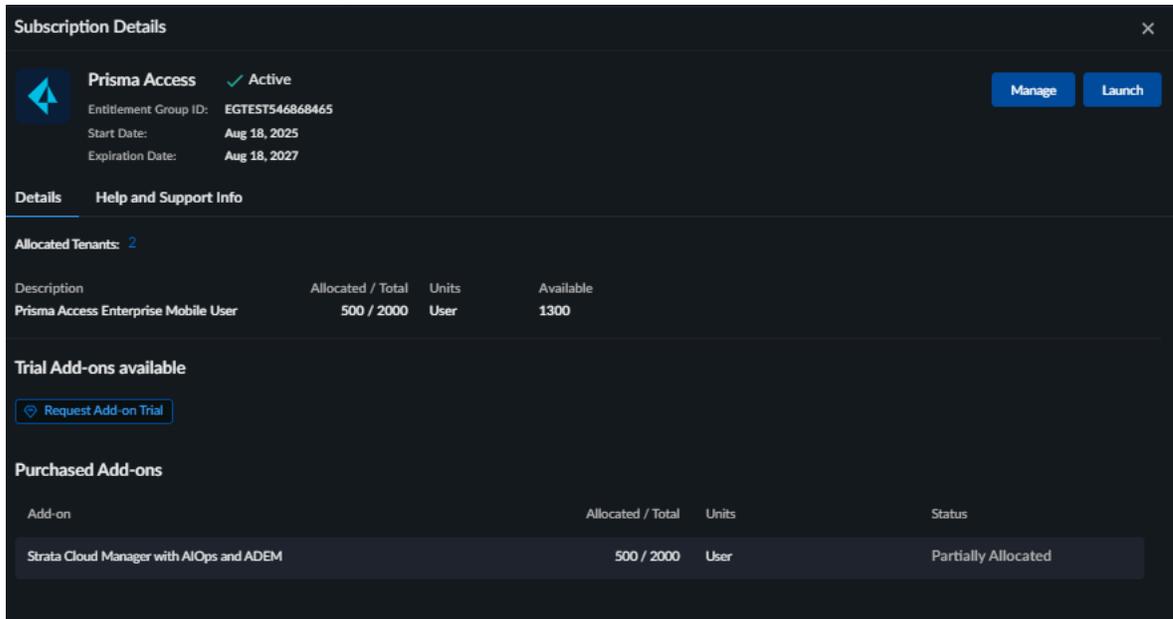
### Activate and Manage License

From the View Details page, you can also perform key actions to manage your licenses:

- **Activate** – Activate a license for the selected product, whether it is a purchased license or a trial license. To activate, click Activate and provide the required product information.



- **Manage** – For products that are already activated, you can manage licenses by performing actions such as reallocating licenses to different tenants or activating add-ons.



**Subscription Details**

**Prisma Access** ✓ Active

Entitlement Group ID: EGTEST546868465

Start Date: Aug 18, 2025

Expiration Date: Aug 18, 2027

Details Help and Support Info

Allocated Tenants: 2

Description	Allocated / Total	Units	Available
Prisma Access Enterprise Mobile User	500 / 2000	User	1300

**Trial Add-ons available**

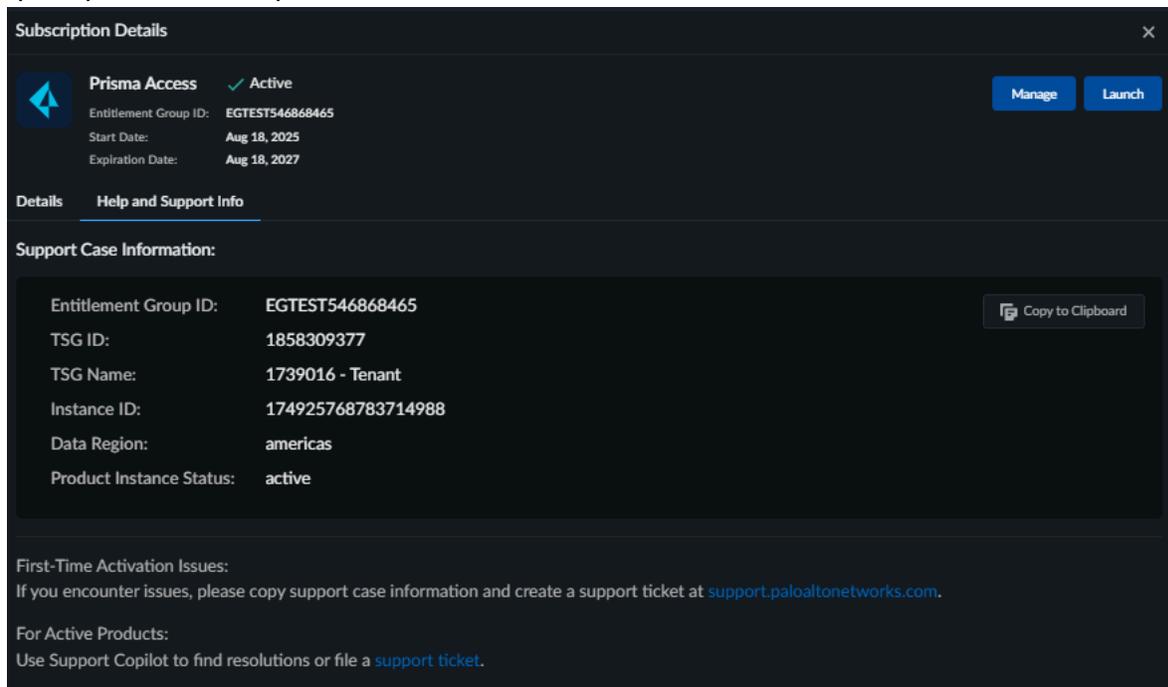
Request Add-on Trial

**Purchased Add-ons**

Add-on	Allocated / Total	Units	Status
Strata Cloud Manager with AIOps and ADEM	500 / 2000	User	Partially Allocated

### Help and Support

The **Help and Support** tab provides all the essential product details needed when creating a support ticket. This ensures support engineers have the necessary context to address issues quickly and efficiently.



**Subscription Details**

**Prisma Access** ✓ Active

Entitlement Group ID: EGTEST546868465

Start Date: Aug 18, 2025

Expiration Date: Aug 18, 2027

Details Help and Support Info

**Support Case Information:**

Entitlement Group ID: EGTEST546868465 Copy to Clipboard

TSG ID: 1858309377

TSG Name: 1739016 - Tenant

Instance ID: 174925768783714988

Data Region: americas

Product Instance Status: active

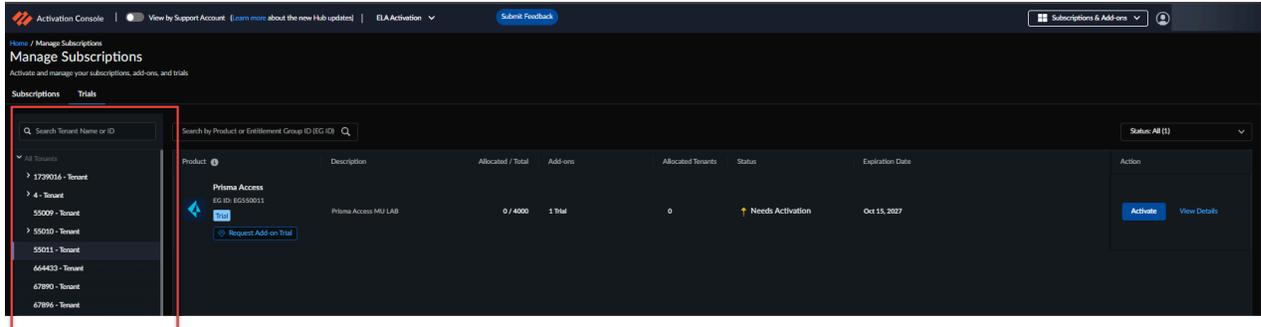
**First-Time Activation Issues:**  
If you encounter issues, please copy support case information and create a support ticket at [support.paloaltonetworks.com](https://support.paloaltonetworks.com).

**For Active Products:**  
Use Support Copilot to find resolutions or file a [support ticket](#).

### Tenants Browser

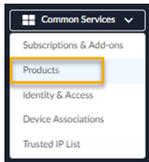
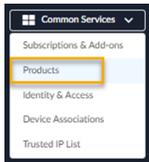
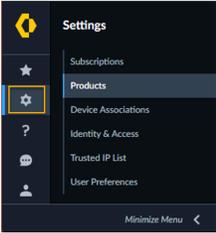
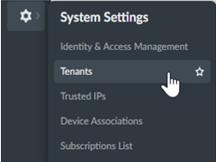
In the left pane, you will see a tenant browser. If your environment has only one tenant, the browser displays the primary tenant, and all related subscription and trial details automatically

appear in the **Subscriptions** and **Trials** tabs. If your environment includes multiple tenants, the tenant browser presents a hierarchical view, starting with the root tenant at the top level, followed by the child tenants you have access to. You can search for and select a tenant to view its corresponding product entitlements, subscription details, and license allocations. This structure allows you to easily navigate between tenants and ensures that you always view and manage information in the correct context.

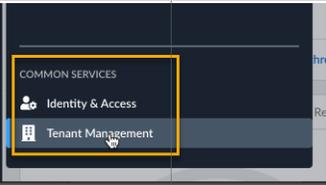


# How to Access Subscriptions?

After you activate a license for your product, there are a few ways to access Subscription Management.

Prisma SASE Multitenant Portal and FedRAMP	Single Tenant View of the Activation Console	Multitenant View of the Activation Console	Single Tenant AIOps for NGFW and Strata Cloud Manager	Multitenant AIOps for NGFW and Strata Cloud Manager
<p>If you're a FedRAMP Moderate customer as of January 2024 or Prisma SASE FedRAMP High "In Process" customer as of December 2023, the following also applies to you.</p> <p>If you have received information about the transition of your tenant to the Prisma SASE Multitenant Portal, you can access through the <b>original support account view of the Activation Console &gt; Prisma SASE Platform button &gt; Tenants and Services &gt; Common Services &gt; Subscription Management.</b></p> 	<p>From the <b>tenant view of the Activation Console &gt; Common Services</b> button, you will see <b>Subscriptions &amp; Add-ons</b> in a single tenant environment.</p> 	<p>From the <b>tenant view of the Activation Console &gt; Common Services</b> button, you will see <b>Subscriptions &amp; Add-ons</b> in a multitenant environment</p> 	<p>If you have a single tenant, you can access through <b>Settings &gt; Subscriptions</b>.</p> 	<p>If you have a multitenant environment, you can access through <b>System Settings &gt; Subscriptions List</b>.</p> 



Prisma SASE Multitenant Portal and FedRAMP	Single Tenant View of the Activation Console	Multitenant View of the Activation Console	Single Tenant AIOps for NGFW and Strata Cloud Manager	Multitenant AIOps for NGFW and Strata Cloud Manager
				

# Request a Trial Add-On

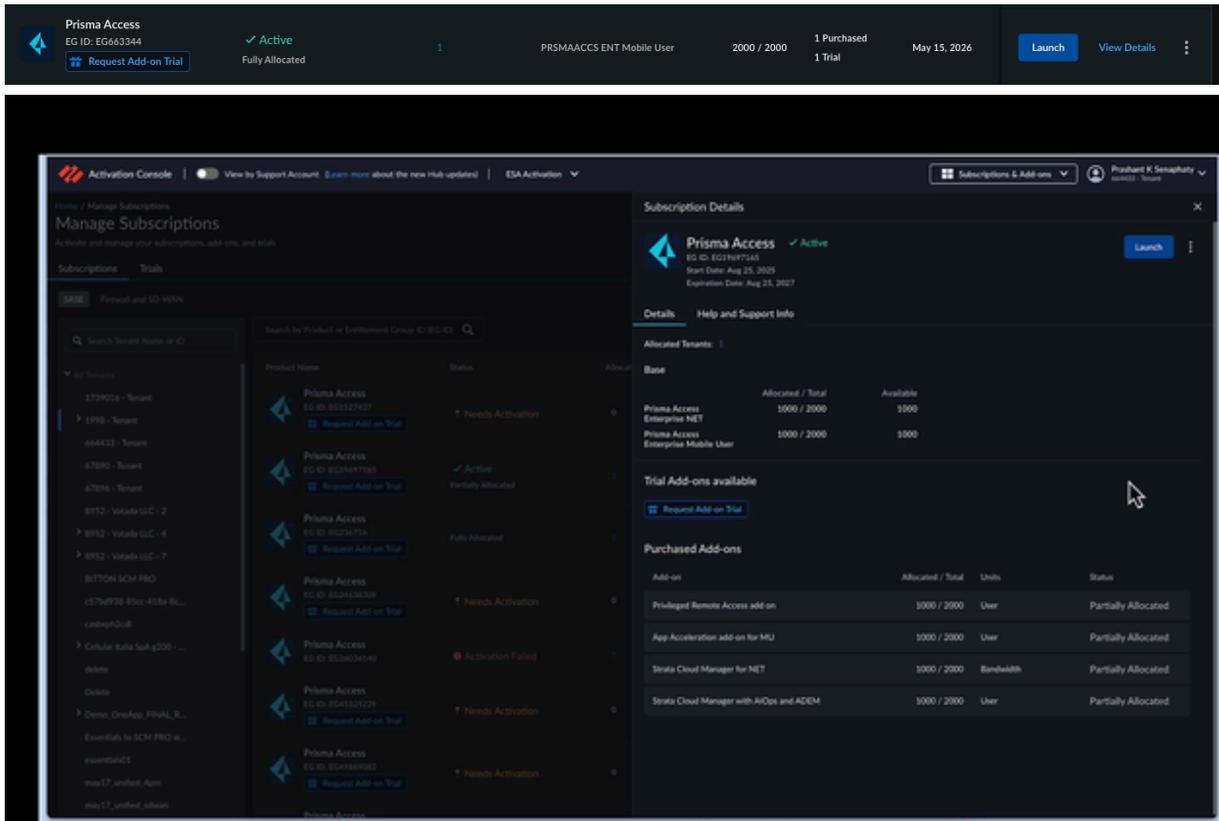
Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>Prisma Access</li> <li>Prisma Browser</li> <li>Strata Cloud Manager Pro</li> </ul>	<ul style="list-style-type: none"> <li>Superuser Role</li> </ul>

You can request a trial for only the following Prisma Access add-ons from within the Activation Console.

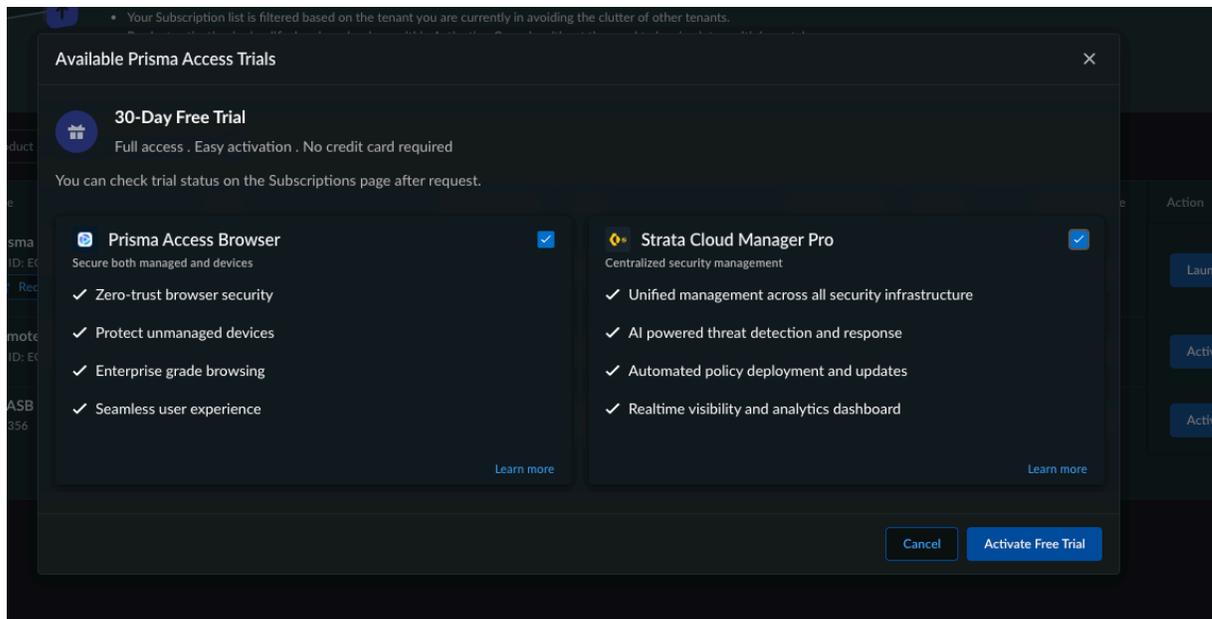
- Prisma Browser
- Strata Cloud Manager Pro

To request a trial add-on:

- STEP 1 |** Log in to the **Activation Console**.
- STEP 2 |** In the Activation Console, select **Subscriptions & Add-ons**.
- STEP 3 |** Locate your base Prisma Access product and select **Request Add-On Trial** next to the product.



**STEP 4 |** From the available add-on products, select the products for which you want trial access.



**STEP 5 |** Click **Activate Free Trial**.

**STEP 6 |** Once it is approved, you will see a notification in the **Activation Console > Subscriptions**.

**STEP 7 |** After approval, the add-ons will be automatically activated and will be accessible in the Strata Cloud Manager.

**STEP 8 |** You can also **View Details** of the product to see the add-on status.

## Activate Add-Ons

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"><li>• Prisma Access</li></ul>	<ul style="list-style-type: none"><li>□ Superuser Role</li></ul>

Some Prisma Access add-ons are activated automatically, while others require manual activation from the Activation Console.

After you purchase an add-on product, you'll receive a welcome email that includes a direct link to the Activation Console. Use this link to access the Activation Console and begin the activation process.

To activate the Add-on, perform the following:

- STEP 1 |** Log in to the Activation Console.
- STEP 2 |** In the Activation Console, select **Subscriptions & Add-ons**.
- STEP 3 |** From the list of products, locate the product associated with your add-on.
- STEP 4 |** Click # → **Manage** next to the base product.



- STEP 5 |** Follow the on-screen prompts to complete the add-on activation.

## Convert a Trial to a Production License

When a trial subscription is converted to a production subscription, you will receive a welcome email with an activation link. Proceed to activate using one of the following procedures:

- [SASE](#)
- [Firewall and SD-WAN](#)

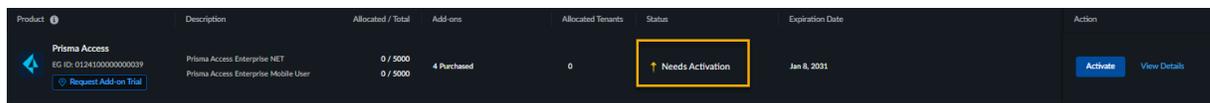
### SASE

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Multitenant Cloud Manager</li> <li>• Activation Console</li> <li>• Prisma Access</li> <li>• Prisma Browser</li> <li>• Remote Browser Isolation</li> <li>• CASB-X</li> <li>• Data Security</li> <li>• AI Access Security</li> <li>• SaaS Security Posture Management</li> <li>• Enterprise DLP</li> </ul>	<ul style="list-style-type: none"> <li>• Superuser or Multitenant Superuser <a href="#">role</a></li> </ul>

When a trial entitlement is converted to a Production entitlement, you'll receive a welcome email that includes a direct link to the Activation Console. Use this link to access the Activation Console and begin the activation process.

To convert the trial to a production license, perform the following:

**STEP 1 |** In the Activation Console, navigate to the **Subscriptions** tab. The new production entitlement appears with a **Needs Activation** status.

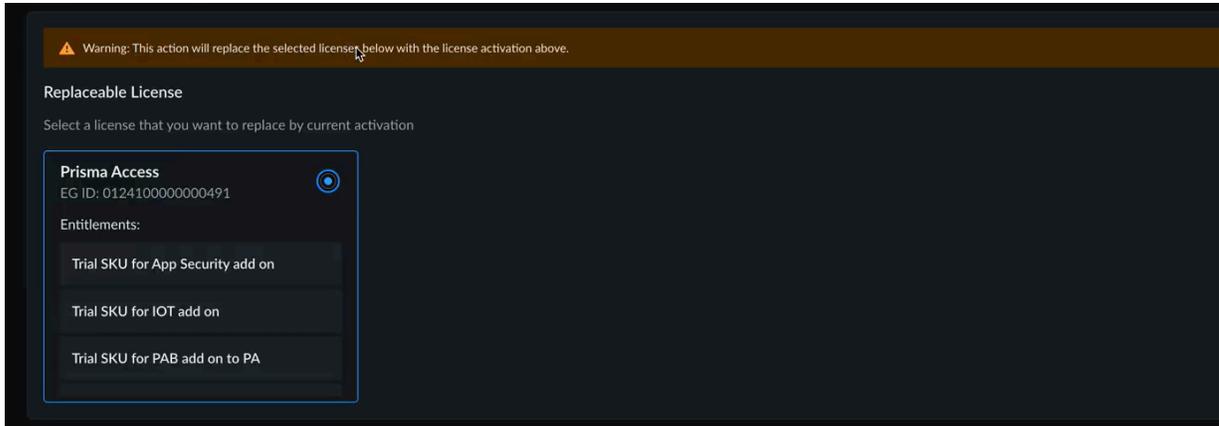


**STEP 2 |** Select **Activate** next to the production entitlement.

**STEP 3 |** Select the desired **Tenant**. You can choose the existing trial tenant or a new tenant for deployment flexibility.

**STEP 4 |** Select a Region nearest to the storage location of the data logs if you are changing the tenant.

**STEP 5 |** Select the existing trial license you wish to replace in the **Replaceable License** section.



**STEP 6 |** Agree to the terms and conditions, and select **Activate Now**.

## Firewall and SD-WAN

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• NGFW, including those funded by <a href="#">Software NGFW Credits</a></li> <li>• Prisma Access</li> <li>• SD-WAN</li> </ul>	<ul style="list-style-type: none"> <li>• Superuser or Multitenant Superuser <a href="#">role</a></li> </ul>

Use the activation link provided by Palo Alto Networks to convert your existing trial subscription license to a production license. Additionally, you can use this opportunity to convert both the active trial licenses and to activate the production license for your subscription for unlicensed tenants or devices at the same time.

**STEP 1 |** Purchase the production license or subscription for your product.

You need to contact your Palo Alto Networks sales representative to purchase the production license.

**STEP 2 |** Click the activation link to begin the license conversion.

The activation link is provided to you in an email from Palo Alto Networks.



*(Next-Gen Firewalls) Subscriptions are activated using an activation link only. Contact Palo Alto Networks [Customer Support](#) to continue the license conversion if you receive an email that does not include an activation link for your license conversion, and instead only includes auth codes.*

*Do not activate the auth codes on your Next-Gen firewalls. Activating these auth codes may require Palo Alto Networks Customer Support to delete the trial license you want to convert. In some cases, this may cause your Next-Gen firewall to be restored to factory defaults and delete all existing configurations associated with the subscription.*

**STEP 3 |** Follow the activation procedure for your subscription.

You must select the same tenant where the trial license is active to convert it to a production license. Additionally, you can use the same activation flow to convert trial licenses to production licenses and to activate the production license on tenants or devices with no active license at the same time.

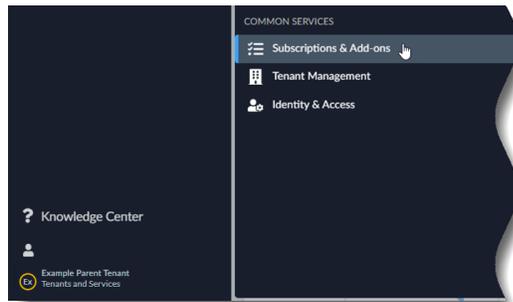
## Request Evaluation to Production Conversion

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Multitenant Cloud Manager</li> <li>• Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Any <b>Tenant</b> that contains FedRAMP High Prisma Access</li> <li>❑ Multitenant Superuser <b>role</b></li> </ul>

You can initiate a request to convert your evaluation license to a production license. This request does not instantly result in a modification from evaluation to production. After the request is made, you still work with your Palo Alto Networks account representative to complete the process.

**STEP 1 |** Use one of the [various ways to access Common Services > Subscriptions & Add-ons](#).

**STEP 2 |** Select **Subscriptions & Add-ons**. Only one way is shown here.



**STEP 3 |** Find the subscription that you want to modify, and select **Actions > Eval to Prod Request**.

Contract	Claimed By Tenant	Associated Tenant	Start Date	End Date	Actions
012400000005817	Parent Tenant		08/01/2022	09/01/2022	<div data-bbox="1166 1255 1247 1285">Actions</div> <ul style="list-style-type: none"> <li data-bbox="1101 1293 1247 1323">UnClaim</li> <li data-bbox="1101 1331 1247 1360">Eval To Prod Request</li> </ul>

**STEP 4 |** Specify the licenses you would like on your production tenant and **Send Request**. The request is looked at your Palo Alto Networks account representative to create a quote. Some examples include the following:

- Sku: Prisma Access
- LicenseUnits: 100
- Addon: Service Connection, ADEM, SaaS Inline, DLP, IoT
- Terms: 12 months

The screenshot shows a dialog box titled "Eval To Prod Request" with a close button (X) in the top right corner. The dialog contains two sections, each with a dropdown menu:

- Prisma Access Eval (Optional)**: A dropdown menu with options for Sku, LicenseUnits, Addon, and Terms.
- Logging Service (Optional)**: A dropdown menu with options for Sku, LicenseUnits, Addon, and Terms.

At the bottom of the dialog, there are two buttons: "Cancel" and "Send Request".

## Modify License Allocation

You can increase or decrease license allocations for a tenant after activation. When you reduce a tenant’s allocation, the reduced quantity returns to your license pool, and you can reallocate it to another tenant to maximize license utilization across your organization. If you reduce license capacity for a Tenant Service Group (TSG), a fully allocated license automatically converts to a shared allocation.

When you purchase additional license capacity, it is no longer allocated to existing TSGs by default. Instead, you decide whether to assign the new capacity to the same TSG or distribute it across multiple TSGs, depending on your organization’s needs. For example, if you purchase additional licenses for a new tenant, you can directly allocate the new capacity to that tenant, or adjust allocations across existing tenants as needed.

When you reduce the license capacity:

- You cannot reduce allocations below 200 users, the minimum required for service continuity.
- You can only reduce licenses in multiples of 10.
- When you reduce base license quantities, associated add-ons such as ADEM-AIOps, ZTNA Connector, or Remote Browser Isolation automatically adjust to maintain alignment.
- The mobile users and remote networks quantity can be reduced to either minimum quantity or it can also be made zero by deselecting those options.
- You cannot reduce the license capacity for Panorama Managed tenants.

All superusers, multitenant superusers, and business administrators of the TSG will receive notification when you reduce license capacity. If the reduction requires configuration changes (for example, adjusting bandwidth for sites), you must make these changes before committing the configuration. Until then, commits are blocked with a license quantity mismatch message.

- [SASE](#)
- [Firewall and SD-WAN](#)

## SASE

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Multitenant Cloud Manager</li> <li>• Activation Console</li> <li>• Prisma Access</li> <li>• Prisma Browser</li> <li>• Remote Browser Isolation</li> <li>• CASB-X</li> <li>• Data Security</li> <li>• AI Access Security</li> <li>• SaaS Security Posture Management</li> </ul>	<ul style="list-style-type: none"> <li>• Superuser or Multitenant Superuser <a href="#">role</a></li> </ul>

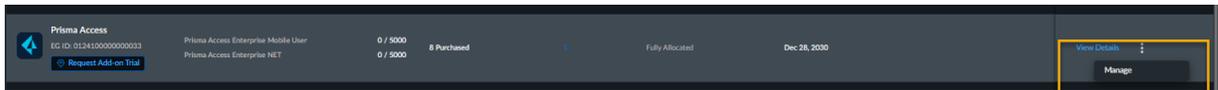
### Where Can I Use This?

- Enterprise DLP

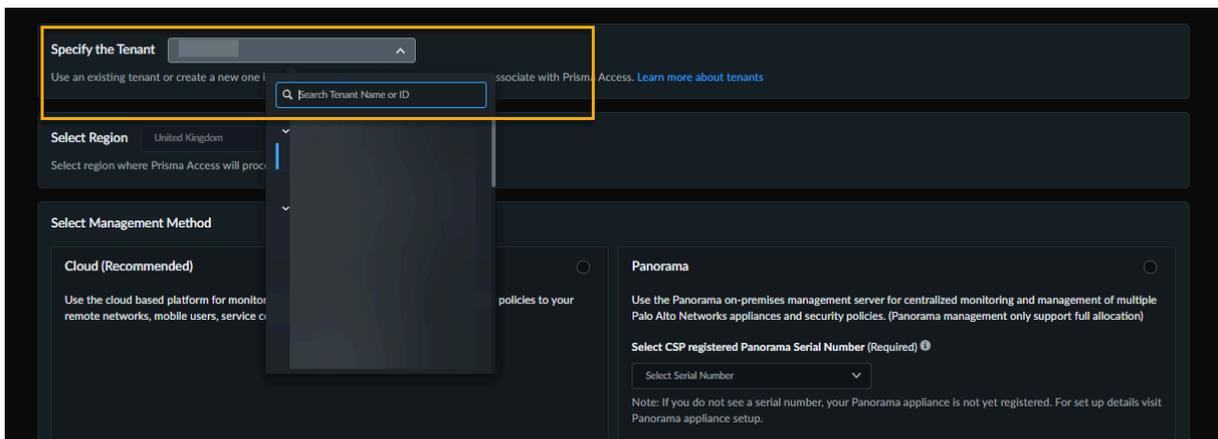
### What Do I Need?

**STEP 1 |** On the **Subscriptions** page, locate the activated product you wish to manage.

**STEP 2 |** Click **# > Manage** for the required product.



**STEP 3 |** Select the target tenant.



**STEP 4 |** Select a Region nearest to the storage location of the data logs.

**STEP 5 |** Modify the license allocation as needed.



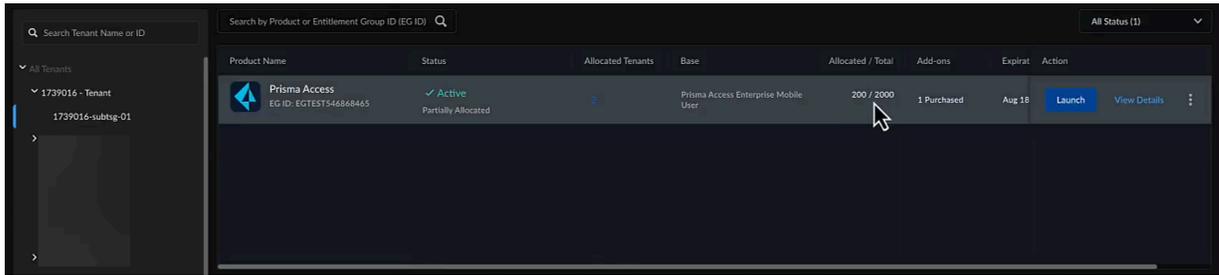
*Note: If you are modifying the allocation for the default tenant, ensure that you reduce the assigned license quantity. The reduced quantity becomes available for reallocation to other tenants in the hierarchy.*

**STEP 6 |** Agree to the terms and conditions, and select **Activate Now** to activate the license on the selected tenant.

**STEP 7 |** Validate the allocation by clicking **View Details** and hovering over the **Tenants** to view the license quantity for each tenant.

**STEP 8 |** Repeat from the [Step 3](#) to allocate licenses to additional tenants.

Validate the license allocation by switching to the corresponding tenant in the tenant browser and reviewing the allocation details.



## Firewall and SD-WAN

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• NGFW, including those funded by <a href="#">Software NGFW Credits</a></li> <li>• Prisma Access</li> <li>• SD-WAN</li> </ul>	<ul style="list-style-type: none"> <li>• Superuser or Multitenant Superuser <a href="#">role</a></li> </ul>

**STEP 1 |** Use one of the [various ways to access](#) the **Subscription**.

**STEP 2 |** [Search the subscriptions](#) table with your Tenant Service Group ID (tsg\_id).

For the filtered TSG, you can verify the status of the assigned quantity compared to the total quantity. You also see the associated tenants where the subscription is currently allocated.

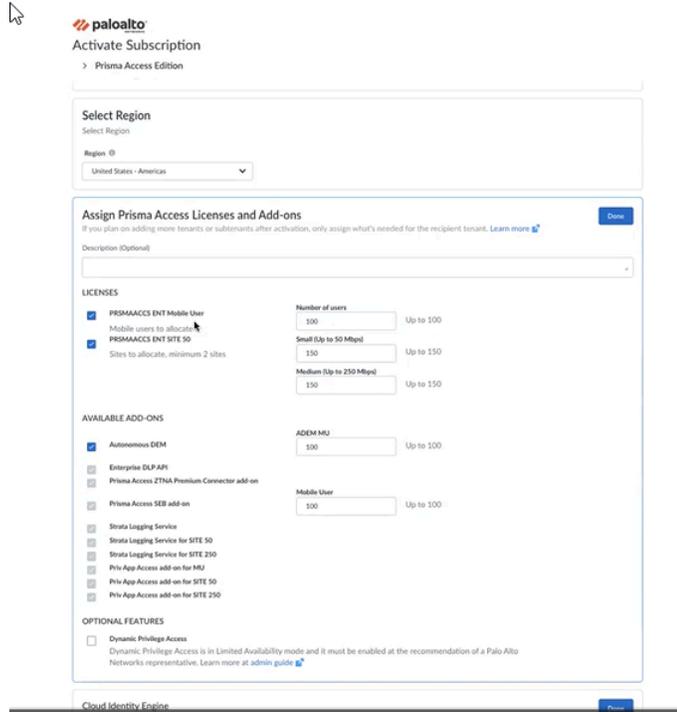


**STEP 3 |** From **Actions**, select **Activate Cloud Tenant**.

You will be directed to the **Activate Subscription** page.

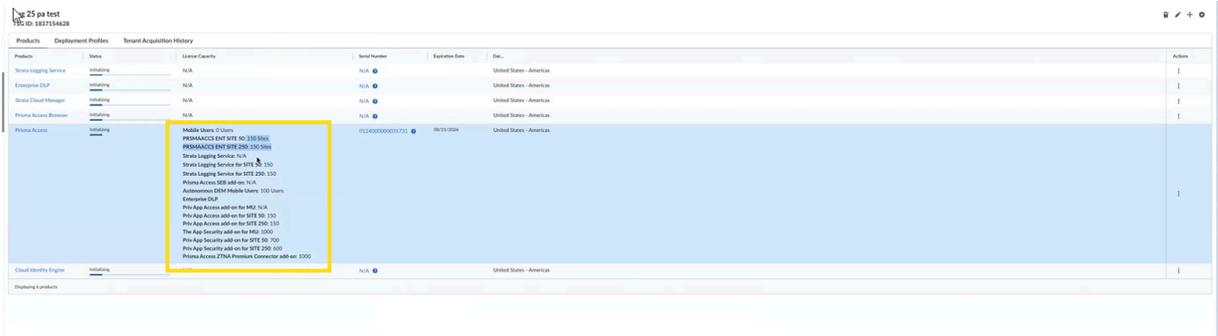
**STEP 4 |** Select an existing tenant or create a new tenant.

**STEP 5 |** Modify the license allocation and select **Done**.



**STEP 6 |** Agree to the Terms and Conditions and **Activate**.

**STEP 7 |** In both **Subscription** and **Tenant Management**, you can verify the change in license allocation.



## Future-Dated Subscription

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>□ Superuser Role</li> </ul>

This section describes how to manage licenses and subscription renewals that are purchased in advance of their effective date. It explains how future-dated licenses appear in the Activation Console, how renewals are reflected, and where to view upcoming start dates and subscription details.

### Future-Dated Licenses

To support flexible procurement and advanced planning, subscriptions or licenses can be purchased ahead of their intended start date. These subscriptions are displayed in the Activation Console with a **Contains Future Dated** status, indicating that they have been secured but are not yet available for activation or use.

Product Name	Status	Allocated Tenants	Base	Allocated / Total	Add-ons	Expiration Date	Action
NextGen CASB EG ID: EG663356 <a href="#">Request Add-on Trial</a>	↑ Needs Activation Contains Future Dated	0	Next-Generation CASB for Prisma Access a	0 / 2000		May 15, 2026	<a href="#">Activate</a> <a href="#">View Details</a>
			Next-Generation CASB for Prisma Access a	0 / 2000			

### Future-Dated Renewal

To ensure uninterrupted service, renew your subscriptions before their expiration date. Submitting a renewal request in advance helps prevent service disruption and enables seamless continuation of your subscription.

After your renewal request is successfully processed, you will receive a confirmation email with the updated subscription details. In addition to the email notification, you can view the updated status and renewal details directly in the Activation Console. Renewed subscriptions display a **Contains Future Dated** status, indicating that the upcoming term has been secured. The new subscription term and its effective start date are listed under the **Future Subscriptions** section on the subscription **Details** page, providing clear visibility into the upcoming renewal period.

To view details of a renewed subscription:

1. Click **View Details** for the respective product.

2. In the **Future Entitlement** section, review the **start date**, **expiry date**, and complete license details.

The screenshot shows a 'Subscription Details' window for 'NextGen CASB'. The subscription is active, with an entitlement group ID of EG663356. The start date is May 15, 2024, and the expiration date is May 15, 2026. There are 'Manage' and 'Launch' buttons. Below this, there are tabs for 'Details' and 'Help and Support Info'. The 'Allocated Tenants' section shows 1 tenant. A table lists the product 'Next Gen CASB for Prisma SASE and NGFW' with 2000 total units and 0 available units. The 'Future Entitlements' section contains a table with one row: 'Next Gen CASB for Prisma SASE and NGFW' with 2000 units, starting on Jul 15, 2026, and expiring on Aug 15, 2027.

Allocated Tenants: 1			
Description	Allocated / Total	Units	Available
Next Gen CASB for Prisma SASE and NGFW	2000 / 2000	User	0

Future Entitlements				
Product	Total	Units	Starts on	Expires on
Next Gen CASB for Prisma SASE and NGFW	2000	User	Jul 15, 2026	Aug 15, 2027

## Extend or Renew a Subscription

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Multitenant Cloud Manager</li> <li>• Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Any <b>Tenant</b> that contains FedRAMP High Prisma Access</li> <li>❑ Multitenant Superuser <b>role</b></li> </ul>

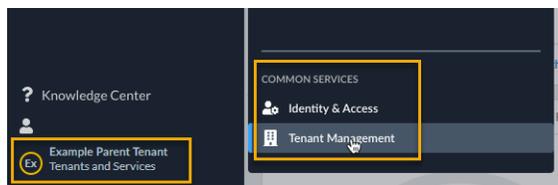
You can extend or renew your expiring license through Common Services. After you request an extension from IT, and your updates are ready for use, you will receive an activation link in your email.

- 
  - The following steps apply if you allocated part of your production license during the initial activation and you **share the license** between multiple tenants.
  - The following steps also apply if you allocated part of your evaluation license during the initial activation, you **share the license** between multiple tenants, and you are converting to a production license.
  - This does not apply to a full allocation or to a single tenant environment, regardless of production license extension or evaluation license to production conversion. In a full allocation or single tenant environment, there are no additional steps after clicking the activation link.

**STEP 1 |** Click the activation link in your email.

**STEP 2 |** Use one of the **various ways to access Common Services > Tenant Management**.

**STEP 3 |** Select **Tenant Management**. Only one way is shown here.



**STEP 4 |** In Tenant Management, you see blue dots indicating that you need to take further steps.

**STEP 5 |** Use the blue dots to find the tenant with the subscription that you need to extend, select the **Tenant Name** and **Edit** the licensed products.

The screenshot shows the 'Tenant Management' section of the Palo Alto Networks interface. The breadcrumb trail is 'Subscriptions & Add-ons > Tenant Management > Identity & Access / Access Management > Device Associations'. The current tenant is 'Amend T1' (TSG ID: [redacted], Aerospace & Defense). The 'Licensed Products' table is highlighted with a blue box and a cursor icon. The table contains the following data:

Products	Status	License	Contract	Expiration Da...	Region	Actions
Prisma Access	Complete	Mobile Users: 50 Users Remote Network: 50 Mbps Customer Success: 1	0124000000005892	03/16/2023	United States - Americas	Actions
Cortex Data Lake	Complete	Data Space: 1 TB	5548426546571	03/16/2023	United States - Americas	Actions

Below this, the 'Products Licensed to Subtenants' table is shown for tenant 'Amend T2' (Aerospace & Defense):

Tenant	Vertical	Applications	Status	Licenses	Expiratio...	Region	Actions
Amend T2	Aerospace & Defense	None		Not Applicable			
		Cortex Data Lake	Complete	Data Space: 1 TB	03/16/2023	United States - Americas	Actions
		Prisma Access	Complete	Mobile Users: 100 Users Remote Network: 100 Mbps Customer Success: 1	03/16/2023	United States - Americas	Actions

**STEP 6 |** Agree to the terms and conditions and **Activate Now**.

# Amend a Subscription

You can amend your production license subscription through Common Services. Reasons for amending include, but are not limited to, the following:

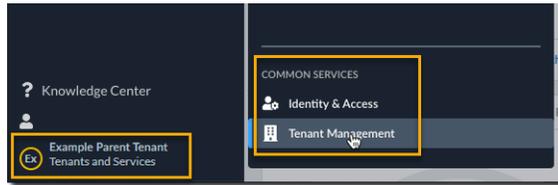
- new add-ons
- subscription modification
- [evaluation to production conversion](#)

After your subscription updates are ready for use, you will receive an activation link in your email. You can click the link or you can go directly to manage your tenant.

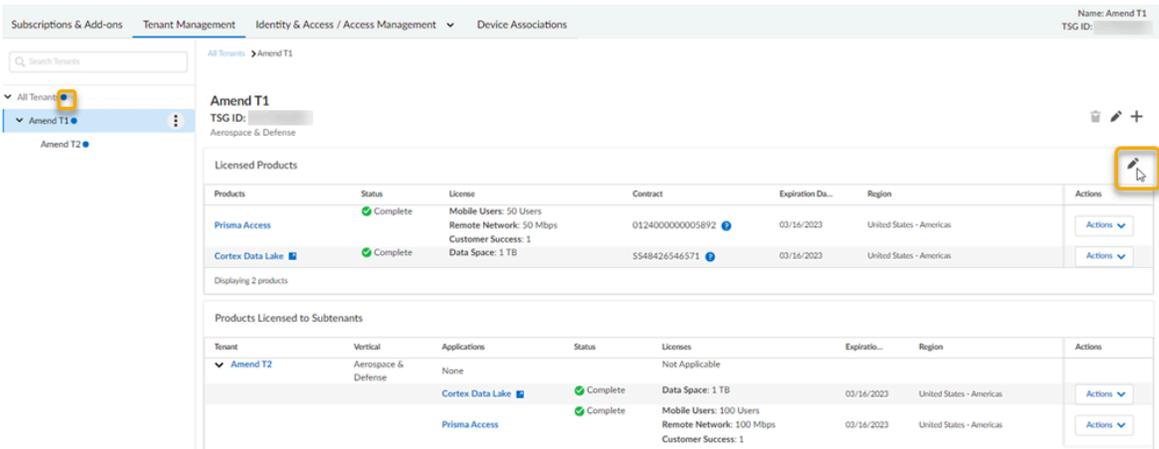
 *The following steps apply to a full license allocation or to a single tenant environment. Use [extend](#) or [renew](#) for shared license scenarios.*

**STEP 1 |** Use one of the [various ways to access Common Services > Tenant Management](#).

**STEP 2 |** Select **Tenant Management**. Only one way is shown here.



**STEP 3 |** Use the blue dots to find the tenant with the subscription that you need to amend, select the **Tenant Name** and **Edit** the licensed products.



**STEP 4 |** Make any necessary changes and select **Activate Now**.

## Expiring and Expired Subscription

This section explains how to monitor expiring and expired subscriptions and take timely action to maintain uninterrupted service. It describes how subscription statuses are visually indicated, where expired subscriptions are listed.

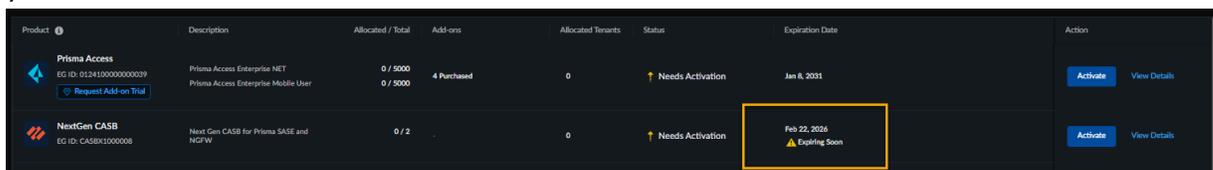
- [SASE](#)
- [Firewall and SD-WAN](#)

### SASE

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Prisma Access (Managed by Panorama or Strato Control Manager)</li> <li>• Prisma Browser</li> <li>• Remote Browser Isolation</li> <li>• Next-Generation CASB for Prisma Access and NGFW</li> <li>• Data Security</li> <li>• AI Access Security</li> <li>• SaaS Security Posture Management</li> <li>• Enterprise DLP</li> </ul>	<ul style="list-style-type: none"> <li>• Multitenant Superuser <a href="#">role</a></li> </ul>

To ensure uninterrupted services, it's important to renew subscriptions before they expire or immediately after expiration. To make subscription statuses easily identifiable, expiring and expired subscriptions are visually marked:

- Subscriptions set to expire within 30 days have the  icon next to their expiration date, helping you track them in advance.



- Expired licenses will have  icon next to their expiration date to identify expired licenses.



## Firewall and SD-WAN

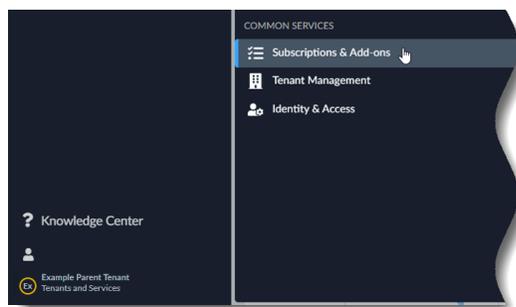
Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• NGFW, including those funded by <a href="#">Software NGFW Credits</a></li> <li>• Prisma Access</li> <li>• SD-WAN</li> </ul>	<ul style="list-style-type: none"> <li>• Superuser or Multitenant Superuser <a href="#">role</a></li> </ul>

To ensure uninterrupted services, it's important to renew subscriptions before they expire or immediately after expiration. To make subscription statuses easily identifiable, expiring and expired subscriptions are visually marked:

- Subscriptions set to expire within 30 days have the ▲ icon next to their expiration date, helping you track them in advance.
- Expired subscriptions are listed separately under the **Expired** tab for easy access.

**STEP 1 |** Use one of the [various ways to access Common Services > Subscriptions & Add-ons](#).

**STEP 2 |** Select **Subscriptions & Add-ons**. (This example demonstrates one method.)



**STEP 3 |** In the **Active** tab, view all active subscriptions, including those expiring within 30 days

- Expiring subscriptions have the ▲ icon next to their expiration date.
- If you have renewed a subscription but it has not yet become active, those subscriptions have the 🕒 icon next to its start date.

### Licenses

Subscriptions									
Name	Status	Assigned/Total ...	Customer Support Account	Associated Tenant	Contract	Start Date	Expiration Date	Actions	
Prisma SD-WAN	Partially Assigned	N/A		1	N/A	2025-03-25 19:29:53	N/A		⋮
Strata Logging Service	All Assigned	0/0		1	N/A	2022-06-09 12:30:12	N/A		⋮
Strata Logging Service	All Assigned	1/1		1	N/A	2023-04-24 10:04:30	2025-04-24 12:00:26 ▲	🕒	⋮
Strata Logging Service	All Assigned	1/1		1	N/A		2028-05-16 18:59:37		⋮
Strata Logging Service	All Assigned	1/1		1	N/A		2028-05-17 15:20:58		⋮

*Note: A tooltip is visible over the expiring subscription row, stating: "This subscription is expiring soon and is due for renewal. Please take action to renew the license to avoid service interruption."*

**STEP 4 |** To view expired subscriptions, go to the **Expired** tab.

Licenses

### Subscriptions

Active ▲ **Expired ●**

Name	Status	Assigned/Total ...	Customer Support Account	Assoc...	Contract	Start Date	Expiration Date
Strata Logging Service	All Assigned	6/6		1	N/A	2020-06-02 10:41:42	2019-12-01 20:32:33
Strata Logging Service	All Assigned	7/7		1	N/A	2020-10-20 04:41:18	2022-10-22 12:29:59
Strata Logging Service	All Assigned	0/0		1	N/A	N/A	2025-01-01 00:00:00
Strata Logging Service	All Assigned	1/1		1	N/A	2022-12-20 01:31:25	2023-12-05 13:26:45
Strata Logging Service	All Assigned	1/1		1	N/A	2023-01-05 07:58:25	2023-12-19 23:06:37
Strata Logging Service	All Assigned	100/100		1	N/A	2023-03-31 17:52:36	2024-03-31 07:08:25

100 Rows Page 1 of 1

## Deactivate a Product

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Multitenant Cloud Manager</li> <li>• Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Any <a href="#">Tenant</a> that contains FedRAMP High Prisma Access</li> <li>❑ Multitenant Superuser <a href="#">role</a></li> </ul>

You can deactivate either an individual product or all products associated with a Tenant Service Group (TSG). Deactivation helps you manage tenant resources efficiently by allowing you to reuse existing tenants and make optimal use of available licenses.

When you deactivate a product, it is removed from the tenant, and the associated license can be reallocated to another tenant

You can deactivate:

- **All the products in a tenant:** Deactivate every product linked to the tenant.
- **Individual product:** Deactivate a single product from the tenant. This is supported only for Cloud Identity Engine and Security Lifecycle Review (SLR)

When you deactivate or remove all the products in a tenant, all its add-ons will also be deactivated and removed from the tenant. After you initiate deactivation, you have a 24-hour grace period to cancel the deactivation.

When you initiate deactivation, all the superusers will receive an email notification during all the states of the activation process, such as scheduled deactivation, deactivation successful, and deactivation failure.

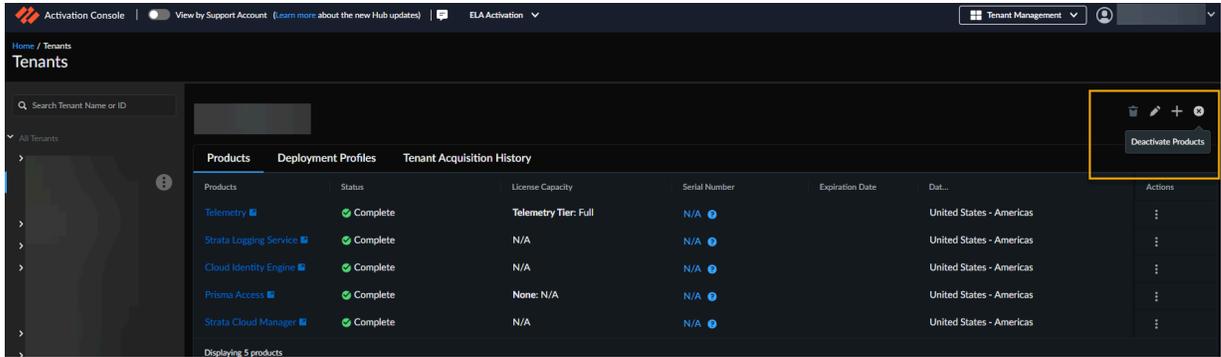
- [Deactivate All Products](#)
- [Deactivate Individual Products](#)

## Deactivate all Products

**STEP 1 |** Use one of the [various ways to access](#) Tenants. If you have a single tenant environment, you will see [Products](#) instead. The steps are the same.

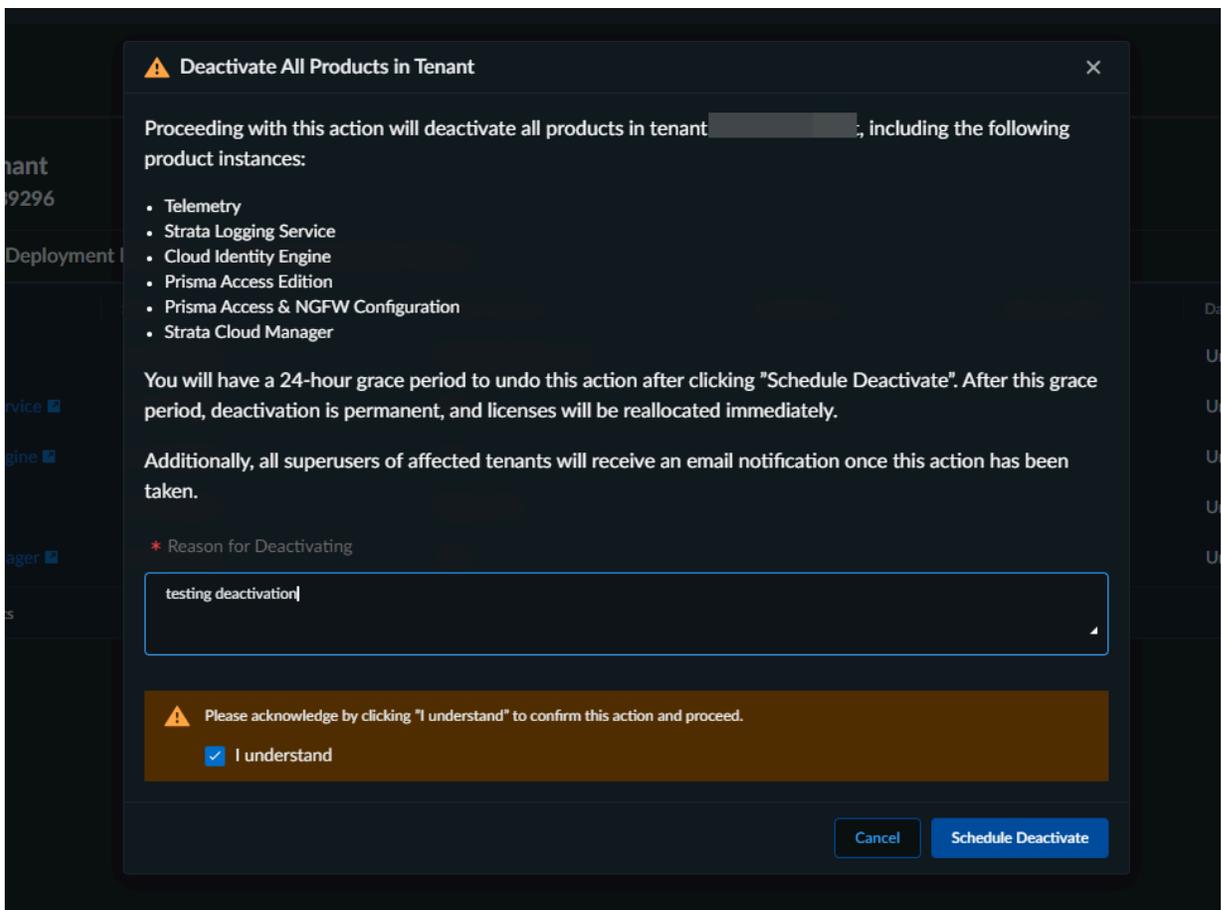
**STEP 2 |** Select the tenant that is linked to the product.

**STEP 3 |** To deactivate all the products in the tenant, click the **Deactivate Products** icon.

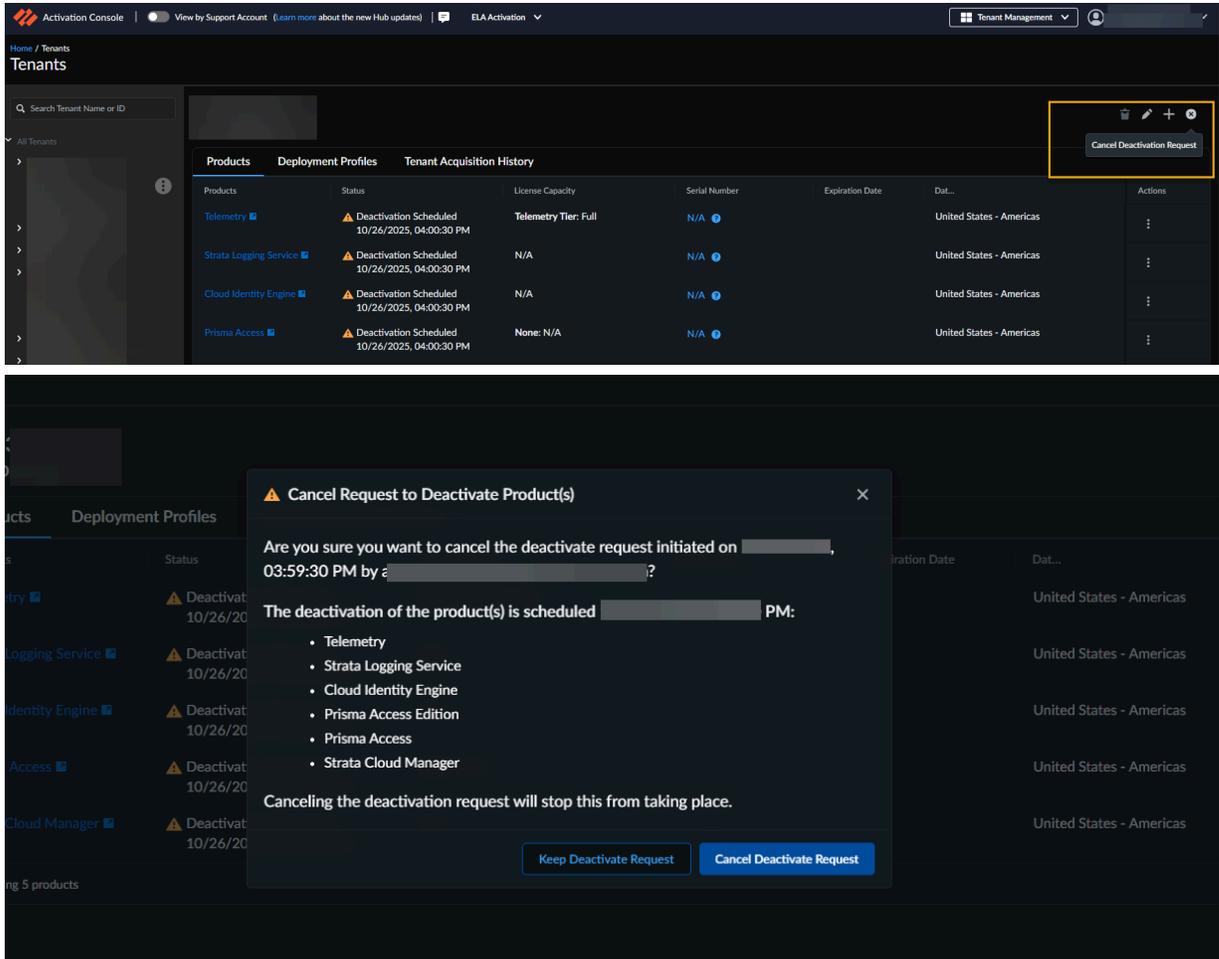


**STEP 4 |** Specify the reason for deactivation and **Schedule Deactivation**.

All the superusers will receive an email notification when you initiate product deactivation.



**STEP 5 |** Cancel Deactivation Request to cancel deactivation during the 24 hour grace period.

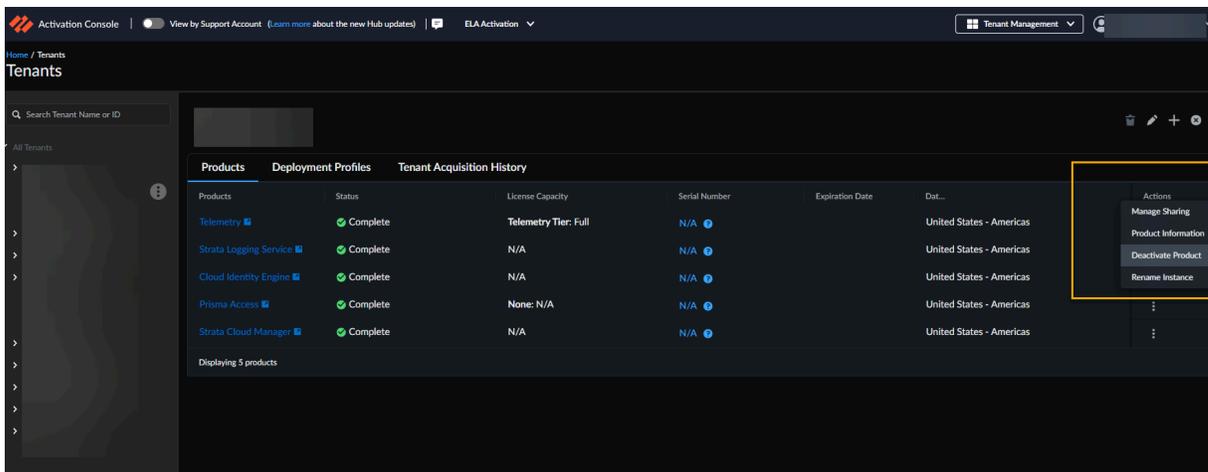


## Deactivate an Individual Product

**STEP 1 |** Use one of the [various ways to access Tenants](#). If you have a single tenant environment, you will see [Products](#) instead. The steps are the same.

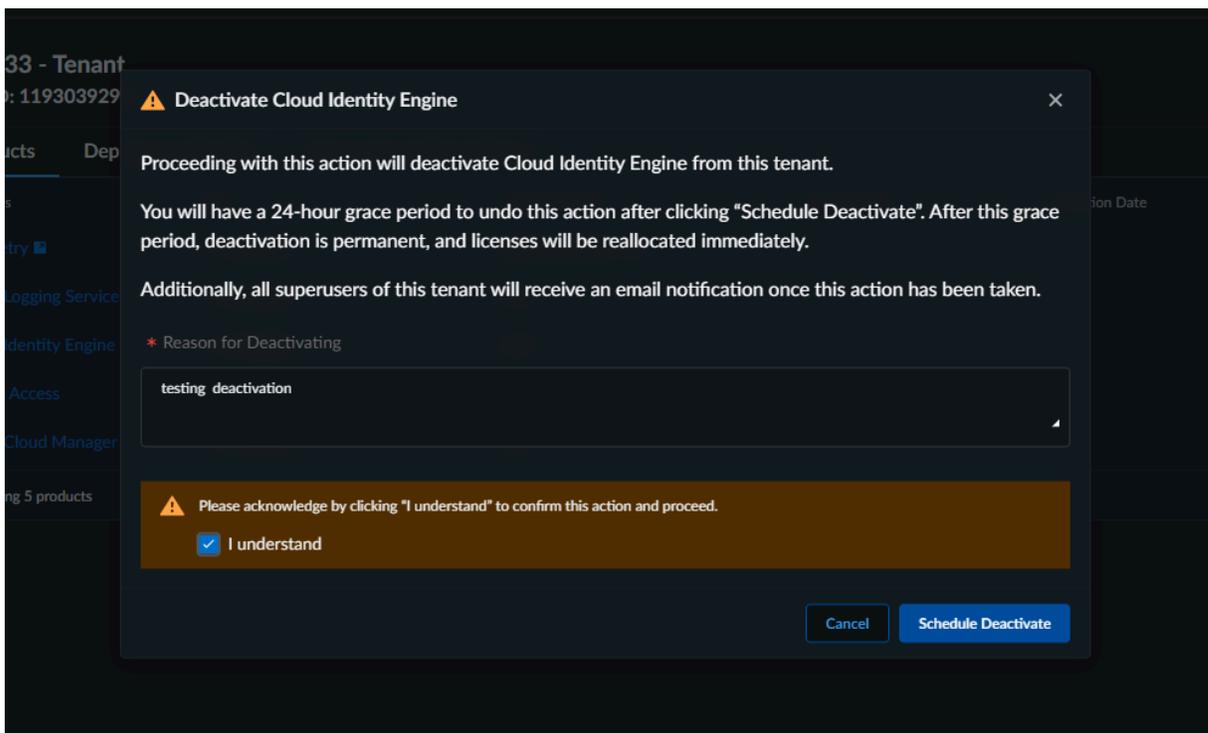
**STEP 2 |** Select the tenant that is linked to the product.

**STEP 3 |** To deactivate individual products, go to **Actions > Deactivate Product**.

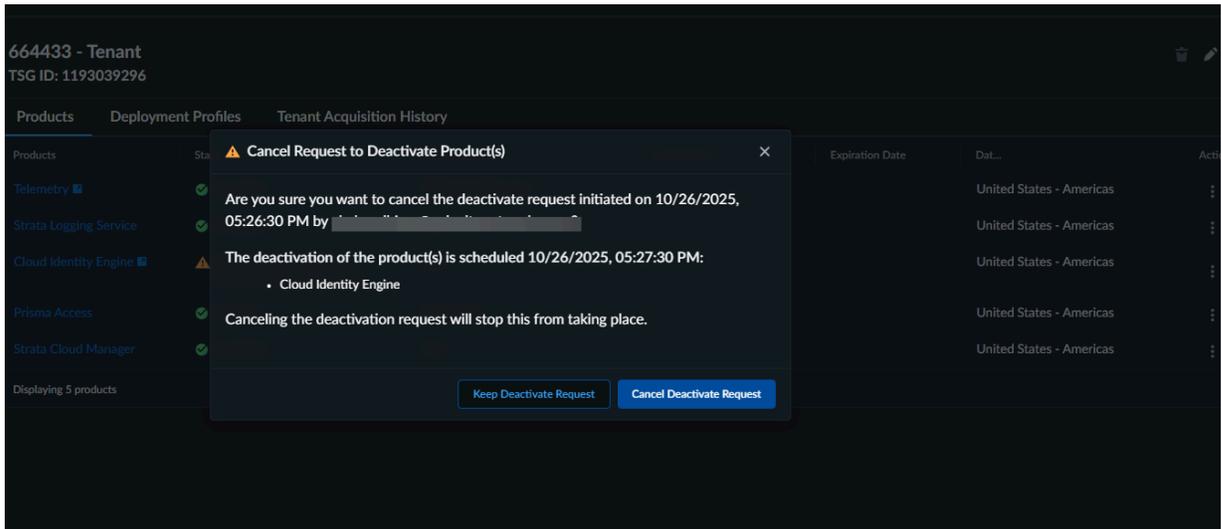
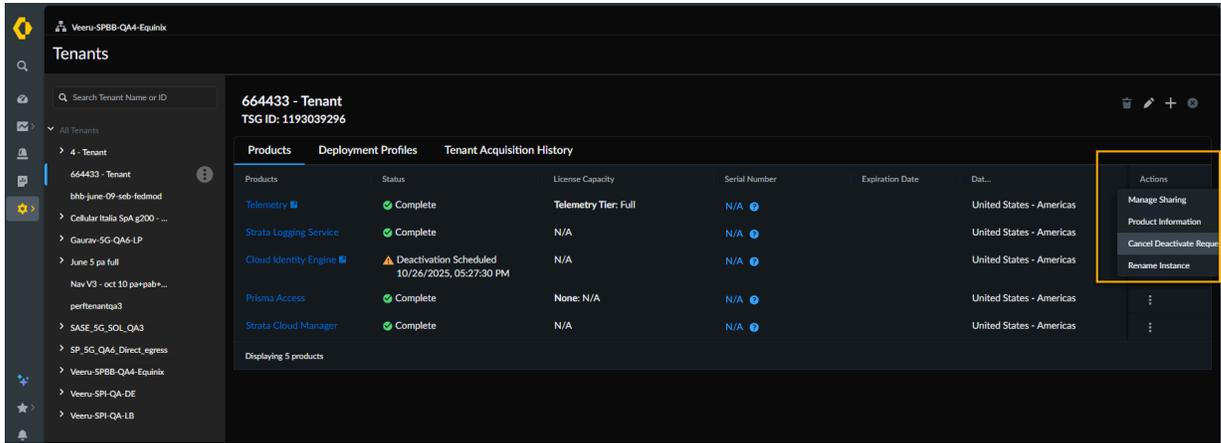


**STEP 4 |** Specify the reason for deactivation and **Schedule Deactivation**.

All the superusers will receive an email notification when you initiate product deactivation.



**STEP 5 | Cancel Deactivation Request** to cancel deactivation during the 24 hour grace period.





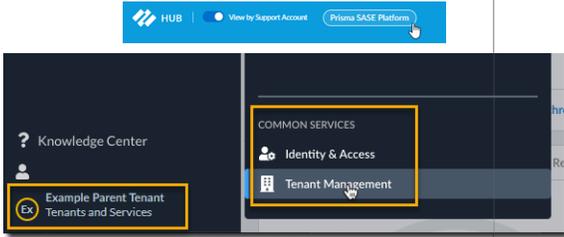
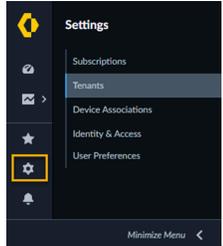
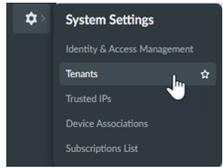
# Tenant Management

You can create and manage a hierarchy of business organizations and units, each of which is a *tenant*. For each tenant, you specify a name that helps you and others to easily identify it, such as the company name, a division, or a geographic location (along with a business vertical designation, such as retail or wholesale). You will allocate licenses to your tenants so that you can manage and monitor the instances of all your products. For more information about tenants, see [What is a Tenant?](#) or the Common Services [FAQ](#).

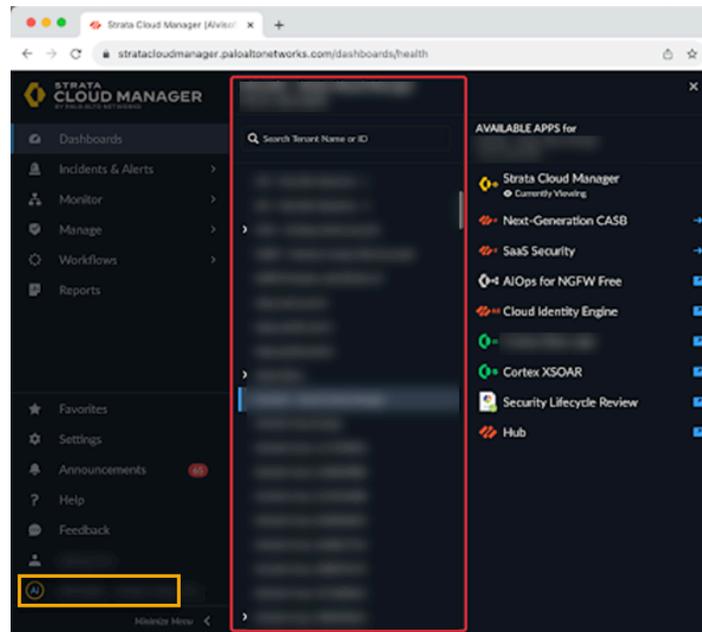
Depending on your environment, you will see one of the following menus for managing your tenants: **Tenant Management** or **Tenants**.



*You won't see this menu if you have a single tenant. You will see **Products** instead. In a single tenant environment, you can manage your products through [product management](#).*

Prisma SASE Multitenant Portal and FedRAMP	Multitenant View of the Activation Console	Multitenant Strata Cloud Manager
<p>From the <b>original support account view of the Activation Console &gt; Prisma SASE Platform button &gt; Tenants and Services &gt; Common Services</b>, you will see <b>Tenant Management</b>.</p> 	<p>From the <b>tenant view of the Activation Console &gt; Common Services &gt; Tenant Management</b> button, you will see <b>Tenant Management</b> in a multitenant environment.</p> 	<p>From the Strata Cloud Manager <b>Settings</b>, you will see <b>Tenants</b> in a multitenant environment.</p>  <p>From the Strata Cloud Manager <b>System Settings</b>, you will see <b>Tenants</b> in a multitenant environment.</p> 

In a multitenant environment, you can switch between your tenants and also between the apps or products in the tenant.



## What is a Tenant?

Common Services enables you to manage a hierarchy of business units and organizations that is referred to as a *tenant service group*. A tenant service group (TSG) is used to provide a logical container that contains *tenants* and other TSGs. It is the building block for a multitenant hierarchy. Generally, this multitenant hierarchy is described as a series of nested tenants, where a tenant is used to manage, monitor, and license products. But mechanically, a tenant is just a TSG. The terms are often used interchangeably.

After you have received information about the transition of your app instance to a tenant, your instance is now a single tenant. You have access to Common Services for subscription management, tenant management, and identity and access management. You do not have access to the multitenant summary dashboards, as those are not applicable and not available for single tenants. See the [FAQ](#) if you have more questions about the migration.

Each tenant is automatically assigned a TSG ID, which is primarily for use with [service accounts](#). However, the TSG ID is also used for default login purposes. If you clear your cache, or if you log out of the Strata Multitenant Cloud Manager and log back in, you are logged into the top-level parent tenant with the lowest TSG ID by default. The top-level parent tenant with the lowest TSG ID is likely the first one you created.

The [tenant hierarchy limits](#) explain the number of used and unused tenants you can create.

# Add a Tenant

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Cloud Manager</li> <li>• The Activation Console</li> <li>• Strata Multitenant Cloud Manager</li> <li>• Prisma SASE Multitenant Portal</li> <li>• Commercial or FedRAMP deployments</li> </ul>	<ul style="list-style-type: none"> <li>❑ IAM role of Superuser, Multitenant Superuser, Multitenant IAM Admin</li> </ul>

After you create a tenant, you can allocate a supported product license to it or you can create a child tenant and allocate the license to it. Licenses are allocated per each child tenant that you need to manage.

If you are adding a tenant for the first time, you are automatically directed to **Tenants** when you follow the license activation flow flow, in which case you can skip to the [select a tenant](#) step.

If you are not adding a tenant for the first time or you are otherwise not following the general flow, you can add a tenant from **Tenants**.

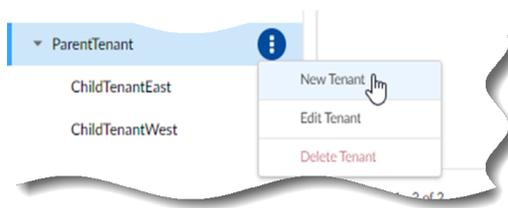
You can create your tenant hierarchy to reflect your existing organizational structure. You can also consider [identity and access inheritance](#) when creating the hierarchy, in addition to [tenant hierarchy limits](#).

**STEP 1 |** Use one of the [various ways to access Tenants](#).

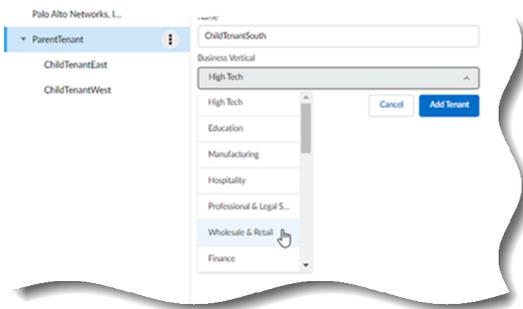
If you have a single tenant environment, you will see **Products** instead. The steps are basically the same.

**STEP 2 |** Select a tenant to be the parent of the child tenant you want to add.

**STEP 3 |** Select **New Tenant**.



**STEP 4 |** Specify a **Name** for the child that is representative of its function and select a **Business Vertical**.



 *The Business Vertical is used for summarizing tenant network traffic information.*

**STEP 5 |** Select the **Telemetry Tier**, which defines the type of telemetry data transferred to the **Data Region** for monitoring and analysis.

- **Full (Recommended)**- collects comprehensive data to support in-depth monitoring and analysis. This is the default setting.
- **Diagnostic**- collects only essential data required for diagnostics and troubleshooting.

To learn more about the data collected in each tier, see [Device Telemetry Metrics Reference](#).

 *Telemetry Tier must be set to **Full** if the tenant includes Strata Cloud Manager.*

**STEP 6 |** Select the **Data Region** where the telemetry data will be stored.

- You cannot edit the region if Strata Logging Service, Strata Cloud Manager, or IOT Security is already enabled in the tenant.
- If you add Strata Logging Service, Strata Cloud Manager, or IOT Security to the tenant later, the data region automatically switches to the region used by that product.

**STEP 7 |** Specify a **Support Contact**, such as an email address or a phone number of a person to contact for support purposes. The maximum character limit for the contact is 255.

- Select **Inherit from parent** if the contact person is the same as the parent.
- Select **Use custom** if the contact person is different from the parent.

**STEP 8 |** Set the **User Inactivity Timeout** to automatically log out idle users after a specific period. The default timeout is 30 minutes, but you can customize this value between 10 and 60 minutes. Choose a shorter or longer duration based on your organization's security policy and operational needs. This flexibility allows you to balance security requirements with user convenience.

 *When no timeout value is set, new tenants automatically adopt the default timeout value from their parent tenant. Once you customize the timeout value, it becomes independent and is maintained separately for that tenant.*

**STEP 9 |** If you want to use a System for Cross-domain Identity Management (SCIM) to simplify user provisioning and management for this tenant, **Enable SCIM**.

**STEP 10 |** **Add Tenant** as a child of the current parent tenant in the tenant hierarchy.



**STEP 11 |** (Optional) Specify license and activation details for your product.

# Edit a Tenant

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Cloud Manager</li> <li>• The Activation Console</li> <li>• Strata Multitenant Cloud Manager</li> <li>• Prisma SASE Multitenant Portal</li> <li>• Commercial or FedRAMP deployments</li> </ul>	<ul style="list-style-type: none"> <li>□ IAM <a href="#">role</a> of Superuser, Multitenant Superuser, Multitenant IAM Admin</li> </ul>

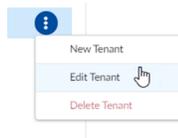
When you create a tenant, you define attributes such as name and support contact to describe its purpose and management. You can edit these tenant details at any time, for example, when a support contact changes. This topic outlines the process for editing tenant details.

**STEP 1 |** Use one of the [various ways to access Tenants](#).

If you have a single tenant environment, you will see [Products](#) instead. The steps are the same.

**STEP 2 |** Select the tenant that you want to edit.

**STEP 3 |** Select **Edit Tenant**.



### STEP 4 | Change any of the details about the tenant, as needed.

- **Name**—Descriptive name that identifies the tenant.
- **Business Vertical**—Primary industry or sector in which the tenant operates. This helps categorize and understand the tenant's main focus and potential needs. (For example, **Wholesale & Retail**.)  
**Support Contact**—Information of a person to contact for support purposes. (For example, **John Smith, IT Manager - jsmith@globaltech.com, +1 555-123-4567**)
- **User Inactivity Timeout**—Number of minutes after which Strata Cloud Manager will log idle users out of the tenant. Choose a value between 10 and 60 minutes (30 minutes is default).



*New tenants automatically inherit the default timeout value from the parent tenant. After you modify the timeout value for a child tenant, the value is maintained independently.*

- **Telemetry Tier**—the type of telemetry data transferred to the **Data Region**.
  - **Full (Recommended)**- collects comprehensive data to support in-depth monitoring and analysis.
  - **Diagnostic**- collects only essential data required for diagnostics and troubleshooting.

To learn more about the data collected in each tier, see [Device Telemetry Metrics Reference](#).



- *Downgrading from **Full** to **Diagnostic** may result in the loss of critical telemetry data needed for advanced analysis and support.*
- *Only the super user can edit the **Telemetry Tier**.*
- *Telemetry Tier must be set to **Full** if the tenant includes Strata Cloud Manager.*

- **Data Region**—the region where the telemetry data is stored.



*If Strata Logging Service, Strata Cloud Manager, or IOT Security is already enabled in the tenant, you cannot edit the region. It defaults to the product region.*

### STEP 5 | Save.

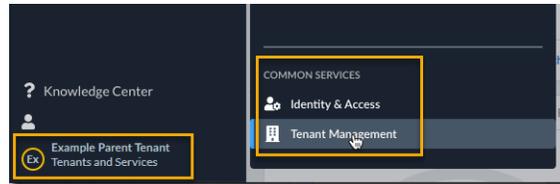
## Manage Tenant Licenses

If you are activating a license for the first time, you will use a license activation flow.

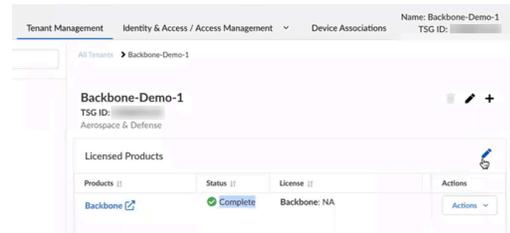
If you are not activating a license for the first time or you are otherwise not following a general flow, you can claim a license from **Subscription & Add-ons**. Then you can activate it from **Tenant Management**.

**STEP 1 |** Use one of the [various ways to access Common Services > Tenant Management](#).

**STEP 2 |** Select **Tenant Management**. Only one way is shown here.



**STEP 3 |** **Edit** the licensed products.



**STEP 4 |** The rest is similar to [activating a license](#) for Prisma Access (Managed by Strata Cloud Manager) and Add-ons.

**STEP 5 |** (Optional) [Monitor tenant licenses](#).

# Delete a Tenant

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Cloud Manager</li> <li>• The Activation Console</li> <li>• Strata Multitenant Cloud Manager</li> <li>• Prisma SASE Multitenant Portal</li> <li>• Commercial or FedRAMP deployments</li> </ul>	<ul style="list-style-type: none"> <li>❑ IAM <b>role</b> of Superuser, Multitenant Superuser, Multitenant IAM Admin</li> </ul>

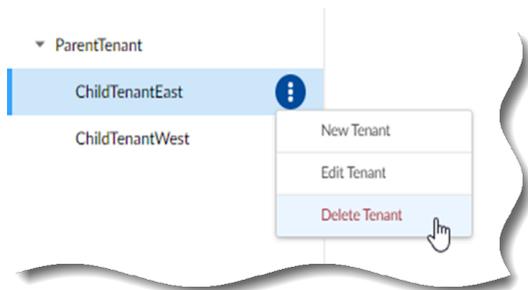
After you create a tenant, you can delete it only if the tenant meets the following criteria:

- No activated products, which can be seen from **Tenants**.
- No child tenants, which can be seen from **Tenants**.
- No licenses allocated or claimed, which can be seen from **Subscriptions & Add-ons**.

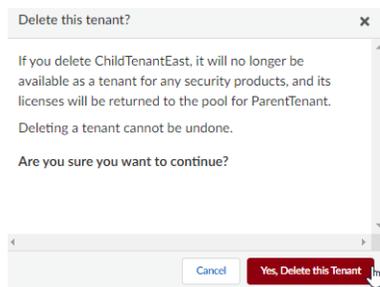
**STEP 1 |** Use one of the [various ways to access Tenants](#).

If you have a single tenant environment, you will see **Products** instead. The steps are the same.

**STEP 2 |** Select the tenant you want to delete and **Delete Tenant**.



**STEP 3 |** Select **Yes, Delete this Tenant** to confirm deletion.



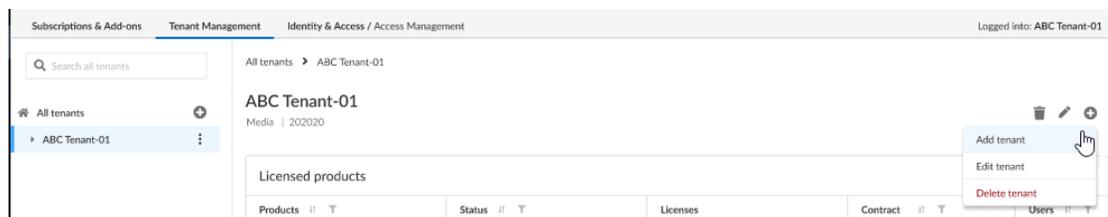
 *Tenant deletion is successful only if the tenant does not have any child tenants and only if the tenant does not have any instances provisioned for it. If the tenant does have child tenants, delete those children first before you delete this tenant. If the tenant has an instance provisioned for it, remove the licenses before you delete the tenant.*

# Transition from Single Tenant FedRAMP to Multitenant FedRAMP

If you are a new cloud-managed Prisma Access FedRAMP High "In Process" customer as of December 2023, you can use the following information to transition from a single tenant deployment to a multitenant deployment.

After you receive an email from Palo Alto Networks identifying the license you are activating, including all your add-ons and capacities, **Get Started with Prisma Access** to begin the activation process.

- STEP 1 |** To transition from a single tenant Panorama-managed Prisma Access to multitenant, select **Get Started with Prisma Access** in your email.
- STEP 2 |** Follow the steps to [Activate a License for Single Tenant Cloud-Managed Prisma Access FedRAMP](#), but do not **Launch** the products yet.
- STEP 3 |** Instead, select **Tenant Management**.
- STEP 4 |** Select + > **Add tenant**.



- STEP 5 |** Adding a subtenant converts your single tenant to a multitenant hierarchy. Select **Yes** to continue.
- STEP 6 |** [Manage your tenants through the Multitenant Cloud Manager](#).

# Move an Internal Tenant

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Tenant or tenant service group (TSG)</li> <li>• Strata Cloud Manager</li> <li>• Strata Multitenant Cloud Manager</li> <li>• The Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Prisma Access license</li> <li>❑ Superuser or Multitenant Superuser <a href="#">role</a> on the source and target tenants</li> </ul>

If you're a managed security service provider (MSSP) or distributed enterprise and you [create a multitenant hierarchy](#), you might need to move a tenant that is part of your tenant hierarchy to a different location. You can do this by moving an internal tenant.

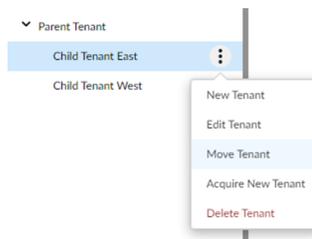
Any tenant is considered an internal tenant if it's within your tenant hierarchy, and you have Superuser access to the source and target tenants. It's possible to move tenants within the same top-most, root-level, parent tenant or intermediate tenants of your hierarchy. See [additional limitations](#). You would move an internal tenant primarily in the case of testing, demonstrations, reorgs, correcting mistakes, and more.

**STEP 1 |** Use one of the [various ways to access Settings](#).

**STEP 2 |** Select **Tenants**.

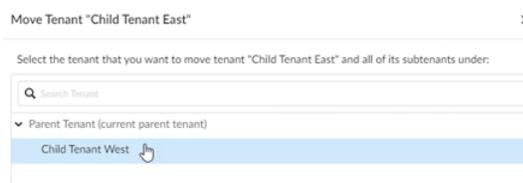
**STEP 3 |** From the tenant that you want to move, select **Move Tenant**.

In the following example, the source tenant is Child Tenant East. You must have the Superuser role for Child Tenant East to move this tenant to a new location in the hierarchy.



**STEP 4 |** You're prompted with a view of the current tenant hierarchy, so that you can select where to move the tenant. Select a new parent tenant for managing the subtenant and **Continue**.

In the following example, the target tenant is Child Tenant West. You must also have the Superuser role for Child Tenant West to move Child Tenant East to become its subtenant.



**STEP 5 |** Inherited roles that would be lost after the move are displayed before the final confirmation. Select **Confirm**.



*Inherited custom roles that would be lost after the move are also displayed before the final confirmation. Custom roles that were defined in a parent tenant and assigned in a child tenant would be lost because the role doesn't exist in the new hierarchy.*

## Acquire an External Tenant

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Tenant or tenant service group (TSG)</li> <li>• Strata Cloud Manager</li> <li>• Strata Multitenant Cloud Manager</li> <li>• The Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Prisma Access license</li> <li>❑ Superuser or Multitenant Superuser <a href="#">role</a> on the source and target tenants</li> </ul>

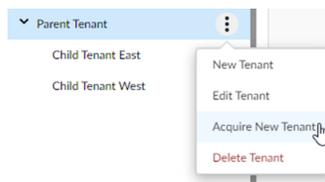
If you are a Managed Security Service Provider (MSSP) or distributed enterprise and you [create a multitenant hierarchy](#), you might need to acquire and manage tenants that are not part of your current tenant hierarchy. You can do this by acquiring an external tenant.

Any tenant is considered an external tenant if it isn't within your current tenant hierarchy. You can only acquire a top-most, root-level, parent tenant through an external tenant acquisition. You would acquire an external tenant primarily in the case of corporate acquisitions or mergers or reorgs. A tenant can have only one outstanding acquisition request open at a time. See [additional limitations](#).

**STEP 1 |** Use one of the [various ways to access Settings](#).

**STEP 2 |** Select **Tenants**.

**STEP 3 |** From the parent tenant where you will manage your newly acquired target tenant, select **Acquire New Tenant**.



**STEP 4 |** At the prompt, provide the TSG ID and superuser email addresses of the administrators who need to accept the pairing request.

**STEP 5 |** Select **Acquire Tenant**.

**STEP 6 |** The administrator of the target tenant needs to approve the request.

## Approve an External Tenant Acquisition

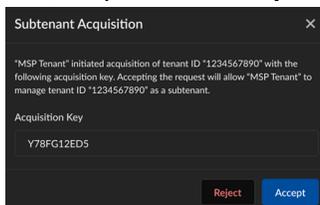
Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Tenant or tenant service group (TSG)</li> <li>• Strata Cloud Manager</li> <li>• Strata Multitenant Cloud Manager</li> <li>• The Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Prisma Access license</li> <li>❑ Superuser or Multitenant Superuser <a href="#">role</a> on the source and target tenants</li> </ul>

After a Managed Security Service Provider (MSSP) or distributed enterprise submits a request to [acquire an external tenant](#), the administrators of the newly acquired target tenant receive an email notification and an acquisition key. Only one administrator has to approve the request for the tenant acquisition.

If you're an administrator of the target tenant, you have two choices for approving the request.

**STEP 1 | (Optional)** If you have the email, select **View Request** from the message.

1. The acquisition key is prepopulated, so you can **Accept** the request.



2. Confirmation is displayed. Select **Close**.

**STEP 2 | (Optional)** If you are one of the administrators contacted in the [request to acquire an external tenant](#), and you're already logged into the Strata Cloud Manager, but you don't have the email:

1. Select **View Request** from the banner.
2. At the prompt, you can select to resend the acquisition key.
3. Enter the acquisition key from your email.
4. **Accept**.
5. Confirmation is displayed. **Close**.

## Limitations for Moving and Acquiring Tenants

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Tenant or tenant service group (TSG)</li> <li>• Strata Cloud Manager</li> <li>• Strata Multitenant Cloud Manager</li> <li>• The Activation Console</li> </ul>	<ul style="list-style-type: none"> <li>❑ Prisma Access license</li> <li>❑ Superuser or Multitenant Superuser <a href="#">role</a> on the source and target tenants</li> </ul>

The following limitations exist for managed security service providers (MSSP) or distributed enterprises [moving internal tenants](#) and [acquiring external tenants](#).

- You can acquire only the top-most, root-level, parent tenant hierarchies. You cannot acquire intermediate tenants within a hierarchy.
- You can't acquire tenant hierarchies with [Service Provider Backbone](#) enabled in the hierarchy.
- It's not recommended that a tenant hierarchy without a Service Provider Backbone enabled be acquired into a tenant with a Service Provider Backbone enabled. The action isn't blocked, but can have inconsistent results.
- You can't acquire a tenant hierarchy with Prisma SD-WAN licenses in the hierarchy at this time.
- Users with access to a tenant that acquires a new target tenant will gain access to the target tenant through inheritance.
- Tenant support contacts won't be changed during a move.
- A tenant with no support contact will inherit the new owner's contact.
- If a tenant is using a shared Cloud Identity Engine instance, you can't acquire it until the shared instance is removed.
- A tenant will keep all custom role definitions created on it.
- All service accounts created on a given tenant will stay with that tenant after being moved.
- If some but not all contact email addresses provided are valid tenant users, they will still receive the approval request email. Invalid emails will be ignored.
- Invalid acquisition requests will fail silently, they will look like successful requests to keep tenant information secret from the user.

## Tenant Hierarchy Limits

Your multitenant hierarchy has limits for its size and depth. These limits exist for performance and security purposes.

The tenant hierarchy is comprised of one or more trees of tenant service groups (TSGs). Each tree has a root TSG. A TSG is a logical container that can contain child TSGs, as well as licensed tenants.

Name	Limit	Description
Hierarchy depth	10	Identifies the maximum depth for any given hierarchy tree, starting at depth 1 for the root TSG.
Child TSGs	100	Identifies the total number of immediate children permitted for any TSG in the hierarchy. This limit applies only to immediate children of the TSG. It does <i>not</i> apply to all descendents (grandchildren, great-grandchildren, and so on) of the TSG.
Unused root TSGs	10	Identifies how many unused root TSGs can exist in your Strata Multitenant Cloud Manager. A TSG is unused if it has no child TSGs or tenants.

## Edit Telemetry Settings

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Cloud Manager</li> <li>• The Activation Console</li> <li>• Strata Multitenant Cloud Manager</li> <li>• Commercial or FedRAMP deployments</li> </ul>	<ul style="list-style-type: none"> <li>□ IAM <a href="#">role</a> of Superuser, Multitenant Superuser, Multitenant IAM Admin</li> </ul>

Telemetry refers to the [device data](#) collected from your Next-Generation Firewall (NGFW) or Panorama and sent to Palo Alto Networks. This data enables cloud-based applications to monitor and manage your devices efficiently.

Telemetry data improves visibility into device health and performance, supports capacity planning and configuration management, and helps share threat intelligence across platforms. It also enhances intrusion prevention capabilities and allows for the evaluation and continuous improvement of threat signatures.

Telemetry settings are configured only at the tenant level. This means that all devices associated with a specific tenant automatically inherit the telemetry configuration defined for that tenant.

### What is the default telemetry configuration?

By default, when you activate a product, telemetry is auto-enabled and the telemetry tier is set to full. This default setting ensures that the most comprehensive set of telemetry data is collected from the start, enabling robust monitoring, diagnostics, and threat analysis.

You can modify the telemetry tier at any time through the **Tenant Management** page to suit your data collection preferences.

### What are the available telemetry tiers?

There are two telemetry tiers available, depending on the level of data you want to transmit:

- **Full**-This tier sends a complete set of telemetry data, including extensive device health metrics, configuration summaries, threat activity, and performance data for in-depth monitoring and analysis.
- **Diagnostic**-This tier limits the scope of data collected and focuses on basic diagnostic information required for troubleshooting and analysis.

To learn more about what each telemetry tier includes, see [Device Telemetry Metrics Reference](#).

### Where is the Telemetry Data Stored?

Telemetry data is stored in a specific data residency region, which you can configure during product activation or tenant creation.



*If the tenant already includes Strata Logging Service, Strata Cloud Manager, or IoT Security, the data region defaults to the region assigned to that product. In such cases, you can't manually select or change the data region.*

The telemetry data from the PAN-OS and Panorama devices are transmitted to the data residency region at fixed [transmission intervals](#).

### **Edit Telemetry Tier and Region**

You can modify the telemetry configuration, such as the telemetry tier and data residency region, at any time from the [Tenant Management](#) page.

Changes made at the tenant level automatically apply to all devices associated with that tenant, ensuring consistent telemetry behavior across your deployment. If the data residency region is configurable, you have the flexibility to update it to meet your organization's data governance requirements.

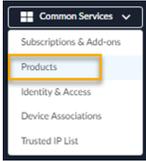
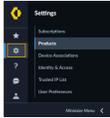


# Product Management

Where Can I Use This?	What Do I Need?
<ul style="list-style-type: none"> <li>• Strata Cloud Manager</li> <li>• The Activation Console</li> <li>• Single tenant environment</li> </ul>	<ul style="list-style-type: none"> <li>❑ IAM <a href="#">role</a> of Superuser, Multitenant Superuser, Multitenant IAM Admin</li> </ul>

Activating a free product from the Activation Console creates a single [tenant](#) where the product is deployed.

If you have a single [tenant](#), you can view, launch, and manage your products from **Products**.

Single Tenant View of the Activation Console	Single Tenant Strata Cloud Manager
<p>From the <b>tenant view of the Activation Console &gt; Common Services</b> button, you will see <b>Products</b> in a single tenant environment.</p> 	<p>From the Strata Cloud Manager <b>Settings</b>, you will see <b>Products</b> in a single tenant environment.</p>  <p> <i>Strata Cloud Manager is for commercial deployments only and not yet available for Prisma SASE FedRAMP Moderate or High "In Process."</i></p>

 You won't see this menu if you're a managed security service provider (MSSP) or distributed enterprise with a multitenant hierarchy. You will see **Tenants** instead. In a multitenant environment, you can manage and monitor your tenants through [tenant management](#) and the [Strata Multitenant Cloud Manager](#).

From **Products**, you can launch a product by selecting it from the product list.

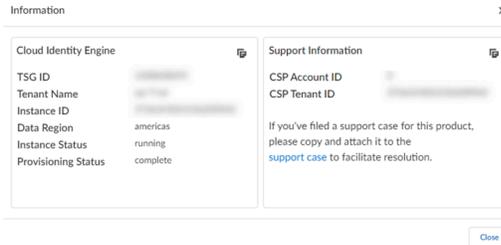
Products Add Tenant

Products	Deployment Profiles	Tenant Acquisition History				
Products	Activation Status	License Capacity	Serial Number	Expiration Date	Data Region	Actions
Strata Logging Service	Complete	Data Space: 1 TB		04/09/2025	United States - Americas	
SaaS Security	Complete	N/A	N/A		United States - Americas	
Cloud Identity Engine	Complete	N/A	N/A		United States - Americas	
IoT Security	Complete	N/A	N/A		United States - Americas	

Displaying 4 products

## Get Product Information

From **Actions > Product Information**, you can view the information about your product. You can also copy the information to clipboard for pasting into any support case you open for the product.



## Rename Instance

From **Actions > Rename Instance**, you can rename the instance of the product. This isn't available for every product.

## Delete

From **Actions > Delete**, you can delete the instance of the product. This isn't available for every product.

## Manage Sharing

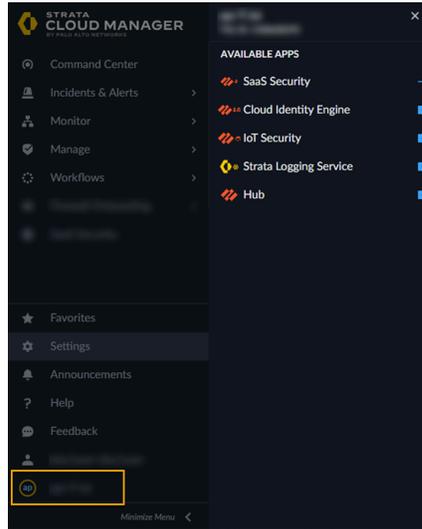
From **Actions > Manage Sharing**, you can manage sharing of the product. Sharing of some instances are not automatically inherited by child tenants and must be assigned individually. This isn't available for every product.

## Add Tenant

From **Add Tenant**, you can add a tenant to transition from a single tenant environment to a multitenant environment. In a multitenant environment, you can manage and monitor your tenants through [tenant management](#) and the [Strata Multitenant Cloud Manager](#).

## Switch Between Products

In a single tenant environment, you can switch between the apps or products in your tenant.



*Strata Cloud Manager is for commercial deployments only and not yet available for Prisma SASE FedRAMP Moderate or High "In Process." See [Fedramp Moderat and High Support](#).*

