



Licenses & More



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Essential IGEL Licensing FAQ

For information about the IGEL OS 11 subscription, please refer to The IGEL OS 11 Subscription

What Is the IGEL License Portal (ILP) – Why Do I Need It?

The IGEL License Portal (ILP) is the core service for IGEL license handling. All purchased IGEL licenses are available in the ILP – ready to use. For web access, go to <https://activation.igel.com/login>.

I Am a New Customer, How Do I Access the ILP?

Once you purchase licenses, an ILP account is automatically generated based on the company details on the invoice. Your licenses are stored here.

For more details, refer to [How Do I Access My Purchased Licenses?](#)(see page 4)

Do I Have to Accept a EULA?

Yes, you must accept the IGEL EULA (End User License Agreement) each time an order has been delivered to you. You can do this in the IGEL License Portal (ILP) under **Orders** or, alternatively, under **Order Details** (click on the **Orders** pages), or in the management dialog of a Product Pack that is contained in your order (go to **Product Packs**, then click **Manage**). Note that accepting the EULA from only one Product Pack's management dialog is sufficient, as the acceptance will include all other Product Packs of the same order.

If you have ordered third-party licenses, you may have to accept a specific EULA for the relevant Product Packs. As of 01/2022, this is valid for Teradici licenses. Third-party EULAs must be accepted separately for each Product Pack.

I Am an Existing Customer, Purchasing Additional Licenses, What Do I Do?

New licenses, once processed by order management, will be stored in your company ILP account. For license renewals, the end date and status will be updated and visible on ILP once the order has been processed.

I Am a Reseller, Partner, or External Licenses Manager, What Do I Do?

- Provide the customer with the Global Account ID or the Subscription Key(s) to identify their licenses in ILP.
- Route new customers to activation.igel.com¹ and advise them to register for their ILP account.
- In the case that you are taking over the license management, provide the customer with the appropriate e-mail address so that the customer can assign you as the administrator or service provider of their account.

¹ <http://activation.igel.com>



- ✓ Refer to [How Can I Access My Client's Licenses on Their ILP Account?](#)(see page 5) for more details

Which Roles Are Available in the ILP?

For each user account in the ILP, a role is assigned. There are three roles:

- administrator
- service provider
- user

- ✓ You can find more information about the different roles under [Roles and Permissions](#)(see page 29).

How Do I Access My Purchased Licenses?

Since September 2021, the purchased licenses are assigned directly to the end customer's company ILP account when the order is processed at IGEL. The end customer's company is defined as the company detailed on the invoice. If no company account exists in the ILP, the company account is created automatically based on the invoice information. To access the licenses, you need an ILP user account that is assigned to the ILP company account.

Your ILP administrator can invite you to the company account. You will then receive an invitation e-mail to finalize your registration. The administrator defines your user account role.

If your company account has no administrator, you need to register on activation.igel.com². You will be assigned to the administrator role.

- ✓ To make it easier to identify your ILP account after your registration, enter the Delivery Token or Subscription Key on the **Company Details** page. For details on registration, see IGEL License Portal (ILP), section "How to Register with the IGEL License Portal".

Additional Options for the Region North America

If you are in the region North America, you can send your user details with an order. The procedure varies based on whether an ILP administrator exists for your company account or not:

- No ILP administrator exists for your company: Your user account is created and assigned to the company account automatically. You receive an email to finalize your registration. You are automatically assigned the administrator role.
- An ILP administrator already exists for your company account: IGEL informs the administrator to invite you. You will then receive an invitation e-mail to finalize your registration. The administrator defines your user account role.

² <http://activation.igel.com>



Why Do I Need a Global Account ID?

The Global Account ID identifies the end customer. This ID is displayed on the homepage and under the **Manage Company** section in the ILP. For a new order or a license renewal, you require the Global Account ID and Subscription Key to place the order. The Subscription Key is located in the **Subscription Key** section of the ILP.

How Can I Access My Client's Licenses on Their ILP Account? I Already Have an ILP User Account.

Your user account can be assigned to your client's company account to give you access to the client's licenses. There are several ways to assign you to the client's account.

The client company account administrator needs to invite you to the company account and assign a role to you. If your client's company account has no administrator, your client needs to register on activation.igel.com³ and invite you afterward.

Additional Options for the Region North America

If you are in the region of North America, you can send your user details with an order. The procedure varies based on whether an ILP administrator exists for your company account or not:

- No ILP administrator exists for your company: If you do not have a user account, it is created automatically and assigned to the client's company account. If you do have a user account, you are automatically assigned the administrator role to the client's company account.
- An ILP administrator already exists for your company account: IGEL informs the administrator to invite you to the company account and to define your user role. Then you receive an invitation e-mail to finalize your registration (in case you do not have a user account) and to assign your user account to the client's company account.

I Am a Managed Service Provider with One Single UMS and Several Clients/Companies. How Do I Handle License Deployment?

If you have access to several ILP accounts for several clients/companies and manage their devices with one single UMS, you can not use the standard Automatic License Deployment (ALD) mechanism. This is because the standard Automatic License Deployment method requires a UMS Licensing ID, and one specific UMS Licensing ID can only be registered with one ILP account.

However, you can use the alternative Automatic License Deployment (ALD) mechanism with an ALD Token; see [Set up Automatic License Deployment \(ALD\) with ALD Token](#)(see page 178). This enables you to deploy licenses for several companies with one single UMS.

³ <http://activation.igel.com>



Is the Delivery Token Still Necessary to Assign New Licenses to a Customer Account?

- For licenses purchased since September 2021, the license is assigned directly to the end customer's company account in the ILP. No Delivery Tokens are involved.
- If you have purchased licenses before September 2021 with a Delivery Token but have not registered them, you must register the Delivery Tokens manually in your ILP company account.

What Is a Subscription Key and Why Do I Need It?

The Subscription key is a permanent ID that is used to decouple the actual license order or renewal from the management and assignment of the licenses in the ILP and the Universal Management Suite (UMS). If you want to renew your subscriptions, you need the Subscription Key to place the order.

- For further information, please refer to [What Is the Interconnection with Subscription Key and Product Pack?\(see page 7\)](#)

What Is a Product Pack and What Is It Used For?

A Product Pack is a term used in the ILP to refer to a set of licenses. A Product Pack ID is assigned to a permanent Subscription Key. You can only merge those Product Packs that share the same Subscription Key. The IT administrator works with the Product Packs to roll out licenses via the UMS to IGEL OS-powered endpoint devices. The Product Pack ID is used for typical administration tasks, like splitting or merging Product Packs, or for deploying licenses via Automatic License Deployment (ALD).

- For further information, please refer to [What Is the Interconnection with Subscription Key and Product Pack?\(see page 7\)](#)
As required, also check out [How Can I Find Out Which Order My Product Pack Belongs To?\(see page 225\)](#)

Which IGEL Product Packs Can I Split and Merge and How?

You can split and merge all Product Packs, regardless of whether they have been purchased before or after 9/2021.

All Product Packs that have been purchased before September 3rd of 2021 but are activated after this date will receive a Subscription Key. This ensures that you can split and merge any Product Pack in the same way,

- For instructions on splitting a Product Pack, see [Splitting an IGEL Product Pack\(see page 50\)](#).
- For instructions on merging Product Packs, see [How to Merge IGEL Product Packs\(see page 54\)](#).

- For more information, see [What Is a Subscription Key and Why Do I Need It?\(see page 6\)](#) and [What Is the Interconnection with Subscription Key and Product Pack?\(see page 7\)](#)



What Is the Interconnection with Subscription Key and Product Pack?

The Subscription Key always has a minimum of one Product Pack assigned. Splitting of Product Packs can generate new Product Pack IDs, but the overlaying Subscription Key is permanent and does not change. Hence, a Subscription Key can have several Product Packs, and a Product Pack has always just one Subscription Key.

Can I Get Rid of Those Enterprise Management Pack Expiration Warnings?

Yes, you can. For details, see [How Can I Suppress Enterprise Management Pack Expiration Warnings?\(see page 255\)](#)

What Can I Do When My Licenses Have Expired?

Please refer to [My Licenses Have Expired - What Can I Do?\(see page 256\)](#)

Can I Remove an IGEL License Completely, Also from the Device?

Yes, you can. IGEL provides profiles for the Universal Management Suite (UMS) to achieve this. For instructions, see [How To Remove an IGEL License Completely\(see page 234\)](#)



What Is New in ILP 3.2.1?

Creating an EMP Product Pack from a WE Product Pack

You can use the IGEL License Portal (ILP) to create EMP Product Packs from the WE Product Pack you have purchased with Cosmos PAS. For details, see [Using IGEL OS 11 with Cosmos PAS: Creating an EMP Product Pack from a WE Product Pack](#)(see page 89).

Multi-Licensed Hardware Cleanup

It may happen that some endpoint devices occupy more licenses than necessary. You can use the IGEL License Portal (ILP) to identify multi-licensed hardware and then perform an automatic or manual cleanup. For details, see [Multi-Licensed Hardware Cleanup for IGEL OS Devices](#)(see page 91).

Pending Invitations Invitation Time Displayed

Under **Manage Company**, the date of the invitation is displayed for each pending invitation.

Refresh Button

Some pages in the ILP now have a refresh button to make sure that the displayed data is up-to-date.

UMS Licensing ID Renamed to UMS ID

The certificate formerly known as UMS Licensing ID has been renamed to UMS ID.

Changes in ILP 3.1.7

IGEL OS 11 Subscription Supported

The ILP now supports the new IGEL OS 11 subscription model; for further information, see [The IGEL OS 11 Subscription](#).

Notification about New Subscription Key Can Be Turned Off

You can turn off the e-mail notification that is sent when a new subscription key is available. This can be configured in your account settings.

Select a Default Company

This setting is relevant for service providers who manage multiple companies. You can set a company as the default company; this company will be selected when you log in to the ILP. This can be configured in your account settings.



Changes in ILP 3.1.6

List Mode in Product Packs View

When you select **Product Packs** in the menu, your Product Packs are displayed as a sortable list. You can toggle between **List view** (default) and **Card view**. Also, this enables you to use the **Comment** field for sorting.

View the Source for Converted UDC3 Product Packs

You can now trace which of your Product Packs is a converted UDC3 Product Pack. The **Source** field provides the Product Pack ID of the original Product Pack.

Changes in ILP 3.1.5

Global Account ID Always Visible

The Global Account ID is displayed on the homepage of the IGEL License Portal, disregarding the role of the user that is logged in.

Changes in ILP 3.1.4

Enhanced Expiration Warning

The expiration warning E-mails that are sent by the ILP now provide the following data: Subscription Key, Product Packs with seat numbers and expiration date, Company and Global Account ID.

EULA

When you have received new licenses, you must accept the EULA for your order in the ILP. It is no longer necessary to accept the EULA for each single Product Pack. Third-party EULAs must be accepted separately for each Product Pack. For details, see Essential IGEL Licensing FAQ.

Changes in ILP 3.1.3

Renewal Procedure

- The renewal procedure has changed, see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 40).



EULA

- When you have received new licenses, you must accept the EULA for each new Product Pack. This will be simplified with the next release.

Global Account ID Visible in ILP

- The Global Account ID identifies the end-customer and is under the **Manage Company** section in the IGEL License Portal (ILP). To place a new order or to submit a license renewal, you require the Global Account ID and the Subscription Key. The Global Account ID can also be used as a purchase reference number. The Subscription Key is located in the **Subscription Key** section in the ILP.

Changes in ILP 3.1.2

No More Delivery Tokens

As of September 2021, licenses are instantly ready for use, without Delivery Tokens. However, licenses purchased before September 2021 still require [Redeeming a Delivery Token](#)(see page 87).

Renewal Process

- The renewal process has been simplified, see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 40).
- Together with a renewal, you can acquire additional licenses; in this case, a new Product Pack is created which shares the same Subscription Key as those Product Packs that have been renewed.

Merging Product Packs

- It is now possible to merge Product Packs; for details, see [How to Merge IGEL Product Packs](#)(see page 54).

Splitting Product Packs

- It is now possible to split ICG Product Packs; for details, see [Splitting an IGEL Product Pack](#)(see page 50).

Co-Termin/Renewal: Changed Process

- The process for co-termining and renewal has been changed. Therefore, the relevant menu entry has been removed from the ILP.



Inviting a User to Your Company

- A new contact address can be specified with a license order; if so, IGEL requests the company administrators to assign the contact as a user to their company. The invite process is described under [Inviting a User to Your Company](#)(see page 20).

Subscription Key

- The Subscription Key has been introduced. For more information, see [Essential IGEL Licensing FAQ](#)(see page 3).

Username (E-Mail Address) Not Editable

- It is no more possible to change the username, i.e. the e-mail address, of a user account. For account settings that can be changed, see [Overview](#)(see page 14), section "Menu", list entry "Settings".

New Statuses for Product Packs

- The new statuses MERGED and NOT_YET_ACTIVATED have been added. For details, see the [Overview](#)(see page 14) for the ILP.



The IGEL License Portal (ILP) - User Guide

- Registering on the IGEL License Portal (ILP)(see page 13)
- Overview(see page 14)
- Managing Your Company(see page 18)
- Converting UDC3 or UD Pocket Licenses for Upgrading to IGEL OS 11(see page 30)
- Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11(see page 34)
- Converting ICG Licenses to Enterprise Management Pack (EMP) Licenses(see page 37)
- Renewing a Maintenance / Subscription in the IGEL License Portal (ILP)(see page 40)
- Moving Licenses between Product Packs(see page 45)
- Splitting an IGEL Product Pack(see page 50)
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- Adding a Comment to a Product Pack(see page 59)
- License Portability(see page 61)
- Working with UMS IDs(see page 70)
- Bulk Removing Hardware from a Product Pack(see page 84)
- Redeeming a Delivery Token (Legacy)(see page 87)
- Using IGEL OS 11 with Cosmos PAS: Creating an EMP Product Pack from a WE Product Pack(see page 89)
- Multi-Licensed Hardware Cleanup for IGEL OS Devices(see page 91)



Registering on the IGEL License Portal (ILP)

If you are not registered at the IGEL License Portal (ILP), you must register first.

To register on the IGEL License Portal:

1. Go to <https://activation.igel.com>⁴
 2. Click **Register**.
 3. Fill in all fields marked with an asterisk * and solve the captcha.
- i** Your username is your e-mail address; the username cannot be changed later on.

 4. Click **Register**.
 5. Make sure you have received a confirmation e-mail from licenseportal@igel.com and click the confirmation link.
Your request is being checked by the IGEL Customer Care team.
 6. If everything has gone well, you receive an e-mail from the IGEL Customer Care team which enables you to log in at the IGEL License Portal.

⁴ <https://activation.igel.com/>



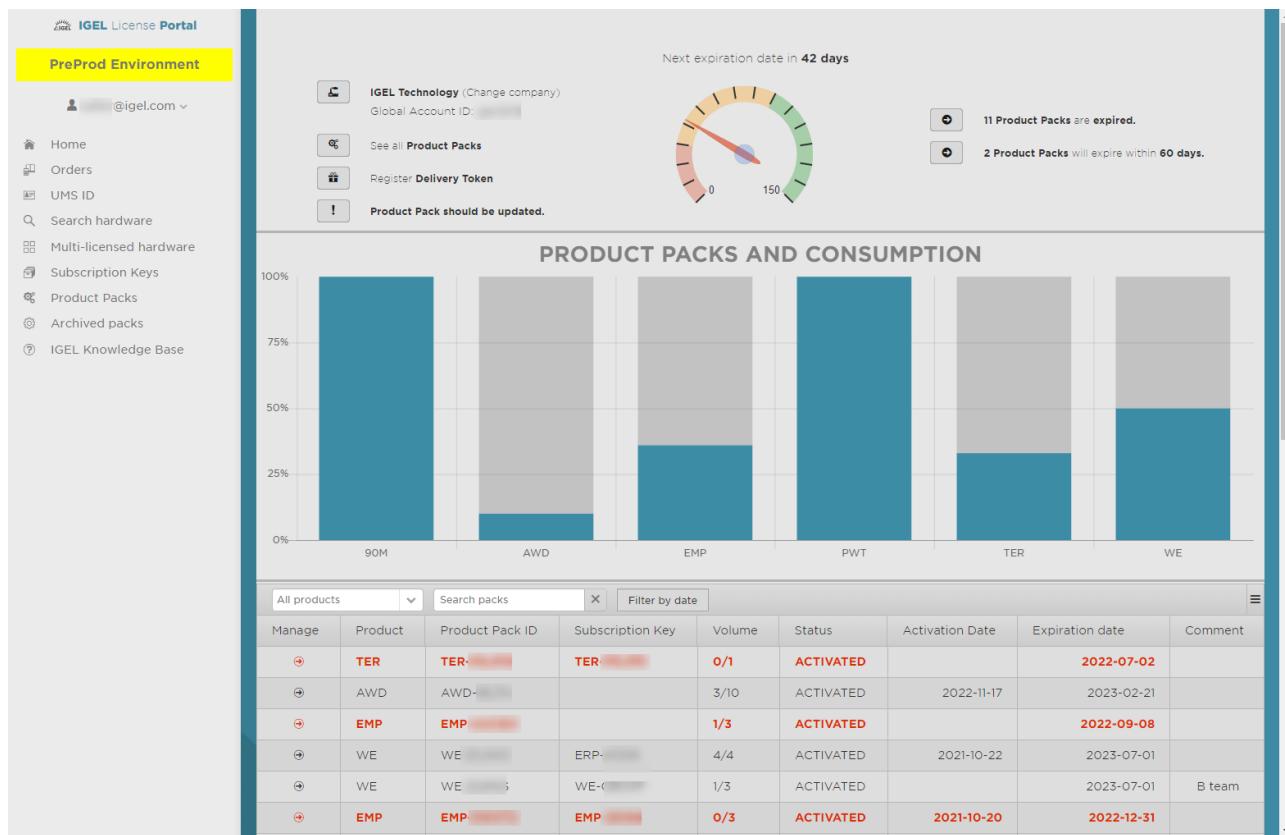
Overview

Introductory Video

 Sorry, the widget is not supported in this export.
But you can reach it using the following URL:
<https://www.youtube.com/watch?v=vY92NCeAgro>

Dashboard

The dashboard is shown after login or when you have clicked **Home** in the menu.



The dashboard's header shows the company name and the **Global Account ID**. From the header, you can jump to the Product Pack overview, register a Delivery Token, view all Product Packs which are to be renewed soon (**RENEW NOW!**), view all Product Packs that are expired, view all Product Packs that will expire within 30 days, and view all Product Packs that will expire within 90 days.



The area **PRODUCT PACKS AND CONSUMPTION** shows the percentage of licenses that are currently being used as a bar chart. One bar represents all Product Packs of one type, e.g. **UDP** for UD Pocket. Underneath the bar chart, all Product Packs that are not archived are listed. You can jump to the details and managing screen of a subscription by clicking in the appropriate list entry.

Menu

The menu on the left-hand side has the following options:

- Account menu (**username@e-mail.com**):
 - **Register Delivery Token:** Register a Delivery Token you have received from your IGEL reseller or from the IGEL Customer Care team
 - **Select company:** Select the company for which you want to manage Product Packs or users. Relevant if you are assigned to more than one company
 - **Manage company:** Add users to the company or removing users from the company
 - **Settings:** Adjust your account settings:
 - Preferred language
 - E-mail notification when a Product Pack is about to expire
 - E-mail notification when a new Subscription Key is available
 - Set a company as the default company; this company will be selected when you log in to the ILP
 - **Change password:** Change your password
 - **Delete account:** Delete your account. To finally delete your account, you must click a confirmation link that is sent to you via e-mail
 - **Logout:** Logout from this portal
- **Home:** Return to the dashboard
- **Orders:** View all orders that are registered to the selected company
- **UMS ID:** Register, remove, or edit one or more UMS IDs; manage Product Packs assigned to a UMS ID
- **Search hardware:** Search for a device by hardware identifier (unit ID or MAC address)
- **Subscription keys:** List all Subscription Keys with details
- **Product Packs:** View all Product Packs that are registered to the selected company
- **Archived packs:** View all Product Packs that have been archived
- **IGEL Knowledge Base:** Open the IGEL Knowledge Base in a new tab or window

Delivery Token

This is only relevant for those Product Packs that have been purchased before 9/2021.

When your order is processed, your IGEL reseller or the IGEL Customer Care team sends you a Delivery Token. This token enables you to generate all the ordered licenses by yourself. The Delivery Token is composed of "DLV" and a sequence of letters and numbers: DLV-<letters and numbers>. Example: **DLV-GLYJR**



Product Pack IDs

Every Product Pack has its own ID. The Product Pack ID is composed of the Product Pack type and a sequence of letters and numbers: <product pack type>-<letters and numbers>. Example: **UDC3-ECAA2**

Product Pack Types

The following Product Pack types exist:

- **WE**: Workspace Edition. A container for a predefined amount of IGEL OS 11 licenses. These licenses can be used for UD, IGEL OS Creator and UD Pocket.
- **WE-E**: Workspace Edition Evaluation: Workspace Edition for testing purposes which is valid for a limited time.
- **PWT**: Add-on license for Ericom Powerterm (IGEL OS 11.02.100 or higher)
- **90M**: Add-on license for the 90meters smartcard middleware (IGEL OS 11.01.110 or higher)
- **TER**: Add-on license for the PCoIP client by Teradici (from IGEL OS 11.01.110 to IGEL OS 11.06)
- **EMP**: Enterprise Management Pack
- **UDP**: License for UD Pocket
- **UDC3**: License for UDC3
- **ICG**: License for the IGEL Cloud Gateway (ICG)
- **ADDON**: License for add-ons that extend the capabilities of IGEL OS 10. This license may contain one or more of the following features:
 - **POWERTERM**: Powerterm
 - **MMCP**: Multi-Media Codec Pack
 - **SWP**: Shared Workplace
- **SAM**: Samsung IGEL OS 10 Upgrade License
- **IMI**: License for the IGEL Management Interface (IMI)
- **AIT**: License for the Asset Inventory Tracker (AIT)
- **UDC2UPGR**: License for upgrading UDC2 devices to UDC3
- **IZUPGR**: License for upgrading from an IGEL Zero Client (IZ) to IGEL Universal Desktop (UD)

i IZ Devices

IZ devices are not allowed to upgrade to IGEL OS 11. This is also true for IGEL OS 10 devices without maintenance. However, there is a trade-up program that enables you to overcome this limitation. Please contact your IGEL sales representative. For further information, see <https://www.igel.com/tradeup/> and [The IGEL OS 11 Migration Plan](#)(see page 229).

Product Pack Status

The following statuses are possible:

- **NEW**: No hardware has received a license from this Product Pack yet. The count of days until the expiry date has not started yet. This is only relevant for Product Packs that have been purchased before April 1st, 2021.



- ACCEPT PARTNER EULA: The partner EULA needs to be accepted before using the Product Pack, e.g. Teradici.
- ACTIVATED: The count of days until the expiry date has started.
- ACTIVATED (displayed in red color): The Product Pack has expired; a renewal is needed.
- EULA NOT ACCEPTED: The IGEL EULA needs to be accepted before using the Product Pack.
- MERGED: The Product Pack has been merged with another Product Pack. For more information on merging, see [How to Merge IGEL Product Packs](#)(see page 54).
- NOT_ACTIVATED_YET: The start date for the Product Pack is in the future. A license file can not be downloaded yet.
- STOPPED: The Product Pack has been canceled by IGEL. No licenses can be created from this Product Pack.
- TRADED_IN: This Product Pack was an OS 10 Product Pack originally and has been migrated to an OS 11 Product Pack.



Managing Your Company

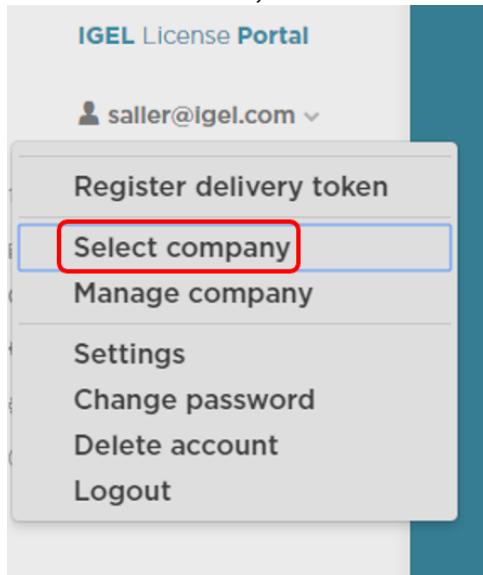
- [Selecting the Company](#)(see page 19)
- [Inviting a User to Your Company](#)(see page 20)
- [Withdrawing an Invitation](#)(see page 24)
- [Changing the Role of a User](#)(see page 25)
- [Removing a User from Your Company](#)(see page 27)
- [Roles and Permissions](#)(see page 29)



Selecting the Company

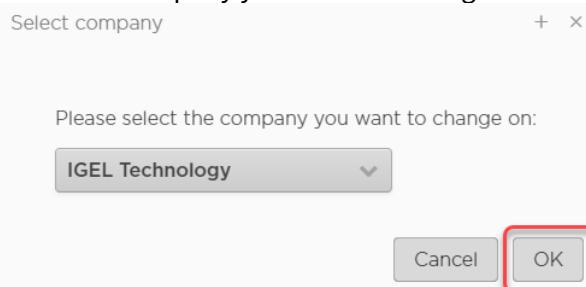
If you are assigned to more than one company, you must select the right company after login.

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>⁵.
2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

3. Select the company you want to manage and click **OK**.



The dashboard shows the data for the selected company.

⁵ <https://activation.igel.com/>



Inviting a User to Your Company

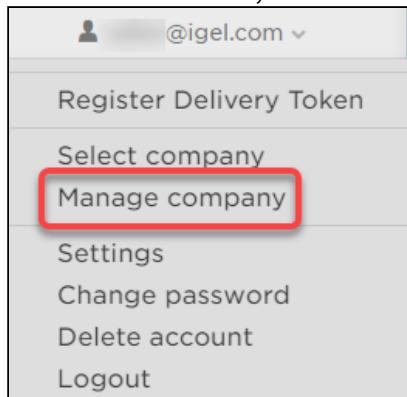
Overview

Provided you have the administrator role for your company, you can invite another user to the company and then assign a role to that user, e.g. the administrator role. This enables you to delegate tasks like renewing a maintenance, deploying licenses, or managing product packs, to a service provider. If a license order from your company has included a contact address, e.g. that of an employee of your service provider, you receive an e-mail from IGEL that requests you to invite this user to your company.

For further information on how to carry out the tasks of a service provider, see [Acting as a Service Provider for Several Companies](#)(see page 98).

Instructions

1. If you are not logged in to the IGEL License Portal, log in at <https://activation.igel.com>⁶.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [Managing Your Company](#)(see page 18).
3. In the account menu, select **Manage Company**.



The screen **Manage Company** is shown.

⁶ <https://activation.igel.com/>

4. Click **Invite user**.

A screenshot of the 'Manage Company' dialog. At the top, there are fields for 'Name:' containing 'IGEL Technology' and 'Global Account ID:' with a placeholder. Below is a table with columns: 'Username', 'E-Mail', 'Preferred language', 'Role', and 'Manage'. A red box highlights the 'Invite user' button in the top right corner of the table header. The table shows one row with 'Username' '@igel.com', 'E-Mail' '@igel.com', 'Preferred language' EN, 'Role' Administrator, and buttons for 'Change role' and 'Remove from company'.

The dialog **Invite User** is shown.

5. Enter the e-mail address of the user you want to invite to the company.

A screenshot of the 'Invite User' dialog. It has a title bar 'Invite User' with a close button. The main area contains instructions: 'Invite user to join the company. Please enter the e-mail address to send a invitation.' Below this, a note says: 'Please do not use generic e-mail addresses (e.g. info@). Also freemail providers aren't accepted (e.g.gmail.com).'. A red box highlights the 'E-mail...' input field. To its right is a dropdown menu set to 'Administrator'. At the bottom are 'Send' and 'Cancel' buttons.

6. Select a role for the user you want to invite:

- **Administrator:** This role has permissions for all actions that are possible in the IGEL License Portal.



- **Service Provider:** This role has permissions for all actions except user management. Therefore, the service provider can not invite or remove a user, or change the user's role.
- **User:** This role has reading permissions for all areas in the IGEL License Portal, but can not perform any action.

Invite User x

Invite user to join the company.
Please enter the e-mail address to send a invitation.

Please do not use generic e-mail addresses (e.g. info@).
Also freemail providers aren't accepted (e.g.gmail.com).

E-mail... Administrator Service Provider User

Send Cancel



7. Click **Send**.

Invite User

Invite user to join the company.
Please enter the e-mail address to send a invitation.

Please do not use generic e-mail addresses (e.g. info@).
Also freemail providers aren't accepted (e.g.gmail.com).

Service Provider ▼

Send Cancel

An invitation e-mail is sent to the user. The e-mail contains a link to the registration form for the IGEL License Portal. The user must register at the IGEL License Portal, unless registered already. The invitation is displayed under **Pending Invitations**, including the **Invitation time**:

Pending Invitations						
IGEL GmbH						
Name	Status	Invited by	Is the ...	Role	Invitation time	Manage
- -	User did not respond yet	@igel.co...	✗	Service Provider	2023-01-13	Withdraw Delete

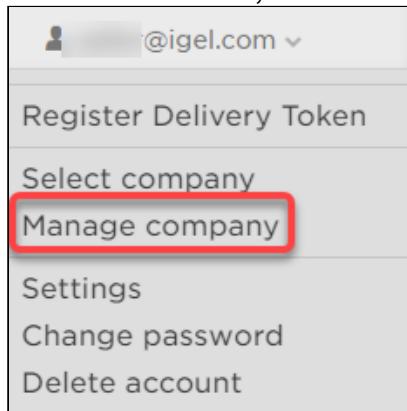
When the user has registered with the IGEL License Portal, and the IGEL Customer Care team has approved his account, the user is added to the company. The whole process can take up to a few days.

When the invitation has been pending for 30 days, it will be deleted.



Withdrawing an Invitation

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>⁷.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [Selecting the Company](#)(see page 19).
3. In the account menu, select **Manage Company**.



4. The screen **Manage Company** is shown.

Pending invitations are displayed under **Pending Invitations**.

Pending Invitations						
Name	Status	Invited by	Is the ...	Role	Invitation time	Manage
user@example.com	User did not respond yet	@igel.co...	X	Service Provider	2023-01-13	Withdraw Reinstate

5. Click **Withdraw** in the appropriate line.

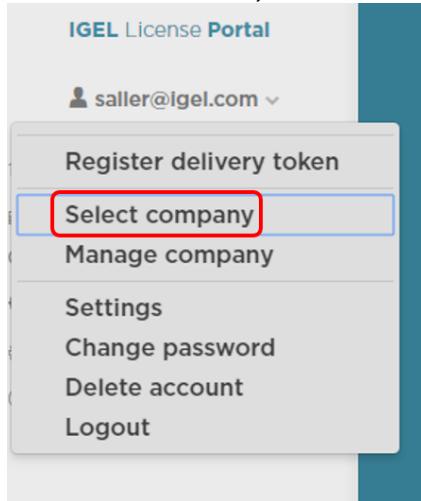
Pending Invitations						
Name	Status	Invited by	Is the ...	Role	Invitation time	Manage
user@example.com	User did not respond yet	@igel.co...	X	Service Provider	2023-01-13	Withdraw Reinstate

⁷ <https://activation.igel.com/>



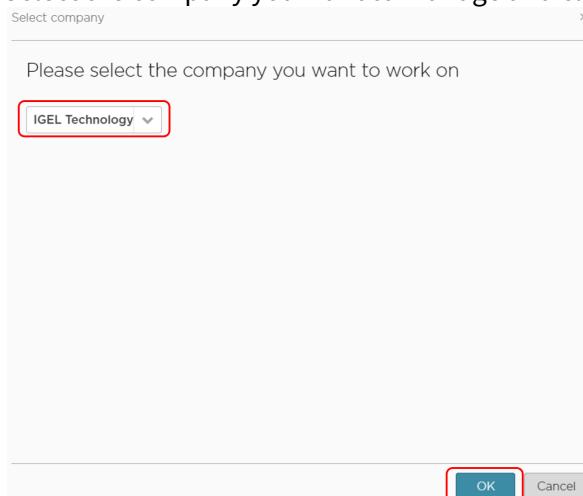
Changing the Role of a User

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>⁸.
2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

3. Select the company you want to manage and click **OK**.



The **Manage Company** screen for the selected company is shown.

4. In the list entry of the user whose role you want to change, click **Change role**.

Username	E-Mail	Preferred language	Role	Manage
saller3@igel.com	saller3@igel.com	EN	Administrator	Change role Remove from company
techdoc@igel.com	techdoc@igel.com	EN	Service Provider	Change role Remove from company

⁸ <https://activation.igel.com/>



5. Select the new role and click **OK**.

Change role of user "techdoc@igel.com" for company "IGEL Technology" ×

Service Provider ▼

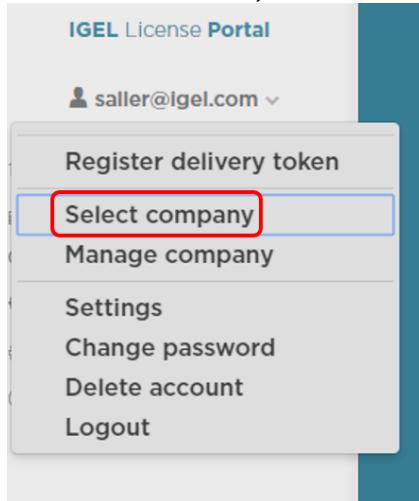
Administrator
Service Provider
User User

OK Cancel



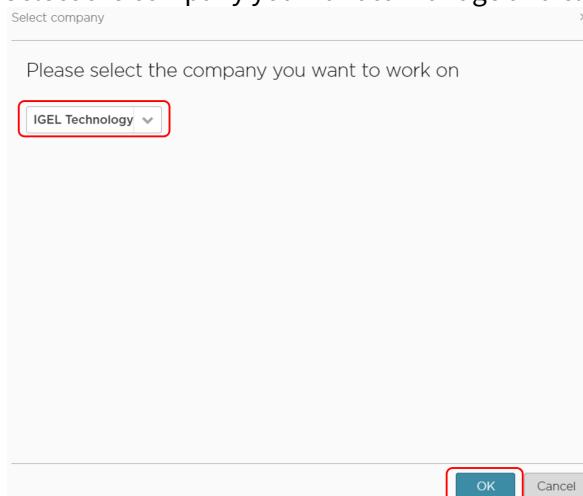
Removing a User from Your Company

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>⁹.
2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

3. Select the company you want to manage and click **OK**.



The **Manage Company** screen for the selected company is shown.

⁹ <https://activation.igel.com/>



4. In the list entry of the user you want to remove, click **Remove from company**.

Manage Company

All Current Users of IGEL Technology

Search users		Invite user		
Username	E-Mail	Preferred language	Role	Manage
saller@igel.com	saller@igel.com	EN	ADMINISTRATOR	
saller2@igel.com	saller2@igel.com	EN	ADMINISTRATOR	(highlighted with a red box)

5. In the confirmation dialog, click **Yes**.

The user is removed from your company.



Roles and Permissions

To each user account in the IGEL License Portal, a role is assigned. There are three roles: administrator, service provider, and user. In the following, the permissions of each role is listed.

Administrator

The administrator is permitted to perform the following actions:

- Invite a user to a company; see [Inviting a User to Your Company](#)(see page 20) and [Withdrawing an Invitation](#).(see page 24)
- Remove a user from a company; see [Removing a User from Your Company](#).(see page 27)
- Change the role of a user; see [Changing the Role of a User](#)(see page 25).
- Register a Delivery Token, which is required for getting licenses; see [How-Tos for IGEL Software Licenses](#).(see page 97)
- Renew a subscription; see [Renewing a Maintenance](#)(see page 40).
- Move licenses between Product Packs; see [Moving Licenses between Product Packs](#)(see page 45).(see page 45)
- Move licenses between devices; see [License Portability](#)(see page 61).
- Split a Product Pack; see [Splitting an IGEL Product Pack](#)(see page 50).
- Add a comment to a Product Pack; see [Adding a Comment to a Product Pack](#).(see page 59)
- Manage and configure the UMS ID, which is used by Automatic License Deployment (ALD); see [Working with the UMS ID](#).(see page 70)

Service Provider

The service provider is permitted to perform the following actions:

- Register a Delivery Token, which is required for getting licenses; see [How-Tos for IGEL Software Licenses](#).(see page 97)
- Renew a subscription; see [Renewing a Maintenance](#)(see page 40).
- Move licenses between Product Packs; see [Moving Licenses between Product Packs](#)(see page 45).(see page 45)
- Move licenses between devices; see [License Portability](#)(see page 61).
- Split a Product Pack; see [Splitting an IGEL Product Pack](#)(see page 50).
- Add a comment to a Product Pack; see [Adding a Comment to a Product Pack](#).(see page 59)
- Manage and configure the UMS ID, which is used by Automatic License Deployment (ALD); see [Working with the UMS ID](#).(see page 70)

User

The user is permitted to view all the Product Packs in the IGEL License Portal, but cannot perform any actions on them.



Converting UDC3 or UD Pocket Licenses for Upgrading to IGEL OS 11

If you want to upgrade your devices from IGEL OS 10 to IGEL OS 11, you need to convert your licenses from the legacy licensing model to the IGEL OS licensing model. The licenses will be converted from UDC3 or UD Pocket licenses to Workspace Edition (WE) licenses. To convert your licenses free of charge, you must have a valid subscription for the UDC3 devices or UD Pockets in question.

For instructions on how to upgrade the device firmware from IGEL OS 10 to IGEL OS 11, see [Upgrading UDC3 Devices from IGEL OS 10 to IGEL OS 11](#).

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#)(see page 37).

- ⓘ Once a Product Pack is converted to a Workspace Edition Product Pack, it can not be converted back again.

To convert UDC3 or UD Pocket subscriptions:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁰. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁰ <https://activation.igel.com/>

4. Click **Convert to WE**.

UDC3 UDC3-4IPEV

Manage

Product Pack ID: UDC3-4IPEV

Comment:

Activation Key: 0318-0a7e-2b5f-257d-ba57

ALD Token: NOT SET

UMS Licensing IDs:

Delivery Token:

Hardware:

Archive:

Product:

Merge:

ACTIVATED 0/1

Expiration date: 2023-05-15



5. Read and confirm the warning dialog.

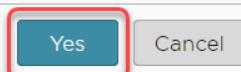
x

Your Product Pack will be converted into an IGEL OS 11 Workspace Edition Pack. This conversion cannot be undone.

Make sure that your devices support IGEL OS 11 and that IGEL OS 11 has all the features you require. Read all the warnings and notes [here](#).

A How-To for upgrading your devices to OS 11 is available in the IGEL Knowledge Base: [Link](#)

Do you want to continue?



The newly converted Product Pack is shown. The hardware has been moved from the original Product Pack to the WE Product Pack. Also, the WE Product Pack maintains the original UMS ID assignment and the ALD Token. The original Product Pack is archived. The **Source** field shows the



Product Pack ID of the original UDC3 Product Pack from which the new Product Pack was derived.

WE	WE-01LQF	WE-01LQF
- Manage		
Subscription Key:	WE-01LQF	
Product Pack ID:	WE-01LQF	
Comment:		
<input checked="" type="checkbox"/> Source:	UDC3-4IPEV	
ALD Token:	NOT SET	
UMS Licensing IDs:		
Delivery Token:		
Hardware:		
Archive:		
<input checked="" type="checkbox"/> Merge:		
ACTIVATED	0/1	
Expiration date: 2023-05-15		

- Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 146) or [Manual License Deployment for IGEL OS](#)(see page 208), according to your deployment method.



Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11

If you want to upgrade your Samsung TC222L or TC242L devices from IGEL OS 10 to IGEL OS 11, you need to convert your licenses from the legacy licensing model to the IGEL OS licensing model. The licenses will be converted to Workspace Edition (WE) licenses. To convert your licenses free of charge, you must have a valid subscription for the devices in question.

For instructions on how to upgrade devices from IGEL OS 10 to IGEL OS 11, see [Upgrading UDC3 Devices from IGEL OS 10 to IGEL OS 11](#).

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#)(see page 37).

- ⓘ Once a Product Pack is converted to a Workspace Edition Product Pack, it can not be converted back again.

To convert UDC3 or UD Pocket subscriptions:

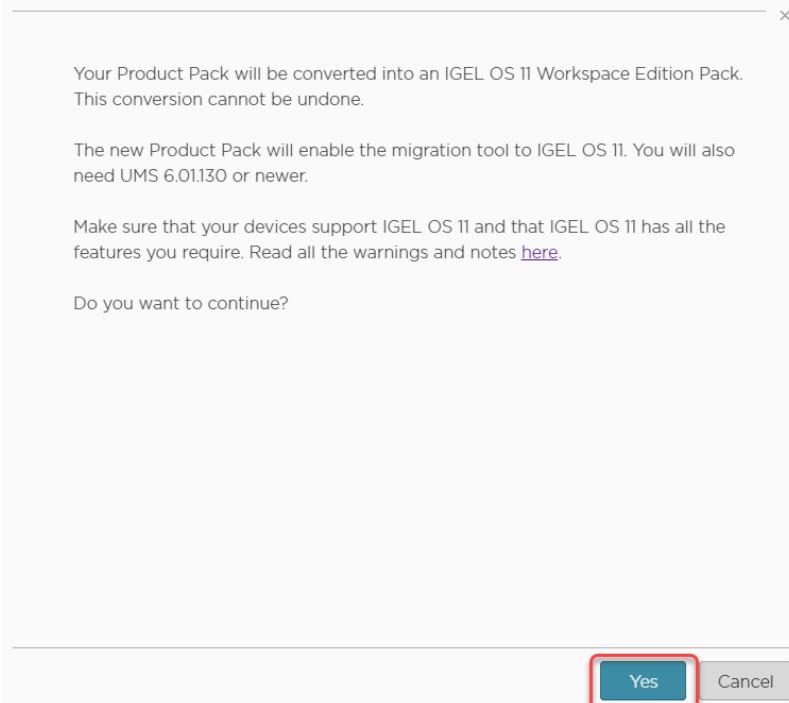
1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹¹. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Convert to WE**.

The screenshot shows the 'SAM' product pack in the management dialog. The 'Product' section contains a button labeled 'Convert into WE' which is highlighted with a red box. Other visible fields include 'Subscription ID: SAM-EVRQN', 'Activation key: 0816-bfeb-b937-13c9-6812', and status indicators 'ACTIVATED', '1/1', and '2020-07-17'.

¹¹ <https://activation.igel.com/>



5. Read and confirm the warning dialog.



The newly converted Product Pack is shown. The hardware has been moved from the original Product Pack to the WE Product Pack. The original Product Pack is archived.

WE		WE-FLUJN
- Manage		
	Maintenance ID:	WE-FLUJN
	Comment:	
	ALD Token:	NOT SET
Generate ALD Token		
	UMS Licensing IDs:	Manage UMS Licensing IDs
	License file:	Download
	Hardware:	Show hardware
Remove hardware		
	Archive:	Archive Product Pack
ACTIVATED		1/1 2020-07-17



6. Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 146) or [Manual License Deployment for IGEL OS](#)(see page 208), according to your deployment method.



Converting ICG Licenses to Enterprise Management Pack (EMP) Licenses

- i** It is safe to convert ICG licenses to Enterprise Management Pack (EMP) licenses even if some of the devices connected to IGEL Cloud Gateway (ICG) continue operating with IGEL OS 10. The connections between the IGEL OS 10 devices and the ICG remain untouched.

To convert ICG licenses to Enterprise Management Pack (EMP) licenses:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹². If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Convert into EMP**.

The screenshot shows the IGEL License Portal (ILP) interface. On the left, there's a sidebar with a tree view showing 'ICG' expanded, with a 'Manage' option under it. To the right, there's a main panel for a product pack named 'ICG-FPZX3'. The panel includes fields for 'Subscription ID' (set to 'ICG-FPZX3'), 'Comment' (empty), 'Activation key' (set to '0516-8a8b-1b02-9332-d043'), 'License file' (with a 'Download' button), 'Hardware' (with a 'Show hardware' button), 'Archive' (with a 'Archive product pack' button), and a 'Product' section. In the 'Product' section, there's a button labeled 'Convert into EMP' which is highlighted with a red rectangular border. At the bottom of the panel, there are status indicators: 'ACTIVATED', '5 (1/1)', and a date '2020-02-01'.

¹² <https://activation.igel.com>



5. Read and confirm the warning dialog.

x

Your ICG Product Pack will be converted into an IGEL OS 11 Enterprise Management Pack (EMP). This conversion cannot be undone.

In order to use the new pack you will need IGEL OS 11.01.100 or newer and UMS 6.01.130 or newer.

Make sure that your devices support IGEL OS 11 and that IGEL OS 11 has all the features you require. Read all the warnings and notes [here](#).

Do you want to continue?

Yes

Cancel

The newly converted Product Pack is shown. The hardware has been moved from the original



Product Pack to the EMP Product Pack. The original Product Pack is archived.

EMP
 EMP-P1VRQ

Manage

Subscription ID:

EMP-P1VRQ

Comment:

ALD Token:

NOT SET

UMS Licensing IDs:

[Manage UMS Licensing IDs](#)

Hardware:

Archive:

Split:

ACTIVATED

0/5

2020-02-01

6. Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 146) or [Manual License Deployment for IGEL OS](#)(see page 208), according to your deployment method.



Renewing a Maintenance / Subscription in the IGEL License Portal (ILP)

When your IGEL software license order has been processed, you receive a notification e-mail from the IGEL Support team. You can then go to the IGEL License Portal (ILP) and redeem your renewals.

The procedure for renewing a maintenance for a perpetual license is the same as the procedure for renewing a non-perpetual license.

The following cases are described below:

- Typical case: You have ordered a renewal for all licenses that belong to a Subscription Key. In this case, no further action is required. To check if the renewal has been applied correctly, proceed with [Typical Renewal\(see page 40\)](#).
- When you have ordered renewals for only a subset of licenses, please note that you can only renew all licenses in a Product Pack, not just part of them. Hence, the procedure depends on how your licenses are organized:
 - If your licenses are already organized appropriately, so that no Product Pack contains licenses that are to be renewed as well as licenses that should not be renewed, proceed with [Renewal that Comprises Only Some Product Packs\(see page 42\)](#).
 - If there are Product Packs that contain licenses that are to be renewed as well as licenses that are not to be renewed, you must split those Product Packs accordingly. For instructions, see [Splitting an IGEL Product Pack\(see page 50\)](#) Afterward, proceed with [Renewal that Comprises Only Some Product Packs\(see page 42\)](#).

Typical Renewal

When you have ordered a renewal for all Product Packs that belong to a Subscription Key, no further action is required.

If you want to check your renewal:



1. Login to the ILP and go to **Subscription Keys**.

A screenshot of the IGEL License Portal's navigation menu. The menu items are: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Subscription Keys (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base.

2. On the **Subscription Keys** page, check the **Expiration Date** for the relevant Subscription Key.

Subscription Keys

All Subscription Packs registered to IGEL Technology

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕ 90M [REDACTED]	90M [REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕ EMP-[REDACTED]	EMP-[REDACTED]	4	2021-08-01	2022-12-31	BOOKED
⊕ EMP-[REDACTED]	EMP-[REDACTED]	1			BOOKED_ILP
⊕ ERP-[REDACTED]	ERP-[REDACTED]	4	2021-08-01	2022-07-01	BOOKED
⊕ PWT-[REDACTED]	PWT-[REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕ TER-[REDACTED]	TER-[REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕ TER-[REDACTED]	TER-[REDACTED]	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕ WE-[REDACTED]	WE-[REDACTED]	3		2023-07-01	BOOKED
⊕ WE-[REDACTED]	WE-[REDACTED]	4		2023-07-01	BOOKED



Renewal that Comprises Only Some Product Packs

1. Login to the ILP and go to **Subscription Keys**.

The screenshot shows the navigation menu of the IGEL License Portal. The menu items are:

- Home
- Orders
- Co-Term/Renewal
- UMS Licensing ID
- Search hardware
- Subscription Keys** (highlighted with a red box)
- Product Packs
- Archived packs
- IGEL Knowledge Base

2. On the **Subscription Keys** page, click **Redeem Renewal** (only clickable if you have a renewal to redeem).

The screenshot shows the 'Subscription Keys' page with the following interface elements:

- Subscription Keys** heading
- Text: All Subscription Packs registered to IGEL Technology
- Table:

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	1			BOOKED_ILP
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	IGEL-123456789	3		2023-07-01	OPEN



3. Select the renewal you want to redeem and click **Next**.

Redemption of open Renewals X

Please select a renewal you want to redeem:

Renewal 1

Cancel Back Next Finish

4. Select the Product Packs you want to renew. Please note that the Product Pack's number of licenses must match the renewals' number of licenses.

i If none of your Product Packs reflects the number of licenses you want to renew, you need to split your licenses accordingly before redeeming the renewal.



When you are done, click **Finish**.

Redemption of open Renewals

Please select the product packs which should be extended:

Volume: 3 seats

Please select:

	Search packs	Status	Seats
<input type="checkbox"/>	Product Pack ID	ACTIVATED	3
<input checked="" type="checkbox"/>	Product Pack ID	ACTIVATED	3
<input type="checkbox"/>	Product Pack ID	MERGED	0
<input type="checkbox"/>	Product Pack ID	MERGED	0
<input type="checkbox"/>	Product Pack ID	MERGED	0

3 of 3 seats selected

[Cancel](#) [Back](#) [Next](#) [Finish](#)

The selected Product Packs are renewed. The Product Packs that were associated with the same Subscription Key but have not been renewed are decoupled from the Subscription Key. As long as they have not reached their expiration date, they can be still used. But it is not possible to assign them back to the Subscription Key or renew them. On the **Product Packs** page, you can identify these Product Packs by the missing Subscription Key:

WE

+ Manage

ACTIVATED

Expiration date: 2022-07-01



Moving Licenses between Product Packs

You can move a license from one Product Pack to another by removing the license in one Product Pack and adding the license to another. The Product Packs must be of the same type; for instance, a license can be moved from one Enterprise Management Pack to another Enterprise Management Pack, but not from an Enterprise Management Pack to a Workspace Edition Product Pack.

Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹³. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

A screenshot of the IGEL License Portal (ILP) management dialog for a Product Pack named "EMP". The dialog is titled "EMP" and shows the "EMP-R9HXH" license key. It includes fields for "Subscription ID" (set to "EMP-R9HXH"), "Comment" (empty), and "ALD Token" (set to "NOT SET"). Below these are buttons for "Generate ALD token", "Manage UMS Licensing IDs", "Download", "Show hardware", "Add hardware", and "Remove hardware". The "Remove hardware" button is highlighted with a red box. Other options include "Archive", "Archive product pack", "Split", and "Split product pack". At the bottom, it shows "ACTIVATED", "1/10", and the date "2020-01-24".

¹³ <https://activation.igel.com>



5. Select the device whose license you want to move, confirm **I have read T&C...**, and click **OK**.

EMP-R9HXH - Remove hardware

Remove hardware
Select the hardware you want to remove.

Search hardware	x	
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:0B:CA:05:50:18	UD, OSC

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

OK **Cancel**

The license count of the Product Pack is decreased by 1. The license of the device can be added to another Product Pack.

EMP **EMP-R9HXH**

- Manage
- Subscription ID: **EMP-R9HXH**
- Comment:
- ALD Token: **NOT SET**
- Generate ALD token
- UMS Licensing IDs: [Manage UMS Licensing IDs](#)
- Hardware:
 - Show hardware
 - Add hardware
 - Remove hardware
- Archive: [Archive product pack](#)
- Split: [Split product pack](#)
- ACTIVATED **0/10** **2020-01-24**



Assigning the License to Product Pack B

1. Click **Add hardware**.

Screenshot of the IGEL License Portal interface for Product Pack B. The interface includes fields for Subscription ID (EMP-6QQZV), Comment, ALD Token (NOT SET), and buttons for Generate ALD token, Manage UMS Licensing IDs, Show hardware, Add hardware (which is highlighted with a red box), Remove hardware, and Archive product pack. At the bottom, status indicators show 0/1 NEW items and a duration of 1 Year(s).

EMP

EMP-6QQZV

Subscription ID: EMP-6QQZV

Comment:

ALD Token: NOT SET

Generate ALD token

UMS Licensing IDs: Manage UMS Licensing IDs

Hardware: Show hardware

Add hardware

Remove hardware

Archive: Archive product pack

NEW 0/1 Duration: 1 Year(s)



2. Click the symbol to add a unit ID.

EMP-6QQZV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/1)

Select hardware	Unit ID	Product

3. Enter the unit ID and click **OK**.

Add hardware

Product *

Unit ID *

The new device license is shown.



4. Press **OK**.

EMP-6QQZV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop Upload

Add hardware

Select the hardware you want to add.

New hardware: (1/1)

Search hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:0B:CA:05:50:18	UD, OSC

OK Cancel

5. The license count of Product Pack B is increased by 1. The license is now contained in Product Pack B.

EMP **EMP-6QQZV**

- Manage
- Subscription ID: **EMP-6QQZV**
- Comment:
- ALD Token: **NOT SET**
- Generate ALD token
- UMS Licensing IDs: [Manage UMS Licensing IDs](#)
- License file: [Download](#)
- Hardware: [Show hardware](#)
- Remove hardware
- Archive: [Archive product pack](#)

ACTIVATED **1/1** **2020-02-13**



Splitting an IGEL Product Pack

The typical use case for splitting a Product Pack is as follows: You want to renew some licenses. But the licenses are organized in such a way that licenses that are to be renewed and licenses you do not want to renew are contained in the same Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal. This is done by splitting the Product Pack.

Splitting a Product Pack will result in two Product Packs.

Splitting a Product Pack requires the IGEL License Portal (ILP); the IGEL Universal Management Suite (UMS) can not be used for this purpose.

You can only split one Product Pack at a time; bulk processing is not possible.

i ICG Licenses Only in Multiples of 10

If you split a Product Pack that contains IGEL Cloud Gateway (ICG) licenses, the license count in the resulting Product Packs will always be a multiple of 10. Example: Your Product Pack has 90 licenses, and you want to halve it. As creating Product Packs with a count of 45 is not possible, you create one Product Pack with 50 licenses and one with 40 licenses.

Example: Separating Licenses for Renewal

In the following example, we will split those licenses that should not be renewed into a new Product Pack, so that the original Product Pack can be renewed.

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁴. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to split.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁴ <https://activation.igel.com>



4. Click **Split product pack**.

A screenshot of a software interface titled "EMP" under "Manage". The "Product Pack ID" is listed as "EMP-W4PGC". Below it are fields for "Comment" and "ALD Token" (set to "NOT SET"), each with a "Generate ALD Token" button. A section for "UMS Licensing IDs" has a "Manage UMS Licensing IDs" button. Under "Delivery Token", there's a "Show Delivery Token" button. "License file" has a "Download" button. "Hardware" has a "Show hardware" button, followed by a "Remove hardware" button. "Archive" has an "Archive Product Pack" button. The "Split" section is highlighted with a red box around the "Split Product Pack" button. Other options include "Merge" (with "Merge with other Product Pack(s)" button) and "ACTIVATED" status with a "3/3" count and an expiration date of "2022-07-07".

The **Split product pack** dialog opens.

5. Specify the number of licenses that should be moved to the new Product Pack; in our example, these are the licenses that should not be renewed.



Split Product Pack

x

Select the number of slots to split into a new pack

 Split only empty slots

OK

Cancel

6. Select the licenses that should be moved to the new Product Pack.

Select the number of slots to split into a new pack

	Product	Hardware Value
<input checked="" type="checkbox"/>	UD, OSC	(
<input type="checkbox"/>	UD, OSC	
<input type="checkbox"/>	UD, OSC	

Search hardware X

» «

3 / 2

	Product	Hardware Value
<input type="checkbox"/>		

Search hardware X

0 / 1



Select the number of slots to split into a new pack

The two Product Packs that result from the split are shown.

- If you are using Automatic License Deployment (ALD): To check the results, open your UMS Console, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click the refresh button.

- Continue with [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 40), section "Renewal that Comprises Only Some Product Packs".



How to Merge IGEL Product Packs

You can merge an IGEL Product Pack with one or more IGEL Product Packs that belong to the same Subscription Key. Any hardware duplicates will be eliminated in the merge process.

The Product Packs that have been merged into the first Product Pack are archived; their status is **MERGED**.

Use Cases of Merging IGEL Product Packs

Co-termining

When co-termining is performed, the product packs from the Subscription Keys with the earlier expiry dates are moved to the Subscription Key with the latest expiry date. As these Product Packs now all belong to the same Subscription Key, you can merge them into one single Product Pack.

Renewal with additional licenses

If you order additional licenses together with a renewal, a new Product Pack is created. It might make sense to merge the new Product Pack with the already existing Product Pack.

Instructions

1. In the list of Product Packs, find the Product Pack you want to merge with others and click **Manage**.

(i) The new Product Pack that will result from the merge will inherit its Product Pack ID from this Product Pack.

A screenshot of the ILP navigation menu. The menu items are: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base. The 'Product Packs' item is highlighted with a red rectangular box around its icon and text.



Product Packs

All Product Packs Registered to IGEL Technology

All products

All UMS Licensing IDs

Search Product Pac

Filter by date

WE

+ Manage

ACTIVATED

WE-JSW1K

0/4

Expiration date: 2022-07-01

WE

+ Manage

ACTIVATED

WE-CBOXF

0/3

Expiration date: 2022-07-01

WE

+ Manage

ACTIVATED

WE-CBOXF

WE-J8IPI

0/2

Expiration date: 2022-07-01

WE

+ Manage

ACTIVATED

WE-CBOXF

0/1

Expiration date: 2022-07-01



2. Click **Merge with other Product Pack(s)**.

WE WE-CBOXF WE-CBOXF

– Manage

Maintenance ID: WE-CBOXF

Subscription Key: WE-CBOXF

Comment:

ALD Token: NOT SET

UMS Licensing IDs:

Delivery Token:

Hardware:

Archive:

Split:

Merge:

ACTIVATED 0/3



3. Select the Product Packs you want to merge with the current Product Pack and click **OK**.

Merge WE-CBOXF with other Product Pack(s) X

Select Product Pack(s) for the Subscription Key WE-CBOXF, who should be merged into WE-CBOXF

<input type="checkbox"/>	Product Pack / Maintenance ID	Volume
<input checked="" type="checkbox"/>	WE-J8IPI	0/2
<input checked="" type="checkbox"/>	WE-EJTMY	0/1

OK Cancel



4. Review the confirmation dialog and if everything is correct, click **Yes**.

Merge with other Product Pack(s) X

Do you really want to merge the following product packs:

WE-CBOXF

WE-J8IPI

WE-EJTMY

New Product Pack ID: WE-CBOXF

Cancel

Yes

The new Product Pack is created.

A screenshot of the IGEL License Portal interface. At the top, there are four search/filter boxes: "All products", "All UMS Licensing IDs", "Search Product Pac", and "Filter by date". Below these, two product pack entries are shown in a grid. On the left, the "WE" product pack is listed with status "ACTIVATED", 0/4 licenses used, and an expiration date of 2022-07-01. On the right, the newly created "WE-CBOXF" product pack is shown with the same status, 0/6 licenses used, and the same expiration date. A red box highlights the "WE-CBOXF" entry, and a red border surrounds the entire right-hand section of the grid.



Adding a Comment to a Product Pack

To organize your Product Packs, you can add a comment to each Product Pack.

To add or edit a comment:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁵.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to add a comment to.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click to add a comment or edit an existing comment.

The screenshot shows the management dialog for a Product Pack named "UDC3-AK5Z3". The dialog includes fields for Subscription ID (UDC3-AK5Z3), Activation key (7316-7d01-b560-6493-c182), ALD Token (eae33481-b845-491d-81af-b60012c50e7d), and UMS Licensing IDs (Manage UMS Licensing IDs). It also contains sections for Hardware (Show hardware, Add hardware, Remove hardware) and Archive (Archive product pack). At the bottom, status indicators show it is ACTIVATED, has 0/1 licenses, and the date 2019-12-21.

The **Edit comment** dialog opens.

¹⁵ <https://activation.igel.com/>



5. Enter your comment and click **OK**.

Edit comment X

OKCancel

The comment is saved.

You can search for the comment using the text field **Search product pack**:

All products ▼ All UMS Licensing IDs ▼ X Filter by date



License Portability

You can move a license from one device to another device by removing it from device A and then assigning it to device B.

Feature Requires License

License portability requires a valid license. This license is part of the Software Maintenance. When the license expires, licenses cannot be moved between devices any more.

Removing the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>¹⁶. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another device.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁶ <https://activation.igel.com/>



4. Click Remove hardware.

The screenshot shows the 'EMP' tab selected in the navigation bar. Under the 'Hardware' section, the 'Remove hardware' button is highlighted with a red box. Other buttons include 'Show hardware', 'Add hardware', 'Archive product pack', and 'Split product pack'. The status bar at the bottom shows 'ACTIVATED', '1/10', and the date '2020-01-24'.

5. Select the device from which you want to remove the license, confirm I have read T&C..., and click OK.

The dialog title is 'EMP-R9HXH - Remove hardware'. It contains a 'Remove hardware' section with a note to select hardware to remove. A table lists one item: '00:0B:CA:05:50:18' with 'UD, OSC' under 'Product'. A checkbox labeled 'I have read T&C and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.' is checked and highlighted with a red box. The 'OK' button is also highlighted with a red box.



The license count of the Product Pack is decreased by 1. The license is no longer valid for this device and can be assigned to another device.

EMP

EMP-R9HXH

Manage

Subscription ID: EMP-R9HXH

Comment:

ALD Token: NOT SET

Generate ALD token

UMS Licensing IDs: Manage UMS Licensing IDs

Hardware: Show hardware

Add hardware

Remove hardware

Archive: Archive product pack

Split: Split product pack

ACTIVATED 0/10 2020-01-24

A red box highlights the "0/10" text in the ACTIVATED section.



Assigning the License to Device B

1. Click **Add hardware**.

Screenshot of the IGEL License Portal (ILP) interface showing the "EMP" product details. The "Hardware" section is highlighted with a red box around the "Add hardware" button.

Category	Value	Action
Subscription ID:	EMP-R9HXH	Copy
Comment:		Edit
ALD Token:	NOT SET	Copy
Generate ALD token		
UMS Licensing IDs:		Manage UMS Licensing IDs
Hardware:		Show hardware
Add hardware		
Remove hardware		
Archive:		Archive product pack
Split:		Split product pack
ACTIVATED	0/10	2020-01-24



2. Click the symbol to add a unit ID.

A screenshot of a software window titled "EMP-R9HXH - Add hardware". The window has a header bar with tabs for "Hardware" and "Licenses". Below the header is a section titled "Upload" with a placeholder text "Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware." and a "Drag & Drop" area with an "Upload" button. The main area is titled "Add hardware" with the sub-instruction "Select the hardware you want to add." Below this is a table with columns "Select hardware", "Unit ID", and "Product". At the top left of the table is a toolbar with a "+" button (circled in red), a search bar, and other icons. At the bottom right of the table are "OK" and "Cancel" buttons.

3. Enter the unit ID and click **OK**.

A screenshot of a modal dialog box titled "Add hardware". It contains two fields: "Product*" with the value "UD, OSC" and "Unit ID*" with the value "00:E0:C5:1C:50:87" (the latter circled in red). At the bottom are "OK" and "Cancel" buttons, with "OK" also circled in red.

The new device license is shown.



4. Press **OK.**

EMP-R9HXH - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (1/10)

Search hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:E0:C5:1C:50:87	UD, OSC

Search hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:E0:C5:1C:50:87	UD, OSC



5. The license count of the Product Pack is increased by 1. The license is now assigned to the new device.

The screenshot shows the IGEL License Portal interface for a product pack named "EMP-R9HXH". The main area displays various configuration options:

- Subscription ID: EMP-R9HXH
- Comment: (empty)
- ALD Token: NOT SET
- UMS Licensing IDs: Manage UMS Licensing IDs
- License file: Download
- Hardware: Show hardware, Add hardware, Remove hardware
- Archive: Archive product pack
- Split: Split product pack

At the bottom left, there is a status indicator: ACTIVATED. To its right is a progress bar showing "1/10" with a small icon, which is highlighted with a red box. Further to the right is a timestamp: 2020-01-24.



Checking the Result

1. On the management dialog of your Product Pack, click **Show hardware**.

EMP EMP-R9HXH

Manage

Subscription ID: **EMP-R9HXH**

Comment:

ALD Token: **NOT SET**

[Generate ALD Token](#)

UMS Licensing IDs: [Manage UMS Licensing IDs](#)

License file: [Download](#)

Hardware: [Show hardware](#) (This button is highlighted with a red border)

[Add hardware](#)

[Remove hardware](#)

Archive: [Archive Product Pack](#)

Split: [Split Product Pack](#)

ACTIVATED 1/10 2020-01-24



2. Check the symbols under **Activated**. means that the hardware is activated; means that the hardware is deactivated.

EMP-R9HXH	
Hardware	Activated
00:0B:CA:05:50:18	<input type="checkbox"/>
00:E0:C5:1C:50:87	<input checked="" type="checkbox"/>



Working with UMS IDs

The UMS ID is required by the enhanced Automatic License Deployment (ALD) feature that has been introduced with IGEL OS 11.

In opposition to the legacy ALD which uses ALD Tokens (see [How to Set Up and Use Automatic License Deployment \(ALD\)](#)), registering your UMS ID on the IGEL Licensing Portal once saves you transferring an ALD Token for every single Product Pack.

You can perform the following actions with UMS IDs and Product Packs:

- [Assigning a Product Pack](#)(see page 71)
- [Reviewing the Certificate](#)(see page 74)
- [Editing the UMS Licensing ID](#)(see page 76)
- [Reviewing the Assigned Product Packs](#)(see page 79)
- [Unassigning a Product Pack](#)(see page 81)

If you do not have a UMS ID at your disposal yet, or your UMS ID is not registered with the IGEL Licensing Portal yet, see the following instructions:

- [Obtaining Your UMS ID](#)(see page 148)
- [Registering Your UMS ID](#)(see page 150)



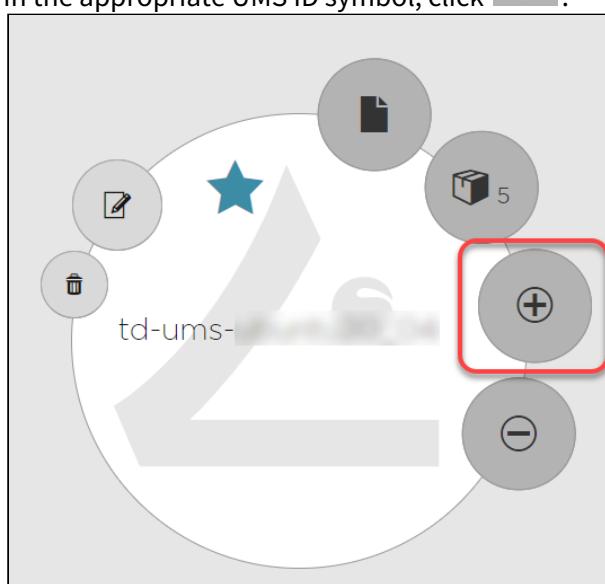
Assigning a Product Pack

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2(see page 71).



On the **UMS ID** page, your registered UMS IDs are shown.

2. In the appropriate UMS ID symbol, click .





3. Select the Product Packs to which you want to assign the UMS ID and click **OK**.

Assign Product Packs X

To assign Product Packs to the UMS ID, select them and click OK.

	Product	Product Pack ID	Subscription Key	Volume	Status	Action
<input type="checkbox"/>	TER	TER-I [REDACTED]	TER-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	AWD	AWD-[REDACTED]		3/10	ACTIVATED	
<input checked="" type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	2/4	ACTIVATED	
<input type="checkbox"/>	EMP	EMP-I [REDACTED]	EMP-[REDACTED]	0/1	NEW	
<input type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	TER	TER-[REDACTED]	TER-[REDACTED]	2/5	ACTIVATED	
<input type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	AWD	AWD-[REDACTED]		0/10	ACTIVATED	

The Product Packs are assigned to the UMS ID. The licenses contained in this Product Pack are immediately available to the UMS.

OK Cancel

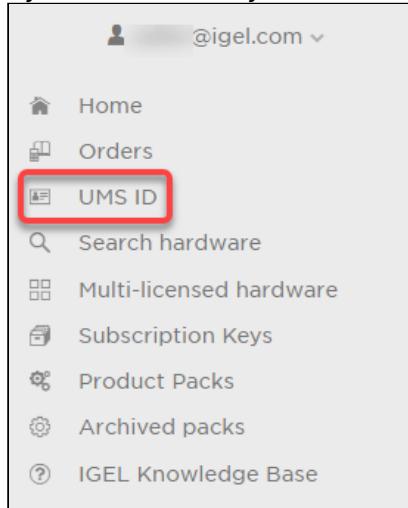


To review the licenses that are available to the UMS, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click .



Reviewing the Certificate

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to Step 2.



On the **UMS ID** page, your registered UMS IDs are shown.

2. In the appropriate UMS ID symbol, click .





The certificate information is shown.

Certificate - td-ums-ubuntu20_04

Version	3
Serial	[REDACTED]
Issuer	
Common Name	IGEL Remote Manager
Organization	Remote Manager Development
Organizational unit	IGEL Technology GmbH
Subject	
Common Name	IGEL Remote Manager
Organization	Remote Manager Development

OK



Editing the UMS Licensing ID

You can change the name of an UMS Licensing ID and the certificate which constitutes the UMS Licensing ID. Changing the name to a meaningful name can be useful if you have multiple UMS installations, and therefore multiple UMS Licensing IDs. Changing the certificate enables you to retain all Product Pack assignments when you migrate your UMS. For instructions on how to get the certificate from the UMS, see [Obtaining Your UMS ID\(see page 148\)](#).

To edit a UMS Licensing ID:

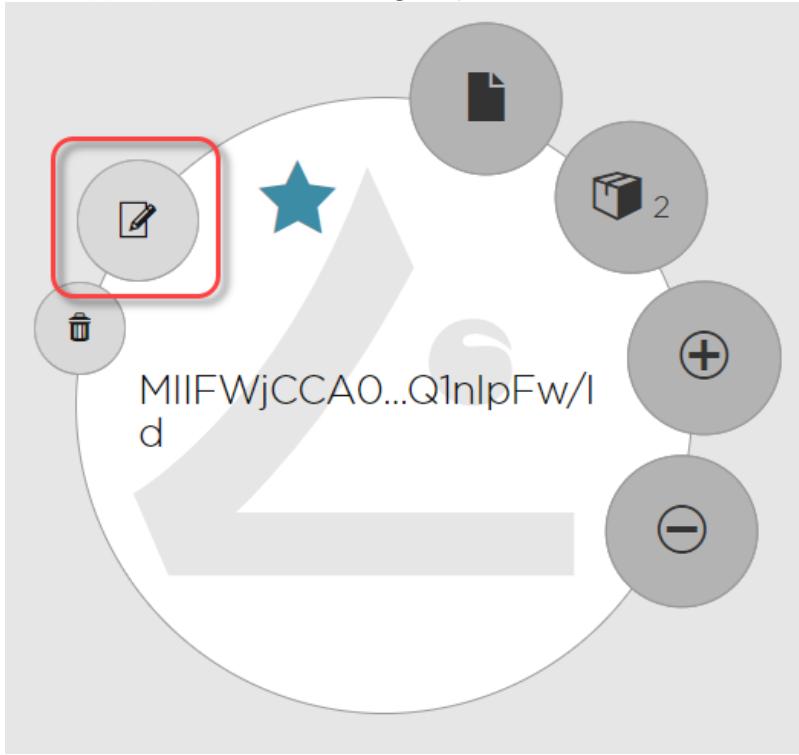
1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to [step 2\(see page 0\)](#).

A screenshot of the IGEL License Portal navigation menu. The menu items are: Home, Orders, UMS Licensing ID (which is highlighted with a red box), Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base. The user's email address, saller@igel.com, is displayed at the top right of the menu.

On the **UMS Licenseing ID** page, your registered UMS Licensing IDs are shown.



2. In the appropriate UMS Licensing ID symbol, click .



3. To change the name, edit the field **UMS Licensing ID Name**.

Edit UMS Licensing ID

UMS Licensing ID Name *

Change UMS Licensing ID

OK Cancel



4. To change the certificate, click **Change UMS Licensing ID**, upload the new certificate and click **OK**.

Edit UMS Licensing ID X

UMS Licensing ID Name *

MIIFWjCCAO...Q1nlpFw/Id

Change UMS Licensing ID

Upload

Choose or drag & drop a UMS Licensing ID to be uploaded.

Drag & Drop Upload

OK

Cancel



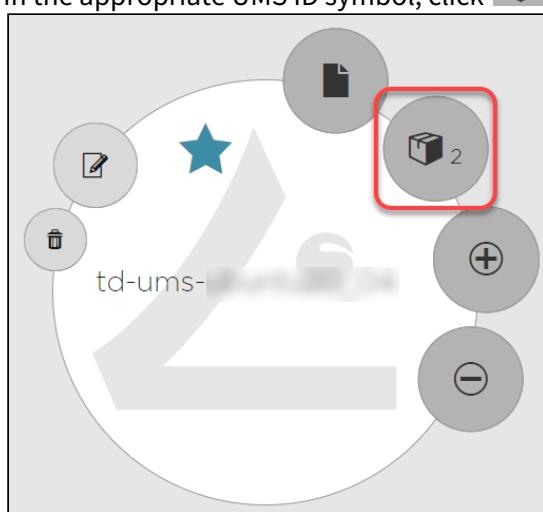
Reviewing the Assigned Product Packs

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2(see page 79).



On the **UMS ID** page, your registered UMS IDs are shown.

2. In the appropriate UMS ID symbol, click .





The Product Packs assigned to this UMS ID are shown.

Assigned Product Packs

Search packs

Product	Product Pack ID	Subscription Key	Volume	Status	Activation D
WE	WE-[REDACTED]	ERP-[REDACTED]	4/4	ACTIVATED	2021-10
WE	WE-[REDACTED]	WE-[REDACTED]	1/3	ACTIVATED	



Unassigning a Product Pack

You can unassign, i.e. remove a Product Pack from a UMS ID. When a Product Pack is unassigned, the number of activated licenses will be retained.

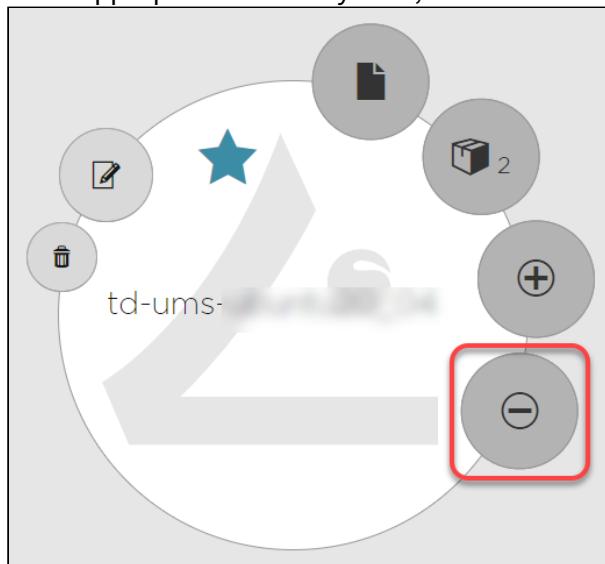
To unassign a Product Pack from a UMS ID:

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2(see page 81).



On the **UMS ID** page, your registered UMS IDs are shown.

2. In the appropriate UMS ID symbol, click .





3. Select the Product Packs which you want to remove from this UMS ID and click **OK**.

Unassign Product Packs X

To unassign Product Packs from the UMS ID, select them and click OK.

	Product	Product Pack ID	Subscription Key	Volume	Status	Action
<input checked="" type="checkbox"/>	WE	WE-[REDACTED]	ERP-[REDACTED]	4/4	ACTIVATED	
<input type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	1/3	ACTIVATED	

The Product Packs are removed from the UMS ID.

OK Cancel



To review the licenses that are available to the UMS, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click .



Bulk Removing Hardware from a Product Pack

You can bulk remove any number of devices from a Product Pack by means of a list of unit IDs in CSV format.

Creating the Unit ID List

- ▶ Create the unit ID list following the instructions under [Creating a Unit ID List for IGEL OS](#)(see page 209).

Uploading the Unit ID List

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁷.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

The screenshot shows the 'WE' Product Pack management dialog. The 'Hardware' section is expanded, revealing the 'Remove hardware' button, which is highlighted with a red box. Other visible buttons include 'Show hardware', 'Archive Product Pack', and 'Split Product Pack'. The dialog also includes fields for Maintenance ID (WE-VHCYF), Comment, ALD Token (NOT SET), and links for UMS Licensing IDs and License file download.

¹⁷ <https://activation.igel.com/>



5. In the **Remove hardware** dialog, drag and drop the CSV file on the **Drag & Drop** area or use the **Upload** button; afterward, click **OK**.

The screenshot shows the "Remove hardware" dialog window. At the top, it says "WE-VHCYF - Remove hardware". Below that is a section titled "Remove hardware" with the instruction "Choose or drag & drop a CSV file with a hardware list that will be uploaded. After that, you can remove the hardware." A large dashed rectangular area is labeled "Drag & Drop" with a small icon of a hand holding a file. To the right of this area is a "Upload" button with a small camera icon. Both the "Drag & Drop" area and the "Upload" button are highlighted with a red box. Below this section is a table titled "Search hardware" with columns for "Select hardware", "Unit ID", and "Product". Two rows of hardware are listed, each with a checkbox next to the "Select hardware" column. The first row has a Unit ID of "00:E0:C5:1C:50:87" and a Product of "UD, OSC". The second row has a Unit ID of "00:E0:C5:11:43:A5" and a Product of "UD, OSC". At the bottom right of the dialog are two buttons: "OK" (highlighted with a red box) and "Cancel".

6. Review the **Data Summary** dialog and click **OK**.

The screenshot shows the "Data Summary" dialog window. At the top, it says "Data Summary". Below that is a summary of data records: "2 data records read in uploaded file \"removeHardware.csv\".", "0 are detected as invalid hardware.", "2 are detected as valid hardware.", and "2 are selected to remove.". At the bottom right of the dialog are two buttons: "OK" (highlighted with a red box) and "Cancel".

7. Review the **Remove hardware** dialog, confirm that you have read the Terms and Conditions and click **OK**.



WE-VHCYF - Remove hardware

Remove hardware
Select the hardware you want to remove.

Search hardware	Unit ID	Product
Select hardware	00:E0:C5:1C:50:87	UD, OSC
	00:E0:C5:11:43:A5	UD, OSC

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

OK **Cancel**

The management dialog for the Product Pack shows the new number of licenses that are in use.

WE
WE-VHCYF

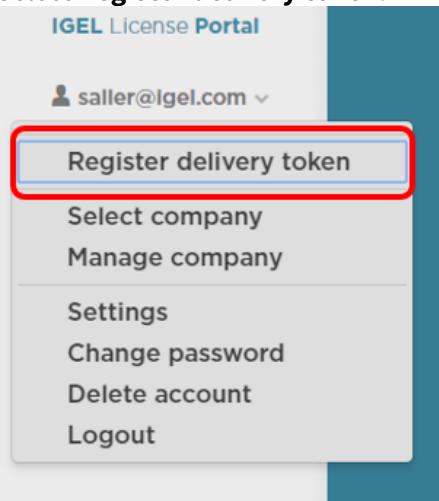
- Manage
- Maintenance ID:
- Comment:
- ALD Token:
- Generate ALD Token
- UMS Licensing IDs: Manage UMS Licensing IDs
- Hardware: Show hardware
- Add hardware
- Remove hardware
- Archive: Archive Product Pack
- Split: Split Product Pack

2021-09-24 ACTIVATED 0/2



Redeeming a Delivery Token (Legacy)

1. Log in to the IGEL License Portal at (ILP) <https://activation.igel.com>¹⁸. If you have not registered yet, you must register first.
After login, your dashboard is shown.
2. Select **Register delivery token**.



3. Enter the Delivery Token you received from your reseller.

A screenshot of a modal window titled "Register delivery token". It contains a text input field with the placeholder "Please enter your delivery token." and the value "DLV-ONMUE" (which is highlighted with a red box). Below the input field is a "send" button. At the bottom, there is a checkbox labeled "I have read and agree to the [licence terms](#) stated in the EULA.".

4. Confirm the EULA and click **Send**.

¹⁸ <https://activation.igel.com/>



Register delivery token

Please enter your delivery token.

send

I have read and agree to the [licence terms](#) stated in the EULA.

The page **Order Details** is shown. It contains one or more Product Packs which are identified by Product Pack IDs.



Using IGEL OS 11 with Cosmos PAS: Creating an EMP Product Pack from a WE Product Pack

When you have purchased Cosmos PAS for IGEL OS 11 devices, you may need to provide them explicitly with EMP licenses to enable all features.

You can use the IGEL License Portal (ILP) to create EMP Product Packs from the WE Product Pack you have purchased with Cosmos PAS.

To create an EMP Product Pack:

1. Log in to the ILP and go to **Subscription Keys**.

A screenshot of the ILP navigation menu. The menu items are: Home, Orders, UMS ID, Search hardware, Multi-licensed hardware, Subscription Keys (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base.

2. Open the details for the relevant Subscription Key.

A screenshot of the ILP Subscription Keys table. The table has columns: Details, Subscription Key, Quantity, Start Date, Expiration Date, and Status. One row is selected with a red box around its 'Details' column. The data in the table is as follows:

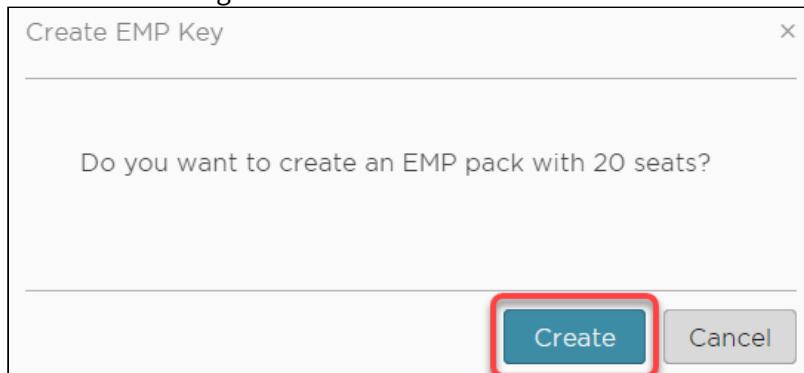
Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	[REDACTED]	1		2023-05-15	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	3		2023-07-01	BOOKED
⊕	[REDACTED]	4		2023-07-01	BOOKED
⊕	[REDACTED]	1		2023-05-15	BOOKED



3. Click **Create EMP**.

A screenshot of the ILP interface. At the top, there are fields for Subscription Key (containing a blurred value), Start date (2021-04-29), and Expiration date (2025-07-14). Below these are Status (BOOKED) and Quantity (20) fields. To the right of the quantity field are Refresh and Create EMP buttons, with the latter being highlighted by a red rectangle. Below these fields is a section titled "+ Manage" with icons for a folder, a key, and a document. Underneath this are two status indicators: "EULA NOT ACCEPTED" (with a red circle and exclamation mark icon) and "Activation date: 2023-01-16" followed by an arrow icon and "Expiration date: 2025-07-14".

4. Confirm the dialog.



The EMP Product Pack is created.

A screenshot of the ILP interface. At the top, the same subscription details are shown. Below them is a section for creating a new product pack. This section includes a "Status" field set to "BOOKED" and a "Quantity" field set to "20". To the right of these fields are "Refresh" and "Create" buttons. Below this is a table with two rows. The first row is highlighted with a red rectangle and contains a folder icon, a key icon, and a document icon, followed by the text "EMP" and "+ Manage". It also shows "EULA NOT ACCEPTED" with a red circle and exclamation mark icon, "Activation date: 2021-04-29" with an arrow icon, and "Expiration date: 2025-07-14". The second row contains similar icons and text for another product pack.



Multi-Licensed Hardware Cleanup for IGEL OS Devices

If both automatic and manual methods of license deployment have been used, it may happen that some endpoint devices occupy more licenses than necessary. This would, of course, prevent those licenses from being used by other devices. You can use the IGEL License Portal (ILP) to identify multi-licensed hardware and then perform an automatic or manual cleanup.

When the cleanup is done, the hardware, identified by its device ID, is decoupled from the surplus licenses so that those licenses can be assigned to other devices.

Automatic Cleanup

The automatic cleanup removes multi-licensed hardware from all Product Packs except the Product Pack with the latest expiration date.

1. Log in to the ILP and go to **Multi-licensed hardware**.

A screenshot of the left sidebar menu of the IGEL License Portal. The menu items are: Home, Orders, UMS ID, Search hardware, Multi-licensed hardware (which is highlighted with a red box), Subscription Keys, Product Packs, Archived packs, and IGEL Knowledge Base.

On the **Multi-licensed hardware** page, the number of endpoint devices that have surplus licenses and the number of licenses that can be cleared is shown.



Multi-licensed hardware

- 1 endpoints are licensed multiple times
- 2 licenses can be cleared

Automatic cleanup

Manual cleanup

Select multi-licensed hardware

(WE)

<input type="checkbox"/>	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume
<input type="checkbox"/>		WE	WE-[REDACTED]		ACTIVATED	2023-01-12	2024-01-18	1/50
<input type="checkbox"/>		WE	WE-[REDACTED]	ERP [REDACTED]	ACTIVATED	2021-10-22	2023-07-01	4/4
<input type="checkbox"/>		WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-07-01	2/3

Remove hardware



2. Click Automatic cleanup.

The screenshot shows the 'Multi-licensed hardware' section of the ILP. At the top, there's a note: '• 1 endpoints are licensed multiple times' and '• 2 licenses can be cleared'. Below this is a button labeled 'Automatic cleanup' with a red box around it. Underneath is a 'Manual cleanup' section with a table showing hardware details. The table has columns for Manage, Product, Product Pack ID, Subscription Key, Status, Activation date, Expiration date, and Volume. There are four rows of data. At the bottom of the manual cleanup section is a 'Remove hardware' button.

	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume
<input type="checkbox"/>	⊕	WE	WE-[REDACTED]		ACTIVATED	2023-01-12	2024-01-18	1/50
<input type="checkbox"/>	⊕	WE	WE-[REDACTED]	ERP [REDACTED]	ACTIVATED	2021-10-22	2023-07-01	4/4
<input type="checkbox"/>	⊕	WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-07-01	2/3

3. Make sure that the automatic cleanup is the right procedure for your situation and review the [Terms & Conditions](#)¹⁹. If you are sure, confirm the dialog.

The dialog box is titled 'Automatic Cleanup'. It contains a message: 'The cleanup removes multi-licensed hardware from all product packs except the product pack with the longest expiration date.' Below this is a checkbox with a red box around it, followed by the text: 'I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.' At the bottom are 'OK' and 'Cancel' buttons, with 'OK' having a red box around it.

The cleanup is performed.

¹⁹ <https://www.igel.com/terms-conditions/>



Manual Cleanup

With the manual cleanup procedure, you review each endpoint device one by one and decide from which Product Packs you want to remove it.

1. Log in to the ILP and go to **Multi-licensed hardware**.

A screenshot of the IGEL License Portal (ILP) navigation menu. The menu is a vertical list of links. At the top is a user profile section with a user icon and the email address "saller@igel.com". Below this are the following menu items:

- Home
- Orders
- UMS ID
- Search hardware
- Multi-licensed hardware** (This link is highlighted with a red rectangular box.)
- Subscription Keys
- Product Packs
- Archived packs
- IGEL Knowledge Base

On the **Multi-licensed hardware** page, the number of endpoint devices that have surplus licenses and the number of licenses that can be cleared is shown.



Multi-licensed hardware

- 1 endpoints are licensed multiple times
- 2 licenses can be cleared

Automatic cleanup

Manual cleanup

Select multi-licensed hardware

(WE)

<input type="checkbox"/>	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume
<input type="checkbox"/>		WE	WE-[REDACTED]		ACTIVATED	2023-01-12	2024-01-18	1/50
<input type="checkbox"/>		WE	WE-[REDACTED]	ERP-[REDACTED]	ACTIVATED	2021-10-22	2023-07-01	4/4
<input type="checkbox"/>		WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-07-01	2/3

Remove hardware

2. Under **Select multi-licensed hardware**, select the endpoint device you want to remove from the surplus Product Packs, and then select the Product Packs to be removed.

Manual cleanup

Select multi-licensed hardware

(WE)

<input type="checkbox"/>	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume
<input type="checkbox"/>		WE	WE-[REDACTED]		ACTIVATED	2023-01-12	2024-01-18	1/50
<input checked="" type="checkbox"/>		WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-07-01	2/3
<input checked="" type="checkbox"/>		WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-05-15	1/1

Remove hardware

Licenses & More

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3. Click Remove hardware.

The screenshot shows a table titled 'Select multi-licensed hardware'. It lists four rows of hardware information. The second, third, and fourth rows have checkboxes checked, indicating they are selected for removal. The columns are: Manage, Product, Product Pack ID, Subscription Key, Status, Activation date, Expiration date, Volume, and a sorting icon. Below the table is a button labeled 'Remove hardware' with a red box drawn around it.

Manual cleanup									
Select multi-licensed hardware									
	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume	
<input type="checkbox"/>	⊕	WE	WE-[REDACTED]		ACTIVATED	2023-01-12	2024-01-18	1/50	
<input checked="" type="checkbox"/>	⊕	WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-07-01	2/3	
<input checked="" type="checkbox"/>	⊕	WE	WE-[REDACTED]	WE-[REDACTED]	ACTIVATED		2023-05-15	1/1	

Remove hardware

4. Review the selected hardware, the Product Packs from which it should be removed, and the [Terms & Conditions](#)²⁰. When you are sure, confirm the dialog.

The dialog box is titled 'Remove multi-licensed hardware'. It contains the following text:
 • Selected hardware: 00:50:56:93:0C:AD
 will be removed from following Product Pack(s)
 • WE-ZQR6S
 • WE-01LQF
 A checkbox labeled 'I have read T&C and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the selected hardware and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.' is checked. At the bottom are 'OK' and 'Cancel' buttons, with 'OK' also having a red box drawn around it.

Remove multi-licensed hardware

- Selected hardware: 00:50:56:93:0C:AD

will be removed from following Product Pack(s)

- WE-ZQR6S
- WE-01LQF

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the selected hardware and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

OK Cancel

The cleanup is performed for the selected endpoint device.

5. Repeat steps 2 to 4 for the other endpoint devices, if available.

²⁰ <https://www.igel.com/terms-conditions/>



IGEL Software Licenses How-Tos

This collection of documents describes the procedures for obtaining and rolling out licenses for IGEL software products. For rollout, IGEL recommends using the Universal Management Suite's License Management.

- [Acting as a Service Provider for Several Companies](#)(see page 98)
- [Finding Devices Which Need Licenses](#)(see page 131)
- [Getting a Demo License](#)(see page 144)
- [Deploying Licenses](#)(see page 145)
- [Licensing UMA](#)(see page 222)

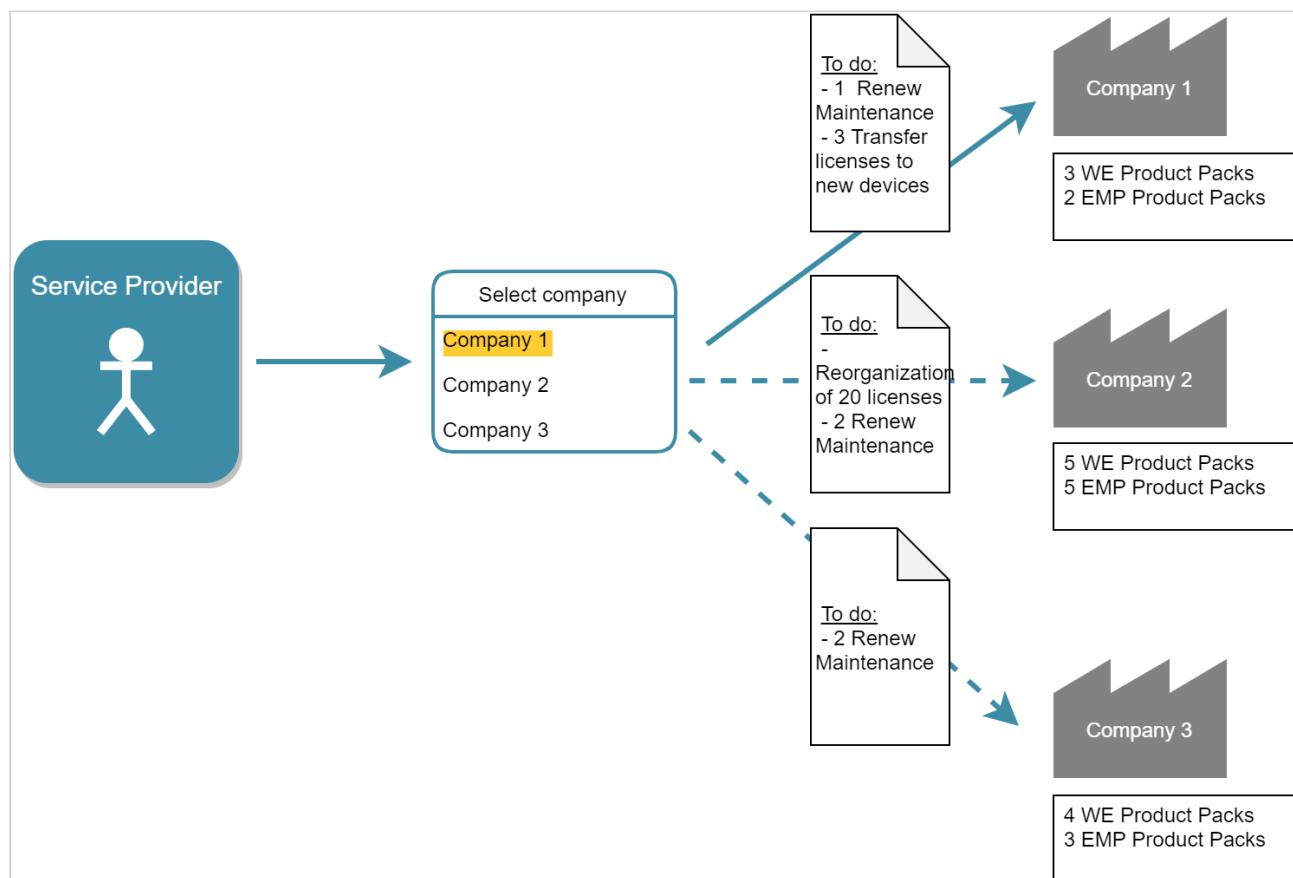
Acting as a Service Provider for Several Companies

Overview

If you are a service provider for several companies, ask the administrators of each company to assign the **Service Provider** role to you. It may make sense to provide the company administrator with basic instructions; see [Inviting a User to Your Company](#)(see page 20).

Afterwards, when you log in to the IGEL Licensing Portal (ILP), you select the company for which you want to work first. When you select a company, you enter the account of that company. Therefore, all Product Packs and licenses that belong to that company are at your disposal.

In the following example, a service provider is taking care of three companies. To work off his to-do lists, he logs in at the IGEL Licensing Portal (ILP) once and selects the company whose tasks he wants to work on next:



This article covers the following topics:

- [Prerequisites](#)(see page 99)
- [Basic Operations](#)(see page 99)
- [Renewing a Maintenance](#)(see page 102)
- [Moving Active Licenses between Product Packs](#)(see page 107)
- [Rearranging the Licenses of a Product Pack](#)(see page 112) (splitting and merging Product Packs)



- [Adding a Comment to a Product Pack](#)(see page 120)
- [Transferring a License from One Device to Another](#)(see page 122)
- [Managing Product Packs in an Automatic License Deployment \(ALD\) Environment](#)(see page 130)

Prerequisites

Operating the UMS

To be able to deploy licenses on behalf of a company, you need a user account for the company's Universal Management Suite (UMS).

If all companies which you are working for use Automatic License Deployment (ALD), you possibly can execute all tasks using only the ILP; the licenses that result from your actions are deployed to the devices automatically. Otherwise, you must use the UMS to deploy licenses manually; see [Manual License Deployment for IGEL OS](#)(see page 208).

For further information about operating the UMS, see [Endpoint Management \(UMS\)](#).

Registering with the IGEL Licensing Portal (ILP)

When you are invited by a company administrator, you receive an invitation e-mail. If you are not registered yet, you must register with the ILP once.

When you are registered with the ILP, you have a user account that allows you to work with any company that invites you as their service provider. You simply have to log in and select the right company.

To register with the ILP:

1. Click the registration link in your invitation e-mail.
2. Fill in all required fields and click **Register**.

Your request will be processed by the IGEL service team. When your request is accepted, you receive a confirmation e-mail.

Basic Operations

Selecting a Company

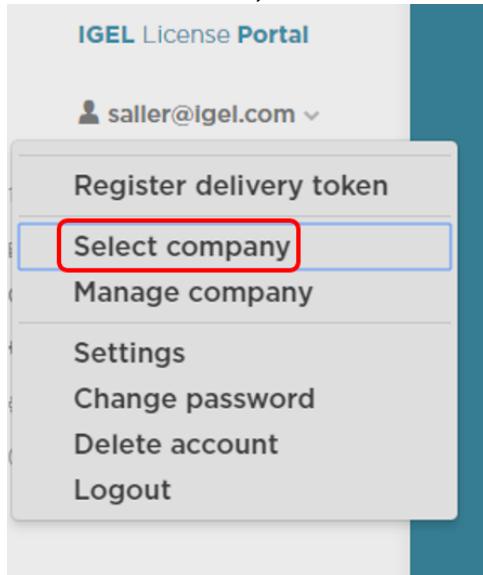
If you are assigned to more than one company, you must select the right company after login.

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>²¹.

²¹ <https://activation.igel.com/>

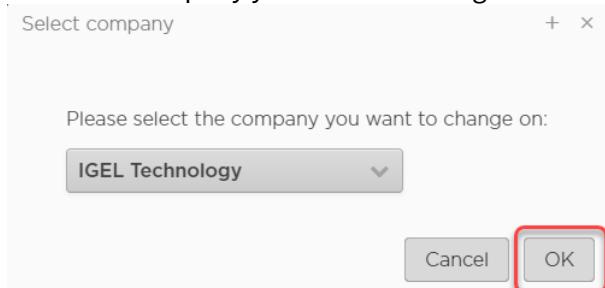


2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

3. Select the company you want to manage and click **OK**.



The dashboard shows the data for the selected company.

Registering a Delivery Token

i This procedure is only required for Product Packs that have been purchased before 9/2021.

1. Log in at the IGEL License Portal (ILP): <https://activation.igel.com>²². If you have not registered yet, you must register first.
Your dashboard is shown.
2. Select **Register Delivery Token**.

! **Service Providers: Double Check that You Have Selected the Right Company**

²² <https://activation.igel.com/>



Before you register a Delivery Token, make sure you have selected the right company. If you register a Delivery Token, the resulting Product Pack will be assigned to the currently selected company, no matter if that company has ordered this Product Pack or not. If you have registered a Delivery Token for the wrong company, contact the IGEL service team.

A screenshot of the IGEL License Portal's navigation menu. The menu items are: "IGEL License Portal", "saller@igel.com", "Register delivery token" (which is highlighted with a red border), "Select company", "Manage company", "Settings", "Change password", "Delete account", and "Logout".

3. Enter the Delivery Token, confirm the license terms and click **Send**.

A screenshot of the "Register delivery token" form. It contains a text input field labeled "Please enter your delivery token." and a blue "send" button. Below the input field is a checked checkbox next to the text "I have read and agree to the [licence terms](#) stated in the EULA.".

The details of your order are shown.



Order Details

Overview of order 1746ab9b-8cc1-41e0-8e3e-1a34045b1d47

Delivery Token:	Order time:	Description:
DLV-AEMC9	2019-10-18	doc
Status:	On:	By user:
Consumed	2019-10-18	saller@igel.com
SAP order ID		
69-3456677		
<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <div style="background-color: #f0f0f0; border-radius: 10px; padding: 5px; display: inline-block;"> #1 </div> WE L-4 1-YEARS <div style="background-color: #ccc; border-radius: 5px; padding: 2px 10px; margin-top: 5px;"> WE-AR4E9 </div> </div>		

Renewing a Maintenance

When your IGEL software license order has been processed, you receive a notification e-mail from the IGEL Support team. You can then go to the IGEL License Portal (ILP) and redeem your renewals.

The procedure for renewing a maintenance for a perpetual license is the same as the procedure for renewing a non-perpetual license.

The following cases are described below:

- **Typical case:** You have ordered a renewal for all licenses that belong to a Subscription Key. In this case, no further action is required. To check if the renewal has been applied correctly, proceed with [Typical Renewal](#)(see page 102).
- When you have ordered renewals for only a subset of licenses, please note that you can only renew all licenses in a Product Pack, not just part of them. Hence, the procedure depends on how your licenses are organized:
 - If your licenses are already organized appropriately, so that no Product Pack contains licenses that are to be renewed as well as licenses that should not be renewed, proceed with [Renewal that Comprises Only Some Product Packs](#)(see page 104).
 - If there are Product Packs that contain licenses that are to be renewed as well as licenses that are not to be renewed, you must split those Product Packs accordingly. For instructions, see [Splitting an IGEL Product Pack](#)(see page 50) Afterward, proceed with [Renewal that Comprises Only Some Product Packs](#)(see page 104).

Typical Renewal

When you have ordered a renewal for all Product Packs that belong to a Subscription Key, no further action is required.



If you want to check your renewal:

1. Login to the ILP and go to **Subscription Keys**.

A screenshot of the IGEL License Portal's navigation sidebar. At the top, it shows a user profile icon and the email address '@igel.com'. Below are several menu items: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Subscription Keys (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base.

2. On the **Subscription Keys** page, check the **Expiration Date** for the relevant Subscription Key.

A screenshot of the 'Subscription Keys' page from the IGEL License Portal. The page title is 'Subscription Keys' and a sub-header says 'All Subscription Packs registered to IGEL Technology'. There is a search bar labeled 'Search pack' and a 'Redeem Renewal' button. Below is a table with the following columns: Details, Subscription Key, Quantity, Start Date, Expiration Date, and Status. The table lists ten subscription packs. One specific row for 'ERP-[REDACTED]' has its 'Expiration Date' cell (containing '2022-07-01') highlighted with a red box.

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	90M-[REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-[REDACTED]	4	2021-08-01	2022-12-31	BOOKED
⊕	EMP-[REDACTED]	1			BOOKED_ILP
⊕	ERP-[REDACTED]	4	2021-08-01	2022-07-01	BOOKED
⊕	PWT-[REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	TER-[REDACTED]	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	TER-[REDACTED]	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	WE-[REDACTED]	3		2023-07-01	BOOKED
⊕	WE-[REDACTED]	4		2023-07-01	BOOKED



Renewal that Comprises Only Some Product Packs

1. Login to the ILP and go to **Subscription Keys**.

A screenshot of the "IGEL License Portal" navigation menu. The menu items are: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Subscription Keys (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base.

2. On the **Subscription Keys** page, click **Redeem Renewal** (only clickable if you have a renewal to redeem).

A screenshot of the "Subscription Keys" page. The page title is "Subscription Keys" and the subtitle is "All Subscription Packs registered to IGEL Technology". There is a search bar labeled "Search pack" and a red box highlights the "Redeem Renewal" button. Below is a table listing six subscription packs:

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	1			BOOKED_ILP
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-123456789	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	IGEL-123456789	3		2023-07-01	OPEN



3. Select the renewal you want to redeem and click **Next**.

Redemption of open Renewals X

Please select a renewal you want to redeem:

RENEWAL

Cancel Back Next Finish

4. Select the Product Packs you want to renew. Please note that the Product Pack's number of licenses must match the renewals' number of licenses.

i If none of your Product Packs reflects the number of licenses you want to renew, you need to split your licenses accordingly before redeeming the renewal.



When you are done, click **Finish**.

Redemption of open Renewals X

Please select the product packs which should be extended:

Volume: 3 seats

Please select:

	Product Pack ID	Status	Seats
<input type="checkbox"/>	[REDACTED]	ACTIVATED	3
<input checked="" type="checkbox"/>	[REDACTED]	ACTIVATED	3
<input type="checkbox"/>	[REDACTED]	MERGED	0
<input type="checkbox"/>	[REDACTED]	MERGED	0
<input type="checkbox"/>	[REDACTED]	MERGED	0

3 of 3 seats selected

[Cancel](#) [Back](#) [Next](#) Finish

The selected Product Packs are renewed. The Product Packs that were associated with the same Subscription Key but have not been renewed are decoupled from the Subscription Key. As long as they have not reached their expiration date, they can be still used. But it is not possible to assign them back to the Subscription Key or renew them. On the **Product Packs** page, you can identify these Product Packs by the missing Subscription Key:

WE

+ Manage

ACTIVATED

Expiration date: 2022-07-01

0/3

A screenshot of the IGEL software interface. It shows a single product pack entry for "WE". The status is "ACTIVATED". Below it, it says "Expiration date: 2022-07-01" and "0/3". A red box highlights the empty field next to "WE".



Moving Active Licenses between Product Packs

You can move a license from one Product Pack to another by removing the license in one Product Pack and adding the license to another. The Product Packs must be of the same type; for instance, a license can be moved from one Enterprise Management Pack to another Enterprise Management Pack, but not from an Enterprise Management Pack to a Workspace Edition Product Pack.

Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²³. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

A screenshot of the IGEL License Portal (ILP) dashboard. The top navigation bar shows "EMP" and "EMP-R9HXH". The main area displays product pack details: Subscription ID (EMP-R9HXH), Comment (empty), ALD Token (NOT SET), and buttons for Generate ALD token, Manage UMS Licensing IDs, Download License file, Show hardware, Add hardware, Remove hardware (which is highlighted with a red box), Archive product pack, and Split product pack. At the bottom, it shows ACTIVATED, 1/10, and the date 2020-01-24.

²³ <https://activation.igel.com/>



5. Select the device whose license you want to move, confirm I have read T&C..., and click OK.

EMP-R9HXH - Remove hardware

Remove hardware
Select the hardware you want to remove.

Search hardware	x	
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:0B:CA:05:50:18	UD, OSC

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

OK Cancel

The license count of the Product Pack is decreased by 1. The license of the device can be added to another Product Pack.

EMP EMP-R9HXH

- Manage
- Subscription ID:
- Comment:
- ALD Token:
- Generate ALD token
- Manage UMS Licensing IDs
- Hardware: Show hardware
 Add hardware
 Remove hardware
- Archive: Archive product pack
- Split: Split product pack
- ACTIVATED 0/10 2020-01-24



Assigning the License to Product Pack B

1. Click **Add hardware**.

The screenshot shows a software interface for managing product packs. At the top, it displays "EMP" and "Subscription ID: EMP-6QQZV". Below this are several input fields: "Comment:" (empty), "ALD Token:" (NOT SET), and "UMS Licensing IDs" (Manage UMS Licensing IDs). Under the "Hardware:" section, there are four buttons: "Show hardware", "Add hardware" (which is highlighted with a red box), "Remove hardware", and "Archive product pack". At the bottom, status indicators show "NEW", "0/1", and "Duration: 1 Year(s)".



2. Click the symbol to add a unit ID.

EMP-6QQZV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/1)

Select hardware	Unit ID	Product

3. Enter the unit ID and click **OK**.

Add hardware

Product *

Unit ID *

The new device license is shown.



4. Press OK.

EMP-6QQZV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop Upload

Add hardware

Select the hardware you want to add.

New hardware: (1/1)

Search hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:0B:CA:05:50:18	UD, OSC

OK Cancel

- 5. The license count of Product Pack B is increased by 1. The license is now contained in Product Pack B.**

EMP **EMP-6QQZV**

- Manage
- Subscription ID: **EMP-6QQZV**
- Comment:
- ALD Token: **NOT SET**
- Generate ALD token
- UMS Licensing IDs: [Manage UMS Licensing IDs](#)
- License file: [Download](#)
- Hardware: [Show hardware](#)
- Remove hardware
- Archive: [Archive product pack](#)

ACTIVATED **1/1** **2020-02-13**



Rearranging the Licenses of a Product Pack

Splitting a Product Pack

The typical use case for splitting a Product Pack is as follows: You want to renew some licenses. But the licenses are organized in such a way that licenses that are to be renewed and licenses you do not want to renew are contained in the same Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal. This is done by splitting the Product Pack.

Splitting a Product Pack will result in two Product Packs.

Splitting a Product Pack requires the IGEL License Portal (ILP); the IGEL Universal Management Suite (UMS) can not be used for this purpose.

You can only split one Product Pack at a time; bulk processing is not possible.

(i) ICG Licenses Only in Multiples of 10

If you split a Product Pack that contains IGEL Cloud Gateway (ICG) licenses, the license count in the resulting Product Packs will always be a multiple of 10. Example: Your Product Pack has 90 licenses, and you want to halve it. As creating Product Packs with a count of 45 is not possible, you create one Product Pack with 50 licenses and one with 40 licenses.

Example: Separating Licenses for Renewal

In the following example, we will split those licenses that should not be renewed into a new Product Pack, so that the original Product Pack can be renewed.

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁴. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to split.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

²⁴ <https://activation.igel.com/>



4. Click **Split product pack**.

A screenshot of a software interface titled "EMP" under "Manage". The "Product Pack ID" is listed as "EMP-W4PGC". Below it are fields for "Comment" and "ALD Token" (set to "NOT SET"), each with a "Generate ALD Token" button. A section for "UMS Licensing IDs" has a "Manage UMS Licensing IDs" button. Under "Delivery Token", there's a "Show Delivery Token" button. "License file" has a "Download" button. "Hardware" has a "Show hardware" button, followed by a "Remove hardware" button. "Archive" has an "Archive Product Pack" button. The "Split" section is highlighted with a red box around the "Split Product Pack" button. Other options include "Merge" (with "Merge with other Product Pack(s)" button) and "ACTIVATED" status with an expiration date of "2022-07-07".

The **Split product pack** dialog opens.

5. Specify the number of licenses that should be moved to the new Product Pack; in our example, these are the licenses that should not be renewed.



Split Product Pack

Select the number of slots to split into a new pack

 Split only empty slots

6. Select the licenses that should be moved to the new Product Pack.

Select the number of slots to split into a new pack

	Product	Hardware Value
<input checked="" type="checkbox"/>	UD, OSC	(
<input type="checkbox"/>	UD, OSC	
<input type="checkbox"/>	UD, OSC	

Search hardware

3 / 2

	Product	Hardware Value

Search hardware

0 / 1



Select the number of slots to split into a new pack

The two Product Packs that result from the split are shown.

- If you are using Automatic License Deployment (ALD): To check the results, open your UMS Console, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click the refresh button.

Pack ID	Product	Used lice...	Subscription status (expiration dat...)	Status	Manual ...	Automa...	Automa...	Registration Error
WE-EI8KS	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
WE-ZQR...	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
EMP-W4...	Enterpri...	2/2	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	
EMP-90...	Enterpri...	1/1	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	

- Continue with [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 40), section "Renewal that Comprises Only Some Product Packs".



Merging Product Packs

You can merge an IGEL Product Pack with one or more IGEL Product Packs that belong to the same Subscription Key. Any hardware duplicates will be eliminated in the merge process.

The Product Packs that have been merged into the first Product Pack are archived; their status is **MERGED**.

Use Cases of Merging IGEL Product Packs

Co-termining

When co-termining is performed, the product packs from the Subscription Keys with the earlier expiry dates are moved to the Subscription Key with the latest expiry date. As these Product Packs now all belong to the same Subscription Key, you can merge them into one single Product Pack.

Renewal with additional licenses

If you order additional licenses together with a renewal, a new Product Pack is created. It might make sense to merge the new Product Pack with the already existing Product Pack.

Instructions

1. In the list of Product Packs, find the Product Pack you want to merge with others and click **Manage**.

The new Product Pack that will result from the merge will inherit its Product Pack ID from this Product Pack.

A screenshot of a software application's sidebar menu. The menu items are: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Product Packs (which is highlighted with a red rectangular box), Archived packs, and IGEL Knowledge Base.



Product Packs

All Product Packs Registered to IGEL Technology

All products

All UMS Licensing IDs

Search Product Pac

Filter by date

	WE		WE-JSWIK		0/4		Expiration date: 2022-07-01
	+ Manage						
		ACTIVATED					

	WE		WE-CBOXF		0/3		Expiration date: 2022-07-01
	+ Manage						
		ACTIVATED					

	WE		WE-CBOXF		0/2		Expiration date: 2022-07-01
	+ Manage						
		ACTIVATED					

	WE		WE-CBOXF		0/1		Expiration date: 2022-07-01
	+ Manage						
		ACTIVATED					



2. Click **Merge with other Product Pack(s)**.

The screenshot shows a software interface for managing product packs. On the left, there's a sidebar with icons for 'WE' (selected), 'WE-CBOXF', and 'WE-CBOXF'. The main area has several input fields and buttons:

- Maintenance ID:** WE-CBOXF
- Subscription Key:** WE-CBOXF
- Comment:** (empty field with edit icon)
- ALD Token:** NOT SET (with edit icon)
- Generate ALD Token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- Delivery Token:** Show Delivery Token
- Hardware:** Show hardware
- Add hardware** button
- Remove hardware** button
- Archive:** Archive Product Pack
- Split:** Split Product Pack
- Merge:** **Merge with other Product Pack(s)** (this button is highlighted with a red box)

At the bottom, there are status indicators: **ACTIVATED**, **0/3**, and **Expiration date: 2022-07-01**.



3. Select the Product Packs you want to merge with the current Product Pack and click **OK**.

Merge WE-CBOXF with other Product Pack(s) X

Select Product Pack(s) for the Subscription Key WE-CBOXF, who should be merged into WE-CBOXF.

<input type="checkbox"/>	Product Pack / Maintenance ID	Volume
<input checked="" type="checkbox"/>	WE-J8IPI	0/2
<input checked="" type="checkbox"/>	WE-EJTMY	0/1

OK Cancel



4. Review the confirmation dialog and if everything is correct, click **Yes**.

Merge with other Product Pack(s) X

Do you really want to merge the following product packs:

WE-CBOXF

WE-J8IPI

WE-EJTMY

New Product Pack ID: WE-CBOXF

Cancel

Yes

The new Product Pack is created.

A screenshot of the IGEL software interface. At the top, there are four search/filter bars: 'All products' (dropdown), 'All UMS Licensing IDs' (dropdown), 'Search Product Pac' (text input with an 'X' button), and 'Filter by date' (button). Below these are two product pack entries. The first entry, 'WE', is unselected and shows 'ACTIVATED' status, '0/4' available licenses, and an expiration date of '2022-07-01'. The second entry, 'WE-CBOXF', is selected (indicated by a red border around the entire row) and also shows 'ACTIVATED' status, '0/6' available licenses, and an expiration date of '2022-07-01'. Both entries have a 'Manage' link next to them.

Adding a Comment to a Product Pack

To organize your Product Packs, you can add a comment to each Product Pack.

To add or edit a comment:



1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁵. Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to add a comment to.
3. Click  in the appropriate list entry to open the management dialog. The management dialog opens.
4. Click  to add a comment or edit an existing comment.

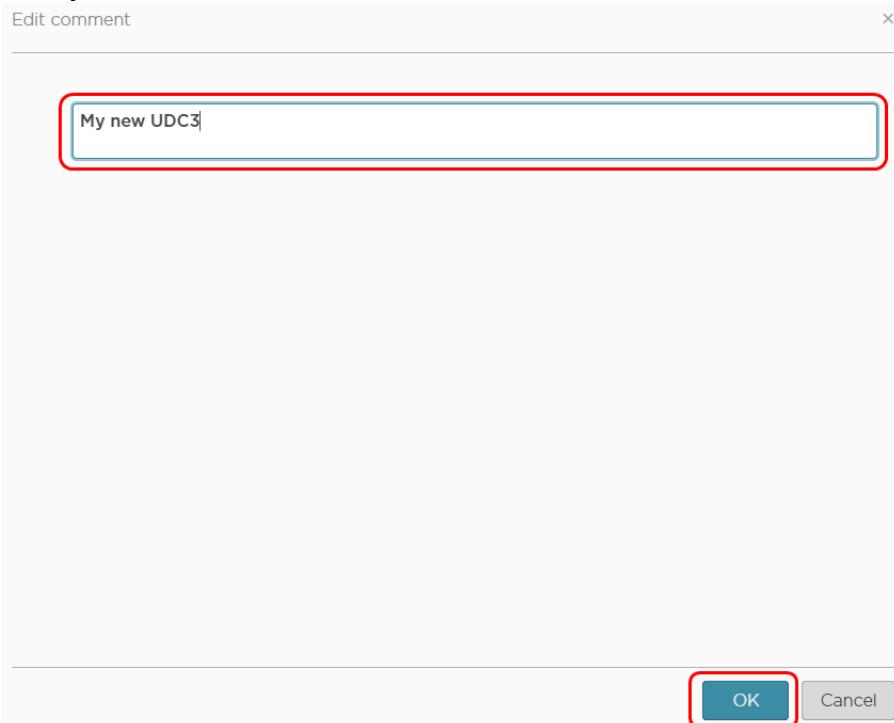
A screenshot of the IGEL License Portal (ILP) interface. At the top, it shows a navigation bar with icons for Home, Products, Support, and Help. Below that is a search bar and a user profile icon. The main content area is titled "UDC3" and shows a "Subscription ID" of "UDC3-AK5Z3". There are four input fields: "Comment:" (with a red box highlighting the edit icon), "Activation key:", and "ALD Token:", each with a copy icon. Below these are three buttons: "Delete ALD Token", "Manage UMS Licensing IDs", and "Show hardware". Under "Hardware", there are three buttons: "Add hardware", "Remove hardware", and "Archive product pack". At the bottom, status indicators show "ACTIVATED", "0/1", and a date "2019-12-21".

The **Edit comment** dialog opens.

²⁵ <https://activation.igel.com/>



5. Enter your comment and click **OK**.



The comment is saved.

You can search for the comment using the text field **Search product pack**:



Transferring a License from One Device to Another

You can move a license from one device to another device by removing it from device A and then assigning it to device B.

i **Feature Requires License**

License portability requires a valid license. This license is part of the Software Maintenance. When the license expires, licenses cannot be moved between devices any more.

Removing the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>²⁶. If you have not registered yet, you must register first.
Your dashboard is shown.

²⁶ <https://activation.igel.com>



2. In the list of Product Packs, find the Product Pack from which you want to move a license to another device.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

The screenshot shows the 'EMP' product pack management interface. At the top, it displays the product name 'EMP-R9HXH'. Below this are several configuration fields: 'Subscription ID:' (set to 'EMP-R9HXH'), 'Comment:' (empty), 'ALD Token:' (set to 'NOT SET' with a 'Generate ALD token' button), 'UMS Licensing IDs:' (with a 'Manage UMS Licensing IDs' button), 'License file:' (with a 'Download' button), 'Hardware:' (with 'Show hardware' and 'Add hardware' buttons), and 'Archive:' (with 'Archive product pack' button). The 'Remove hardware' button is highlighted with a red rectangle. At the bottom, there are 'Split:' (with 'Split product pack' button) and 'ACTIVATED' status indicators, along with page navigation '1/10' and a date '2020-01-24'.

5. Select the device from which you want to remove the license, confirm **I have read T&C...**, and click **OK**.



EMP-R9HXH - Remove hardware

Remove hardware

Select the hardware you want to remove.

Search hardware	X	Unit ID	Product
<input checked="" type="checkbox"/>	00:0B:CA:05:50:18	UD, OSC	

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

OK Cancel

The license count of the Product Pack is decreased by 1. The license is no longer valid for this device and can be assigned to another device.

EMP EMP-R9HXH

- Manage
- Subscription ID: X
- Comment: Pencil
- ALD Token: X
Generate ALD token
- UMS Licensing IDs: Manage UMS Licensing IDs
- Hardware: Show hardware
Add hardware
Remove hardware
- Archive: Archive product pack
- Split: Split product pack
- ACTIVATED 0/10 2020-01-24



Assigning the License to Device B

1. Click **Add hardware**.

The screenshot shows a software interface for managing licenses. At the top, it displays "EMP" and "Subscription ID: EMP-R9HXH". Below this are fields for "Comment:" (empty), "ALD Token:" (NOT SET), and a "Generate ALD token" button. Under "Hardware:", there are buttons for "Show hardware", "Add hardware" (which is highlighted with a red box), "Remove hardware", and "Split product pack". At the bottom, it shows "Archive:" and "Split:" buttons, and license status information: "ACTIVATED", "0/10", and "2020-01-24".



2. Click the symbol to add a unit ID.

EMP-R9HXH - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/10)

+ Search hardware X

Select hardware	Unit ID	Product

3. Enter the unit ID and click **OK**.

Add hardware

Product *

Unit ID *

The new device license is shown.

**4. Press **OK**.**

EMP-R9HXH - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (1/10)

Search hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:E0:C5:1C:50:87	UD, OSC

The screenshot shows a software interface titled "EMP-R9HXH - Add hardware". In the "Upload" section, there's a dashed box for dragging and dropping CSV files, with a "Drag & Drop" button below it. The "Add hardware" section contains a table with three columns: "Select hardware", "Unit ID", and "Product". One row is selected, highlighted with a red box, showing a checked checkbox in the first column, the unit ID "00:E0:C5:1C:50:87" in the second, and "UD, OSC" in the third. At the bottom right of the dialog, the "OK" button is also highlighted with a red box.



5. The license count of the Product Pack is increased by 1. The license is now assigned to the new device.

A screenshot of the IGEL Management Platform interface. The top navigation bar shows "EMP" and "EMP-R9HXH". The main area contains several configuration fields:

- Subscription ID: EMP-R9HXH
- Comment: (empty)
- ALD Token: NOT SET (with a "Generate ALD token" button)
- UMS Licensing IDs: (with a "Manage UMS Licensing IDs" button)
- License file: (with a "Download" button)
- Hardware: (with "Show hardware", "Add hardware", and "Remove hardware" buttons)
- Archive: (with an "Archive product pack" button)
- Split: (with a "Split product pack" button)

At the bottom left, there is a status indicator: "ACTIVATED" followed by a progress bar showing "1/10" with a red border around it. To the right of the progress bar is the date "2020-01-24".



Checking the Result

1. On the management dialog of your Product Pack, click **Show hardware**.

The screenshot shows a software interface for managing a Product Pack named "EMP". The top right corner displays the product name "EMP-R9HXH" next to a key icon. The left side lists various configuration options, each with a corresponding icon:

- Subscription ID: EMP-R9HXH (with a copy icon)
- Comment: (empty field with a edit icon)
- ALD Token: NOT SET (with a copy icon)
- Generate ALD Token (button)
- UMS Licensing IDs: Manage UMS Licensing IDs (button)
- License file: Download (button)
- Hardware: Show hardware (button, highlighted with a red box)
- Add hardware (button)
- Remove hardware (button)
- Archive: Archive Product Pack (button)
- Split: Split Product Pack (button)

At the bottom, there are status indicators: ACTIVATED (with a gear icon), 1/10, and a timestamp 2020-01-24.



2. Check the symbols under **Activated**. means that the hardware is activated; means that the hardware is deactivated.

EMP-R9HXH	
Hardware	Activated
00:0B:CA:05:50:18	<input type="checkbox"/>
00:E0:C5:1C:50:87	<input checked="" type="checkbox"/>

Managing Product Packs in an Automatic License Deployment (ALD) Environment

When Automatic License Deployment (ALD) is set up, you can assign or unassign Product Packs for license deployment. The deployment procedure itself is handled automatically.

For further information, see the following documents:

- [Assigning a Product Pack](#)(see page 71)
- [Unassigning a Product Pack](#)(see page 81)
- [Reviewing the Assigned Product Packs](#)(see page 79)



Finding Devices Which Need Licenses

i The procedures described here require UMS 6.02 or higher.

To find devices which require Workspace Edition (WE) or Endpoint Management (EMP) licenses, you can use a view with **Device License** as the search criterion.

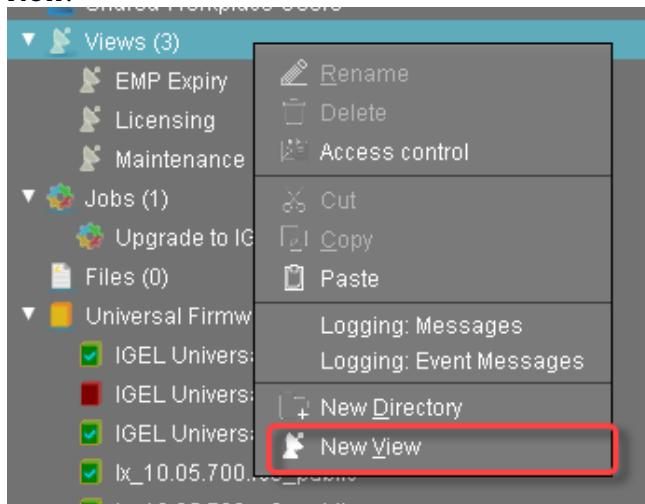
The following procedures are described in this article:

- [Finding Unlicensed Devices](#)
- [Finding Devices Whose Licence Is about to Expire](#)
- [Finding Devices with Expired Licenses](#)

When you have created the view that serves your purpose, you can export the Unit IDs selected by the view; see [Creating a Unit ID List for IGEL OS](#)(see page 209).

Finding Unlicensed Devices

1. In the structure tree of the UMS Console, go to **Server [- host address] > Views** and select **New View**.





2. In the **Name** field, provide a name for the view.

Create new view

View name

Name

Description

Expert mode

< Back Next > Finish Cancel

3. Optionally, you can add a description in the **Description** field.

Create new view

View name

Name

Description

Expert mode

< Back Next > Finish Cancel

4. Click **Next**,

Create new view

View name

Name: Devices without Enterprise Management Pack license

Description: Devices which need an Enterprise Management Pack license

Expert mode

Back Next Finish Cancel

5. Select **Device License** as the select criterion and click **Next**.

Create new view

Select criterion

Filter ...

Basic Information

Device License

Asset Inventory

Back Next Finish Cancel



6. Select the **License type** of the licenses whose lack you want to detect.

Create new view

License type: Enterprise Management Pack

License status: Unlicensed

Will expire:

Date range Date

from: [] to: []

< Back **> Next** **Finish** **Cancel**

7. Under **License status**, select **Unlicensed** and click **Next**.

Create new view

License type: Enterprise Management Pack

License status: Unlicensed

Will expire:

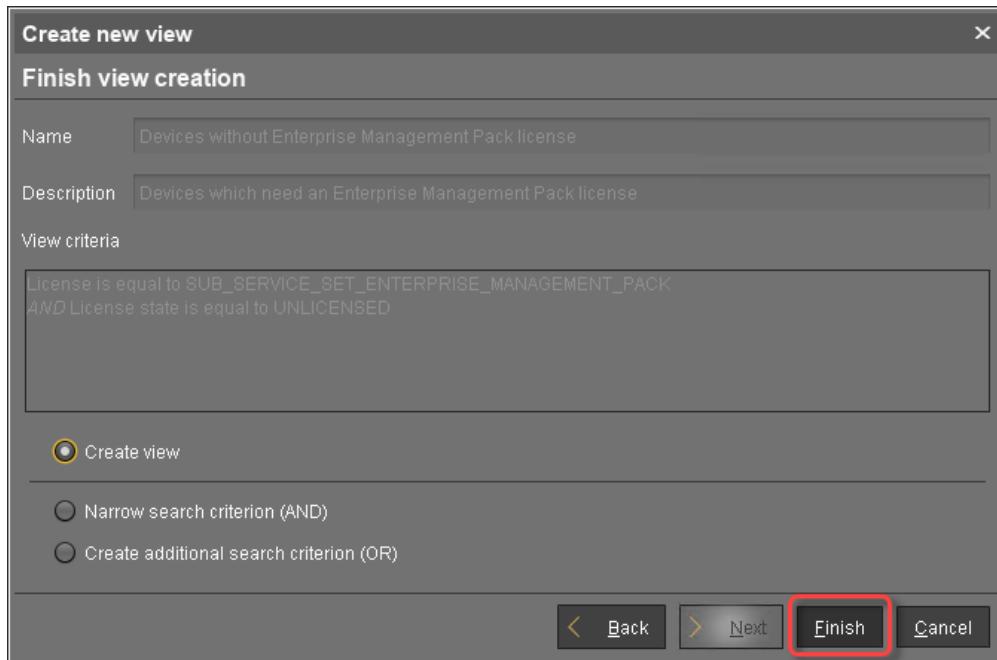
Date range Date

from: [] to: []

< Back **> Next** **Finish** **Cancel**



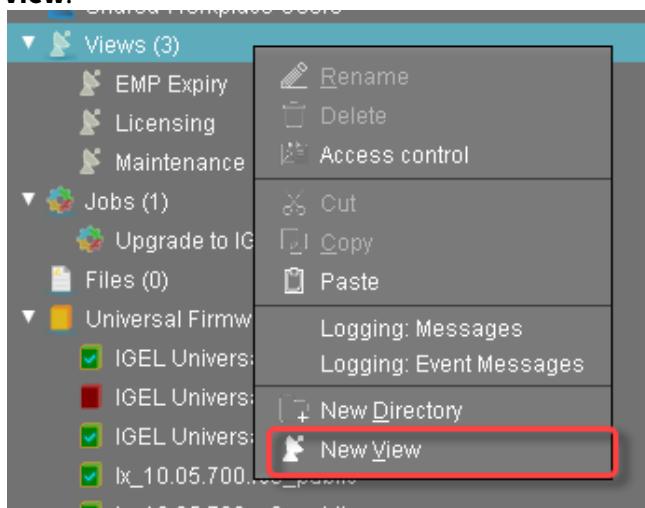
8. Click **Finish** to create the view.



All devices that match the select criterion are listed.

Finding Devices Whose Licence Is about to Expire

1. In the structure tree of the UMS Console, go to **Server [- host address] > Views** and select **New View**.





2. In the **Name** field, provide a name for the view.

Create new view

View name

Name (highlighted)

Description

Expert mode

< Back Next > Finish Cancel

3. Optionally, you can add a description in the **Description** field.

Create new view

View name

Name (highlighted)

Description (highlighted)

Expert mode

< Back Next > Finish Cancel

4. Click **Next**.

Create new view

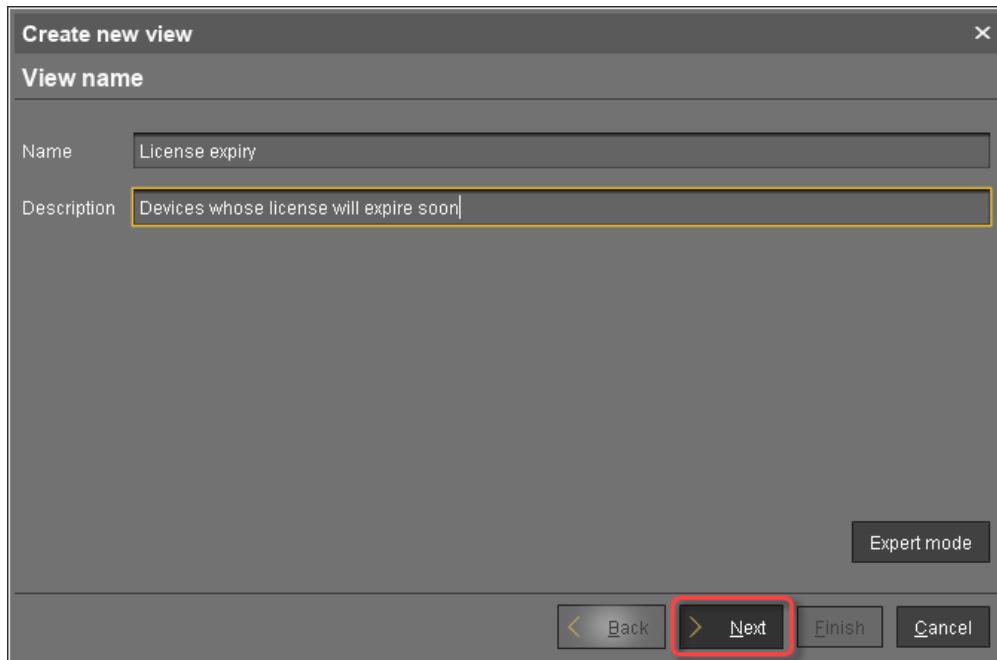
View name

Name: License expiry

Description: Devices whose license will expire soon

Expert mode

Back Next Finish Cancel

5. Select **Device License** as the select criterion and click **Next**.

Create new view

Select criterion

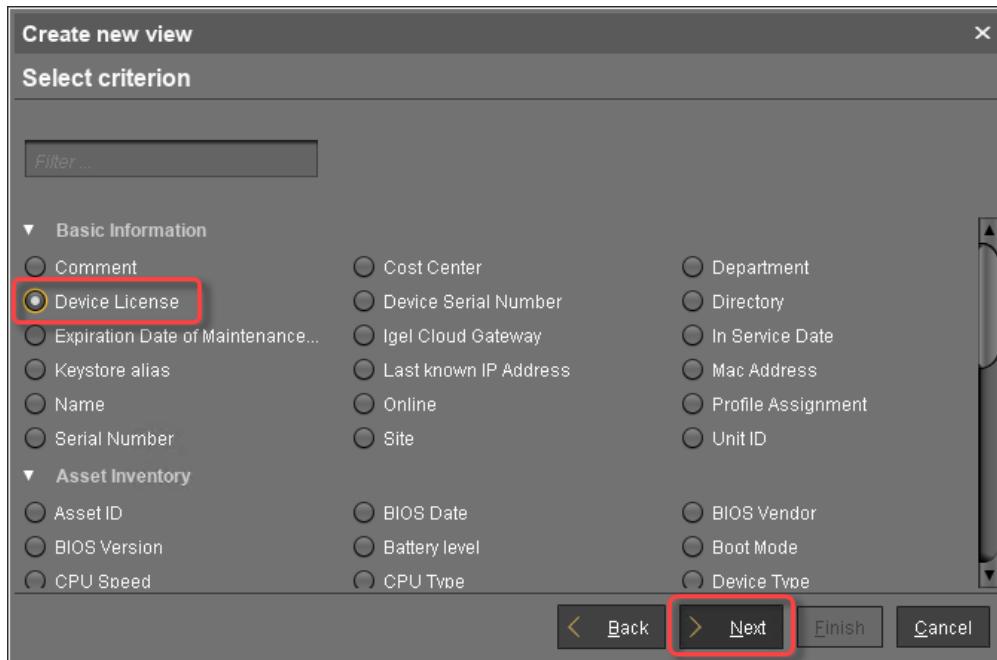
Filter ...

Basic Information

Device License

Asset Inventory

Back Next Finish Cancel





6. Select the **License type** of the licenses whose expiry you want to detect.

Create new view

License type: **Workspace Edition Maintenance**

License status: **Expired**

Will expire:

Date range Date

from: [] to: []

Back **Next** **Finish** **Cancel**

7. Under **License status**, select **Licensed** and select **Will Expire:**

Create new view

License type: **Workspace Edition Maintenance**

License status: **Licensed**

Will expire:

Date range Date

from: [] to: []

Back **Next** **Finish** **Cancel**



8. Select a **Date range** or a **Date** for the license expiry you want to detect; then, click **Next**.

Create new view

License type: Workspace Edition Maintenance

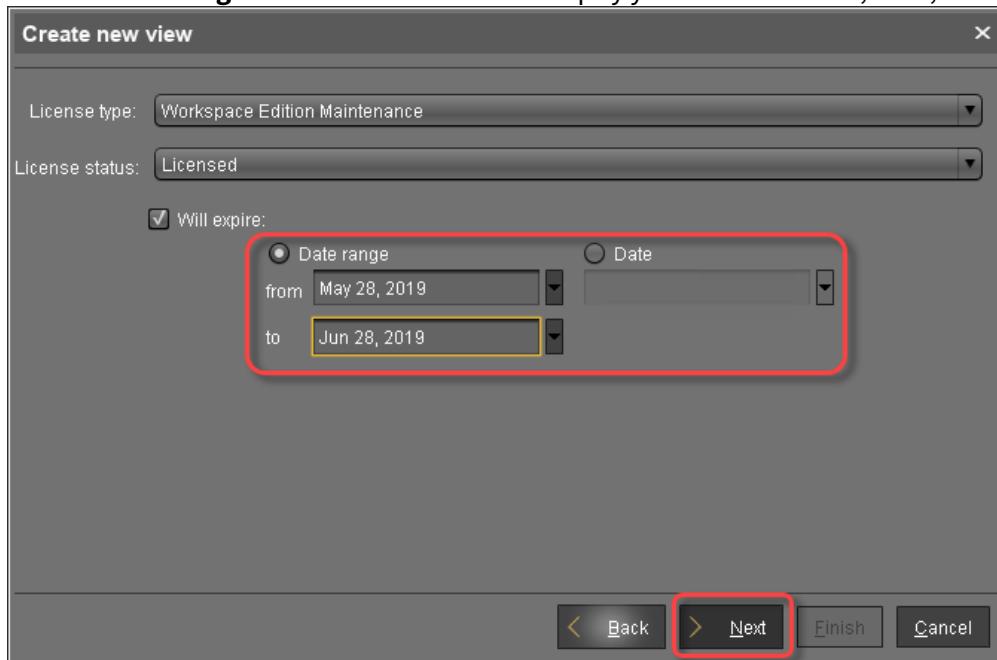
License status: Licensed

Will expire:

Date range Date

from May 28, 2019 to Jun 28, 2019

Back **Next** **Finish** **Cancel**



9. Click **Finish** to create the view.

Create new view

Finish view creation

Name: License expiry

Description: Devices whose license will expire soon

View criteria

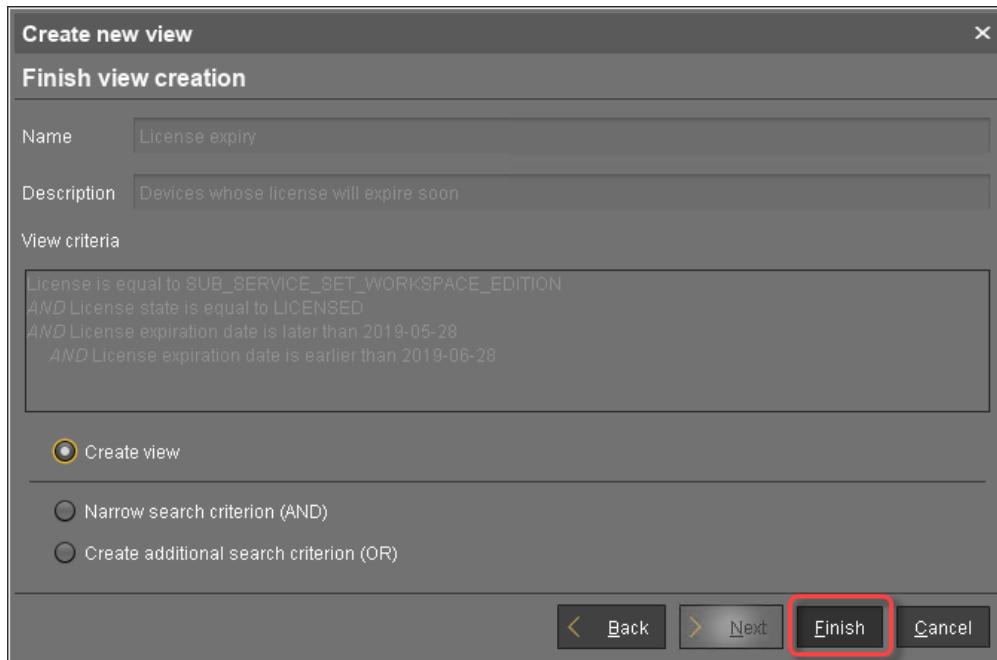
License is equal to SUB_SERVICE_SET_WORKSPACE_EDITION
AND License state is equal to LICENSED
AND License expiration date is later than 2019-05-28
AND License expiration date is earlier than 2019-06-28

Create view

Narrow search criterion (AND)

Create additional search criterion (OR)

Back **Next** **Finish** **Cancel**

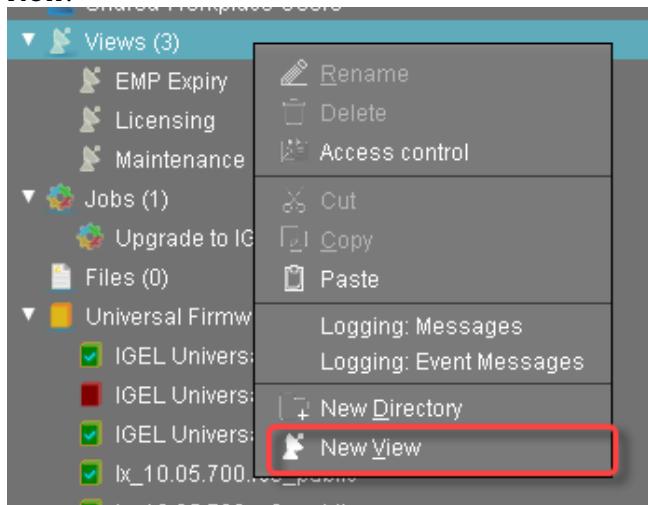


All devices that match the select criterion are listed.



Finding Devices with Expired Licenses

1. In the structure tree of the UMS Console, go to **Server [- host address] > Views** and select **New View**.



2. In the **Name** field, provide a name for the view.

A screenshot of the 'Create new view' dialog box. It has a title bar 'Create new view' and a close button 'x'. Inside, there's a 'View name' section with a 'Name' field containing 'License expired' (which is highlighted with a red box) and a 'Description' field that is empty. At the bottom right, there are buttons for 'Expert mode', 'Back', 'Next', 'Finish', and 'Cancel'. The 'Finish' button is currently active.



3. Optionally, you can add a description in the **Description** field.

Create new view

View name

Name

Description

4. Click **Next**.

Create new view

View name

Name

Description



5. Select **Device License** as the select criterion and click **Next**.

Create new view x

Select criterion

Basic Information

Comment Cost Center Department
 Device License Device Serial Number Directory
 Expiration Date of Maintenance... Igel Cloud Gateway In Service Date
 Keystore alias Last known IP Address Mac Address
 Name Online Profile Assignment
 Serial Number Site Unit ID

Asset Inventory

Asset ID BIOS Date BIOS Vendor
 BIOS Version Battery level Boot Mode
 CPU Speed CPU Type Device Type

< Back Next Finish Cancel

6. Select the **License type** of the licenses whose expiry you want to detect.

Create new view x

License type: ▼

License status: ▼

Will expire:

Date range Date

from ▼ ▼

to ▼

< Back Next Finish Cancel



7. Under **License status**, select **Expired** and click **Next**.

The screenshot shows the 'Create new view' dialog. The 'License type' dropdown is set to 'Enterprise Management Pack'. The 'License status' dropdown is set to 'Expired' and is highlighted with a red border. Below these fields are options for specifying an expiration date range or a specific date. At the bottom of the dialog are buttons for 'Back', 'Next', 'Finish', and 'Cancel', with 'Next' being highlighted with a red border.

8. Click **Finish** to create the view.

The screenshot shows the 'Finish view creation' dialog. It contains fields for 'Name' (set to 'License expired') and 'Description' (set to 'Devices whose licenses have expired'). The 'View criteria' section displays a search criterion: 'License is equal to SUB_SERVICE_SET_ENTERPRISE_MANAGEMENT_PACK AND License state is equal to EXPIRED'. Below this, there are three radio button options: 'Create view' (selected), 'Narrow search criterion (AND)', and 'Create additional search criterion (OR)'. At the bottom are buttons for 'Back', 'Next', 'Finish', and 'Cancel', with 'Finish' being highlighted with a red border.

All devices that match the select criterion are listed.



Getting a Demo License

When you start your IGEL OS device for the first time, the IGEL Setup Assistant will help you obtain a free evaluation license. The evaluation license will be valid for a period of 90 days.

A demo license provides the features and capabilities contained in the following Product Packs and licenses:

- Workspace Edition (WE); see [Workspace Edition](#)
- Enterprise Management Pack (EMP); see [Enterprise Management Pack](#)
- PCoIP client by Teradici (IGEL OS 11.01.110 or higher; see [PCoIP Session](#))

Requirements

- Network connection
- Device, e.g. a notebook, which has been converted by IGEL OS Creator (OSC) or is ready to boot from UD Pocket. For more information, see the [IGEL OS Creator Manual](#) or the [IGEL UD Pocket User Manual](#).
- Your device is not configured yet, and has not been registered with the UMS.

To get your evaluation license:

1. Start the device.

The Setup Assistant starts. For details about all configuration steps, see the manual chapter [Setup Assistant](#)(see page 144).

- i** If the IGEL Setup Assistant does not start, this means that your device has been configured or registered already. If this is the case, and you have a Delivery Token, continue with [Getting the License File from the IGEL License Portal](#)(see page 210).

2. At the step **Activate your IGEL OS**, make a choice when asked, and fill in every field to receive a 90-days evaluation license.

i **Proxy configuration**

If you get an error message at this stage of the wizard, you may need to configure a proxy. Click **Proxy configuration** to get to the configuration dialog.

For a description of the possible proxy settings, see [Activate Your IGEL OS](#)(see page 144), section "Troubleshooting: Proxy Configuration".

3. Check **I agree to the terms + conditions and privacy policy**.

4. Click **ACTIVATE YOUR OS 11**.

When the license has been fetched, a confirmation is shown. Additionally, an e-mail is sent to the address you have provided. The e-mail contains links for downloading and installing the Universal Management Suite (UMS).

5. Click **Next**.

6. Continue with the configuration.

7. When you have finished the configuration, click **Restart**.

After the restart, your IGEL OS device is fully functional for a period of 90 days.



Deploying Licenses

Choose one of the following methods of license deployment, according to your needs:

- [Automatic License Deployment \(ALD\)](#)(see page 146) - Fully automated license deployment; the setup requires some effort.

⚠ Note for Managed Service Providers (MSP)

This method is NOT appropriate if you want to manage devices of several clients with one single UMS; for this use case, you should use [Automatic License Deployment \(ALD\) with ALD Token](#)(see page 178).

- [Automatic License Deployment \(ALD\) with ALD Token](#)(see page 178) - Largely automated license deployment; the setup requires less effort than [Automatic License Deployment \(ALD\)](#)(see page 146). Use this method if want to manage devices of several clients with one single UMS. This is typical for Managed Service Providers.
- [Manual License Deployment for IGEL OS](#)(see page 208) - Get a license file for a predefined set of devices; the devices are identified by their unit IDs
- [Manual License Deployment for IGEL OS without UMS](#)(see page 217) - A quick and easy way to deploy a license on a single device that has not yet been configured by the UMS



Setting up Automatic License Deployment (ALD)

Overview

⚠ Note for Managed Service Providers (MSP)

This method is NOT appropriate if you want to manage devices of several clients with one single UMS; for this use case, you should use [Automatic License Deployment \(ALD\) with ALD Token](#)(see page 178).

You can configure the UMS to automatically assign licenses to devices. When Automatic License Deployment (ALD) is configured, and the UMS finds a device that needs a license, it fetches a license from the IGEL Licensing Service (ILS) and deploys it to the device automatically. The license is derived from a Product Pack; you can monitor the current license consumption using the IGEL License Portal (ILP).

The typical use cases are as follows:

- Assigning licenses from an IGEL Workspace Edition (WE) Product Pack to new devices while registering the devices to the UMS
- Renewing licenses from an IGEL Workspace Edition (WE) Product Pack
- Assigning licenses from an IGEL Enterprise Management Pack (EMP) to a selection of device

Supported License Types

The following license types are supported by Automatic License Deployment:

- Workspace Edition; see [Workspace Edition](#)
- Add-on licenses for Workspace Edition (IGEL OS 11.01.110 or higher); see [Add-On Licenses](#)
- Enterprise Management Pack; see [Enterprise Management Pack](#)
- Universal Desktop Converter (UDC3)
- Universal Desktop Pocket (UDP)
- Universal Management Agent (UMA)

Prerequisites

- UMS 6.01.100 or higher
- At least 1 Product Pack
- The required open ports are described in [UMS Communication Ports](#).

Procedure

1. [Obtaining Your UMS ID](#)(see page 148)
2. [Registering Your UMS ID](#)(see page 150)
3. [Assigning a Product Pack to the UMS ID](#)(see page 155)
4. [Preventing User Intervention](#)(see page 158)
5. [Configuring the Distribution Conditions](#)(see page 159)
6. [Enabling Automatic License Deployment](#)(see page 170)



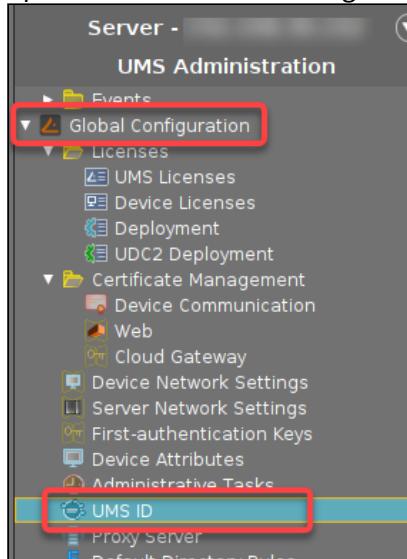
7. [Intervals for Automatic License Deployment](#)(see page 173)
8. [Checking If the Licenses Have Been Deployed Successfully](#)(see page 174)
9. [\(Optional\) Starting the License Assignment Manually](#)(see page 175)



Obtaining Your UMS ID

Follow the steps below to export the UMS ID to a certificate file.

1. Open the UMS Console and go to **UMS Administration > Global Configuration > UMS ID**.



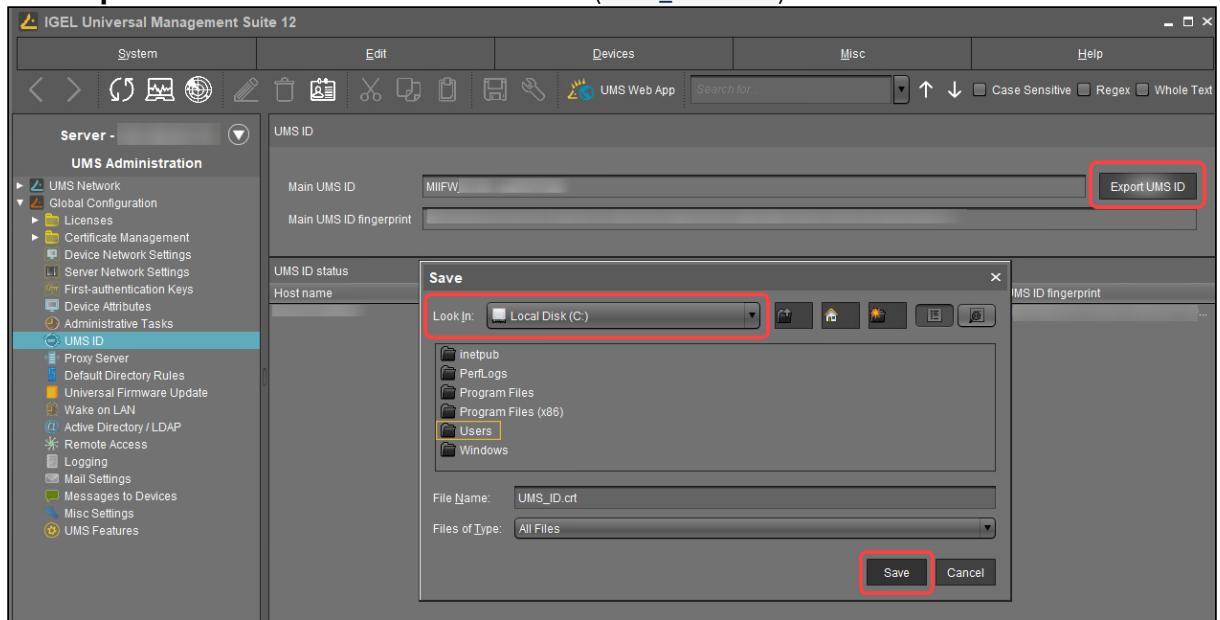
The name of the UMS ID is shown in the field labeled **Main UMS ID**.

2. If you want to keep the name, copy the text or note it down for later use. Alternatively, you can use any other name later in the IGEL License Portal.

Host na...	Server sta...	UMS ID sta...	UMS ID	UMS ID fingerprint
td-ums12	Running	Main UMS ID	MIIFWjCCA0...koThT...	



3. Click **Export UMS ID** and save the certificate file (`UMS_ID.crt`) for later use.





Registering Your UMS ID

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁷. If you have not registered yet, you must register first.
Your dashboard is shown.
2. Select **UMS ID**.

A screenshot of the IGEL License Portal dashboard. The menu on the left includes options like Home, Orders, UMS ID (which is highlighted with a red box), Search hardware, Multi-licensed hardware, Subscription Keys, Product Packs, Archived packs, and IGEL Knowledge Base.

The page **UMS ID** is shown.

3. Click **Register UMS ID**.

A screenshot of the "Register UMS ID" dialog box. It contains a search bar labeled "Search UMS ID" and a button labeled "Register UMS ID" which is highlighted with a red box. There is also a small "X" icon and a question mark icon.

The dialog **Register UMS ID** opens.

²⁷ <https://activation.igel.com>



4. Under **UMS ID Name**, enter a name for the UMS ID.

Register UMS ID

UMS ID Name *

A red rectangular box highlights the input field for "UMS ID Name".

Upload

Choose or drag & drop a UMS ID to be uploaded.

Drag & Drop

5. Upload the certificate file you have exported in the UMS (see [Obtaining Your UMS ID\(see page 148\)](#)) and click **OK**.



Register UMS ID

UMS ID Name *

UMS Department 1

Upload

Choose or drag & drop a UMS ID to be uploaded.

Drag & Drop

OK Cancel



Register UMS ID

UMS ID Name *

UMS Department 1

Upload

Choose or drag & drop a UMS ID to be uploaded.

Drag & Drop Upload

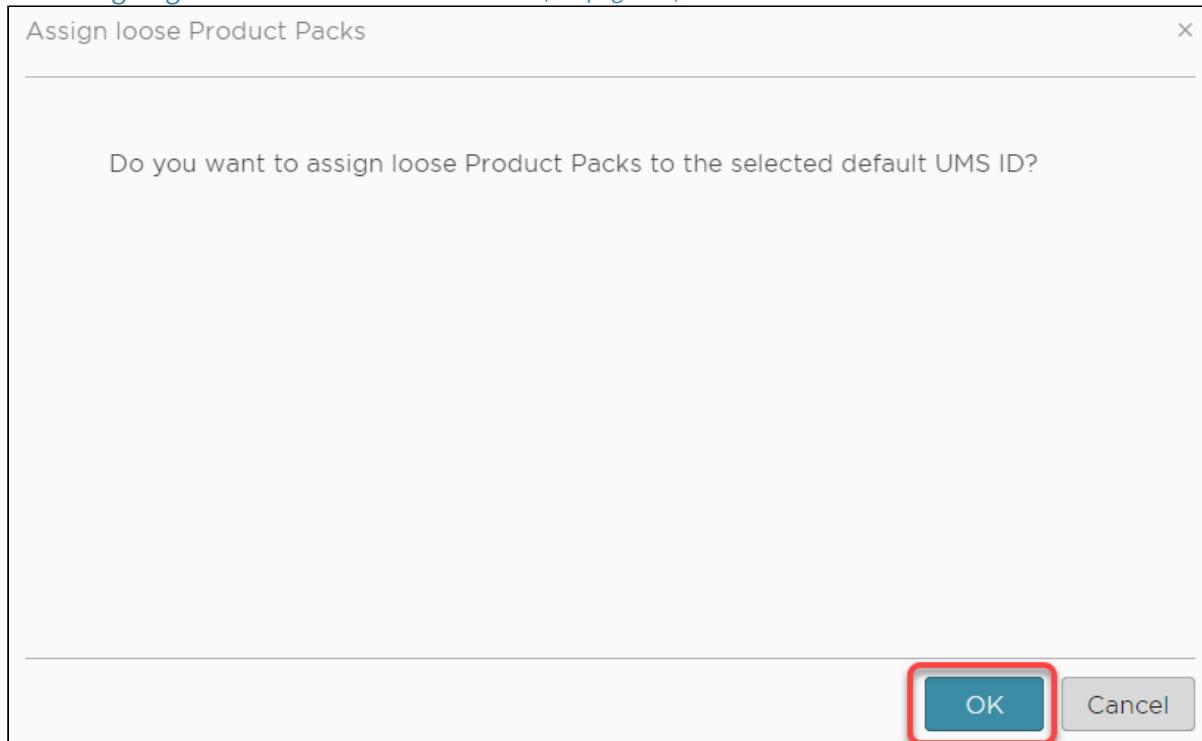
UMSLicensingID Delete

OK Cancel

The UMS ID is registered. If this is the first UMS ID you registered, or if you just defined it as the default UMS ID, the dialog **Assign loose Product Packs** is shown.



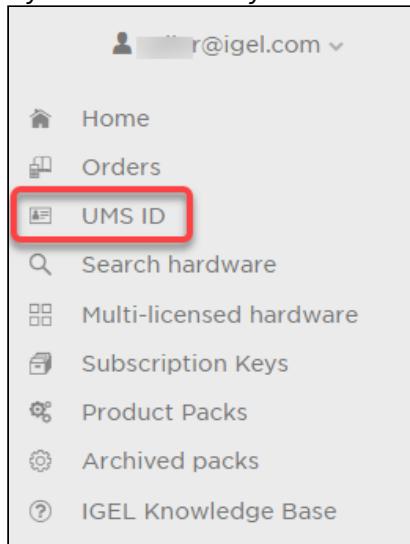
6. If the dialog **Assign loose Product Packs** is shown, click **OK** to assign Product Packs and continue with [Assigning a Product Pack to the UMS ID\(see page 155\)](#).





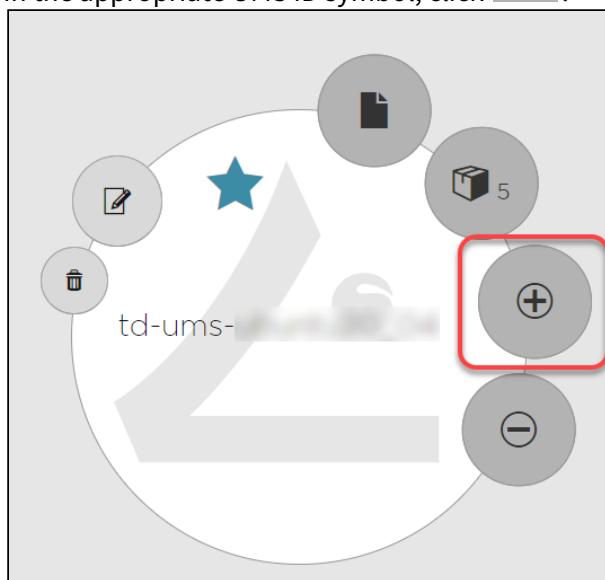
Assigning a Product Pack to the UMS ID

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2(see page 155).



On the **UMS ID** page, your registered UMS IDs are shown.

2. In the appropriate UMS ID symbol, click .





3. Select the Product Packs to which you want to assign the UMS ID and click **OK**.

Assign Product Packs

To assign Product Packs to the UMS ID, select them and click OK.

	Product	Product Pack ID	Subscription Key	Volume	Status	Action
<input type="checkbox"/>	TER	TER-I [REDACTED]	TER-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	AWD	AWD-[REDACTED]		3/10	ACTIVATED	
<input checked="" type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	2/4	ACTIVATED	
<input type="checkbox"/>	EMP	EMP-I [REDACTED]	EMP-[REDACTED]	0/1	NEW	
<input type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	TER	TER-[REDACTED]	TER-[REDACTED]	2/5	ACTIVATED	
<input type="checkbox"/>	WE	WE-[REDACTED]	WE-[REDACTED]	0/1	ACTIVATED	
<input type="checkbox"/>	AWD	AWD-[REDACTED]		0/10	ACTIVATED	

The "WE" row is selected and highlighted with a red border. The "OK" button at the bottom right is also highlighted with a red border.

The Product Packs are assigned to the UMS ID. The licenses contained in this Product Pack are immediately available to the UMS.



To review the licenses that are available to the UMS, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click .



Preventing User Intervention

If you want to ensure that the licensing process cannot be canceled by the user, proceed as follows:

1. Create a UMS profile in which **Setup > System > Remote management > Prompt user on UMS actions** is deactivated.
The profile must be based on exactly the same firmware version that is installed on the devices.
For further information about profiles, see the manual chapters Profiles and Creating Profiles.
2. Assign the profile to the directory view or directory that contains the devices to which the licenses are to be deployed.

If the license deployment has been successful, you can remove the profile.



Configuring the Distribution Conditions

Overview

You can configure the distribution conditions per Product Pack. This allows you, for instance, to distribute licenses from an Enterprise Management Pack (EMP) only to devices that are located in a specific directory of the UMS structure tree.

The following distribution conditions are possible:

- [Distributing Licenses to All Devices](#)(see page 159)
- [Distributing Licenses to Devices in a Specified Directory](#)(see page 160)
- [Distributing Licenses to Devices in a Specified View](#)(see page 165)

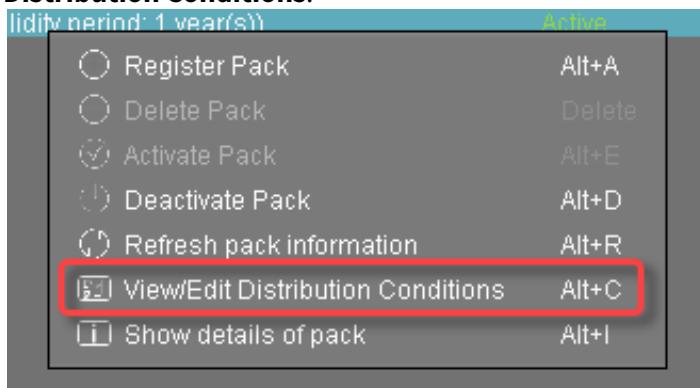
Distributing Licenses to All Devices

With Workspace Edition (WE) Product Packs, the distribution of licenses to all unlicensed devices is set by default.

With all other Product Pack types, the distribution of licenses is set to conditional by default.

To distribute the licenses of a Product Pack to all devices:

1. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



2. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is Enabled (with conditions)
a device will get a Licence automatically:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

[NOT ACTIVE!] Device will get license if it is inside following folder(s):

[NOT ACTIVE!] Device will get license if is in scope of following view(s):

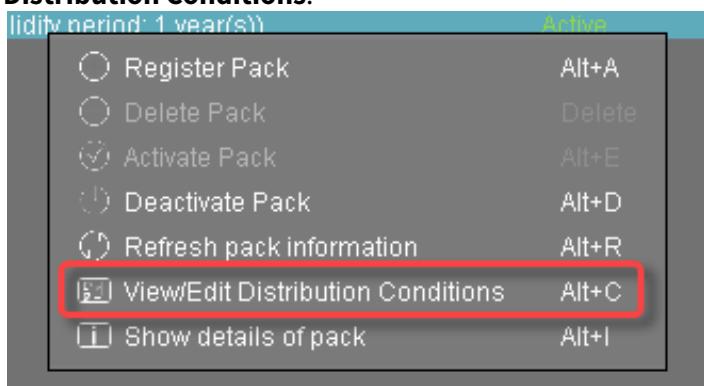
Save **Cancel**

3. Click **Save**.

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).

Distributing Licenses to Devices in a Specified Directory

1. Create a directory and put the devices that require licenses in it.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit**

**Distribution Conditions.**

3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: **Enabled** (highlighted)

If the **Automatic Distribution Method** is **Enabled (with conditions)**, a device will get a Licence automatically:

- It is in one (or more) of the following **folders**.

[NOT ACTIVE] Device will get license if it is inside following folder(s):

[NOT ACTIVE] Device will get license if is in scope of following view(s):

Save Cancel

4. Click the symbol as shown below:



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

If the **Automatic Distribution Method** is set to "Enabled (with conditions)" a device will get a Licence automatically if **any** of the following conditions is met:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

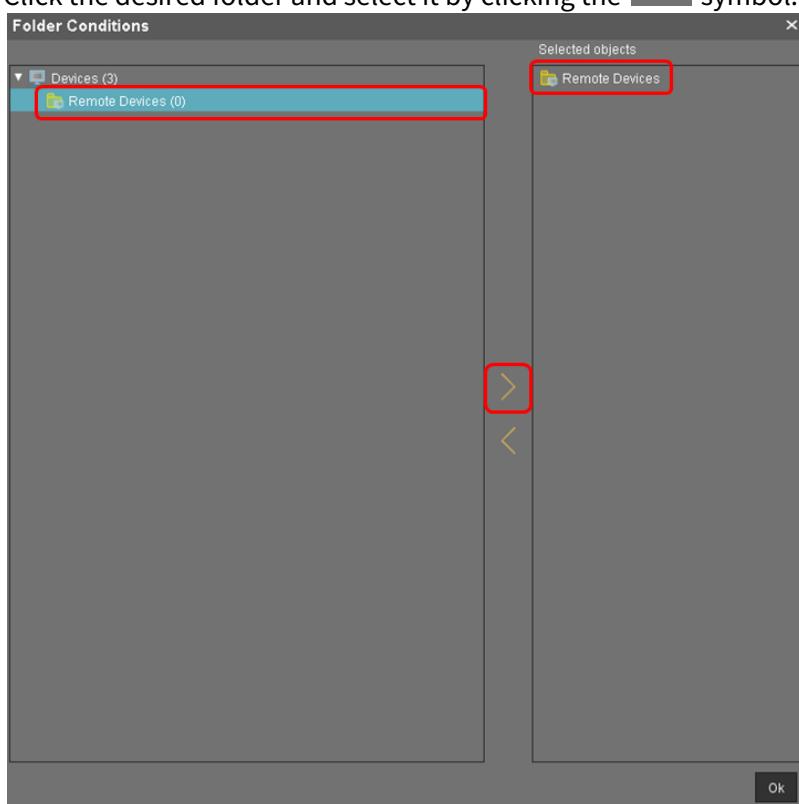
Device will get license if it is inside following folder(s):

Device will get license if is in scope of following view(s):

Save **Cancel**



5. Click the desired folder and select it by clicking the symbol.

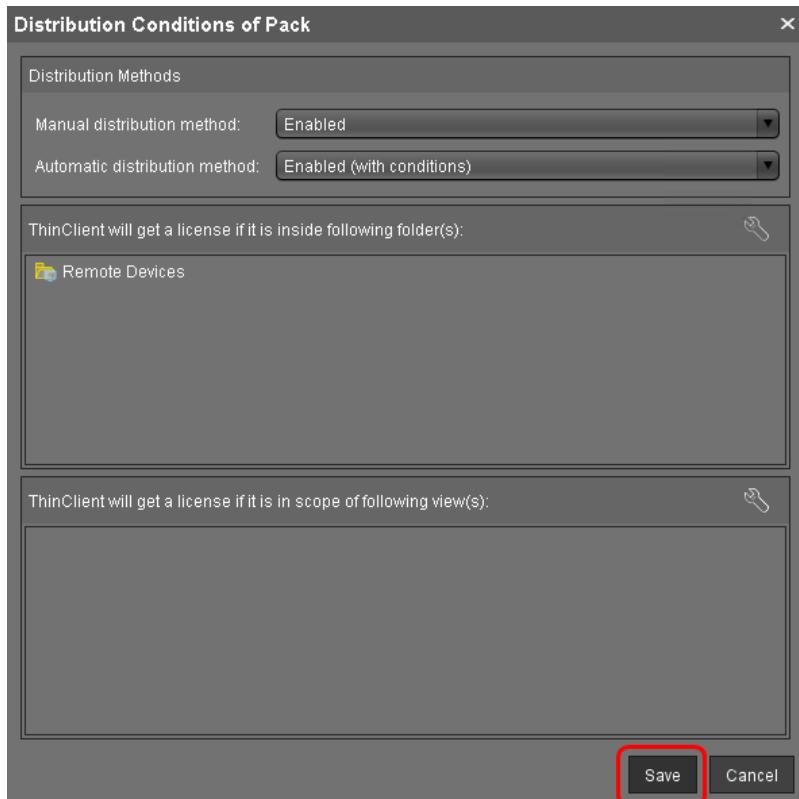


6. Click **Ok**.

The configured distribution condition is shown.



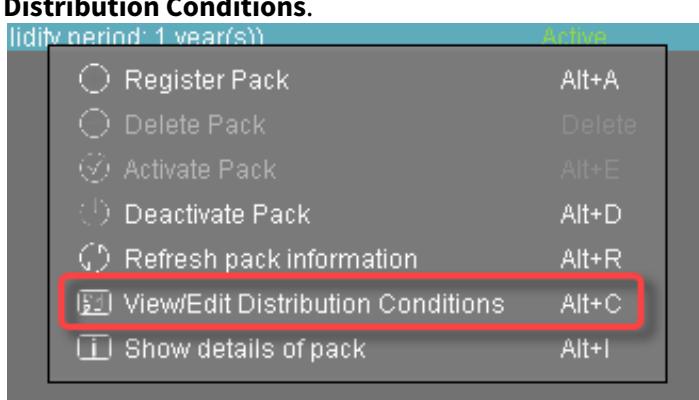
7. Click **Save**.



The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).

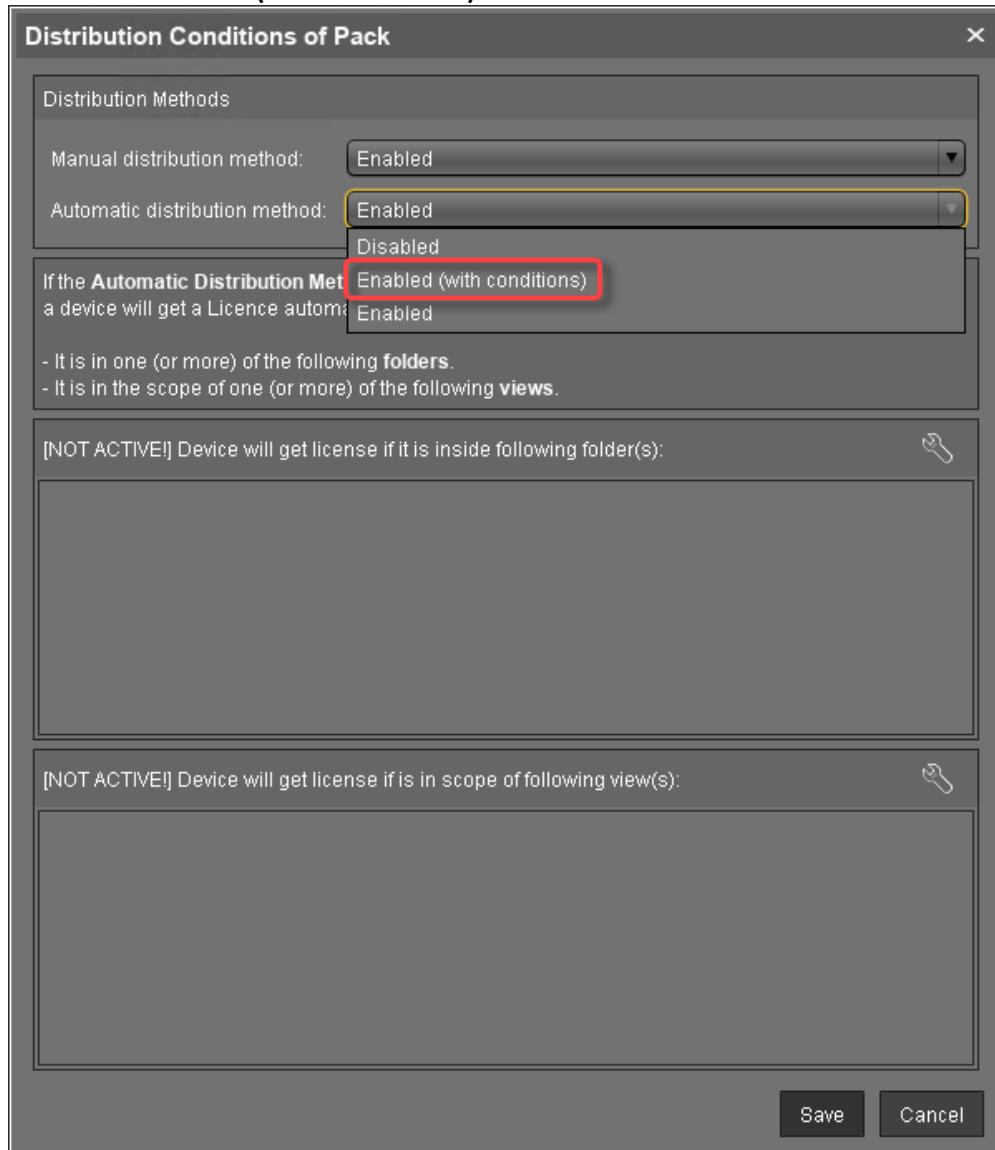
Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



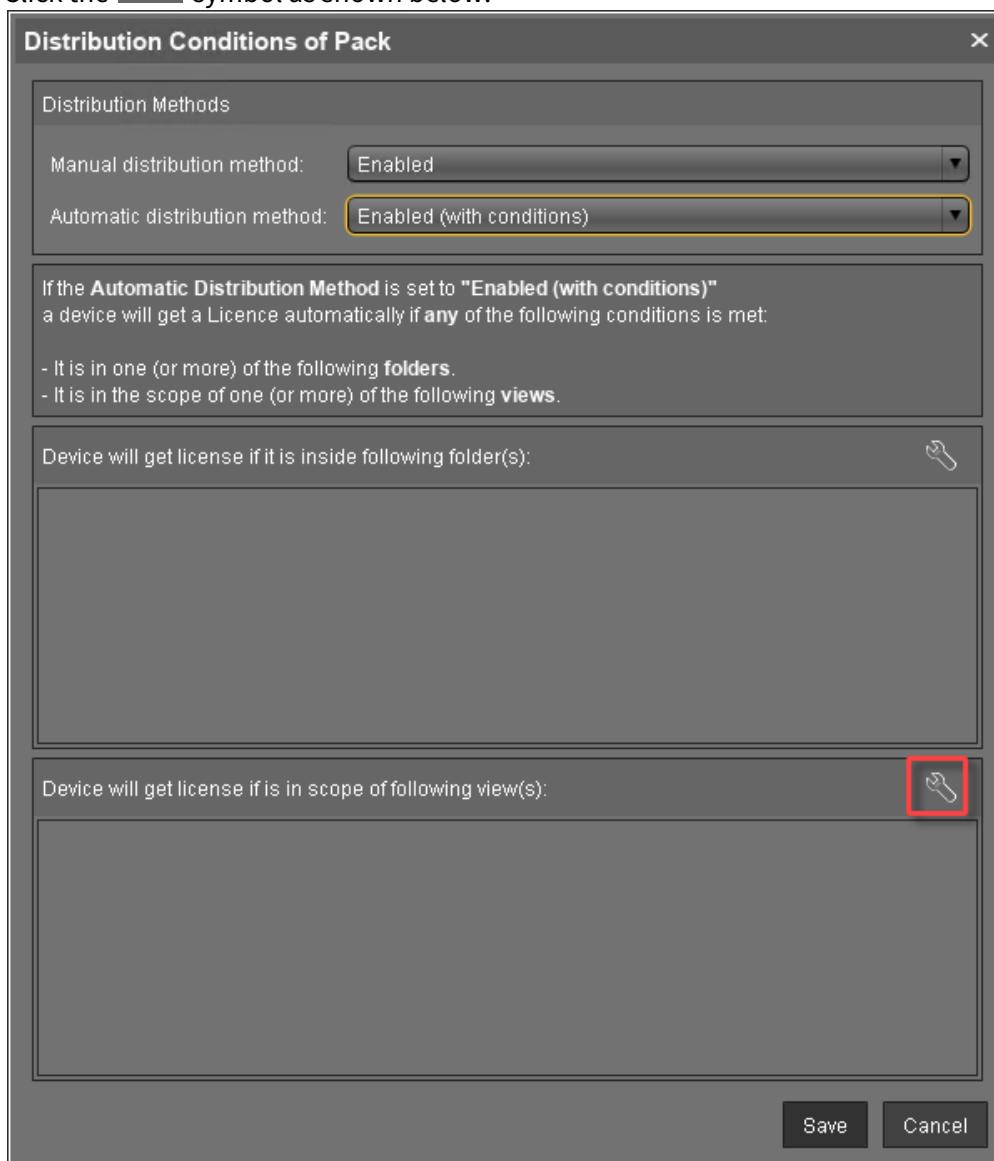


3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



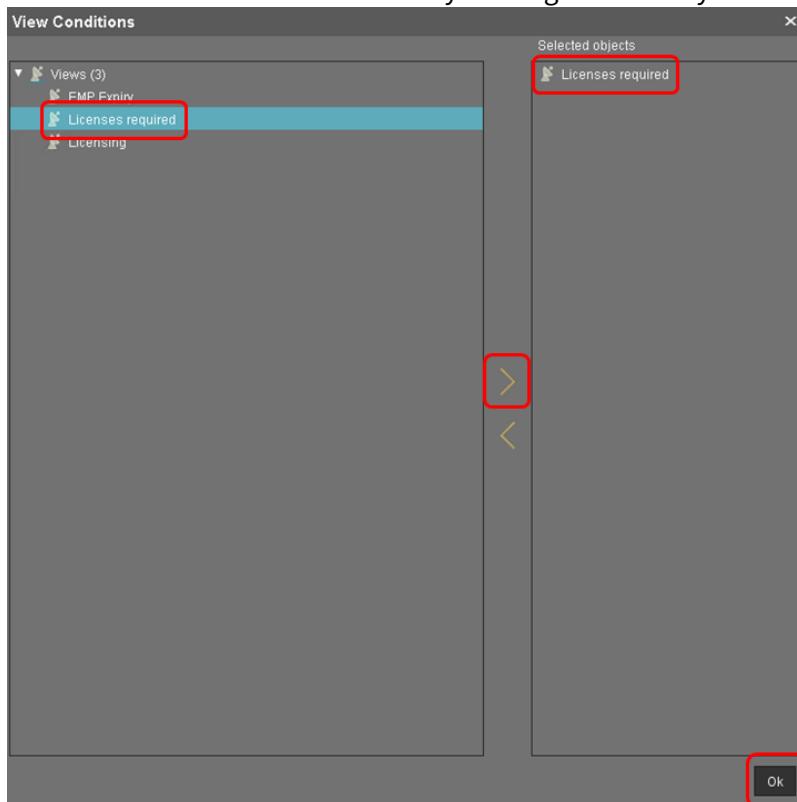


4. Click the  symbol as shown below:





5. Click the desired view and select it by clicking the symbol.



6. Click **Ok**.

The configured distribution condition is shown.



7. Click **Save**.

Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is set to "**Enabled (with conditions)**" a device will get a Licence automatically if **any** of the following conditions is met:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

[NOT ACTIVE] Device will get license if it is inside following folder(s):

[NOT ACTIVE] Device will get license if is in scope of following view(s):

Licenses required

Save **Cancel**

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).



Enabling Automatic License Deployment

Setting the UMS to Deploy Licenses Automatically

1. Ensure that the distribution conditions are set according to your needs; see [Configuring the Distribution Conditions](#)(see page 159).
2. Go to **UMS Administration > Licenses > Deployment** and ensure that **Enable automatic deployment** is activated.

The UMS periodically looks for registered devices without a valid license. If the UMS finds an unlicensed device that meets the distribution conditions, it requests a license from the licensing server. When requesting a license, the UMS sends the device's unit ID to the licensing server. Each license is bound to the unit ID of a device.

The licensing server issues the licenses and sends them to the UMS. The UMS stores the licenses and adds a download link to the device settings.

Afterwards, the UMS sends the current settings to the devices. When the devices have received their settings, they download their licenses from the UMS and reboot. After the reboot, the devices have all licensed features.

If a device cannot be reached by the UMS while attempting to send the new settings, it will not receive the new license immediately; for further information, see [Intervals for Automatic License Deployment](#)(see page 173). You have the possibility to trigger the license deployment manually; see [Starting the License Assignment Manually](#)(see page 175).

Adding New Devices

If the UMS is configured to deploy licenses automatically, newly registered devices will receive licenses according to the distribution conditions.

To add new devices:



1. Click to scan for devices.
2. Select the IP range, or list of ranges, to be scanned.

In the **Found devices** dialog, all devices within the defined IP range are listed.



3. Click **Select New Ones** if you want to register all new devices, or activate the appropriate entries in the **Include** column.

Found devices

58 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP Address	Product	Include
Yes	000BCA055018	00:0B:CA:05:50:18	ITC000BCA0550...	172.30.91.87	IGEL OS 11 UD2-LX 40	<input checked="" type="checkbox"/>
No	0050569321B1	00:50:56:93:21:B1	DokuW1obl	172.30.91.165	IGEL Unified Management...	<input checked="" type="checkbox"/>
No	0050569371A5	00:50:56:93:71:A5	ITC0050569371A5	172.30.91.107	OS 3 UC1-LX acps	<input checked="" type="checkbox"/>
Yes	005056AA5602	00:50:56:AA:56:02	IGEL-005056AA5...	172.30.91.149	UMS Test UDV-X20 LX	<input type="checkbox"/>
Yes	005056AD2A89	00:50:56:AD:2A:89	PM-MH-WIN7-UMB	172.30.91.143	IGEL Unified Management...	<input type="checkbox"/>
No	00E0C5080935	00:E0:C5:08:09:35	ITGGEABVMW73...	172.30.91.174	IGEL OS 11 UD2-LX 50	<input checked="" type="checkbox"/>
Yes	00E0C51143A5	00:E0:C5:11:43:A5	ITC00E0C51143...	172.30.91.236	LX UD3-LX No valid licen...	<input type="checkbox"/>
No	00E0C515658C	00:E0:C5:15:65:8C	ITC00E0C51BD2...	172.30.91.47	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
No	00E0C51847F8	00:E0:C5:18:47:F8	ITC00E0C51847...	172.30.91.46	LX UD3-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C519528F	00:E0:C5:19:52:8F	DESKTOP-M84Q...	172.30.91.42	W10 UD3-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A22FE	00:E0:C5:1A:22:FE	ITC00E0C51A22...	172.30.91.187	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A4388	00:E0:C5:1A:43:88	ITC00E0C51A43...	172.30.91.134	W10 UD6-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A43D9	00:E0:C5:1A:43:D9	ITC00E0C51A43...	172.30.91.124	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITGGEABTCLX30...	172.30.91.51	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C51A723B	00:E0:C5:1A:72:3B	ITC00E0C51A72...	172.30.91.31	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
Yes	00E0C51A7CF6	00:E0:C5:1A:7C:F6	SOLARIS	172.30.91.98	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input checked="" type="checkbox"/>
No	00E0C51BC84F	00:E0:C5:1B:C8:4F	ITC00E0C51BC8...	172.30.91.168	LX UD7-LX 10acps	<input checked="" type="checkbox"/>
Yes	00E0C51BCA2D	00:E0:C5:1B:CA:2D	ITC00E0C51BCA...	172.30.91.17	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51BD274	00:E0:C5:1B:D2:74	ITC00E0C51BD2...	172.30.91.235	W10 UD7-W10 10c	<input checked="" type="checkbox"/>
Yes	00E0C51BD27C	00:E0:C5:1B:D2:...	MAINCLIENTAH	172.30.91.183	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BD299	00:E0:C5:1B:D2:99	ITG-PL-UD7	172.30.91.218	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:...	ITC00E0C51BD2...	172.30.91.74	LX UD7-LX 10ac	<input checked="" type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.75	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.91.193	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51C4084	00:E0:C5:1C:40:84	ITC00E0C51C40...	172.30.91.161	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C4E20	00:E0:C5:1C:4E:20	ITC00E0C51C4E...	172.30.91.28	W10 UD7-W10 10c	<input checked="" type="checkbox"/>

Buttons: Rescan | Invert Selection | **Select New Ones** | Export Unit ID list

Put in directory: /Devices/ ...

Buttons: Ok | Cancel



4. If you have specified a directory as a distribution condition, activate **Put in directory** and select the appropriate directory.

Found devices

58 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP Address	Product	Include
Yes	000BCA055018	00:0B:CA:05:50:18	ITC000BCA0550...	172.30.91.87	IGEL OS 11 UD2-LX 40	<input checked="" type="checkbox"/>
No	0050569321B1	00:50:56:93:21:B1	DokuW10bl	172.30.91.165	IGEL Unified Management...	<input checked="" type="checkbox"/>
No	0050569371A5	00:50:56:93:71:A5	ITC0050569371A5	172.30.91.107	OS 3 UC1-LX acps	<input checked="" type="checkbox"/>
Yes	005056AA5602	00:50:56:AA:56:02	IGEL-005056AA5...	172.30.91.49	UMS Test UDV-X20 LX	<input type="checkbox"/>
Yes	005056AD2A89	00:50:56:AD:2A:89	PM-MH-WIN7-UMB	172.30.91.143	IGEL Unified Management...	<input type="checkbox"/>
No	00E0C5080935	00:E0:C5:08:09:35	ITGGEABVMW73...	172.30.91.174	IGEL OS 11 UD2-LX 50	<input checked="" type="checkbox"/>
Yes	00E0C51143A5	00:E0:C5:11:43:A5	ITC00E0C51143...	172.30.91.236	LX UD3-LX No valid licen...	<input type="checkbox"/>
No	00E0C515658C	00:E0:C5:15:65:8C	ITC00E0C51BD2...	172.30.91.47	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
No	00E0C51847F8	00:E0:C5:18:47:F8	ITC00E0C51847...	172.30.91.46	LX UD3-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C519528F	00:E0:C5:19:52:8F	DESKTOP-M84Q...	172.30.91.42	W10 UD3-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A22FE	00:E0:C5:1A:22:FE	ITC00E0C51A22...	172.30.91.187	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A4388	00:E0:C5:1A:43:88	ITC00E0C51A43...	172.30.91.134	W10 UD6-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A43D9	00:E0:C5:1A:43:D9	ITC00E0C51A43...	172.30.91.124	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITGGEABTCLX30...	172.30.91.51	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C51A723B	00:E0:C5:1A:72:3B	ITC00E0C51A72...	172.30.91.31	LX UD6-LX 51acps	<input type="checkbox"/>
Yes	00E0C51A7CF6	00:E0:C5:1A:7C:F6	SOLARIS	172.30.91.98	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input checked="" type="checkbox"/>
No	00E0C51BC84F	00:E0:C5:1B:C8:4F	ITC00E0C51BC8...	172.30.91.168	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51BCA2D	00:E0:C5:1B:CA:2D	ITC00E0C51BCA...	172.30.91.17	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51BD274	00:E0:C5:1B:D2:74	ITC00E0C51BD2...	172.30.91.235	W10 UD7-W10 10c	<input checked="" type="checkbox"/>
Yes	00E0C51BD27C	00:E0:C5:1B:D2:7C	MAINCLIENTAH	172.30.91.183	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BD299	00:E0:C5:1B:D2:99	ITG-PL-UD7	172.30.91.218	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:...	ITC00E0C51BD2...	172.30.91.74	LX UD7-LX 10ac	<input checked="" type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.75	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.91.193	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51C4084	00:E0:C5:1C:40:84	ITC00E0C51C40...	172.30.91.161	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C4E20	00:E0:C5:1C:4E:20	ITC00E0C51C4E...	172.30.91.28	W10 UD7-W10 10c	<input checked="" type="checkbox"/>

Buttons: Rescan | Invert Selection | Select New Ones | Export Unit ID list | Ok | Cancel

Input Field: Put in directory: /Devices/

5. Click **Ok**.

6. Proceed with [Checking If the Licenses Have Been Deployed Successfully](#)(see page 174).



Intervals for Automatic License Deployment

In an Automatic License Deployment scenario, the intervals at which the UMS issues licenses to devices are as follows:

- 30 seconds for newly registered devices: When a new, unlicensed device that is selected for license distribution registers, the UMS will issue a license within 30 seconds after registration.
- 5 minutes after reboot: When a new, unlicensed device that is selected for license distribution reboots, the UMS will issue a license within 5 minutes after reboot.
- 24 hours for all registered devices: The UMS checks for unlicensed devices every 24 hours. If an unlicensed device is selected for license distribution, it will issue a license.

When the device has received a license, it will reboot. After this reboot, all licenses features will be available.



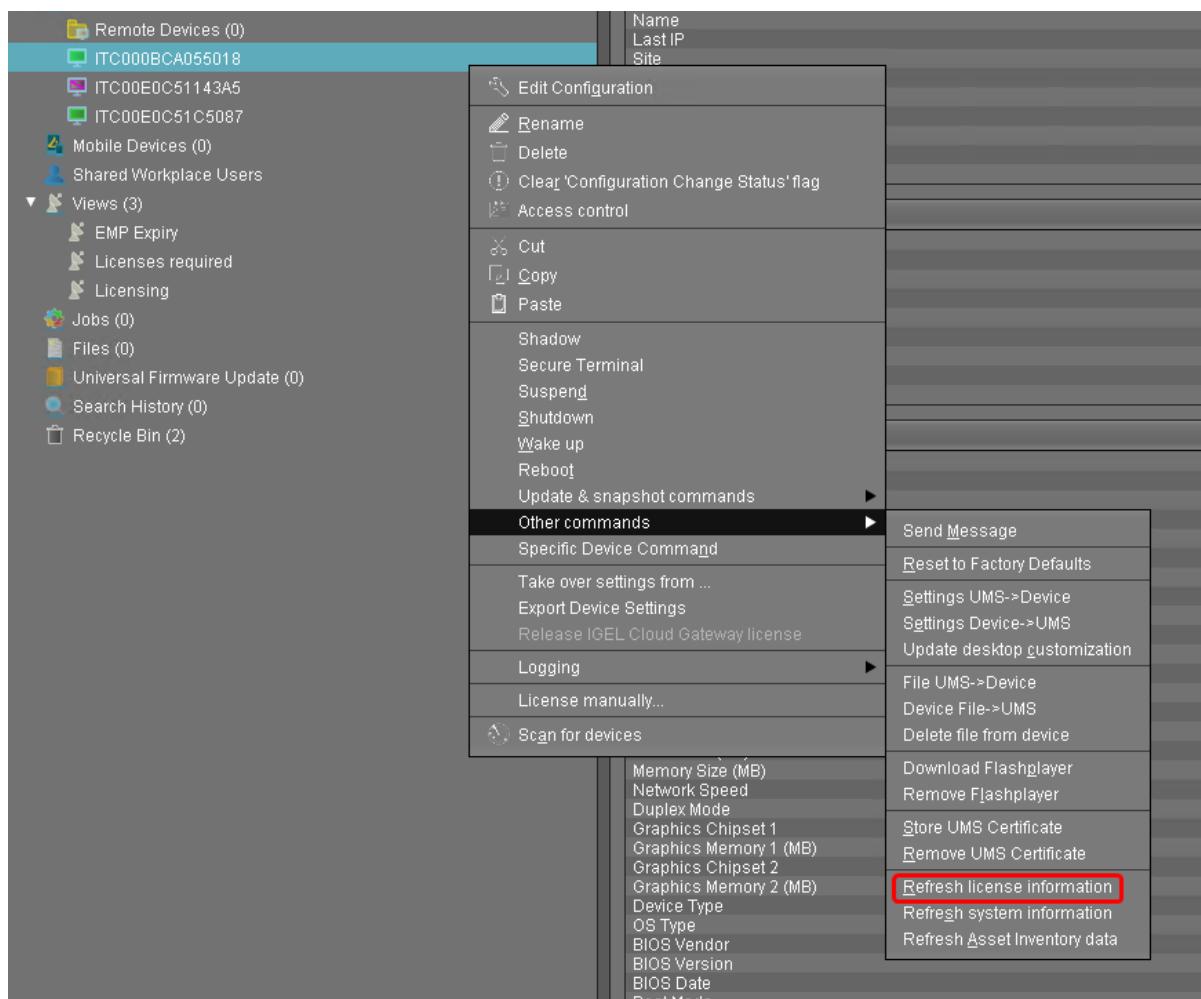
Checking If the Licenses Have Been Deployed Successfully

Quick Check

- Go to **Server - [...] > Thin Clients** and check if all devices have the icon . This icon signifies that the device is online and has a license.

Detailed Check

- To ensure that the licensing status is up-to-date, open the context menu on a device and select **Other commands > Refresh license information**.





Starting the License Assignment Manually

The UMS provides a wizard that you can use to trigger license assignment manually. This assignment method requires that free license slots of the appropriate type are available in the UMS. It gives you fine-grained control over when licenses are assigned. It also offers an alternative way of selecting the devices to which the licenses are to be assigned.

The method is appropriate for the following use cases:

- Ensuring that the licenses are assigned at a defined time
- Selecting single devices, in addition to selecting devices by directory

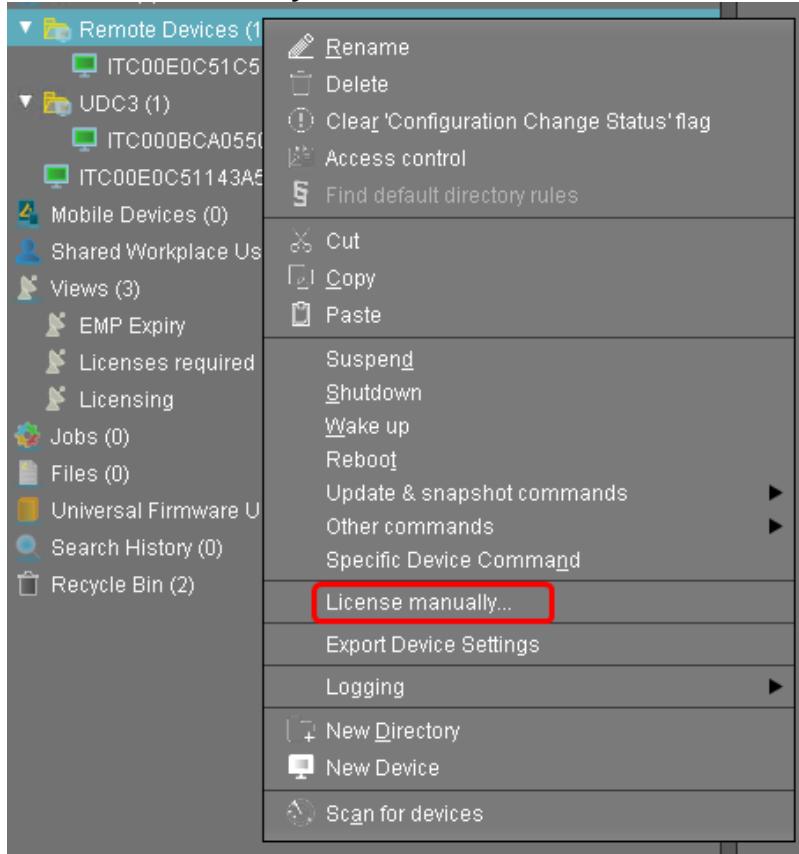
The following license types are supported:

- Workspace Edition (WE)
- Enterprise Management Pack (EMP)
- Software Maintenance

Typically, you put the devices in a directory and then start the license deployment wizard.

To deploy a license to a directory:

1. Open the UMS console, find the directory in the structure tree and, in the context menu, select **License manually...**





The Product Packs that contain compatible licenses and the devices to which licenses can be assigned are listed.

- Select the desired Product Pack and click **Next**.

Manual license assignment

Select ALD pack for manual assignment

Product	Pack	Used/Total	Subscription status
Universal Desktop Converter	0316-8286-a3bb-125d-8bc2	0/2	Validity period: 1 year(s)

Preview of licensable devices:

Name	Unit ID
ITC000BCA055018	000BCA055018

1 of 1 devices licensable with selected pack.

Buttons: Back, Next, Finish, Cancel

- Select the devices to which licenses are to be assigned and click **Next**.

Manual license assignment

Licensable devices:

Selected pack:	EMP-R9HXH (EMP)
Subscription status:	Expiration date: Jan 24, 2020
License contingent:	0 used, 10 total

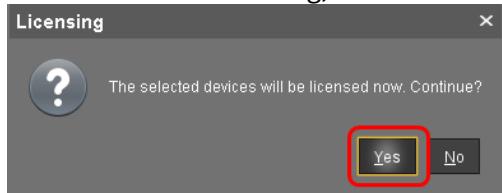
Compatible devices:

Selection	Name	UnitID	Expiry	Comment
<input checked="" type="checkbox"/>	ITC00E0C51C5087	00E0C51C5087		

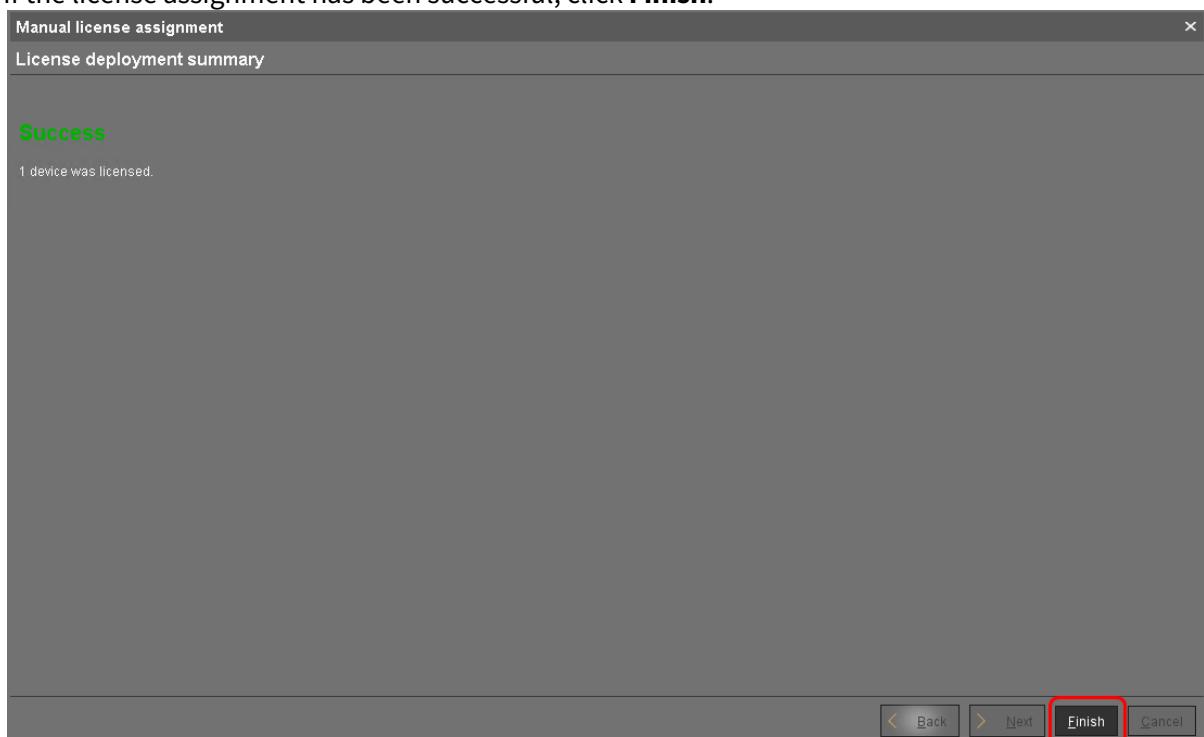
Buttons: Select all, Select none, Invert selection, Back, Next, Finish, Cancel



4. In the confirmation dialog, click **Yes**.



5. If the license assignment has been successful, click **Finish**.





Set up Automatic License Deployment (ALD) with ALD Token

Overview

Use this method if you want to deploy licenses for several companies with one single UMS. In this scenario, the fully automated deployment as described under [Setting up Automatic License Deployment \(ALD\)](#)(see page 146) can not be applied. Make sure to associate the licenses with the directory for the relevant company; this is described under [Configuring the Distribution Conditions](#)(see page 159).

Prerequisites

- UMS 6.01.100 or higher
- Network: For required ports, please refer to UMS Communication Ports.

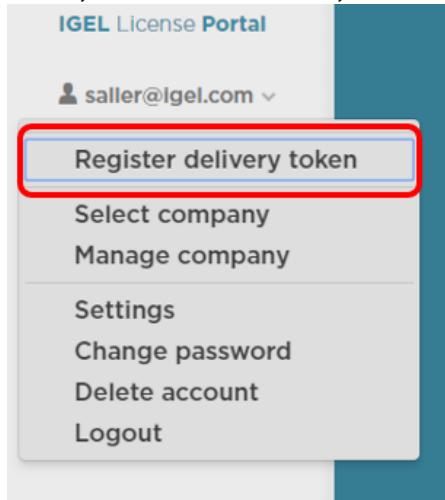


Getting an ALD Token from the IGEL License Portal

When you have received the Delivery Token from your reseller, you are ready to get your ALD Token from the IGEL License Portal (ILP). With the ALD Token, you can deploy licenses to your devices automatically using the UMS.

1. Log in at the IGEL License Portal: <https://activation.igel.com>²⁸. If you have not registered yet, you must register first.
Your dashboard is shown.

2. If your order has been delivered before 09/2021, select **Register Delivery Token**. If your order is newer, find it under **Orders**, select the details and continue with step 5(see page 180).



3. Enter the Delivery Token you received from your reseller.

 A screenshot of a web form titled "Register delivery token". It has a text input field containing "DLV-GBUC8" which is highlighted with a red box. To the right of the input field is a blue "send" button. Below the input field is a checkbox with a checked mark followed by the text "I have read and agree to the licence terms stated in the EULA.".

4. Confirm the EULA and click **Send**.

²⁸ <https://activation.igel.com/>



Register delivery token

Please enter your delivery token.

I have read and agree to the [licence terms](#) stated in the EULA.

The page **Order Details** is shown. It contains one or more subscriptions which are identified by subscription keys.

5. Open the management dialog for the subscription key that contains the licenses you want to generate.

Order Details

Overview of order 9d454ef5-33e5-448f-8450-81b590588250

Delivery token:	Description:
DLV-WVDMZ	UD Pocket

Status:	On:	By user:
Consumed	2018-09-21	saller@igel.com

All types	Search packs	Filter by date				
Manage	Subscription Key	Status	Expiration date	Volume	Archived	Demo license
<input type="button" value="+"/>	UDP-PKSEB	NEW	NO END DATE YET	0/1		

The management dialog opens.



6. Click **Generate ALD Token.**

The screenshot shows the 'Subscription ID' as 'UDP-PKSEB' and the 'Activation key (legacy)' as '0916-5fc0-d21f-44fe-7c80'. The 'ALD Token' field contains 'NOT SET' and has a 'Generate ALD Token' button below it, which is highlighted with a red box. Other buttons include 'Show hardware', 'Add hardware', 'Remove hardware', and 'Archive subscription pack'. Status indicators at the bottom show 'NEW', '0/1', and 'Duration: 1 Day(s)'.

7. In the confirmation dialog, click **Yes.
The ALD Token is generated.**

8. Click to copy the ALD Token to your clipboard and store it for later use.

The screenshot shows the 'Subscription ID' as 'UDP-PKSEB' and the 'Activation key (legacy)' as '0916-5fc0-d21f-44fe-7c80'. The 'ALD Token' field contains 'e47e9f45-c408-4725-845d' and has a clipboard icon to its right, which is highlighted with a red box. Other buttons include 'Delete ALD Token', 'Show hardware', 'Add hardware', 'Remove hardware', and 'Archive subscription pack'. Status indicators at the bottom show 'NEW', '0/1', and 'Duration: 1 Day(s)'.

i Note on the **Delete ALD Token** button: When you click **Delete ALD Token**, your current token will become invalid and a new token will be generated. This function should be used in urgent cases only, e.g. if your token has been exposed.

9. Continue with [Setting up a Connection to the License Server](#)(see page 182).



Setting up a Connection to the License Server

Using a direct connection

1. Log in to the UMS console.
2. Go to **UMS Administration > Licenses > Deployment**.
3. Make sure that **Used proxy server** is empty. If not, click **Edit proxy configuration**, select **No proxy server** and then **Save**.
4. Click **Test connection** to check if the connection works.

A screenshot of the UMS Administration interface. The 'Deployment' tab is selected. Under 'Used proxy server', there is a text input field containing 'itga-squidguard'. To its right is a blue 'Edit proxy configuration' button. Below this is a green 'Connection test' button with the text 'Connection successfully tested. (http://172.30.249.150)'. To the right of the test button is a yellow 'Test connection' button.

5. Continue with [Registering an ALD Token](#)(see page 183).

Using a proxy server

If you have already configured an appropriate proxy server:

1. Log in to the UMS console.
2. Go to **UMS Administration > Licenses > Deployment**.
3. Click **Edit proxy configuration** to check or change the proxy to be used for automatic license deployment.
4. Click **Test connection** to check if the connection works.

A screenshot of the UMS Administration interface. The 'Deployment' tab is selected. Under 'Used proxy server', the text input field now contains 'itga-squidguard'. To its right is a blue 'Edit proxy configuration' button. Below this is a green 'Connection test' button with the text 'Connection successfully tested. (http://172.30.249.150)'. To the right of the test button is a yellow 'Test connection' button.

5. Continue with [Registering an ALD Token](#)(see page 183).



Registering an ALD Token

1. Go to **UMS Administration > Licenses > Deployment**.

2. Click to add the ALD Token.

3. Enter your ALD Token and click **Register**.

A screenshot of the UMS Deployment interface. At the top, there's a header bar with tabs like 'Deployment' and 'Licenses'. Below it, a section for proxy configuration shows 'Used proxy server: itga-squidguard' and a green button 'Connection successfully tested. (http://172.30.249.150)'. There's also a 'Test connection' button. The main area shows a table of 'Registered packs' with columns for 'Pack ID', 'Product', 'Used licenses', 'Subscription status (expiration date/validity ...)', 'Status', 'Manual Dist...', 'Automatic ...', and 'Autom...'. In the foreground, a modal dialog titled 'Register Pack' is open. It has a text input field 'Token' containing 'b9a70a67-5677-44af-af3c-02354d9784e8', which is highlighted with a red box. Below the token input are two buttons: 'Register' (which is also highlighted with a red box) and 'Cancel'. At the bottom of the dialog, there's a table showing 'Executed actions' with a single entry: 'Time: Sep 5, 2019 1:28:10 PM', 'Action: Deploy Workspace Edition Add-on...', 'User/Group ID: PWT-JLCZW', 'Number of affected devices: 1', and 'Result: Success'.

The UMS downloads the license information for the token from the license server. A success message is displayed.

4. Click to have a look at the license information.

The dialog **Details of Pack** shows the license information:



Details of Pack

Attribute	Value
Pack ID	EMP-P2009
Token	77e8148e-e18a-4897-96a6-e267d2b4386d
Registration date	Nov 29, 2019 12:21:31 PM
Product	Enterprise Management Pack
Activation Key	
Used licenses	0/1
Validity period	1 year(s)
Expiration Date	
Registration method	Manual
Status	Active
Demo license	
Manual Distribution	Enabled
Automatic Distribution	Enabled (with conditions)
Automatic Distribution Condition	No Conditions

Licensed hardware

Ok



Preventing User Intervention

If you want to ensure that the licensing process cannot be canceled by the user, proceed as follows:

1. Create a UMS profile in which **Setup > System > Remote management > Prompt user on UMS actions** is deactivated.
The profile must be based on exactly the same firmware version that is installed on the devices.
For further information about profiles, see the manual chapters Profiles and Creating Profiles.
2. Assign the profile to the directory view or directory that contains the devices to which the licenses are to be deployed.

After the licenses have been deployed successfully, you can remove the profile.



Configuring the Distribution Conditions

(i) Managed Service Providers with Several Companies and One Single UMS

If you want to deploy licenses for several clients/companies, make sure to specify the relevant directory so that the licenses will be deployed only to the devices of the desired company; see [Distributing Licenses to Devices in a Specified Directory](#)(see page 187).

Overview

You can configure the distribution conditions per Product Pack. This allows you, for instance, to distribute licenses from an Enterprise Management Pack (EMP) only to devices that are located in a specific directory of the UMS structure tree.

The following distribution conditions are possible:

- [Distributing Licenses to All Devices](#)(see page 186)
- [Distributing Licenses to Devices in a Specified Directory](#)(see page 187)
- [Distributing Licenses to Devices in a Specified View](#)(see page 192)

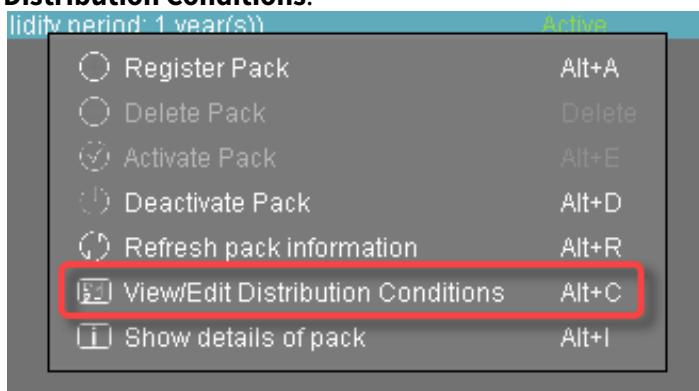
Distributing Licenses to All Devices

With Workspace Edition (WE) Product Packs, the distribution of licenses to all unlicensed devices is set by default.

With all other Product Pack types, the distribution of licenses is set to conditional by default.

To distribute the licenses of a Product Pack to all devices:

1. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



2. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is Enabled (with conditions)
a device will get a Licence automatically:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

[NOT ACTIVE!] Device will get license if it is inside following folder(s):

[NOT ACTIVE!] Device will get license if is in scope of following view(s):

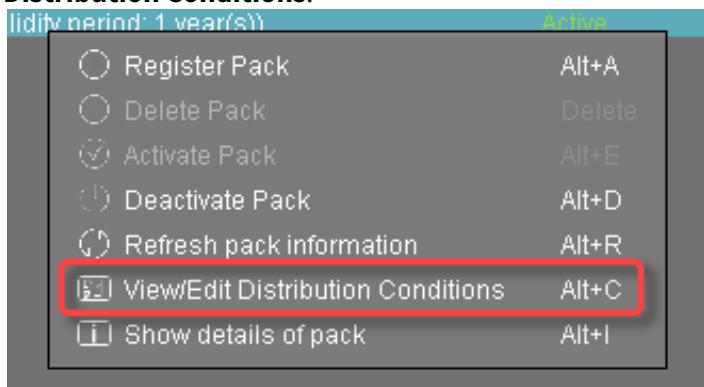
Save **Cancel**

3. Click **Save**.

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).

Distributing Licenses to Devices in a Specified Directory

1. Create a directory and put the devices that require licenses in it.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit**

**Distribution Conditions.**

3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: **Enabled** (highlighted)

If the **Automatic Distribution Method** is **Enabled (with conditions)**, a device will get a Licence automatically:

- It is in one (or more) of the following **folders**.

- It is in the scope of one (or more) of the following **views**.

[NOT ACTIVE] Device will get license if it is inside following folder(s):

[NOT ACTIVE] Device will get license if is in scope of following view(s):

Save Cancel

4. Click the symbol as shown below:



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

If the **Automatic Distribution Method** is set to "Enabled (with conditions)" a device will get a Licence automatically if **any** of the following conditions is met:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

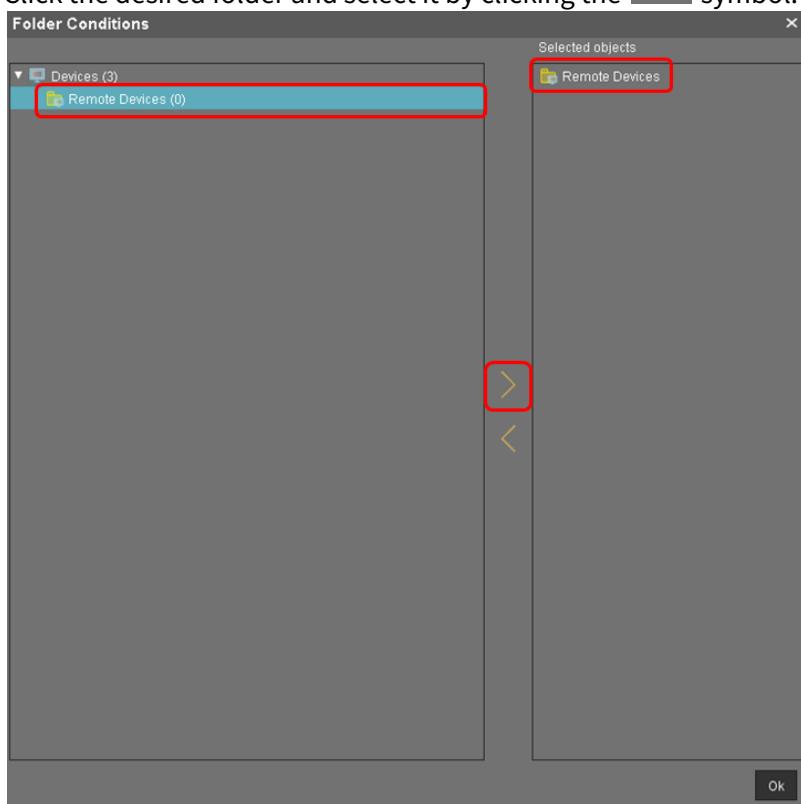
Device will get license if it is inside following folder(s):

Device will get license if is in scope of following view(s):

Save **Cancel**



5. Click the desired folder and select it by clicking the symbol.

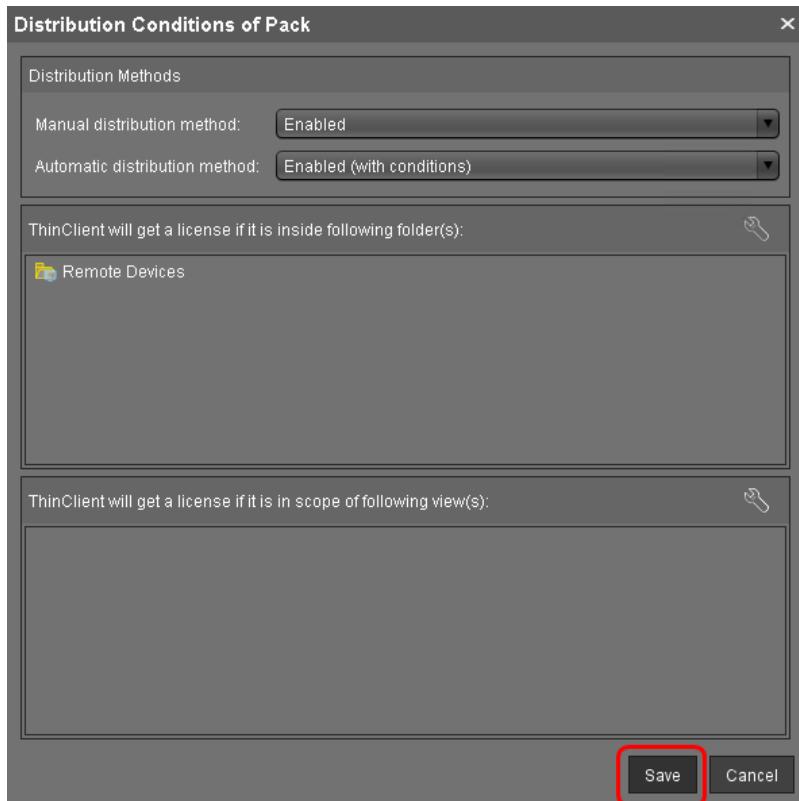


6. Click **Ok**.

The configured distribution condition is shown.



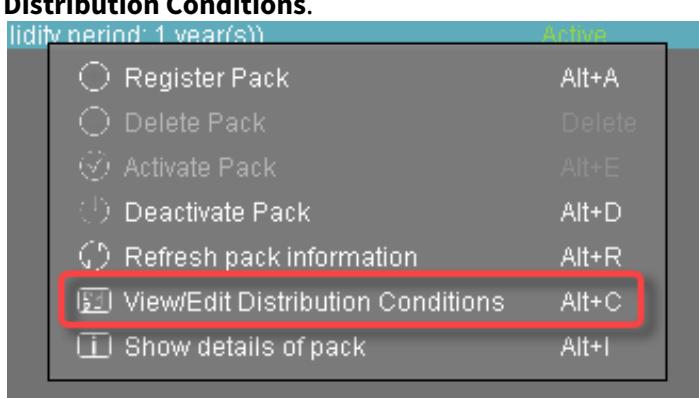
7. Click **Save.**



The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).

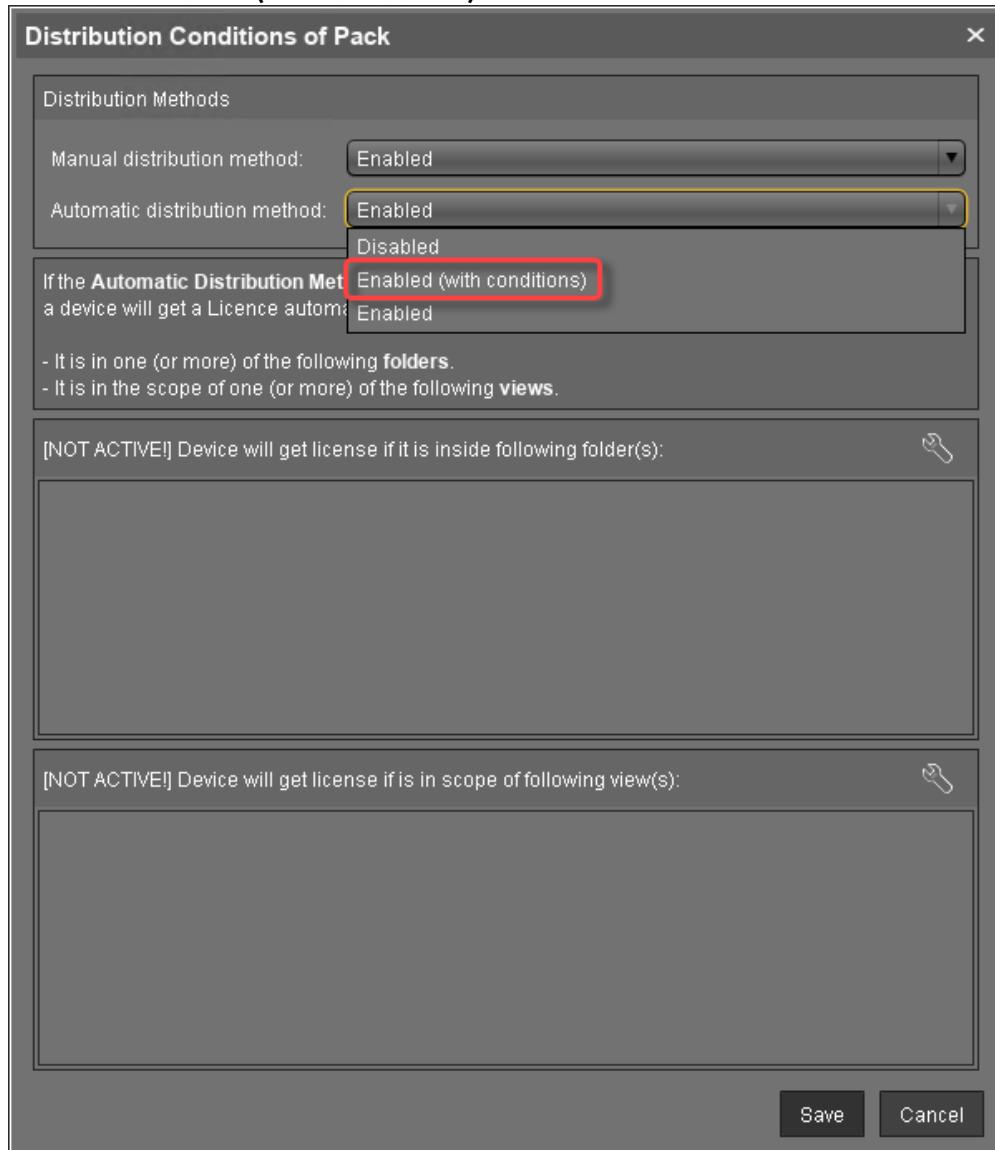
Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



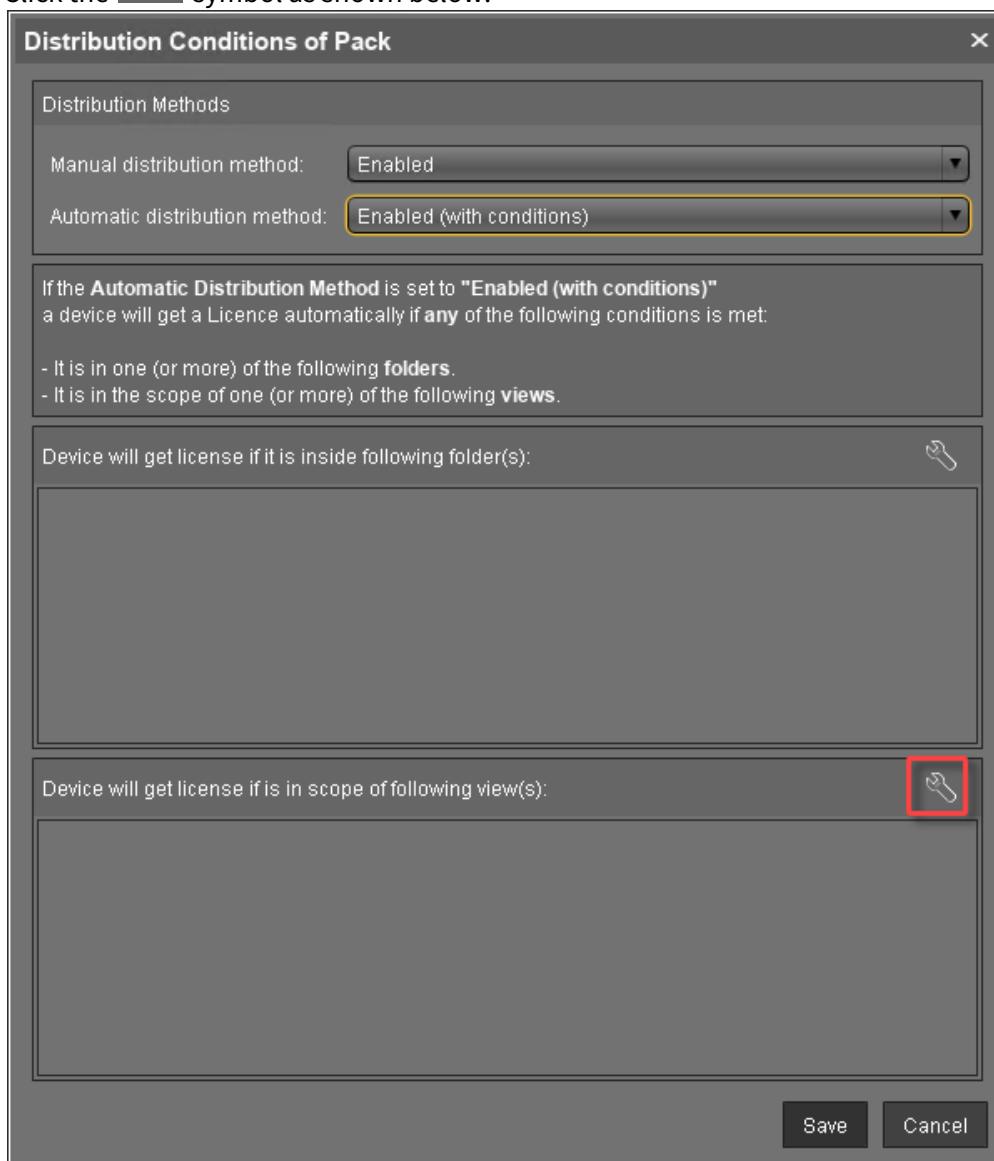


3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



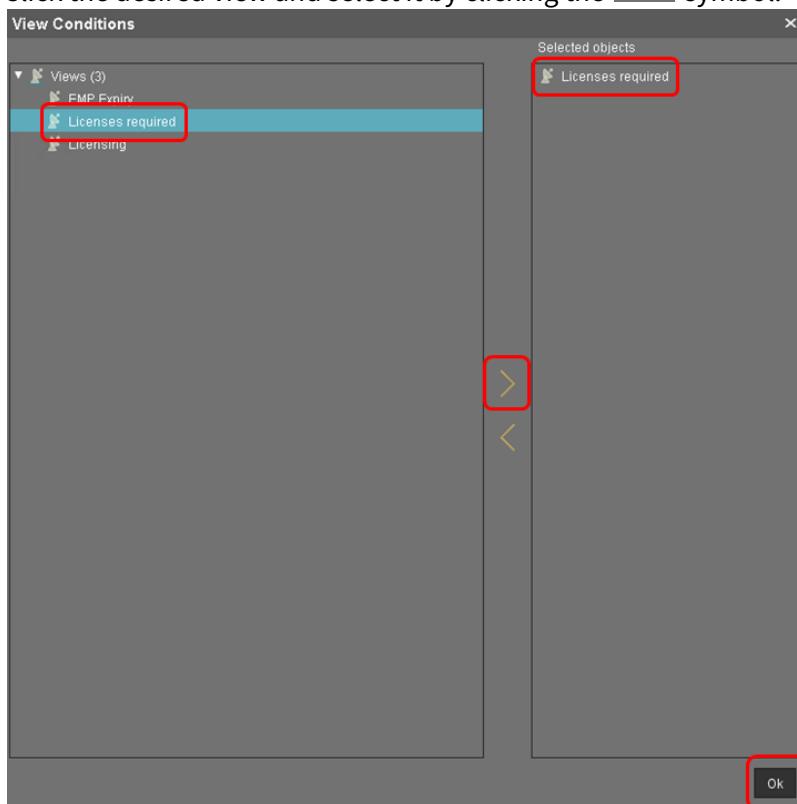


4. Click the symbol as shown below:





5. Click the desired view and select it by clicking the symbol.



6. Click **Ok**.

The configured distribution condition is shown.



7. Click **Save**.

Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is set to "**Enabled (with conditions)**" a device will get a Licence automatically if **any** of the following conditions is met:

- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

[NOT ACTIVE] Device will get license if it is inside following folder(s):

[NOT ACTIVE] Device will get license if is in scope of following view(s):

Licenses required

Save **Cancel**

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 173).

Next Step

- ▶ Start the deployment using the method that suits you best:
 - If the devices are not registered with the UMS yet, continue with [Enabling Automatic License Deployment for Unregistered Devices](#)(see page 197).
 - If the devices are already registered with the UMS yet, continue with [Starting Automatic License Deployment for Registered Devices](#)(see page 200).
 - If you want to deploy licenses to single devices manually, continue with [Starting License Assignment Manually](#)(see page 201).



Enabling Automatic License Deployment for Unregistered Devices

1. If you want to put the new devices into a new directory, go to **Server [...] > Devices** and create a new directory by selecting **New Directory** in the context menu.
2. Give the directory an appropriate name, e. g. "New devices".
3. If you want to ensure that the licensing process cannot be canceled by the user, create a profile in which **Setup > System > Remote management > Prompt user on UMS actions** is deactivated.

The profile must be based on exactly the same firmware version that is installed on the devices.

For further information about profiles, see the manual chapters **Profile** and **Profile erstellen**.

4. If applicable, assign the profile to the new directory created in step 1.
5. Go to **UMS Administration > Global Configuration > Licenses > Deployment** and activate **Enable automatic deployment**.
6. Click to scan for devices.
7. Select the thin devices you want to register with the UMS.
8. Enable **Put in directory** and click to select the directory you created for the new devices.



Found devices

81 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP address	Product	Include
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITC00E0C51A63...	172.30.91.132	LX UD6-LX 51acps	<input type="checkbox"/>
Yes	00E0C51B17D5	00:E0:C5:1B:17:D5	ITC00E0C51B17...	172.30.91.20	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BCE03	00:E0:C5:1B:CE:03	ITC00E0C51BCE...	172.30.91.74	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51BD29D	00:E0:C5:1B:D2:9D	ITC00E0C51BD2...	172.30.91.27	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:C0	ITC00E0C51BD2...	172.30.91.9	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.68	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BE164	00:E0:C5:1B:E1:64	ITC00E0C51BE1...	172.30.91.254	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BE190	00:E0:C5:1B:E1:90	ITC00E0C51BE1...	172.30.91.17	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.92.60	OS 3 UC2-LX acps	<input type="checkbox"/>
No	00E0C51C4CAC	00:E0:C5:1C:4C:CA	ITC00E0C51C4C...	172.30.91.81	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C4D6C	00:E0:C5:1C:4D:6C	MM_UD710AC	172.30.91.28	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C4E89	00:E0:C5:1C:4E:89	ITC00E0C51C4E...	172.30.91.181	LX UD7-LX 10	<input type="checkbox"/>
No	00E0C51C5022	00:E0:C5:1C:50:22	ITC00E0C51C50...	172.30.91.249	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51C5087	00:E0:C5:1C:50:87	ITC00E0C51C50...	172.30.91.13	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
...

Rescan Insert Selection Select New Ones Export Unit ID list

Put in directory: /Devices/New devices/ ...

Ok Cancel

9. Click **Ok**.

The UMS orders a license from the licensing server. When ordering a license, the UMS sends the device's unit ID to the licensing server; each license is bound to the unit ID of a device.

The licensing server creates the licenses and sends them to the UMS. The UMS stores the licenses and adds a download link to the device settings.

Afterward, the UMS sends the current device settings to the devices. When the devices have received the settings, they download their license from the UMS and reboot.

Depending on the device setting **System > Remote management > Prompt user on UMS actions**, the user can cancel this process. After the reboot, the devices have all licensed features.

10. Look at the **Executed Actions** table to check which licenses have been created and registered with the UMS.

Executed actions				
Time	Action	Used Pack ID	Number of affected devices	Result
Nov 29, 2019 12:53:14 PM	Deploy Enterprise Management P...	EMP-P2009	1	Successful
Sep 5, 2019 1:28:10 PM	Deploy Workspace Edition Add-o...	PYVI-JLUZWW	1	Successful
Sep 3, 2019 2:31:36 PM	Deploy Workspace Edition Add-o...	TER-NUWLY	1	Successful



11. Proceed with [Checking if the Licenses Have Been Deployed Successfully](#)(see page 204).
If the license deployment has been successful, you can remove the profile that deactivates **Setup > System > Remote management > Prompt user on UMS actions**.



Starting Automatic License Deployment for Registered Devices

1. If you want to ensure that the licensing process cannot be canceled by the user, create a profile in which **System > Remote management > Prompt user on UMS actions** is deactivated. For further information about profiles, see the manual chapters **Profile** and **Profile erstellen**.

i The profile must be based on exactly the same firmware version that is installed on the devices.

2. If applicable, assign the profile to the devices in question.
3. Go to **UMS Administration > Licenses > Deployment** and ensure that **Enable automatic license deployment** is activated.

Every 5 minutes, the UMS looks for registered devices without a valid license. If the UMS finds an unlicensed device, it orders a license from the licensing server. When ordering a license, the UMS sends the device's unit ID to the licensing server; each license is bound to the unit ID of a device. The licensing server creates the licenses and sends them to the UMS. The UMS stores the licenses and adds a download link to the device settings.

Afterward, the UMS sends the current settings to the devices. When the devices have received the settings, they download their licenses from the UMS and reboot. After the reboot, the devices have all licensed features.

i If a device cannot be reached by the UMS when it tries to send the new settings, it will not receive the new license immediately. But the device will handle this automatically by periodically asking the UMS if a license is available. If yes, it will get the current settings including the download link, download the license from the UMS, and reboot.

4. Proceed with [Checking if the Licenses Have Been Deployed Successfully](#)(see page 204).



Starting License Assignment Manually

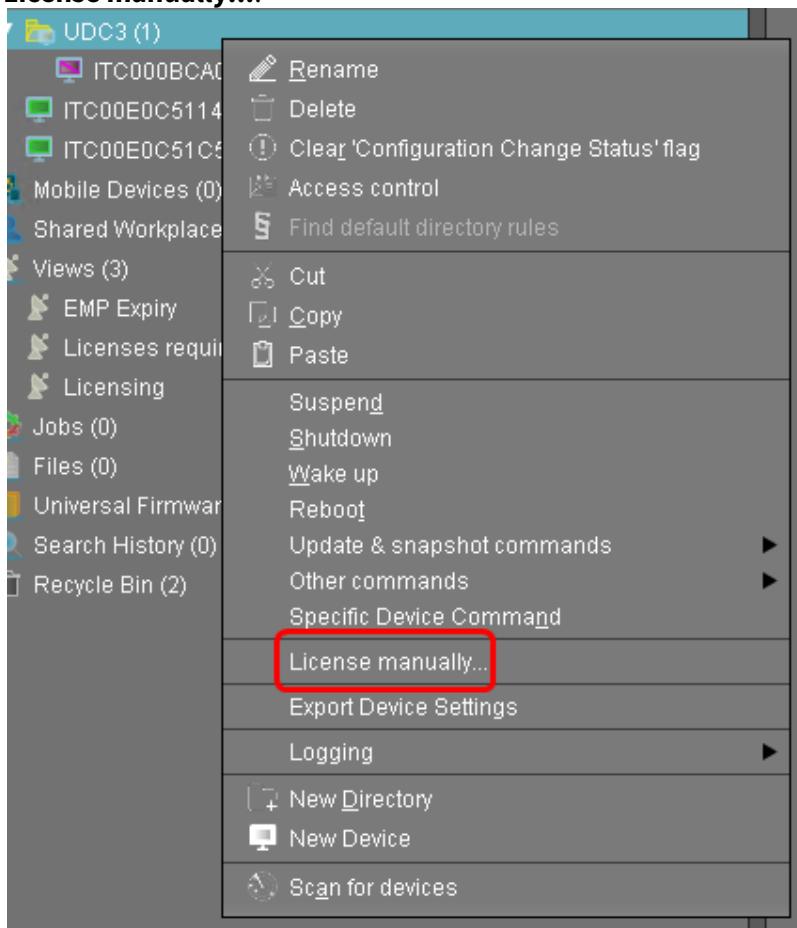
You can use a wizard to trigger license assignment manually. As a precondition, free licenses of the appropriate type must be available in the UMS. You can use this method to have an alternative means of selecting the devices to which the licenses are to be assigned.

This method enables you to ensure that the licenses are assigned at a defined time.

Typically, you put the devices in a directory and then start the license deployment wizard.

To deploy a license to a directory:

1. Open the UMS console, find the directory in the structure tree and, in the context menu, select **License manually....**



The Product Packs that contain compatible licenses and the devices to which licenses can be assigned are listed.



2. Select the desired Product Pack and click **Next**.

Manual license assignment

Select ALD pack for manual assignment

Compatible packs for device selection:

Product	Pack	Used/Total	Subscription status
Workspace Edition	WF-BBR7F	0/5	Validity period: 1 year(s)
Workspace Edition Add-on 90meter	90M-X9LPU	0/1	Validity period: 1 year(s)

Preview of licensable devices:

Name	Unit ID
ITC000BCA055018	000BCA055018

1 of 1 devices licensable with selected pack.

Back Next Finish Cancel

3. Select the devices to which licenses are to be assigned and click **Next**.

Manual license assignment

Licensable devices:

Selected pack: 90M-X9LPU (90M)

Subscription status: Validity period: 1 year(s)

License contingent: 0 used, 1 total

Compatible devices:

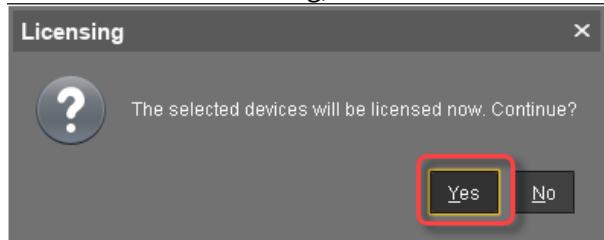
Selection	Name	Unit ID	Expiry	Comment
<input checked="" type="checkbox"/>	ITC000BCA055018	000BCA055018		

Select all Select none Invert selection

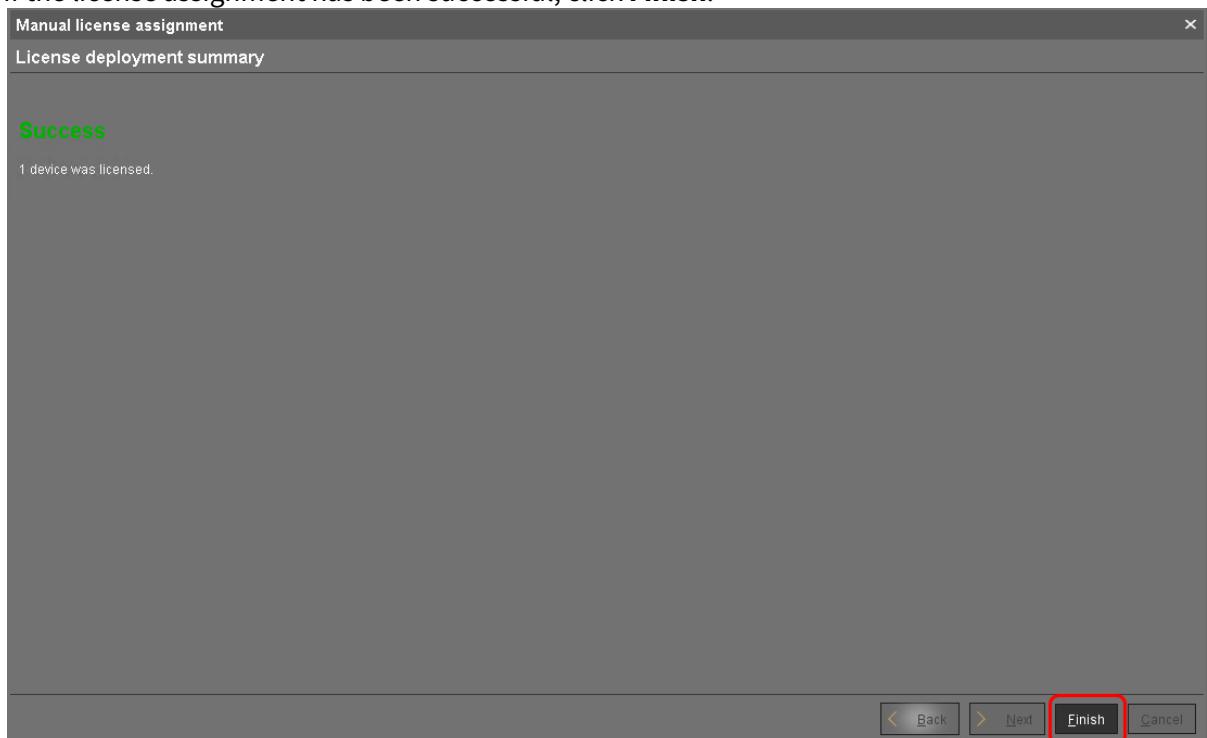
Back Next Finish Cancel



4. In the confirmation dialog, click **Yes**.



5. If the license assignment has been successful, click **Finish**.

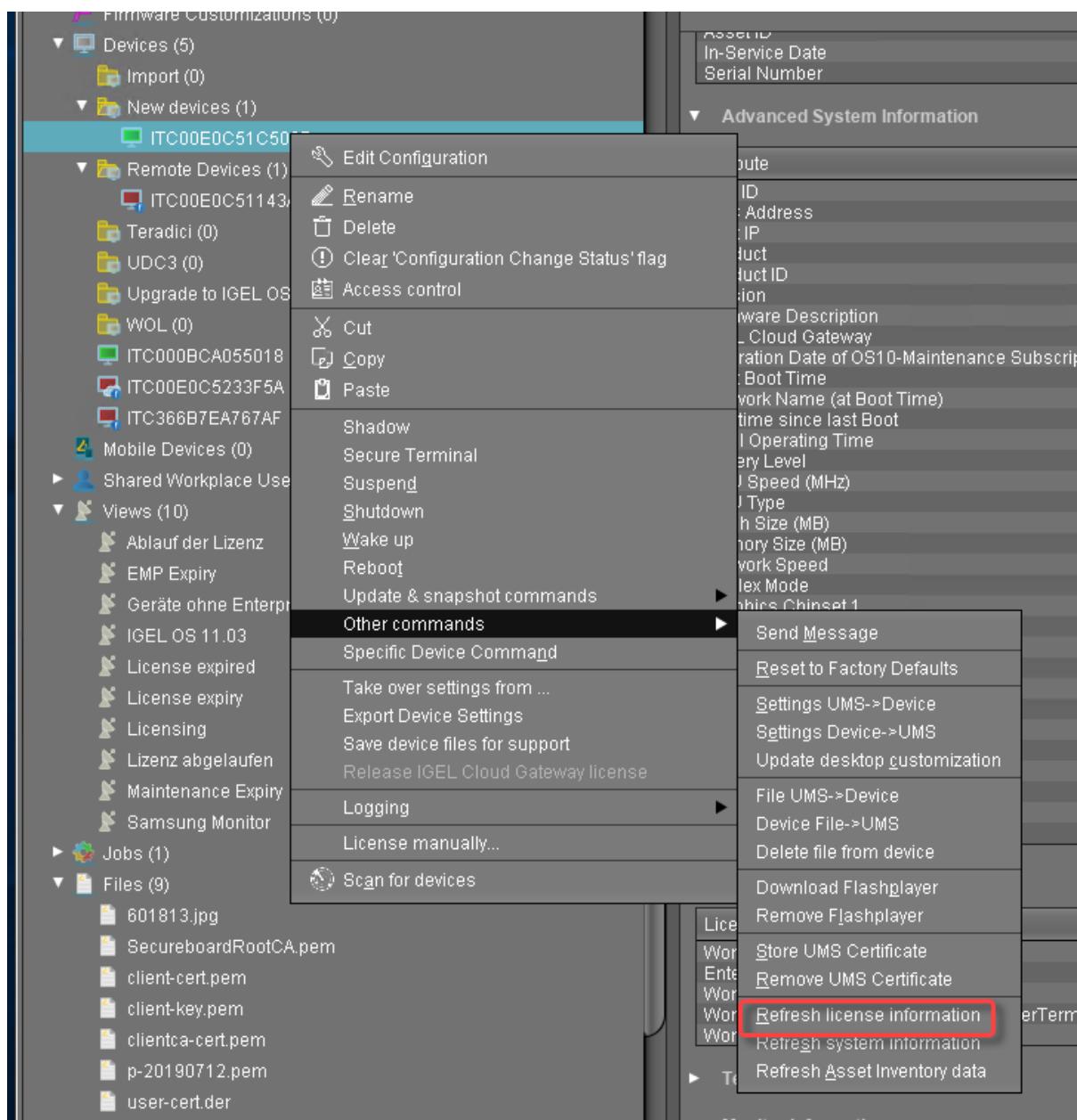




Checking if the Licenses Have Been Deployed Successfully

- ▶ Go to **Server - [...]** > **Devices** and check if all devices have the icon . This icon signifies that the device is online and has a license.

- ▶ To ensure that the licensing status is up-to-date, open the context menu on a device and select **Other commands > Refresh license information**.





Managing Product Packs

Getting the Current License Usage and Other Details

- ▶ 1. Click to refresh the license information from the license server.
- ▶ 2. Select the desired Product Pack and click . Alternatively, you can use the context menu. The details for this Product Pack are shown.

Deleting a Product Pack

If you delete a Product Pack, it is no longer registered in the UMS and therefore can not be used for automatic license deployment any longer.

- ▶ Select a Product Pack and click to delete it from the UMS. Alternatively, you can use the context menu.

Deactivating a Product Pack

License Activation as of April 1st, 2021

With Product Packs that have been purchased since April the 1st of 2021, all licenses are activated at the date of invoice.

With Product Packs that have been purchased before April the 1st, 2021, all licenses are activated when the first license is assigned to a device.

If you deactivate a Product Pack, it is no longer available for license deployment. Its licenses will not be assigned to any devices.

- ▶ Select a Product Pack and click to deactivate it. Alternatively, you can use the context menu.

Activating a Product Pack

License Activation as of April 1st, 2021

With Product Packs that have been purchased since April the 1st of 2021, all licenses are activated at the date of invoice.

With Product Packs that have been purchased before April the 1st, 2021, all licenses are activated when the first license is assigned to a device.

You can activate a Product Pack that has been deactivated.

- ▶ Select a Product Pack and click to deactivate it. Alternatively, you can use the context menu.



Extending or Upgrading Licenses

To extend or upgrade an existing set of licenses, you receive a new Delivery Token from your reseller. The ALD Token that came with the original Delivery Token remains the same. The licensing server provides the extension or upgrade in the form of a mass license.

- ▶ Go to **UMS Administration > Licenses > Deployment** and click in the **Registered packs** table.

The UMS detects an extension or upgrade of a set of licenses as the Delivery Token associated with an ALD Token has changed.

The UMS fetches the mass license from the licensing server. The UMS stores this license and adds a download link to the device settings of each device that has a license relating to the token in question.

As soon as the thin clients receive new device settings, they download the mass license from the UMS and reboot. After the reboot, the devices have all licensed features.

To force immediate license deployment:

1. Go to **Server [...] > Devices** and select all devices whose licenses relates to the token in question.
2. Open the context menu on the selected thin clients and select **Other Thin Client commands > Settings UMS->TC**.



ITC00E

		Attribute
<input type="checkbox"/> Edit Configuration		Unit ID
<input type="checkbox"/> Rename		MAC Address
<input type="checkbox"/> Delete		Last IP
<input type="checkbox"/> Clear 'Configuration Change Status' flag		Product
<input type="checkbox"/> Access control		Product ID
<input type="checkbox"/> Cut		Version
<input type="checkbox"/> Copy		Firmware Description
<input type="checkbox"/> Paste		IGEL Cloud Gateway
Shadow		Expiration Date of OS10-Maint
Secure Terminal		Last Boot Time
Suspend		Network Name (at Boot Time)
Shutdown		Runtime since last Boot
Wake up		Total Operating Time
Reboot		Battery Level
Update & snapshot commands		CPU Speed (MHz)
Other commands		CPU Type
Specific Device Command		Flash Size (MB)
Take over settings from ...		Memory Size (MB)
Export Device Settings		Network Speed
Save device files for support		Duplex Mode
Release IGEL Cloud Gateway license		Graphics Chinsel 1
Logging		Send Message
License manually...		Reset to Factory Defaults
<input type="checkbox"/> Scan for devices		Settings UMS->Device
601813.jpg		Settings Device->UMS
SecureboardRootCA.pem		Update desktop customization
client-cert.pem		File UMS->Device
client-key.pem		Device File->UMS
clientca-cert.pem		Delete file from device
p-20190712.pem		Download Flashplayer
		Remove Flashplayer
		Store UMS Certificate
		Remove UMS Certificate
		Refresh license information
		Refresh system information
		Refresh Asset Inventory data



Manual License Deployment for IGEL OS

- [Creating a Unit ID List for IGEL OS](#)(see page 209)
- [Getting the License File from the IGEL License Portal](#)(see page 210)
- [Deploying the License on the Device](#)(see page 215)



Creating a Unit ID List for IGEL OS

To issue IGEL OS licenses, a unit ID list (list of hardware identifiers) is needed. This list must be provided in CSV format.

When you have created the unit ID list, you can use it to get you license files from the IGEL License Portal; see [Getting the License File from the IGEL License Portal](#)(see page 210).

With UMS

To obtain a unit ID list from the UMS, proceed as follows:

1. In the UMS, go to **UMS Administration > Global Configuration > Licenses > Device's Licenses**.
2. Click **Export Unit ID list**.
3. In the **Export Unit ID list** wizard, select the filter that is appropriate for your purpose. If you need a more sophisticated selection, create an appropriate view, select **Export all Unit IDs from a view**, and then select the view you have created. For more information about views, see the Views section in the UMS manual.
4. Click **Next**.
A list of all devices that will be included in the list is shown.
5. Click **Export**.
6. Enter a file name and save the CSV file.

Without UMS

If you want to create a unit ID list using an alternative method, the CSV file must meet the following requirements:

- The entries representing the unit IDs must be separated by commas "," or semicolons ";".
- For IGEL devices or devices converted by IGEL OS Creator (OSC), the unit ID is identical to the device's MAC address. The colon ":" can be omitted. Example: `00E0C51C5087` or `00:E0:C5:1C:50:87`
- For UD Pockets, the unit IDs must be prefixed by a "#". Example: `#85641000D308482019`



Getting the License File from the IGEL License Portal

- i** If your Product Pack has been purchased before September 3rd of 2021, you must redeem the Delivery Token first; see [Redeeming a Delivery Token \(Legacy\)](#)(see page 87).

1. In the IGEL License Portal (ILP), go to **Orders** and open the details for the order that contains your Product Pack.

A screenshot of the IGEL License Portal's navigation sidebar. The sidebar includes links for Home, Orders (which is highlighted with a red box), Co-Term/Renewal, UMS Licensing ID, Search hardware, Subscription Keys, Product Packs, Archived packs, and IGEL Knowledge Base.

Orders

All Orders registered to IGEL Technology

Details	Order time	Delivery Token	Order ID	Description	Order Status	Quote Id
⊕	2021-06-25	00-00000000	00-00000000	Test	Consumed	
⊕	2021-07-05	00-00000000	00-00000000	test	Consumed	
⊕	2021-07-01	00-00000000	00-00000000	Test	Consumed	
⊕	2021-09-02	00-00000000	00-00000000	Test	Consumed	

The order details are shown.



2. Open the management dialog for your Product Pack.

Delivery Token: Order time: Description:
[Delivery Token] 2021-09-02 Test
Status: On: By user:
Consumed 2021-09-02 [user@igel.com]
Order ID
[Order ID]

#1 EMP
1-YEARS
[View Details] Edit Details

#1 EMP
1-YEARS
[View Details] Edit Details

(→)	Archived	Demo
X	X	X
Product	Status	
EMP	ACTIVATED	
Volume	Expiration Date	
0/3	2022-09-08	



3. Click **Add hardware**.

A screenshot of the IGEL software interface. On the left, there's a sidebar with a tree view showing 'EMP' and its sub-item 'Manage'. The main area has several input fields: 'Product Pack ID' (containing 'EMP-XXXXXX') with a copy icon; 'Comment:' with a pencil icon; 'ALD Token:' (containing 'NOT SET') with a copy icon; a button to 'Generate ALD Token'; 'UMS Licensing IDs:' with a 'Manage UMS Licensing IDs' button; 'Delivery Token:' with a 'Show Delivery Token' button; 'Hardware:' with a 'Show hardware' button; a prominent red-outlined button labeled 'Add hardware'; 'Remove hardware'; 'Archive:' with an 'Archive Product Pack' button; 'Split:' with a 'Split Product Pack' button; and 'Merge:' with a 'Merge with other Product Pack(s)' button. At the bottom, it shows 'ACTIVATED' with a 0/3 badge and an expiration date of '2022-09-08'.

The dialog for adding hardware opens.

4. To add hardware, you have the following options:

- Upload the CSV containing the unit IDs via drag & drop
- Upload the CSV containing the unit IDs via the **Upload** button

For more information on how to create a unit ID list, see [Creating a Unit ID List for IGEL OS](#)(see page 209).

- Click to enter unit IDs manually



UDP-AAUOV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (O/I)

+ Search hardware

Hardware Value	Hardware Type

A screenshot of a software dialog titled 'UDP-AAUOV - Add hardware'. It contains sections for 'Upload' and 'Add hardware'. The 'Add hardware' section includes a note to select hardware to add, a 'New hardware: (O/I)' label, and a search bar. Below is a table with columns 'Hardware Value' and 'Hardware Type', which is currently empty. At the bottom are 'OK' and 'Cancel' buttons.

The newly added hardware is displayed.

5. Click OK.

UDP-AAUOV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (I/O)

+ Search hardware

Hardware Value	Hardware Type
85641000D308482019	FLASHSERIAL

A screenshot of the same 'Add hardware' dialog as before, but now it shows one row of hardware in the table: '85641000D308482019' under 'Hardware Value' and 'FLASHSERIAL' under 'Hardware Type'. The 'OK' button at the bottom right is highlighted with a red rectangle.

The dialog for adding hardware is closed; your license file is ready for download.



6. Click **Download**.

The screenshot shows the 'EMP' product pack details. The 'Product Pack ID' is listed as 'EMP [REDACTED]'. There is a 'Comment' field and an 'ALD Token' field set to 'NOT SET'. A 'Generate ALD Token' button is available. Under 'UMS Licensing IDs', there is a 'Manage UMS Licensing IDs' button. The 'Delivery Token' section has a 'Show Delivery Token' button. The 'License file:' section has a 'Download' button, which is highlighted with a red box. Other sections include 'Hardware' (with 'Show hardware', 'Add hardware', and 'Remove hardware' buttons), 'Archive' (with 'Archive Product Pack' button), 'Split' (with 'Split Product Pack' button), and 'Merge' (with 'Merge with other Product Pack(s)' button). At the bottom, it shows 'ACTIVATED', '1/3', and an expiration date of '2022-09-08'.

7. Save the license file (*.lic) to a suitable location.



Deploying the License on the Device

Deploying the License via the UMS

1. Go to **UMS Administration > Global Configuration > Licenses > Device's Licenses**.

2. Click to open the **Select License Files** window.
3. Click to open a file chooser and select a license file.
4. Click **Open** in the file chooser.
5. Click **OK** in the **Select License Files** window.

The new license will show up in the licenses list. After a few minutes, the UMS will deploy the license on the device with the appropriate unit ID. When the device has received the license, it will restart. After the restart, the device is fully functional.

Deploying the License without UMS

Using USB Memory Stick and the Rescue Shell (Physical Access Required)

You can deploy the license file locally from a USB memory stick. Choose this method when you cannot use the licensing tool (see [Using the Licensing Tool](#)(see page 216)).

1. Boot your device and press [Esc] during the boot sequence.
The IGEL boot menu is displayed.
2. Select **Verbose boot** and press the return key.
At the end of the boot process, you are prompted to press a key combination to enter the rescue shell.
3. Insert your USB storage device and press [Ctrl-Alt-F11].
4. Press the return key.
5. Enter the command `dmesg` to determine the device name of the USB memory stick. The relevant information should be in the last few lines.

Example output:

```
[...]
[391.214049] sd 6:0:0:0: [sdc] Write Protect is off
[391.214052] sd 6:0:0:0: [sdc] Mode Sense: 43 00 00 00
[391.216412] sd 6:0:0:0: [sdc] Write cache: disabled, read cache: enabled,
doesn't support DPO or FUA
[391.243732] sd 6:0:0:0: [sdc]: sdc1
[391.247429] sd 6:0:0:0: [sdc]: Attached SCSI removable disk
```

In this example, the device name is `sdc1`, and the device path is `/dev/sdc1`

6. Create a directory to which the USB memory stick will be mounted:

```
mkdir /tmp/disklic
```

7. Mount your USB memory stick to the directory:

```
mount /dev/sdc1 /tmp/disklic
```

8. Remount the directory that contains the license files as follows to make it writeable:

```
mount -o remount,rw /license
```



9. If your device has a license request file and old license files, you can remove these with the following commands:

```
rm /license/fetch*
rm /license/dsa/licenses/*.lic
```

10. Copy the new license file to the license directory:

```
cp /tmp/disklic/[LICENSE FILE NAME].lic /license/dsa/licenses/
```

11. Set the access rights of the license directory to its read-only default:

```
mount -o remount,ro /license
```

12. Reboot the device:

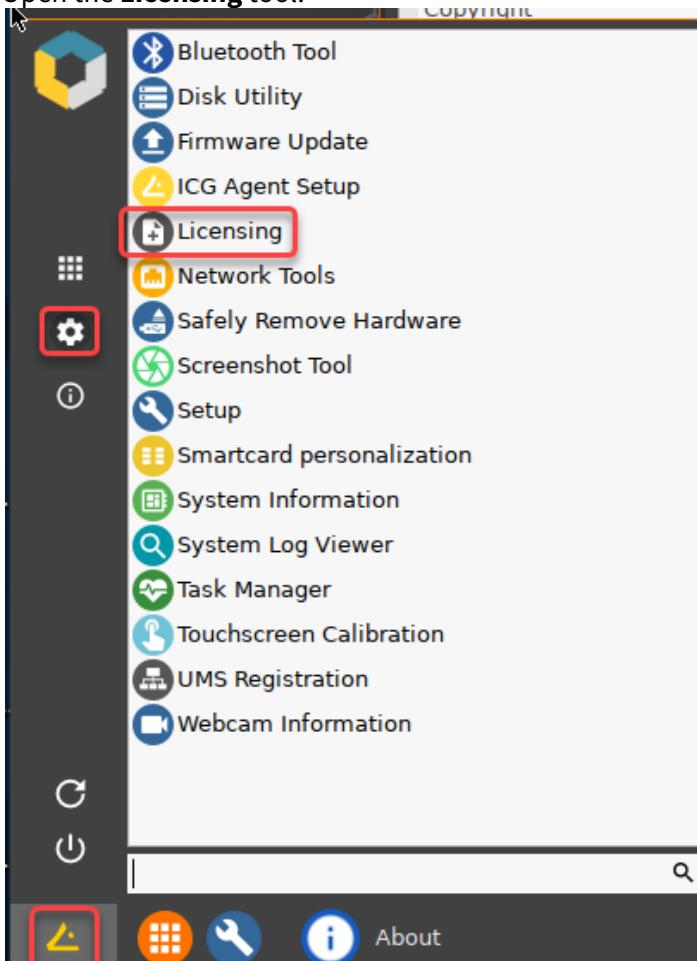
```
reboot
```

After the reboot, the license is in effect.

Using the Licensing Tool (Access via GUI Required)

With the licensing tool, you can fetch the licensing file via HTTPS download from a specific URL, via FTP, or from a USB memory stick.

1. Open the **Licensing** tool.



2. Follow the instructions under Activate Your IGEL OS, section "Manual License Deployment".



Manual License Deployment for IGEL OS without UMS

The method described here is a quick and easy way to deploy a license on a single device which has not yet been configured by the UMS. First, you get your license file from a Product Pack. Then, you use the device's Setup Assistant to deploy it on the device either via HTTP download, FTP, or from a USB memory stick.

Getting the License File from the IGEL Licensing Portal

- ⓘ If your Product Pack has been purchased before September 3rd of 2021, you must redeem the Delivery Token first; see [Redeeming a Delivery Token \(Legacy\)](#)(see page 87).

1. In the IGEL License Portal (ILP), go to **Orders** and open the details for the order that contains your Product Pack.

The screenshot shows the main navigation menu of the IGEL License Portal. The menu items are:

- Home
- Orders** (highlighted with a red box)
- Co-Term/Renewal
- UMS Licensing ID
- Search hardware
- Subscription Keys
- Product Packs
- Archived packs
- IGEL Knowledge Base

The screenshot shows the 'Orders' page in the IGEL License Portal. The table displays the following data:

Details	Order time	Delivery Token	Order ID	Description	Order Status	Quote Id
⊕	2021-06-25	00-12345678	00-12345678	Test	Consumed	
⊕	2021-07-05	00-12345678	00-12345677	test	Consumed	
⊕	2021-07-01	00-12345678	00-12345677	Test	Consumed	
⊕	2021-09-02	00-12345678	00-12345678	Test	Consumed	

The order details are shown.



2. Open the management dialog for your Product Pack.

Delivery Token: Order time: Description:
[Delivery Token] 2021-09-02 Test
Status: On: By user:
Consumed 2021-09-02 [user@igel.com]
Order ID
[Order ID]

#1 EMP
1-YEARS
[View Details] Edit Details

#1 EMP
1-YEARS
[View Details] Edit Details

(→)	Archived	Demo
X	X	X
Product	Status	
EMP	ACTIVATED	
Volume	Expiration Date	
0/3	2022-09-08	



3. Click **Add hardware**.

The screenshot shows the 'EMP' product pack details. It includes fields for Product Pack ID (EMP-[REDACTED]), Comment, ALD Token (NOT SET), UMS Licensing IDs, Delivery Token, Hardware, Archive, Split, Merge, and ACTIVATED status (0/3). The 'Add hardware' button is highlighted with a red box.

The dialog for adding hardware opens.

4. To add hardware, you have the following options:

- Upload the CSV containing the unit IDs via drag & drop
- Upload the CSV containing the unit IDs via the **Upload** button

i For more information on how to create a unit ID list, see [Creating a Unit ID List for IGEL OS](#)(see page 209).

- Click to enter unit IDs manually



UDP-AAUOV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & drop

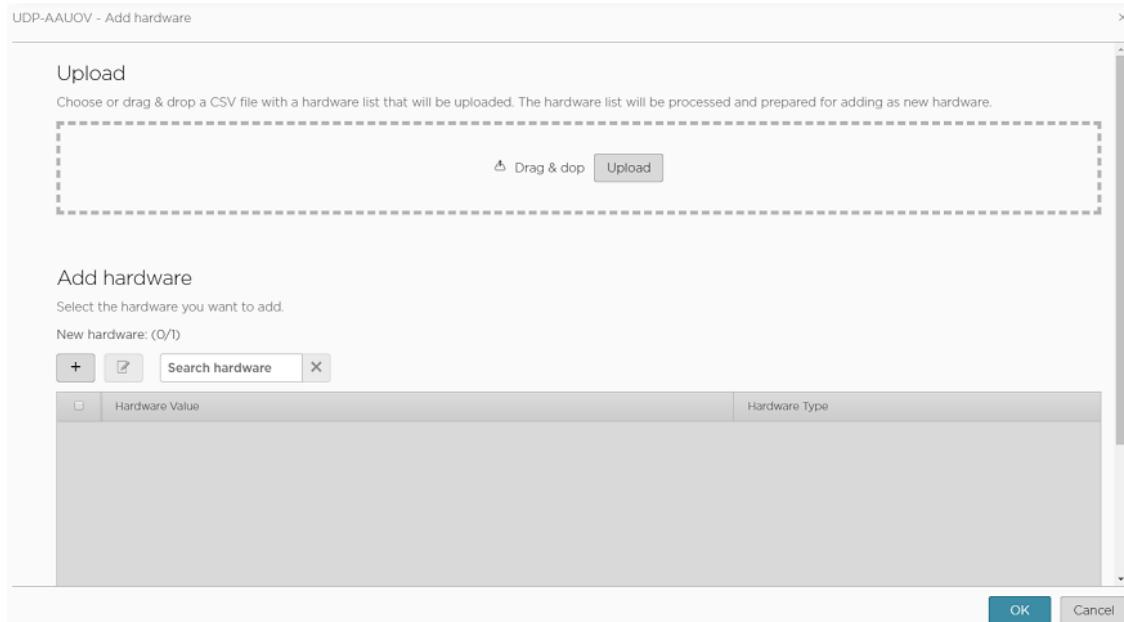
Add hardware

Select the hardware you want to add.

New hardware: (O/I)

+ Search hardware

Hardware Value	Hardware Type



The newly added hardware is displayed.

5. Click OK.

UDP-AAUOV - Add hardware

Upload

Choose or drag & drop a CSV file with a hardware list that will be uploaded. The hardware list will be processed and prepared for adding as new hardware.

Drag & drop

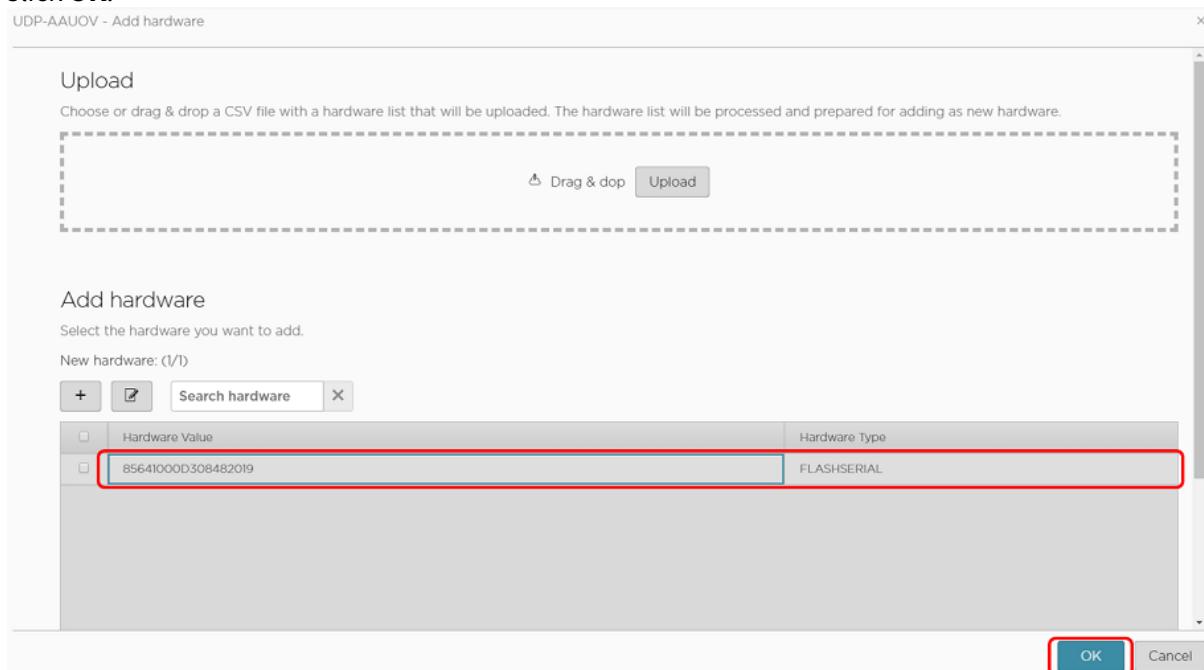
Add hardware

Select the hardware you want to add.

New hardware: (I/O)

+ Search hardware

Hardware Value	Hardware Type
85641000D308482019	FLASHSERIAL



The dialog for adding hardware is closed; your license file is ready for download.



6. Click **Download**.

A screenshot of the IGEL software interface. On the left, there's a sidebar with icons for EMP, Manage, Product Pack ID, Comment, ALD Token, UMS Licensing IDs, Delivery Token, License file, Hardware, Archive, Split, Merge, and ACTIVATED status. The 'License file:' section is highlighted with a red box around the 'Download' button. At the bottom right, it shows '1/3' and 'Expiration date: 2022-09-08'.

The screenshot shows the 'EMP' section of the software. The 'Product Pack ID' field contains 'EMP' and has a copy icon. The 'ALD Token' field says 'NOT SET' and has a copy icon. Below these are buttons for 'Generate ALD Token', 'Manage UMS Licensing IDs', 'Show Delivery Token', and 'Download'. The 'Download' button is highlighted with a red box. Other sections include 'Hardware', 'Archive', 'Split', and 'Merge'. At the bottom, it says 'ACTIVATED' with a gear icon, '1/3', and 'Expiration date: 2022-09-08'.

7. Save the license file (`*.lic`) to a suitable location.

Deploying the License on the Device

1. Go to the device, start it and step through the device's Setup Assistant.
2. At the step **Activate Your IGEL OS**, follow the instructions under [Activate Your IGEL OS](#)(see page 217), section "Manual License Deployment".



Licensing UMA

Unified Management Agent (UMA) version 3.01 or higher is licensed by the Enterprise Management Pack. If you have a valid Enterprise Management Pack, you can operate as many UMA installations as you need.

When the Enterprise Management Pack has expired, the local Setup of the UMA can still be used, but remote access by the UMS is disabled.

Using UMA with UMS

If you want to use UMA version 3.01 or higher with the Universal Management Suite (UMS), at least one IGEL OS 11 based device with a license from an Enterprise Management Pack must be present in the UMS network. The UMS version must be 6.01 or higher.

The IGEL OS 11 based device must be of one of the following types:

- IGEL device (UD)
- UD Pocket
- Device converted with OSC

When the IGEL OS 11 based device has registered with the Enterprise Management Pack in the UMS, the devices on which UMA is installed can be controlled by the UMS.

- i** For UMA licensing purpose, it is sufficient to register the IGEL OS 11 based device only once and then remove it from the network. When license renewal is due, the device must be registered again.



IGEL License Portal (ILP) Migration 2021

- ⓘ On April 22nd, 2021, IGEL will migrate the IGEL License Portal (ILP) and its infrastructure to a highly available and scalable cloud platform. While IGEL will keep service interruptions to a minimum, we advise our customers not to plan large rollouts of new licenses on April 22nd and 23rd.

The migration happens via three DNS entry changes. The propagation of these DNS changes throughout the internet can take from an hour to 72 hours.

DNS Name	Component	Old IP Address	New IP Address
activation.igel.com ²⁹	Web frontend for customers	194.76.156.73	Eastern US (for North America) 52.186.108.205
			Western Europe (for rest of the world) 20.50.212.154
susi.igel.com	Interface for UMS Server	194.76.156.60	51.105.196.76

On your local workstation or UMS Server, you can flush the DNS cache with the following commands:

- **Windows Workstation:** ipconfig /flushdns - Powershell: Clear-DnsClientCache
- Windows DNS Server: dnscmd /clearcache - Powershell: Clear-DnsServerCache
- **Linux:** sudo /etc/init.d/nscd restart
- Systemd Resolved (e.g. IGEL OS): sudo systemd-resolve --flush-caches
- DNSMasq: sudo systemctl restart dnsmasq.service
- Nscd: sudo systemctl restart nscd.service
- **Mac OS Sierra, El Capitan, Mavericks, Mountain Lion, Lion:** sudo killall -HUP mDNSResponder
- Mac OS X Yosemite: sudo discoveryutil udnsflushcaches
- Mac OS X Snow Leopard: sudo dscacheutil -flushcache
- Mac OS X Leopard and below: sudo lookupd -flushcache

Firewalling

If you restrict the internet access of the UMS server to certain IP addresses, make sure to allow 51.105.196.76, the new address of the SUSI service.

²⁹ <http://Activation.igel.com>



IGEL Software Licenses FAQs

- How Can I Find Out Which Order My Product Pack Belongs To?(see page 225)
- The IGEL OS 11 Migration Plan(see page 229)
- How To Remove an IGEL License Completely(see page 234)
- How Can I Suppress Enterprise Management Pack Expiration Warnings?(see page 255)
- My Licenses Have Expired - What Can I Do?(see page 256)



How Can I Find Out Which Order My Product Pack Belongs To?

Overview

The history function of the IGEL License Portal allows you to:

- check which orders can be renewed at similar times
- find out which Product Packs have been ordered together



Instructions

1. Select the Product Pack in question by clicking **Manage**.

The screenshot shows the IGEL License Portal interface. At the top left is the portal logo and URL. A sidebar on the left lists navigation options: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Product Packs (which is highlighted with a red box), Archived packs, and IGEL Knowledge Base. The main content area is titled "Product Packs" and displays a list of registered product packs. Each item in the list includes a thumbnail, the product name, a manage button (with a red box around it for the 90M entry), status (e.g., NEW, ACTIVATED), license count (e.g., 0/1), duration (e.g., 1 Year(s)), and a detailed view button.

Product Pack	Status	Licenses	Duration	Action
UDC2UPGR	NEW	0/1	Duration: 1 Year(s)	+ Manage
AIT	NEW	0 (0/1)	Duration: 1 Year(s)	+ Manage
90M	NEW	0/1	Duration: 1 Year(s)	+ Manage
AIT	NEW	2 (0/1)	Duration: 2 Year(s)	+ Manage
UDC3 (Demo)	ACTIVATED	0/1	2019-05-30	+ Manage
UDP	ACTIVATED	0/1	2019-09-19	+ Manage
WE	ACTIVATED	0/1	2019-12-21	+ Manage
UDC3	ACTIVATED	0/1	2019-12-21	+ Manage



2. Click **Show Delivery Token**.

The screenshot shows a software interface for managing product licenses. At the top left, there's a key icon and the text "90M". Below it is a "Manage" button. The main area contains several input fields and buttons:

- Subscription ID:** A text field containing a placeholder value, with a copy icon to its right.
- Comment:** An empty text field with a pencil icon.
- ALD Token:** A text field containing "NOT SET", with a copy icon.
- Generate ALD Token:** A button.
- UMS Licensing IDs:** A button labeled "Manage UMS Licensing IDs".
- Delivery Token:** A button labeled "Show Delivery Token", which is highlighted with a red rectangular box.
- Hardware:** A section with three buttons: "Show hardware", "Add hardware", and "Remove hardware".
- Archive:** A button labeled "Archive Product Pack".

At the bottom left are status indicators: "NEW" with a gear icon, "0/1" with a camera icon, and "Duration: 1 Year(s)" with a clock icon. On the far right are standard window control buttons (+, X, and a menu icon).

3. Click the arrow icon in the **Order Details** column.

Order Details	Delivery Token	Order Type	ILP CR ID	Consumed on	More
⊕	██████████	Initial order		2019-07-15	



The details for the order are shown.

Order Details

Overview of order

Delivery Token:

[REDACTED]

Order time:

2019-07-15

Description:

EULA: 90m only

Status:

Consumed

On:

2019-07-15

By user:

[REDACTED]

SAP order ID

[REDACTED]

#1 90M

L-2

1-YEARS

> [REDACTED]



The IGEL OS 11 Migration Plan

What Is the IGEL OS 11 Migration Plan?

The IGEL OS Migration Plan is an opportunity to move to IGEL OS 11 at a low cost and in the easiest way. It succeeds the IGEL OS 11 Trade-Up program which ended on December 31, 2021.

We want to make this very simple; when you purchase maintenance for 2 or 3 years together with IGEL OS 11, you can move your existing endpoint devices to our latest operating system and receive future updates. Some older devices do not have the minimum specifications required, so please check to ensure that the hardware you are using supports 64-bit and have at least 2 GB RAM and 4 GB storage.

In addition, if you have IGEL OS 10 with current IGEL maintenance, you can migrate to IGEL OS 11 free of charge regardless of whether or not your devices already include the Multi-Media Codec Pack (MMCP).

Am I Eligible?

You are eligible if you are an existing IGEL customer who is not yet on IGEL OS 11 and fulfills the following requirements:

- Running IGEL Linux v4, IGEL Linux v5, or IGEL OS 10
- You have tested that IGEL OS 11 works in your environment

How Long Is The IGEL OS Migration Plan Available For?

The IGEL OS 11 Migration Plan started on January 1, 2022, and will run up to July 31st, 2022.

What Are the Benefits of IGEL OS 11?

The Benefits of Upgrading IGEL OS and IGEL Endpoints³⁰ offers a chronological and comprehensive overview of the latest features and capabilities of IGEL OS and UMS with each update since 2019. The document is updated upon each release

Among the benefits of IGEL OS 11 are:

- License portability; for details, see [License Portability](#)(see page 61)
- The Multi-Media Codec Pack (MMCP) is included in the Workspace Edition license
- New remote session protocols are included, such as:
 - AVD
 - The latest version of the Citrix Workspace App
 - The latest version of the Horizon client
 - Etc...
- The Custom Partition feature is included in the Workspace Edition license
- Improved functionality in the IGEL License Portal (ILP)

³⁰ <https://www.igel.com/wp-content/uploads/2020/11/The-Benefits-of-Upgrading-with-IGEL-OS.pdf>



- More embedded technologies, access to the latest version of clients, codecs, protocols, all the latest integrations with our now 110+ technology partners
- IGEL Unified Management Suite with High Availability (UMS HA) and IGEL Management Interface (IMI) are included in the Workspace Edition license
- Ability to add the following value-added UMS features by purchasing an Enterprise Management Pack license:
 - IGEL Cloud Gateway (ICG)
 - Asset Inventory Tracker (AIT)
 - Shared Workplace (Shared Workplace (SWP))
- 30-day IGEL OS 11 starter license to get up-and-running easily
- Any other ongoing new features and updates that you cannot get with anything but IGEL OS 11

Where Can I Find Out How Many Licenses I Have?

The best place to look is in your UMS database. IGEL can help you create a view to show you how many endpoints you have.

Can I Buy More Than Three-Year Maintenance?

No. Only two years or three years, with two being the minimum.

Is There a Separate Order Code for the Migration Plan?

Yes, this is listed in the latest price book.

Can I Co-term These New Migration SKUs with My Other IGEL Services?

Yes, any IGEL service with an expiration date can be co-termed. Examples: Priority Support, a Technical Relationship Manager, IGEL Academy subscription, IGEL Maintenance, and Enterprise Management Pack (EMP) subscription.

Can I Combine the Migration Plan with Other Promotions?

Sorry but no.

Do I Have to Purchase This Migration Plan To Migrate My IGEL OS 10 Devices to IGEL OS 11?

If the maintenance for your IGEL OS 10 devices is still running, you can migrate them to IGEL OS 11 without purchasing the IGEL OS 11 Migration Plan (provided you have tested it IGEL OS 11 works for you).



What about Support for This Plan?

Contact the IGEL Migration Team at customer-renewals@igel.com³¹ for further questions and advice on the best migration path for your business. In addition, all the usual support packages that IGEL offers will be available:

- Pre-Sales Support to help you with testing
- Select Support – access to the IGEL Knowledge Base and e-mail support
- Priority Support
- Priority Plus Support

What Are the System Requirements for IGEL OS 11?

Basically: Any endpoint device with a 64-bit system and at least 2 GB RAM and 4 GB storage.

For a list of 3rd party devices that are officially supported by IGEL OS 11, see [Third-Party Devices Supported by IGEL OS 11](#).

For a complete list of IGEL devices that are supported by IGEL OS 11, see [IGEL Devices Supported by IGEL OS 11](#)

For a complete list of which IGEL device supports which version of the IGEL firmware, see [IGEL Devices and Supported Firmware](#).

You can find the minimum requirements under [Installation Requirements](#).

Do I Have to Move From IGEL Linux v4 / IGEL Linux v5 to IGEL OS 10 First?

No, you don't because the IGEL OS Migration Plan is a license migration, not a firmware migration. If the device is OS 11 capable, you can re-flash the unit, just like with a normal 3rd party hardware conversion. This is done with the IGEL OS Creator (OSC); see the [IGEL OS Creator Manual](#).

What If the LX 4 / LX 5 IGEL Hardware Cannot Take the New IGEL OS 11 But I Want to Move to IGEL OS11?

You can purchase a new IGEL device or a 64-bit capable endpoint from a 3rd party manufacturer, preferably one that is officially supported by IGEL OS 11. For more information, see [Third-Party Devices Supported by IGEL OS 11](#).

Do I Have to Buy the Multi-Media Codec Pack (MMCP) If I Want to Move My UDC3/ UDP to IGEL OS 11?

No, we removed the restriction that the MMCP is required to convert to Workspace Edition licenses.

³¹ <mailto:customer-renewals@igel.com>



Can I Upgrade IZ Devices to IGEL OS11?

Yes, that is possible. In case you have an M320 or M330 (IZ3) it is not recommended as these models do not have hardware acceleration. If you can send us a screenshot of your UMS that shows how many IZ devices you have in your network, we can ship you an equal number of migration licenses. You can use them on newer hardware.

Can We Migrate on Compact, Winestra, Premium Models?

In special cases, you can order a “migration”, but you have to use different hardware. Please refer to [system requirements](#)(see page 231).



What Should I Do Next?

Test, Test, Test with OS 11 trial licenses.

Remember, a key benefit of OS 11 is that you can use Custom Partitions in the standard Workspace Edition. As part of the testing, you need to ensure that any Custom Partitions are tested or rebuilt for OS 11 compatibility.



How To Remove an IGEL License Completely

Issue

You want to get rid of license expiration messages, or you have other reasons for removing unneeded license files from a device.

Background

Removing a license from the IGEL License Portal (ILP) and from the UMS does not remove it from the device. In this guide, you will learn how to remove the license from the IGEL License Portal, sync that to the UMS, and then remove the license from the IGEL device.

Environment

- IGEL OS 11.01.100 or higher
- UMS 6.01 or higher

Solution

The procedure varies, dependent on whether the licenses have been deployed via Automatic License Deployment (ALD) or manually. Make sure to select the instructions that are appropriate for your case.

Removing the License from the IGEL License Portal (License Has Been Deployed via Automatic License Deployment)

The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP).

1. Identify the unit ID of the device you wish to remove from the Product Pack.

To copy the unit ID from the UMS Console to the clipboard, go to **Devices > [device name] > Advanced System Information**, select the value of **Unit ID**, and press [Ctrl] + [C].

2. Log in to <https://activation.igel.com>.
3. Click **Search hardware** in the left navigation bar, enter the unit ID, and click **Search**.

A screenshot of the IGEL software interface. On the left is a sidebar with icons and labels: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base. Below the sidebar is a search bar with the text "OOEOC" and a "Search" button. A callout message below the search bar says "Enter a unit ID or a UMS Cluster ID and click "Search".

Home
Orders
Co-Term/Renewal
UMS Licensing ID
Search hardware
Product Packs
Archived packs
IGEL Knowledge Base

OOEOC **Search**

Enter a unit ID or a UMS Cluster ID and click "Search".

A list of Product Packs the device is associated with is shown.

4. Click the arrow icon of the license pack you want to remove the device from.

Hardware OOE0C51C5087 found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER [REDACTED]	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-[REDACTED]	ACTIVATED	2022-07-02	1/1	
	90M		90M-[REDACTED]	ACTIVATED	2022-07-02	1/1	



5. In the **Manage** dialog, click the **Remove hardware** button.

The screenshot shows the 'Manage' dialog for a product pack named 'TER'. The dialog is divided into three tabs: 'TER' (selected), 'TER-MSJPD', and 'TER-MSJPD'. The 'TER' tab contains the following fields:

- Subscription ID: TER [button]
- Subscription Key: TER-[button]
- Comment: [text input with pencil icon]
- ALD Token: NOT SET [button] | Generate ALD Token [button]
- UMS Licensing IDs: [button] | Manage UMS Licensing IDs [button]
- Delivery Token: [button] | Show Delivery Token [button]
- License file: [button] | Download [button]
- Hardware: [button] | Show hardware [button] | Remove hardware [button] (highlighted with a red box)
- Archive: [button] | Archive Product Pack [button]
- Merge: [button] | Merge with other Product Pack(s) [button]
- ACTIVATED: 1/1 | Expiration date: 2022-07-02 [button]



6. Check the box next to the unit ID of the device, confirm that you have read the Terms & Conditions, and click **OK**.

Remove hardware

Select the hardware you want to remove.

Search hardware	X	≡
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:EC:...:00:00:00	UD, OSC

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

7. Continue with [Removing the Device License from the UMS](#)(see page 242).

Removing the License from the IGEL License Portal (License Has Been Deployed Manually)

The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP). If the license has been deployed manually, the license file must then be downloaded and registered with the UMS again.

1. Identify the unit ID of the device you wish to remove from the Product Pack.

To copy the unit ID from the UMS Console to the clipboard, go to **Devices > [device name] > Advanced System Information**, select the value of **Unit ID**, and press [Ctrl] + [C].

2. In your browser, navigate to <https://activation.igel.com> and log in with your account.
3. Click **Search hardware** in the left navigation bar, enter the unit ID, and click **Search**.

A screenshot of the IGEL software interface. On the left, a sidebar menu lists: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base. Below the sidebar is a search bar with the text "OOEOC" and a "Search" button. A callout message below the search bar says: "Enter a unit ID or a UMS Cluster ID and click \"Search\"."

Home
Orders
Co-Term/Renewal
UMS Licensing ID
Search hardware
Product Packs
Archived packs
IGEL Knowledge Base

OOEOC **Search**

Enter a unit ID or a UMS Cluster ID and click "Search".

A list of Product Packs the device is associated with is shown.

4. Click the arrow icon of the license pack you want to remove the device from.

Hardware OOE0C51C5087 found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER [REDACTED]	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-[REDACTED]	ACTIVATED	2022-07-02	1/1	
	90M		90M-[REDACTED]	ACTIVATED	2022-07-02	1/1	



5. In the **Manage** dialog, click the **Remove hardware** button.

The screenshot shows the 'Manage' dialog for a product pack named 'TER'. The dialog contains several sections:

- Subscription ID:** TER-[REDACTED]
- Subscription Key:** TER-[REDACTED]
- Comment:** [Empty input field with edit icon]
- ALD Token:** NOT SET [Empty input field with edit icon]
Generate ALD Token
- UMS Licensing IDs:** [Empty input field] Manage UMS Licensing IDs
- Delivery Token:** [Empty input field] Show Delivery Token
- License file:** [Empty input field] Download
- Hardware:** Show hardware
- Remove hardware** [Button highlighted with a red box]
- Archive:** Archive Product Pack
- Merge:** Merge with other Product Pack(s)
- ACTIVATED** 1/1
Expiration date: 2022-07-02

6. Check the box next to the unit ID of the device, confirm that you have read the Terms & Conditions, and click **OK**.



Remove hardware

Select the hardware you want to remove.

Search hardware		
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:EC:xxxxxx	UD, OSC

I have read [T&C](#) and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.

7. If the Product Pack has zero activated licenses after you have removed the hardware, you must add another hardware now. Otherwise, you would not be able to download the license file.



8. Download the license file and store it on a drive that can be reached by the UMS Server.

The screenshot shows the UMS Device Management interface for a device named 'TER-XXXXXX'. The 'License file' section is highlighted with a red box around the 'Download' button. Other visible fields include 'Subscription ID', 'Subscription Key', 'Comment', 'ALD Token' (NOT SET), 'UMS Licensing IDs', 'Delivery Token', and 'Hardware' options.

TER-XXXXXX

Subscription ID: TER-XXXXXX

Subscription Key: TER-XXXXXX

Comment:

ALD Token: NOT SET

Generate ALD Token

UMS Licensing IDs: Manage UMS Licensing IDs

Delivery Token: Show Delivery Token

License file: **Download**

Hardware: Show hardware

Remove hardware

Archive: Archive Product Pack

Merge: Merge with other Product Pack(s)

ACTIVATED 1/1

Expiration date: 2022-07-02

9. Continue with [Removing the Device License from the UMS](#)(see page 242).



Removing the Device License from the UMS

1. In the UMS Console, open **UMS Administration** and go to **Global Configuration > Licenses > Device Licenses**.

A screenshot of the UMS Administration interface. The left sidebar shows a navigation tree under "Server - [REDACTED]". The "Licenses" section is expanded, and "Device Licenses" is selected and highlighted with a blue bar at the bottom of the list. Other items in the list include "UMS Licensing ID", "UMS Licenses", "Deployment", and "UDC2 Deployment".

- Server - [REDACTED]
- UMS Administration
- Today
- Last 7 days
- Last 30 days
- Global Configuration
 - Licenses
 - UMS Licensing ID
 - UMS Licenses
 - Device Licenses**
 - Deployment
 - UDC2 Deployment
- Certificate Management
- Device Communication

2. Click the **Select filter** button, enter the unit ID of the device, and click **Ok** to locate the device you want to remove.

A screenshot of a table titled "IGEL Licenses (22)". The table has columns for Order Number, Category, Pack ID, and Expiration Date. The "Select filter" button is highlighted with a red box. The table lists 22 entries, each with a different Order Number, Category (e.g., Add-on, Maintenance, Subscription), Pack ID (e.g., TER-11111111, WE-1, PWT-1, 90M-1, EMP-1, EMP-2, WE-1, IZUP-1, UDP-1), and Expiration Date (e.g., Jul 2, 2022, Jul 1, 2022, Jul 2, 2022, Jul 2, 2022, Jun 11, 2022, Mar 11, 2022, Mar 11, 2022, Sep 24, 2021, Feb 18, 2021, Sep 6, 2020).

Order Number	Category	Pack ID	Expiration Date
69	Add-on	TER-11111111	Jul 2, 2022
69	Maintenance	WE-1	Jul 1, 2022
69	Add-on	PWT-1	Jul 2, 2022
69	Add-on	90M-1	Jul 2, 2022
69	Subscription	EMP-1	Jun 11, 2022
69	Subscription	EMP-2	Mar 11, 2022
69	Subscription	EMP-3	Mar 11, 2022
69	Maintenance	WE-1	Sep 24, 2021
69	Maintenance	IZUP-1	Feb 18, 2021
11	Maintenance	UDP-1	Sep 6, 2020



You can also use the button to navigate to the device if you like.



Select filter

Category	All
Order Number	
Pack ID	
Expiration Date	<input checked="" type="radio"/> All <input type="radio"/> Date range from _____ to _____ <input type="radio"/> Date _____ <input type="radio"/> Endless
Unit ID	_____ <input type="button" value="..."/>
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>	

3. Select the license you wish to release and then click the minus button in the top right.

IGEL Licenses (22)

Matching licenses (6)				
Order Number	Category	Pack ID	Expiration Date	
Add-on		90M-I	Jul 2, 2022	<input type="button" value="-"/>
Subscription		EMP-	Jun 11, 2022	<input type="button" value="-"/>
Add-on		PVT-	Jul 2, 2022	<input type="button" value="-"/>
Add-on	TER-	WE-J	Jul 2, 2022	<input type="button" value="-"/>
Maintenance		WE-V	Jul 11, 2022	<input type="button" value="-"/>
Maintenance			Sep 24, 2021	<input type="button" value="-"/>

4. Make sure that no Product Pack has Automatic License Deployment (ALD) enabled without conditions. Otherwise, the device may get re-licensed. For details, see [Configuring the Distribution Conditions](#)(see page 159).

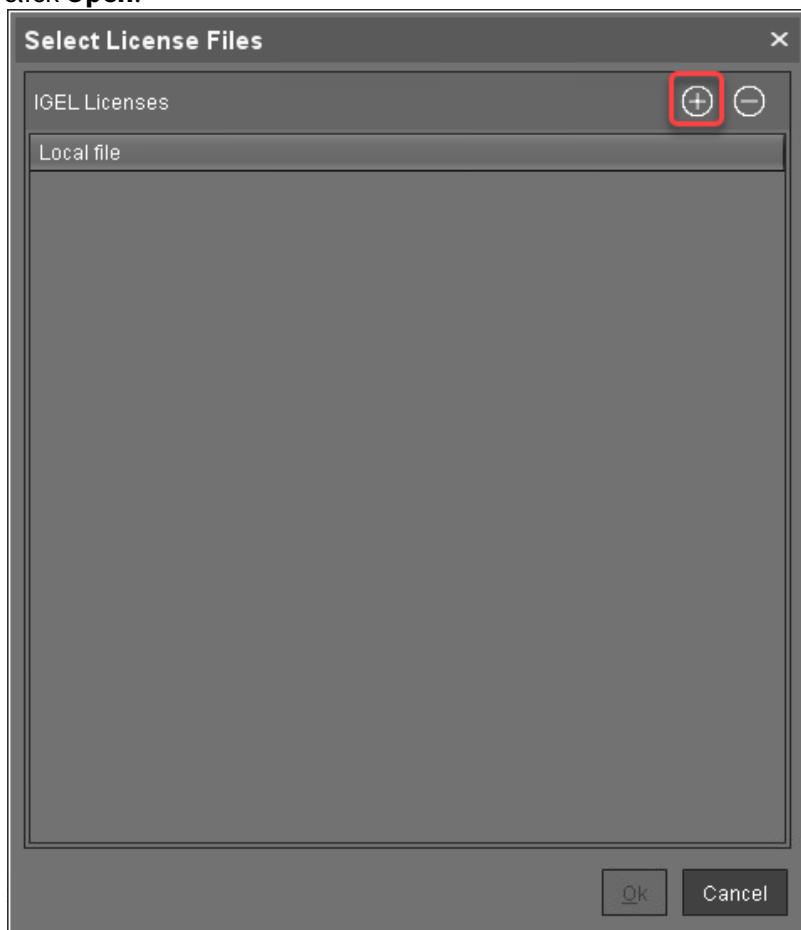
5. Click to add the updated license file.

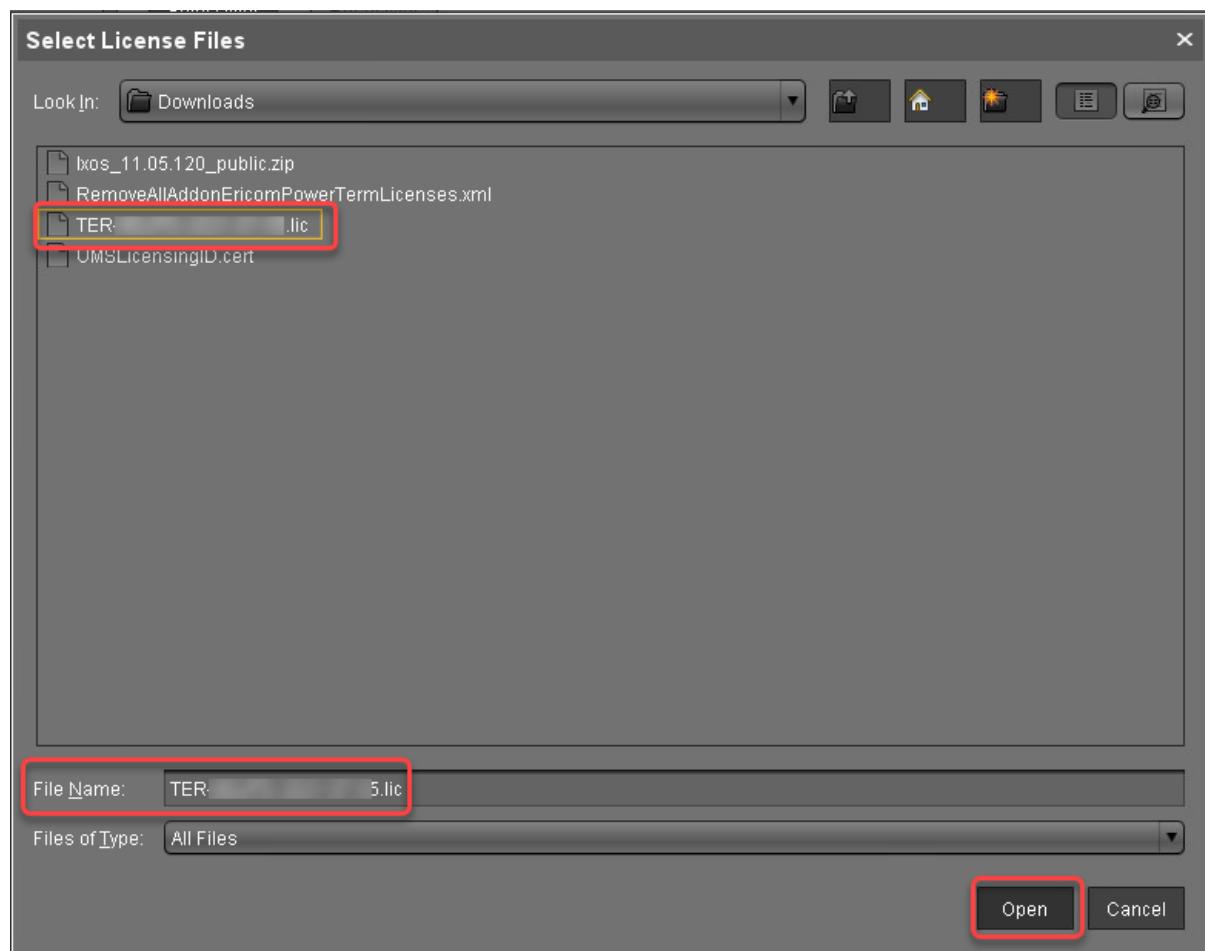
IGEL Licenses (24)

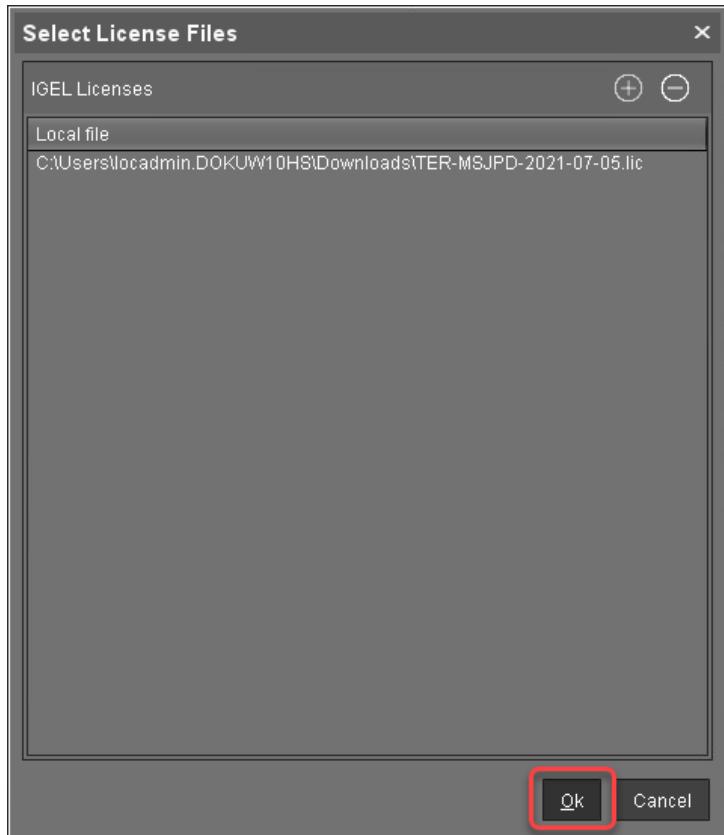
Matching licenses (6)				
Order Number	Category	Pack ID	Expiration Date	
Maintenance			Jul 1, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Subscription			Jun 11, 2022	<input type="button" value="+"/>
Subscription			Mar 11, 2022	<input type="button" value="+"/>
Subscription			Mar 11, 2022	<input type="button" value="+"/>
Maintenance			Sep 24, 2021	<input type="button" value="+"/>
Maintenance			Feb 18, 2021	<input type="button" value="+"/>
Maintenance			Sep 6, 2020	<input type="button" value="+"/>
Maintenance			Feb 15, 2020	<input type="button" value="+"/>
Add-on			Dec 19, 2020	<input type="button" value="+"/>
Add-on			Sep 3, 2020	<input type="button" value="+"/>
Subscription			Jun 7, 2020	<input type="button" value="+"/>
Maintenance			Feb 7, 2020	<input type="button" value="+"/>
Maintenance			May 21, 2020	<input type="button" value="+"/>
Maintenance			Feb 7, 2020	<input type="button" value="+"/>



6. In the **Select License Files** dialog, click to open the file browser, select your license file, and click **Open**.







7. Continue with [Removing the IGEL Local License File from Your Device](#)(see page 246).

Removing the IGEL Local License File from Your Device

Now that you have removed the license from the license portal and the UMS, you can move forward with removing the device's local copy of the license. This will be done via a profile that has the appropriate custom commands.

1. Download the right profile for your purposes:

License Files to Be Removed	Profile
Remove all licenses	 RemoveAllLocalLicenses.zip



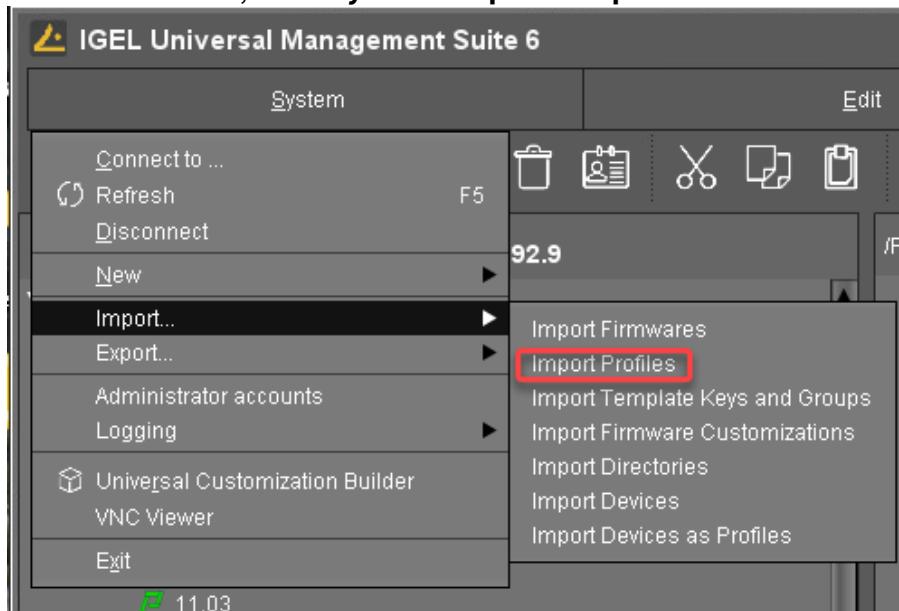
License Files to Be Removed	Profile
Remove all evaluation licenses	 RemoveAllEvaluationLicenses.zip
Remove all Enterprise Management licenses	 RemoveAllEnterpr...PackLicenses.zip
Remove all Workspace Edition licenses	 RemoveAllWorkspa...tionLicenses.zip



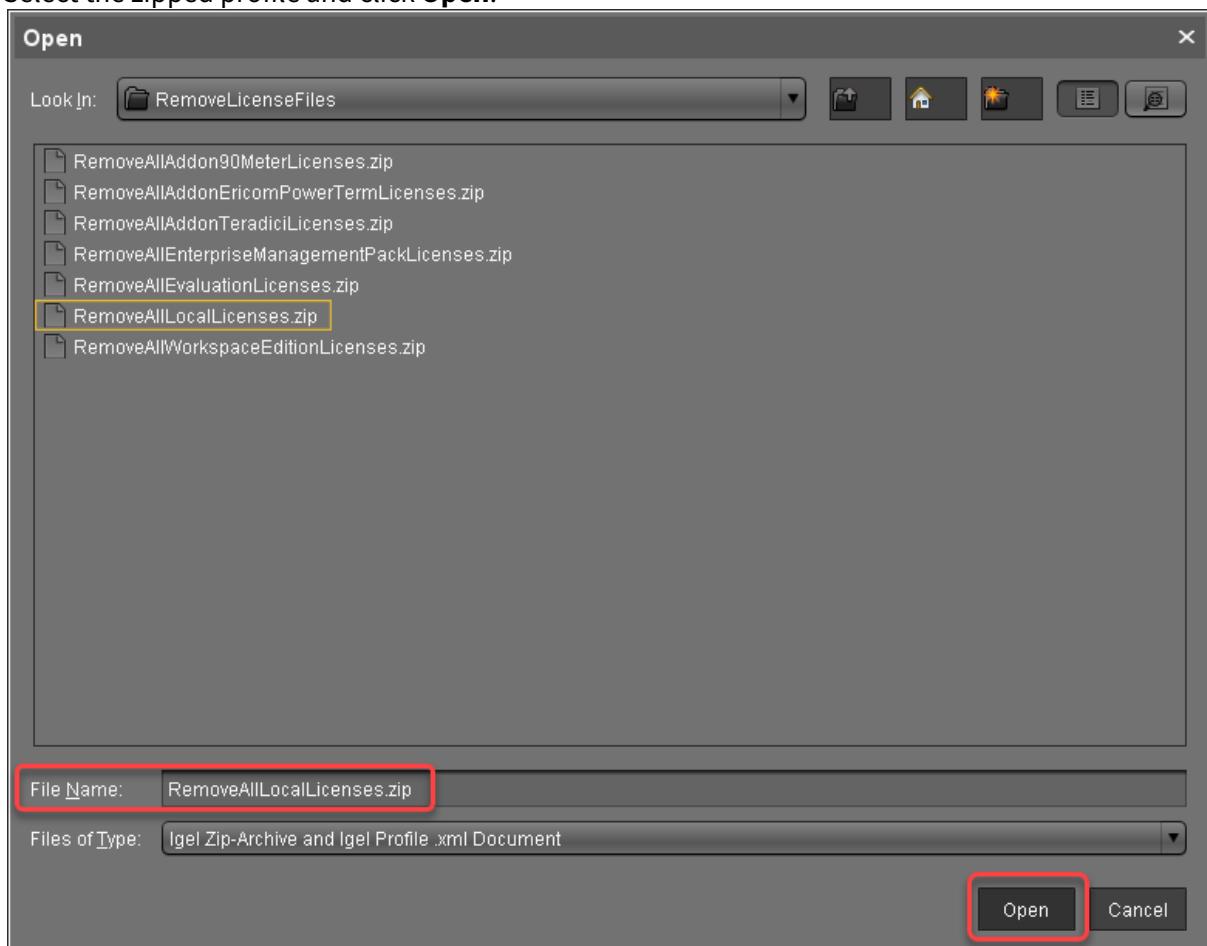
License Files to Be Removed	Profile
Remove all Ericom PowerTerm add-on licenses	 RemoveAllAddonEr...TermLicenses.zip
Remove all 90meter add-on licenses	 RemoveAllAddon90...eterLicenses.zip
Remove all Teradici add-on licenses	 RemoveAllAddonTe...diciLicenses.zip



2. In the UMS Console, select **System > Import > Import Profiles**.

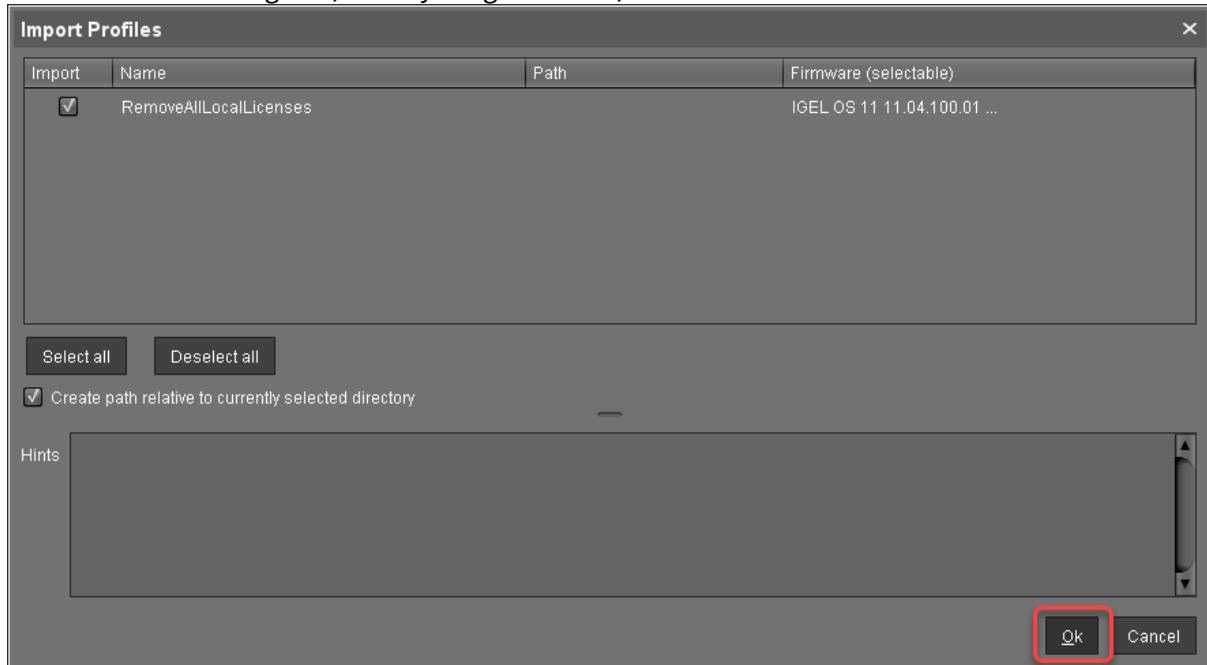


3. Select the zipped profile and click **Open**.

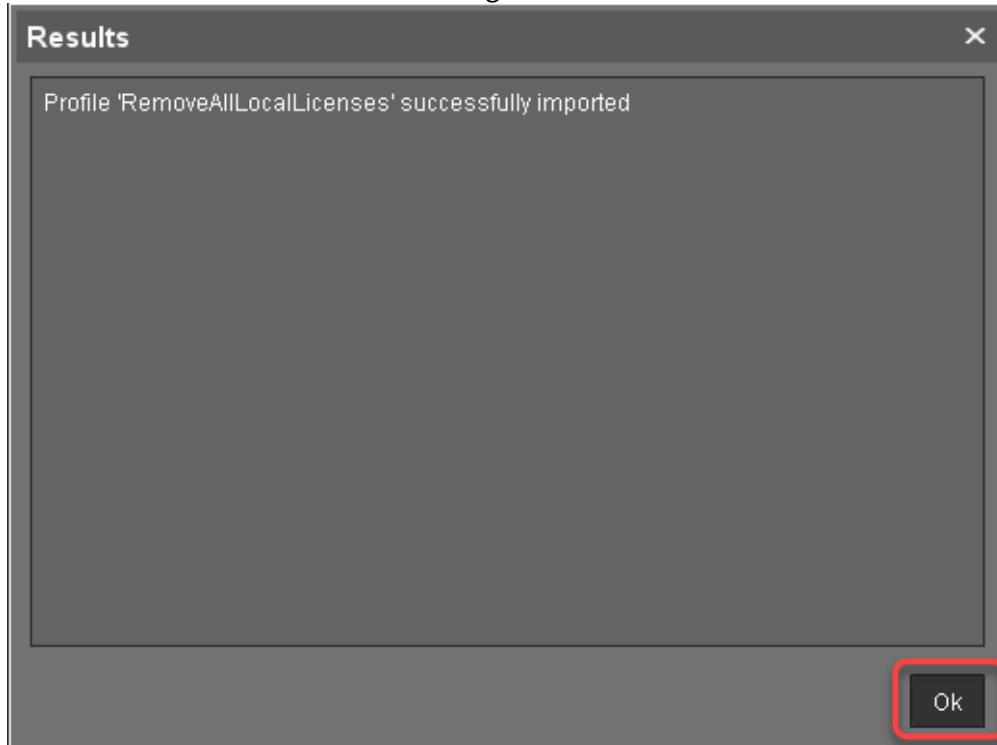




4. Review the next dialog and, if everything is correct, click **Ok**.



5. Click **Ok** to close the confirmation dialog.



6. In the structure tree, select the removal profile and click the icon next to **Assigned objects**.



⚠ You can only assign one removal profile to devices at a time.

The screenshot shows the IGEL Universal Management Suite 6 interface. The left sidebar displays a tree view of the system structure, including the server (Server - 172.30.92.9) and various profiles. The main panel shows the configuration for a specific profile named "IPProfiles/RemoveAllLocalLicenses". The configuration details are as follows:

- Name: RemoveAllLocalLicenses
- Description: Deletes all license files from endpoint
- Based on: IGEL OS 11.11.04.100.01
- Profile ID: 117003
- Mode: Expert mode
- Template Key Relation

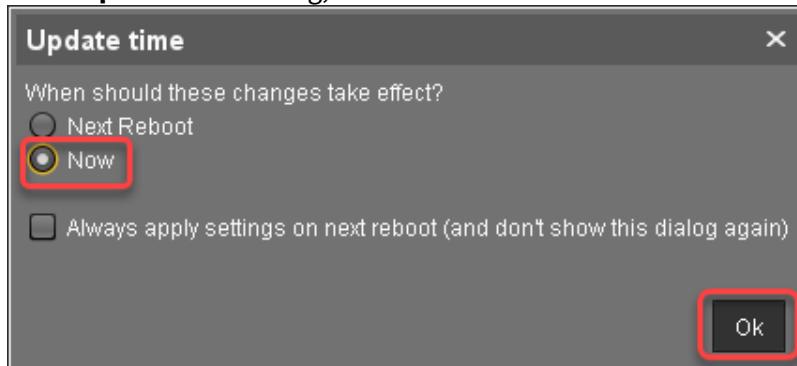
The "Assigned objects" section is currently empty. A red box highlights the "RemoveAllLocalLicenses" profile in the list of profiles on the left, and another red box highlights the "+" button in the top right corner of the configuration panel.



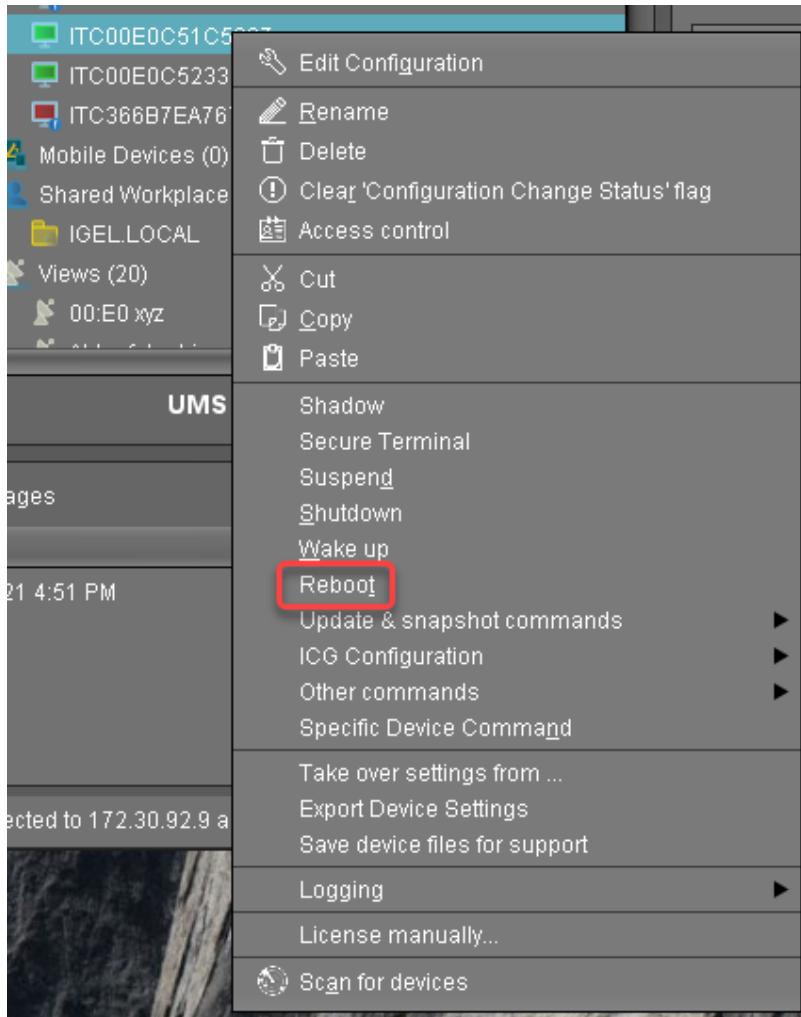
7. Select the devices from which you want to remove the license files and click **Ok**.



8. In the **Update time** dialog, select **Now** and click **Ok**.



9. In the structure tree, select the devices from which you want to remove the license files, and then select **Reboot** from the context menu.



During system startup, the license files are removed from the device.



10. Remove the profile from the device.

Screenshot of the IGEL Universal Management Suite 6 interface showing the removal of a license profile from a device.

Left Panel (Devices):

- Server - 172.30.92.9
- ITC00E0C51C5087 (selected)
- ITC00E0C51143A5
- ITC00E0C5233F5A
- ITC366B7EA767AF
- Mobile Devices (0)
- Shared Workplace Users
 - IGEL LOCAL
- Views (20)
 - 00-E0 xyz
 - Ablauf der Lizenz

Center Panel (Device Details):

IDevices/ITC00E0C51C5087
ITC00E0C51C5087

System Information:

Attribute	Value
Name	ITC00E0C51C5087
Site	
Comment	
Department	
Cost Center	
Asset ID	
In-Service Date	
Serial Number	

Advanced System Information:

Attribute	Value
Unit ID	00E0C51C5087
MAC address	00:E0:C5:1C:50:87
Last IP	172.30.91.37
Product	IGEL OS 11
Product ID	UD7-LX10
Version	11.05.133.01
Firmware Description	IGEL Cloud Gateway
Expiration date of OS 10 maintenance subscript...	Jun 28, 2021 5:13:26 PM
Last contact	Jun 28, 2021 5:13 PM
Last Boot Time	Jun 28, 2021 5:13 PM
Network Name (at Boot Time)	ITC00E0C51C5087
Runtime since last Boot	00:00:42
Total Operating Time	2 years 123 days

Right Panel (Assigned Objects):

Assigned objects

Name
RemoveAllLocalLicenses

Bottom Panel (Messages):

Time	Description	Results	State
6/28/21 5:10 PM	Save device's Configuration	The action ended successfully.	Finished
6/28/21 4:54 PM	Reboot devices	The action ended successfully.	Finished
6/28/21 4:51 PM	Save device's Configuration	The action ended successfully.	Finished

Connected to 172.30.92.9 as admin



How Can I Suppress Enterprise Management Pack Expiration Warnings?

Issue

Your users see warnings about Enterprise Management Pack license expiry on their devices and are distracted by this. You want to avoid this.

Environment

- IGEL OS 11.06

Solution

With IGEL OS 11.06 or higher, you can suppress Enterprise Management Pack license expiry warnings in the Registry.

1. In the UMS configuration dialog or the local Setup, go to **System > Registry > userinterface > license_notification > enable_enterprise_management_notification** and deactivate **Enterprise Management Pack license notification**.
2. Click **Apply** or **Ok**.
After the next reboot, the device will no longer issue any Enterprise Management Pack license warnings.



My Licenses Have Expired - What Can I Do?

What Are the Consequences of an Expired Maintenance or Subscription?

Perpetual Licenses (Maintenance Expired)

When the Maintenance for a perpetual license expires, you will lose access to the following:

- IGEL support
- Firmware updates
- License portability, see [License Portability](#)(see page 61)

In addition, a reinstatement fee will be added to the renewal price when the Maintenance has already expired before the purchase order has been issued.

The following licenses are perpetual:

- Workspace Edition, see [Workspace Edition](#)
- 90meters smartcard middleware, see [Add-On Licenses](#)
- Ericom PowerTerm, see [Add-On Licenses](#)

Non-perpetual Licenses (Subscription)

The functionality that had been licensed is no longer available.

The following licenses are non-perpetual:

- Enterprise Management Pack, see [Enterprise Management Pack](#)
- PCoIP client by Teradici, see [Add-On Licenses](#)

Which Options Do I Have Now?

- Renewal for 1, 2, or 3 years: To order a renewal, contact your IGEL reseller.
- Co-terminating several Product Packs (with or without merging) to one common expiration date: Contact customer-renewals@igel.com³². For details about merging, see [How to Merge IGEL Product Packs](#)(see page 54).
- Trade-in UDC3/UDP licenses and convert them to OS11 licenses. When the licenses are converted, they can be co-terminated. For details about the trade-in program, see [The IGEL OS 11 Migration Plan](#)(see page 229).

³² mailto:customer-renewals@igel.com



IGEL Software License Field Experience

- [IGEL Download and License Server URL](#)(see page 258)
- [How to Reclaim Device License](#)(see page 259)



IGEL Download and License Server URL

⚠ Solution Based on Experience from the Field

This article provides a solution that has not been approved by the IGEL Research and Development department. Therefore, official support can not be provided by IGEL. Where applicable, test the solution before deploying it to a productive environment.

Topic of discussion/Issue:

IGEL download and license server URL

Firmware version:

any

UMS version:

5.08 and higher

Description:

Customers are asking us to provide the port(s) and URL's for the IGEL download and license servers, even if it's a wildcard.

Solution:

Wildcard: ***igel.com** or **susi.igel.com** is the licensing server fwu.igel.com - checks the address of our license server and establishes the connection

Ports 80 and 443 need to be allowed bidirectionally for the proper communication to occur.

⚠ With UMS 6.03.130 or higher, fwus.igel.com is contacted via port 443; for complete and up-to-date information, see UMS Contacting the Licensing Server.



How to Reclaim Device License

⚠ Solution Based on Experience from the Field

This article provides a solution that has not been approved by the IGEL Research and Development department. Therefore, official support can not be provided by IGEL. Where applicable, test the solution before deploying it to a productive environment.

Topic of discussion/Issue:

How to reclaim device license.

Firmware version:

IGEL OS 10 and higher

UMS version:

UMS 5.09 and higher

Description:

How to decommission the device and gain back licenses.

Solution:

In the console, locate a machine that you have validated and is ready to be decommissioned

With that mac address of that machine, search in the packs that you have. Delete the machine in the license pack and delete the machine in the console. After these steps, one license will be recovered.

Repeat the process for others.



Software Releases Overview

Code-level maintenance for software releases is typically delivered in form of **Major Version** updates, **Stable Releases**, **Rolling Releases** (since IGEL OS 11.07), or **Private Builds**.

Stable Releases and Rolling Releases are publicly available interim releases.

Rolling Releases are offered with a rough cadence of three weeks and include all current bug fixes, added features, and client updates. This includes any new content that has been provided via Private Build within that timeframe.

Stable Releases, Rolling Releases, and Private Builds are based on the latest Major Version.

When an updated Major Version is released, it will replace all the previous firmware versions unless otherwise noted by IGEL.

A **Dead End Release** is a special kind of Private Build. IGEL Support is provided like with regular Private Builds. ^{*(see page 0)}

	Supported by IGEL Support	Passed Quality Assurance Run	Can Be Used in a Productive Environment	Download from Public Server / UMS Universal Firmware Update Possible	Guarantee for Subsequent Releases
Major Version	✓	✓	✓	✓	✓
Stable Release	✓	✓	✓	✓	✓
Rolling Release	✓	✓ (QA includes all modified components, but not the base system)	✓	✓	✓
Private Build	✓	Only if scheduled for the public download (QA includes all modified components, but not the base system)	✓	only if it fixes a general problem	✓



	Supported by IGEL Support	Passed Quality Assurance Run	Can Be Used in a Productive Environment	Download from Public Server / UMS Universal Firmware Update Possible	Guarantee for Subsequent Releases
Dead End Release	✓ Important: No support for the upgrade from IGEL OS 10 to IGEL OS 11		✓		
Release Candidate					
Technolog y Preview					

See also [What is the Meaning of IGEL Release Names?](#)(see page 265)



IGEL Naming Convention

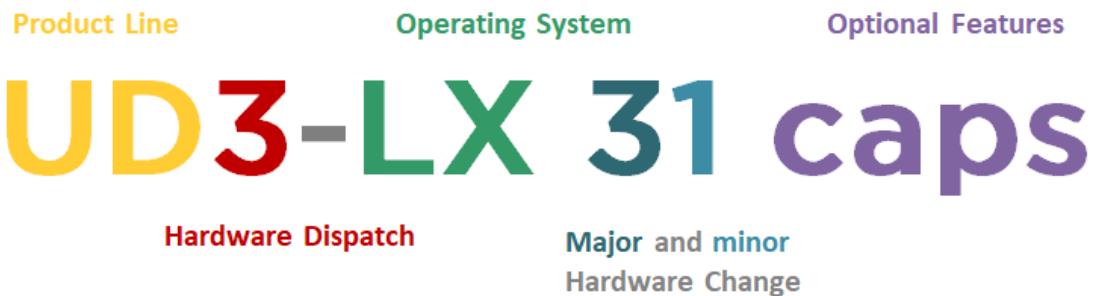
- [What is the Meaning of IGEL Device Names?](#)(see page 263)
- [What is the Meaning of IGEL Release Names?](#)(see page 265)
- [What is the Meaning of "Features with Limited Support"?](#)(see page 267)



What is the Meaning of IGEL Device Names?

This is what the product names of IGEL devices mean:

Universal Desktop



Possible parameters

Example: UD3-LX 31 caps

Product Line	UD	IGEL Universal Desktop
Hardware Dispatch	2, 3, 5, 6, 9, 10	
Operating System	LX	IGEL Linux
	W7	Windows Embedded Standard 7
Optional Features	c	Codec Package
	a	Codec Package with AAC
	p	Ericom PowerTerm
	s	Shared Workplace



IGEL Zero

Product Line	Protocol
IZ	
3	
HDX	
40	
Hardware Dispatch	Major and minor Hardware Change

Possible parameters

Example: IZ3-HDX 40

Product Line	IZ	IGEL Zero
Hardware Dispatch	2-3	
Protocol	RFX	Microsoft RDP/RemoteFX
	HDX	Citrix XenDesktop/XenApp
	HORIZON	VMware Horizon

Devices Converted to IGEL OS

(Devices converted with IGEL UDC2, UDC3, OSC, UD Pocket, or UD Pocket 2)

Name	Hardware	Driver Support
UC1	Unknown hardware	No support
UC2	Converted IGEL legacy non-UD hardware (does not apply to UDC2, UDC3, or OSC)	Without limitation
UC3	IGEL supported hardware of third-party suppliers	Without limitation
UC4	Special all-in-one-hardware	Without limitation
UC5	UD Pocket	



What is the Meaning of IGEL Release Names?

In the following, you will learn what the identification number of your IGEL software means.

See also [Software Releases Overview](#)(see page 260).

Major Version 11.07.100	...means a generally and publicly available version of the software that <ul style="list-style-type: none"> • includes functional enhancements and improvements • fixes bugs and defects • is counted by the first number by the left
Release Version 11.07.100	...indicates a stable release within one major version. A release version exists always in connection with a stable release. It is counted by the second number by the left.
Stable Release 11.07.100	...means a generally and publicly available version of the software that <ul style="list-style-type: none"> • includes a limited number of new functionalities • fixes errors and defects • is counted by the last number in steps of 100
Rolling Release 11.07.120	...means a generally and publicly available version of the software that <ul style="list-style-type: none"> • includes a limited number of new functionalities • fixes errors and defects • is counted by the last number in steps of 10
Private Build 11.07.123	...means a version with limited availability unless it includes a fix for common and widespread problems. A Private Build <ul style="list-style-type: none"> • contains very little or no new functionality • fixes for bugs and defects • is counted by the last number in steps of 1
Dead End Release 11.07.120.DER	...means that the version is not publicly available and no subsequent versions based on it will be available. A Dead End Release <ul style="list-style-type: none"> • contains only new functionality • fixes for bugs and defects explicitly required by a customer • is indicated by the addition "DER" after the last decimal point



Release Candidate 11.07.120. rc4	...means a not publicly available version that is still under development. A Release Candidate <ul style="list-style-type: none">• is a trial version and is not supported by IGEL• is identified by the addition "rc[1 ... n]" after the last decimal point
Technology Preview 11.07.120. tp2	...means a preview of software that is under development. A Technology Preview <ul style="list-style-type: none">• is a preview version only and is not supported• has a special contact channel for inquiries specifically for this version• is identified by the addition "tp[1 ... n]" after the last decimal point



What is the Meaning of "Features with Limited Support"?

The IGEL Linux Setup provides a list of available services to be enabled or disabled; see **IGEL Setup > System > Firmware Customization > Features**.

As these features are part of the firmware, they are regularly maintained by IGEL.

However, there are two different kinds of features:

- features with full support
- features with limited support.

For the features with limited support, IGEL cannot guarantee that all functions will be available throughout the complete lifetime of the product. IGEL will do its best to solve upcoming problems but cannot give assurance. Support for these features is provided on a no-obligation and best effort basis only.

Why is IGEL not able to provide full support?

Let us take the example of the Mobile Device Access USB feature:

There is a high demand of making mobile devices accessible with IGEL thin clients. That is why IGEL supports the integration of the Mobile Device Access USB. Due to the dynamics and technical heterogeneity of the mobile device market we have limited influence on the functionality of this feature.

There are following reasons:

- the protocols of mobile devices are often not available or open source community reverse engineering
- there are too many devices on the market we do not know (Android)
- protocols change because of software updates (iOS)

Due to our strong orientation towards the customers demand we offer this feature even if we can provide support on this limited level only.



Support Policies for Connections to Third-Party Environments

IGEL Technology GmbH only supports connections to third-party products or environments (e.g. Microsoft Server, Citrix XenApp, VMware Horizon) that are published and are still within the support life cycle of the third-party products or environments (e.g. Microsoft Server, Citrix XenApp, VMware Horizon) using the client software integrated into the IGEL OS. Excluded is the Extended Support, which can be purchased from the respective third party if possible, as soon as a product reaches the end of support. IGEL Technology GmbH reserves the right to unilaterally and without prior notice periodically change support policies for third-party products and environments.



IGEL Product Lifecycle

IGEL always endeavors to offer customers a great user experience along with planning reliability and a product lifecycle process that customers can rely on. Due to the fact that products and licensing offers change over time and IGEL offers a wide software and hardware portfolio, this document is intended to clarify how the product lifecycle is defined at IGEL.

IGEL OS 11

IGEL guarantees **at minimum a full 3-year product lifecycle** for every major firmware release version starting with IGEL OS 11, which was initially released in February 2019.

Product	Major Version	Release Date
IGEL OS	11	2019-02-15
UMS	6	2019-02-15
UMA	3	2019-02-20
ICG	1	2017-03-01
	2	2019-08-14

Within this 3+ year time period, IGEL provides 3 to 4 releases per year (minor releases), including

- new features, software clients, drivers, etc.
- bug and security fixes
- **Select³³** support (included with IGEL software maintenance or valid IGEL OS 11 subscription)
- additional hardware support

i Outlook IGEL OS 12

Due to general trends in the software market, IGEL plans new major software releases every 2 to 2.5 years. So, two major firmware versions are commonly run in parallel to allow for some time to offer a transition period for the migration to the newer, major version. Switching to IGEL OS 12 and later versions will require an active IGEL software maintenance license or a valid IGEL OS 11 subscription.

For IGEL OS 12 in particular, customers can expect a significant time overlap between the launch of OS 12 and the EOL of OS 11. This is due to the significant architectural and feature advancements of OS 12. IGEL customers can rest assured that IGEL will offer a generous amount of time for customers to migrate from OS 11 to OS 12.

End-of-Sale (EOS)

- OS 11 Perpetual license available until the end of November 2022
- OS 11 Workspace Edition Renewals (1 year) available until the end of 2023

³³ <https://www.igel.com/support/>



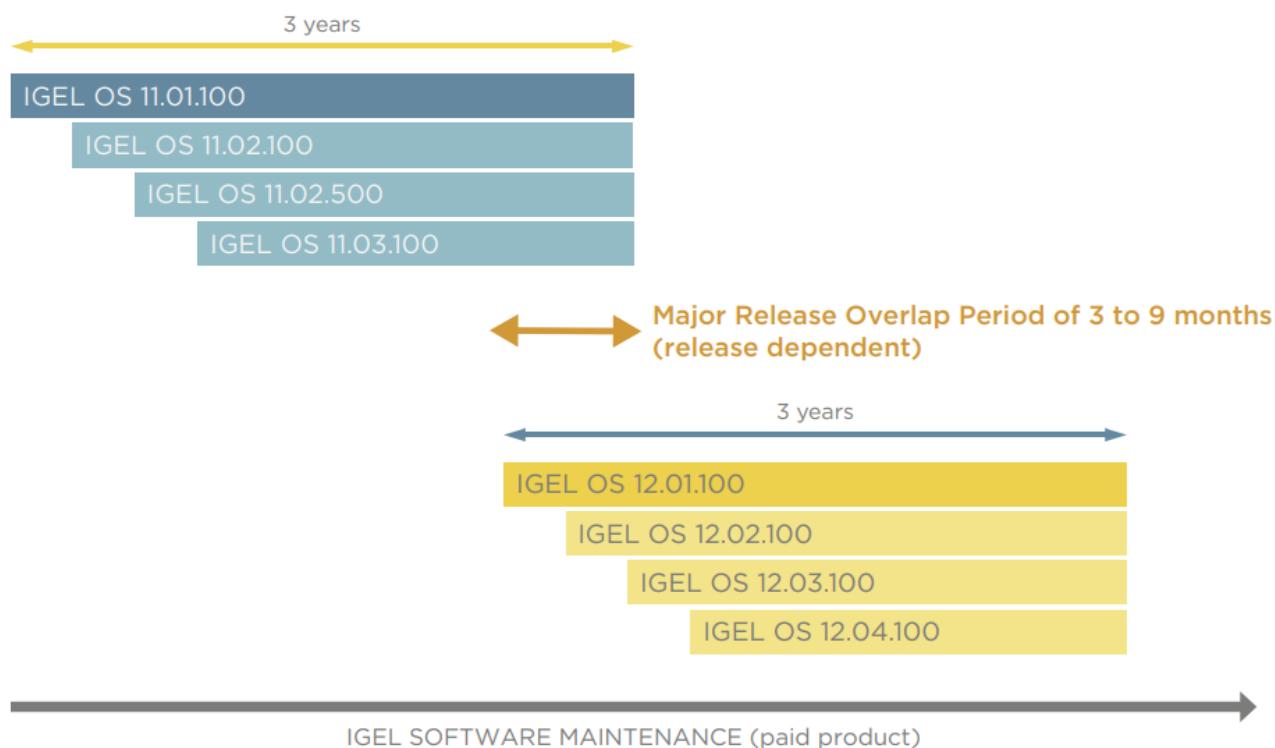
End-of-Life (EOL)

As soon as the 3+ year product lifecycle of an IGEL major OS release is designated end-of-life (EOL), IGEL immediately ceases to provide any further software enhancements.

The customer has the choice to remain on that software version, but IGEL recommends upgrading to the next major release to benefit from all the latest advancements in the software.

IGEL Software Maintenance

An active IGEL software maintenance agreement (or a valid IGEL OS 11 subscription) is required to receive and use all software updates (all releases – major and minor). See the diagram below:



(i) **IGEL OS 10**

IGEL OS 10 preceded IGEL OS 11. The licensing of IGEL OS 10 was completely different from the current version, IGEL OS 11:

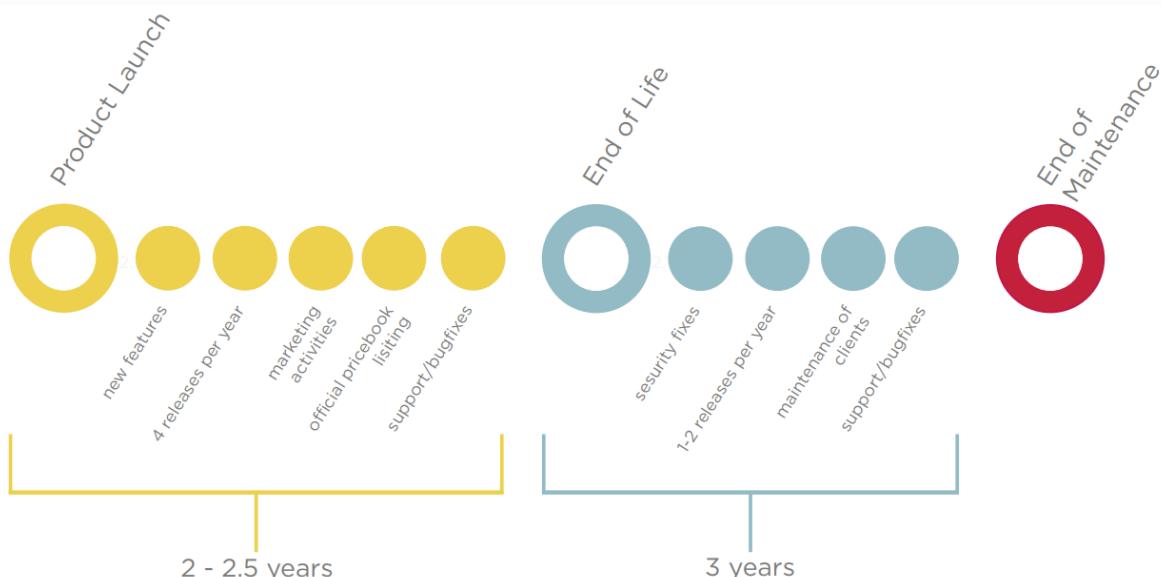
- IGEL OS 10 was not available for purchase separately, it was bundled with an IGEL UD endpoint device.
- Software maintenance was included.
- Software maintenance is available up to three years after end-of-life (EOL), so IGEL OS 10 **software maintenance** will expire on **July 31st, 2022**.



The **end-of-life (EOL) date** for IGEL OS 10 was **August 1st, 2019**, and the **end-of-sales (EOS) date** was **September 30th, 2019**. For a list of end-of-life products before IGEL OS 11, see [IGEL Devices before the Launch of IGEL OS 11 \(before February 2019\)](#).

Universal Desktop Converter 3 (UDC3)

The basis for UDC3 was IGEL OS 10. It was available separately to convert 3rd party devices to run IGEL OS 10. Since it is based on IGEL OS 10, the last UDC3 **software maintenance** periods will also expire on **July 31st, 2022**.



IGEL Universal Management Suite (UMS)

IGEL guarantees **at minimum a full 3-year product lifecycle** for every major release version.

Within this time period, IGEL provides 3 minor releases per year, including

- new features
- bug and security fixes
- [Select³⁴](#) support (included with IGEL software maintenance or valid IGEL OS 11 subscription)

New major software versions will always be released in parallel with the previous version to offer a transition period for the migration to the newer version. In this transition phase, both versions will be supported.

As soon as the 3+ year product lifecycle of a UMS version is designated end-of-life (EOL), IGEL no longer provides further product enhancements and stops the distribution of the software.

IGEL Hardware

With IGEL OS 11, IGEL separated the purchase of IGEL hardware and IGEL software licenses. An IGEL endpoint device enters the end-of-life (EOL) phase as soon as its successor hardware generation is launched. That does not

³⁴ <https://www.igel.com/support/>



affect the hardware end-of-sale (EOS) date. IGEL sells hardware devices in the EOL phase as long as there is stock, or IGEL may opt to set a dedicated end-of-sale (EOS) date. This decision is made by IGEL executive sales management. For a list of EOS dates for IGEL hardware, see IGEL Devices after the Launch of IGEL OS 11 (after February 2019).

Since IGEL hardware and software are offered separately, **the end-of-life (EOL) date of IGEL OS 11 and later does not affect the lifecycle of an IGEL endpoint, and vice-versa.**

In former times, with IGEL OS 10 and earlier, the OS was bundled with the hardware. As soon as an IGEL OS major release went end-of-life (EOL), the device went end-of-life (EOL), too.

Hardware Warranty

IGEL offers a **2-year warranty** for all IGEL endpoints. It can be **extended to 5 years** upon registration (**3 years** for IGEL UD Pocket and UD Pocket 2) at no cost.

Explanation of Terms

EOL - End of Life	<p>EOL means the product is at the end of its product lifecycle. As soon as the product enters the EOL phase, IGEL no longer provides further product enhancements, i.e. no new functionalities.</p> <p>IGEL OS 11 enters the EOL phase as soon as IGEL OS 12 is launched.</p> <p>With the launch of IGEL OS 11, an IGEL endpoint device enters the EOL phase as soon as its successor hardware generation is launched.</p>
EOS - End of Sale	<p>EOS means that the product is not available on the regular pricelist anymore / licenses are no longer offered for sale.</p> <p>The EOS date is the last day the corresponding product / license can be ordered by distribution without a valid quote; pre-existing quotes or contractual arrangements will be subject to exception approval.</p> <p>EOS is independent of EOL and EOM dates.</p>
EOM - End of Maintenance	<p>EOM means the maintenance for this product expires: no updates, no security and bug fixes. The product is no longer supported.</p> <p>EOM for IGEL OS 11: currently scheduled for 31.12.2025</p> <p>EOM for IGEL hardware:</p> <ul style="list-style-type: none"> • after the launch of IGEL OS 11: IGEL device's EOS date + 3 years



	<ul style="list-style-type: none">• before IGEL OS 11: EOL date for IGEL OS + 3 years
Major Release	A major release is a new version of the software that generally includes changes to the architecture and adds new features and functions to the predecessor version. Major releases can be identified by changing the version number, such as 10 to 11.
Minor Release	A minor release is a scheduled release/update containing additional functionality, security updates, and bug fixes. Minor releases can be identified by changing the version number, such as 11.02.100 to 11.03.100.

Related Topics

[What is the Meaning of IGEL Release Names?](#)(see page 265)

[Software Releases Overview](#)(see page 260)

[Devices Supported by IGEL Universal Management Suite \(UMS\)](#)

[End-of-Life Products before IGEL OS 11: IGEL Devices before the Launch of IGEL OS 11 \(before February 2019\)](#)