

Good to Know

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1 Hot Topics

- IGEL License Portal (ILP): [What Is New in ILP 3.1.3?](https://kb.igel.com/pages/viewpage.action?pagelId=49581138)¹
- [YouTube Video Not Playing / Issues With Web Content](https://kb.igel.com/pages/viewpage.action?pagelId=43094121)² - IGEL OS(RPI4)
- Error: "legacy ICG Root (CA) certificate" When Updating to Igel OS 11.04 on Devices Connected via ICG³
- Device Does Not Connect to ICG after Update to IGEL OS 11.04 or Higher⁴
- Adapting IGEL OS 11.04 or Higher for Devices with Small Storage⁵

¹ <https://kb.igel.com/pages/viewpage.action?pagelId=49581138>

² <https://kb.igel.com/pages/viewpage.action?pagelId=43094121>

³ <https://kb.igel.com/pages/viewpage.action?pagelId=37280516>

⁴ <https://kb.igel.com/display/igelos1104/Device+Does+Not+Connect+to+ICG+after+Update+to+IGEL+OS+11.04+or+Higher>

⁵ <https://kb.igel.com/display/igelos1104/Adapting+IGEL+OS+11.04+or+Higher+for+Devices+with+Small+Storage>



2 Getting Started

- First Steps with IGEL(see page 7)
- IGEL OS(RPI4) for NComputing RX420(IGEL) - STEP-BY-STEP GETTING STARTED GUIDE⁶

⁶ <http://files.igelcommunity.com/igel/igel%20os-rpi4-for-ncomputing-rx420-getting-started-guide.pdf>



3 First Steps with IGEL

- [IGEL Packages\(see page 7\)](#)
- [Connecting Your IGEL Device\(see page 15\)](#)
- [Setting Up the Device Initially\(see page 19\)](#)
- [Universal Management Suite\(see page 25\)](#)
- [IGEL License Portal \(ILP\)\(see page 32\)](#)
- [IGEL Support Registration\(see page 39\)](#)

3.1 IGEL Packages

- [Unpacking Your IGEL Universal Desktop Package\(see page 7\)](#)
- [Unpacking Your UD Pocket\(see page 12\)](#)

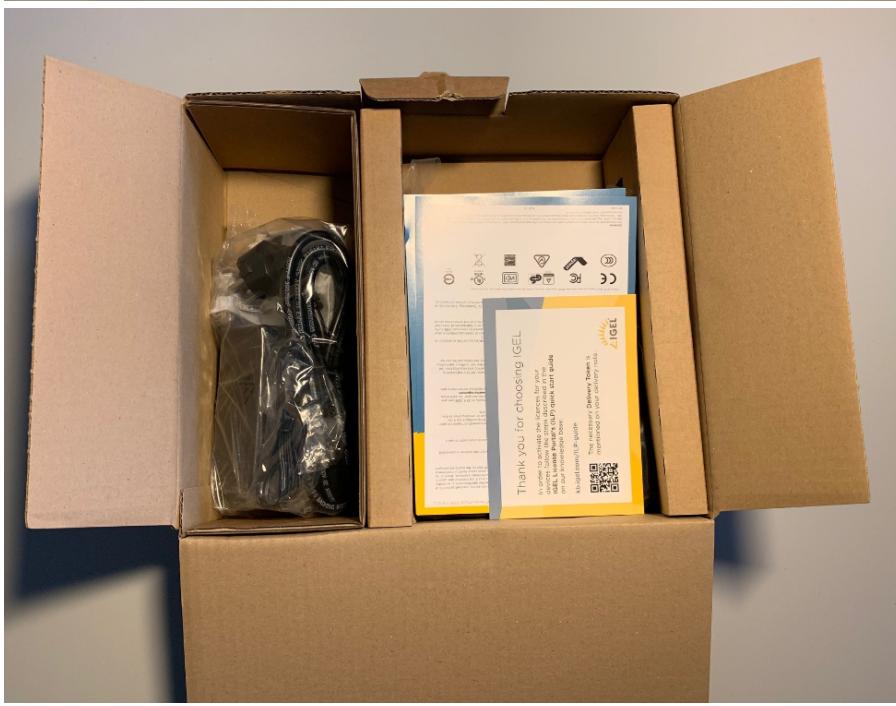
3.1.1 Unpacking Your IGEL Universal Desktop Package

Your IGEL package has arrived.





1. Open up your IGEL package.



2. Your package includes:

- The hardware you have ordered (Example: UD3)
- 1x Endpoint device



- 1x AC power cord
- 1x Power supply with integrated DC cable

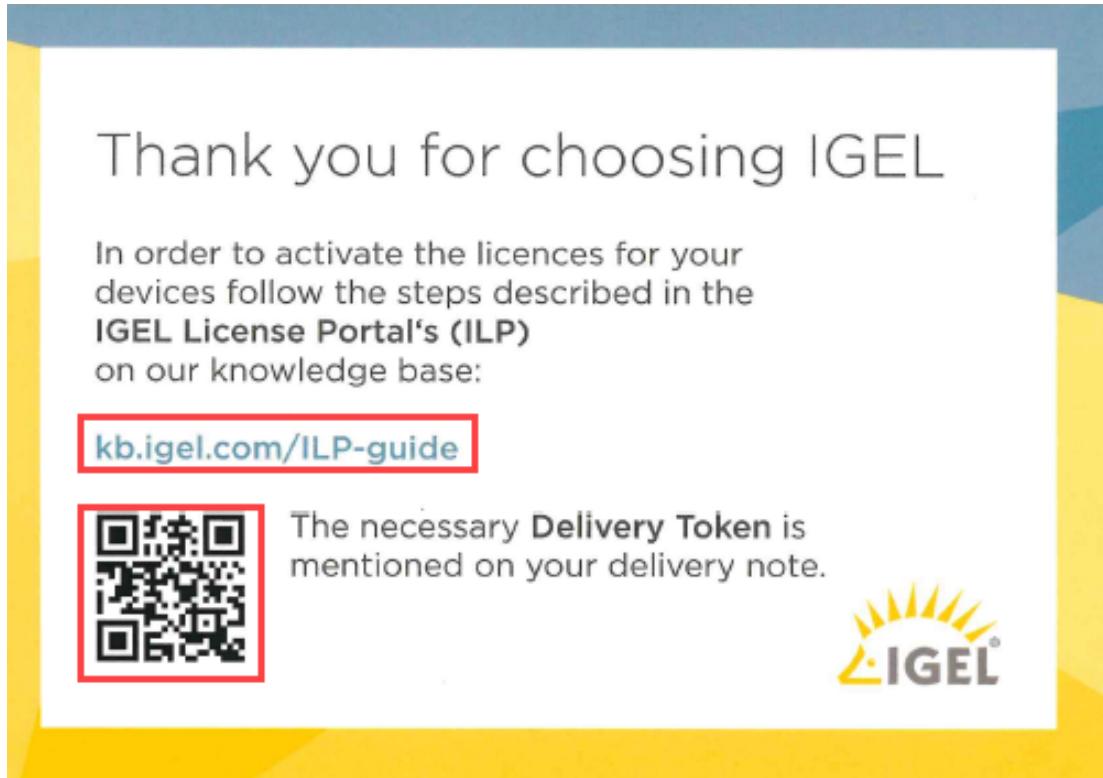
- 1x Foot stand





- The delivery note
- An information sheet with a QR code that will lead you to our [IGEL License Portal - User Guide](#)⁷.

You can scan the QR code with your smartphone or you use the URL on the sheet.
Front side:



⁷ <https://kb.igel.com/display/licensesmoreigelos11/The+IGEL+License+Portal+%28ILP%29+-+User+Guide>



Back side:



Next Step

[Connecting Your IGEL UD Device](#)(see page 15)

3.1.2 Unpacking Your UD Pocket

You will receive the UD Pocket in a small package so that you can put it in your trouser pockets as the name UD Pocket suggests.

Front side:



Back side:



Package content:

- A UD Pocket



- An information sheet with a QR code that will lead you to our [IGEL License Portal - User Guide](#)⁸. You can scan the QR code with your smartphone or use the URL on the sheet.



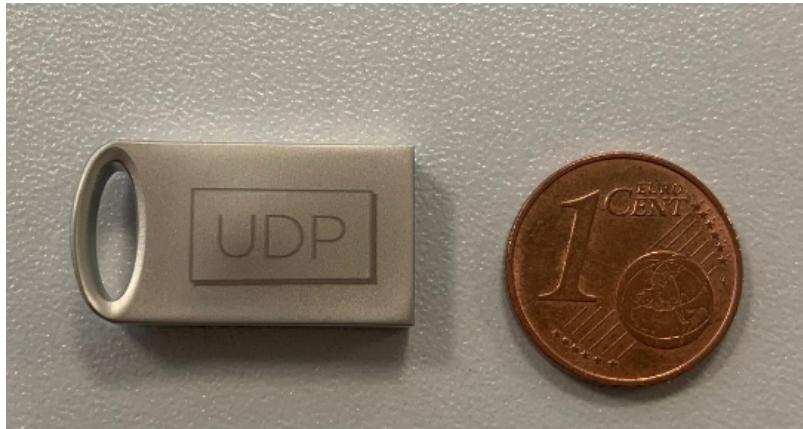
The UD Pocket

Front side:



Back side:

⁸ <https://kb.igel.com/display/licensesmoreigelos11/The+IGEL+License+Portal+%28ILP%29+-+User+Guide>



Next Step

[Booting from UD Pocket\(see page 17\)](#)

3.2 Connecting Your IGEL Device

- [Connecting Your IGEL UD Device\(see page 15\)](#)
- [Booting from UD Pocket\(see page 17\)](#)

3.2.1 Connecting Your IGEL UD Device

You have opened your IGEL package, see [Unpacking Your IGEL Universal Desktop Package\(see page 7\)](#), and want to connect your device.

1. Attach the foot stand to the device, using the screw/s found on the bottom of the foot stand.



⚠ There are three different types of foot stands. Depending on the device type, you need one screw or two screws. See the following pictures.



Two screws:



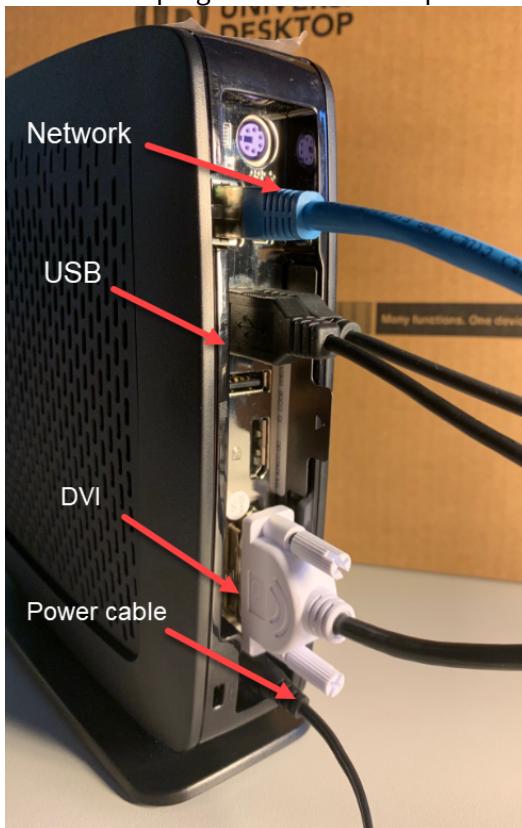
One screw:



One hand screw:



2. Connect the plugs as shown in the picture below. (Example with a UD3)



i Depending on the device, the plugs may be arranged differently, see e.g. [UD2 M250C⁹](#), [UD2 D220¹⁰](#), [UD3 M350C¹¹](#), [UD3 M340C¹²](#), [UD6 H830C¹³](#), [UD7 H860C¹⁴](#), [UD7 H850C¹⁵](#).

Next Step

[Setting Up the Device Initially](#)(see page 19)

3.2.2 Booting from UD Pocket

To connect and configure your UD Pocket, perform the following steps:

⁹ <https://kb.igel.com/display/hardware/Technical+Specification>

¹⁰ <https://kb.igel.com/display/hardware/Technical+Specification+1>

¹¹ <https://kb.igel.com/display/hardware/Technical+Specification%2C+UD3+model+M350C>

¹² <https://kb.igel.com/display/hardware/Technical+Specification+for+UD3+Model+M340C>

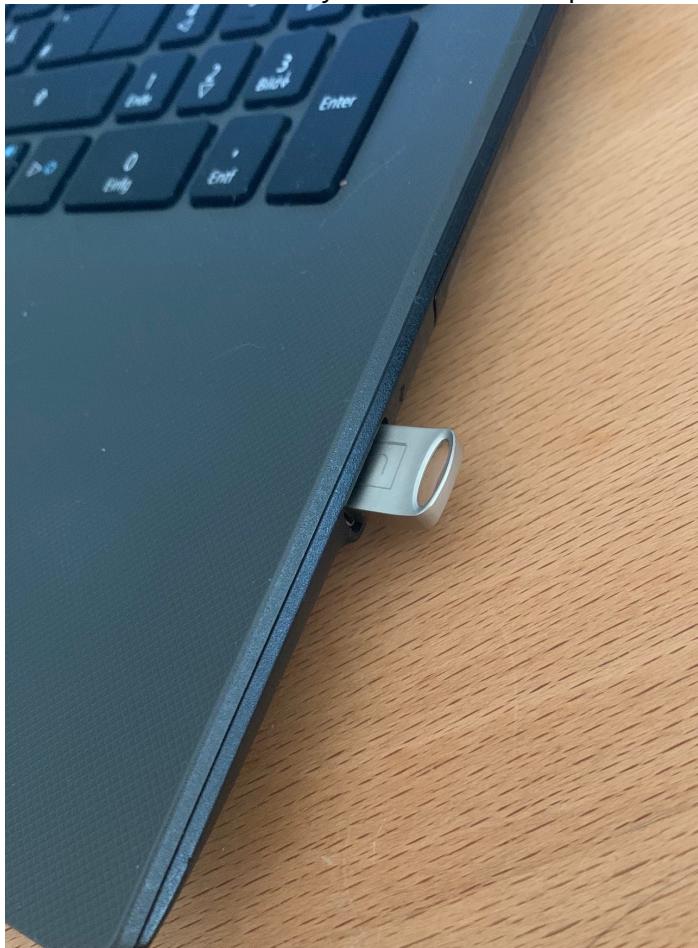
¹³ <https://kb.igel.com/display/hardware/Technical+Specification+UD6>

¹⁴ <https://kb.igel.com/display/hardware/IGEL+UD7+H860C%3A+Technical+Specification>

¹⁵ <https://kb.igel.com/display/hardware/Technical+Specification+UD7>



1. Connect the UD Pocket to your device via USB port.



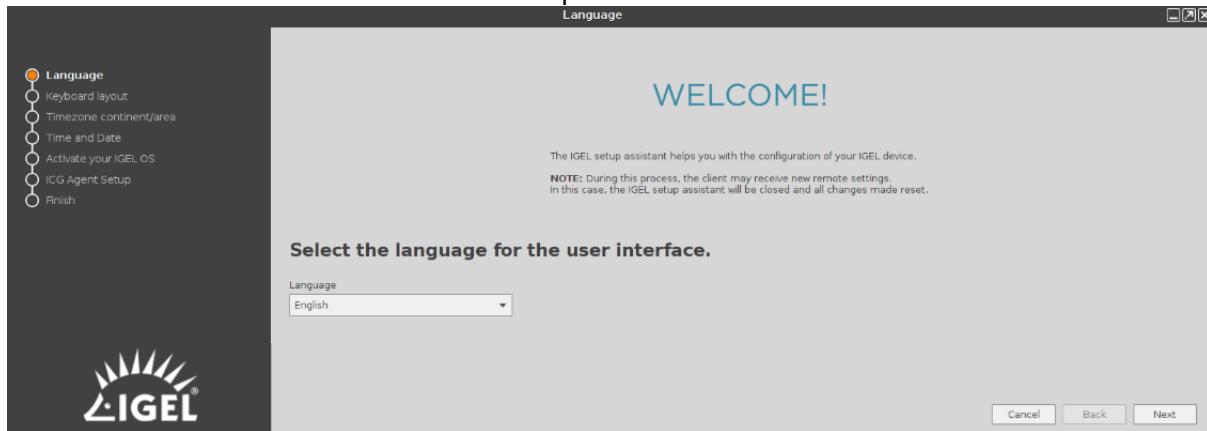
2. Start the device.
3. While the device is booting, try pressing [F12] (in general), [F10] (Intel devices), or [F9] (Hewlett-Packard devices) in order to access a list of boot devices and select UD Pocket.

i If the above does not work, access the BIOS settings via pressing [Del], [F1] or [F2] during boot and activate booting from USB storage media and/or change the boot order. When in doubt, see the BIOS/UEFI documentation for your system for details of how to boot from USB storage media. See also [Boot Settings](#)¹⁶.

¹⁶ <https://kb.igel.com/pages/viewpage.action?pageId=27247408>



The device boots into UD Pocket and the Setup Assistant starts.



- ❗ Do not remove UD Pocket from the computer until you have shut down the IGEL OS contained on it. Otherwise, you can damage the operating system on UD Pocket and lose your settings as well as data on other removable media.

Next Step

[Setting Up the Device Initially](#)(see page 19)

3.3 Setting Up the Device Initially

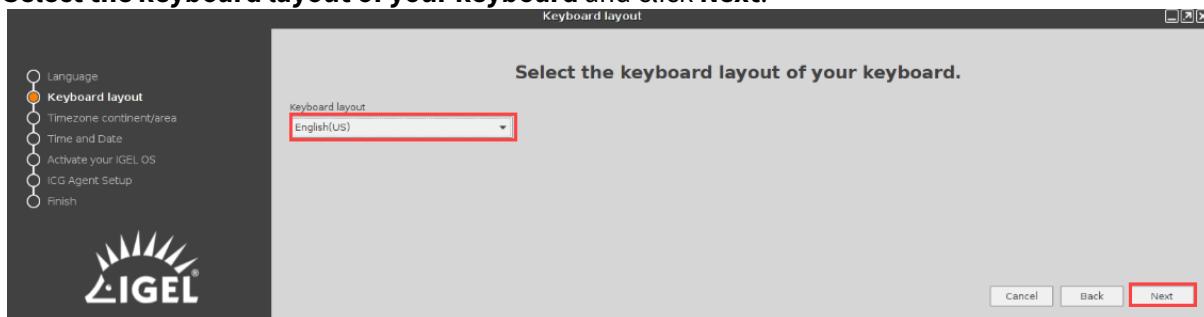
The IGEL Setup Assistant has started after the device has booted for the first time.

1. Select the language for the user interface and click Next.

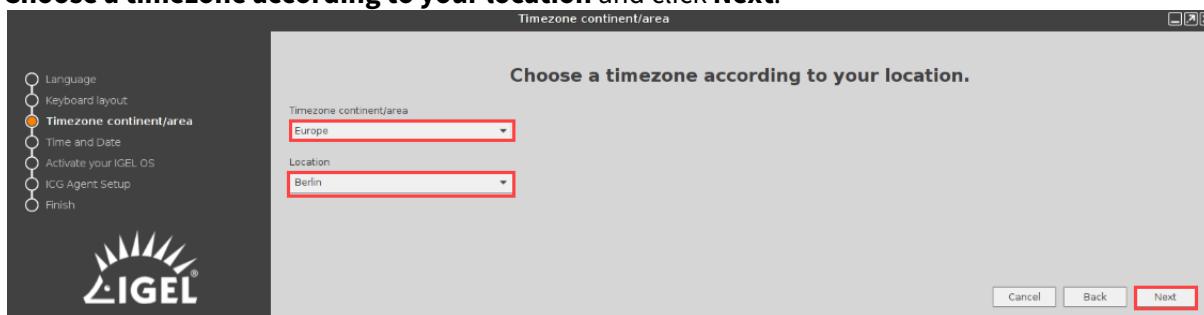




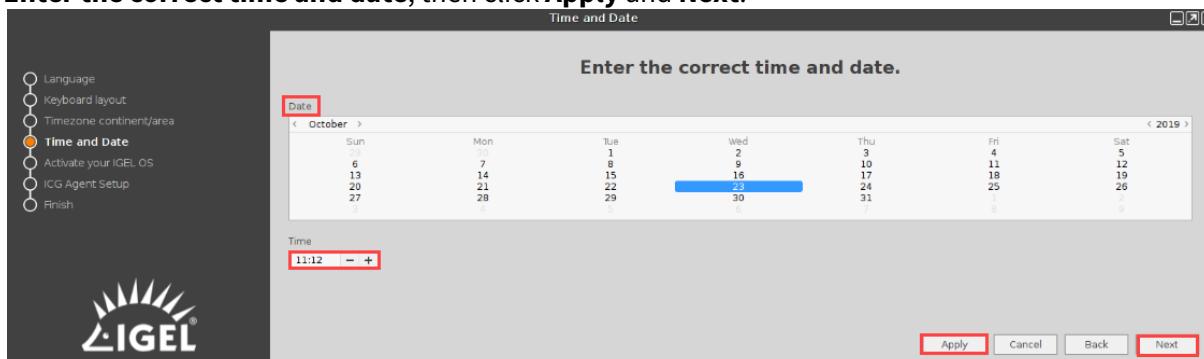
2. Select the keyboard layout of your keyboard and click **Next**.



3. Choose a timezone according to your location and click **Next**.



4. Enter the correct time and date; then click **Apply** and **Next**.



5. Under **Acquire device license**, select **Install license via UMS/ICG** and click **Next**.



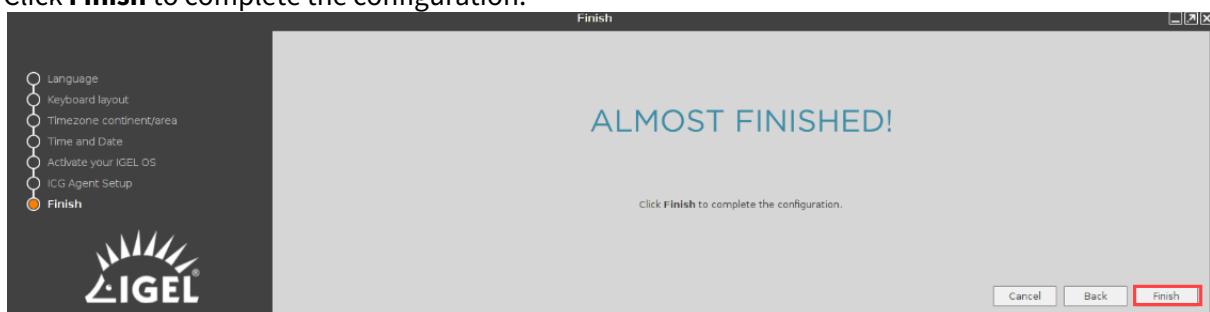


6. If you do not use the IGEL Cloud Gateway, you can skip this step.

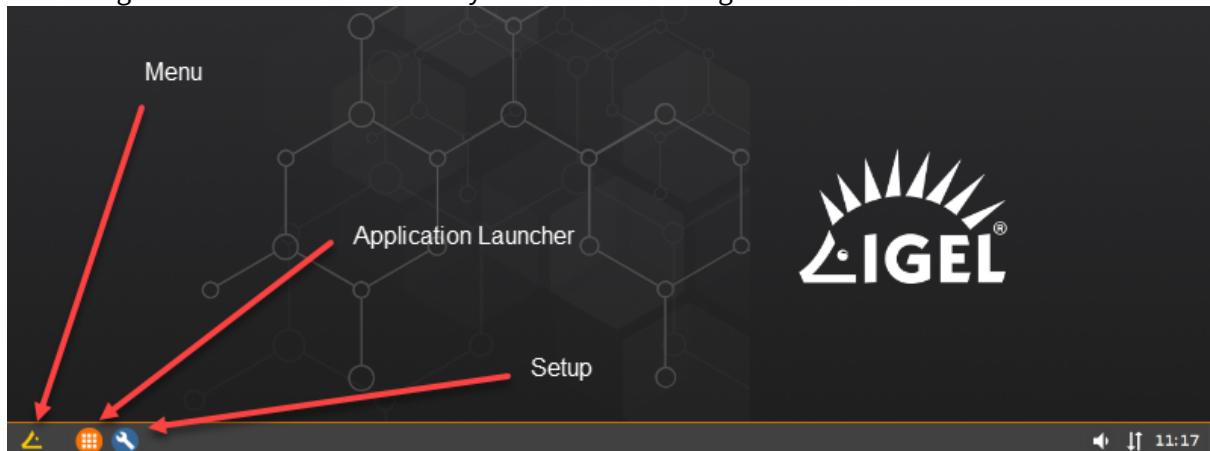


If you use the IGEL Cloud Gateway, see [Working via IGEL Cloud Gateway \(ICG\)](#)(see page 24).

7. Click **Finish** to complete the configuration.



8. The configuration is now finished and you can start working.



You can find the description of the [IGEL OS desktop](#)¹⁷ and the [Setup](#)¹⁸ in the [IGEL OS reference manual](#)¹⁹.

3.3.1 Next Step

- If you have chosen in [step 5](#)(see page 20) the standard **Install license via UMS/ICG** option, proceed with [Downloading and Installing the UMS](#)(see page 25).

¹⁷ <https://kb.igel.com/display/igelos1103500/The+IGEL+OS+Desktop>

¹⁸ <https://kb.igel.com/display/igelos1103500/Setup+OS>

¹⁹ <https://kb.igel.com/display/igelos1103500/IGEL+OS+Reference+Manual>



- If you have decided in [Step 5\(see page 20\)](#) against the **Install license via UMS/ICG** option, proceed with [IGEL License Portal\(see page 32\)](#) and [Deploying Your Licenses\(see page 19\)](#). See then also [Using Devices without the IGEL UMS\(see page 22\)](#).

3.3.2 Using Devices without the IGEL UMS

If you use devices without an IGEL UMS, you have to make the configurations in the IGEL Setup.

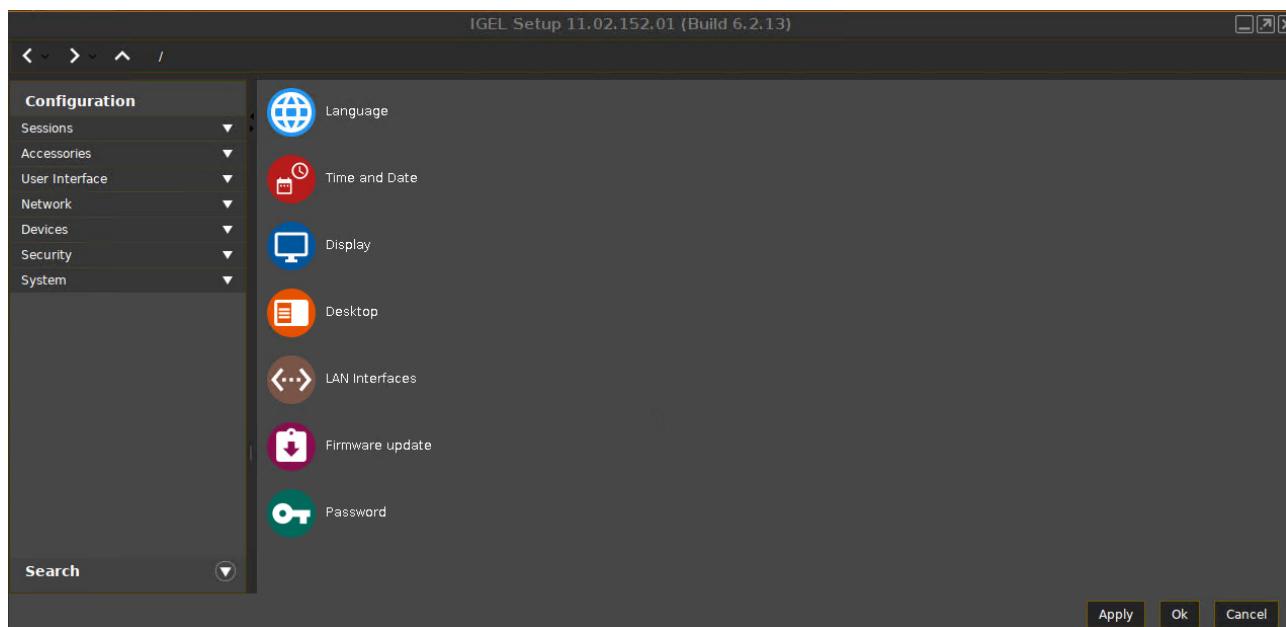
- Starting the IGEL Setup
- Setup Areas
- Setup Search

Starting the IGEL Setup

There are many ways to start the Setup with this symbol :

- **Application Launcher**,
or click on **Run**.
- On the desktop (if available based on the settings).
- **Setup** in the desktop context menu (if available based on the settings).
- Select **System > Setup** in the start menu.
- **Quick Start Panel**.
- Launch the Setup using the keyboard command [Ctrl]+[Alt]+[s], or
in the Appliance Mode using [Ctrl]+[Alt]+[F2].

You can configure how the Setup can be launched under **Accessories**. The options described above, as well as combinations thereof, are available.





Setup Areas

IGEL OS

ⓘ This is merely a brief overview. The detailed descriptions and functions of the individual areas can be found in the [IGEL OS reference manual²⁰](#).

- **Sessions:** Allows you to configure application sessions such as ICA, RDP, PowerTerm, browser, and others
- **Accessories:** Allows you to configure various local tools - Setup pages for the local shell (Terminal), sound mixer, screen keyboard (for touchscreen monitors), options for the Application Launcher, and the Setup application itself.
- **User Interface:** Allows you to configure display settings, entry devices, hotkey commands, etc.
- **Network:** Allows you to configure all network settings for LAN/WLAN interfaces and the dial-up connections.
- **Devices:** Allows you to configure various devices.
- **Security:** Allows you to set the administrator/user passwords and user authorizations, etc.
- **System:** Allows you to set various basic system parameters including the date and time, information regarding the firmware update, remote management, etc.

- Click on a Setup area to open the relevant sub-structure.

The tree structure allows you to switch between the Setup options.

Three navigation buttons are available. The buttons allow you to move back and forth between the Setup pages you have visited or reach the next level up within the structure.

Setup Search

The **Search** function enables you to find parameter fields or parameter values within the Setup:

1. To start a **Search**, click on the button below the tree structure.
2. Enter the text to be searched for and the search details.
3. Select one of the hits.

²⁰ <https://kb.igel.com/display/igelos1103500/IGEL+OS+Reference+Manual>



4. Click on **Show result** and you will be taken to the relevant Setup page.

The parameter or value found will be highlighted as shown below.

Firmware Updates

The following firmware update methods are available:

- Firmware Update with a USB storage device, see [Firmware mit einem USB-Gerät aktualisieren](#)²¹.
- Firmware Update by using the Linux console, see [Firmware über die Linux-Konsole aktualisieren](#)²².

3.3.3 Working via IGEL Cloud Gateway (ICG)

If you are in step 6 of the IGEL Setup Assistant and want to connect your device via the IGEL Cloud Gateway (ICG) because you want to work from home or while traveling, perform the following steps:

1. Enter your login credentials, which are provided by your IT administrator, and click **Login**.

2. Enter the missing part of the **ICG Server certificate fingerprint** and the **ICG One-Time Password**. Press **Login**.

²¹ <https://kb.igel.com/display/igelos1102/Updating+the+Firmware+using+a+USB+Storage+Device>

²² <https://kb.igel.com/display/igelos1102/Updating+the+Firmware+using+the+Linux+Console>



Cloud Gateway Agent Setup

Enter your login credentials for the IGEL Cloud Gateway. The login credentials are provided by your IT administrator. If you do not use the IGEL Cloud Gateway, you can skip this step.

Address
icg.eastus.XXXXXXXXXX

IGC Server certificate fingerprint
83a90f3cXXXXXXXXXX T a868c27ddXXXXXXXXXX aaa8053eXXXXXXXXXX

UMS Structure Tag

ICG One-Time Password
 Login

Cancel Back Skip

The message **ICG connection ready!** is shown.

- ### 3. Click **Next**.

Cloud Gateway Agent Setup

Enter your login credentials for the IGEL Cloud Gateway. The login credentials are provided by your IT administrator. If you do not use the IGEL Cloud Gateway, you can skip this step.

Address
icg.eastus [REDACTED]

ICG Server certificate fingerprint
83a90f3c [REDACTED] 22aae7c09 [REDACTED] a868c27dd [REDACTED] aaa8053e [REDACTED]

UMS Structure Tag
[REDACTED]

ICG One-Time Password
[REDACTED]

ICG connection ready!

← →

Cancel **Back** **Next**

When the ICG is registered with the UMS, the configuration is complete and you can start working.

3.4 Universal Management Suite

- Downloading and Installing the UMS(see page 25)
 - Adding Devices to the UMS(see page 28)

3.4.1 Downloading and Installing the UMS

Now you have to install and configure the Universal Management Suite (UMS).



Information about the Universal Management Suite can be found at [igel.com²³](https://www.igel.com) and at [Endpoint Management \(UMS\)²⁴](https://kb.igel.com/display/endpointmgmt607/Endpoint+Management).

Downloading the UMS

1. Download the current version of the IGEL Universal Management Suite from the IGEL [download server²⁵](#).
2. Choose your operating system.

A screenshot of a web browser displaying the "SOFTWARE DOWNLOADS: WORKSPACE EDITION" section of the IGEL website. The page has a dark header with the IGEL logo, language selection (ENGLISH (ENGLISH)), a search bar, and links for "FREE TRIAL" and "SUPPORT". Below the header, the title "SOFTWARE DOWNLOADS: WORKSPACE EDITION" is displayed in large yellow text. Underneath it, the text "SOFTWARE / WORKSPACE EDITION /" is shown. A sidebar on the left lists categories: "OS 11", "UNIVERSAL MANAGEMENT SUITE" (which is highlighted with a red border), "OS DEPLOYMENT APPLIANCE", and "OS 10 MIGRATION FIRMWARE". Each category has a plus sign (+) to its right, indicating they can be expanded.

²³ <https://www.igel.com/ums/>

²⁴ <https://kb.igel.com/display/endpointmgmt607/Endpoint+Management>

²⁵ <https://www.igel.com/software-downloads/workspace-edition/>

A screenshot of the IGEL Software Downloads: Workspace Edition page. The page has a dark header with the IGEL logo and navigation links for English (English), Free Trial, Support, and a search bar. The main title is "SOFTWARE DOWNLOADS: WORKSPACE EDITION". Below it, a breadcrumb navigation shows "SOFTWARE / WORKSPACE EDITION /". On the left, there's a sidebar with categories: OS 11, UNIVERSAL MANAGEMENT SUITE, WINDOWS, and LINUX. Under UNIVERSAL MANAGEMENT SUITE, there are two entries: "setup-igel-ums-linux_6.03.130.bin" and "IGEL Universal Management Suite v6.03.130 - Please see detailed description for supported environments". The Linux entry is highlighted with a red box around its details. A "Detailed Description" link is also visible.

ENGLISH (ENGLISH) FREE TRIAL SUPPORT

SOFTWARE DOWNLOADS: WORKSPACE EDITION

SOFTWARE / WORKSPACE EDITION /

OS 11

UNIVERSAL MANAGEMENT SUITE

WINDOWS

LINUX

setup-igel-ums-linux_6.03.130.bin 2019/12/10
MD5: 595eda129666ced97d8984991ed3cc20 SHA-256: 1ea46798e4fc8afbd88d60266359cc9b5515082d36d3f2418073f506f637ba65
IGEL Universal Management Suite v6.03.130 - Please see detailed description for supported environments

Detailed Description

3. Choose the latest UMS version for your download.

A screenshot of the same page as above, but with a red box highlighting the "setup-igel-ums-linux_6.03.130.bin" entry under the Linux category. This indicates that the user has selected the correct download link.

ENGLISH (ENGLISH) FREE TRIAL SUPPORT

SOFTWARE DOWNLOADS: WORKSPACE EDITION

SOFTWARE / WORKSPACE EDITION /

OS 11

UNIVERSAL MANAGEMENT SUITE

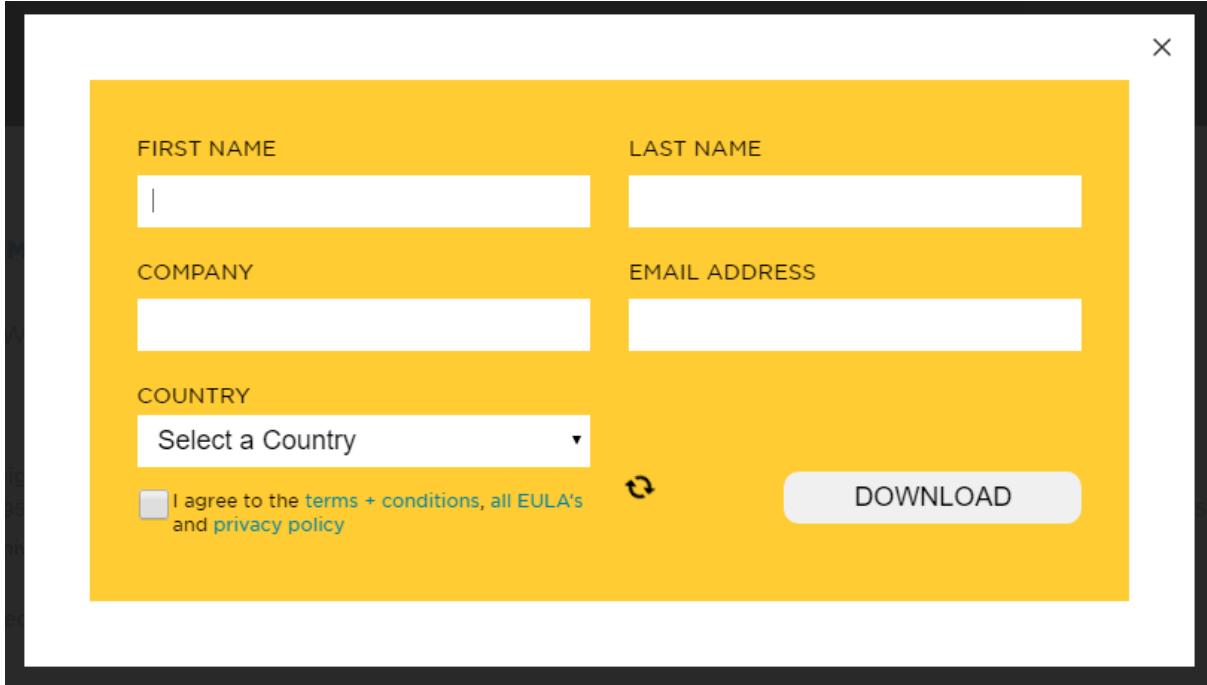
WINDOWS

LINUX

setup-igel-ums-linux_6.03.130.bin 2019/12/10
MD5: 595eda129666ced97d8984991ed3cc20 SHA-256: 1ea46798e4fc8afbd88d60266359cc9b5515082d36d3f2418073f506f637ba65
IGEL Universal Management Suite v6.03.130 - Please see detailed description for supported environments

Detailed Description

The registration window will open:

A screenshot of a registration form on a yellow background. It includes fields for First Name, Last Name, Company, Email Address, and Country (with a dropdown menu showing "Select a Country"). There is also a checkbox for accepting terms and conditions, a "DOWNLOAD" button, and a refresh/circular arrow icon.

4. Enter your personal credentials and accept the **terms & conditions**, all **EULAs**, and the **privacy policy**.
5. Click **Download**.
For more information, see [UMS Installation and Update²⁶](#).



- You can find an overview of the UMS under [Overview²⁷](#).
- For information about registering devices with the UMS, see [Registering Devices on the UMS Server²⁸](#).
- See also the chapter [UMS Console User Interface²⁹](#) in the [UMS Reference Manual³⁰](#).

Next Step

[Adding Devices to the UMS](#)(see page 28)

3.4.2 Adding Devices to the UMS

The following shows you how to register devices in the UMS:

²⁶ <https://kb.igel.com/display/endpointmgmt607/UMS+Installation+and+Update>

²⁷ <https://kb.igel.com/display/endpointmgmt607/Overview>

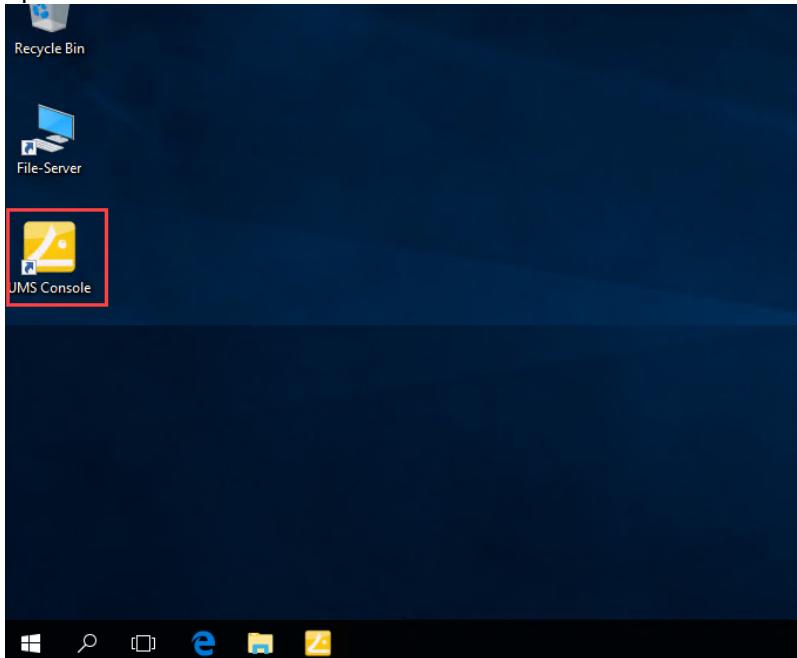
²⁸ <https://kb.igel.com/display/endpointmgmt607/Registering+devices+on+the+UMS+Server>

²⁹ <https://kb.igel.com/display/endpointmgmt607/UMS+Console+User+Interface>

³⁰ <https://kb.igel.com/display/endpointmgmt607/UMS+Reference+Manual>



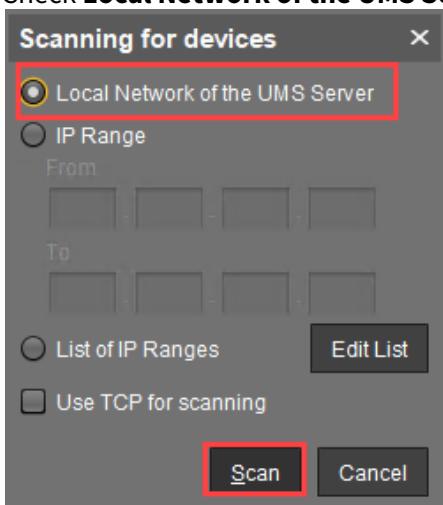
1. Open the UMS Console.



2. Click on the **Scan for devices** icon.



3. Check **Local Network of the UMS Server** and click **Scan**.



You can find the MAC address of the device in the dialog **Application Launcher > About** under **Network**.



Application Launcher

The screenshot shows the IGEL Application Launcher interface. On the left is a vertical toolbar with icons for Home, Settings, System, and Power. The main area displays system status and configuration. Key visible sections include:

- Enterprise Management Pack Expiration Date:** Donnerstag, 14. Mai 2020
- Workspace Edition Add-on Teradici Expiration Date:** Mittwoch, 15. Juni 2050
- Workspace Edition Add-on Ericom PowerTerm Expiration Date:** Mittwoch, 15. Juni 2050
- Workspace Edition Add-on 90meter:** perpetual
- Network:** Local Name (highlighted with a red box) is ITC00E0C51C9F05. Other entries include Default gateway, DNS Server 1, DNS Server 2, and Universal Management Suite.
- Interface 1 (eth0):** Description is Realtek Semiconductor Co., Ltd. RTL8111/8168/8411 PCI Express Gigabit Ethernet Controller. Hardware Address is 00:E0: [REDACTED]. IP Address is [REDACTED].
- Hardware:** Boot Mode is EFI. CPU Model is Intel(R) Celeron(R) CPU J1900 @ 1.99GHz (4 CPUs). Device Type is IGEL H830C. Flash Size is 3761 MB. Graphics Chipset is INTEL HD Graphics (Baytrail).

4. The UMS scans the environment for available device IDs.
When the scan is complete, the UMS shows the **Found devices**.



5. Find the relevant device, check the **Include** box, and click **Ok**.

Found devices

124 Devices were found. Filter

Certificate st...	Unit ID	MAC Address	Name	IP address	Product	Include
No	0012E8	00:01:2E:83:56:2D	ITC00012E83562D	172.30.	IGEL OS 11 UC3-LX	<input type="checkbox"/>
No	000BCA	00:0B:CA:05:00:94	ITC000BCA050094	172.30.	IGEL OS 11 UD2-LX 40	<input type="checkbox"/>
No	000BCA	00:0B:CA:05:00:18	ITC000BCA050018	172.30.	IGEL OS 11 UD2-LX 40	<input checked="" type="checkbox"/>
Yes	000BCA	00:0B:CA:00:09:75	AKA-UD2-1102	172.30.	IGEL OS 11 UD2-LX 40	<input type="checkbox"/>
No	00155D	00:15:5D:96:01:8C	ITC00155D96018C	172.30.	IGEL OS 11 UC1-LX No valid...	<input type="checkbox"/>
Yes	0023247	00:23:24:7D:49:BD	RW_UDC2	172.30.	OS 2 UC1-LX acps	<input type="checkbox"/>
Yes	0050569	00:50:56:93:1D:0F	DEMO	172.30.	IGEL OS 11 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:93:28:A1	ITC0050569328A1	172.30.	OS 3 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:93:32:C3	ITC0050569332C3	172.30.	OS 3 UC1-LX acps	<input type="checkbox"/>
No	0050569	00:50:56:93:5E:D1	IGEL-CXQY1D374I	172.30.	ES UDX-W7 No valid license	<input type="checkbox"/>
Yes	0050569	00:50:56:93:67:E3	API-CI-TC	172.30.	OS 3 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:93:69:94	DOKUW7HS	172.30.	IGEL Unified Management A...	<input type="checkbox"/>
No	0050569	00:50:56:93:71:A5	ITC0050569371A5	172.30.	OS 3 UC1-LX acps	<input type="checkbox"/>
No	0050569	00:50:56:93:9A:FA	ITC005056939AFA	172.30.	IGEL OS 11 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:93:B6:4C	UNITTEST	172.30.	IGEL OS 11 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:93:EB:91	LX-IMAGEBUILD	172.30.	IGEL OS 11 UC1-LX	<input type="checkbox"/>
Yes	0050569	00:50:56:AD:41:EF	EVIDIANUDOS5	172.30.	OS 2 UC1-LX cps	<input type="checkbox"/>
No	00E0C5	00:E0:C5:08:09:40	ITC00E0C5080940	172.30.	IGEL OS 11 UD3-LX 60	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:13:B2:B3	AKA-UD3-11	172.30.	IGEL OS 11 UD3-LX 50	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:14:32:5B	ITC00E0C514325B	172.30.	IGEL OS 11 UD3-LX 50	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:15:66:ED	ITC00E0C51566ED	172.30.	IGEL OS 11 UD3-LX 50	<input type="checkbox"/>
No	00E0C5	00:E0:C5:18:47:F8	ITC00E0C51847F8	172.30.	LX UD3-LX 51acps	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:18:4C:5A	ITC00E0C5184C5A	172.30.	IGEL OS 11 UD3-LX 51	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:18:4D:C6	ITC00E0C5184DC6	172.30.	IGEL OS 11 UD3-LX 51	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:19:52:8F	DESKTOP-M84Q731	172.30.	W10 UD3-W10 51c	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:19:53:20	ITC00E0C5195320	172.30.	W10 UD3-W10 51c	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:1A:22:FE	ITC00E0C51A22FE	172.30.	IGEL License Master Client ...	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:1A:23:F2	MYTC	172.30.	LX UD6-LX 51s	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:1A:27:1D	ITC00E0C51A271D	172.30.	IGEL OS 11 UD5-LX 50	<input type="checkbox"/>
No	00E0C5	00:E0:C5:1A:2C:0C	ITC00E0C51A2C0C	172.30.	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:1A:2C:F4	ITGGEABTCLX2206	172.30.	LX UD6-LX 51ac	<input type="checkbox"/>
Yes	00E0C5	00:E0:C5:1A:41:BC	ITC00E0C51A41BC	172.30.	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>

Rescan Invert Selection Select New Ones Export Unit ID list

Put in directory: /Devices/ ...

Ok **Cancel**

6. When the **Result** window is shown, click **Ok**.

Result

Unit ID	Name	Result
000BCA	ITC000BCA050018	Ok

Ok



The device will be listed under **Devices** in the UMS structure tree.

 A screenshot of the IGEL Universal Management Suite (UMS) software interface. The title bar says "Server - 172.30.91.189". The left pane shows a hierarchical tree structure:

- IGEL Universal Management Suite 6
 - Profiles (3)
 - Smartcard-Bedienung (1)
 - Smartcard-Erstellung (1)
 - CP Vokoscreen 2.4.0 64-bit
 - Master Profiles (0)
 - Template Keys and Groups (0)
 - Template Keys (0)
 - Value Groups (0)
 - Firmware Customizations (0)
- Devices (2)
 - ITC00E

Next Step

[IGEL License Portal](#)(see page 32)

3.5 IGEL License Portal (ILP)

The IGEL License Portal (ILP) is a cloud-based portal for managing all IGEL Licenses. Working in conjunction with the ILP, the IGEL Universal Management Suite (UMS) is not only able to assign a software licence to the respective endpoint but can transfer a licence from one endpoint to another. The IGEL License Portal gives an overview of all purchased IGEL software licences and allows you to order and renew licences. Plus, much more.

The following user guide walks you through the IGEL License Portal based required first steps (registration, redeeming delivery tokens, and deploying licences).

3.5.1 How to Register with the IGEL License Portal

ⓘ It is possible to perform the following steps before you have received your device.

1. Go to activation.igel.com³¹

³¹ <https://activation.igel.com/login>



2. Click **Register**.

A screenshot of the IGEL License Portal registration page. The page has a teal header and footer. The main content area features the IGEL logo and the text "IGEL License Portal" and "Portal für das Lizenzmanagement.". It includes fields for "Benutzername (Voreinstellung: E-Mail-Adresse)" and "Passwort", and buttons for "Anmeldung" and "Registrieren" (which is highlighted with a red border). A link "Passwort vergessen?" is also present. At the bottom, there are links for "Impressum", "Geschäftsbedingungen", "Datenschutzbestimmungen", and "Kontakt".

Die Anmelddaten für das IGEL License Portal sind nicht die gleichen wie für den Technischen Support (lediglich die verwendete E-Mail-Adresse kann dieselbe sein).

IGEL License Portal
Portal für das Lizenzmanagement.

Benutzername (Voreinstellung: E-Mail-Adresse)

Passwort

Anmeldung Registrieren

Passwort vergessen?

Impressum Geschäftsbedingungen Datenschutzbestimmungen Kontakt

IGEL License Portal 3.1.3

3. Fill in all fields and click **Continue**.

Your username is your e-mail address; the username **cannot** be changed later on.



Registrieren x

Kontodata **Firmendetails** **Fertigstellen**

Bitte geben Sie Ihre Anmeldedaten ein.
Bitte füllen Sie die Pflichtfelder aus, um sich im IGEL License Portal zu registrieren.

Bitte geben Sie Namen und E-Mail-Adressen von echten Personen und keine generischen Kontaktdaten an (z.B. info@), da wir keine generischen Namen und Adressen verarbeiten können. Weiterhin akzeptieren wir keine E-Mail-Adressen von Freemail-Providern (z.B. gmail.com).

Vorname*	<input type="text" value="Ike"/>	Nachname*	<input type="text" value="Igel"/>
Bevorzugte Sprache*	<input type="button" value="Deutsch"/>	Telefon*	<input type="text" value="+_____"/>
E-Mail*	<input type="text" value="ike@igel.com"/>	E-Mail (verifizieren)*	<input type="text" value="ike@igel.com"/>
Passwort*	<input type="password" value="*****"/> (Auge) ?	Passwort (verifizieren)*	<input type="password" value="*****"/>

Zurück Weiter Fertigstellen Abbrechen

4. Fill in the fields on the **Company Details** page. Please provide an IGEL subscription key (serial number of the subscription), e.g. "WE-12345-C". One subscription key is sufficient for matching. Alternatively, provide the delivery token, e.g. "ITUS-DN-123456". If you are done click **Continue**.



Registrieren x

Kontodata	Firmendetails	Fertigstellen	
Firma*	Berzelmaier GmbH	Adresse*	Igelweg 39
Stadt*	Gindlkofen	Postleitzahl*	43333
Land*	Germany ▼	Staat/Provinz*	85569
IGEL Subscription Key oder IGEL Delivery Token	WE-12345-C (i)		

← Zurück → Weiter ✓ Fertigstellen ✗ Abbrechen



5. Confirm the Privacy Policy, solve the captcha, and click **Continue**.

Registrieren

Kontodaten	Firmendetails	Fertigstellen
Datenschutzbestimmungen*	<input checked="" type="checkbox"/> Ich habe die Datenschutzbestimmungen gelesen. Datenschutzbestimmungen anzeigen	
Ich bin kein Roboter*	Bitte bringen Sie die Buchstaben in die richtige Reihenfolge: [I, G, E, L] Per Drag & Drop oder verwenden Sie die untenstehenden Buttons	
<div style="text-align: center;"> </div>		
← Zurück → Weiter ✓ Fertigstellen ✗ Abbrechen		

A confirmation dialogue is shown.

6. If you are sure that your data is correct, click **Yes** and then, in the main window, on **Finish**. Your request is being checked by the IGEL Support team. If everything has gone well, you will receive an e-mail from the IGEL Support team which enables you to log in at the IGEL License Portal.

3.5.2 How to Redeem The Delivery Token

A Delivery Token is a code that you get from your IGEL reseller when you have purchased licences for an IGEL product. Example of a Delivery Token: DLV-32LEW.

You receive the Delivery Token via e-mail or on the delivery note of a device, see e.g. [Unpacking Your IGEL Universal Desktop Package](#)³². To obtain your licences, you register your Delivery Token at the IGEL License Portal. When you have registered your Delivery Token, you get access to the licences you have purchased. The licences are organized in Product Packs.

- ⓘ This procedure is only relevant for licences purchased before September 2021. As of September 2021, licences are instantly ready for use, without Delivery Tokens.

³² <https://kb.igel.com/display/ENLITEGUIDES/.Unpacking+Your+IGEL+Universal+Desktop+Package+v1>



1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>³³. Your dashboard is shown.

2. Select **Register delivery token**.

A screenshot of the IGEL License Portal dashboard. At the top left is the IGEL logo and the text "IGEL License Portal". Below that is a user profile icon and the email address "@igel.com". A vertical menu is open on the left, with the top item, "Register Delivery Token", highlighted with a red arrow pointing to it. Other menu items include "Select company", "Manage company", "Settings", "Change password", "Delete account", and "Logout". At the bottom left of the dashboard is a link to the "IGEL Knowledge Base".

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

A screenshot of a "Register Delivery Token" form. The title bar says "Register Delivery Token" with a "+" and "x" button. The main area has a text input field with placeholder text "Please enter your Delivery Token." and a "send" button to its right. Below the input field is a checkbox labeled "I have read and agree to the licence terms stated in the IGEL EULA." The "send" button and the "I have read and agree to the licence terms" text are both highlighted with red boxes.

³³ <https://activation.igel.com/>



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

 A screenshot of a software window titled "Register Delivery Token". Inside, there is a text input field containing placeholder text "Please enter your Delivery Token.", a blue rectangular button labeled "send" with a red border, and a checkbox followed by the text "I have read and agree to the [licence terms](#) stated in the IGEL EULA." The checkbox has a red square outline around it.

5. If a second EULA is shown, confirm it. A second EULA is shown if the ordered Product Pack contains one or more add-on licences for the Teradici client (PCoIP Software Client, see [Teradici PCoIP Session³⁴](#)). The page **Order Details** is shown. It contains the newly created Product Packs. Each Product Pack is identified by a Product Pack ID.

3.5.3 How to Deploy IGEL Licenses

Now that you are in the IGEL License Portal (ILP) and have your Product Pack ready, you can choose one of the following deployment methods, according to your needs:

- If you want to deploy a license quickly on a single device: See [Manual License Deployment for IGEL OS without UMS³⁵](#); start from step 5.
- If you have a smaller or medium number of devices and want to control exactly which device should get a license: See [Manuelle Lizenz-Bereitstellung für IGEL OS³⁶](#).
- If you have a medium or greater number of devices, and you are planning to add new devices/licenses regularly: See [Set up Automatic License Deployment \(ALD\) with ALD Token³⁷](#).
- If you have a medium or greater number of devices, and you are planning to add new devices/licenses frequently (UMS 6.01 or higher required; licensing can be managed completely in the IGEL License Portal): See [Automatic License Deployment \(ALD\) einrichten³⁸](#).

³⁴ <https://kb.igel.com/display/igelos1103500/Teradici+PCoIP+Session>

³⁵ <https://kb.igel.com/display/licensesmoreigelos11/Manual+License+Deployment+without+UMS>

³⁶ <https://kb.igel.com/display/licensesmoreigelos11/Manual+License+Deployment+for+IGEL+OS>

³⁷ <https://kb.igel.com/pages/viewpage.action?pageId=26029121>

³⁸ <https://kb.igel.com/pages/viewpage.action?pageId=10325058>



3.6 IGEL Support Registration

In order to use our support service, you must register on the [IGEL Customer Portal³⁹](#). For the detailed instruction, see [IGEL Customer Portal](#)(see page 40). To use the support service, you will also require an active [maintenance⁴⁰](#) agreement.

For a detailed overview of available support options, see the IGEL SUPPORT SERVICES datasheet at [igel.com/support⁴¹](#).

³⁹ <https://now.igel.com/csm>

⁴⁰ <https://kb.igel.com/display/licensesmoreigelos11/Maintenance+Overview>

⁴¹ <https://www.igel.com/support/>



4 IGEL Customer Portal

Welcome to the new [IGEL Customer Portal](#)⁴²!

IGEL's new customer Support Portal is your doorway to the IGEL product-related services important to you. Such as the ability to open or view existing support cases, RMA devices, download IGEL software, and much more. You will also find many links to essential services for both your IGEL software and hardware investment.

A screenshot of the IGEL Customer Portal homepage. The header features the IGEL logo and "Customer Portal". On the right are links for "Knowledge", "Register", and "Login". Below the header is a search bar with placeholder text "Insert your question here" and a magnifying glass icon. The main content area has a cityscape background. It includes three primary buttons: "New Case" (Submit New Support Case), "Cases" (View all cases), and "RMA" (Submit RMA Request). To the left is a sidebar titled "Software & Services" containing links for Software Downloads, Activate Ericom PowerTerm, Technical Support, Order GPL Source Code, End of life products, Release Notes, IGEL Knowledge Base, and IGEL Community. To the right is a sidebar titled "Hardware" containing links for Return a Test Unit, Declare UDC destruction, Waste Management, Request an RMA, Product Warranty Info, Spare Part Service, and Linux 3rd Party Hardware Database.

As before, you as a user have the possibility to use all publicly available information and forms. We attempted to migrate all of the existing support accounts to our new system. However, it may be possible that you will need to re-register.

If you already have an account, please try to reset your password first, as described below. If that does not work, please register for a new account described in the second action below.

4.1 How to Create a New Password for the IGEL Customer Portal

The following steps detail how to set a new password for the [IGEL Customer Portal](#)⁴³:

⁴² <https://now.igel.com/csm>

⁴³ <https://support.igel.com/csm>



1. Click **Login** in the upper right menu bar.

A screenshot of the IGEL Customer Portal homepage. At the top right, there is a menu bar with links for "Knowledge", "Register", and "Login". A red arrow points to the "Login" link. Below the menu is a banner with a yellow background containing text for new customers about case tracking and password creation. Underneath the banner are three main navigation buttons: "New Case" (Submit New Support Case), "Cases" (View all cases), and "RMA" (Submit RMA Request). At the bottom of the page, there are two more buttons: "Software & Services" (Software Downloads) and "Hardware" (Declare UDC destruction).

A dialog window will open where you can enter your user data.

A screenshot of a "Login" dialog box. It starts with a heading "Login" and a message "Don't have an account? Register [here](#)". Below this, it says "Enter your username (e-mail address) and password here in order to log in on the website:". There are two input fields: "User name" and "Password". At the bottom left is a link "Forgot Password ?" and at the bottom right is a yellow "Login" button.

2. Click **Forgot Password?** to request a new password.
A dialog box for requesting a new password will open:

A horizontal navigation bar with three steps: "Identify" (highlighted in green), "Verify", and "Reset". Below the bar is a form for step 1. It has a label "Username" with a red asterisk, a text input field containing a placeholder "I", and a green "Next" button.

The password change is done in three steps: **Identify**, **Verify**, **Reset**.

3. **Identify:** Enter your **Username** that you used to register with IGEL in the old support system.

- ⓘ This step checks whether your user data could be transferred to the new support system. If your user data cannot be found, you will receive an error message:



Password Reset Error

This user cannot use the configured Password Reset process. Possible reasons:

- User does not exist or is not enrolled.
- User is not part of the configured password reset process.
- User is blocked (exceeded the limit on reset attempts or reset password recently).
- User account is locked.

Try again later. For immediate assistance, call the service desk.

In this case, a new registration is required. You can find more information about re-registration below.



4. **Verify:** Enter your **Email** address to which the verification email should be sent.

An email has been sent to you providing instructions to reset your password

Done

A verification email will be sent to you by email.

5. Check your email inbox and confirm it with the corresponding link. If you have not received the email, please check your spam folder.
The **Reset Password** dialog box will open in your default browser.
6. **Reset:** Set a new password following the displayed password rules.

Reset Password

Account is not locked

- At least 8 characters
- At least one uppercase and one lower case letter
- At least one number

*** New password** Does not meet requirements

*** Retype password**

Reset Password

7. Confirm your new password by pressing **Reset Password**.



With the verified user data and the new password, you can now log in to the IGEL Customer Portal and use the corresponding functions.

4.2 How to Register for the IGEL Customer Portal

The following steps show how to register for the [IGEL Customer Portal](#)⁴⁴:

1. Click **Register** in the upper right menu bar:

A screenshot of the IGEL Customer Portal homepage. At the top, there's a dark header with the IGEL logo and a search bar containing "Customer Portal". To the right of the search bar are links for "Knowledge", "Register" (which has a red arrow pointing to it), and "Login". Below the header is a banner with a night cityscape background. The banner text reads: "Dear customers, Our new customer support portal is now live with great new features for case tracking, etc. If your account has not been transferred, you will need to register for a new account. In most cases, existing support accounts have been transferred to the new system, but you will need to create a new password. For help, visit our Knowledge Base." Below the banner are three main navigation buttons: "New Case" (Submit New Support Case), "Cases" (View all cases), and "RMA" (Submit RMA Request). At the bottom, there are two sections: "Software & Services" (Software Downloads) and "Hardware" (Declare UDC destruction).

The **Support Registration** form will open.

⁴⁴ <https://support.igel.com/csm>



2. Enter your user data:

Support Registration

Support Registration

* Login-Email <input type="text"/>	* First Name <input type="text"/>	* Last Name <input type="text"/>
* Company <input type="text"/>	* Address <input type="text"/>	
Address 2 <input type="text"/>	Address 3 <input type="text"/>	
* City <input type="text"/>	* Country -- None --	
* Post Code <input type="text"/> Please write N/A if no zip code is available	* State/Province <input type="text"/>	
* Work phone <input type="text"/>		
* Industry -- None --	* Choose your preferred language -- None --	
<input type="checkbox"/> Subscribe to IGEL Communications I HAVE READ AND ACCEPT THE PRIVACY POLICIES . <input checked="" type="checkbox"/> I accept		

Required information

<input type="text"/> Login-Email	<input type="text"/> First Name	<input type="text"/> Last Name	<input type="text"/> Company	<input type="text"/> Address
<input type="text"/> City	<input type="text"/> Country	<input type="text"/> Post Code	<input type="text"/> State/Province	<input type="text"/> Work phone
<input type="text"/> Industry	<input type="text"/> Choose your preferred language			
<input type="checkbox"/> I accept				

Required information is marked with an asterisk (*) and is displayed in the right pane at the same time.

When you have entered all the information, you will no longer see a reference to the information needed in the right pane.

IGEL Support Account Requirements for Name and email address

- Must a business email address with your company
- No personal email addresses (solely B2B)
- No generic contact details or email addresses, e.g. (info@company.tld⁴⁵)
- Free email provider domains are not allowed (e.g., gmail.com⁴⁶, yahoo.com⁴⁷, etc.)
- No shared (multi-user) accounts (e.g., support-team@company.tld⁴⁸)

3. Click **Submit**.

You will now be sent a confirmation email.

4. Check your mailbox and confirm your registration by clicking on the appropriate link. If you have not received the email, please check your spam folder.

⁴⁵ mailto:info@company.tld

⁴⁶ <http://gmail.com>

⁴⁷ <http://yahoo.com>

⁴⁸ mailto:support-team@company.tld



- i** If you have not started the registration process but still receive a corresponding email: Decline the registration by clicking the appropriate link in the email.

Your user data will now be internally checked and released.
The approval of your registration will be confirmed by email. In this email, you will find the link to the IGEL Customer Portal and an initial password (one-time password).

5. Open the IGEL Customer Portal via the link and click **Login** in the upper right menu.
6. You now enter your **Username** and your initial **Password** (one-time password).
The **Change Password** dialog box will open:

Change Password

test2@test.com

Current Password:

New password:

Confirm New Password:

Submit

7. Enter your **Current Password** and your **New Password** according to the requirements.
8. Confirm the new password by clicking **Submit**.
The IGEL Customer Portal will open, and you will be logged in.

- i** Please remember your username and password or store them in a safe place so that you can successfully log in to the support portal in the future.

4.3 IGEL Customer Portal Video

Learn more; watch the following video for a walkthrough of the IGEL Customer Portal.



Sorry, the widget is not supported in this export.
But you can reach it using the following URL:

<https://www.youtube.com/watch?v=l1UmXgEX-Lo>