IGEL Subscription

You can purchase your IGEL subscription in the form of an IGEL OS Edition. IGEL OS Editions are designed for different business needs and they include licences for a selection of software, services and features. Depending on the IGEL OS Edition, the subscription includes:

- UMS License(s) with different feature sets as described in IGEL OS Editions (see page 10)
- IGEL OS device licenses
- IGEL support service entitlement with different levels as described in IGEL OS Editions (see page 10)
- Purchasable add-on licenses

For technical details on UMS Licenses and IGEL OS device licenses, see IGEL Software Licenses for IGEL OS and IGEL UMS (see page 3).

For details on the effects of license expiration, see IGEL Subscription - Entitlements and Effects of Expiration (see page 26) .

IGEL Software Licenses for IGEL OS and IGEL UMS

The IGEL software licenses are purchased with the subscriptions called IGEL OS Editions. The software licenses can be distributed through the IGEL Licensing Portal (ILP). All IGEL OS Editions include licenses for the IGEL Universal Management Suite (UMS) and licenses for the IGEL OS devices.

The licenses validity period is aligned with the subscription period. When the license for the IGEL OS device or the IGEL Universal Management Suite (UMS) expires, functions get limited or deactivated. For details on the effects of expiration, see IGEL Subscription - Entitlements and Effects of Expiration[1].

IGEL OS Licenses

The IGEL OS devices need to be licensed with device licenses. These licenses are called Workspace Edition (WE) Licenses, and technically they are the same licenses for IGEL OS 12 and IGEL OS 11 devices.

License Deployment

The device licenses can be deployed as described in Deploying Licenses.

IGEL UMS Licenses

You can use different feature sets of the UMS based on the UMS License. This is called the feature-based license model. For an overview of which features are included in the Essential, Standard, and Enterprise UMS License, see IGEL OS Editions (see page 10) .

The IGEL OS Editions that are offered for specific business needs (for example, Healthcare or Government) also include the Enterprise UMS License.

License Deployment

Standard and Enterprise features require a dedicated Standard or Enterprise UMS License, which can be generated in the ILP and must be imported into the IGEL UMS. The license service in the UMS verifies the imported UMS license and applies the corresponding feature activation. In the ILP, you have the UMS License assigned to your account based on the purchased IGEL OS Edition. For details on how to license the UMS, see How to License the IGEL UMS (see page 5) .

> ℹ️ All registered UMS instances within one ILP account get the same UMS License level, that is, you cannot have UMS Essential License for one UMS instance and UMS Enterprise License for the other UMS instance.

> ❌ **Risk of Loss of Functionality**
> Downgrading the UMS License (for example, deploying a Standard UMS License after an Enterprise UMS License) results in a loss of functionality with immediate effect, and therefore has a huge risk on production environments.
> The functions are limited, but no data is deleted - if an upgraded license is later applied, previous features, configurations, and assignments are restored.

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1. https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-entitlements-and-effects-of-expi

Evaluation Licenses for IGEL OS 12 and IGEL UMS

The evaluation license (or demo license) is a license for testing purposes with a limited license period. There are evaluation licenses available both for IGEL OS 12 and IGEL UMS.

> ℹ️ The IGEL UMS can be installed without a technical license, providing access to features of the Essential License out of the box. So you only need an Evaluation UMS License to evaluate Standard or Enterprise features. The Evaluation UMS License unlocks all Enterprise features of the UMS.
> For details on the features, see IGEL OS Editions (see page 10) .

License Deployment

You can get an IGEL OS evaluation license as described in Getting a Demo License .

You can get the Evaluation UMS License in coordination with an IGEL representative, who can generate the license and assign it to the ILP account. Then the UMS needs to get licensed with the Evaluation License. For details, see How to License the IGEL UMS (see page 5) .

How to License the IGEL UMS

Starting from version 12.07.100, the IGEL Universal Management Suite (UMS) needs to have a license in place to provide access to selected UMS features.

> ℹ️ Only features of the Essential UMS License work out of the box after UMS installation. For an overview of which features are included, see IGEL OS Editions[2].

Registering the UMS in ILP

The UMS License gets generated in the IGEL License Portal (ILP) based on the UMS ID. For this, you need to register the UMS ID in the ILP (if not yet done so). Each UMS License is based on the unique UMS ID, so you need to do it for each UMS instance.

> ✅ You can work with the UMS IDs as described in How to Register the UMS ID in ILP[3].
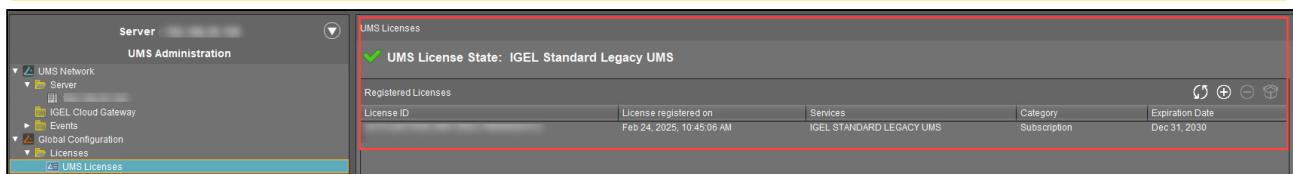
Licensing the UMS

With Automatic License Deployment

If Automatic License Deployment (ALD) is activated for license distribution, the license is generated automatically and sent via ALD to the UMS. You can check the imported license in your UMS under **UMS Administration > Global Configuration > Licenses > UMS Licenses**.

> ⚠️ **Risk of Loss of Functionality**
> If ALD is activated, your UMS will get licensed as soon as a new IGEL OS Edition subscription is assigned to your ILP account. So downgrading the UMS License (for example, switching from Enterprise to Standard) results in a loss of functionality with immediate effect, and therefore has a huge risk on production environments.

Without Automatic License Deployment

If Automatic License Deployment (ALD) is not activated, you need to license the UMS manually:

1. In the ILP go to the **UMS ID** page.

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2. https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions
3. https://kb.igel.com/en/igel-subscription-and-more/current/how-to-register-the-ums-id-in-ilp
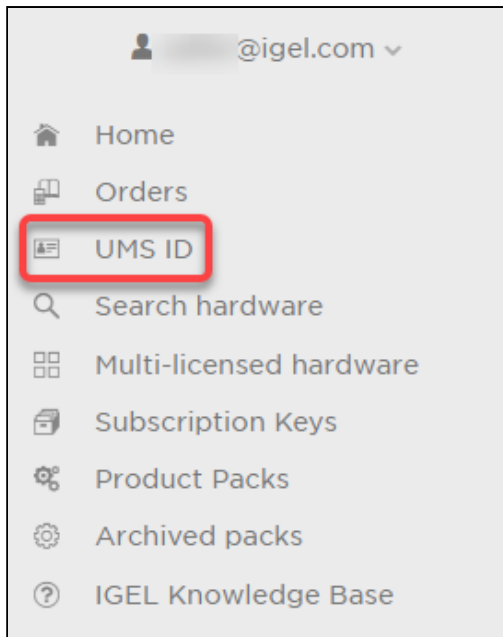
2. Download the UMS License from the ILP by clicking the below button.
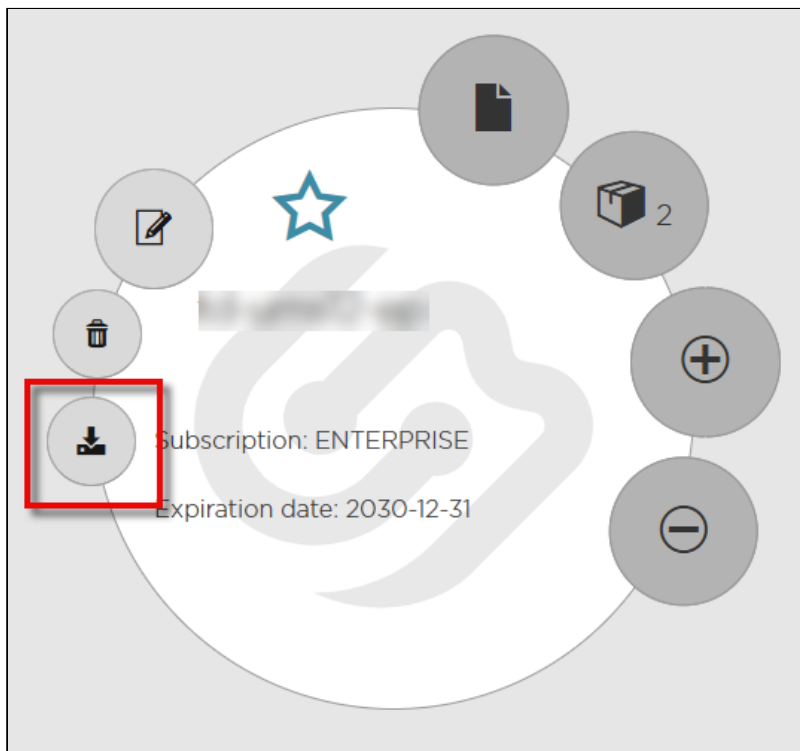
3. Import the downloaded license file into the UMS in one of the following ways:

- During UMS update. For details, see (12.06.120-en) IGEL UMS Installation under Linux and (12.06.120-en) IGEL UMS Installation under Windows.

- Add the license file using the UMS Console under **UMS Administration > Global Configuration > Licenses > UMS Licenses**. For details, see (12.06.120-en) UMS Licenses .
- Add the license file in the UMS Administrator by clicking **Activate new UMS license** under **Settings**. For details, see (12.07.100-en) Settings - Change Server Settings in the IGEL UMS Administrator .

⚠ Since the UMS License is extended in line with the last valid OS license, you need to update the expiration date by re-licensing your UMS manually when you buy a new IGEL OS device license.

Troubleshooting: Loss of UMS Server Access after Update to UMS 12.07.100

After updating your IGEL Universal Management Suite (UMS) to version 12.07.100 or higher, the UMS server does not start and you cannot access the database any more.

Problem

With the introduction of the subscription model for IGEL OS Editions, a new feature-based licensing model is implemented for the IGEL UMS. The feature-based licensing model is released with UMS version 12.07.100. With the feature-based license model, UMS features are activated based on the deployed license. For details, see IGEL OS Editions (see page 10) .

> ℹ When functions get deactivated due to a lack of license, no data is deleted - if a license is later applied, previous features, configurations, and assignments are restored.

Lack of License Automation

The UMS can only get the UMS License automatically if the UMS ID is registered in the ILP and Automatic License Deployment (ALD) is activated. Otherwise, a manual license deployment is needed.

Feature not Included in UMS License

The external database feature is included in the Standard or Enterprise UMS License, so if you downgraded to the Essential UMS License, you need to change to an embedded database.

Solution

Lack of License Automation > Manual License Upload

If you do not have Automatic License Activation activated, or your UMS is not connected to the IGEL License Portal (ILP), the UMS License needs to be deployed manually. Since the UMS License that grants access to the External Database feature was not present at UMS Server start, the server cannot start. You need to upload the license manually through the IGEL UMS Administrator. For details, see (12.07.100-en) Settings - Change Server Settings in the IGEL UMS Administrator .

Feature not Included in UMS License > Database Copy

If you downgraded to the Essential UMS License, you can use the embedded database. For this, you should create a data source for the embedded database in the UMS Administrator and copy the external database into it. For details, see Copying a Data Source[4].

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4. https://kb.igel.com/en/universal-management-suite/current/copying-a-data-source

Troubleshooting: Loss of UMS Functions After Update to UMS 12.07.100

You updated your IGEL Universal Management Suite (UMS) to version 12.07.100 or higher, and you cannot access some features anymore.

Problem

With the introduction of the subscription model for IGEL OS Editions, a new feature-based licensing model is implemented for the IGEL UMS. The feature-based licensing model is released with UMS version 12.07.100. With the feature-based license model, UMS features are activated based on the deployed license. For details, see IGEL OS Editions (see page 10) .

> ℹ️ When functions get deactivated due to a lack of license, no data is deleted - if a license is later applied, previous features, configurations, and assignments are restored.

To guarantee feature availability, IGEL automatically assigned the Standard (Legacy) UMS License to all IGEL Licensing Portal (ILP) accounts that have a valid subscription and are not yet migrated to an IGEL OS Edition. The Standard (Legacy) UMS License grants access to the full feature set of UMS version 12.06.120.

> ✅ You can check the UMS license state in your UMS under **UMS Administration > Global Configuration > Licenses > UMS Licenses.**

Lack of License Automation

The UMS can only get the Standard (Legacy) UMS License automatically if the UMS ID is registered in the ILP and Automatic License Deployment (ALD) is activated. Otherwise, a manual license deployment is needed.

Solution

Lack of License Automation > Manual License Upload

If the license deployment is not automatic or the UMS is not directly connected to the ILP (for example, in air gapped scenarios), you need to generate the Standard (Legacy) UMS License and import it to your UMS manually. For details on how to do it, see How to License the IGEL UMS (see page 5) .

IGEL OS Editions

IGEL OS Editions are subscriptions designed for different business needs and they include licences for a selection of software, services and features. The below table provides an overview of:

- Which UMS features are included in the IGEL OS Editions.
- Which Feature Packs (see page 22) can be purchased to further extend management capabilities and endpoint functionality per IGEL OS Edition.
- Which Support Levels (see page 25) are included in the IGEL OS Editions.

For more information on Editions, see https://www.igel.com/licensing/ .

Feature Matrix

Key:

✓ = Included

➕ = Purchasable

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Database						
Embedded DB	✓	✓	✓	✓	✓	Description A lightweight database system that is directly built into the software on the server. Embedded databases are less scalable, less secure, and lack advanced features compared to external databases. Migrate a UMS Server with the Same Embedded Database[5]

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5. https://kb.igel.com/en/universal-management-suite/current/migrate-a-ums-server-with-the-same-embedded-databa

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
External DB	-	✓	✓	✓	✓	Description An external database is a separate system that stores and manages data outside of the UMS. Installation Requirements for the IGEL UMS[6] Connecting External Database Systems[7]
Network						
IGEL Cloud Gateway	-	✓	✓	✓	✓	Description The IGEL Cloud Gateway (ICG) enables the IGEL Universal Management Suite (UMS) to securely manage endpoint devices outside the company network. ICG Manual[8]
Distributed UMS	-	✓	✓	✓	✓	Description Distributed UMS is the recommended High Availability solution for UMS. Installing the Distributed IGEL UMS[9]

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6. https://kb.igel.com/en/universal-management-suite/current/installation-requirements-for-the-igel-ums
7. https://kb.igel.com/en/universal-management-suite/current/connecting-external-database-systems
8. https://kb.igel.com/en/igel-cloud-gateway/current/icg-manual
9. https://kb.igel.com/en/universal-management-suite/current/installing-the-distributed-igel-ums

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Distributed App Repository	-	-	✓	✓	✓	Description Devices can download the app installation package not from the IGEL App Portal but from a local server of the customer, suitable for air-gapped/low bandwidth use cases. How to Use Distributed App Repositories in IGEL UMS[10]
UMS as CA proxy	-	-	✓	✓	✓	Description Use UMS as a trusted relay agent to forward device certificate request to the external certificate authority in the name of the device and transfer the device certificate back securely. ⓘ The external Public Key Infrastructure (PKI) needs to support the EST protocol. UMS as a Certificate Authority (CA) Proxy[11]

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10. https://kb.igel.com/en/universal-management-suite/current/how-to-use-distributed-app-repositories-in-igel-um
11. https://kb.igel.com/en/universal-management-suite/current/ums-as-a-certificate-authority-ca-proxy

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Registration						
One time password	✓	✓	✓	✓	✓	Description Regular device registration method, user needs to receive one time password from admin. Onboarding IGEL OS 12 Devices[12]
Scan & register	✓	✓	✓	✓	✓	Description Regular device registration method, admin searches for devices in the company network. Registering IGEL OS Devices on the UMS Server[13]
Onboarding Service	-	✓	✓	✓	✓	Description New, very user-friendly device registration method, user only needs to type in email to get the device registered. Initial Configuration of the IGEL Onboarding Service (OBS)[14]

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12. https://kb.igel.com/en/how-to-start-with-igel/current/onboarding-igel-os-12-devices
13. https://kb.igel.com/en/universal-management-suite/current/registering-igel-os-devices-on-the-ums-server
14. https://kb.igel.com/en/how-to-start-with-igel/current/initial-configuration-of-the-igel-onboarding-servi

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Devices						
Search	✓	✓	✓	✓	✓	Description Search for devices based on specific criteria lice MAC address, app installed, etc. Views - Filtering for Devices in the IGEL UMS[15] Search for Devices in the IGEL UMS Web App[16]
Shadow - Remote Manager	✓	✓	✓	✓	✓	Description Remote control to device (Help desk use case). Remote Access in IGEL OS 12[17]
Power control	✓	✓	✓	✓	✓	Description Remote control commands to device like shutdown, restart (Help desk use case). Devices - View and Manage Your Endpoint Devices in the IGEL UMS Web App[18]
Secure terminal	-	✓	✓	✓	✓	Description Open remote terminal on device to type in commands. Secure Terminal in IGEL OS 12[19]

15. https://kb.igel.com/en/universal-management-suite/current/views-filtering-for-devices-in-the-igel-ums
16. https://kb.igel.com/en/universal-management-suite/current/search-for-devices-in-the-igel-ums-web-app
17. https://kb.igel.com/en/igel-os-base-system/current/remote-access-in-igel-os-12
18. https://kb.igel.com/en/universal-management-suite/current/devices-view-and-manage-your-endpoint-devices-in-t
19. https://kb.igel.com/en/igel-os-base-system/current/secure-terminal-in-igel-os-12

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Configurations						
Profiles	✓	✓	✓	✓	✓	Description Set of device configurations, like keyboard settings, wifi connection, security settings. Profiles in the IGEL UMS[20]
Corporate Identity Customization	✓	✓	✓	✓	✓	Description Customize the user interface of your IGEL OS devices to suit your corporate design using the Corporate Identity Customization (CIC) function in the IGEL Universal Management Suite (UMS). Corporate Identity Customizations in the IGEL UMS[21]
Files	✓	✓	✓	✓	✓	Description Send files like wallpapers or certificates to devices. Files - Registering Files on the IGEL UMS Server and Transferring Them to Devices[22]
Priority Profiles	-	✓	✓	✓	✓	Description Similar to profiles, but always overrules other profile settings. Priority Profiles in the IGEL UMS[23]

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20. https://kb.igel.com/en/universal-management-suite/current/profiles-in-the-igel-ums
21. https://kb.igel.com/en/universal-management-suite/current/corporate-identity-customizations-in-the-igel-ums
22. https://kb.igel.com/en/universal-management-suite/current/files-registering-files-on-the-igel-ums-server-and

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Template Keys	-	✓	✓	✓	✓	Description Efficient way to configure large amount of devices using the same profiles, but different values within the profile, e.g. language. Template Profiles in the IGEL UMS[24]
Logging						
Security Logging	✓	✓	✓	✓	✓	Description UMS logs security relevant actions like device registrations or user actions. User Logs in the IGEL UMS[25]
SIEM compatibility	✓	✓	✓	✓	✓	Description Specify the logging behavior of the IGEL Universal Management Suite (UMS) for messages and events as well as activate performance logging. Logging in the IGEL UMS[26]

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23. https://kb.igel.com/en/universal-management-suite/current/priority-profiles-in-the-igel-ums
24. https://kb.igel.com/en/universal-management-suite/current/template-profiles-in-the-igel-ums
25. https://kb.igel.com/en/universal-management-suite/current/user-logs-in-the-igel-ums
26. https://kb.igel.com/en/universal-management-suite/current/logging-in-the-igel-ums

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Management						
Basic admin tasks	✓	✓	✓	✓	✓	Description Automate basic administrative tasks in the IGEL Universal Management Suite (UMS), like regular DB backups. Create Data Backup as Administrative Task in the IGEL UMS[27]
Extended admin tasks	-	✓	✓	✓	✓	Description Automate advanced administrative tasks in the IGEL Universal Management Suite (UMS), like sending emails based on search exports. Administrative Tasks - Configure Scheduled Actions for the IGEL UMS[28]
Custom device attributes	-	✓	✓	✓	✓	Description Configure custom attributes for devices, e.g. branch office information. Managing Device Attributes for IGEL OS Devices in the IGEL UMS[29]

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27. https://kb.igel.com/en/universal-management-suite/current/create-data-backup-as-administrative-task-in-the-i
28. https://kb.igel.com/en/universal-management-suite/current/administrative-tasks-configure-scheduled-actions-f
29. https://kb.igel.com/en/universal-management-suite/current/managing-device-attributes-for-igel-os-devices-in-

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Default Directory Rules	-	✓	✓	✓	✓	Description Rules for default directories are used to automatically classify devices into specific directories during registration. These directories can be linked to profiles which are then assigned to the devices contained. As a result, you can automatically configure the devices during registration (zero touch deployment). Default Directory Rules[30]
Jobs	-	✓	✓	✓	✓	Description Automate device tasks to reduce manual work for admins. Jobs - Sending Automated Commands to Devices in the IGEL UMS[31]
Device naming scheme	-	✓	✓	✓	✓	Description Harmonize the naming logic of devices in UMS to fit company standards. How to Rename IGEL OS Devices[32]

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30. https://kb.igel.com/en/universal-management-suite/current/default-directory-rules
31. https://kb.igel.com/en/universal-management-suite/current/jobs-sending-automated-commands-to-devices-in-the-
32. https://kb.igel.com/en/universal-management-suite/current/how-to-rename-igel-os-devices

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
IGEL Management Interface - API Connection	-	✓	✓	✓	✓	Description IGEL Management Interface (IMI) enables you to connect UMS to systems management tools. It is a programming interface that can create and delete endpoint devices, move them between directories, reboot them and much more. Its implementation as a REST API makes IMI agnostic of hardware platforms, operating systems and programming languages, thus ensuring maximum interoperability. IMI Manual[33] IMI API V3 Reference[34]
UMS as Identity Broker	-	✓	✓	✓	✓	Description Device login using UMS as local Active Directory (AD). How to Configure IGEL UMS As Identity Broker[35]
Asset Inventory Tracker (AIT)	-	-	✓	✓	✓	Description View the information about the peripherals connected to your IGEL OS 12 device. Devices - View and Manage Your Endpoint Devices in the IGEL UMS Web App[36]

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33. https://kb.igel.com/en/igel-management-interface/current/imi-manual
34. https://kb.igel.com/en/igel-management-interface/current/imi-api-v3-reference
35. https://kb.igel.com/en/universal-management-suite/12.07.100/how-to-configure-igel-ums-as-identity-broker
36. https://kb.igel.com/en/universal-management-suite/current/devices-view-and-manage-your-endpoint-devices-in-t

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Identity and Access Management						
Local users with password	✓	✓	✓	✓	✓	Description For the purpose of logging in to the UMS Console / UMS Web App, you can create, organize, and remove accounts. Administrator Accounts in the IGEL UMS[37]
UMS login with SSO	✓	✓	✓	✓	✓	Description Support for selected IdPs, for example, Microsoft Entra ID, Okta, Ping Identity. How to Set Up UMS Login with SSO[38]
AD & LDAP for UMS login	-	✓	✓	✓	✓	Description Instead of creating and organizing UMS administrators manually you are looking for an easy way of importing them from your existing Active Directory, using the same AD group assignments and credentials as already defined in the AD. How to Integrate Active Directory in IGEL UMS[39]

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37. https://kb.igel.com/en/universal-management-suite/current/how-to-create-administrator-accounts-in-the-igel-u
38. https://kb.igel.com/en/universal-management-suite/current/how-to-set-up-ums-login-with-sso
39. https://kb.igel.com/en/universal-management-suite/current/how-to-integrate-active-directory-in-igel-ums

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Cloud Services						
App Creator Portal **-Community Certificate**	✓	✓	-	-	-	Description The App Creator Portal is an IGEL hosted modern look and feel portal where you can bring your custom apps, package them ready to be deployed to your IGEL OS12 and above endpoints within minutes with no scripting required. The app signing certificate in the 'Community Certificate' edition is a shared certificate used by all customers to digitally 'sign' an application allowing the deployment of custom applications. If you wish to use your own signing certificate you will need to use the 'Enterprise Certificate' edition. Add own Apps and make available for endpoints (+ = restirct to only company approved) IGEL App Creator Portal[40]
App Creator Portal - Enterprise Certificate	-	-	✓	✓	✓	Description Add own Apps and make available for endpoints (+ = restirct to only company approved)

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40. https://kb.igel.com/igel-app-creator/current/igel-app-creator-portal

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
App Portal, Customer Portal & ILP	✓	✓	✓	✓	✓	Description All Cloud services (App Portal, Customer Portal, Igel Licence Portal) Using the IGEL Customer Portal[41] IGEL App Portal[42] Licensing[43] IGEL License Portal (ILP)[44]
Feature Packs Available for Purchase						
IGEL Advanced Device Redirection	➕	➕	➕	➕	➕	Description Using IGEL Advanced Device Redirection it is possible to access your local USB devices from a remote desktop session. USB devices appear as if they were plugged directly to the remote computer. And it works with virtually any device. IGEL Advanced Device Redirection Add-On License[45]

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41. https://kb.igel.com/en/how-to-start-with-igel/current/using-the-igel-customer-portal
42. https://kb.igel.com/en/how-to-start-with-igel/current/igel-app-portal
43. https://kb.igel.com/en/how-to-start-with-igel/current/licensing
44. https://kb.igel.com/en/igel-subscription-and-more/current/igel-license-portal-ilp
45. https://kb.igel.com/en/igel-subscription-and-more/current/igel-advanced-device-redirection-add-on-license

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Smart Login	-	➕	➕	✓	➕	**Description** Enterprise single sign-on and virtual desktop access for fast, secure, No Click Access™ to technology endpoints, like the IGEL Agent for Imprivata solution. IGEL Agent for Imprivata[46]
90Meter	-	-	-	-	➕	**Description** The 90meter PKCS#11 Library offers unparalleled security solutions to enable smart card support for NIPRnet within Virtual Desktop Infrastructure (VDI) environments.
Deployment Options Available for Purchase						
Universal Management Suite as a Service	-	-	➕	➕	➕	**Description** IGEL Universal Management Suite as a Service (UMSaaS) is a cloud-hosted service of the IGEL UMS that enables scalable and secure endpoint management without requiring customer-owned infrastructure. FAQ - IGEL Universal Management Suite as a Service (UMSaaS)[47]

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46. https://kb.igel.com/en/igel-apps/current/igel-agent-for-imprivata
47. https://kb.igel.com/en/universal-management-suite/current/faq-igel-universal-management-suite-as-a-service-u

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
IGEL Business Continuity & Disaster Recovery	-	-	➕	➕	➕	Description Boot x86-x64 devices into IGEL OS to provide a secure, performant and managed workspace. IGEL for Business Continuity | IGEL Technology[48] IGEL Dual Boot™ installs IGEL OS alongside Windows partition, enabling a clean, secure boot to critical services during outages or compromise. How to Deploy and Use IGEL OS Dual Boot (IGEL Business Continuity & Disaster Recovery)[49] IGEL Business Continuity USB Boot option available on request up to the amount of business continuity licenses ordered.
IGEL Managed Hypervisor	-	-	➕	➕	➕	Description Virtualize, secure, and manage Windows and Linux workloads. IGEL Managed Hypervisor Add-On License[50] IGEL Managed Hypervisor[51]

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48. https://www.igel.com/business-continuity/
49. https://kb.igel.com/en/igel-os-base-system/current/how-to-deploy-and-use-igel-os-dual-boot-igel-busin
50. https://kb.igel.com/en/igel-subscription-and-more/current/igel-managed-hypervisor-add-on-license
51. https://kb.igel.com/en/igel-apps/current/igel-managed-hypervisor

|	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Support Levels						
Select	✓	-	-	-	-	Description
Priority	-	✓	-	-	-	IGEL offers a selection of support offers designed to fit the needs of any enterprise, large or small.
Priority Plus	-	➕	✓	✓	✓	IGEL Technical Support | IGEL[52]

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52. https://www.igel.com/support/

IGEL Subscription - Entitlements and Effects of Expiration

IGEL offers subscriptions in the form of IGEL OS Editions. Each IGEL OS Edition subscription includes licences for a selection of software features. For details on which features are licensed, see IGEL OS Editions[53].

The validity of the licenses is defined by the validity of the subscription. As soon as the subscription expires, the included licenses expire and functions get limited.

Overview of License Expiration Effects on the IGEL System
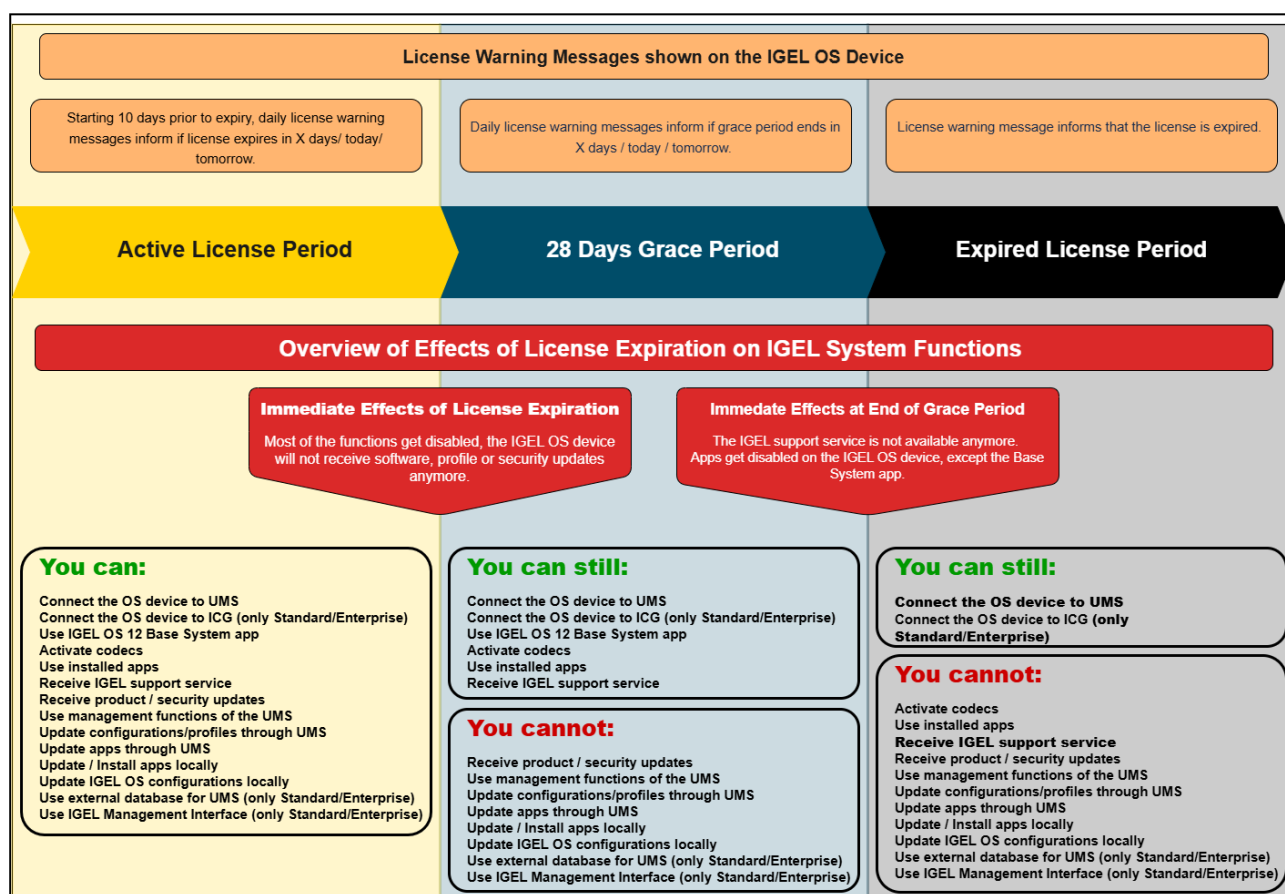
> ℹ️
>
> ## Expiration Reminder Emails from ILP
>
> The IGEL License Portal (ILP) sends you reminder emails about the status of your subscription at certain dates, for example, 120/60/7 days before expiration. The reminder email lists the details of the subscription that is about to expire with the expiration dates and the information for renewal. You can enable reminder emails under **Account menu > Settings**, see Overview[54].

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53. https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions
54. https://kb.igel.com/en/igel-subscription-and-more/current/overview

IGEL OS 12 License Expiration

IGEL OS 12 devices need a valid device license to use the functions on the device, manage the devices through the IGEL Universal Management Suite (UMS) and to receive updates. Once a license expires, IGEL OS 12 functions get limited or disabled.

⚠️ ### License Warning Messages in OS 12

In IGEL OS 12, license warning messages communicate license information to help you keep track of the state of the license. The warning messages contain information on when the license expires and the effects of expiration. The warning messages are usually shown once a day, at boot and at login starting 10 days prior to license expiry.
Once the license expires, a constant warning message is shown, communicating the expired license state. **License warning messages cannot be suppressed or disabled.**

Workspace Edition License Expiration

The licenses for IGEL OS devices are called Workspace Edition (WE) licenses in the IGEL License Portal (ILP).

When the WE license expires, a 28-day grace period begins. During the grace period:

- you can still use installed apps on the device
- the system will not receive software, profile or security updates
- you cannot update configuration, apps, and the base system

⚠️ Once the grace period ends, you lose all functions except the possibility to re-license OS devices through the UMS.

→ To continue using IGEL OS 12, you can renew your IGEL OS subscription and the license on the OS 12 device. For more information, contact your sales or renewal representative or reseller and see Deploying Licenses[55].

❌ ### Workspace Edition License Does Not Function

The license does not function, when the WE license is expired, and the currently installed base system version was released after the expiration date. As a result, all functions get disabled.
→ To continue using IGEL OS 12, assign a renewed license. For more information, contact your sales or renewal representative or reseller and see Deploying Licenses[56].

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55. https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses
56. https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses

Evaluation Device License Expiration

The evaluation license (or demo license) is a license for testing purposes with a limited license period. For details on evaluation license, see Getting a Demo License[57].

When the evaluation license period is over, a warning message informs you that the license is expired. Once the license expires, all functions of the IGEL OS 12 get disabled.

→ To continue using IGEL OS 12, purchase an IGEL subscription and deploy a new license on the device. For more information, contact your sales or renewal representative and see Deploying Licenses[58].

IGEL UMS License Expiration

The UMS Licenses are managed through the IGEL Licensing Portal (ILP). The expiration dates of licenses are synchronized in the ILP, and as long as there is an active IGEL OS device license in the customer account, the UMS License also stays active. This means, that the UMS license expiration aligns with the latest subscription key expiration date of the account.

When the UMS License expires, the management functions of the IGEL UMS get limited. UMS features that are licensed by Standard or Enterprise License get limited, locked, or deactivated. For details on which features are licensed, see IGEL OS Editions[59].

> ℹ️ When a license expires, and features get disabled, no data is lost. If a valid license is re-imported, previous features and associated data (for example, priority profile configurations) become available again.

→ To continue using IGEL UMS, renew your IGEL OS subscription and the UMS License. For more information, contact your sales or renewal representative or reseller.

> ⚠️ If the UMS is not connected to the ILP (for example, air-gapped environment) and there is a new subscription key added to the ILP, the expiration date of the UMS license is synchronized in the ILP, but not forwarded to the UMS. You need to manually re-license your UMS to update the UMS license expiration date in the UMS as well.

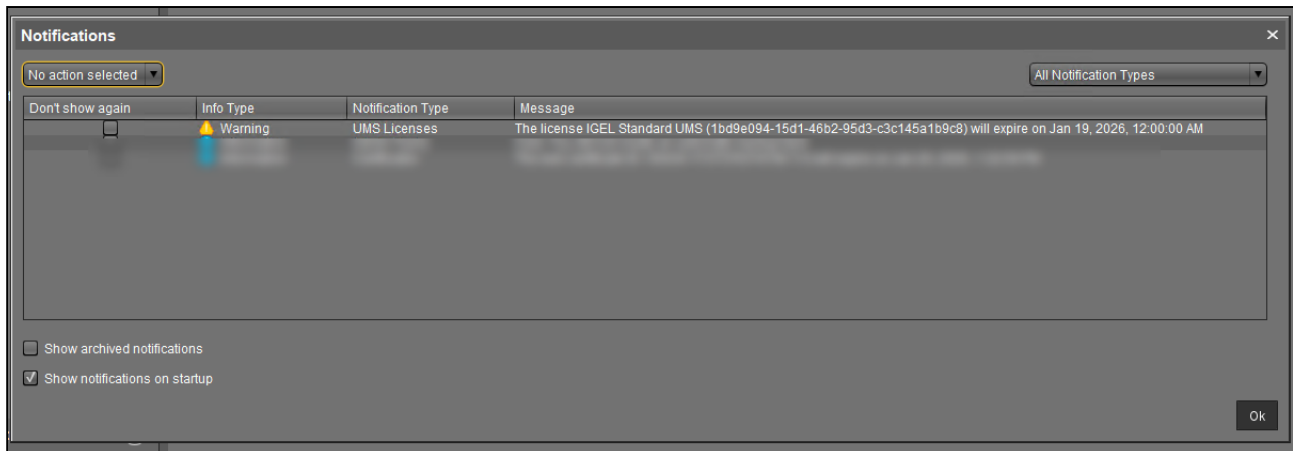## License Warning Messages in UMS

UMS admins are notified at the start of the UMS Console about the status and expiration date of the UMS License.

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57. https://kb.igel.com/en/igel-subscription-and-more/current/getting-a-demo-license
58. https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses
59. https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions

> ✅ Admins can always check the state of the UMS License in the UMS Console, under **UMS Administration > Global Configuration > Licenses > UMS Licenses**.

UMS Evaluation License Expiration

A UMS Evaluation License unlocks all standard and enterprise features within the IGEL UMS for a given period. When the UMS Evaluation License expires, all functions get disabled with immediate effect.

→ To continue using IGEL UMS, purchase an IGEL subscription and license your IGEL UMS.

> ℹ️ The IGEL UMS can be installed without a technical license, providing access to features of the Essential License out of the box. You only need an Evaluation UMS License to evaluate Standard or Enterprise features.
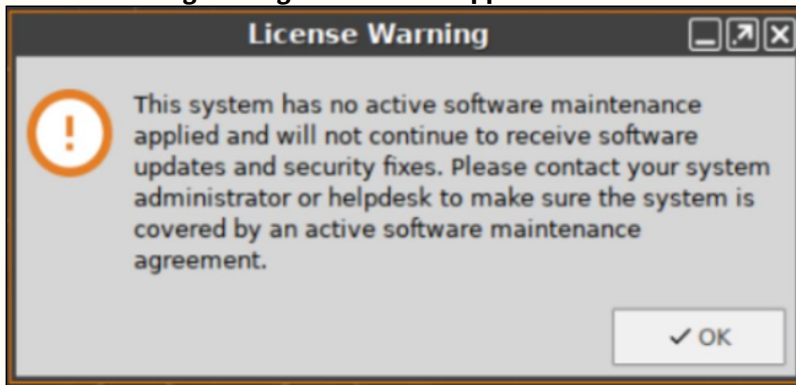
Effects of Subscription Expiration in IGEL OS 11

> ⚠️ **License Warning Messages**
>
> In IGEL OS 11, once the license expires, a constant warning message is shown, communicating the expired license state.
> **License warning messages cannot be suppressed or disabled.**
>

Functions on the IGEL OS Device

Function	Subscription Active	Subscription Expired
Use IGEL OS 11	✅	✅
Connect to UMS	✅	✅
Update firmware locally	✅	✅ With an expired subscription, you can update your firmware locally, as long as the release date of the firmware update is lower than the expiration date. Example: • The subscription expired on 01.08.2022; a local update to IGEL OS 11.07.100 (release date 29.03.2022) is STILL possible. • The subscription expired on 01.08.2022; a local update to IGEL OS 11.08.100 (release date 19.08.2022) is NOT possible.

Function	Subscription Active	Subscription Expired
Activate multimedia codecs	✅	✅
Shared Workplace	✅	❌
Custom Partition	✅	❌

Endpoint Management Functions

Function	Subscription Active	Subscription Expired
Scan and register devices	✅	✅
Use the ICG (license deployment is still functional)	✅	❌
Deploy productive licenses	✅	✅
Perform device configuration changes with profiles (not via ICG)	✅	✅
Perform device configuration changes remotely (not via ICG)	✅	✅
Shadow devices (not via ICG)	✅	✅
Shadow devices (via ICG)	✅	❌
Power control commands	✅	✅
IGEL Management Interface (IMI)	✅	✅
Trigger Firmware Update	✅	❌
Perform device configuration changes with profiles via ICG	✅	❌
Perform device configuration changes remotely via ICG	✅	❌

Function	Subscription Active	Subscription Expired
Asset Inventory Tracker (AIT)	✅	❌

IGEL Advanced Device Redirection Add-On License

The IGEL Advanced Device Redirection License is an add-on license for IGEL OS 12. The license is required to use the IGEL Advanced Device Redirection[60] apps. The IGEL Advanced Device Redirection apps support the integration of endpoint devices with on premises or cloud-hosted desktops in virtual workplace setups.

For further information, see https://www.igel.com/enhance-your-virtual-desktop-experience-with-advanced-device-redirection/ .

How to License the IGEL Advanced Device Redirection Apps?

1. Contact your IGEL reseller for purchasing the license.

2. Register the license in your UMS and distribute it as described in Setting up Automatic License Deployment (ALD) .

Now you can download and distribute the apps according to your environment settings.

> ⚠ When IGEL Advanced Device Redirection apps are installed without the license, a license warning message is shown on the device.

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60. https://kb.igel.com/en/igel-apps/current/igel-advanced-device-redirection-plugins

IGEL Managed Hypervisor Add-On License

IGEL Managed Hypervisor (IMH) enables virtual machine execution on IGEL OS 12 endpoints, allowing the continued use of legacy workloads in modern environments.

You can run the virtual machines on IGEL OS 12 devices using the IMH app and centrally manage the virtual machines via the IGEL Universal Management Suite (UMS) Web App.

The solution requires licensing for both the IMH app and the UMS management feature.

IGEL Managed Hypervisor Add-On License

You need the IGEL Managed Hypervisor Add-On License to use the IMH app on the IGEL OS 12 devices.

For information on how to use the app, see IGEL Managed Hypervisor[61].

> ⚠ If the IMH app is installed without a license, a license warning message is shown on the device.

Enterprise UMS License

You need the Enterprise UMS License to activate the management feature in the IGEL UMS Web App.

The license is included in the following IGEL OS Editions:

- Enterprise
- Healthcare
- Government
- Business Continuity

For further information on the management feature, see How to Manage Virtual Machines Running on IGEL OS 12 from the IGEL UMS Web App[62] .

How to License the IGEL Managed Hypervisor?

1. Contact your IGEL reseller for purchasing the UMS and IGEL Managed Hypervisor Add-On Licenses.

2. Deploy the UMS License as described in How to License the IGEL UMS[63] .

3. Distribute IGEL Managed Hypervisor Add-On Licenses to your OS 12 devices:
   - For details on automatic license deployment, see Setting up Automatic License Deployment (ALD)[64] .
   - For details on manual deployment, see Manual License Deployment for IGEL OS[65].

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61. https://kb.igel.com/en/igel-apps/current/igel-managed-hypervisor
62. https://kb.igel.com/en/universal-management-suite/current/how-to-manage-virtual-machines-running-on-igel-os-
63. https://kb.igel.com/en/igel-subscription-and-more/current/how-to-license-the-igel-ums
64. https://kb.igel.com/en/igel-subscription-and-more/current/setting-up-automatic-license-deployment-ald

65. https://kb.igel.com/en/igel-subscription-and-more/current/manual-license-deployment-for-igel-os