



Important Information

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Action Required: Update IGEL OS on Devices Before October 14, 2025

On October 14, 2025, Microsoft will deliver an updated Secure Boot revocation list. Once applied, this update will prevent IGEL OS versions prior to 11.10.410 (OS 11) and 12.7.0 (OS 12) from booting.

The revocation list is delivered through BIOS/[UEFI](#)¹ firmware updates from your hardware vendor. IGEL OS will only be affected once the BIOS/UEFI update is applied to your endpoint devices.

What You Need To Do

1. Update IGEL OS before applying any BIOS/UEFI firmware updates:

- IGEL OS 12 → Update to version 12.7.0 or later (latest 12.7.2)
- IGEL OS 11 → Update to version 11.10.410 or later
- IGEL UD Pocket /USD Boot devices → Update to IGEL OS 12.7.0 or later

2. After updating IGEL OS:

- You can safely update the BIOS/UEFI firmware on your endpoint device.

Key Points

- IGEL OS endpoints will only be affected if a BIOS/UEFI firmware is applied before updating to IGEL OS 12.7.0, or 11.10.410 (or later).
As long as you do **not update the UEFI** on your IGEL endpoints, there will be **no impact** on your active devices.
- This applies to IGEL UD Pocket (bootable USB drives) as well.
- If you cannot update IGEL OS before updating the BIOS/UEFI, you may temporarily disable Secure Boot.
 - This will allow older versions of IGEL OS to boot.
 - Only do this with approval from your security team.
 - **Strongly recommended:** Re-enable Secure Boot after updating IGEL OS on your endpoints.
 - Please consult your hardware vendor's instructions to disable Secure Boot
- Similar to the above, if you have updated the BIOS/UEFI and IGEL OS will no longer boot, you can disable Secure Boot, which will recover the IGEL OS endpoint and allow the update process.

Device Impact Overview

Devices Not Impacted

- IGEL-branded devices (pre-tested and validated)
- Devices using a UEFI version **released before October 14, 2025**
- Devices without Secure Boot enabled or that do not support Secure Boot

1. <https://en.wikipedia.org/wiki/UEFI>



Devices Potentially Impacted

- Devices with a UEFI version **released after October 14, 2025**
- Devices that came with Windows preinstalled (these may auto-update UEFI via Windows update)
- UD Pockets on third-party devices that auto-apply UEFI updates via Windows or OEM software

How to Ensure Devices Have the Updated Certificate

To prevent boot issues after UEFI updates released after October 14, 2025:

1. **Apply the Current OS Release:**
 - **IGEL OS 12:** Upgrade to **12.7.2 or later**
 - **IGEL OS 11:** Upgrade to **11.10.410 or later**
2. **Before Updating UEFI:**
 - Ensure the device is already running one of the OS versions listed above.
 - This ensures the Secure Boot certificate used in newer UEFI versions is already present.
3. **Temporarily Disable Secure Boot** (if needed):
 - If the UEFI is already updated and the device won't boot, disable Secure Boot in BIOS.
 - Re-enable Secure Boot after upgrading IGEL OS to a version with the new certificate.

Please consult your security department, before disabling secure boot.



Reminder

IGEL OS 11 reaches **End of Maintenance** on **June 30, 2026**. It will no longer receive updates — including Secure Boot certificates — after this date.

Need help?

- For step-by-step instructions to update from OS 11 to OS 12, please see:
 - [Upgrading \(Migration\) from IGEL OS 11 to IGEL OS 12](#)²
 - Instructional Video [How to update IGEL OS 11 to IGEL OS 12](#)³
- To open a ticket with IGEL Technical Support:
 - <https://support.igel.com/csm>
- To speak with the IGEL Customer Experience Team
 - EMEA: igelcxmemea@igel.com⁴

2. <https://kb.igel.com/en/igel-os/11.10/upgrading-migration-from-igel-os-11-to-igel-os-12>

3. <https://www.youtube.com/watch?v=nJOLrvsyM0I>

4. <mailto:igelcxmemea@igel.com>



- NA: igelcxmna@igel.com⁵

5. <mailto:igelcxmna@igel.com>



Important Advisory: Device Certificate Renewal Issue on IGEL OS 12.4.0 and Earlier

Please be informed of a critical issue affecting **IGEL OS devices running version 12.4.0 or earlier**. These devices are unable to automatically renew their device certificate during boot. Once the certificate expires, the device will no longer be able to connect to the Universal Management Suite (UMS), resulting in the device becoming unmanageable.

Recommended Action

To prevent service disruption, we **strongly recommend upgrading all affected devices to IGEL OS version 12.4.1 or later**, where this issue has been resolved. These / all later versions resolve the issue and ensure automatic renewal of device certificates.

Temporary Mitigation (for Devices with Valid Certificate)

If an upgrade is not immediately possible and the device certificate is still valid, you can trigger a manual certificate renewal using the following custom command via a UMS profile:

```
rmagent-state -w connected && rmagent-check-reenroll (as network final custom command)
```

Mitigation for Devices with Expired Certificate

If a device's certificate has already expired and it can no longer connect to UMS, there are two recovery options:

- Local Certificate Renewal
 - Manually access the device and execute the following command in the local terminal / SSH:

```
/sbin/rmagent-check-reenroll
```

- Factory Reset and Re-Onboarding of Device:
 - If local access is possible, you can also reset the device to factory defaults and re-onboard it to UMS, which will issue a new certificate.

FAQ

How long are the certificates typically valid - from the time of registration? In other words, when is a certificate renewal usually due?

Certificates are valid for one year from the date of issuance/registration in UMS. The client automatically requests a renewal from the UMS 30 days before the expiration date - and again with every reboot (until the certificate expires).

Is there a command to check when a certificate expires? Can this be viewed in the UMS?

In the UMS, you can find the Registration Date under *System Information* → *Registration Date* - this field can also be used as a search criterion. That said, we've reviewed the Registration Date and found it's not entirely reliable.

For example:

One device shows a Registration Date of 08.04.2024, but the certificate is dated 10.03.2025. So while the Registration Date can be used as an indicator, it may not be a fully accurate reference for certificate validity.



This issue only affects OS12 and is limited to the certificate renewal process.

Important Information About the German Translation

Note on the German Translation

Our Knowledge Base articles are currently being translated into German. The content will soon be available in German and will be added step by step. Until then, you can still find the complete information in the English version.

Do you have any questions? You can contact us at any time using the feedback tool at the end of each article or by emailing techpub@igel.com⁶. Thank you for your patience!

Tip

Sign up for our **newsletter** to receive regular updates on new content and updates!

<https://www.igel.com/>

6. <mailto:techpub@igel.com>