

Licenses & More

Exported on 11/19/2021



Table of Contents

1	What Is New in ILP 3.1.3?	11
1.1	Renewal Procedure.....	11
1.2	EULA.....	11
1.3	Changes in ILP 3.1.2	11
1.3.1	No More Delivery Tokens	11
1.3.2	Renewal Process	11
1.3.3	Merging Product Packs	11
1.3.4	Splitting Product Packs	11
1.3.5	Co-Terming/Renewal: Changed Process	11
1.3.6	Inviting a User to Your Company	12
1.3.7	Subscription Key	12
1.3.8	Username (E-Mail Address) Not Editable	12
1.3.9	New Statuses for Product Packs	12
2	IGEL License Portal (ILP) Migration 2021	13
2.1	Firewalling.....	13
3	IGEL Software License Overview	14
3.1	Firmware and Licenses	14
3.1.1	Features of the Workspace Edition and the Enterprise Management Pack.....	14
3.1.2	IGEL OS Starter License (New Installation of IGEL OS 11.03.500 or Higher)	14
3.2	Maintenance.....	15
3.3	Maintenance Overview	15
3.3.1	Maintenance Renewal.....	16
3.3.2	Restore and Migrate Maintenance	16
3.4	Workspace Edition	16
3.5	Add-On Licenses.....	16
3.6	Enterprise Management Pack	17
3.7	License Deployment	17
3.7.1	Requesting a License via the IGEL License Portal (ILP)	18
3.7.2	Requesting a License via UMS (ALD)	19
4	The IGEL License Portal (ILP) - User Guide.....	20
4.1	Registering on the IGEL License Portal (ILP).....	20



4.2 Overview	20
4.2.1 Introductory Video	20
4.2.2 Dashboard	21
4.2.3 Menu	21
4.2.4 Delivery Token.....	22
4.2.5 Product Pack IDs	22
4.2.6 Product Pack Types	22
4.2.7 Product Pack Status.....	23
4.3 Managing Your Company	23
4.3.1 Selecting the Company.....	24
4.3.2 Inviting a User to Your Company	25
Overview	25
Instructions	25
4.3.3 Withdrawing an Invitation	28
4.3.4 Changing the Role of a User.....	28
4.3.5 Removing a User from Your Company	30
4.3.6 Roles and Permissions	31
Administrator	31
Service Provider	32
User	32
4.4 Converting UDC3 or UD Pocket Licenses for Upgrading to IGEL OS 11.....	33
4.5 Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11	36
4.6 Converting ICG Licenses to Enterprise Management Pack (EMP) Licenses	38
4.7 Renewing a Maintenance / Subscription in the IGEL License Portal (ILP)	41
4.7.1 Typical Renewal	42
4.7.2 Renewal that Comprises Only Some Product Packs	43
4.7.3 Order Contains a Renewal and Additional Licenses.....	46
4.8 Moving Licenses between Product Packs.....	47
4.8.1 Removing the License from Product Pack A.....	47
4.8.2 Assigning the License to Product Pack B	50
4.9 Splitting a Product Pack	53
4.9.1 Use Cases.....	53
4.9.2 Instructions	53
4.10 Merging Product Packs	55



4.10.1 Overview	55
4.10.2 Use Cases	56
4.10.3 Instructions	56
4.11 Adding a Comment to a Product Pack	60
4.12 License Portability	62
4.12.1 Removing the License from Device A	62
4.12.2 Assigning the License to Device B	65
4.12.3 Checking the Result	69
4.13 Working with UMS Licensing IDs	70
4.13.1 Assigning a Product Pack	71
4.13.2 Reviewing the Certificate	74
4.13.3 Editing the UMS Licensing ID	76
4.13.4 Reviewing the Assigned Product Packs	79
4.13.5 Unassigning a Product Pack	80
4.14 Bulk Removing Hardware from a Product Pack	82
4.14.1 Creating the Unit ID List	82
4.14.2 Uploading the Unit ID List	83
4.15 Redeeming a Delivery Token (Legacy)	86
5 IGEL Software Licenses How-Tos	88
5.1 Acting as a Service Provider for Several Companies	88
5.1.1 Overview	88
5.1.2 Prerequisites	89
Operating the UMS	89
Registering with the IGEL Licensing Portal (ILP)	90
5.1.3 Basic Operations	90
Selecting a Company	90
Registering a Delivery Token	91
5.1.4 Renewing a Maintenance	92
5.1.5 Typical Renewal	93
5.1.6 Renewal that Comprises Only Some Product Packs	94
5.1.7 Order Contains a Renewal and Additional Licenses	97
5.1.8 Moving Active Licenses between Product Packs	98
5.1.9 Removing the License from Product Pack A	98
5.1.10 Assigning the License to Product Pack B	101
5.1.11 Rearranging the Licenses of a Product Pack	104



Splitting a Product Pack	104
5.1.12 Use Cases.....	104
5.1.13 Instructions	104
Merging Product Packs	106
5.1.14 Overview.....	106
5.1.15 Use Cases.....	107
5.1.16 Instructions	107
5.1.17 Adding a Comment to a Product Pack.....	111
5.1.18 Transferring a License from One Device to Another.....	113
5.1.19 Removing the License from Device A	113
5.1.20 Assigning the License to Device B	116
5.1.21 Checking the Result	120
5.1.22 Managing Product Packs in an Automatic License Deployment (ALD) Environment.....	121
5.2 Finding Devices Which Need Licenses	121
5.2.1 Finding Unlicensed Devices.....	122
5.2.2 Finding Devices Whose Licence Is about to Expire.....	126
5.2.3 Finding Devices with Expired Licenses	130
5.3 Deploying Licenses	134
5.3.1 Setting up Automatic License Deployment (ALD)	134
Overview.....	134
Supported License Types	135
Prerequisites	135
Procedure	135
Obtaining Your UMS Licensing ID	135
Registering Your UMS Licensing ID.....	136
Creating a Product Pack from a Delivery Token	139
Assigning a Product Pack to the UMS Licensing ID	140
Preventing User Intervention	143
Configuring the Distribution Conditions.....	144
Enabling Automatic License Deployment.....	154
Intervals for Automatic License Deployment	157
Checking If the Licenses Have Been Deployed Successfully.....	158
Starting the License Assignment Manually.....	158
5.3.2 Set up Automatic License Deployment (ALD) with ALD Token	161
Overview	161



Prerequisites	162
Getting an ALD Token from the IGEL License Portal	162
Setting up a Connection to the License Server	165
Registering an ALD Token	165
Configuring the Distribution Conditions.....	167
Enabling Automatic License Deployment for Unregistered Devices.....	178
Starting Automatic License Deployment for Registered Devices	180
Starting License Assignment Manually	180
Checking if the Licenses Have Been Deployed Successfully.....	183
Managing Product Packs	184
Extending or Upgrading Licenses.....	185
5.3.3 Manual License Deployment for IGEL OS	186
Getting a Demo License	187
Creating a Unit ID List for IGEL OS.....	188
Getting the License File from the IGEL License Portal	188
Deploying the License on the Device	193
5.3.4 Manual License Deployment for IGEL OS without UMS	195
Getting the License File from the IGEL Licensing Portal	196
Deploying the License on the Device	200
5.4 Licensing UMA	200
5.4.1 Using UMA with UMS	201
6 IGEL Software Licenses FAQs.....	202
6.1 How Can I Find Out Which Order My Product Pack Belongs To?	202
6.1.1 Overview	202
6.1.2 Instructions	203
6.2 The IGEL OS 11 Trade-Up	205
6.2.1 What Is the IGEL Trade-Up Offer?	206
6.2.2 Who Is This Targeted At?.....	206
6.2.3 Will There Be a Separate Partcode for the Trade-Up?.....	206
6.2.4 Can I Combine the Trade-Up with Other Promotions?	206
6.2.5 What about Support for This Package?	206
6.2.6 How Long Will This Program Go On For?	207
6.2.7 Where Can I Find Out How Many Licenses I Have?	207
6.2.8 Can I Buy More Than Three-Year Maintenance?	207
6.2.9 Can I Buy This Trade-Up Package with IGEL Hardware Too?	207



6.2.10 What Are the Benefits of OS 11?	207
6.2.11 Can I Co-term These New Workspaces Licenses with My Other IGEL Licenses?	208
6.2.12 Proof of Purchase?	208
6.2.13 FAQ.....	208
6.2.14 Do We Have to Buy MMCP If We Want to Move from UDC3/UDP to OS 11?	210
6.2.15 Can We Trade Up on Compact, Winestra, Premium Models?	210
6.2.16 What Should I Do Next?	210
6.2.17 What about the Existing Promotions IGEL Has for Migrations?	210
6.3 Removing an IGEL License Completely.....	210
6.3.1 Issue	210
6.3.2 Background	210
Environment.....	211
Solution	211
6.4 How Can I Suppress Enterprise Management Pack Expiration Warnings?	230
6.4.1 Issue	230
6.4.2 Environment.....	230
6.4.3 Solution	230
6.5 What Is a Subscription Key?.....	231
6.6 What Is the Difference between a Subscription Key and a Product Pack ID?	231
6.7 Which Product Packs Can I Split and How?	231
6.8 My Licenses Have Expired - What Can I Do?	232
6.8.1 What Are the Consequences of an Expired Maintenance or Subscription?	232
Perpetual Licenses (Maintenance Expired)	232
Non-perpetual Licenses (Subscription)	232
6.8.2 Which Options Do I Have Now?	232
7 IGEL Software License Field Experience	233
7.1 IGEL Download and License Server URL	233
7.1.1 Topic of discussion/Issue:.....	233
7.1.2 Firmware version:	233
7.1.3 UMS version:.....	233
7.1.4 Description:	233
7.1.5 Solution:	233
7.2 How to Reclaim Device License	234
7.2.1 Topic of discussion/Issue:.....	234



7.2.2 Firmware version:	234
7.2.3 UMS version:.....	234
7.2.4 Description:	234
7.2.5 Solution:	234
8 Software Releases Overview	235
8.1 What Kinds of Firmware Releases Are There?.....	235
9 IGEL Naming Convention.....	237
9.1 What is the Meaning of IGEL Device Names?	237
9.1.1 Universal Desktop	237
Possible parameters	237
9.1.2 IGEL Zero	238
Possible parameters	238
9.1.3 IGEL UD Converted Devices	238
9.2 What is the Meaning of IGEL Release Names?	239
9.2.1 The exact meaning:.....	239
9.3 What is the Meaning of "Features with Limited Support"?.....	240
9.3.1 Why is IGEL not able to provide full support?.....	240
10 Support Policies for Connections to Third-Party Environments	242
11 IGEL Product Lifecycle	243
11.1 IGEL OS 11	243
11.1.1 End-of-Life (EOL) = End-of-Sales (EOS)	243
11.1.2 IGEL Software Maintenance	244
11.2 IGEL Universal Management Suite (UMS)	245
11.3 IGEL Hardware.....	246
11.3.1 Hardware Warranty.....	246
11.4 Explanation of Terms.....	246
11.5 Related Topics.....	246



- [What Is New in ILP 3.1.3?\(see page 11\)](#)
- [IGEL License Portal \(ILP\) Migration 2021\(see page 13\)](#)
- [IGEL Software License Overview\(see page 14\)](#)
- [The IGEL License Portal \(ILP\) - User Guide\(see page 20\)](#)
- [IGEL Software Licenses How-Tos\(see page 88\)](#)
- [IGEL Software Licenses FAQs\(see page 202\)](#)
- [IGEL Software License Field Experience\(see page 233\)](#)
- [Software Releases Overview\(see page 235\)](#)
- [IGEL Naming Convention\(see page 237\)](#)
- [Support Policies for Connections to Third-Party Environments\(see page 242\)](#)
- [IGEL Product Lifecycle\(see page 243\)](#)



1 What Is New in ILP 3.1.3?

1.1 Renewal Procedure

- The renewal procedure has changed, see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 41).

1.2 EULA

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

1.3 Changes in ILP 3.1.2

1.3.1 No More Delivery Tokens

As of September 2021, licenses are instantly ready for use, without Delivery Tokens. However, licenses purchased before September 2021 still require [Redeeming a Delivery Token](#)(see page 86).

1.3.2 Renewal Process

- The renewal process has been simplified, see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#)(see page 41).
- Together with a renewal, you can acquire additional licenses; in this case, a new Product Pack is created which shares the same Subscription Key as those Product Packs that have been renewed.

1.3.3 Merging Product Packs

- It is now possible to merge Product Packs; for details, see [Merging Product Packs](#)(see page 55).

1.3.4 Splitting Product Packs

- It is now possible to split ICG Product Packs; for details, see [Splitting a Product Pack](#)(see page 53).
- A new article on splitting Product Packs has been added: [Which Product Packs Can I Split and How?](#)(see page 231)

1.3.5 Co-Termining/Renewal: Changed Process

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



1.3.6 Inviting a User to Your Company

- A new contact address can be specified with a license order; if so, IGEL requests the company administrators to assign the contact as a user to their company. The invite process is described under [Inviting a User to Your Company](#)(see page 25).

1.3.7 Subscription Key

- The Subscription Key has been introduced. For more information, see [What Is a Subscription Key?](#) (see page 231) and [What Is the Difference between a Subscription Key and a Product Pack ID?](#)(see page 231)

1.3.8 Username (E-Mail Address) Not Editable

- It is no more possible to change the username, i.e. the e-mail address, of a user account. For account settings that can be changed, see [Overview](#)(see page 20), section "Menu", list entry "Settings".

1.3.9 New Statuses for Product Packs

- The new statuses MERGED and NOT_YET_ACTIVATED have been added. For details, see the [Overview](#)(see page 20) for the ILP.



2 IGEL License Portal (ILP) Migration 2021

- ⓘ On April 22nd, 2021, IGEL will migrate the IGEL License Portal (ILP) and its infrastructure to a highly available and scalable cloud platform. While IGEL will keep service interruptions to a minimum, we advise our customers not to plan large rollouts of new licenses on April 22nd and 23rd.

The migration happens via three DNS entry changes. The propagation of these DNS changes throughout the internet can take from an hour to 72 hours.

DNS Name	Component	Old IP Address	New IP Address
activation.igel.com ¹	Web frontend for customers	194.76.156.73	Eastern US (for North America) 52.186.108.205
			Western Europe (for rest of the world) 20.50.212.154
susi.igel.com	Interface for UMS Server	194.76.156.60	51.105.196.76

On your local workstation or UMS Server, you can flush the DNS cache with the following commands:

- **Windows Workstation:** ipconfig /flushdns - Powershell: Clear-DnsClientCache
- Windows DNS Server: dnscmd /clearcache - Powershell: Clear-DnsServerCache
- **Linux:** sudo /etc/init.d/nsqd restart
- Systemd Resolved (e.g. IGEL OS): sudo systemd-resolve --flush-caches
- DNSMasq: sudo systemctl restart dnsmasq.service
- Nscd: sudo systemctl restart nscd.service
- **Mac OS Sierra, El Capitan, Mavericks, Mountain Lion, Lion:** sudo killall -HUP mDNSResponder
- Mac OS X Yosemite: sudo discoveryutil udnsflushcaches
- Mac OS X Snow Leopard: sudo dscacheutil -flushcache
- Mac OS X Leopard and below: sudo lookupd -flushcache

2.1 Firewalling

If you restrict the internet access of the UMS server to certain IP addresses, make sure to allow 51.105.196.76, the new address of the SUSI service.

¹ <http://Activation.igel.com>



3 IGEL Software License Overview

3.1 Firmware and Licenses

3.1.1 Features of the Workspace Edition and the Enterprise Management Pack

The following features are enabled by the Workspace Edition and the Enterprise Management Pack:

Workspace Edition(see page 16)	Enterprise Management Pack(see page 17)
<ul style="list-style-type: none"> • IGEL OS 11 • Universal Management Suite (UMS)** • UMS High Availability (HA) • Multi-Media Codec Pack (MMCP) • IGEL Management Interface (IMI)** • Custom Partition*** 	<ul style="list-style-type: none"> • IGEL Cloud Gateway (ICG) • Shared Workplace (SWP) • Asset Inventory Tracker (AIT) • Unified Management Agent (UMA)*

* Unlimited licenses

** Can also be used without a Workspace Edition license

*** With IGEL OS 11.03.500 or higher, the Custom Partition is included in the Workspace Edition. This is also valid when a device has been updated from a lower version to IGEL OS 11.03.500 or higher. When a device is downgraded to a lower version, the Custom Partition is disabled.

3.1.2 IGEL OS Starter License (New Installation of IGEL OS 11.03.500 or Higher)

Any new installation of IGEL OS 11.03.500 or higher has an initial IGEL OS Starter License. The purpose of the IGEL OS Starter License is to facilitate the rollout of IGEL OS 11. The IGEL OS Starter License is present on all new IGEL devices that come with IGEL OS 11.03.500 or higher and on all devices that are converted by OSC or UD Pocket with IGEL OS 11.03.500 or higher. If you update any pre-existing installation of IGEL OS to IGEL OS 11.03.500 or higher, no IGEL OS Starter License will be added.

The IGEL OS Starter License is valid for 30 days. The counter starts when the device starts with a complete configuration for the first time, i.e. when the Setup Assistant does not open automatically on system startup.

The IGEL OS Starter License enables the following features:

- IGEL OS Base Features
- Universal Management Suite (UMS)
- UMS High Availability (HA)
- IGEL Management Interface (IMI)
- Custom Partition
- IGEL Cloud Gateway (ICG)
- Shared Workplace (SWP)
- Asset Inventory Tracker (AIT)



Limitations

- The Multi-Media Codec Pack (MMCP) is not included in the IGEL OS Starter License.
- The starter license can not be used as a basis for add-on licenses (see [Add-On Licenses](#)(see page 16)).

For testing purposes, you can obtain an evaluation license. The evaluation license has none of the above limitations for the duration of its period of validity. To get it, go to <https://www.igel.com/get-started/try-for-free/>.

When the IGEL OS Starter License has expired, the device needs a Workspace Edition license and, depending on the required features, an Enterprise Management Pack license.

3.2 Maintenance

In addition to the licenses from the Workspace Edition and the Enterprise Management Pack, you should conclude a [Maintenance](#)(see page 15) contract with IGEL. This ensures that you can install our regular software updates and that you can use our support service.

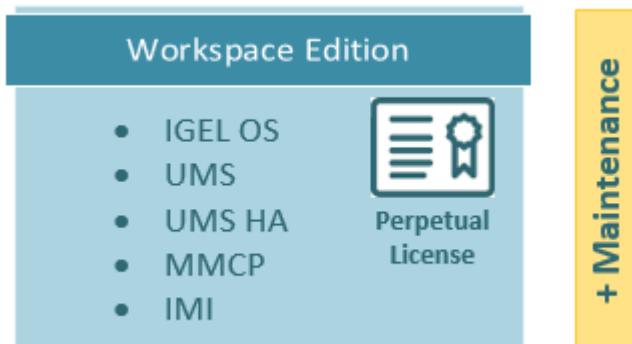
3.3 Maintenance Overview

Together with the **Workspace Edition**, you conclude a **Maintenance** contract with IGEL. You can choose to purchase maintenance for 1, 2, or 3 years.

The initial maintenance period begins as soon as a device is assigned to a Workspace Edition including Maintenance. The assignment of hardware and license can either be done manually via the [IGEL License Portal](#) (see page 186) or with the help of [Automatic License Deployment \(ALD\)](#)(see page 134).

With the **Maintenance**, you ensure that you receive the following services:

- Updates and upgrades
- [Select²](#) support service
- [License portability](#)(see page 62)



² <https://www.igel.com/support/>



When the **Maintenance** expires, the **Workspace Edition** is fully preserved. However, the above services can then no longer be used. It is therefore advisable to renew the Maintenance License.

3.3.1 Maintenance Renewal

90 days before the license expires, the Maintenance period can be extended. The renewal extends the Maintenance seamlessly for another 1, 2, or 3 years.

⚠ Please note, if you decide to renew after the expiration of the previous license, the start date of the connection license will still be adjusted directly to the expiration date of the previous license (i. e. start date of the new license = end date of the previous license +1 day). The royalty-free months are thus deducted from the term and also calculated. We, therefore, recommend an early extension of the IGEL licenses. In order to provide you with the best possible support when extending the licenses, you will receive a reminder from the IGEL License Portal 90, 60, and 30 days before the license expires, which will be sent to you by e-mail.

3.3.2 Restore and Migrate Maintenance

The Maintenance registered in your UMS installation is stored in the UMS database. So if you restore your UMS installation from a database backup, whether on the same host or a new host, your Maintenance will also be restored.

3.4 Workspace Edition

The Workspace Edition is a perpetual license that you get when you first license your device.

The Workspace Edition contains the following basic features:

- IGEL OS 11
- Universal Management Suite (UMS)
- UMS High Availability (HA)
- Multi Media Codec Pack (MMCP)
- IGEL Management Interface (IMI)
- Custom Partition (included with IGEL OS 11.03.500 or higher; this is also valid when a device has been updated from a lower version to IGEL OS 11.03.500 or higher. When a device is downgraded to a lower version, the Custom Partition is disabled.)

3.5 Add-On Licenses

Some IGEL OS features extend the feature set of the Workspace Edition and therefore require add-on licenses.

Add-on licenses are available for the following features:

- PCoIP client by Teradici (IGEL OS 11.01.110 or higher; see [PCoIP Session³](#)). This license can be purchased with a term of 1 year.

³ <https://kb.igel.com/display/igelos1101110/PCoIP+Session>



- 90meters smartcard middleware (IGEL OS 11.01.110 or higher; see [Smartcard Middleware⁴](#)). This license is perpetual.
- Ericom PowerTerm (IGEL OS 11.02.100 or higher; see [PowerTerm Session⁵](#)). This license is perpetual.

3.6 Enterprise Management Pack

The Enterprise Management Pack is an extension of the Workspace Edition. This license can be purchased for 1, 2, or 3 years. Unlike the Workspace Edition license, the Enterprise Management Pack license is a subscription. When the subscription expires, the features will no longer be available.

With this license you get the following features in addition:

- IGEL Cloud Gateway (ICG)
- Shared Workplace (SWP)
- Asset Inventory Tracker (AIT)
- Universal Management Agent (UMA): With a valid Enterprise Management Pack, you can use UMA on any number of Microsoft Windows installations. When the Enterprise Management Pack has expired, the local Setup of the UMA can still be used, but the UMS will no longer communicate with the devices.

i UMA Licensing with IGEL OS 11 and before IGEL OS

UMA licenses of the licensing model before IGEL OS 11 (legacy licenses) can only be deployed by UMS 5.x, not by UMS 6.x. For instructions, see [Licensing UMA\(see page 200\)](#). Also, UMA instances with legacy licenses can only be managed by UMS 5.x.

UMA 3.01 supports both the licensing model before IGEL OS 11 and the IGEL OS 11 licensing model.

- i** From IGEL OS 11.01.100 up to 11.03.100, the Custom Partition is part of the Enterprise Management Pack. As of IGEL OS 11.03.500, the Custom Partition is part of the Workspace Edition.

3.7 License Deployment

The following diagrams show how the different entities communicate when a license is requested, manually or automatically.

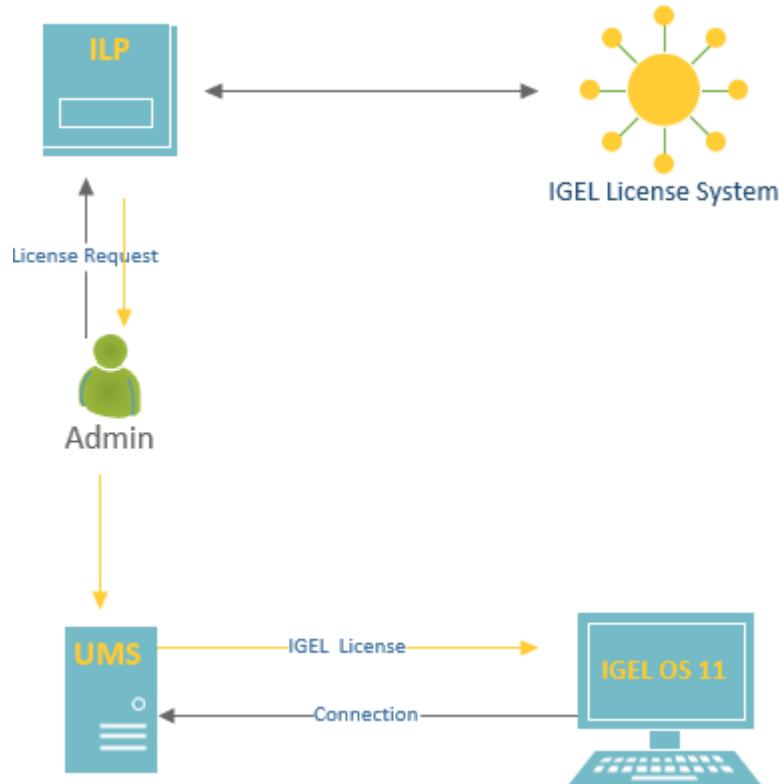
- Requesting a License via the IGEL License Portal (ILP)([see page 18](#))
- Requesting a License via UMS (ALD)([see page 19](#))

⁴ <https://kb.igel.com/display/igelos1101110/Smartcard+Middleware>

⁵ <https://kb.igel.com/display/igelos1104/PowerTerm+Session>

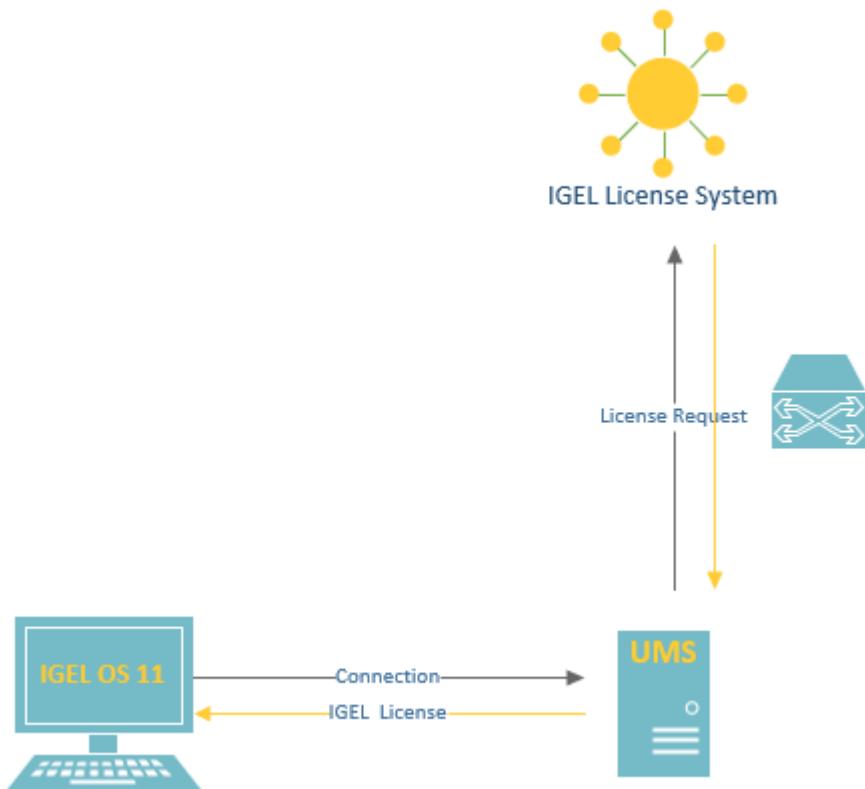


3.7.1 Requesting a License via the IGEL License Portal (ILP)





3.7.2 Requesting a License via UMS (ALD)



To communicate with the IGEL License System, you can either log in using one ALD Token per Product Pack or register once using the UMS Licensing ID.



4 The IGEL License Portal (ILP) - User Guide

- Registering on the IGEL License Portal (ILP)(see page 20)
- Overview(see page 20)
- Managing Your Company(see page 23)
- Converting UDC3 or UD Pocket Licenses for Upgrading to IGEL OS 11(see page 33)
- Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11(see page 36)
- Converting ICG Licenses to Enterprise Management Pack (EMP) Licenses(see page 38)
- Renewing a Maintenance / Subscription in the IGEL License Portal (ILP)(see page 41)
- Moving Licenses between Product Packs(see page 47)
- Splitting a Product Pack(see page 53)
- Merging Product Packs(see page 55)
- Adding a Comment to a Product Pack(see page 60)
- License Portability(see page 62)
- Working with UMS Licensing IDs(see page 70)
- Bulk Removing Hardware from a Product Pack(see page 82)
- Redeeming a Delivery Token (Legacy)(see page 86)

4.1 Registering on the IGEL License Portal (ILP)

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

To register on the IGEL License Portal:

1. Go to <https://activation.igel.com>⁶
 2. Click **Register**.
 3. Fill in all fields marked with an asterisk * and solve the captcha.
- i Your username is your e-mail address; the username cannot be changed later on.
4. Click **Register**.
 5. Make sure you have received a confirmation e-mail from licenseportal@igel.com and click the confirmation link.
Your request is being checked by the IGEL Customer Care team.
 6. If everything has gone well, you receive an e-mail from the IGEL Customer Care team which enables you to log in at the IGEL License Portal.

4.2 Overview

4.2.1 Introductory Video

⁶ <https://activation.igel.com/>



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

4.2.2 Dashboard

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

All products	Search packs	X	Filter by date				
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
WE			WE-CB0KF	ACTIVATED	2022-07-01	1/6	
WE			WE-JSWK	ACTIVATED	2022-07-01	1/4	
TER			TER-H5JPD	ACTIVATED	2022-07-02	0/1	
PWT			PWT-BF3U	ACTIVATED	2022-07-02	1/1	

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

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

4.2.3 Menu

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

- Account menu (**username@e-mail.com**):



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

4.2.4 Delivery Token

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

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

4.2.5 Product Pack IDs

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

4.2.6 Product Pack Types

The following Product Pack types exist:

- **WE:** Workspace Edition. A container for a predefined amount of IGEL OS 11 licenses. These licenses can be used for UD, IGEL OS Creator and UD Pocket.
- **WE-E:** Workspace Edition Evaluation: Workspace Edition for testing purposes which is valid for a limited time.
- **PWT:** Add-on license for Ericom Powerterm (IGEL OS 11.02.100 or higher)
- **90M:** Add-on license for the 90meters smartcard middleware (IGEL OS 11.01.110 or higher)



- **TER:** Add-on license for the PCoIP client by Teradici (IGEL OS 11.01.110 or higher)
- **EMP:** Enterprise Management Pack
- **UDP:** License for UD Pocket
- **UDC3:** License for UDC3
- **ICG:** License for the IGEL Cloud Gateway (ICG)
- **ADDON:** License for add-ons which extend the capabilities of IGEL OS 10. This license may contain one or more of the following features:
 - **POWERTERM:** Powerterm
 - **MMCP:** Multi Media Codec Pack
 - **SWP:** Shared Workplace
- **SAM:** Samsung IGEL OS 10 Upgrade License
- **IMI:** License for the IGEL Management Interface (IMI)
- **AIT:** License for the Asset Inventory Tracker (AIT)
- **UDC2UPGR:** License for upgrading UDC2 devices to UDC3
- **IZUPGR:** License for upgrading from an IGEL Zero Client (IZ) to IGEL Universal Desktop (UD)

i **IZ Devices**

IZ devices are not allowed to upgrade to IGEL OS 11. This is also true for IGEL OS 10 devices without maintenance. However, there is a trade-up program that enables you to overcome this limitation. Please contact your IGEL sales representative. For further information, see <https://www.igel.com/tradeup/> and [The IGEL OS 11 Trade-Up](#)(see page 205).

4.2.7 Product Pack Status

The following statuses are possible:

- **NEW:** No hardware has received a license from this Product Pack yet. The count of days until the expiry date has not started yet. This is only relevant for Product Packs that have been purchased before April 1st, 2021.
- **ACTIVATED:** The count of days until the expiry date has started.
- **ACTIVATED** (displayed in red color): The Product Pack has expired; a renewal is needed.
- **MERGED:** The Product Pack has been merged with another Product Pack. For more information on merging, see [Merging Product Packs](#)(see page 55).
- **NOT_ACTIVATED_YET:** The start date for the Product Pack is in the future. A license file can not be downloaded yet.
- **STOPPED:** The Product Pack has been canceled by IGEL. No licenses can be created from this Product Pack.
- **TRADED_IN:** This Product Pack was an OS 10 Product Pack originally and has been migrated to an OS 11 Product Pack.

4.3 Managing Your Company

- [Selecting the Company](#)(see page 24)
- [Inviting a User to Your Company](#)(see page 25)
- [Withdrawing an Invitation](#)(see page 28)

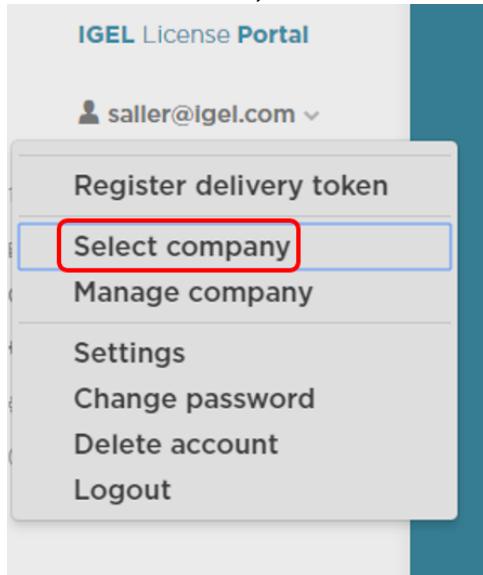


- [Changing the Role of a User](#)(see page 28)
- [Removing a User from Your Company](#)(see page 30)
- [Roles and Permissions](#)(see page 31)

4.3.1 Selecting the Company

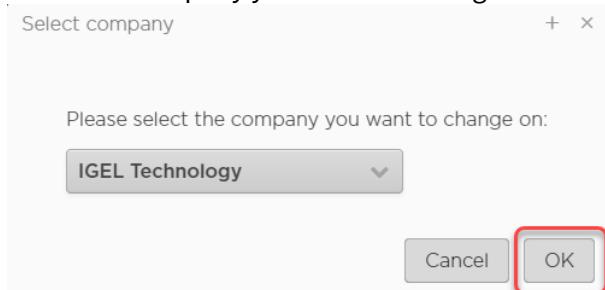
If you are assigned to more than one company, you must select the right company after login.

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>⁷.
2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

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



The dashboard shows the data for the selected company.

⁷ <https://activation.igel.com/>



4.3.2 Inviting a User to Your Company

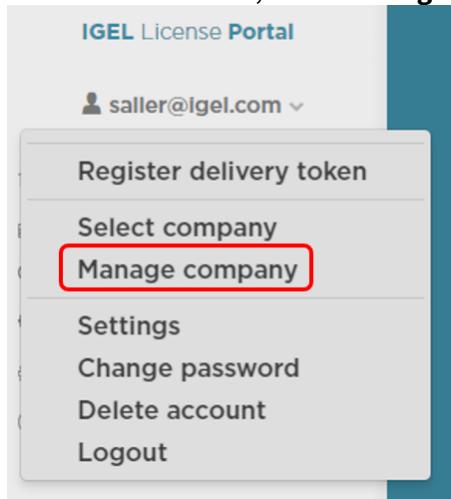
Overview

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

For further information on how to carry out the tasks of a service provider, see [Acting as a Service Provider for Several Companies](#)(see page 88).

Instructions

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>⁸.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [Managing Your Company](#)(see page 23).
3. In the account menu, select **Manage Company**.



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

⁸ <https://activation.igel.com/>



5. Click **Invite user**.

Manage Company

All Current Users of IGEL Technology

A screenshot of a web-based application titled 'Manage Company'. At the top, there is a search bar labeled 'Search users' and a red-bordered button labeled 'Invite user'. Below this is a table with columns: 'Username', 'E-Mail', 'Preferred language', 'Role', and 'Manage'. One row is visible, showing 'saller@igel.com' in the Username column, 'saller@igel.com' in the E-Mail column, 'EN' in the Preferred language column, 'ADMINISTRATOR' in the Role column, and a 'Remove from company' button in the Manage column.

The dialog **Invite User** is shown.

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

Invite User

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

E-mail...

Send Cancel

A screenshot of a modal dialog box titled 'Invite User'. It contains the text 'Invite user to join the company.' and 'Please enter the e-mail address to send a invitation.'. Below this are two input fields: one for 'E-mail...' with a red border around it, and another for 'Role' containing the value 'Administrator'. At the bottom of the dialog are 'Send' and 'Cancel' buttons.

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

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



Invite User

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

E-mail...

Administrator
Service Provider
User

8. Click **Send.**

Invite User

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

E-mail...

An invitation e-mail is sent to the user. The e-mail contains a link to the registration form of the IGEL License Portal. The user has to register at the IGEL License Portal, unless he is registered already.

The invitation is displayed under **Pending Invitations**:

Pending Invitations

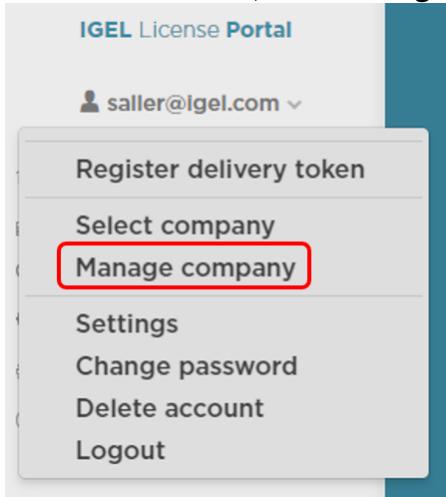
Search users <input type="button" value="X"/>					
Name	Status	Invited by	Is User registered	Last Updated	Manage
saller@igel.com	User did not respond	saller@igel.com		2018-12-20	<input type="button" value="Withdraw"/>



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

4.3.3 Withdrawing an Invitation

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>⁹.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [Selecting the Company](#)(see page 24).
3. In the account menu, select **Manage Company**.



4. The screen **Manage Company** is shown.
Pending invitations are displayed under **Pending Invitations**.
5. Click **Withdraw** in the appropriate line.

Pending Invitations					
Name	Status	Invited by	Is User registered	Last Updated	Manage
saller@igel.com	User did not respond	saller@igel.com		2018-12-20	Withdraw

4.3.4 Changing the Role of a User

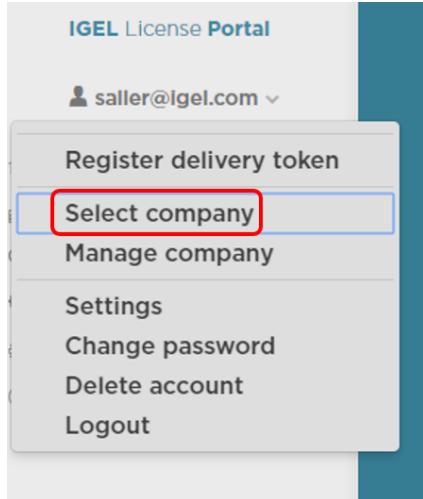
1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>¹⁰.

⁹ <https://activation.igel.com/>

¹⁰ <https://activation.igel.com/>

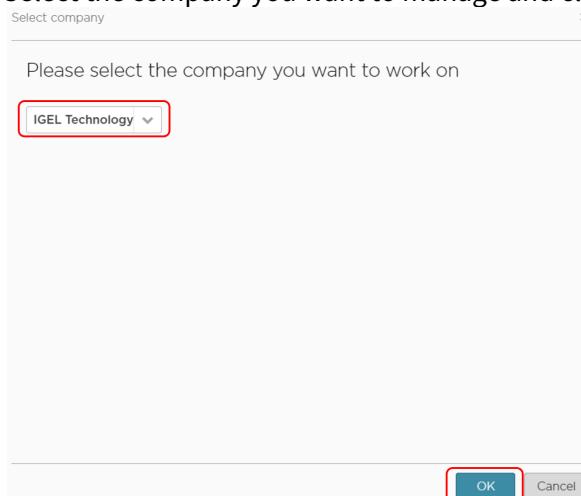


2. In the account menu, choose **Select Company**.



The dialog **Select company** is shown.

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



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

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

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

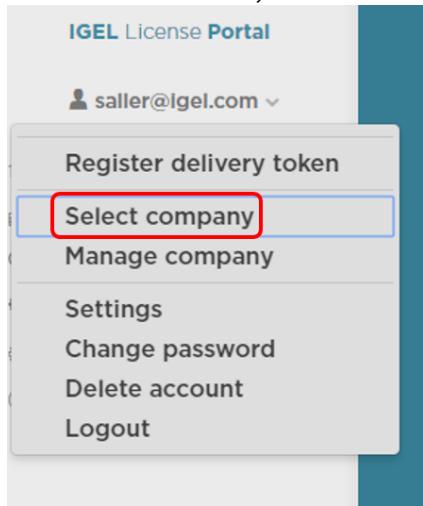


5. Select the new role and click **OK**.



4.3.5 Removing a User from Your Company

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>¹¹.
2. In the account menu, choose **Select Company**.

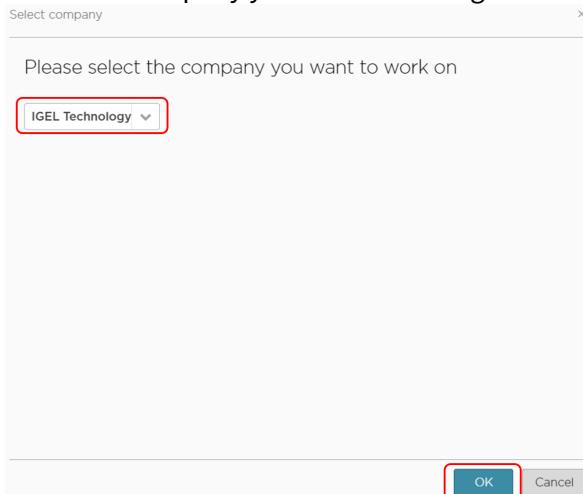


The dialog **Select company** is shown.

¹¹ <https://activation.igel.com/>



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



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

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

A screenshot of the "Manage Company" interface. The title bar says "Manage Company" and "All Current Users of IGEL Technology". Below is a table with columns: Username, E-Mail, Preferred language, Role, and Manage. Two rows are visible: one for "saller@igel.com" and one for "saller2@igel.com" (which is highlighted with a blue background). In the "Manage" column for both users, there is a "Remove from company" button. The button for "saller2@igel.com" is highlighted with a red box.

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

The user is removed from your company.

4.3.6 Roles and Permissions

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

Administrator

The administrator is permitted to perform the following actions:

- Invite a user to a company; see [Inviting a User to Your Company](#)(see page 25) and [Withdrawing an Invitation](#).(see page 28)
- Remove a user from a company; see [Removing a User from Your Company](#).(see page 30)
- Change the role of a user; see [Changing the Role of a User](#)(see page 28).
- Register a Delivery Token, which is required for getting licenses; see [How-Tos for IGEL Software Licenses](#).(see page 88)
- Renew a subscription; see [Renewing a Maintenance](#)(see page 41).



- Move licenses between Product Packs; see [Moving Licenses between Product Packs](#)(see page 47).(see page 47)
- Move licenses between devices; see [License Portability](#)(see page 62).
- Split a Product Pack; see [Splitting a Product Pack](#)(see page 53).
- Add a comment to a Product Pack; see [Adding a Comment to a Product Pack.](#)(see page 60)
- Manage and configure the UMS Licensing ID, which is used by Automatic License Deployment (ALD); see [Working with the UMS Licensing ID.](#)(see page 70)

Service Provider

The service provider is permitted to perform the following actions:

- Register a Delivery Token, which is required for getting licenses; see [How-Tos for IGEL Software Licenses.](#)(see page 88)
- Renew a subscription; see [Renewing a Maintenance](#)(see page 41).
- Move licenses between Product Packs; see [Moving Licenses between Product Packs](#)(see page 47).(see page 47)
- Move licenses between devices; see [License Portability](#)(see page 62).
- Split a Product Pack; see [Splitting a Product Pack](#)(see page 53).
- Add a comment to a Product Pack; see [Adding a Comment to a Product Pack.](#)(see page 60)
- Manage and configure the UMS Licensing ID, which is used by Automatic License Deployment (ALD); see [Working with the UMS Licensing ID.](#)(see page 70)

User

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



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

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

For instructions on how to upgrade the device firmware from IGEL OS 10 to IGEL OS 11, see [Upgrading UDC3 Devices from IGEL OS 10 to IGEL OS 11¹²](#).

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#)(see page 38).

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

To convert UDC3 or UD Pocket subscriptions:

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

¹² <https://kb.igel.com/display/igelos1005800/Upgrading+UDC3+Devices+from+IGEL+OS+10+to+IGEL+OS+11>

¹³ <https://activation.igel.com/>

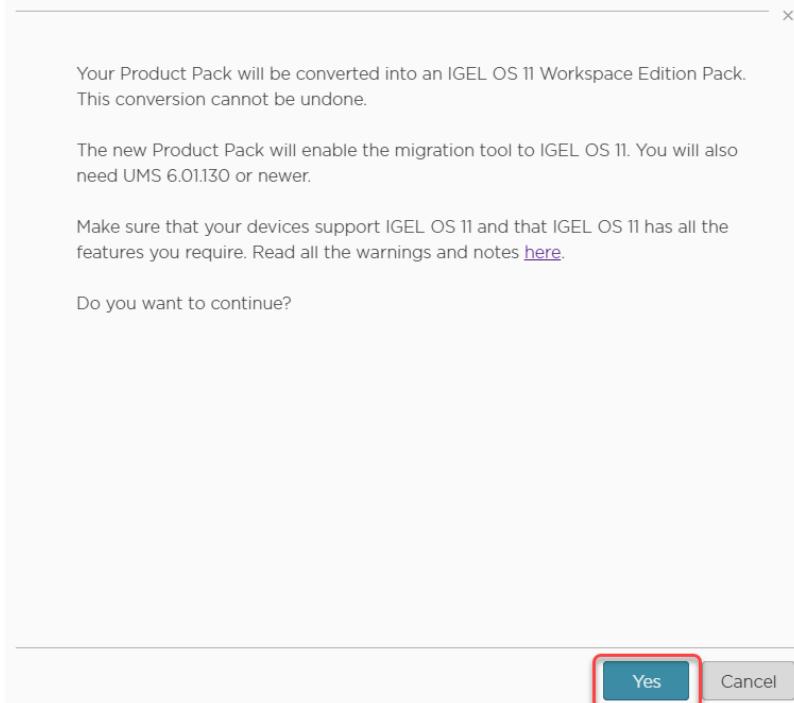
**4. Click Convert to WE.**A screenshot of the IGEL License Portal interface. At the top, it shows a navigation bar with icons for Home, Products, Support, and Contact. Below that, a header displays the product name "UDC3" and its activation key "UDC3-AK5Z3". The main content area contains several input fields and buttons:

- Subscription ID:** UDC3-AK5Z3 (with a copy icon)
- Comment:** My new UDC3 (with a edit icon)
- Activation key:** 7316-7d01-b560-6493-c182 (with a copy icon)
- ALD Token:** eae33481-b845-491d-81af-b60012c50e: (with a copy icon)
- Delete ALD Token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs button
- License file:** Download button
- Hardware:** Show hardware button
- Archive:** Remove hardware button
- Archive:** Archive product pack button
- Product:** Convert into WE button (highlighted with a red border)

At the bottom, there are status indicators: ACTIVATED, 1/1, and a date 2019-12-21.



5. Read and confirm the warning dialog.



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

WE	
<input type="checkbox"/> Maintenance ID:	WE-PMEYS
<input type="checkbox"/> Comment:	
<input type="checkbox"/> ALD Token:	eae33481-b845-491d-81af-b60012c50e
<input type="button" value="Delete ALD Token"/>	
<input type="checkbox"/> UMS Licensing IDs:	<input type="button" value="Manage UMS Licensing IDs"/>
<input type="checkbox"/> License file:	<input type="button" value="Download"/>
<input type="checkbox"/> Hardware:	<input type="button" value="Show hardware"/> <input type="button" value="Remove hardware"/>
<input type="checkbox"/> Archive:	<input type="button" value="Archive product pack"/>
<input type="checkbox"/> ACTIVATED	
1/1	
2019-12-21	



6. Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 134) or [Manual License Deployment for IGEL OS](#)(see page 186), according to your deployment method.

4.5 Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11

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

For instructions on how to upgrade devices from IGEL OS 10 to IGEL OS 11, see [Upgrading UDC3 Devices from IGEL OS 10 to IGEL OS 11](#)¹⁴.

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#)(see page 38).

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

To convert UDC3 or UD Pocket subscriptions:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁵. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁴ <https://kb.igel.com/display/igelos1005800/Upgrading+UDC3+Devices+from+IGEL+OS+10+to+IGEL+OS+11>

¹⁵ <https://activation.igel.com/>



4. Click **Convert to WE**.

The screenshot shows the SAM (Software Activation Manager) interface. At the top right, it says "SAM-EVRQN". On the left, there's a sidebar with icons for "Manage", "Subscription ID", "Comment", "Activation key", "License file" (with a "Download" button), "Hardware" (with "Show hardware" and "Remove hardware" buttons), "Archive" (with "Archive Product Pack" button), and "Product" (with a "Convert into WE" button). The "Convert into WE" button is highlighted with a red box. At the bottom, it shows "ACTIVATED", "1/1", and the date "2020-07-17".

5. Read and confirm the warning dialog.

The screenshot shows a warning dialog box. It contains the following text:
 Your Product Pack will be converted into an IGEL OS 11 Workspace Edition Pack.
 This conversion cannot be undone.
 The new Product Pack will enable the migration tool to IGEL OS 11. You will also
 need UMS 6.01.30 or newer.
 Make sure that your devices support IGEL OS 11 and that IGEL OS 11 has all the
 features you require. Read all the warnings and notes [here](#).
 Do you want to continue?
 At the bottom, there are two buttons: "Yes" (highlighted with a red box) and "Cancel".

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



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

WE	WE-FLUJN
- Manage	
Maintenance ID:	WE-FLUJN <input type="button" value=""/>
Comment:	<input type="text"/> <input type="button" value=""/>
ALD Token:	NOT SET <input type="button" value=""/>
	<input type="button" value="Generate ALD Token"/>
UMS Licensing IDs:	<input type="button" value="Manage UMS Licensing IDs"/>
License file:	<input type="button" value="Download"/>
Hardware:	<input type="button" value="Show hardware"/>
	<input type="button" value="Remove hardware"/>
Archive:	<input type="button" value="Archive Product Pack"/>
ACTIVATED	1/1 2020-07-17

- Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 134) or [Manual License Deployment for IGEL OS](#)(see page 186), according to your deployment method.

4.6 Converting ICG Licenses to Enterprise Management Pack (EMP) Licenses

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

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

- Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁶. If you have not registered yet, you must register first.
Your dashboard is shown.
- In the list of Product Packs, find the Product Pack you want to convert.
- Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁶ <https://activation.igel.com/>

4. Click **Convert into EMP**.A screenshot of the IGEL License Portal interface. The top navigation bar shows "ICG" and "ICG-FPZX3". The main area contains several configuration options: "Subscription ID" (ICG-FPZX3), "Comment" (empty), "Activation key" (0516-8a8b-1b02-9332-d043), "License file" (Download button), "Hardware" (Show hardware button), "Archive" (Archive product pack button), and "Product" (Convert into EMP button, which is highlighted with a red box). At the bottom, status indicators show "ACTIVATED", "5 (1/1)", and the date "2020-02-01".

The screenshot shows the "Convert into EMP" button in the "Product" section highlighted with a red box, indicating it is the next step to be taken.



5. Read and confirm the warning dialog.

x

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

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

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

Do you want to continue?

Yes

Cancel

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



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

EMP
 EMP-P1VRQ

- Manage

Subscription ID:

EMP-P1VRQ

Comment:

ALD Token:

NOT SET

Generate ALD token

UMS Licensing IDs:

[Manage UMS Licensing IDs](#)

Hardware:

[Show hardware](#)

[Add hardware](#)

[Remove hardware](#)

Archive:

[Archive product pack](#)

Split:

[Split product pack](#)

ACTIVATED
 0/5
 2020-02-01

6. Continue with deploying the licenses to the devices. For further information, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 134) or [Manual License Deployment for IGEL OS](#)(see page 186), according to your deployment method.

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

- On September the 3rd, 2021, all renewals that have been purchased before but have not been activated yet are activated automatically.

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



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

The following cases are described below:

- Typical case: You have ordered a renewal for all Product Packs that belong to a Subscription Key. See [Typical Renewal\(see page 42\)](#).
- When you have ordered renewals for only some Product Packs that need to be renewed, the Product Packs that are not renewed are removed from the Subscription Key. See [Renewal that Comprises Only Some Product Packs\(see page 42\)](#).

i If you want to renew only a part of the licenses contained in a Product Pack, i.e. none of your Product Packs reflects the number of licenses you want to renew, you can split your licenses accordingly before redeeming the renewal. For instructions, see [Splitting a Product Pack\(see page 53\)](#).

- When you have ordered additional licenses together with a renewal, an additional Product Pack is created that has the same Subscription Key as the renewed Product Packs. See [Order Contains a Renewal and Additional Licenses\(see page 46\)](#).

4.7.1 Typical Renewal

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

If you want to check your renewal:

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

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



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

Subscription Keys

All Subscription Packs registered to IGEL Technology

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

4.7.2 Renewal that Comprises Only Some Product Packs

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

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

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



Subscription Keys

All Subscription Packs registered to IGEL Technology

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

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

Redemption of open Renewals

Please select a renewal you want to redeem:

[IGEL-123456789](#)

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

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

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



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

Redemption of open Renewals

Please select the product packs which should be extended:

Volume: 3 seats

Please select:

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

3 of 3 seats selected

Cancel Back Next **Finish**

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

WE

+ Manage

ACTIVATED

Expiration date: 2022-07-01



4.7.3 Order Contains a Renewal and Additional Licenses

In this example, our order contains a renewal for an EMP Product Pack with 1 license and 3 new licenses in addition.

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

 A screenshot of the IGEL License Portal's navigation sidebar. The sidebar has a light gray background and a white header bar with the IGEL logo and "IGEL License Portal". Below the header, there is a user profile icon and the email address "@igel.com". The sidebar contains the following items:

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

2. Click the arrow icon of the relevant Subscription Key.

 A screenshot of the "Subscription Keys" page. The page title is "Subscription Keys" and the subtitle is "All Subscription Packs registered to IGEL Technology". At the top, there is a search bar labeled "Search pack" and a button labeled "Redeem Renewal". Below the search bar is a table with the following columns: Details, Subscription Key, Quantity, Start Date, Expiration Date, and Status. There are seven rows in the table, each representing a different product pack. The second row, which contains the "EMP-" subscription key, has its arrow icon highlighted with a red rectangular box.

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

The Product Pack that has been renewed and the new Product Pack that contains the additional



licenses are shown.

Subscription Key	Start date	Expiration date
EMP-[REDACTED]	2021-08-01	2022-12-31
Status	Quantity	
BOOKED	4	
EMP	EMP-[REDACTED]	EMP-[REDACTED]
+ Manage		
ACTIVATED	0/3	
Activation date: 2021-10-20 →	Expiration date: 2022-12-31	
EMP	EMP-[REDACTED]	EMP-[REDACTED]
+ Manage		
ACTIVATED	0/1	
Activation date: 2021-10-20 →	Expiration date: 2022-12-31	

4.8 Moving Licenses between Product Packs

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

4.8.1 Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁷. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁷ <https://activation.igel.com/>



4. Click Remove hardware.

The screenshot shows the 'EMP' section of the IGEL License Portal. On the right, there's a summary for 'EMP-R9HXH' with fields for Subscription ID (set to 'EMP-R9HXH'), Comment (empty), ALD Token (set to 'NOT SET'), and UMS Licensing IDs (link to 'Manage UMS Licensing IDs'). Below these are buttons for 'License file:' (Download), 'Hardware:' (Show hardware, Add hardware, Remove hardware), 'Archive:' (Archive product pack), and 'Split:' (Split product pack). At the bottom left is a status indicator 'ACTIVATED'. In the bottom right corner, it shows '1/10' and the date '2020-01-24'.

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

This screenshot shows the 'Remove hardware' dialog for 'EMP-R9HXH'. It displays a table with one row selected, showing a Unit ID (00:0B:CA:05:50:18) and Product (UD, OSC). A checkbox at the bottom left, labeled 'I have read T&C and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.', is checked and highlighted with a red box. The 'OK' button at the bottom right is also highlighted with a red box.

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



another Product Pack.

EMP

EMP-R9HXH

Manage

Subscription ID:

Comment:

ALD Token:

UMS Licensing IDs:

Hardware:

Archive:

Split:

ACTIVATED



4.8.2 Assigning the License to Product Pack B

1. Click **Add hardware**.

The screenshot shows a user interface for managing a product pack. At the top, it displays "EMP" and "Subscription ID: EMP-6QQZV". Below this are several input fields and buttons:

- Subscription ID:** EMP-6QQZV (with a copy icon)
- Comment:** (empty field with a pencil icon)
- ALD Token:** NOT SET (with a copy icon)
- Generate ALD token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- Hardware:** Show hardware
- Add hardware** button (highlighted with a red box)
- Remove hardware** button
- Archive:** Archive product pack

At the bottom, status indicators show "NEW", "0/1", and "Duration: 1 Year(s)".



2. Click the symbol to add a unit ID.

EMP-6QQZV - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/1)

Select hardware	Unit ID	Product

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

Add hardware

Product *

Unit ID *

The new device license is shown.



4. Press **OK**.

EMP-6QQZV - Add hardware

Upload

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

Drag & Drop Upload

Add hardware

Select the hardware you want to add.

New hardware: (1/1)

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

OK Cancel

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

EMP **EMP-6QQZV**

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

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



4.9 Splitting a Product Pack

4.9.1 Use Cases

- You have a new Product Pack with, for instance, 100 unused licenses. You want to use 50 licenses now, and the other 50 licenses three months later. But as soon as one license of a Product Pack is activated, the period of validity begins, and the expiry date of all licenses is set to the same value. Thus, you need a method to separate those licenses which should be activated now from those which should be activated in three months.

License Activation as of April 1st, 2021

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

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

- You want to renew only a subset of the licenses contained in a Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal.

Splitting a Product Pack will result in two Product Packs; a defined number of licenses will be moved to the newly created Product Pack, while the rest remains in the original Product Pack.

A Product Pack can be split as often as desired until the number of remaining license slots is 1.

4.9.2 Instructions

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁸. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to split.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

¹⁸ <https://activation.igel.com/>



4. Click **Split product pack.**

The screenshot shows the 'UDC3' product pack details in the ILP. The 'Split' button is highlighted with a red box.

- Subscription ID:** UDC3-WIVSA
- Comment:** (empty)
- Activation key:** 0316-8286-925e-649d-ee11
- ALD Token:** NOT SET
- Generate ALD token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- License file:** Download
- Hardware:**
 - Show hardware
 - Add hardware
 - Remove hardware
- Archive:** Archive product pack
- Split:** Split product pack (highlighted with a red box)
- ACTIVATED** status
- Progress: 1/3
- Date: 2020-01-15

5. The **Split product pack dialog opens.**

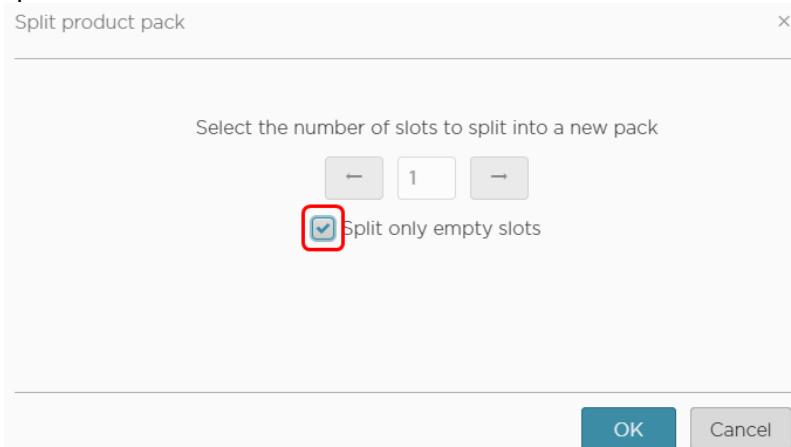
6. Choose the method of dividing up the licenses:

- Move a fix amount of license slots to the new Product Pack: Enter the amount of licenses to be moved, or use the arrows to adjust the number.

The dialog box is titled 'Split product pack'. It contains a text input field with the value '1' and two arrows ('-' and '+') on either side. A checkbox labeled 'Split only empty slots' is present. At the bottom are 'OK' and 'Cancel' buttons.



- b. Move all free license slots to the new Product Pack: Activate **Split only empty slots**. This option is available if at least one license is activated.



7. Click **Ok**.

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

Product Pack	Status	Slots	Last Updated
UDC3-WIVSA	ACTIVATED	1/1	2020-01-15
UDC3-EFLWR	ACTIVATED	0/2	2020-01-15

4.10 Merging Product Packs

4.10.1 Overview

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

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



4.10.2 Use Cases

- Co-terming: When co-terming is performed, the product packs from the Subscription Keys with the earlier expiry dates are moved to the Subscription Key with the latest expiry date. As these Product Packs now all belong to the same Subscription Key, you can merge them into one single Product Pack.
- Renewal with additional licenses: If you order additional licenses together with a renewal, a new Product Pack is created. It might make sense to merge the new Product Pack with the already existing Product Pack.

4.10.3 Instructions

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

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



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

Product Packs

All Product Packs Registered to IGEL Technology

A screenshot of the Product Packs list page. The page includes search and filter options: "All products" dropdown, "All UMS Licensing IDs" dropdown, "Search Product Pac" input field, and "Filter by date" button. The results are displayed in four rows:

Product Name	Actions	Status	Count	Expiration Date
WE	+ Manage	ACTIVATED	0/4	Expiration date: 2022-07-01
WE-CBOXF	+ Manage	ACTIVATED	0/3	Expiration date: 2022-07-01
WE-J8IPI	+ Manage	ACTIVATED	0/2	Expiration date: 2022-07-01
WE-EJTMY	+ Manage	ACTIVATED	0/1	Expiration date: 2022-07-01



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

WE WE-CBOXF WE-CBOXF

– Manage

Maintenance ID: WE-CBOXF

Subscription Key: WE-CBOXF

Comment:

ALD Token: NOT SET

UMS Licensing IDs:

Delivery Token:

Hardware:

Archive:

Split:

Merge:

ACTIVATED 0/3

Expiration date: 2022-07-01



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

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

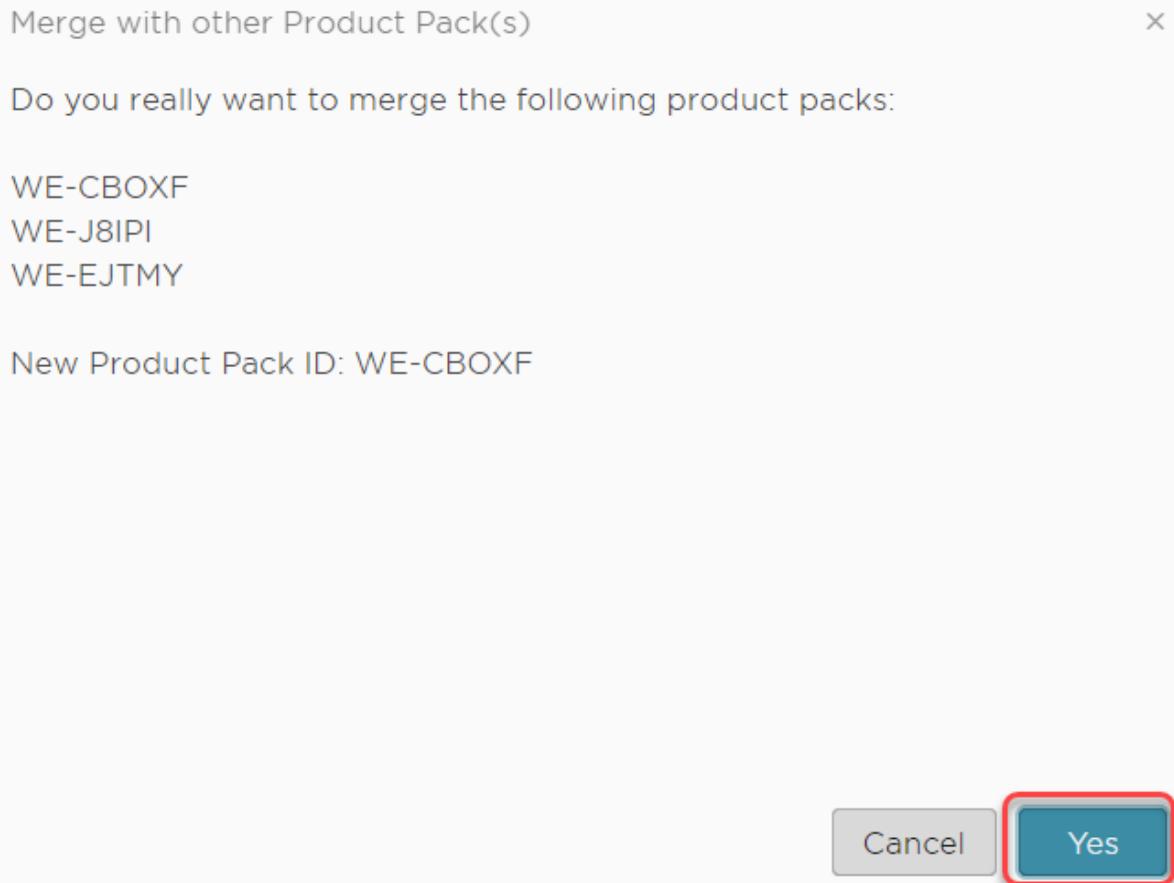
Select Product Pack(s) for the Subscription Key WE-CBOXF, who should be merged into WE-CBOXF

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

OK Cancel



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



The new Product Pack is created.

A screenshot of the IGEL License Portal dashboard showing two Product Packs. On the left is "WE" (Licensing ID: WE-JSWIK, 0/4 activated, expiration: 2022-07-01). On the right is the newly created "WE-CBOXF" (Licensing ID: WE-CBOXF, 0/6 activated, expiration: 2022-07-01). The "WE-CBOXF" entry is highlighted with a red box.

4.11 Adding a Comment to a Product Pack

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

To add or edit a comment:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹⁹.
Your dashboard is shown.

¹⁹ <https://activation.igel.com/>



2. In the list of Product Packs, find the Product Pack you want to add a comment to.
3. Click  in the appropriate list entry to open the management dialog.
- The management dialog opens.
4. Click  to add a comment or edit an existing comment.

The screenshot shows the 'Manage' tab of the Product Pack details for 'UDC3-AK5Z3'. The 'Comment:' field is highlighted with a red box around its edit button. Other fields shown include 'Subscription ID', 'Activation key', 'ALD Token', 'Hardware' (with 'Show hardware', 'Add hardware', and 'Remove hardware' options), 'Archive' (with 'Archive product pack' option), and status information ('ACTIVATED', '0/1', '2019-12-21').

The **Edit comment** dialog opens.



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

Edit comment X

OKCancel

The comment is saved.

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

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

4.12 License Portability

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

i Feature Requires License

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

4.12.1 Removing the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>²⁰. If you have not registered yet, you must register first.
Your dashboard is shown.

²⁰ <https://activation.igel.com/>



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

The screenshot shows the management dialog for the product pack 'EMP-R9HXH'. The left sidebar lists options: 'Manage', 'Subscription ID' (set to 'EMP-R9HXH'), 'Comment' (empty), 'ALD Token' (set to 'NOT SET'), 'Generate ALD token', 'UMS Licensing IDs' (button), 'License file' (button), 'Hardware' (button), 'Add hardware' (button), 'Remove hardware' (button, highlighted with a red box), 'Archive' (button), and 'Split' (button). At the bottom, status is shown as 'ACTIVATED', page '1/10', and date '2020-01-24'.

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



EMP-R9HXH - Remove hardware

Remove hardware

Select the hardware you want to remove.

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

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

OK Cancel

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

EMP
EMP-R9HXH

- Manage
- Subscription ID: X
- Comment: Pencil
- ALD Token: X

[Generate ALD token](#)
- UMS Licensing IDs: Manage UMS Licensing IDs
- Hardware: Show hardware
Add hardware
Remove hardware
- Archive: Archive product pack
- Split: Split product pack
- ACTIVATED 0/10 2020-01-24



4.12.2 Assigning the License to Device B

1. Click **Add hardware**.

The screenshot shows the 'EMP' section of the ILP interface. At the top right, it displays 'EMP-R9HXH'. Below this, there are several input fields and buttons:

- Subscription ID:** EMP-R9HXH (with a copy icon)
- Comment:** (empty field with a pencil icon)
- ALD Token:** NOT SET (with a copy icon)
- Generate ALD token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- Hardware:** Show hardware
- Add hardware** button (highlighted with a red box)
- Remove hardware** button
- Archive:** Archive product pack
- Split:** Split product pack

At the bottom left, it says 'ACTIVATED'. In the bottom center, it shows '0/10' and '2020-01-24'.



2. Click the symbol to add a unit ID.

EMP-R9HXH - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/10)

+ Search hardware X

Select hardware	Unit ID	Product

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

Add hardware

Product *

UD, OSC

Unit ID *

00:E0:C5:1C:50:87

The new device license is shown.



4. Press **OK.**

EMP-R9HXH - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (1/10)

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

A screenshot of a software window titled 'EMP-R9HXH - Add hardware'. At the top, there's an 'Upload' section with a dashed box for dragging and dropping files, and a 'Drag & Drop' button. Below it is a table titled 'Add hardware' with three columns: 'Select hardware', 'Unit ID', and 'Product'. A single row is shown, with the first column containing a checked checkbox and the second column showing the Unit ID '00:E0:C5:1C:50:87'. The 'Product' column shows 'UD, OSC'. At the bottom right of the dialog are 'OK' and 'Cancel' buttons, with 'OK' being highlighted by a red box.



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

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

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

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



4.12.3 Checking the Result

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

The screenshot shows the management dialog for a Product Pack named "EMP". The dialog includes fields for Subscription ID (set to "EMP-R9HXH"), Comment (empty), and ALD Token (set to "NOT SET"). It also features a "Generate ALD Token" button. Under the "Hardware" section, there are buttons for "Show hardware" (which is highlighted with a red box), "Add hardware", "Remove hardware", and "Archive Product Pack". Below these are buttons for "Split Product Pack" and "Split Product Pack". At the bottom, status indicators show "ACTIVATED", "1/10", and the date "2020-01-24".

	EMP		EMP-R9HXH
Manage			
	Subscription ID:	EMP-R9HXH	
	Comment:		
	ALD Token:	NOT SET	
Generate ALD Token			
	UMS Licensing IDs:	Manage UMS Licensing IDs	
	License file:	Download	
	Hardware:	Show hardware	
Add hardware			
Remove hardware			
	Archive:	Archive Product Pack	
	Split:	Split Product Pack	
	ACTIVATED		1/10
			2020-01-24



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

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

4.13 Working with UMS Licensing IDs

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

In opposition to the legacy ALD which uses ALD Tokens (see [How to Set Up and Use Automatic License Deployment \(ALD\)](#)²¹), registering your UMS Licensing ID on the IGEL Licensing Portal once saves you transferring an ALD Token for every single Product Pack.

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

- [Assigning a Product Pack](#)(see page 71)
- [Reviewing the Certificate](#)(see page 74)
- [Editing the UMS Licensing ID](#)(see page 76)
- [Reviewing the Assigned Product Packs](#)(see page 79)
- [Unassigning a Product Pack](#)(see page 80)

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

- [Obtaining Your UMS Licensing ID](#)(see page 135)
- [Registering Your UMS Licensing ID](#)(see page 136)

²¹ <https://kb.igel.com/pages/viewpage.action?pageId=10324790>



4.13.1 Assigning a Product Pack

1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to step 2 (see page 72).

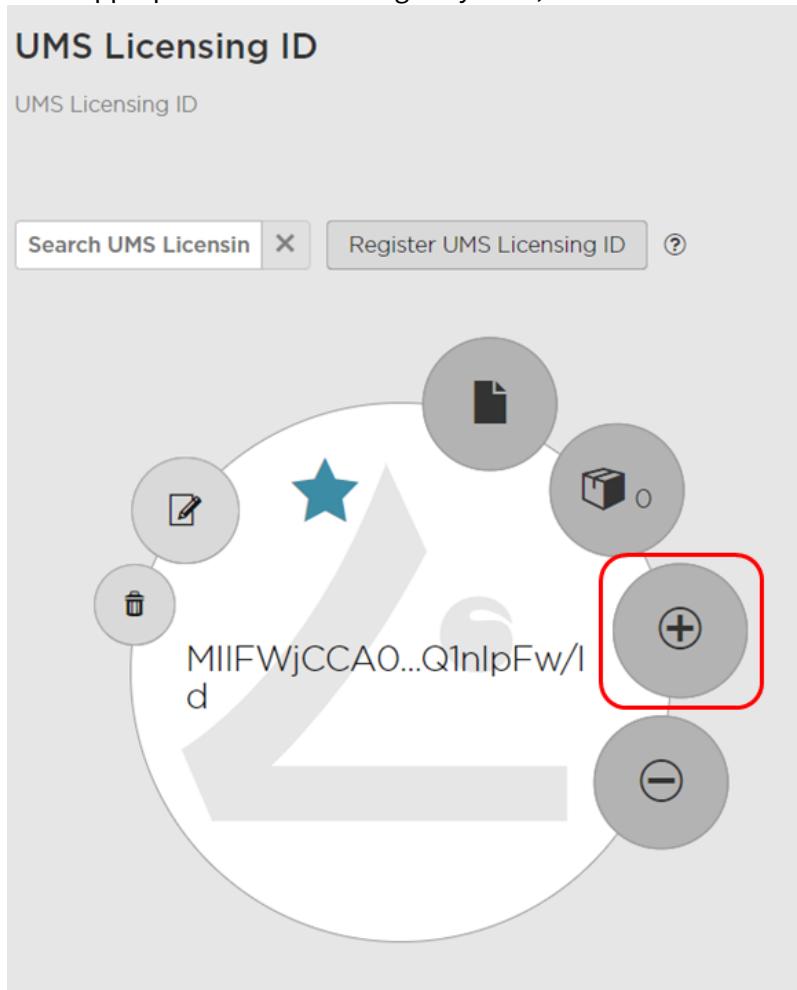
A screenshot of the IGEL License Portal's navigation sidebar. At the top, it shows the user's email address: saller@igel.com. Below that is a list of menu items with corresponding icons:

- Home
- Orders
- UMS Licensing ID** (This item is highlighted with a red border.)
- Search hardware
- Product Packs
- Archived packs
- IGEL Knowledge Base

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



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





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

Assign Product Packs

To assign product packs to the UMS Licensing ID, select them and click OK.

	Search packs					
	Product	Addons	Key	Status	Volume	
<input checked="" type="checkbox"/>	WE		WE-YC5EH	NEW	0/5	
<input type="checkbox"/>	UDC3		0316-8286-a3bb-125d-8bc2	NEW	0/2	
<input type="checkbox"/>	UDC3		UDC3-QWUNN	ACTIVATED	0/1	
<input type="checkbox"/>	UDP		UDP-AAUOV	ACTIVATED	0/1	
<input type="checkbox"/>	WE		WE-T7S2R	ACTIVATED	0/1	
<input type="checkbox"/>	WE		WE-7M9TA	ACTIVATED	0/2	
<input type="checkbox"/>	WE		0a16-8285-c07b-f620-8bb6	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-AK5Z3	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-WWH3I	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-T8J2S	ACTIVATED	0/3	
<input type="checkbox"/>	UDC3		7316-828d-60df-c290-0a85	ACTIVATED	0/4	
<input type="checkbox"/>	UDC3		UDC3-EFLWR	ACTIVATED	1/2	
<input type="checkbox"/>	UDC3		UDC3-WIVSA	ACTIVATED	1/1	
<input type="checkbox"/>	EMP		EMP-R9HXH	ACTIVATED	2/10	
<input type="checkbox"/>	UDP		UDP-XFZLN	ACTIVATED	0/1	

OK **Cancel**

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

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



4.13.2 Reviewing the Certificate

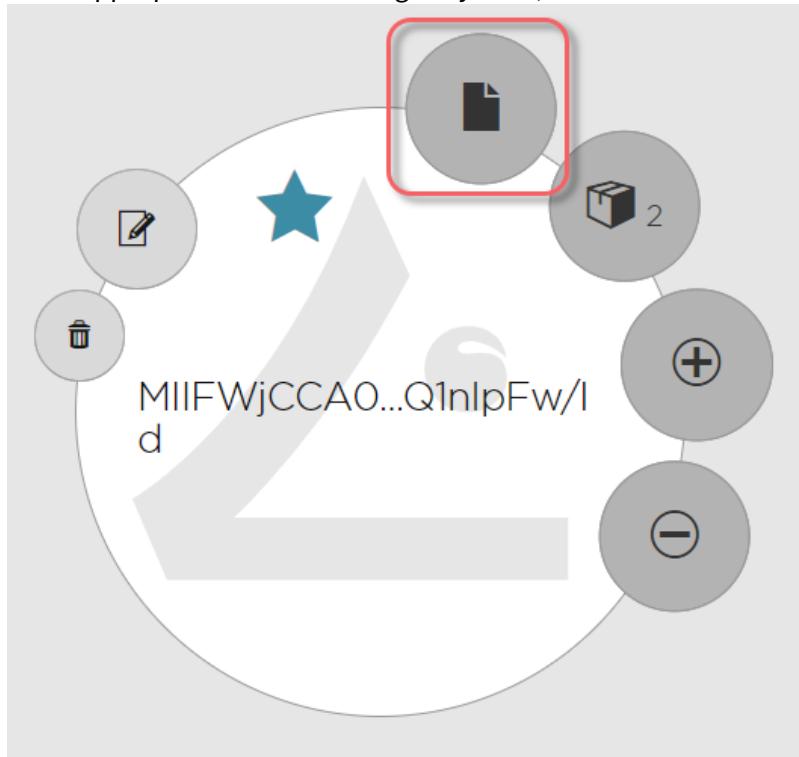
1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to Step 2.

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

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



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





The certificate information is shown.

Certificate - MIIFWjCCAO...QInlpFw/Id

Version	3
Serial	1249170465
Issuer	
Common Name	IGEL Remote Manager
Organization	Remote Manager Development
Organizational Unit	IGEL Technology GmbH
Subject	
Common Name	

OK

4.13.3 Editing the UMS Licensing ID

You can change the name of an UMS Licensing ID and the certificate which constitutes the UMS Licensing ID. Changing the name to a meaningful name can be useful if you have multiple UMS installations, and therefore multiple UMS Licensing IDs. Changing the certificate enables you to retain all Product Pack assignments when you migrate your UMS. For instructions on how to get the certificate from the UMS, see [Obtaining Your UMS Licensing ID](#)(see page 135).

To edit a UMS Licensing ID:

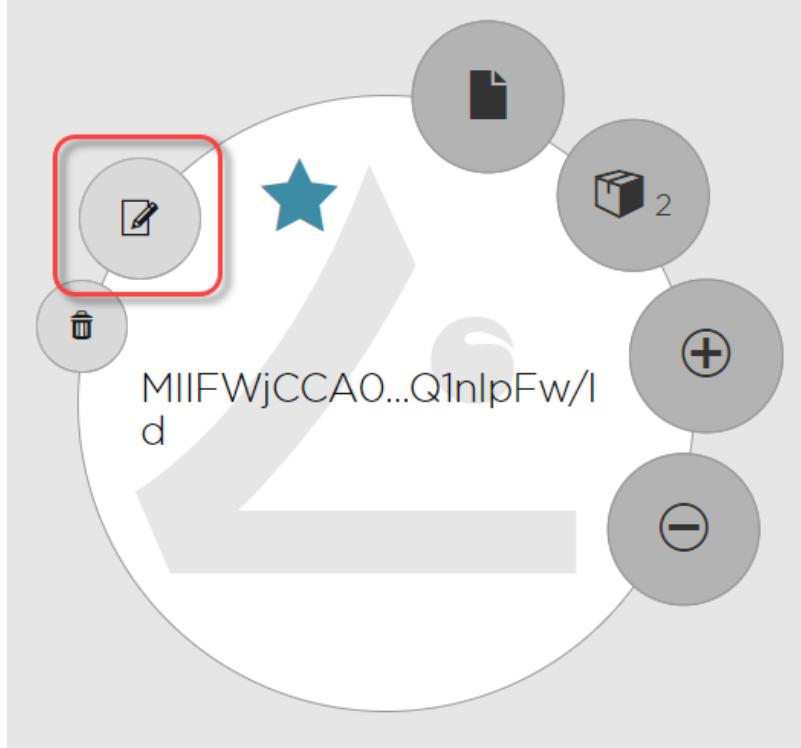
1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to [step 2](#)(see page 0).



A screenshot of the IGEL License Portal's navigation menu. At the top left is the IGEL logo and the text "IGEL License Portal". Below it is a user profile with the email "saller@igel.com" and a dropdown arrow. The menu items are: Home, Orders, UMS Licensing ID (which is highlighted with a red rectangle), Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base.

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

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





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

Edit UMS Licensing ID

UMS Licensing ID Name *

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

Edit UMS Licensing ID

UMS Licensing ID Name *

Upload

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



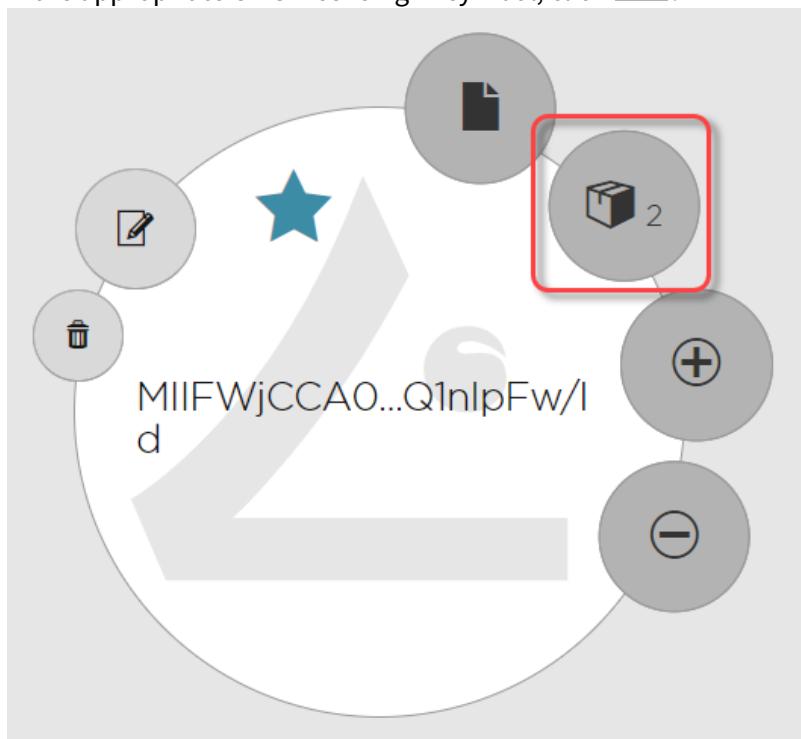
4.13.4 Reviewing the Assigned Product Packs

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

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

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

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





The Product Packs assigned to this UMS Licensing ID are shown.

Assigned Product Packs X

Search packs X				
Product	Addons	Key	Status	Volume
UDC3		0316-8286-a3bb-125d-8bc2	ACTIVATED	1/2
WE		WE-YC5EH	ACTIVATED	1/5

OK

4.13.5 Unassigning a Product Pack

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

To unassign a Product Pack from a UMS License ID:

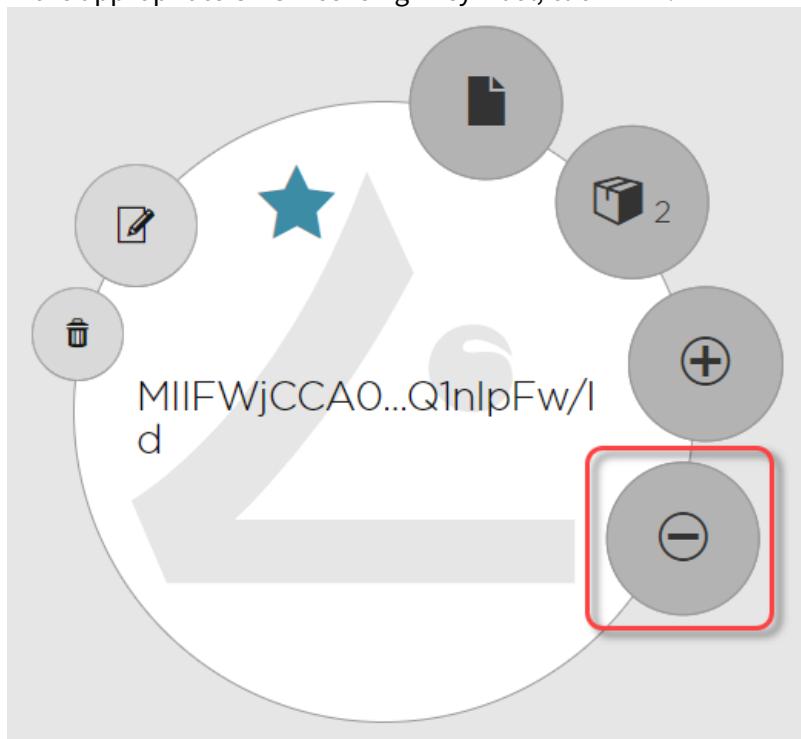


1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to step 2 (see page 81).

A screenshot of the IGEL License Portal's navigation menu. At the top left is the IGEL logo and the text "IGEL License Portal". Below that is a user profile icon with the email "saller@igel.com". The menu items are: Home, Orders, UMS Licensing ID (which is highlighted with a red box), Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base.

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

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





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

Unassign Product Packs X

To unassign product packs from the UMS Licensing ID, select them and click OK.

	Search packs X				
	Product	Addons	Key	Status	Volume
<input checked="" type="checkbox"/>	EMP		EMP-6QQZV	ACTIVATED	0/1
<input type="checkbox"/>	UDC3		0316-8286-a3bb-125d-8bc2	ACTIVATED	1/2
<input type="checkbox"/>	WE		WE-7M9TA	ACTIVATED	0/2
<input type="checkbox"/>	WE		WE-YC5EH	ACTIVATED	1/5

OK Cancel

The Product Packs are removed from the UMS Licensing ID.

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

4.14 Bulk Removing Hardware from a Product Pack

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

4.14.1 Creating the Unit ID List

- Create the unit ID list following the instructions under [Creating a Unit ID List for IGEL OS](#)(see page 188).



4.14.2 Uploading the Unit ID List

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²². Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog. The management dialog opens.
4. Click **Remove hardware**.

A screenshot of the IGEL License Portal (ILP) management dialog. The dialog shows a summary of a Product Pack named "WE". It includes fields for Maintenance ID (WE-VHCYF), Comment (empty), and ALD Token (NOT SET). Below these are buttons for Generate ALD Token, Manage UMS Licensing IDs, Download License file, Show hardware, Remove hardware (which is highlighted with a red box), Archive Product Pack, and Split Product Pack. At the bottom, it shows the date 2021-09-24 and status ACTIVATED, with a page number 2/2.

²² <https://activation.igel.com/>



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

The screenshot shows the "Remove hardware" dialog window. At the top, it says "WE-VHCYF - Remove hardware". Below that is a section titled "Remove hardware" with the instruction "Choose or drag & drop a CSV file with a hardware list that will be uploaded. After that, you can remove the hardware." A dashed red box highlights the "Drag & Drop" area and the "Upload" button, both of which are enclosed in a red box. Below this is a table titled "Search hardware" with two entries:

Select hardware	Unit ID	Product
<input type="checkbox"/>	00:E0:C5:1C:50:87	UD, OSC
<input type="checkbox"/>	00:E0:C5:11:43:A5	UD, OSC

At the bottom right of the dialog are the "OK" and "Cancel" buttons, with the "OK" button also highlighted by a red box.

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

The screenshot shows the "Data Summary" dialog window. At the top, it says "Data Summary". Below that is a summary of data records from an uploaded CSV file:

2 data records read in uploaded file "removeHardware.csv".
0 are detected as invalid hardware.
2 are detected as valid hardware.
2 are selected to remove.

At the bottom right of the dialog is the "OK" button, which is highlighted by a red box.

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



WE-VHCYF - Remove hardware

Remove hardware
Select the hardware you want to remove.

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

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

OK Cancel

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

WE
WE-VHCYF

WE

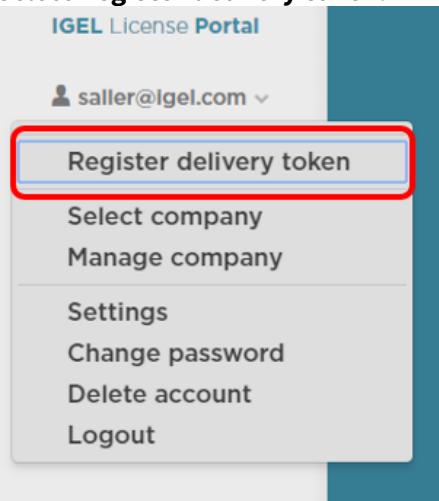
- Manage
- Maintenance ID: [copy]
- Comment:
- ALD Token: [copy]
- Generate ALD Token
- UMS Licensing IDs: Manage UMS Licensing IDs
- Hardware: Show hardware
- Add hardware
- Remove hardware
- Archive: Archive Product Pack
- Split: Split Product Pack

2021-09-24 ACTIVATED 0/2



4.15 Redeeming a Delivery Token (Legacy)

1. Log in to the IGEL License Portal at (ILP) <https://activation.igel.com>²³. If you have not registered yet, you must register first.
After login, your dashboard is shown.
2. Select **Register delivery token**.



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

A screenshot of the "Register delivery token" form. It has a text input field containing "DLV-ONMUE" which is highlighted with a red box. To the right of the input field is a blue "send" button. Below the input field is a checkbox followed by the text: "I have read and agree to the [licence terms](#) stated in the EULA." A "+" and "x" button are visible at the top right of the form area.

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

²³ <https://activation.igel.com/>



Register delivery token

Please enter your delivery token.

send

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

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



5 IGEL Software Licenses How-Tos

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

- [Acting as a Service Provider for Several Companies](#)(see page 88)
- [Finding Devices Which Need Licenses](#)(see page 121)
- [Deploying Licenses](#)(see page 134)
- [Licensing UMA](#)(see page 200)

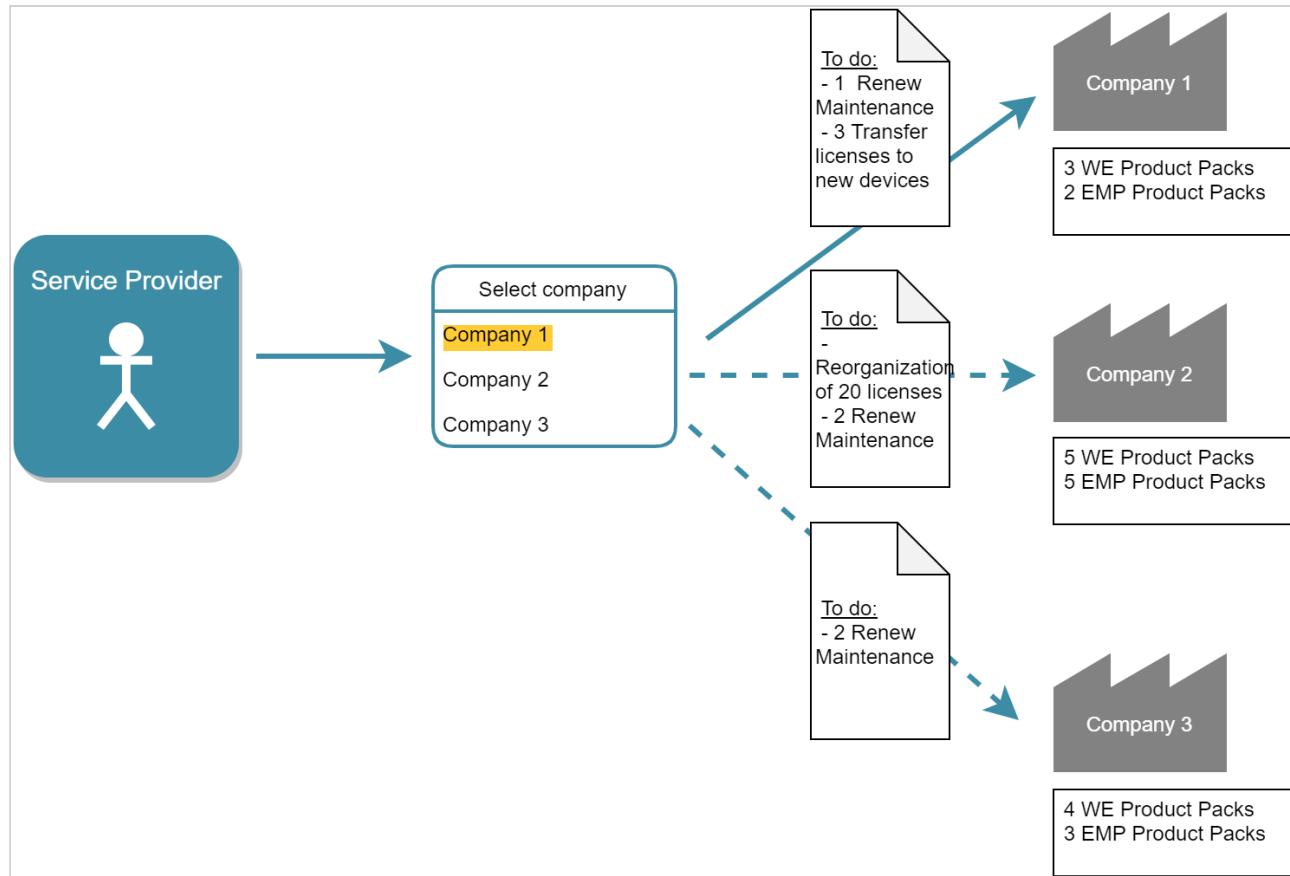
5.1 Acting as a Service Provider for Several Companies

5.1.1 Overview

If you are a service provider for several companies, ask the administrators of each company to assign the **Service Provider** role to you. It may make sense to provide the company administrator with basic instructions; see [Inviting a User to Your Company](#)(see page 25).

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

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



This article covers the following topics:

- Prerequisites(see page 89)
- Basic Operations(see page 90)
- Renewing a Maintenance(see page 92)
- Moving Active Licenses between Product Packs(see page 98)
- Rearranging the Licenses of a Product Pack(see page 104) (splitting and merging Product Packs)
- Adding a Comment to a Product Pack(see page 111)
- Transferring a License from One Device to Another(see page 113)
- Managing Product Packs in an Automatic License Deployment (ALD) Environment(see page 121)

5.1.2 Prerequisites

Operating the UMS

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

If all companies which you are working for use Automatic License Deployment (ALD), you possibly can execute all tasks using only the ILP; the licenses that result from your actions are deployed to the devices automatically.



Otherwise, you must use the UMS to deploy licenses manually; see [Manual License Deployment for IGEL OS](#)(see page 186).

For further information about operating the UMS, see [Endpoint Management \(UMS\)](#)²⁴.

Registering with the IGEL Licensing Portal (ILP)

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

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

To register with the ILP:

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

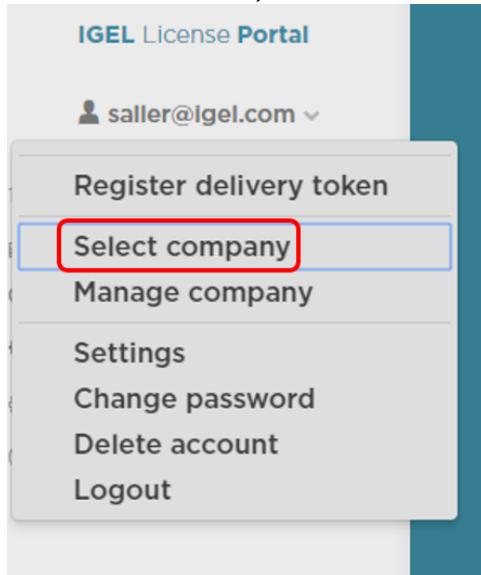
Your request will be processed by the IGEL service team. When your request is accepted, you receive a confirmation e-mail.

5.1.3 Basic Operations

Selecting a Company

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

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>²⁵.
2. In the account menu, choose **Select Company**.



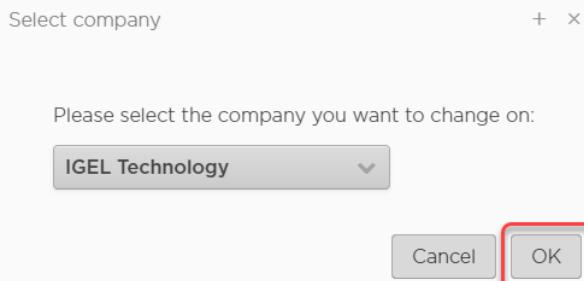
The dialog **Select company** is shown.

²⁴ <https://kb.igel.com/display/endpointmgmt605/Endpoint+Management>

²⁵ <https://activation.igel.com/>



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



The dashboard shows the data for the selected company.

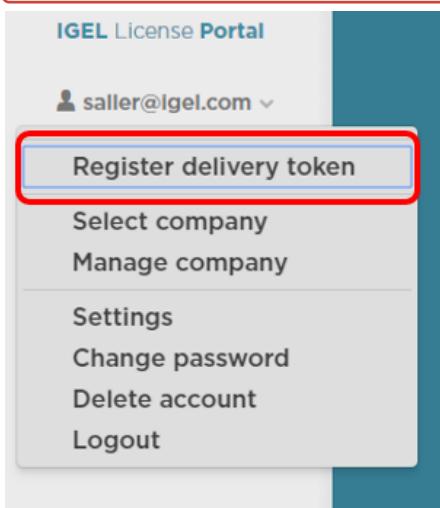
Registering a Delivery Token

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

- Log in at the IGEL License Portal (ILP): <https://activation.igel.com>²⁶. If you have not registered yet, you must register first.
Your dashboard is shown.
- Select **Register Delivery Token**.

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

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



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

²⁶ <https://activation.igel.com/>



Register delivery token

+

x

Please enter your delivery token.

 send

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

The details of your order are shown.

Order Details

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

Delivery Token:	Order time:	Description:
DLV-AEMC9	2019-10-18	doc
Status:	On:	By user:
Consumed	2019-10-18	saller@igel.com
SAP order ID	69-3456677	



5.1.4 Renewing a Maintenance

- ⓘ On September the 3rd, 2021, all renewals that have been purchased before but have not been activated yet are activated automatically.

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

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

The following cases are described below:



- Typical case: You have ordered a renewal for all Product Packs that belong to a Subscription Key. See [Typical Renewal](#)(see page 93).
- When you have ordered renewals for only some Product Packs that need to be renewed, the Product Packs that are not renewed are removed from the Subscription Key. See [Renewal that Comprises Only Some Product Packs](#)(see page 94).

i If you want to renew only a part of the licenses contained in a Product Pack, i.e. none of your Product Packs reflects the number of licenses you want to renew, you can split your licenses accordingly before redeeming the renewal. For instructions, see [Splitting a Product Pack](#)(see page 53).

- When you have ordered additional licenses together with a renewal, an additional Product Pack is created that has the same Subscription Key as the renewed Product Packs. See [Order Contains a Renewal and Additional Licenses](#)(see page 97).

5.1.5 Typical Renewal

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

If you want to check your renewal:

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

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



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

Subscription Keys

All Subscription Packs registered to IGEL Technology

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

5.1.6 Renewal that Comprises Only Some Product Packs

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

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

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



Subscription Keys

All Subscription Packs registered to IGEL Technology

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	IGEL-ILP-0001	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-ILP-0002	1			BOOKED_ILP
⊕	IGEL-ILP-0003	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-ILP-0004	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	IGEL-ILP-0005	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	IGEL-ILP-0006	3		2023-07-01	OPEN

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

Redemption of open Renewals

Please select a renewal you want to redeem:

[IGEL-ILP-0001](#)

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

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

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



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

Redemption of open Renewals

Please select the product packs which should be extended:

Volume: 3 seats

Please select:

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

3 of 3 seats selected

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

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

WE

+ Manage

WE-LUNS

ACTIVATED

0/3

Expiration date: 2022-07-01



5.1.7 Order Contains a Renewal and Additional Licenses

In this example, our order contains a renewal for an EMP Product Pack with 1 license and 3 new licenses in addition.

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

A screenshot of the IGEL License Portal's navigation sidebar. The sidebar has a light gray background and a white header bar with the text "IGEL License Portal". Below the header, there is a user profile icon and the email address "@igel.com". The sidebar contains several menu items with corresponding icons: Home (house), Orders (document), Co-Term/Renewal (book), UMS Licensing ID (key), Search hardware (magnifying glass), Subscription Keys (file folder), Product Packs (gear), Archived packs (diskette), and IGEL Knowledge Base (question mark). The "Subscription Keys" item is highlighted with a red rectangular border.

2. Click the arrow icon of the relevant Subscription Key.

 A screenshot of the "Subscription Keys" page. The page title is "Subscription Keys" and the subtitle is "All Subscription Packs registered to IGEL Technology". At the top, there is a search bar labeled "Search pack" and a button labeled "Redeem Renewal". Below the search bar is a table with the following columns: Details, Subscription Key, Quantity, Start Date, Expiration Date, and Status. There are seven rows in the table. The first row (Details: 90M, Subscription Key: 90M-[REDACTED], Quantity: 1, Start Date: 2021-07-02, Expiration Date: 2022-07-02, Status: BOOKED_ILP) has its first column cell highlighted with a red rectangular border. The second row (Details: EMP-, Subscription Key: EMP-[REDACTED], Quantity: 4, Start Date: 2021-08-01, Expiration Date: 2022-12-31, Status: BOOKED) also has its first column cell highlighted with a red rectangular border.

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

The Product Pack that has been renewed and the new Product Pack that contains the additional



licenses are shown.

Subscription Key	Start date	Expiration date
EMP-[REDACTED]	2021-08-01	2022-12-31
Status	Quantity	
BOOKED	4	

EMP + Manage ● ACTIVATED ⌚ Activation date: 2021-10-20 → 📅 Expiration date: 2022-12-31	EMP-[REDACTED] ● 0/3	EMP-[REDACTED] + Manage ● ACTIVATED ⌚ Activation date: 2021-10-20 → 📅 Expiration date: 2022-12-31	EMP-[REDACTED] ● 0/1
--	-----------------------------	---	-----------------------------

5.1.8 Moving Active Licenses between Product Packs

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

5.1.9 Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁷. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack from which you want to move a license to another Product Pack.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

²⁷ <https://activation.igel.com/>



4. Click Remove hardware.

The screenshot shows the 'EMP' section of the IGEL Management Platform. At the top right, it says 'EMP-R9HXH'. Below that are several input fields and buttons:

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

At the bottom left is an 'ACTIVATED' status indicator, and at the bottom center are the numbers '1/10' and '2020-01-24'.

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

The dialog title is 'EMP-R9HXH - Remove hardware'. The main area is titled 'Remove hardware' and contains the instruction 'Select the hardware you want to remove.' Below is a table:

Search hardware	Unit ID	Product
Select hardware	00:0B:CA:05:50:18	UD, OSC

A checkbox in the first column of the table is checked and highlighted with a red box. At the bottom, there is a checkbox labeled 'I have read T&C and I hereby confirm that I have deleted the IGEL software, including the delivered licenses, from the old hardware listed above and have not made or kept any copy or data backup thereof, or forwarded the software to any third parties.' This checkbox is also highlighted with a red box. At the very bottom right are 'OK' and 'Cancel' buttons, with 'OK' also highlighted with a red box.

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



another Product Pack.

EMP

EMP-R9HXH

Manage

Subscription ID:

Comment:

ALD Token:

UMS Licensing IDs:

Hardware:

Archive:

Split:

ACTIVATED



5.1.10 Assigning the License to Product Pack B

1. Click **Add hardware**.

The screenshot shows a software interface for managing product packs. At the top, it displays "EMP" and "EMP-6QQZV". Below this, there are several input fields and buttons:

- Subscription ID:** EMP-6QQZV (with a copy icon)
- Comment:** (empty field with a edit icon)
- ALD Token:** NOT SET (with a copy icon)
- Generate ALD token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- Hardware:** Show hardware
- Add hardware** button (highlighted with a red box)
- Remove hardware** button
- Archive:** Archive product pack

At the bottom, status indicators show "NEW", "0/1", and "Duration: 1 Year(s)".



2. Click the symbol to add a unit ID.

EMP-6QQZV - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/1)

Select hardware	Unit ID	Product

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

Add hardware

Product *

Unit ID *

The new device license is shown.



4. Press **OK**.

EMP-6QQZV - Add hardware

Upload

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

Drag & Drop Upload

Add hardware

Select the hardware you want to add.

New hardware: (1/1)

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

OK Cancel

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

EMP **EMP-6QQZV**

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

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



5.1.11 Rearranging the Licenses of a Product Pack

Splitting a Product Pack

5.1.12 Use Cases

- You have a new Product Pack with, for instance, 100 unused licenses. You want to use 50 licenses now, and the other 50 licenses three months later. But as soon as one license of a Product Pack is activated, the period of validity begins, and the expiry date of all licenses is set to the same value. Thus, you need a method to separate those licenses which should be activated now from those which should be activated in three months.

License Activation as of April 1st, 2021

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

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

- You want to renew only a subset of the licenses contained in a Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal.

Splitting a Product Pack will result in two Product Packs; a defined number of licenses will be moved to the newly created Product Pack, while the rest remains in the original Product Pack.

A Product Pack can be split as often as desired until the number of remaining license slots is 1.

5.1.13 Instructions

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁸. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to split.
3. Click in the appropriate list entry to open the management dialog.
The management dialog opens.

²⁸ <https://activation.igel.com/>



4. Click **Split product pack**.

The screenshot shows the UDC3 software interface. At the top, there are two tabs: 'UDC3' and 'UDC3-WIVSA'. The 'UDC3' tab is active. Below the tabs, there are several configuration fields:

- Subscription ID:** UDC3-WIVSA (with a copy icon)
- Comment:** (empty field with a pencil icon)
- Activation key:** 0316-8286-925e-649d-ee11 (with a copy icon)
- ALD Token:** NOT SET (with a copy icon)
- Generate ALD token** button
- UMS Licensing IDs:** Manage UMS Licensing IDs
- License file:** Download
- Hardware:**
 - Show hardware
 - Add hardware
 - Remove hardware
- Archive:** Archive product pack
- Split:** Split product pack (this button is highlighted with a red rectangle)
- ACTIVATED** status indicator
- 1/3** progress bar
- 2020-01-15** date

5. The **Split product pack** dialog opens.

6. Choose the method of dividing up the licenses:

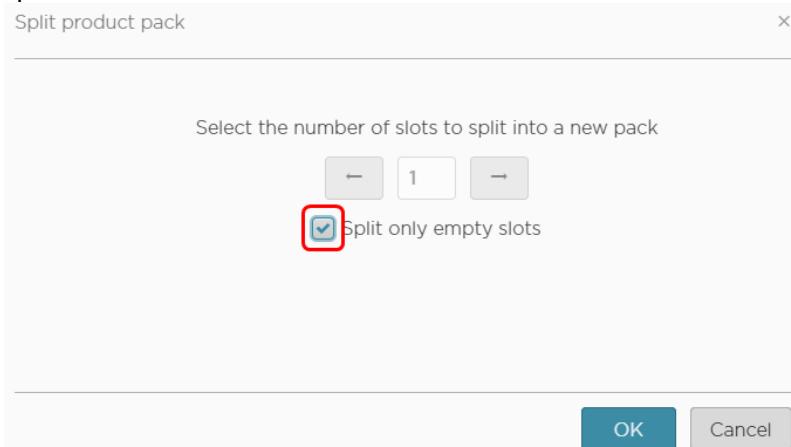
- Move a fix amount of license slots to the new Product Pack: Enter the amount of licenses to be moved, or use the arrows to adjust the number.

The dialog box is titled 'Split product pack'. It contains the following elements:

- A text input field labeled 'Select the number of slots to split into a new pack' with a value of '1'.
- Two arrows buttons, one on each side of the input field, which likely increase or decrease the value.
- A checkbox labeled 'Split only empty slots'.
- Buttons at the bottom labeled 'OK' and 'Cancel'.



- b. Move all free license slots to the new Product Pack: Activate **Split only empty slots**. This option is available if at least one license is activated.



7. Click **Ok**.

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

Merging Product Packs

5.1.14 Overview

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

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



5.1.15 Use Cases

- Co-terming: When co-terming is performed, the product packs from the Subscription Keys with the earlier expiry dates are moved to the Subscription Key with the latest expiry date. As these Product Packs now all belong to the same Subscription Key, you can merge them into one single Product Pack.
- Renewal with additional licenses: If you order additional licenses together with a renewal, a new Product Pack is created. It might make sense to merge the new Product Pack with the already existing Product Pack.

5.1.16 Instructions

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

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



A screenshot of a web-based software interface. On the left is a vertical navigation menu with the following items: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Product Packs (which has a red rectangular box around it), Archived packs, and IGEL Knowledge Base.

Product Packs

All Product Packs Registered to IGEL Technology

A screenshot of the 'Product Packs' page. At the top, there are four filter dropdowns: 'All products', 'All UMS Licensing IDs', 'Search Product Pac', and 'Filter by date'. Below these are four product pack entries, each in a separate card:

- WE (WE-JSW1K) - Status: ACTIVATED, Licenses: 0/4, Expiration date: 2022-07-01. Includes '+ Manage' button.
- WE (WE-CBOXF) - Status: ACTIVATED, Licenses: 0/3, Expiration date: 2022-07-01. Includes '+ Manage' button (highlighted with a red box).
- WE (WE-J8IPI) - Status: ACTIVATED, Licenses: 0/2, Expiration date: 2022-07-01. Includes '+ Manage' button.
- WE (WE-EJTMY) - Status: ACTIVATED, Licenses: 0/1, Expiration date: 2022-07-01. Includes '+ Manage' button.



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

A screenshot of the IGEL software interface. On the left, there's a sidebar with icons for 'WE' (selected), 'WE-CBOXF', and 'WE-CBOXF'. Under 'WE', there's a 'Manage' section. The main area shows product pack details: Maintenance ID (WE-CBOXF), Subscription Key (WE-CBOXF), Comment (empty), ALD Token (NOT SET), and options to 'Generate ALD Token' or 'Manage UMS Licensing IDs'. Below these are sections for Delivery Token, Hardware (with 'Show hardware', 'Add hardware', and 'Remove hardware' buttons), Archive (Archive Product Pack button), Split (Split Product Pack button), and Merge (Merge with other Product Pack(s) button, which is highlighted with a red box). At the bottom, it shows 'ACTIVATED' status, 0/3 activations, and an expiration date of 2022-07-01.

WE

WE-CBOXF

WE-CBOXF

Manage

Maintenance ID: WE-CBOXF

Subscription Key: WE-CBOXF

Comment:

ALD Token: NOT SET

Generate ALD Token

UMS Licensing IDs

Delivery Token: Show Delivery Token

Hardware: Show hardware

Add hardware

Remove hardware

Archive: Archive Product Pack

Split: Split Product Pack

Merge: Merge with other Product Pack(s)

ACTIVATED 0/3

Expiration date: 2022-07-01



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

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

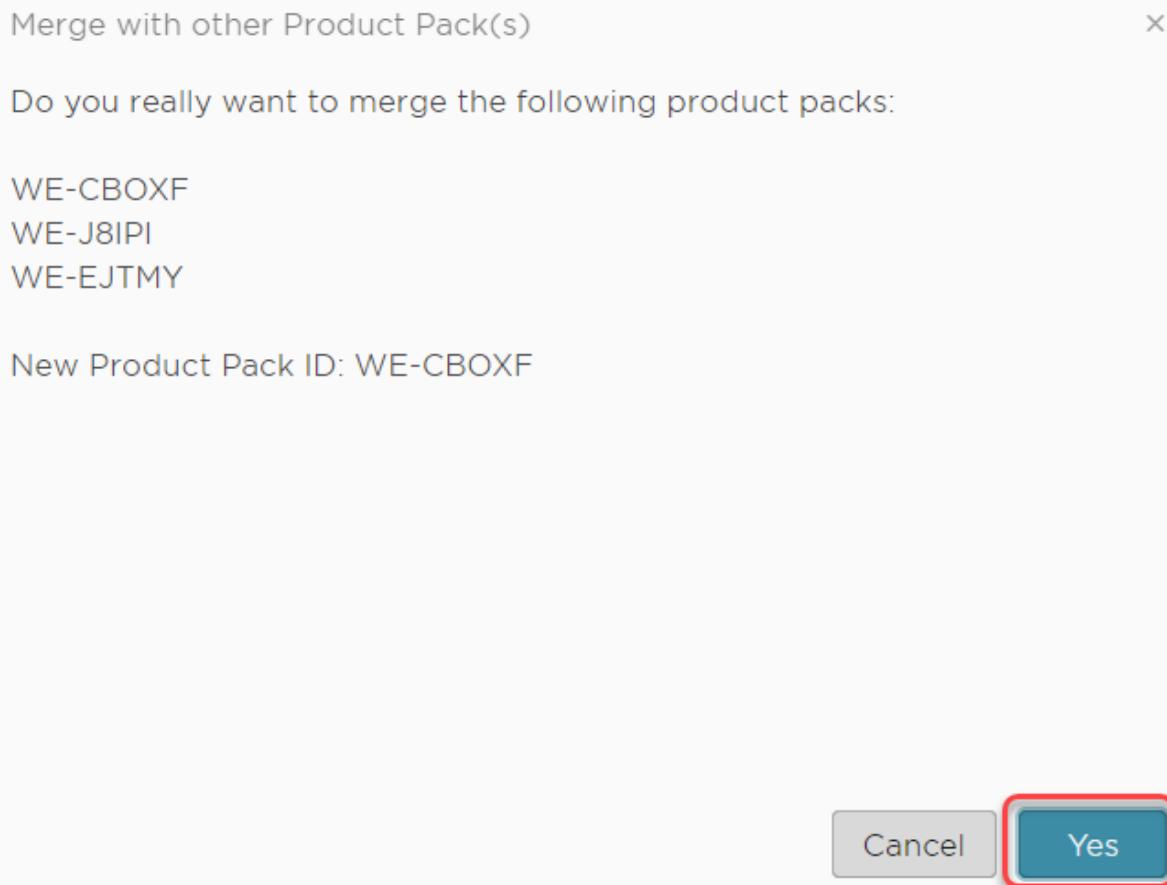
Select Product Pack(s) for the Subscription Key WE-CBOXF, who should be merged into WE-CBOXF.

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

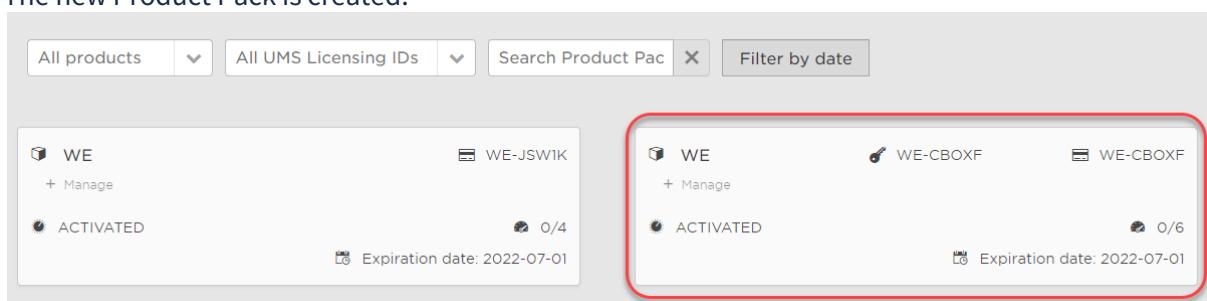
OK Cancel



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



The new Product Pack is created.



A screenshot of a software interface showing a list of product packs. On the left, there is a single pack labeled "WE" with "ACTIVATED" status and an expiration date of "2022-07-01". On the right, there are two packs: "WE" (ACTIVATED, expiration 2022-07-01) and "WE-CBOXF" (ACTIVATED, expiration 2022-07-01). The "WE-CBOXF" pack is highlighted with a red rounded rectangle. At the top of the interface are search and filter tools: "All products", "All UMS Licensing IDs", "Search Product Pac", and "Filter by date".

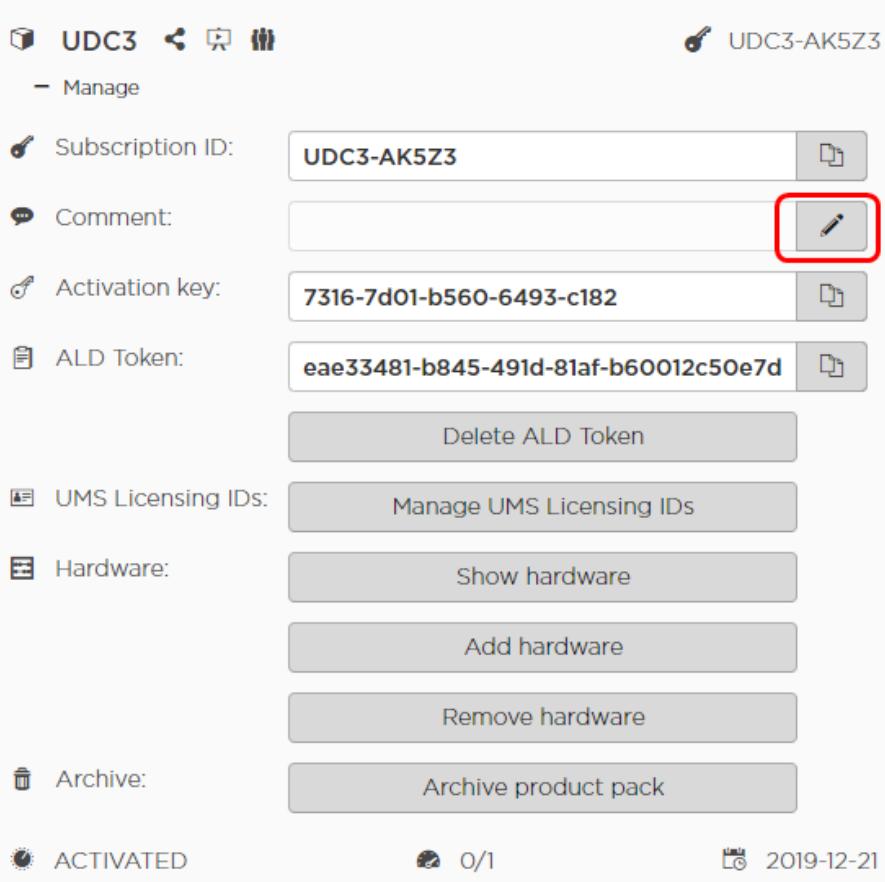
5.1.17 Adding a Comment to a Product Pack

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

To add or edit a comment:



1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>²⁹. Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to add a comment to.
3. Click  in the appropriate list entry to open the management dialog. The management dialog opens.
4. Click  to add a comment or edit an existing comment.



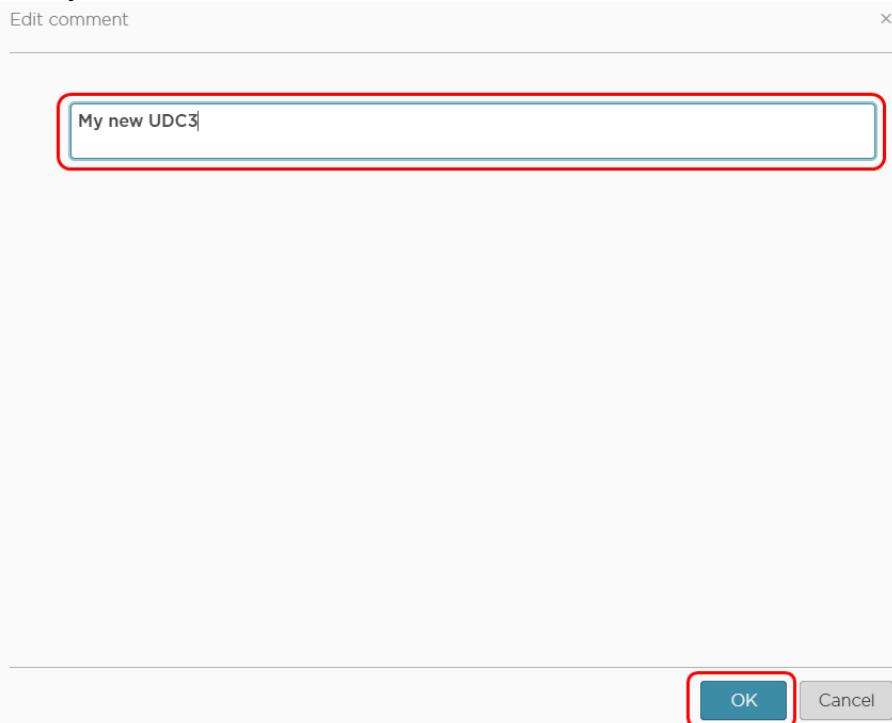
The screenshot shows the management dialog for a Product Pack named "UDC3-AK5Z3". The dialog includes fields for Subscription ID (UDC3-AK5Z3), Comment (with an edit icon highlighted by a red box), Activation key (7316-7d01-b560-6493-c182), ALD Token (eae33481-b845-491d-81af-b60012c50e7d), and buttons for Delete ALD Token, Manage UMS Licensing IDs, Show hardware, Add hardware, Remove hardware, and Archive product pack. Status indicators at the bottom show ACTIVATED, 0/1, and a date of 2019-12-21.

The **Edit comment** dialog opens.

²⁹ <https://activation.igel.com/>



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



The comment is saved.

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



5.1.18 Transferring a License from One Device to Another

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

① Feature Requires License

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

5.1.19 Removing the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>³⁰. If you have not registered yet, you must register first.
Your dashboard is shown.

³⁰ <https://activation.igel.com/>



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

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

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



EMP-R9HXH - Remove hardware

Remove hardware

Select the hardware you want to remove.

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

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

OK Cancel

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

EMP EMP-R9HXH

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



5.1.20 Assigning the License to Device B

1. Click **Add hardware**.

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



2. Click the symbol to add a unit ID.

EMP-R9HXH - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (0/10)

+ Search hardware X

Select hardware	Unit ID	Product

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

Add hardware

Product *

Unit ID *

The new device license is shown.

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

EMP-R9HXH - Add hardware

Upload

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

Drag & Drop

Add hardware

Select the hardware you want to add.

New hardware: (1/10)

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

A screenshot of a software interface titled 'EMP-R9HXH - Add hardware'. At the top, there's an 'Upload' section with a dashed box for dragging and dropping files, and a 'Drag & Drop' button. Below it is a table titled 'Add hardware' with three columns: 'Select hardware', 'Unit ID', and 'Product'. A single row is selected, highlighted with a red box, showing a checked checkbox in the first column, the Unit ID '00:E0:C5:1C:50:87' in the second, and 'UD, OSC' in the third. At the bottom right of the dialog are 'OK' and 'Cancel' buttons, with 'OK' also highlighted by a red box.



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

The screenshot shows the 'EMP' product pack details. The 'Subscription ID' is set to 'EMP-R9HXH'. The 'ALD Token' status is 'NOT SET', with a 'Generate ALD token' button available. Under 'UMS Licensing IDs', there is a 'Manage UMS Licensing IDs' button. The 'License file' section has a 'Download' button. The 'Hardware' section includes 'Show hardware', 'Add hardware', and 'Remove hardware' buttons. The 'Archive' section has an 'Archive product pack' button. The 'Split' section has a 'Split product pack' button. At the bottom left, the status is 'ACTIVATED'. In the bottom center, there is a progress bar showing '1/10' with a red border around it. To its right is a timestamp '2020-01-24'.



5.1.21 Checking the Result

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

The screenshot shows a software interface for managing a Product Pack named "EMP". The top right corner displays the product name "EMP-R9HXH" next to a key icon. The main area contains several configuration options:

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

At the bottom left, there are status indicators: a clock icon followed by "ACTIVATED", a progress bar icon followed by "1/10", and a calendar icon followed by "2020-01-24".



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

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

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

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

For further information, see the following documents:

- [Assigning a Product Pack](#)(see page 71)
- [Unassigning a Product Pack](#)(see page 80)
- [Reviewing the Assigned Product Packs](#)(see page 79)

5.2 Finding Devices Which Need Licenses

i The procedures described here require UMS 6.02 or higher.

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

The following procedures are described in this article:

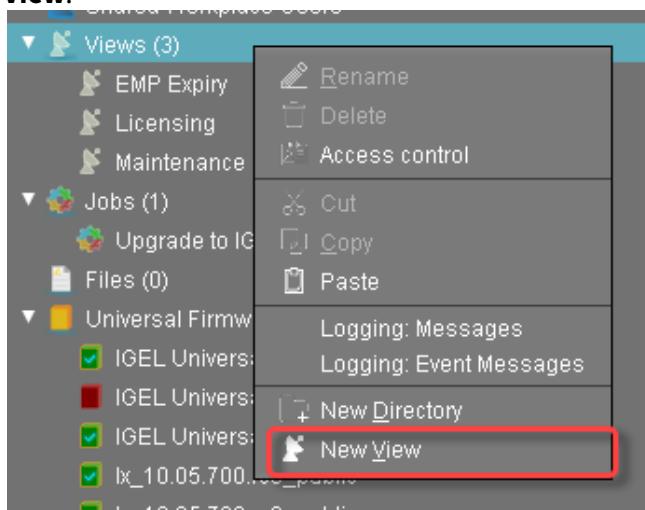
- [Finding Unlicensed Devices](#)
- [Finding Devices Whose Licence Is about to Expire](#)
- [Finding Devices with Expired Licenses](#)



When you have created the view that serves your purpose, you can export the Unit IDs selected by the view; see [Creating a Unit ID List for IGEL OS](#)(see page 188).

5.2.1 Finding Unlicensed Devices

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



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

A screenshot of the 'Create new view' dialog box. It has a 'View name' section with a 'Name' field containing 'Devices without Enterprise Management Pack license' and a 'Description' field which is empty. Below the form are buttons for 'Back', 'Next', 'Finish', and 'Cancel'. At the top right is a close button 'x'. At the bottom right is an 'Expert mode' checkbox. The 'Name' field is also highlighted with a red box.



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

Create new view

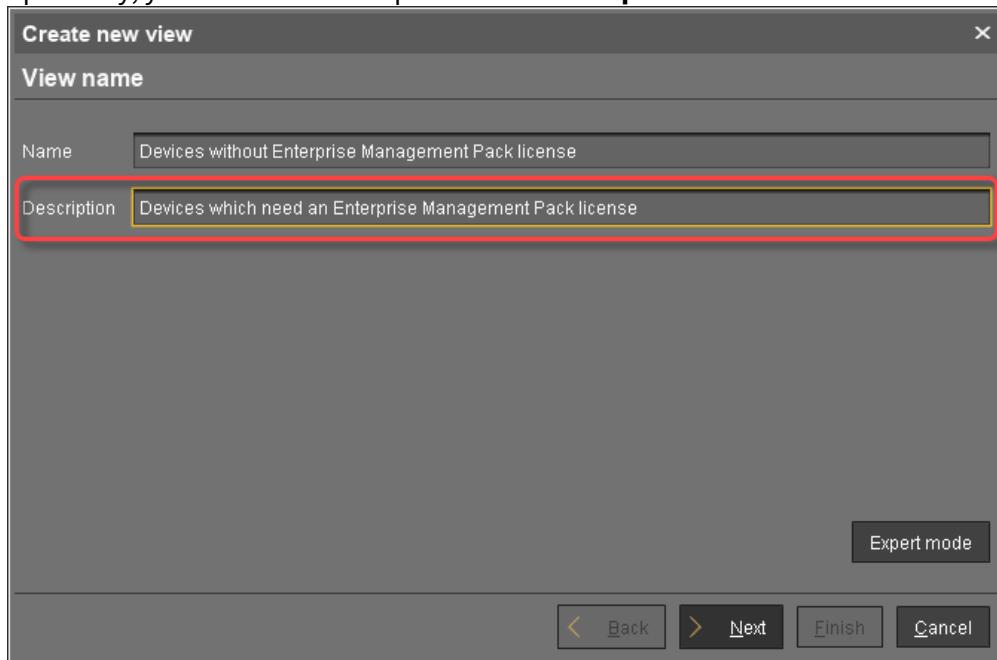
View name

Name: Devices without Enterprise Management Pack license

Description: Devices which need an Enterprise Management Pack license

Expert mode

Back Next Finish Cancel



4. Click **Next**,

Create new view

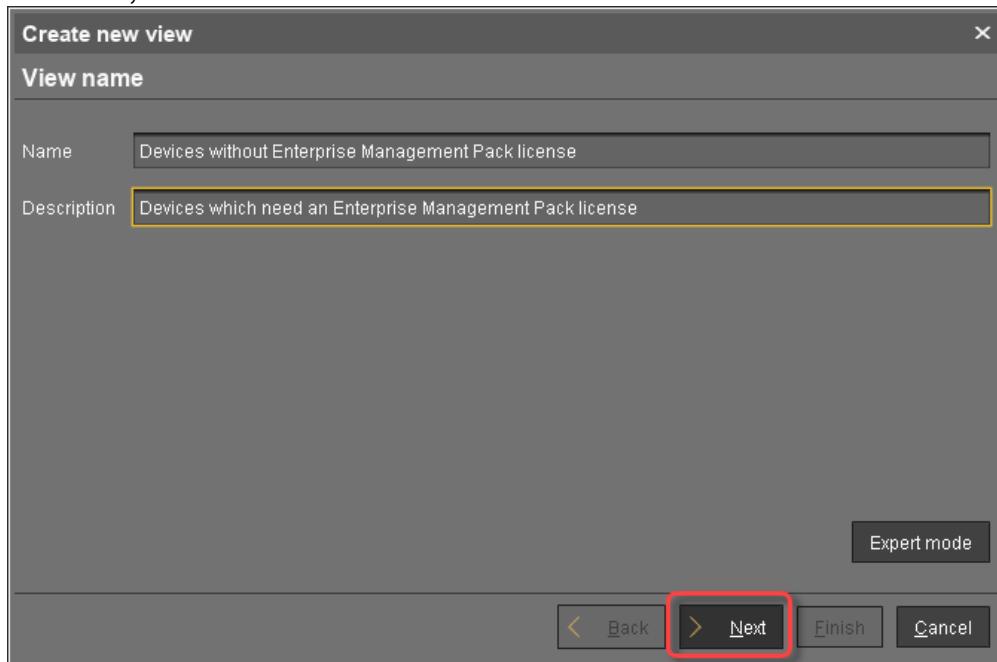
View name

Name: Devices without Enterprise Management Pack license

Description: Devices which need an Enterprise Management Pack license

Expert mode

Back Next Finish Cancel





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

Create new view

Select criterion

Filter ...

Basic Information

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

Asset Inventory

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

Back **Next** Finish Cancel

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

Create new view

License type: **Enterprise Management Pack**

License status: Unlicensed

Will expire:

Date range

from: []

to: []

Date

Back **Next** Finish Cancel



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

The screenshot shows the 'Create new view' dialog. The 'License type' dropdown is set to 'Enterprise Management Pack'. The 'License status' dropdown is set to 'Unlicensed' and is highlighted with a red border. Below these fields is a section for filtering by expiration date, with radio buttons for 'Date range' and 'Date', and input fields for 'from' and 'to'. At the bottom are 'Back', 'Next', 'Finish', and 'Cancel' buttons, with 'Next' also highlighted with a red border.

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

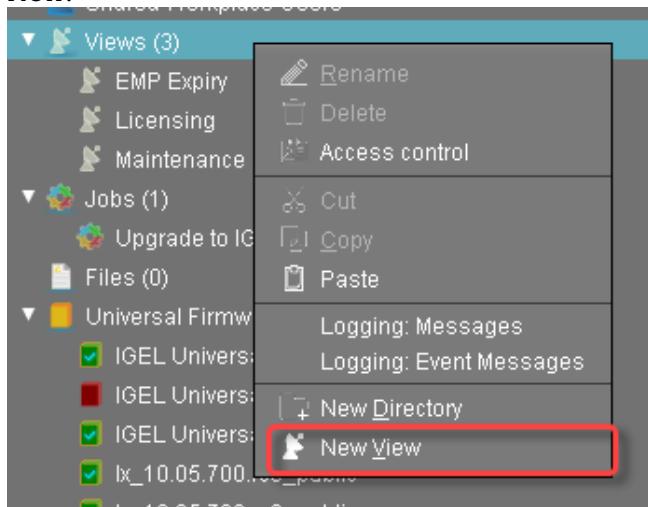
The screenshot shows the 'Finish view creation' dialog. It contains fields for 'Name' (Devices without Enterprise Management Pack license) and 'Description' (Devices which need an Enterprise Management Pack license). A 'View criteria' section displays the query: License is equal to SUB_SERVICE_SET_ENTERPRISE_MANAGEMENT_PACK AND License state is equal to UNLICENSED. Below this is a radio button group for search options: 'Create view' (selected), 'Narrow search criterion (AND)', and 'Create additional search criterion (OR)'. At the bottom are 'Back', 'Next', 'Finish', and 'Cancel' buttons, with 'Finish' highlighted with a red border.

All devices that match the select criterion are listed.

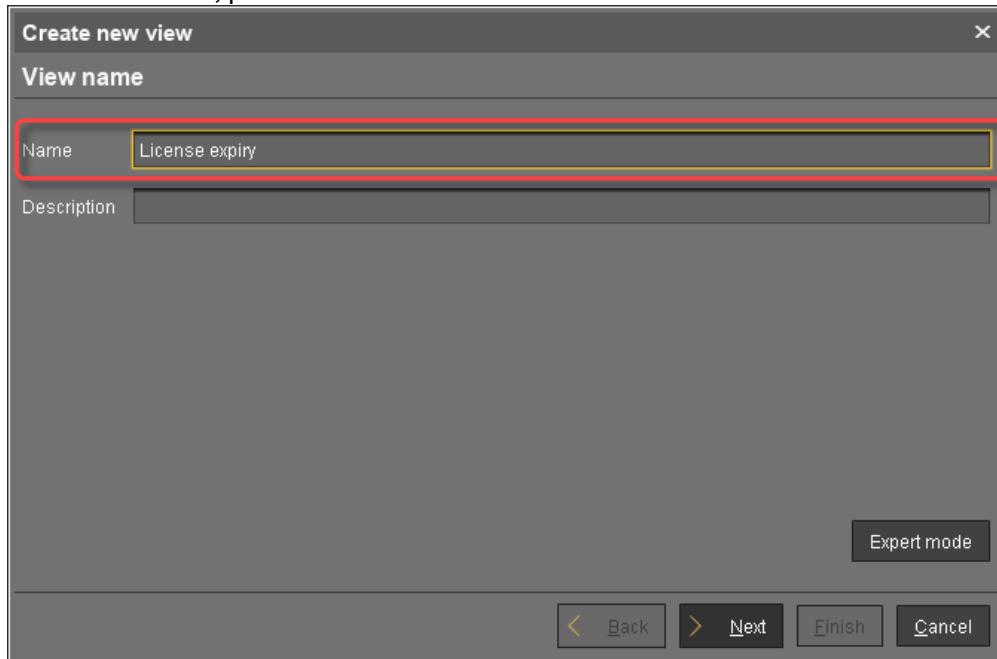


5.2.2 Finding Devices Whose Licence Is about to Expire

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



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





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

Create new view

View name

Name

Description

4. Click **Next**.

Create new view

View name

Name

Description



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

Create new view x

Select criterion

Basic Information

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

Asset Inventory

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

< Back Next Finish Cancel

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

Create new view x

License type: ▼

License status: ▼

Will expire:

Date range Date

from: ▼ ▼

to: ▼

< Back Next Finish Cancel



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

Create new view

License type: Workspace Edition Maintenance

License status: **Licensed** (highlighted)

Will expire:

Date range Date

from: [] May 28, 2019

to: [] Jun 28, 2019

Back Next Finish Cancel

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

Create new view

License type: Workspace Edition Maintenance

License status: Licensed

Will expire:

Date range Date

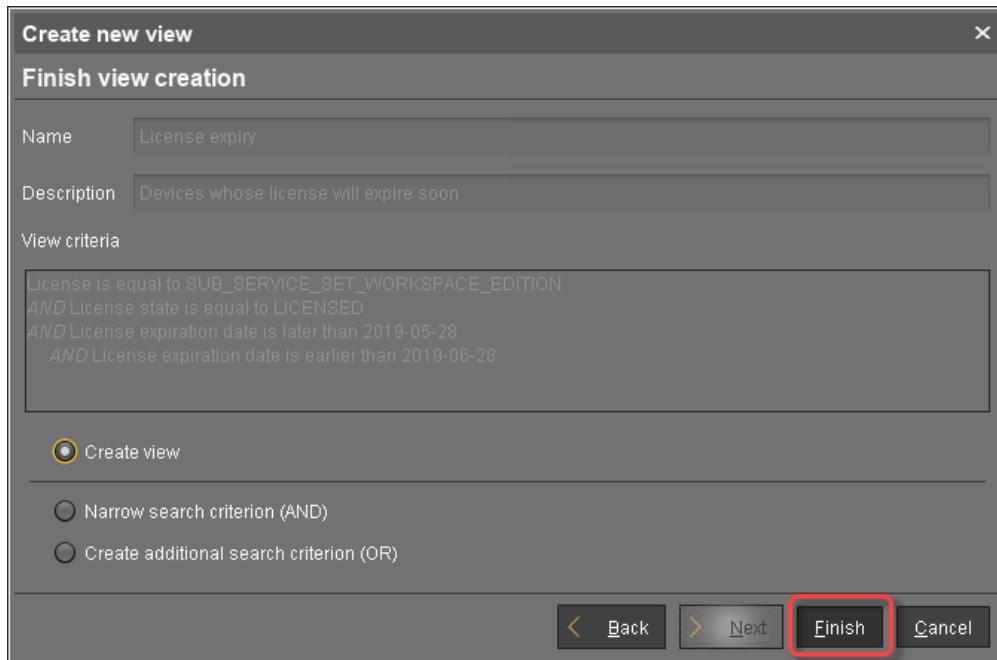
from: [] May 28, 2019

to: [] Jun 28, 2019

Back Next Finish Cancel



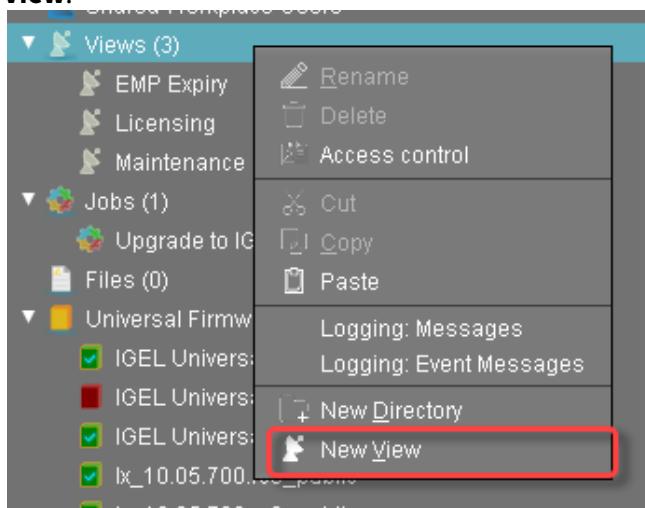
9. Click **Finish** to create the view.



All devices that match the select criterion are listed.

5.2.3 Finding Devices with Expired Licenses

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





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

Create new view

View name

Name (highlighted)

Description

Expert mode

< Back Next > Finish Cancel

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

Create new view

View name

Name (highlighted)

Description (highlighted)

Expert mode

< Back Next > Finish Cancel

4. Click **Next**.

Create new view

View name

Name: License expired

Description: Devices whose licenses have expired

Expert mode

Back Next Finish Cancel

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

Create new view

Select criterion

Filter ...

Basic Information

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

Asset Inventory

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

Back Next Finish Cancel



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

Create new view

License type: **Workspace Edition Maintenance**

License status: **Expired**

Will expire:

Date range Date

from: [] to: []

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

The "License type" dropdown is highlighted with a red box. The "License status" dropdown and the "Date range" radio button group are also visible.

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

Create new view

License type: **Enterprise Management Pack**

License status: **Expired**

Will expire:

Date range Date

from: [] to: []

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

The "License status" dropdown and the "Date range" radio button group are highlighted with red boxes. The "Next" button at the bottom is also highlighted with a red box.



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

 A screenshot of a software window titled "Create new view". The main title bar says "Finish view creation". Below it, there are fields for "Name" (set to "License expired") and "Description" (set to "Devices whose licenses have expired"). Under "View criteria", there is a text box containing the query "License is equal to SUB_SERVICE_SET_ENTERPRISE_MANAGEMENT_PACK AND License state is equal to EXPIRED". At the bottom, there are three radio button options: "Create view" (selected), "Narrow search criterion (AND)", and "Create additional search criterion (OR)". At the very bottom are four buttons: "Back" (disabled), "Next", "Finish" (highlighted with a red box), and "Cancel".

All devices that match the select criterion are listed.

5.3 Deploying Licenses

- [Setting up Automatic License Deployment \(ALD\)](#)(see page 134)
- [Set up Automatic License Deployment \(ALD\) with ALD Token](#)(see page 161)
- [Manual License Deployment for IGEL OS](#)(see page 186)
- [Manual License Deployment for IGEL OS without UMS](#)(see page 195)

5.3.1 Setting up Automatic License Deployment (ALD)

Overview

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

The typical use cases are as follows:

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



- Renewing licenses from an IGEL Enterprise Management Pack (EMP)

Supported License Types

The following license types are supported by Automatic License Deployment:

- Workspace Edition; see [Workspace Edition](#)(see page 16)
- Add-on licenses for Workspace Edition (IGEL OS 11.01.110 or higher); see [Add-On Licenses](#)(see page 16)
- Enterprise Management Pack; see [Enterprise Management Pack](#)(see page 17)
- Universal Desktop Converter (UDC3)
- Universal Desktop Pocket (UDP)
- Universal Management Agent (UMA)

Prerequisites

- UMS 6.01.100 or higher
- At least 1 Product Pack
- The required open ports are described in [UMS Communication Ports](#)³¹.

Procedure

1. [Obtaining Your UMS Licensing ID](#)(see page 135)
2. [Registering Your UMS Licensing ID](#)(see page 136)
3. [Creating a Product Pack from a Delivery Token](#)(see page 139)
4. [Assigning a Product Pack to the UMS Licensing ID](#)(see page 140)
5. [Preventing User Intervention](#)(see page 143)
6. [Configuring the Distribution Conditions](#)(see page 144)
7. [Enabling Automatic License Deployment](#)(see page 154)
8. [Intervals for Automatic License Deployment](#)(see page 157)
9. [Checking If the Licenses Have Been Deployed Successfully](#)(see page 158)
10. [\(Optional\) Starting the License Assignment Manually](#)(see page 158)

Obtaining Your UMS Licensing ID

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

1. Open the UMS Console and go to **UMS Administration > Global Configuration > Licenses > UMS Licensing ID**.
The name of the UMS Licensing ID is shown in the field labeled **Main UMS Licensing ID**.

³¹ <https://kb.igel.com/display/endpointmgmt509/IGEL+UMS+Communication+Ports>



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

The screenshot shows the UMS Administration interface with the 'UMS Licensing ID' section selected. The 'Main UMS Licensing ID' field contains the value 'MIIFWjCCA0...CT' and is highlighted with a red box. Below it, the 'Main UMS Licensing ID fingerprint' is listed as '68:A4:AB'. A table below shows licensing status for a host named 'DokuW10r...', which is running.

Host name	Server status	UMS Licensing ID status	UMS Licensing ID	UMS Licensing ID fingerprint
DokuW10r...	Running	Main UMS Licensing ID	MIIFWjCCA0...CT	68:A4:AB

3. Click **Export UMS Licensing ID** and save the certificate file (**UMSLicensingID.cert**) for later use.

The screenshot shows the 'Save' dialog box overlaid on the UMS Licensing ID screen. The 'File Name' field is set to 'UMSLicensingID.cert'. The 'Look In:' dropdown is set to 'Desktop'. The 'Save' button is highlighted with a red box. The background shows the same UMS Licensing ID information as the previous screenshot.

Registering Your UMS Licensing ID

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>³². If you have not registered yet, you must register first.
Your dashboard is shown.

³² <https://activation.igel.com>



2. Select **UMS Licensing ID**.

A screenshot of the IGEL License Portal interface. The left sidebar shows navigation options: Home, Orders, UMS Licensing ID (which is highlighted with a red box), Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base. The main area is currently empty.

The page **UMS Licensing ID** is shown.

3. Click **Register UMS Licensing ID**.

A screenshot of a dialog box titled "Search UMS Licensing ID". It contains a search input field and a button labeled "Register UMS Licensing ID" which is highlighted with a red box.

The dialog **Register UMS Licensing ID** opens.

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

A screenshot of the "Register UMS Licensing ID" dialog box. The "UMS Licensing ID Name" field is filled with the text "Productive UMS", which is highlighted with a red box. Below the field is a large dashed rectangular area for file upload, with instructions "Choose or drag & drop a UMS Licensing ID to be uploaded." and a "Drag & Drop" button. At the bottom right are "OK" and "Cancel" buttons.

5. Upload the certificate file you have exported in the UMS (see [Obtaining Your UMS License ID](#)(see page 135)) and click **OK**.



Register UMS Licensing ID

UMS Licensing ID Name *

Upload

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

Drag & Drop Upload

OK Cancel

- The UMS Licensing ID is registered. If this is the first UMS Licensing ID you registered, or if you just defined it as the default UMS Licensing ID, the dialog **Assign loose Product Packs** is shown.
6. If the dialog **Assign loose Product Packs** is shown, click **OK** to assign Product Packs and continue with [Assigning a Product Pack to the UMS Licensing ID](#)(see page 140).

Assign loose Product Packs

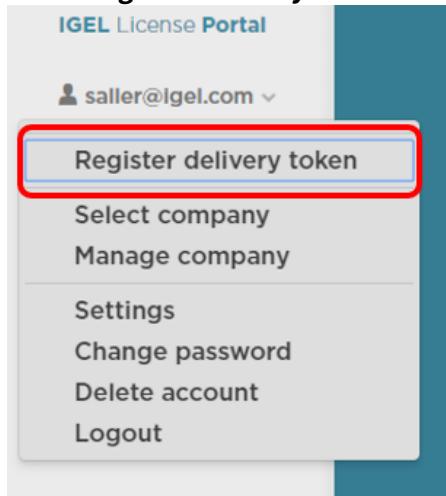
Do you want to assign loose Product Packs to the selected default UMS Licensing ID?

OK Cancel



Creating a Product Pack from a Delivery Token

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>³³. If you have not registered yet, you must register first.
Your dashboard is shown.
2. Select **Register Delivery Token**.



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

A screenshot of a modal window titled 'Register delivery token'. It contains a text input field with the value 'DLV-ONMUE' and a blue 'send' button to its right. Below the input field is a checkbox followed by the text: 'I have read and agree to the [licence terms](#) stated in the EULA.' The 'send' button and the 'licence terms' link are both highlighted with red boxes.

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

³³ <https://activation.igel.com/>



Register delivery token

Please enter your delivery token.

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

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 licenses for the Teradici client (PCoIP Software Client, see [PCoIP Session](#)³⁴). The page **Order Details** is shown. It contains the newly created Product Packs. Each Product Pack is identified by a Product Pack ID.

Delivery token:	Order time:	Description:
DLV-ONMUE	2019-05-24	Test
Status:	On:	By user:
Consumed	2019-05-24	saller@igel.com
SAP order ID	69-3467579	
#1 WE	L-34789 1-YEARS	#2 EMP
L-34789	1-YEARS	L-23478990 1-YEARS
WE-BBRZF		EMP-X6SXW

Assigning a Product Pack to the UMS Licensing ID

1. If you are not already on the **UMS Licensing ID** page, select **UMS Licensing ID**. Otherwise, go to [step 2](#)(see page 142).

³⁴ <https://kb.igel.com/display/igelos1101110/PCoIP+Session>

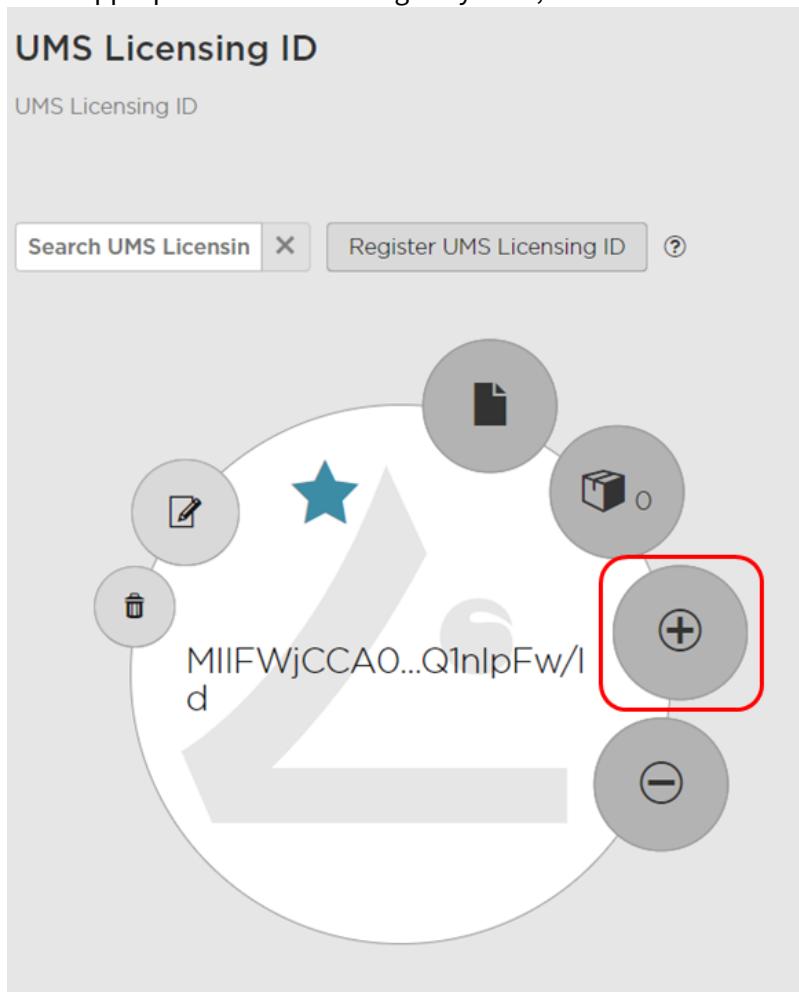


A screenshot of the "IGEL License Portal" interface. At the top left is the IGEL logo. To its right is a user profile icon with the email "saller@igel.com" and a dropdown arrow. Below the header is a navigation menu with the following items: Home, Orders, UMS Licensing ID (which has a red rectangular box drawn around it), Search hardware, Product Packs, Archived packs, and IGEL Knowledge Base.

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



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





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

Assign Product Packs

To assign product packs to the UMS Licensing ID, select them and click OK.

	Search packs					
	Product	Addons	Key	Status	Volume	
<input checked="" type="checkbox"/>	WE		WE-YC5EH	NEW	0/5	
<input type="checkbox"/>	UDC3		0316-8286-a3bb-125d-8bc2	NEW	0/2	
<input type="checkbox"/>	UDC3		UDC3-QWUNN	ACTIVATED	0/1	
<input type="checkbox"/>	UDP		UDP-AAUOV	ACTIVATED	0/1	
<input type="checkbox"/>	WE		WE-T7S2R	ACTIVATED	0/1	
<input type="checkbox"/>	WE		WE-7M9TA	ACTIVATED	0/2	
<input type="checkbox"/>	WE		0a16-8285-c07b-f620-8bb6	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-AK5Z3	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-WWH3I	ACTIVATED	0/1	
<input type="checkbox"/>	UDC3		UDC3-T8J2S	ACTIVATED	0/3	
<input type="checkbox"/>	UDC3		7316-828d-60df-c290-0a85	ACTIVATED	0/4	
<input type="checkbox"/>	UDC3		UDC3-EFLWR	ACTIVATED	1/2	
<input type="checkbox"/>	UDC3		UDC3-WIVSA	ACTIVATED	1/1	
<input type="checkbox"/>	EMP		EMP-R9HXH	ACTIVATED	2/10	
<input type="checkbox"/>	UDP		UDP-XFZLN	ACTIVATED	0/1	

OK **Cancel**

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

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

Preventing User Intervention

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



1. Create a UMS profile in which **Setup > System > Remote management > Prompt user on UMS actions** is deactivated.
The profile must be based on exactly the same firmware version that is installed on the devices.
For further information about profiles, see the manual chapters [Profiles³⁵](#) and [Creating Profiles³⁶](#).
2. Assign the profile to the directory view or directory that contains the devices to which the licenses are to be deployed.

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

Configuring the Distribution Conditions

Overview

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

The following distribution conditions are possible:

- [Distributing Licenses to All Devices](#)(see page 144)
- [Distributing Licenses to Devices in a Specified Directory](#)(see page 145)
- [Distributing Licenses to Devices in a Specified View](#)(see page 150)

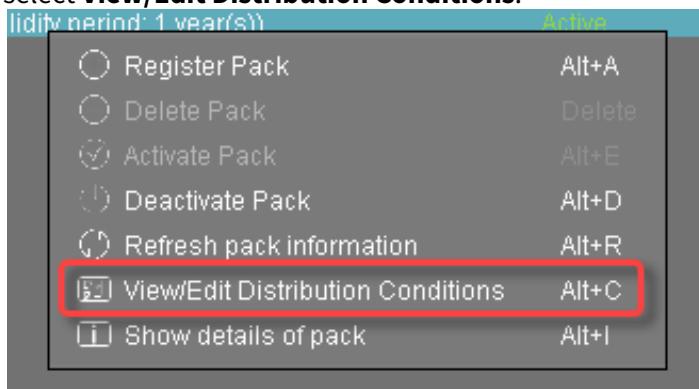
Distributing Licenses to All Devices

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

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

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

1. In the area **Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.

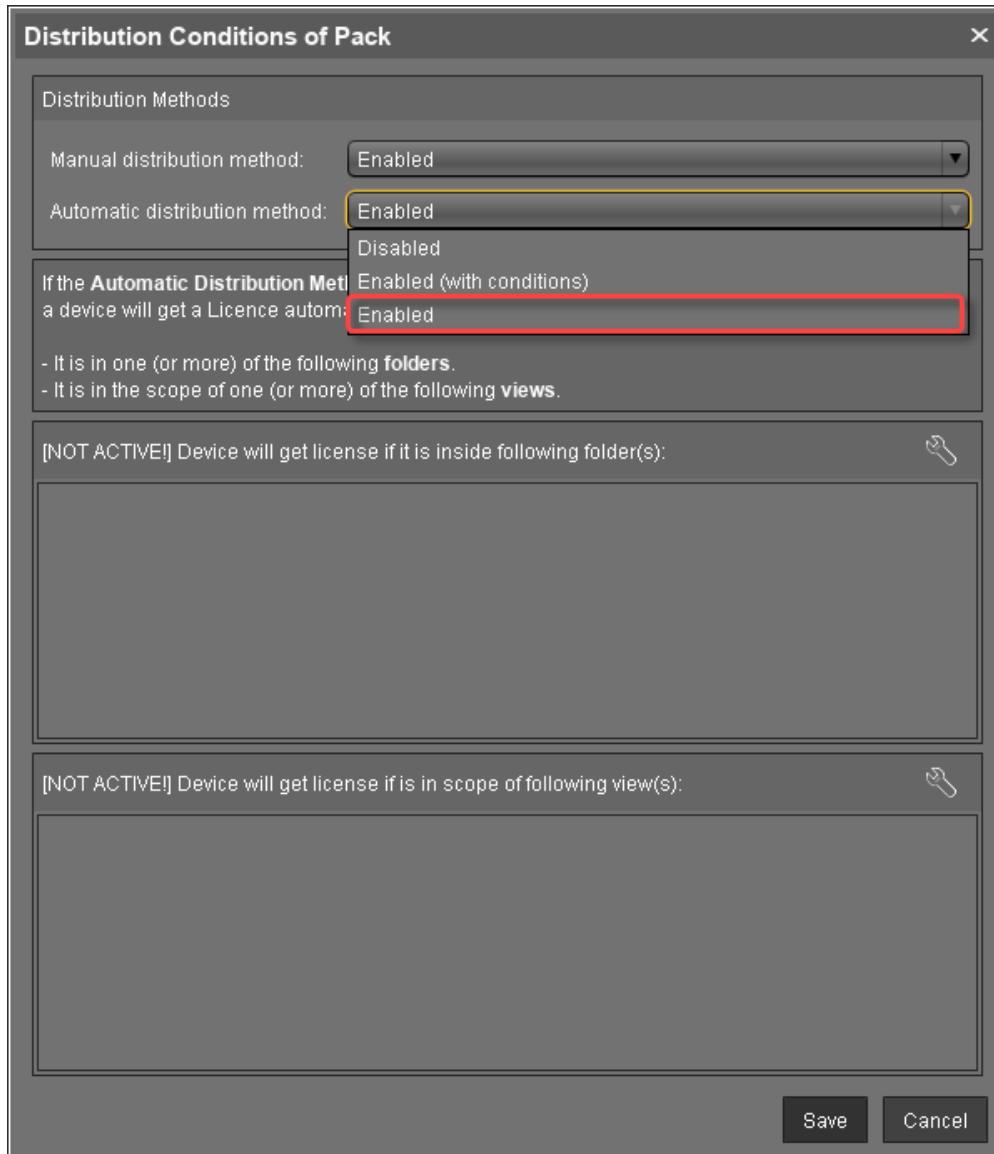


³⁵ <https://kb.igel.com/display/endpointmgmt/Profiles>

³⁶ <https://kb.igel.com/display/endpointmgmt/Creating+Profiles>



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



3. Click **Save**.

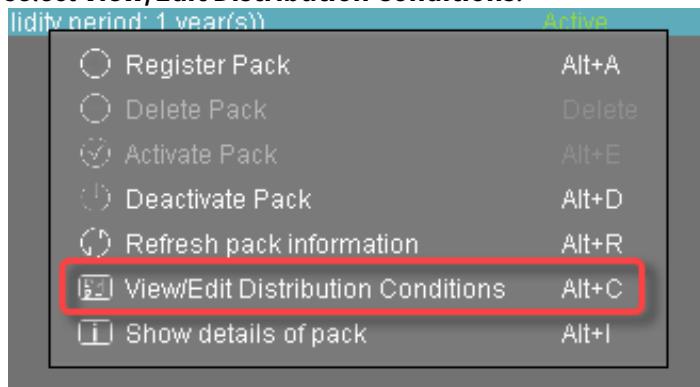
The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

Distributing Licenses to Devices in a Specified Directory

1. Create a directory and put the devices that require licenses in it.

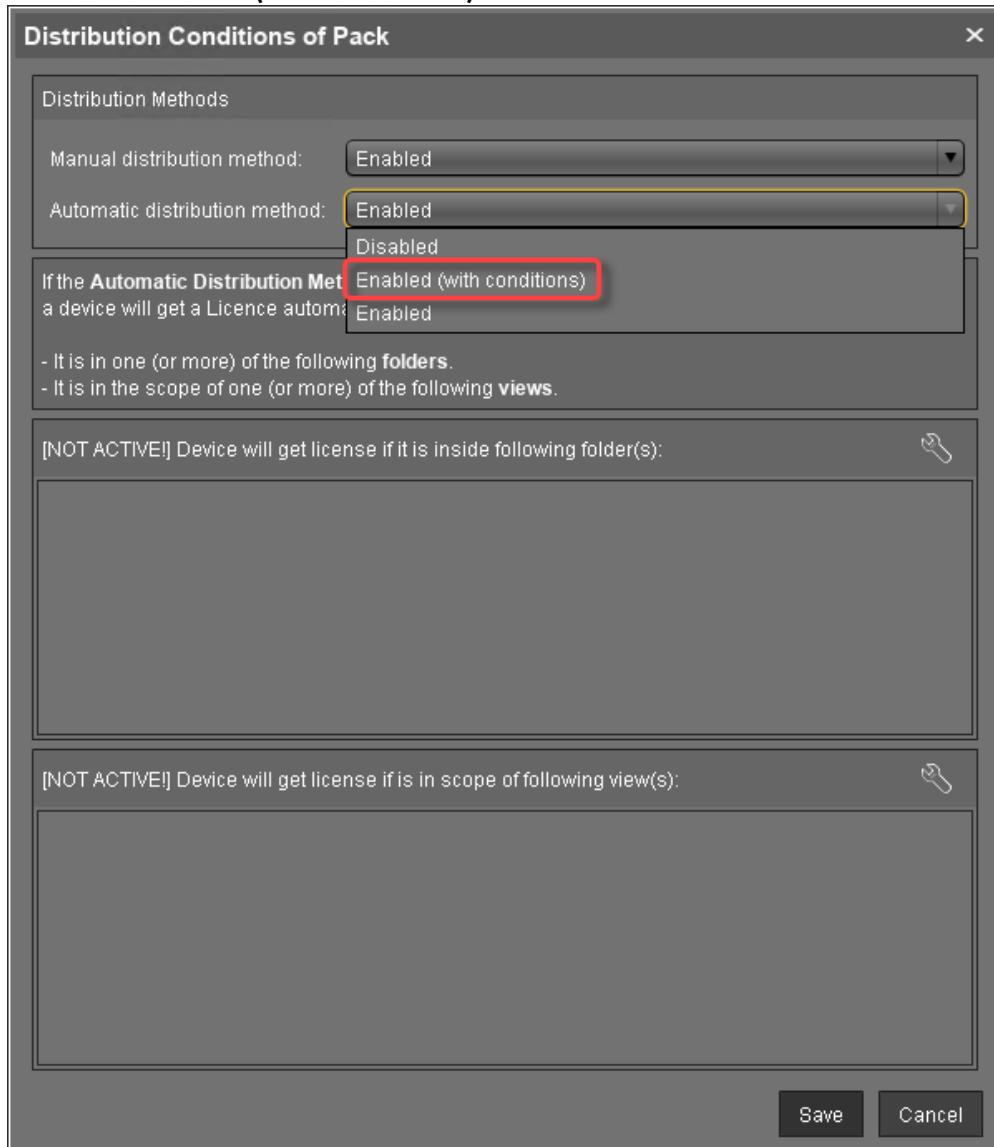


2. In the area **Registered tokens**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.





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



4. Click the symbol as shown below:



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

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

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

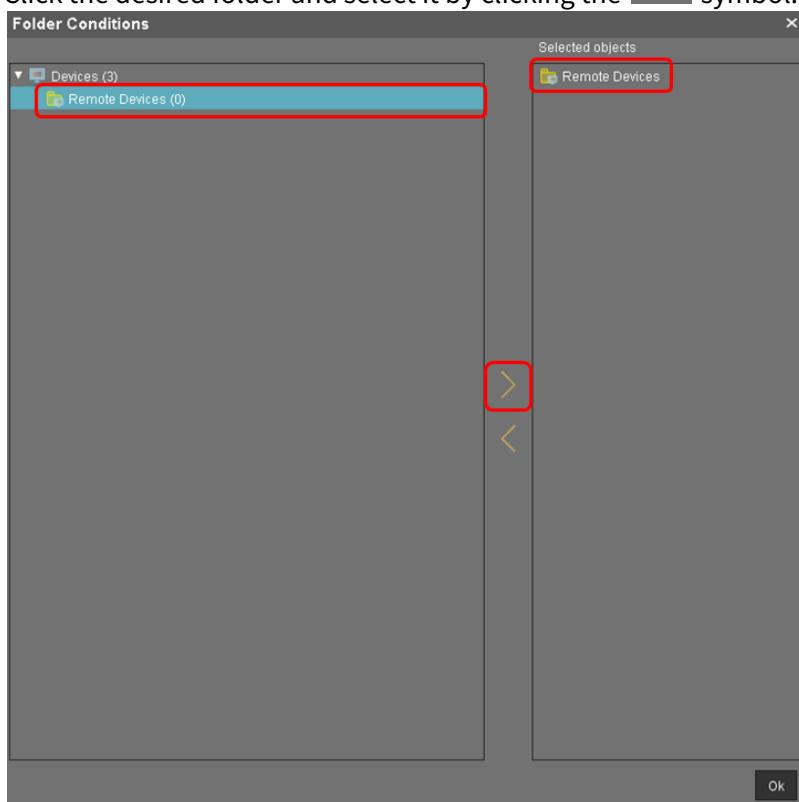
Device will get license if it is inside following folder(s):

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

Save **Cancel**



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

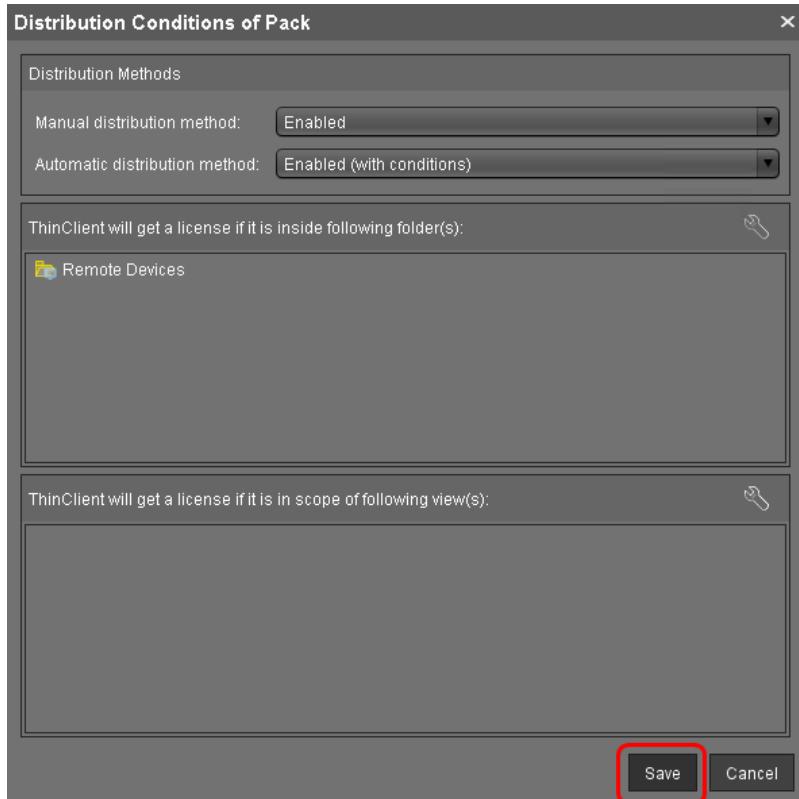


6. Click **Ok**.

The configured distribution condition is shown.



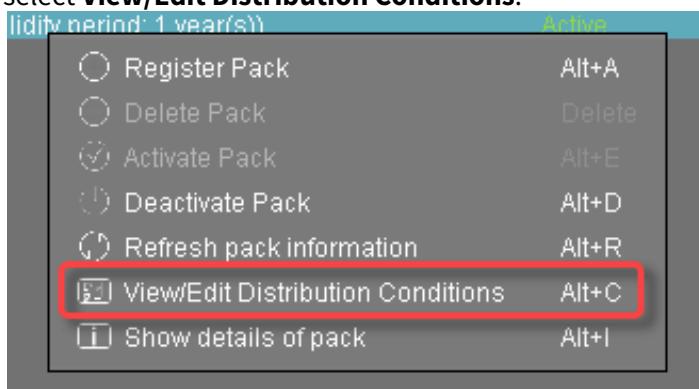
7. Click **Save.**



The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

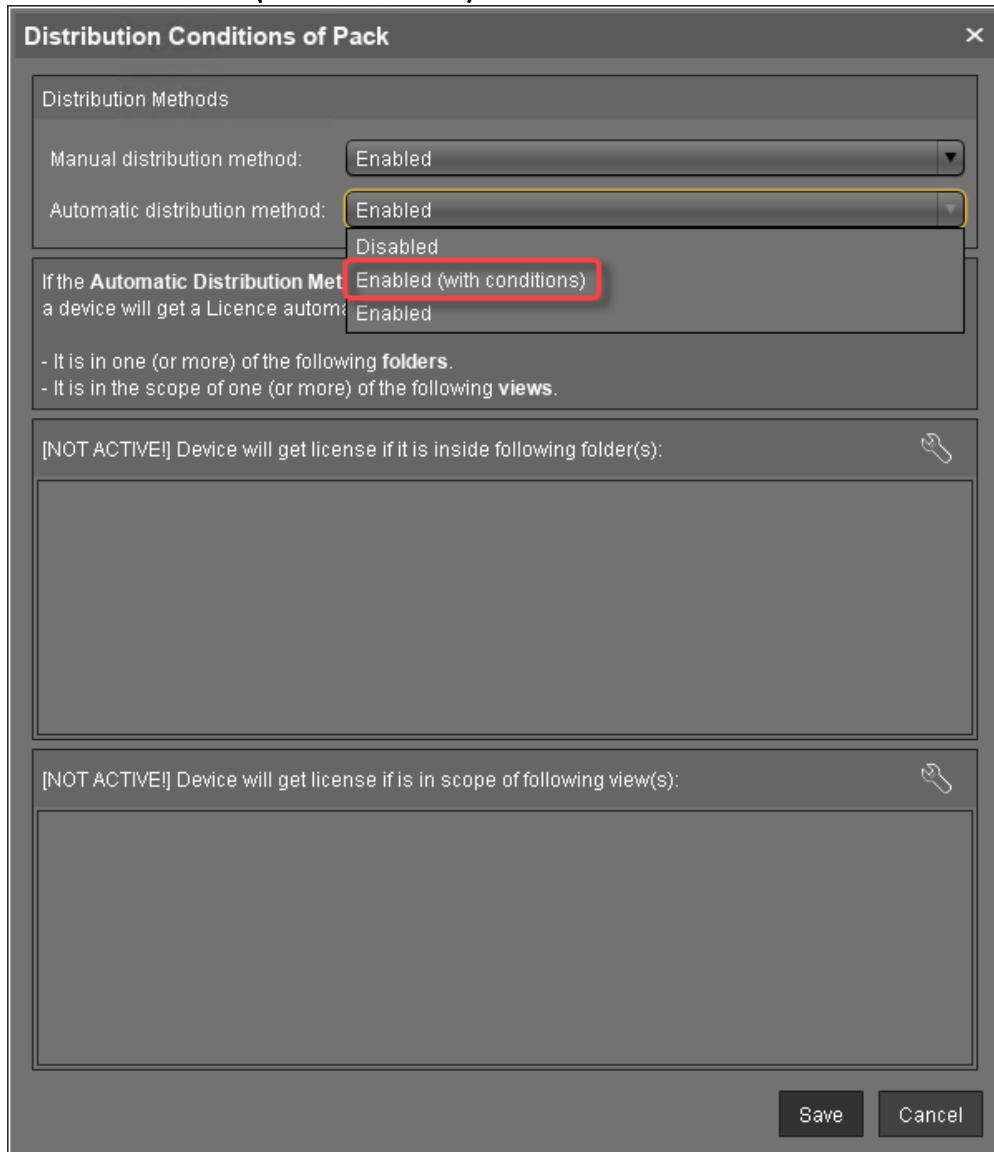
Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **Registered tokens**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



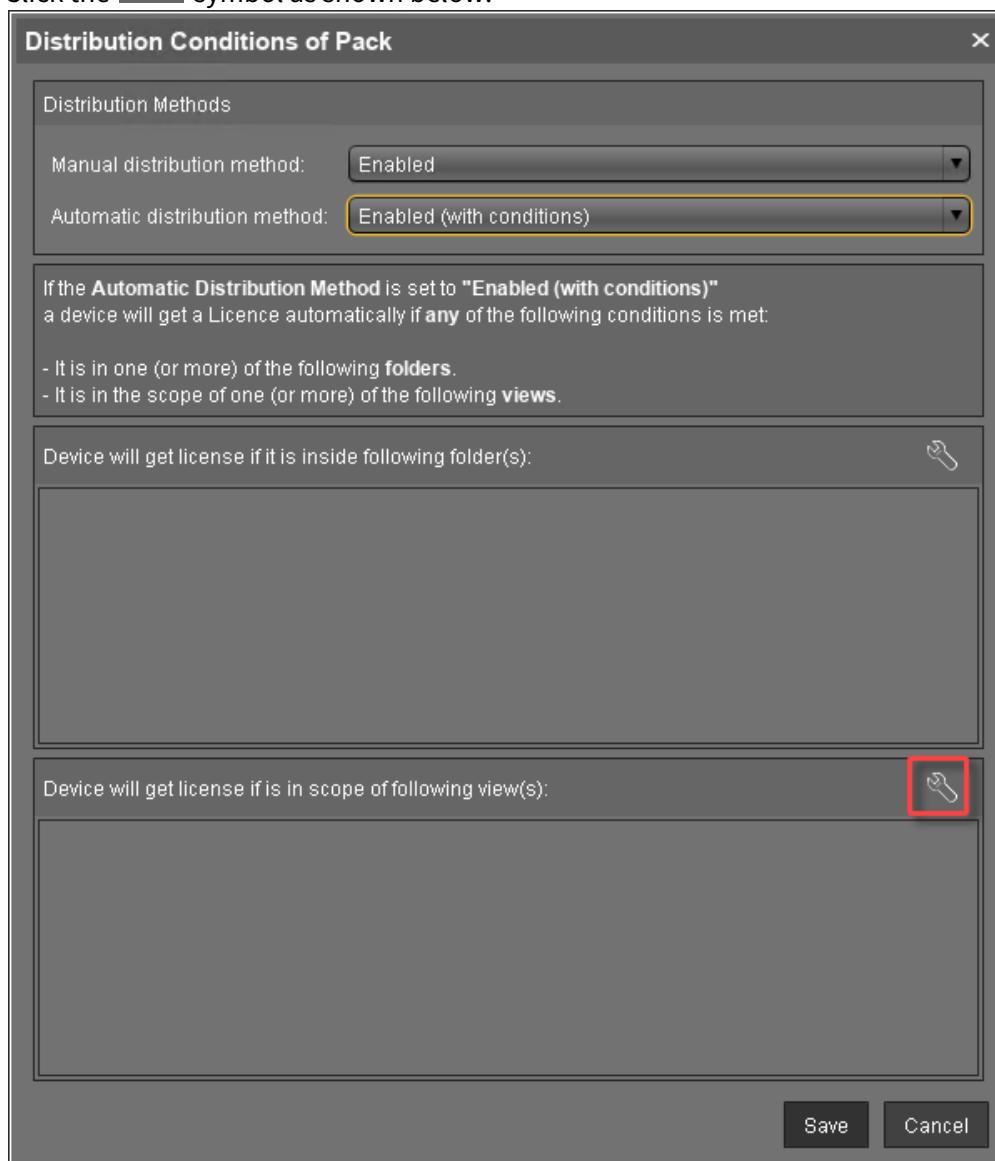


3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



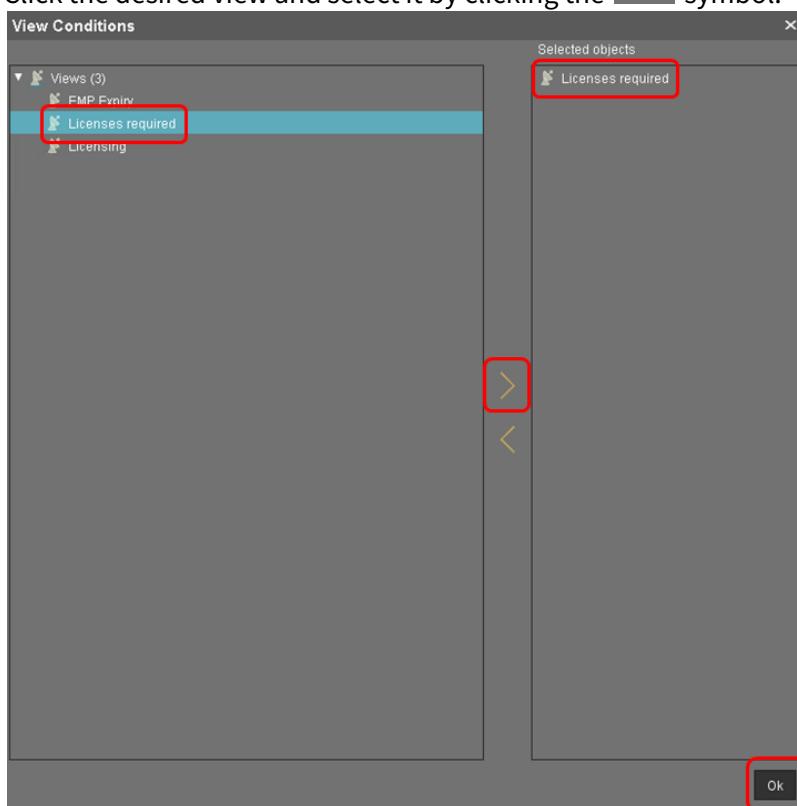


4. Click the symbol as shown below:





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



6. Click **Ok**.

The configured distribution condition is shown.



7. Click **Save**.

Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

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

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

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

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

Licenses required

Save **Cancel**

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

Enabling Automatic License Deployment

Setting the UMS to Deploy Licenses Automatically

1. Ensure that the distribution conditions are set according to your needs; see [Configuring the Distribution Conditions](#)(see page 144).
2. Go to **UMS Administration > Licenses > Deployment** and ensure that **Enable automatic deployment** is activated.
The UMS periodically looks for registered devices without a valid license. If the UMS finds an unlicensed device that meets the distribution conditions, it requests a license from the licensing server. When requesting a license, the UMS sends the device's unit ID to the licensing server. Each



license is bound to the unit ID of a device.

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

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

If a device cannot be reached by the UMS while attempting to send the new settings, it will not receive the new license immediately; for further information, see [Intervals for Automatic License Deployment](#)(see page 157). You have the possibility to trigger the license deployment manually; see [Starting the License Assignment Manually](#)(see page 158).

Adding New Devices

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

To add new devices:

1. Click  to scan for devices.
2. Select the IP range, or list of ranges, to be scanned.
In the **Found devices** dialog, all devices within the defined IP range are listed.



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

Found devices

58 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP Address	Product	Include
Yes	000BCA055018	00:0B:CA:05:50:18	ITC000BCA0550...	172.30.91.87	IGEL OS 11 UD2-LX 40	<input checked="" type="checkbox"/>
No	0050569321B1	00:50:56:93:21:B1	DokuW10bl	172.30.91.165	IGEL Unified Management...	<input checked="" type="checkbox"/>
No	0050569371A5	00:50:56:93:71:A5	ITC0050569371A5	172.30.91.107	OS 3 UC1-LX acps	<input checked="" type="checkbox"/>
Yes	005056AA5602	00:50:56:AA:56:02	IGEL-005056AA5...	172.30.91.149	UMS Test UDV-X20 LX	<input type="checkbox"/>
Yes	005056AD2A89	00:50:56:AD:2A:89	PM-MH-WIN7-UMB	172.30.91.143	IGEL Unified Management...	<input type="checkbox"/>
No	00E0C5080935	00:E0:C5:08:09:35	ITGGEABVMW73...	172.30.91.174	IGEL OS 11 UD2-LX 50	<input checked="" type="checkbox"/>
Yes	00E0C51143A5	00:E0:C5:11:43:A5	ITC00E0C51143...	172.30.91.236	LX UD3-LX No valid licen...	<input type="checkbox"/>
No	00E0C515658C	00:E0:C5:15:65:8C	ITC00E0C51BD2...	172.30.91.47	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
No	00E0C51847F8	00:E0:C5:18:47:F8	ITC00E0C51847...	172.30.91.46	LX UD3-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C519528F	00:E0:C5:19:52:8F	DESKTOP-M84Q...	172.30.91.42	W10 UD3-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A22FE	00:E0:C5:1A:22:FE	ITC00E0C51A22...	172.30.91.187	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A4388	00:E0:C5:1A:43:88	ITC00E0C51A43...	172.30.91.134	W10 UD6-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A43D9	00:E0:C5:1A:43:D9	ITC00E0C51A43...	172.30.91.124	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITGGEABTCLX30...	172.30.91.51	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C51A723B	00:E0:C5:1A:72:3B	ITC00E0C51A72...	172.30.91.31	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
Yes	00E0C51A7CF6	00:E0:C5:1A:7C:F6	SOLARIS	172.30.91.98	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input checked="" type="checkbox"/>
No	00E0C51BC84F	00:E0:C5:1B:C8:4F	ITC00E0C51BC8...	172.30.91.168	LX UD7-LX 10acps	<input checked="" type="checkbox"/>
Yes	00E0C51BCA2D	00:E0:C5:1B:CA:2D	ITC00E0C51BCA...	172.30.91.17	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51BD274	00:E0:C5:1B:D2:74	ITC00E0C51BD2...	172.30.91.235	W10 UD7-W10 10c	<input checked="" type="checkbox"/>
Yes	00E0C51BD27C	00:E0:C5:1B:D2:...	MAINCLIENTAH	172.30.91.183	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BD299	00:E0:C5:1B:D2:99	ITG-PL-UD7	172.30.91.218	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:...	ITC00E0C51BD2...	172.30.91.74	LX UD7-LX 10ac	<input checked="" type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.75	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.91.193	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51C4084	00:E0:C5:1C:40:84	ITC00E0C51C40...	172.30.91.161	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C4E20	00:E0:C5:1C:4E:20	ITC00E0C51C4E...	172.30.91.28	W10 UD7-W10 10c	<input checked="" type="checkbox"/>

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

Put in directory: /Devices/ ...

Buttons: Ok | Cancel



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

Found devices

58 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP Address	Product	Include
Yes	000BCA055018	00:0B:CA:05:50:18	ITC000BCA0550...	172.30.91.87	IGEL OS 11 UD2-LX 40	<input checked="" type="checkbox"/>
No	0050569321B1	00:50:56:93:21:B1	DokuW10bl	172.30.91.165	IGEL Unified Management...	<input checked="" type="checkbox"/>
No	0050569371A5	00:50:56:93:71:A5	ITC0050569371A5	172.30.91.107	OS 3 UC1-LX acps	<input checked="" type="checkbox"/>
Yes	005056AA5602	00:50:56:AA:56:02	IGEL-005056AA5...	172.30.91.49	UMS Test UDV-X20 LX	<input type="checkbox"/>
Yes	005056AD2A89	00:50:56:AD:2A:89	PM-MH-WIN7-UMB	172.30.91.143	IGEL Unified Management...	<input type="checkbox"/>
No	00E0C50B0935	00:E0:C5:08:09:35	ITGGEABVMW73...	172.30.91.174	IGEL OS 11 UD2-LX 50	<input checked="" type="checkbox"/>
Yes	00E0C51143A5	00:E0:C5:11:43:A5	ITC00E0C51143...	172.30.91.236	LX UD3-LX No valid licen...	<input type="checkbox"/>
No	00E0C515658C	00:E0:C5:1B:D2:...	ITC00E0C51BD2...	172.30.91.47	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
No	00E0C51847F8	00:E0:C5:18:47:F8	ITC00E0C51847...	172.30.91.46	LX UD3-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C519528F	00:E0:C5:19:52:8F	DESKTOP-M84Q...	172.30.91.42	W10 UD3-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A22FE	00:E0:C5:1A:22:FE	ITC00E0C51A22...	172.30.91.187	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A4388	00:E0:C5:1A:43:88	ITC00E0C51A43...	172.30.91.134	W10 UD6-W10 51c	<input checked="" type="checkbox"/>
No	00E0C51A43D9	00:E0:C5:1A:43:D9	ITC00E0C51A43...	172.30.91.124	IGEL License Master Clie...	<input checked="" type="checkbox"/>
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITGGEABTCLX30...	172.30.91.51	LX UD6-LX 51acps	<input checked="" type="checkbox"/>
No	00E0C51A723B	00:E0:C5:1A:72:3B	ITC00E0C51A72...	172.30.91.31	LX UD6-LX 51acps	<input type="checkbox"/>
Yes	00E0C51A7CF6	00:E0:C5:1A:7C:F6	SOLARIS	172.30.91.98	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input checked="" type="checkbox"/>
No	00E0C51BC84F	00:E0:C5:1B:C8:4F	ITC00E0C51BC8...	172.30.91.168	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51BCA2D	00:E0:C5:1B:CA:...	ITC00E0C51BCA...	172.30.91.17	LX UD6-LX 51acps	<input type="checkbox"/>
No	00E0C51BD274	00:E0:C5:1B:D2:74	ITC00E0C51BD2...	172.30.91.235	W10 UD7-W10 10c	<input checked="" type="checkbox"/>
Yes	00E0C51BD27C	00:E0:C5:1B:D2:...	MAINCLIENTAH	172.30.91.183	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BD299	00:E0:C5:1B:D2:99	ITG-PL-UD7	172.30.91.218	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:...	ITC00E0C51BD2...	172.30.91.74	LX UD7-LX 10ac	<input checked="" type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.75	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.91.193	LX UD7-LX 10acps	<input type="checkbox"/>
Yes	00E0C51C4084	00:E0:C5:1C:40:84	ITC00E0C51C40...	172.30.91.161	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C4E20	00:E0:C5:1C:4E:20	ITC00E0C51C4E...	172.30.91.28	W10 UD7-W10 10c	<input checked="" type="checkbox"/>

Rescan Invert Selection Select New Ones Export Unit ID list

Put in directory: /Devices/

Ok Cancel

5. Click **Ok**.

6. Proceed with [Checking If the Licenses Have Been Deployed Successfully](#)(see page 158).

Intervals for Automatic License Deployment

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

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

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



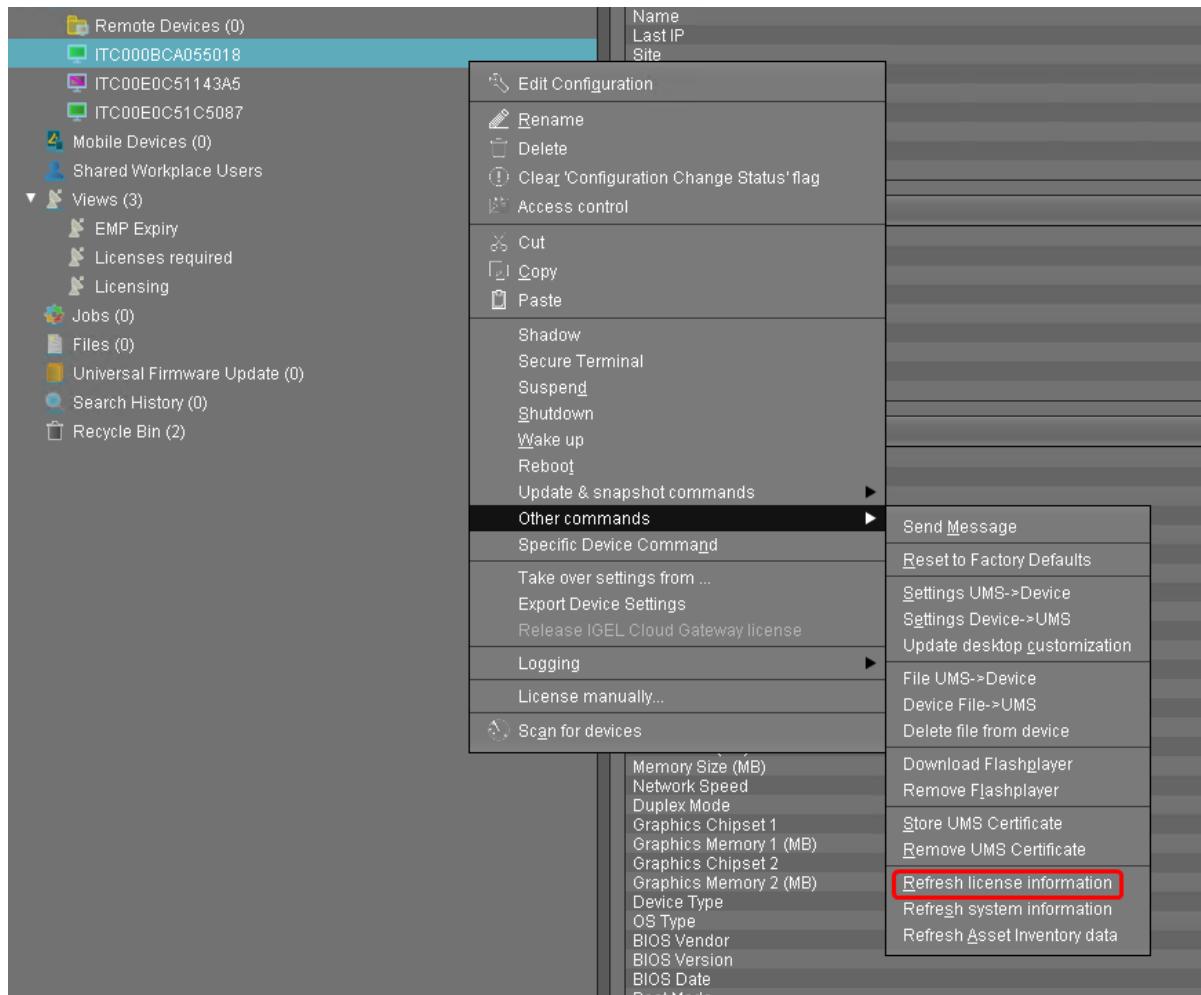
Checking If the Licenses Have Been Deployed Successfully

Quick Check

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

Detailed Check

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



Starting the License Assignment Manually

The UMS provides a wizard that you can use to trigger license assignment manually. This assignment method requires that free license slots of the appropriate type are available in the UMS. It gives you fine-grained control



over when licenses are assigned. It also offers an alternative way of selecting the devices to which the licenses are to be assigned.

The method is appropriate for the following use cases:

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

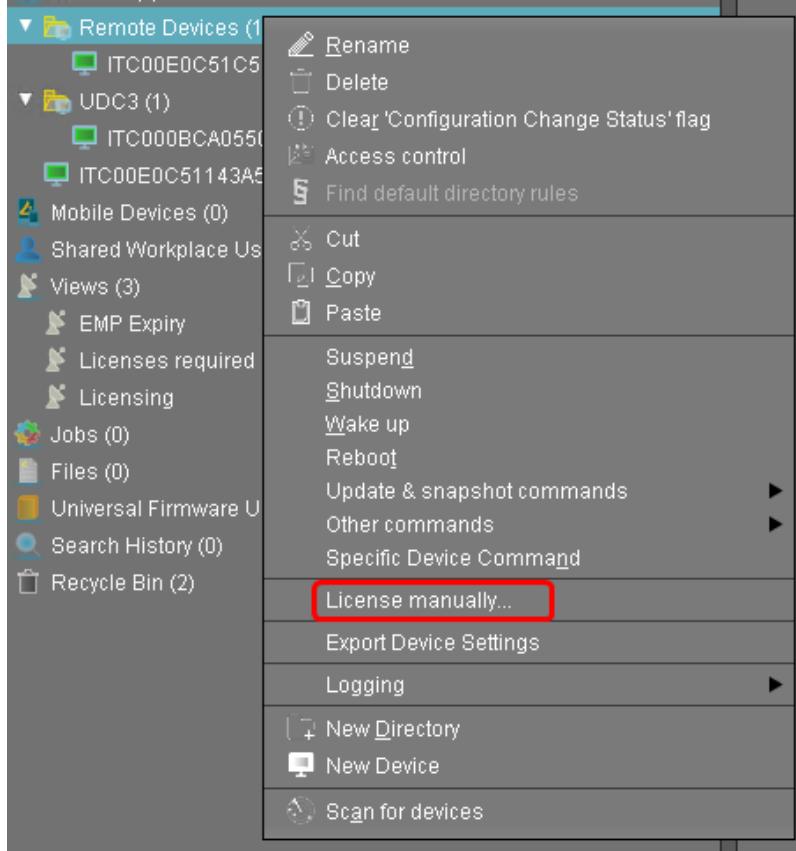
The following license types are supported:

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

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

To deploy a license to a directory:

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



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



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

Manual license assignment

Select ALD pack for manual assignment

Compatible packs for device selection:

Product	Pack	Used/Total	Subscription status
Universal Desktop Converter	0316-8206-a3bb-125d-8bc2	0/2	Validity period: 1 year(s)

Preview of licensable devices:

Name	Unit ID
ITC000BCA055018	000BCA055018

1 of 1 devices licensable with selected pack.

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

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

Manual license assignment

Licensable devices:

Selected pack: EMP-R9HXH (EMP)

Subscription status: Expiration date: Jan 24, 2020

License contingent: 0 used, 10 total

Compatible devices:

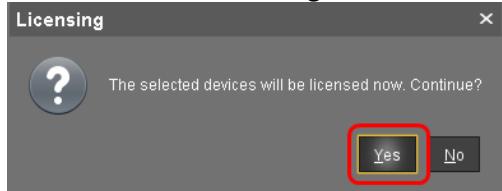
Selection	Name	UnitID	Expiry	Comment
<input checked="" type="checkbox"/>	ITC00E0C51C5087	00E0C51C5087		

Select all **Select none** **Invert selection**

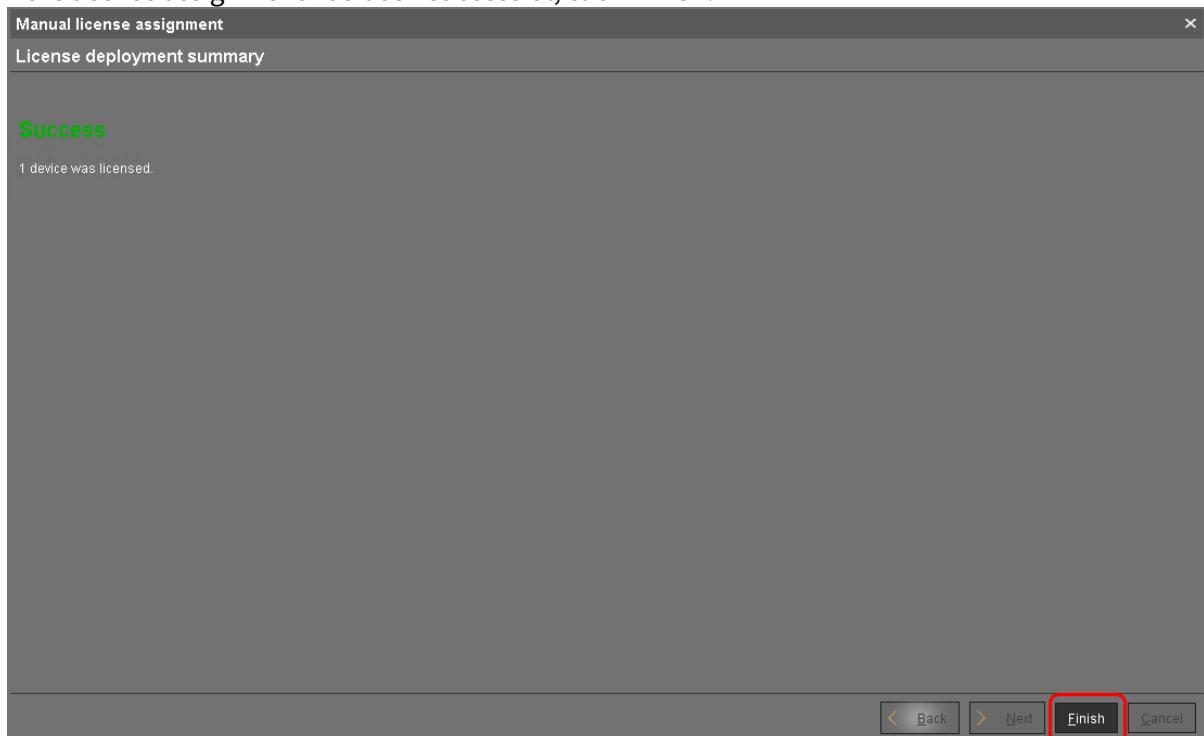
< Back **Next >** **Finish** **Cancel**



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



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



5.3.2 Set up Automatic License Deployment (ALD) with ALD Token

Overview

This method is appropriate if you have a medium or greater number of devices, and you are planning to add new devices/licenses regularly.

- ⓘ For fully automatic license deployment that does not require an ALD token, see [Setting up Automatic License Deployment \(ALD\)](#)(see page 134).
- ⓘ Demo licenses are not supported by Automatic License Deployment. To deploy a demo license, see [Activate Your IGEL OS](#)³⁷.

³⁷ <https://kb.igel.com/display/igelos1103/Activate+Your+IGEL+OS>



Prerequisites

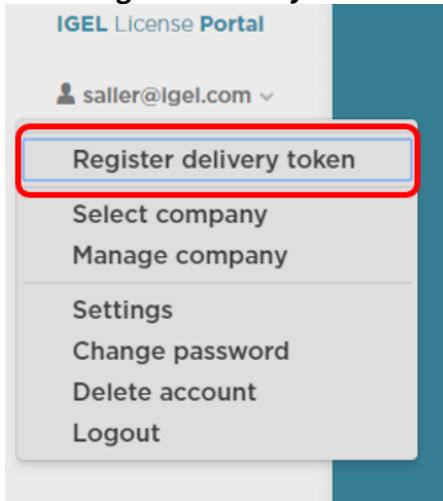
- UMS 6.01.100 or higher
- Network: For required ports, please refer to [UMS Communication Ports](#)³⁸.

Getting an ALD Token from the IGEL License Portal

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

1. Log in at the IGEL License Portal: <https://activation.igel.com>³⁹. If you have not registered yet, you must register first.
Your dashboard is shown.

2. Select **Register Delivery Token**.



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

Please enter your delivery token.

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

³⁸ <https://kb.igel.com/display/endpointmgmt509/IGEL+UMS+Communication+Ports>

³⁹ <https://activation.igel.com/>



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

Register delivery token

Please enter your delivery token.

send

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

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

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

Order Details						
Overview of order 9d454ef5-33e5-448f-8450-81b590588250						
Delivery token:		Description:				
DLV-WVDMZ		UD Pocket				
Status:	On:	Consumed	2018-09-21	By user:	saller@igel.com	
All types	Search packs	Filter by date				
Manage	Subscription Key	Status	Expiration date	Volume	Archived	Demo license
⊕	UDP-PKSEB	NEW	NO END DATE YET	0/1		

The management dialog opens.



6. Click **Generate ALD Token**.

The screenshot shows the 'UDP' section of the management interface. It includes fields for Subscription ID (UDP-PKSEB), Activation key (legacy) (0916-5fc0-d21f-44fe-7c80), and ALD Token (NOT SET). A prominent red box highlights the 'Generate ALD Token' button below the ALD Token field. Other buttons include 'Show hardware', 'Add hardware', 'Remove hardware', and 'Archive subscription pack'. At the bottom, status indicators show 'NEW', '0/1', and 'Duration: 1 Day(s)'.

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

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

The screenshot shows the same 'UDP' section after generating a token. The ALD Token field now contains 'e47e9f45-c408-4725-845d' and a red box highlights the copy icon (a clipboard with a plus sign) next to it. The other buttons and status indicators remain the same.

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

9. Continue with [Setting up a Connection to the License Server](#)(see page 165).



Setting up a Connection to the License Server

Using a direct connection

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

The screenshot shows the 'Deployment' section of the UMS Administration interface. It includes a checkbox for 'Enable automatic deployment' which is checked. Below it is a field labeled 'Used proxy server' which is currently empty. To the right of this field is a link 'Edit proxy configuration'. At the bottom of the section is a button 'Test connection'. Below this section, there is a green progress bar with the text 'Connection successfully tested. (http://172.30.249.150)'.

5. Continue with [Registering an ALD Token](#)(see page 165).

Using a proxy server

If you have already configured an appropriate proxy server:

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

The screenshot shows the 'Deployment' section of the UMS Administration interface. It includes a checkbox for 'Enable automatic deployment' which is checked. Below it is a field labeled 'Used proxy server' containing the value 'itga-squidguard'. To the right of this field is a link 'Edit proxy configuration'. At the bottom of the section is a button 'Test connection'. Below this section, there is a green progress bar with the text 'Connection successfully tested. (http://172.30.249.150)'.

5. Continue with [Registering an ALD Token](#)(see page 165).

Registering an ALD Token

1. Go to **UMS Administration > Licenses > Deployment**.
2. Click to add the ALD Token.
3. Enter your ALD Token and click **Register**.



A screenshot of the IGEL UMS Deployment interface. At the top, there's a section for "Deployment" with a checked checkbox for "Enable automatic deployment". Below it, a "Used proxy server" field contains "itga-squidguard" with a "Edit proxy configuration" link. A "Connection test" button shows a green success message: "Connection successfully tested. (http://172.30.249.150)". A "Test connection" button is also present. The main area displays "Registered packs (information lastly updated on Nov 29, 2019 10:25:12 AM)" with a table header row. Overlaid on this is a "Register Pack" dialog box. The dialog has fields for "Token" (containing "b9a70a67-5677-44af-af3c-02354d9784e8") and "User ID" (containing "PWT-JLCZW"). It includes "Register" and "Cancel" buttons, with the "Register" button highlighted by a red box. In the background, the table rows show columns for "Pack ID", "Product", "Used licenses", "Subscription status (expiration date/validity ...)", "Status", "Manual Dist...", "Automatic ...", and "Autom...". One row is visible with the token value in the "Used licenses" column.

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

4. Click to have a look at the license information.
The dialog **Details of Pack** shows the license information:



Details of Pack

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

Licensed hardware

Ok

- Start the deployment using the method that suits you best:
 - If the devices are not registered with the UMS yet, continue with [Enabling Automatic License Deployment for Unregistered Devices](#)(see page 178).
 - If the devices are already registered with the UMS yet, continue with [Starting Automatic License Deployment for Registered Devices](#)(see page 180).
 - If you want to deploy licenses to single devices manually, continue with [Starting License Assignment Manually](#)(see page 180).

Configuring the Distribution Conditions

Overview

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

The following distribution conditions are possible:



- [Distributing Licenses to All Devices](#)(see page 168)
- [Distributing Licenses to Devices in a Specified Directory](#)(see page 169)
- [Distributing Licenses to Devices in a Specified View](#)(see page 174)

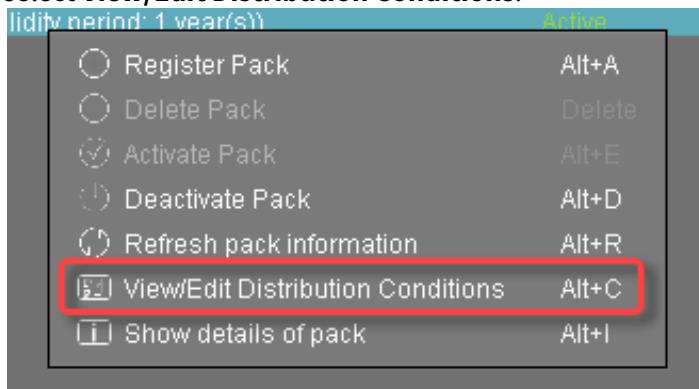
Distributing Licenses to All Devices

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

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

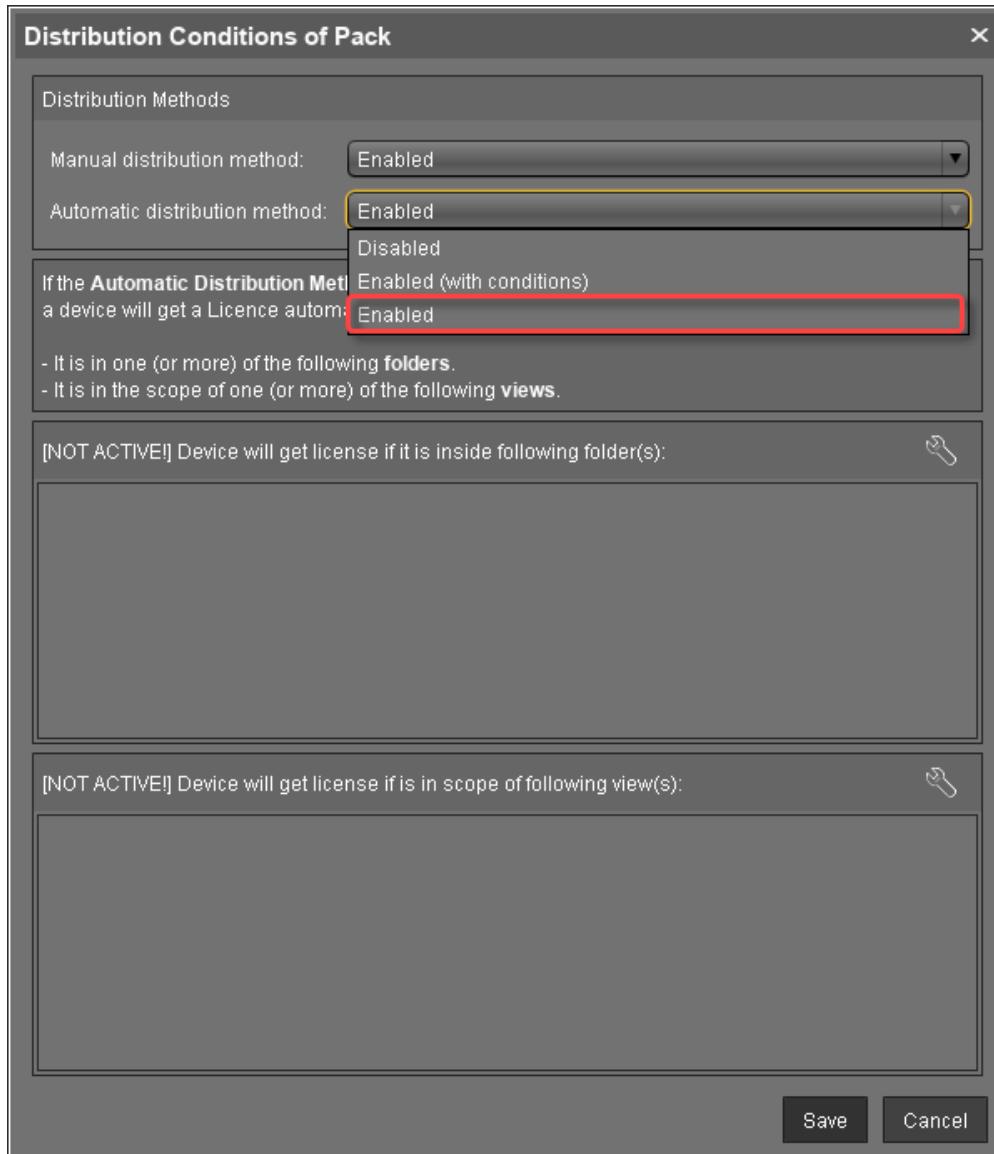
To distribute the licenses of a Product Pack to all devices:

1. In the area **Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.





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



3. Click **Save**.

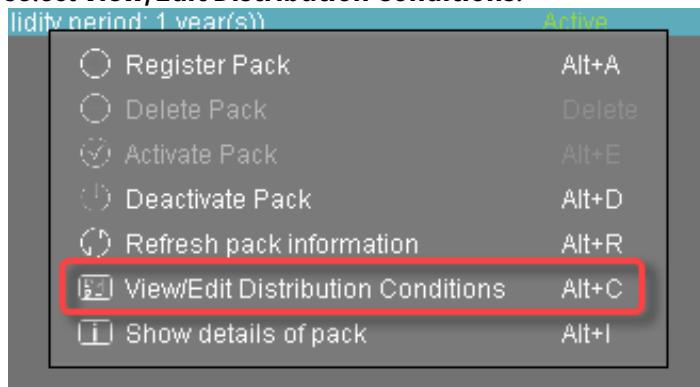
The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

Distributing Licenses to Devices in a Specified Directory

1. Create a directory and put the devices that require licenses in it.

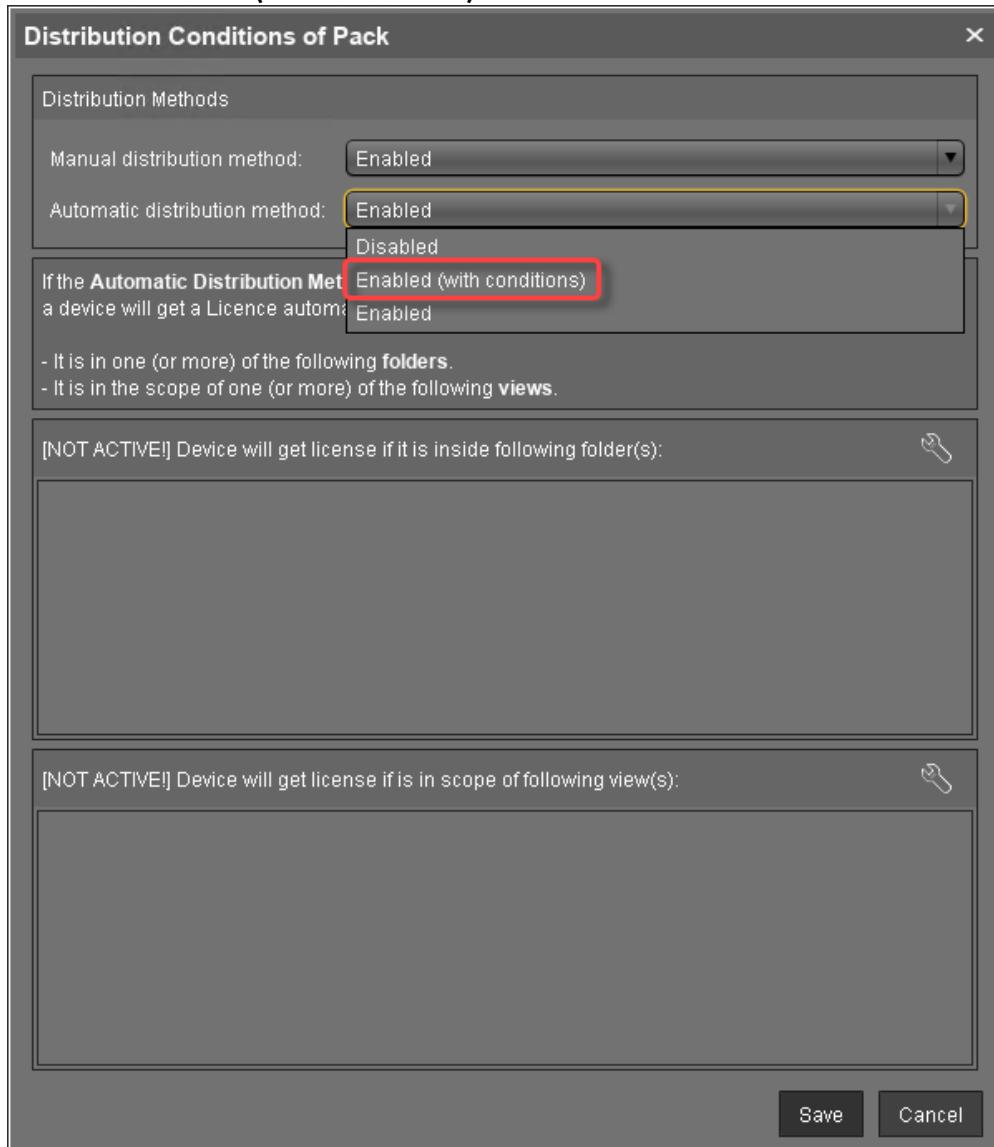


2. In the area **Registered tokens**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.





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



4. Click the symbol as shown below:



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

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

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

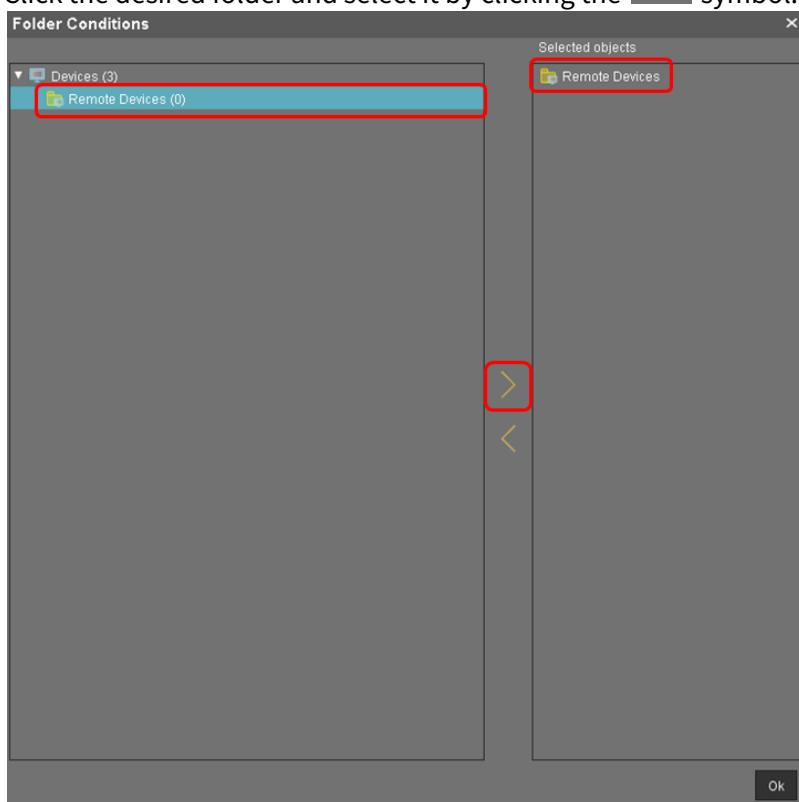
Device will get license if it is inside following folder(s):

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

Save **Cancel**



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

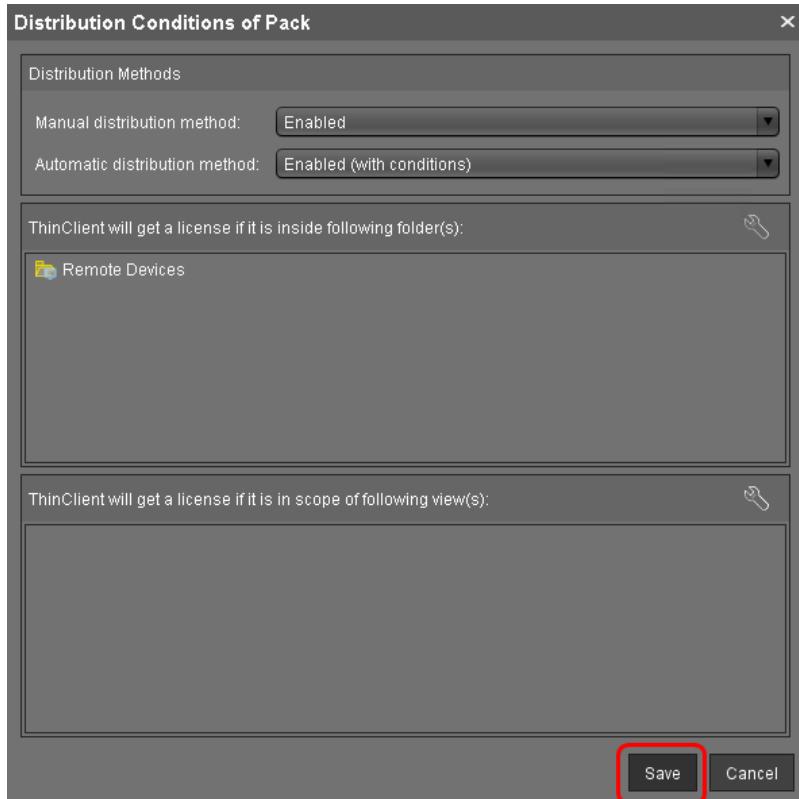


6. Click **Ok**.

The configured distribution condition is shown.



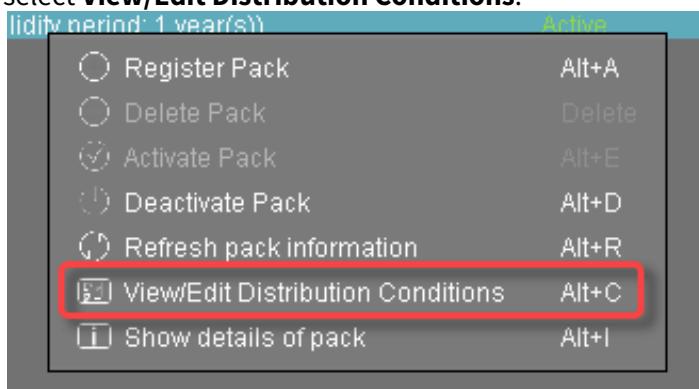
7. Click **Save.**



The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

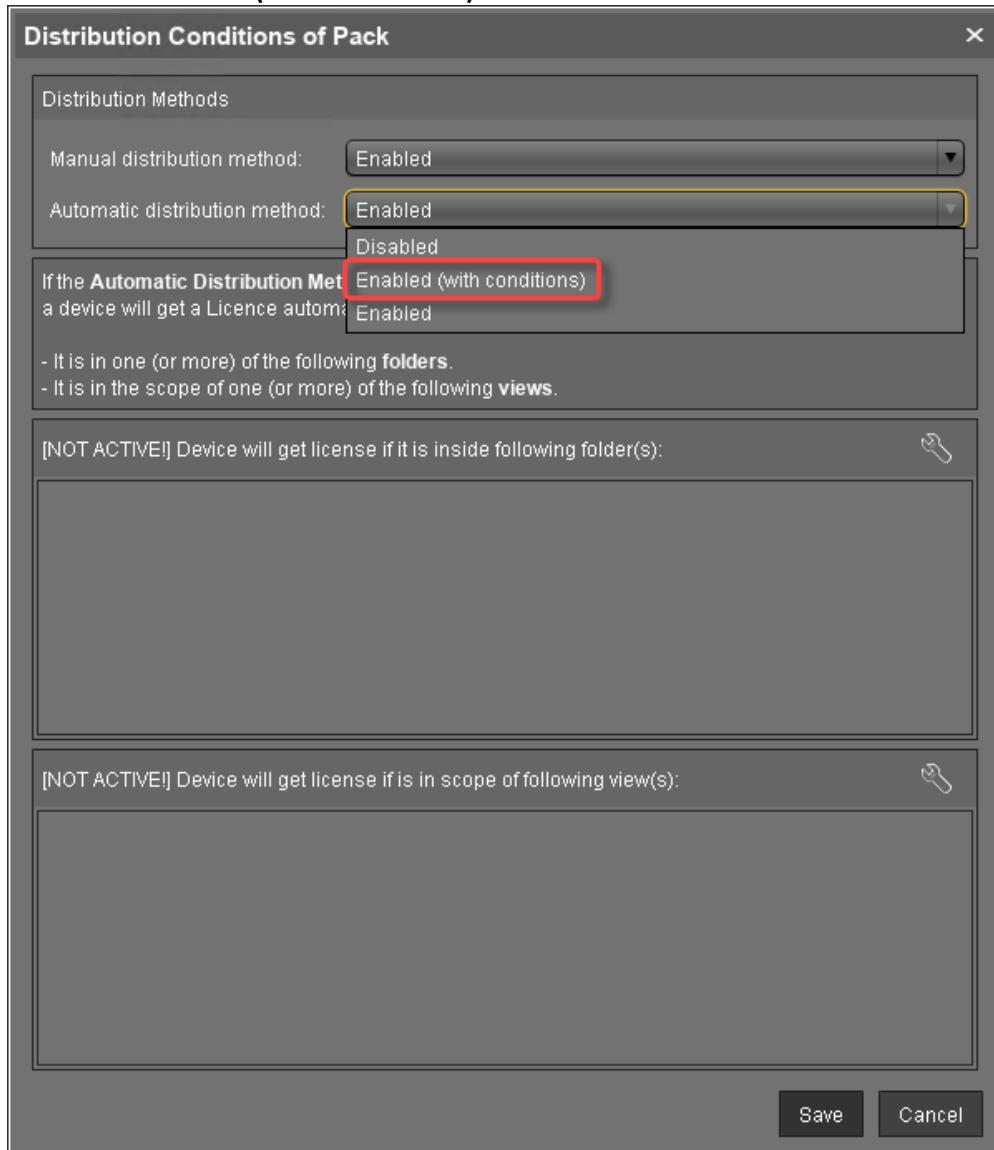
Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **Registered tokens**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.



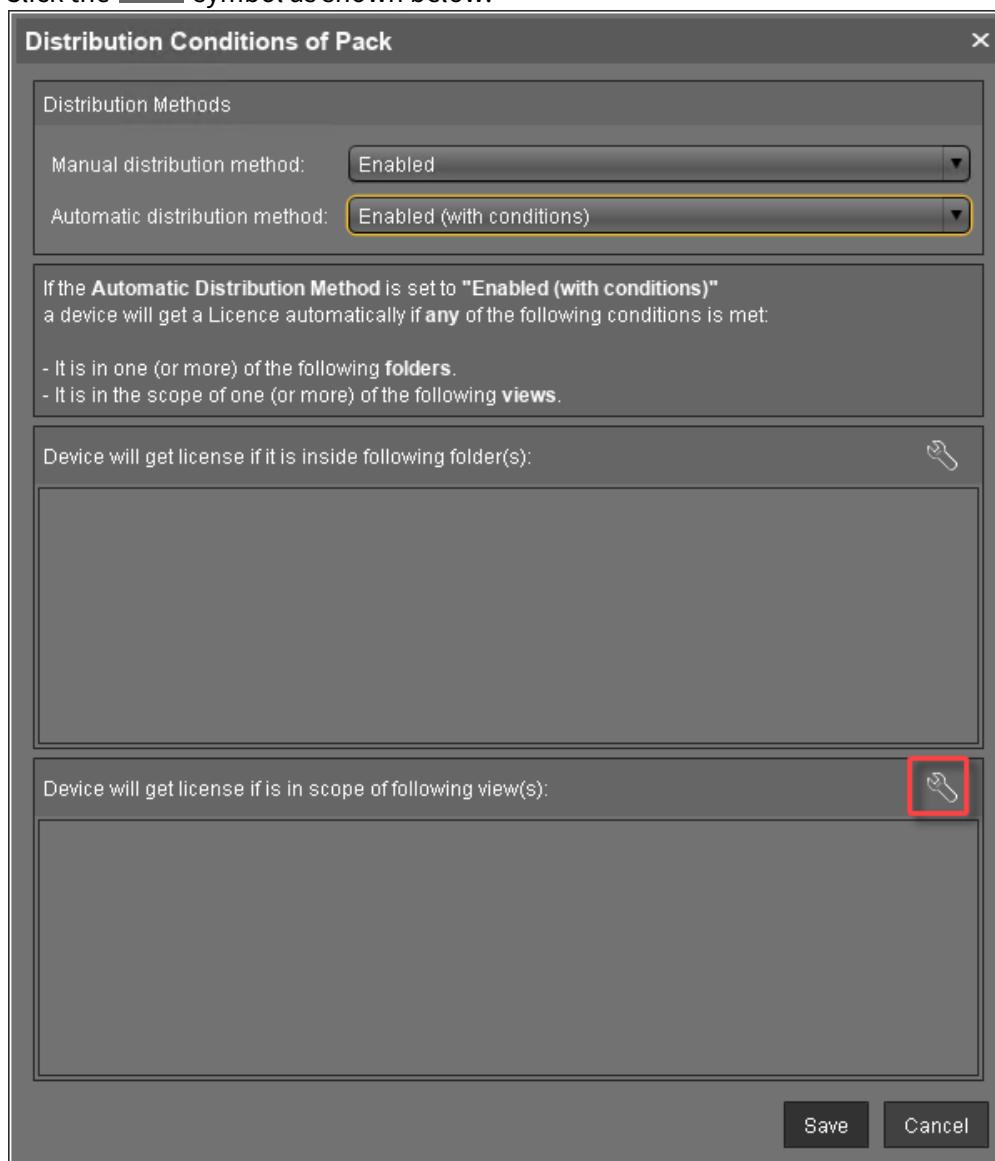


3. In the **Distribution Conditions of Pack** dialog, set the **Automatic distribution method** to **Enabled (with conditions)**.



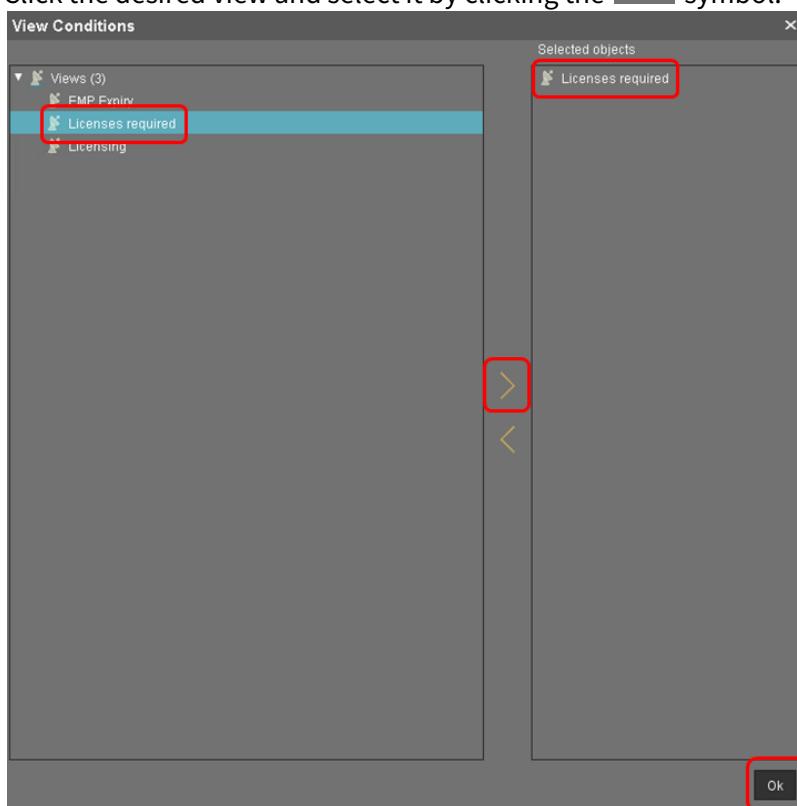


4. Click the symbol as shown below:





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



6. Click **Ok**.

The configured distribution condition is shown.



7. Click **Save**.

Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

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

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

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

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

Licenses required

Save **Cancel**

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#)(see page 157).

Enabling Automatic License Deployment for Unregistered Devices

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

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



For further information about profiles, see the manual chapters [Profiles⁴⁰](#) and [Creating Profiles⁴¹](#).

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

Found devices

81 Devices were found. Filter

Certificat...	Unit ID	MAC Address	Name	IP address	Product	Include
No	00E0C51A638A	00:E0:C5:1A:63:8A	ITC00E0C51A63...	172.30.91.132	LX UD6-LX 51acps	<input type="checkbox"/>
Yes	00E0C51B17D5	00:E0:C5:1B:17:D5	ITC00E0C51B17...	172.30.91.20	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51B8F0F	00:E0:C5:1B:8F:0F	ITGGEABTCLX40...	172.30.91.3	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BCE03	00:E0:C5:1B:CE:03	ITC00E0C51BCE...	172.30.91.74	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51BD29D	00:E0:C5:1B:D2:9D	ITC00E0C51C5A...	172.30.91.27	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51BD2C0	00:E0:C5:1B:D2:00	ITC00E0C51BD2...	172.30.91.9	LX UD7-LX 10ac	<input type="checkbox"/>
Yes	00E0C51BE05A	00:E0:C5:1B:E0:5A	ITGGEABTCLX40...	172.30.91.68	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BE164	00:E0:C5:1B:E1:64	ITC00E0C51BE1...	172.30.91.254	LX UD6-LX 51	<input type="checkbox"/>
Yes	00E0C51BE190	00:E0:C5:1B:E1:90	ITC00E0C51BE1...	172.30.91.17	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>
No	00E0C51C0282	00:E0:C5:1C:02:82	ITC00E0C51C02...	172.30.92.60	OS 3 UC2-LX acps	<input type="checkbox"/>
No	00E0C51C4CAC	00:E0:C5:1C:4C:CA	ITC00E0C51C4C...	172.30.91.81	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C4D6C	00:E0:C5:1C:4D:6C	MM_LUD710AC	172.30.91.28	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C4E89	00:E0:C5:1C:4E:89	ITC00E0C51C4E...	172.30.91.181	LX UD7-LX 10	<input type="checkbox"/>
No	00E0C51C5022	00:E0:C5:1C:50:22	ITC00E0C51C50...	172.30.91.240	LX UD7-LX 10ac	<input type="checkbox"/>
No	00E0C51C5087	00:E0:C5:1C:50:87	ITC00E0C51C50...	172.30.91.13	IGEL OS 11 UD7-LX 10	<input checked="" type="checkbox"/>
No	00E0C51C557F	00:E0:C5:1C:55:7F	ITC00E0C51C55...	172.30.91.7	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C572D	00:E0:C5:1C:57:2D	ITGGEABTCLX26...	172.30.91.108	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C5774	00:E0:C5:1C:57:74	ITC00E0C51C57...	172.30.91.170	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C5971	00:E0:C5:1C:59:71	ITC00E0C51C59...	172.30.91.34	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C5B0B	00:E0:C5:1C:5B:0B	ITC00E0C51C5B...	172.30.91.168	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C6732	00:E0:C5:1C:67:32	ITC00E0C51C67...	172.30.91.218	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C67D8	00:E0:C5:1C:67:D8	ITGGEABTCLX19...	172.30.91.180	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C687C	00:E0:C5:1C:68:7C	ITC00E0C51C68...	172.30.91.147	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C68EC	00:E0:C5:1C:68:EC	ITC00E0C51C68...	172.30.91.237	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C6934	00:E0:C5:1C:69:34	ITC00E0C51C69...	172.30.91.72	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
No	00E0C51C6B74	00:E0:C5:1C:6B:74	ITC00E0C51C6B...	172.30.91.97	IGEL OS 11 UD7-LX 10	<input type="checkbox"/>
Yes	00E0C51C9F05	00:E0:C5:1C:9F:05	ITC00E0C51C9F...	172.30.91.253	IGEL OS 11 UD6-LX 51	<input type="checkbox"/>

Buttons: Rescan, Invert Selection, Select New Ones, Export Unit ID list, Put in directory: /Devices/New devices/, Ok, Cancel.

9. Click **Ok**.

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

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

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

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

⁴⁰ <https://kb.igel.com/display/endpointmgmt/Profiles>

⁴¹ <https://kb.igel.com/display/endpointmgmt/Creating+Profiles>



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

Executed actions				
Time	Action	Used Pack ID	Number of affected devices	Result
Nov 29, 2019 12:53:14 PM	Deploy Enterprise Management P...	EMP-P2009	1	Successful
Sep 5, 2019 1:28:10 PM	Deploy workspace Edition Add-o...	PWT-JLC2W	1	Successful
Sep 3, 2019 2:31:36 PM	Deploy Workspace Edition Add-o...	TER-NUWLY	1	Successful

11. Proceed with [Checking if the Licenses Have Been Deployed Successfully](#)(see page 183). If the license deployment has been successful, you can remove the profile that deactivates **Setup > System > Remote management > Prompt user on UMS actions**.

Starting Automatic License Deployment for Registered Devices

1. If you want to ensure that the licensing process cannot be canceled by the user, create a profile in which **System > Remote management > Prompt user on UMS actions** is deactivated. For further information about profiles, see the manual chapters [Profiles](#)⁴² and [Creating Profiles](#)⁴³.

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

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

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

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

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

4. Proceed with [Checking if the Licenses Have Been Deployed Successfully](#)(see page 183).

Starting License Assignment Manually

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

⁴² <https://kb.igel.com/display/endpointmgmt604/Profiles>

⁴³ <https://kb.igel.com/display/endpointmgmt604/Creating+Profiles>

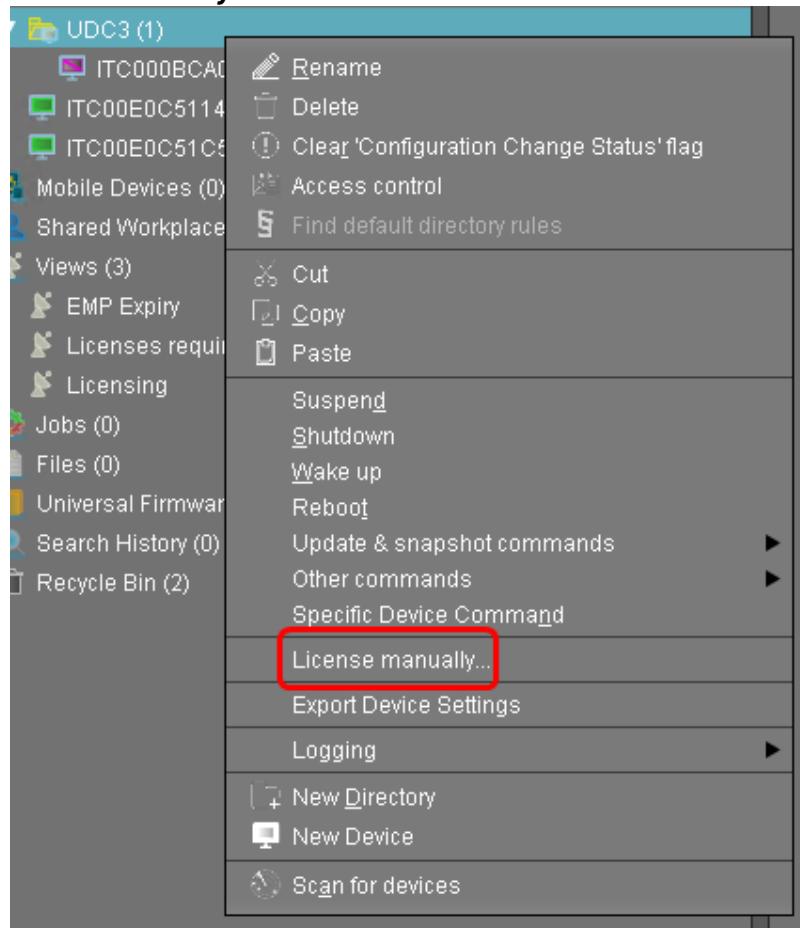


This method enables you to ensure that the licenses are assigned at a defined time.

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

To deploy a license to a directory:

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



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



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

Manual license assignment

Select ALD pack for manual assignment

Compatible packs for device selection:

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

Preview of licensable devices:

Name	Unit ID
ITC000BCA055018	000BCA055018

1 of 1 devices licensable with selected pack.

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

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

Manual license assignment

Licensable devices:

Selected pack: 90M-X9LPU (90M)

Subscription status: Validity period: 1 year(s)

License contingent: 0 used, 1 total

Compatible devices:

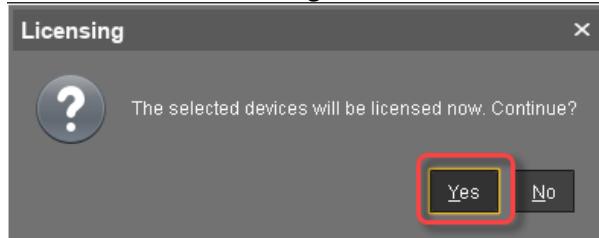
Selection	Name	Unit ID	Expiry	Comment
<input checked="" type="checkbox"/>	ITC000BCA055018	000BCA055018		

Select all **Select none** **Invert selection**

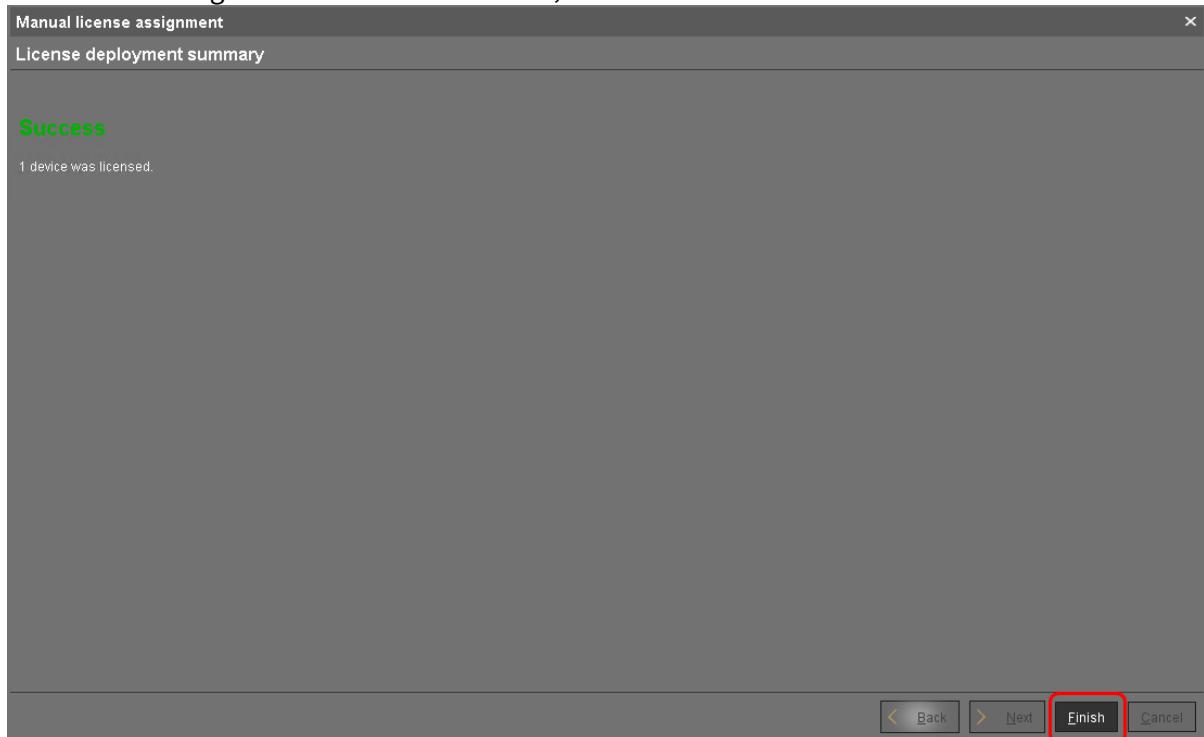
< Back **Next >** **Finish** **Cancel**



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



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



Checking if the Licenses Have Been Deployed Successfully

- ▶ Go to **Server - [...]** > **Devices** and check if all devices have the icon . This icon signifies that the device is online and has a license.
- ▶ To ensure that the licensing status is up-to-date, open the context menu on a device and select **Other commands** > **Refresh license information**.



The screenshot shows the IGEL UMS software interface. On the left is a tree view of devices and other system components. A context menu is open over a device named 'ITC00E0C51C50'. The menu includes options like 'Edit Configuration', 'Rename', 'Delete', and 'Other commands'. The 'Other commands' option is expanded, showing 'Send Message', 'Reset to Factory Defaults', 'Settings UMS->Device', 'Settings Device->UMS', 'Update desktop customization', 'File UMS->Device', 'Device File->UMS', 'Delete file from device', 'Download Flashplayer', 'Remove Flashplayer', 'Store UMS Certificate', 'Remove UMS Certificate', and 'Refresh license information'. The 'Refresh license information' option is highlighted with a red box. To the right of the menu, there is a panel titled 'Advanced System Information' displaying various system details.

Managing Product Packs

Getting the Current License Usage and Other Details

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



Deleting a Product Pack

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

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

Deactivating a Product Pack

License Activation as of April 1st, 2021

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

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

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

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

Activating a Product Pack

License Activation as of April 1st, 2021

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

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

You can activate a Product Pack that has been deactivated.

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

Extending or Upgrading Licenses

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

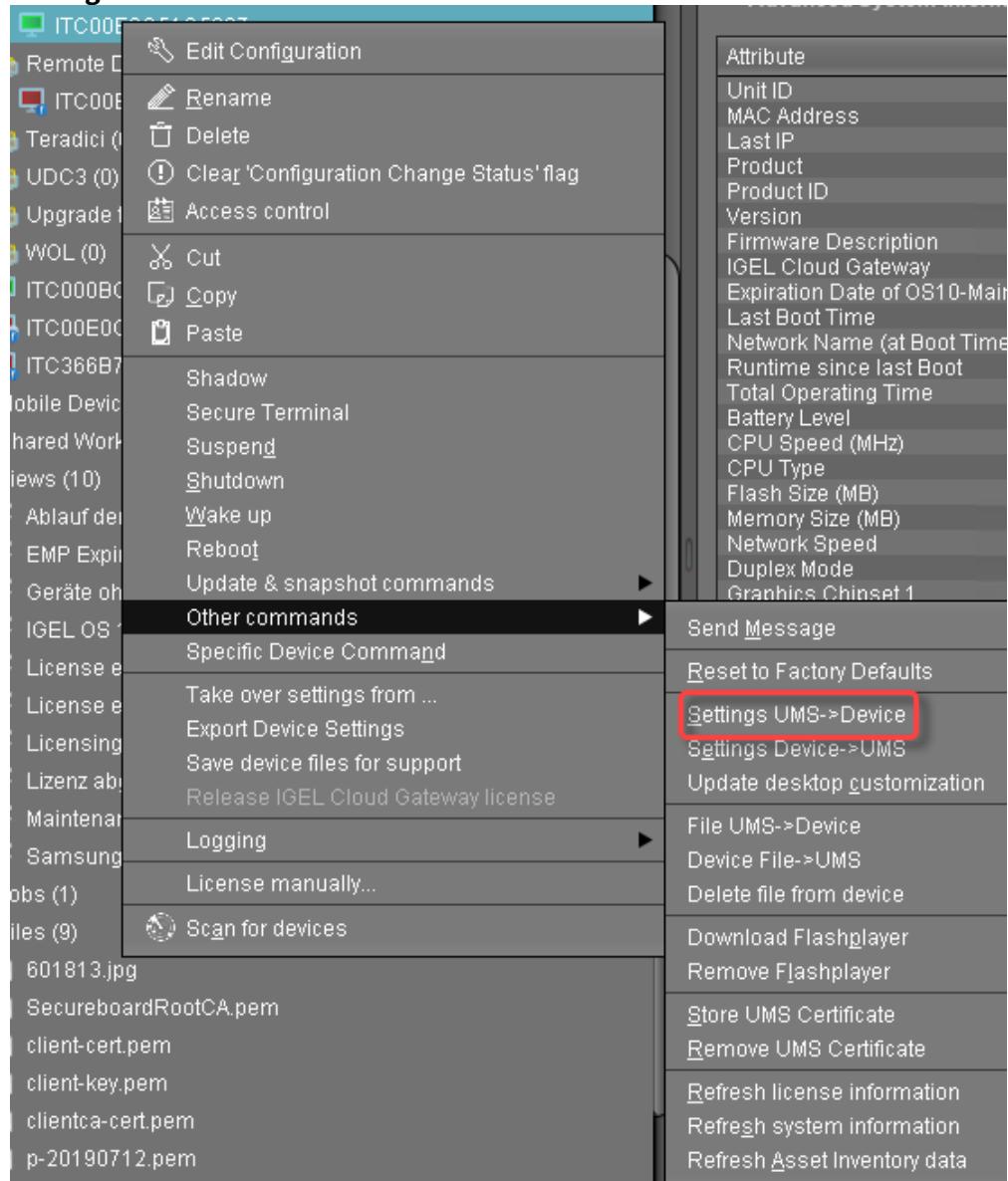
- ▶ Go to **UMS Administration > Licenses > Deployment** and click  in the **Registered packs** table. The UMS detects an extension or upgrade of a set of licenses as the Delivery Token associated with an ALD Token has changed. The UMS fetches the mass license from the licensing server. The UMS stores this license and adds a download link to the device settings of each device that has a license relating to the token in question.



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

To force immediate license deployment:

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



5.3.3 Manual License Deployment for IGEL OS

- [Getting a Demo License](#)(see page 187)



- [Creating a Unit ID List for IGEL OS\(see page 188\)](#)
- [Getting the License File from the IGEL License Portal\(see page 188\)](#)
- [Deploying the License on the Device\(see page 193\)](#)

Getting a Demo License

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

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

- Workspace Edition (WE); see [Workspace Edition\(see page 16\)](#)
- Enterprise Management Pack (EMP); see [Enterprise Management Pack\(see page 17\)](#)
- PCoIP client by Teradici (IGEL OS 11.01.110 or higher; see [PCoIP Session⁴⁴](#))

Requirements

- Network connection
- Device, e.g. a notebook, which has been converted by IGEL OS Creator (OSC) or is ready to boot from UD Pocket. For more information, see the [IGEL OS Creator Manual⁴⁵](#) or the [IGEL UD Pocket User Manual⁴⁶](#).
- Your device is not configured yet, and has not been registered with the UMS.

To get your evaluation license:

1. Start the device.
The Setup Assistant starts. For details about all configuration steps, see the manual chapter [Setup Assistant⁴⁷](#).

i If the IGEL Setup Assistant does not start, this means that your device has been configured or registered already. If this is the case, and you have a Delivery Token, continue with [Getting the License File from the IGEL License Portal\(see page 188\)](#).

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

i **Proxy configuration**

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

For a description of the possible proxy settings, see [Activate Your IGEL OS⁴⁸](#), section "Troubleshooting: Proxy Configuration".

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

⁴⁴ <https://kb.igel.com/display/igelos1101110/PCoIP+Session>

⁴⁵ <https://kb.igel.com/display/igelos1103/IGEL+OS+Creator+Reference+Manual>

⁴⁶ <https://kb.igel.com/display/igelos1103/IGEL+UD+Pocket+Reference+Manual>

⁴⁷ <https://kb.igel.com/display/igelos1101/Setup+Assistant>

⁴⁸ <https://kb.igel.com/display/igelos1101/Activate+Your+IGEL+OS>



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

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

5. Click **Next**.

6. Continue with the configuration.

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

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

Creating a Unit ID List for IGEL OS

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

When you have created the unit ID list, you can use it to get you license files from the IGEL License Portal; see [Getting the License File from the IGEL License Portal](#)(see page 188).

With UMS

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

1. In the UMS, go to **UMS Administration > Global Configuration > Licenses > Device's Licenses**.
2. Click **Export Unit ID list**.
3. In the **Export Unit ID list** wizard, select the filter that is appropriate for your purpose. If you need a more sophisticated selection, create an appropriate view, select **Export all Unit IDs from a view**, and then select the view you have created. For more information about views, see the [Views⁴⁹](#) section in the UMS manual.
4. Click **Next**.
A list of all devices that will be included in the list is shown.
5. Click **Export**.
6. Enter a file name and save the CSV file.

Without UMS

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

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

Getting the License File from the IGEL License Portal

- i** If your Product Pack has been purchased before September 3rd of 2021, you must redeem the Delivery Token first; see [Redeeming a Delivery Token \(Legacy\)](#)(see page 86).

⁴⁹ <https://kb.igel.com/display/endpointmgmt601/Views>



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

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

The Orders menu item is highlighted with a red box.

Orders

All Orders registered to IGEL Technology

Details	Order time	Delivery Token	Order ID	Description	Order Status	Quote Id
⊕	2021-06-25	00-000000	00-000000	Test	Consumed	
⊕	2021-07-05	00-000000	00-000000	test	Consumed	
⊕	2021-07-01	00-000000	00-000000	Test	Consumed	
⊕	2021-09-02	00-000000	00-000000	Test	Consumed	

The order details are shown.



2. Open the management dialog for your Product Pack.

Delivery Token: Order time: Description:
[SUN-0179] 2021-09-02 Test
Status: On: By user:
Consumed 2021-09-02 [admin@igel.com]
Order ID
[2021-09-02-0001]

#1 EMP
1-YEARS
> EXPLORE

#1 EMP
1-YEARS
▼ EXPLORE
 Archived Demo
X X
Product Status
EMP ACTIVATED
Volume Expiration Date
0/3 2022-09-08



3. Click **Add hardware**.

The screenshot shows a software interface for managing product packs. At the top left, it says "EMP". Below that is a tree view with a minus sign next to "Manage". Under "Manage" are several fields and buttons:

- Product Pack ID:** EMP- [text input field] [copy icon]
- Comment:** [text input field] [pencil icon]
- ALD Token:** NOT SET [copy icon]
- Generate ALD Token** [button]
- UMS Licensing IDs:** [button] Manage UMS Licensing IDs
- Delivery Token:** [button] Show Delivery Token
- Hardware:** [button] Show hardware
- Add hardware** [button] (This button is highlighted with a red rectangle.)
- Remove hardware** [button]
- Archive:** [button] Archive Product Pack
- Split:** [button] Split Product Pack
- Merge:** [button] Merge with other Product Pack(s)

At the bottom left, it says "ACTIVATED". To the right of that is a circular icon with a person and a "0/3". Below that is a clock icon and the text "Expiration date: 2022-09-08".

The dialog for adding hardware opens.

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

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

i For more information on how to create a unit ID list, see [Creating a Unit ID List for IGEL OS](#)(see page 188).

- Click to enter unit IDs manually



UDP-AAUOV - Add hardware

Upload

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

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (O/I)

+ X

Hardware Value	Hardware Type

OK Cancel

A screenshot of a software dialog titled 'UDP-AAUOV - Add hardware'. It has tabs for 'Upload' and 'Add hardware'. The 'Upload' tab shows a placeholder for a CSV file and a 'Drag & drop' button. The 'Add hardware' tab shows a search bar and a table with two columns: 'Hardware Value' and 'Hardware Type'. There are no entries in the table.

The newly added hardware is displayed.

5. Click **OK**.

UDP-AAUOV - Add hardware

Upload

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

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (I/O)

+ X

Hardware Value	Hardware Type
85641000D308482019	FLASHSERIAL

OK Cancel

A screenshot of the same 'Add hardware' dialog. The table now contains one row with the hardware value '85641000D308482019' and the hardware type 'FLASHSERIAL'. Both the table row and the 'OK' button are highlighted with a red rectangular box.

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



6. Click Download.

The screenshot shows the 'EMP' product pack details in the UMS. The 'Product Pack ID' is listed as 'EMP [REDACTED]'. Under the 'License file:' section, there is a 'Download' button which is highlighted with a red box. Other options in this section include 'Show Delivery Token' and 'Archive Product Pack'. The status at the bottom left is 'ACTIVATED'.

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

- i You need not exhaust your licenses in one step, you can generate them at any time as needed until they are exhausted. However, the maintenance subscription period starts with the first generated license.

Deploying the License on the Device

Deploying the License via the UMS

1. Go to **UMS Administration > Global Configuration > Licenses > Device's Licenses**.
2. Click to open the **Select License Files** window.
3. Click to open a file chooser and select a license file.
4. Click **Open** in the file chooser.



5. Click **OK** in the **Select License Files** window.

The new license will show up in the licenses list. After a few minutes, the UMS will deploy the license on the device with the appropriate unit ID. When the device has received the license, it will restart. After the restart, the device is fully functional.

Deploying the License without UMS

Using USB Memory Stick and the Rescue Shell (Physical Access Required)

You can deploy the license file locally from a USB memory stick. Choose this method when you cannot use the licensing tool (see [Using the Licensing Tool](#)(see page 195)).

1. Boot your device and press [Esc] during the boot sequence.
The IGEL boot menu is displayed.
2. Select **Verbose boot** and press the return key.
At the end of the boot process, you are prompted to press a key combination to enter the rescue shell.
3. Insert your USB storage device and press [Ctrl-Alt-F11].
4. Press the return key.
5. Enter the command `dmesg` to determine the device name of the USB memory stick. The relevant information should be in the last few lines.

Example output:

```
[...]
[391.214049] sd 6:0:0:0: [sdc] Write Protect is off
[391.214052] sd 6:0:0:0: [sdc] Mode Sense: 43 00 00 00
[391.216412] sd 6:0:0:0: [sdc] Write cache: disabled, read cache: enabled,
doesn't support DPO or FUA
[391.243732] sd 6:0:0:0: [sdc]: sdc1
[391.247429] sd 6:0:0:0: [sdc]: Attached SCSI removable disk
```

In this example, the device name is `sdc1`, and the device path is `/dev/sdc1`

6. Create a directory to which the USB memory stick will be mounted:
`mkdir /tmp/disklic`
7. Mount your USB memory stick to the directory:
`mount /dev/sdc1 /tmp/disklic`
8. Remount the directory that contains the license files as follows to make it writeable:
`mount -o remount,rw /license`
9. If your device has a license request file and old license files, you can remove these with the following commands:
`rm /license/fetch*`
`rm /license/dsa/licenses/*.lic`
10. Copy the new license file to the license directory:
`cp /tmp/disklic/[LICENSE FILE NAME].lic /license/dsa/licenses/`
11. Set the access rights of the license directory to its read-only default:
`mount -o remount,ro /license`
12. Reboot the device:
`reboot`

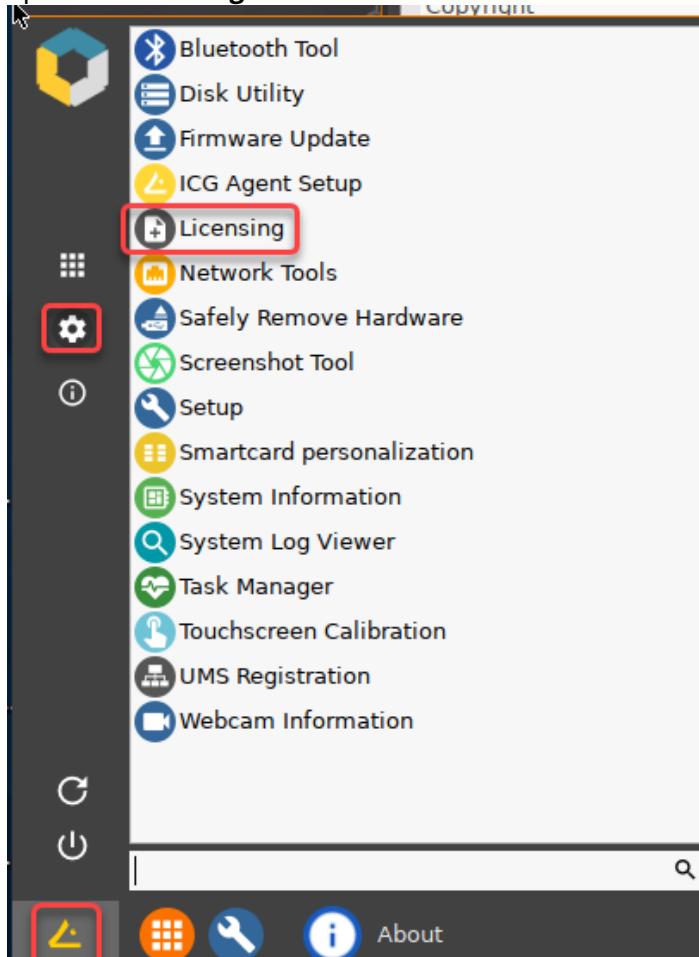
After the reboot, the license is in effect.



Using the Licensing Tool (Access via GUI Required)

With the licensing tool, you can fetch the licensing file via HTTPS download from a specific URL, via FTP, or from a USB memory stick.

1. Open the **Licensing** tool.



2. Follow the instructions under [Activate Your IGEL OS⁵⁰](https://kb.igel.com/activate), section "Manual License Deployment".

5.3.4 Manual License Deployment for IGEL OS without UMS

The method described here is a quick and easy way to deploy a license on a single device which has not yet been configured by the UMS. First, you get your license file from a Product Pack. Then, you use the device's Setup Assistant to deploy it on the device either via HTTP download, FTP, or from a USB memory stick.

⁵⁰ <https://kb.igel.com/activate>



Getting the License File from the IGEL Licensing Portal

- ⓘ If your Product Pack has been purchased before September 3rd of 2021, you must redeem the Delivery Token first; see [Redeeming a Delivery Token \(Legacy\)](#)(see page 86).

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

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

Orders

All Orders registered to IGEL Technology

Details	Order time	Delivery Token	Order ID	Description	Order Status	Quote Id
⊕	2021-06-25	000-00000000	000-00000000	Test	Consumed	
⊕	2021-07-05	000-00000000	000-00000000	test	Consumed	
⊕	2021-07-01	000-00000000	000-00000000	Test	Consumed	
⊕	2021-09-02	000-00000000	000-00000000	Test	Consumed	

The order details are shown.



2. Open the management dialog for your Product Pack.

Delivery Token: Order time: Description:
[SUN-01779] 2021-09-02 Test
Status: On: By user:
Consumed 2021-09-02 [admin@igel.com]
Order ID
[2021-09-02-0001]

#1 EMP
1-YEARS
> EXPLORE

#1 EMP
1-YEARS
▼ EXPLORE
 Archived Demo
X X
Product Status
EMP ACTIVATED
Volume Expiration Date
0/3 2022-09-08



3. Click **Add hardware**.

The screenshot shows a software interface for managing product packs. At the top left, it says "EMP". Below that is a tree view with a minus sign next to "Manage". Under "Manage" are several fields and buttons:

- Product Pack ID:** EMP- [text input field] [copy icon]
- Comment:** [text input field] [pencil icon]
- ALD Token:** NOT SET [copy icon]
- Generate ALD Token** [button]
- UMS Licensing IDs:** [button] Manage UMS Licensing IDs
- Delivery Token:** [button] Show Delivery Token
- Hardware:** [button] Show hardware
- Add hardware** [button] (This button is highlighted with a red rectangle.)
- Remove hardware** [button]
- Archive:** [button] Archive Product Pack
- Split:** [button] Split Product Pack
- Merge:** [button] Merge with other Product Pack(s)

At the bottom left, it says "ACTIVATED". To the right of that is a circular icon with a person symbol and "0/3". Below that is a clock icon and the text "Expiration date: 2022-09-08".

The dialog for adding hardware opens.

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

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

i For more information on how to create a unit ID list, see [Creating a Unit ID List for IGEL OS](#)(see page 188).

- Click to enter unit IDs manually



UDP-AAUOV - Add hardware

Upload

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

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (O/I)

+ X

Hardware Value	Hardware Type

OK Cancel

A screenshot of a software dialog titled 'UDP-AAUOV - Add hardware'. It has tabs for 'Upload' and 'Add hardware'. The 'Upload' tab shows a placeholder for a CSV file and a 'Drag & drop' button. The 'Add hardware' tab shows a search bar and a table with two columns: 'Hardware Value' and 'Hardware Type'. There are no entries in the table.

The newly added hardware is displayed.

5. Click **OK**.

UDP-AAUOV - Add hardware

Upload

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

Drag & drop

Add hardware

Select the hardware you want to add.

New hardware: (I/O)

+ X

Hardware Value	Hardware Type
85641000D308482019	FLASHSERIAL

OK Cancel

A screenshot of the same 'Add hardware' dialog. The table now contains one row with the hardware value '85641000D308482019' and the hardware type 'FLASHSERIAL'. Both the table row and the 'OK' button are highlighted with a red rectangular box.

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



6. Click Download.

The screenshot shows the 'EMP' product pack details in the IGEL Management Portal. The 'Product Pack ID' is listed as 'EMP [REDACTED]'. Under 'License file:', there is a 'Download' button which is highlighted with a red box. Other options like 'Show hardware', 'Add hardware', and 'Remove hardware' are also visible. At the bottom right, it shows '1/3' and 'Expiration date: 2022-09-08'.

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

Deploying the License on the Device

1. Go to the device, start it and step through the device's Setup Assistant.
2. At the step **Activate Your IGEL OS**, follow the instructions under [Activate Your IGEL OS⁵¹](#), section "Manual License Deployment".

5.4 Licensing UMA

Unified Management Agent (UMA) version 3.01 or higher is licensed by the Enterprise Management Pack. If you have a valid Enterprise Management Pack, you can operate as many UMA installations as you need.

⁵¹ <https://kb.igel.com/display/igelos1102/Activate+Your+IGEL+OS>



When the Enterprise Management Pack has expired, the local Setup of the UMA can still be used, but remote access by the UMS is disabled.

5.4.1 Using UMA with UMS

If you want to use UMA version 3.01 or higher with the Universal Management Suite (UMS), at least one IGEL OS 11 based device with a license from an Enterprise Management Pack must be present in the UMS network. The UMS version must be 6.01 or higher.

The IGEL OS 11 based device must be of one of the following types:

- IGEL device (UD)
- UD Pocket
- Device converted with OSC

When the IGEL OS 11 based device has registered with the Enterprise Management Pack in the UMS, the devices on which UMA is installed can be controlled by the UMS.

- i** For UMA licensing purpose, it is sufficient to register the IGEL OS 11 based device only once and then remove it from the network. When license renewal is due, the device must be registered again.



6 IGEL Software Licenses FAQs

- [How Can I Find Out Which Order My Product Pack Belongs To?\(see page 202\)](#)
- [The IGEL OS 11 Trade-Up\(see page 205\)](#)
- [Removing an IGEL License Completely\(see page 210\)](#)
- [How Can I Suppress Enterprise Management Pack Expiration Warnings?\(see page 230\)](#)
- [What Is a Subscription Key?\(see page 231\)](#)
- [What Is the Difference between a Subscription Key and a Product Pack ID?\(see page 231\)](#)
- [Which Product Packs Can I Split and How?\(see page 231\)](#)
- [My Licenses Have Expired - What Can I Do?\(see page 232\)](#)

6.1 How Can I Find Out Which Order My Product Pack Belongs To?

6.1.1 Overview

The history function of the IGEL License Portal allows you to:

- check which orders can be renewed at similar times
- find out which Product Packs have been ordered together



6.1.2 Instructions

1. Select the Product Pack in question by clicking **Manage**.

The screenshot shows the IGEL License Portal interface. At the top left is the portal logo and URL. A sidebar on the left lists navigation options: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware, Product Packs (which is highlighted with a red box), Archived packs, and IGEL Knowledge Base. The main content area is titled "Product Packs" and displays a list of registered product packs. Each item in the list includes a thumbnail, the product name, a manage button (with some having a red box around it), status (e.g., NEW, ACTIVATED), license count (e.g., 0/1), duration (e.g., 1 Year(s)), and a detailed view button.

Product Pack	Status	Licenses	Duration
UDC2UPGR	NEW	0/1	Duration: 1 Year(s)
AIT	NEW	0 (0/1)	Duration: 1 Year(s)
90M	NEW	0/1	Duration: 1 Year(s)
AIT	NEW	2 (0/1)	Duration: 2 Year(s)
UDC3 (Demo)	ACTIVATED	0/1	2019-05-30
UDP	ACTIVATED	0/1	2019-09-19
WE	ACTIVATED	0/1	2019-12-21
UDC3	ACTIVATED	0/1	2019-12-21



2. Click **Show Delivery Token**.

A screenshot of the IGEL software interface. At the top left, it says "90M" with a "Manage" button. Below that are fields for "Subscription ID" (with a copy icon), "Comment" (with a edit icon), and "ALD Token" (set to "NOT SET" with a copy icon). There's a "Generate ALD Token" button. Under "UMS Licensing IDs", there's a "Manage UMS Licensing IDs" button. The "Delivery Token" section has a "Show Delivery Token" button, which is highlighted with a red rectangular box. Other options under "Delivery Token" include "Show hardware", "Add hardware", and "Remove hardware". The "Hardware" section has a "Show hardware" button. The "Archive" section has an "Archive Product Pack" button. At the bottom, status indicators show "NEW", "0/1", and "Duration: 1 Year(s)".

Subscription ID:

Comment:

ALD Token: NOT SET

Generate ALD Token

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

Delivery Token: [Show Delivery Token](#)

Hardware: [Show hardware](#)

[Add hardware](#)

[Remove hardware](#)

Archive: [Archive Product Pack](#)

NEW 0/1 Duration: 1 Year(s)

3. Click the arrow icon in the **Order Details** column.

A screenshot of a table titled "Order Details". The columns are: "Order Details", "Delivery Token", "Order Type", "ILP CR ID", and "Consumed on". The first row shows the header. The second row contains data: an empty "Order Details" field (highlighted with a red box), a "Delivery Token" field (with a copy icon), "Initial order" for "Order Type", an empty "ILP CR ID" field, and "2019-07-15" for "Consumed on".

Order Details	Delivery Token	Order Type	ILP CR ID	Consumed on
		Initial order		2019-07-15



The details for the order are shown.

Order Details

Overview of order [REDACTED]

Delivery Token:	Order time:	Description:
[REDACTED]	2019-07-15	EULA: 90m only
Status:	On:	By user:
Consumed	2019-07-15	[REDACTED]
SAP order ID	[REDACTED]	
 #1 90M L-2 1-YEARS > [REDACTED]		

6.2 The IGEL OS 11 Trade-Up

- [What Is the IGEL Trade-Up Offer?\(see page 206\)](#)
- [Who Is This Targeted At?\(see page 206\)](#)
- [Will There Be a Separate Partcode for the Trade-Up?\(see page 206\)](#)
- [Can I Combine the Trade-Up with Other Promotions?\(see page 206\)](#)
- [What about Support for This Package?\(see page 206\)](#)
- [How Long Will This Program Go On For?\(see page 207\)](#)
- [Where Can I Find Out How Many Licenses I Have?\(see page 207\)](#)
- [Can I Buy More Than Three-Year Maintenance?\(see page 207\)](#)
- [Can I Buy This Trade-Up Package with IGEL Hardware Too?\(see page 207\)](#)
- [What Are the Benefits of OS 11?\(see page 207\)](#)
- [Can I Co-term These New Workspaces Licenses with My Other IGEL Licenses?\(see page 208\)](#)
- [Proof of Purchase?\(see page 208\)](#)
- [FAQ\(see page 208\)](#)
- [Do We Have to Buy MMCP If We Want to Move from UDC3/UDP to OS 11?\(see page 210\)](#)
- [Can We Trade Up on Compact, Winestra, Premium Models?\(see page 210\)](#)
- [What Should I Do Next?\(see page 210\)](#)
- [What about the Existing Promotions IGEL Has for Migrations?\(see page 210\)](#)



6.2.1 What Is the IGEL Trade-Up Offer?

An opportunity for customers to move to IGEL OS 11 at the lowest cost and easiest way. IGEL devices from spring 2016 onwards should (no guarantee) be able to move from their existing firmware version to the latest version of OS 11. IGEL devices older than this were based on 32-bit versions of our OS and are not capable of running OS 10 and 11 (64 bit).

We want to make this very simple (subject to technical testing). When you purchase maintenance for 3 years for OS11 you can move your existing IGEL OS 11-capable endpoints to our latest OS and receive updates and future access to our OS versions for 3 years. Older (2015) devices do not have the minimum specification required, so please check if the hardware you are using supports 64-bit and has at least 2 GB RAM and 4 GB storage.

In addition, we changed the rules of the existing OS 10 to OS 11 migration -- if you have OS 10 software with current IGEL maintenance you can migrate to OS 11 free of charge regardless of whether or not your devices already include the MMCP (Multi Media Codec Pack). If you have OS10 based hardware devices, they came with firmware updates, (you could move up through the OS10 OS releases)

Eligible Customers:

- a) An existing LX 4, LX 5, OS 10, 11 IGEL operating system AND
- b) The device is capable of running OS 11 AND
- c) The customer has tested that OS 11 works in their environment

The customer can “trade up” their existing licenses for the same number of licenses of OS 11 WHEN they buy into 3 years of IGEL maintenance at standard (Select support) pricing.

6.2.2 Who Is This Targeted At?

The target audience of the trade-up are existing IGEL end customers.

6.2.3 Will There Be a Separate Partcode for the Trade-Up?

Yes, there is.

6.2.4 Can I Combine the Trade-Up with Other Promotions?

Sorry but no. This is a great deal, and we will not be offering any additional discounts.

6.2.5 What about Support for This Package?

All the usual support packages that IGEL offers will be in place:

- Presales support to help them test and be ready to place a PO
- Select support
- Access to the IGEL Knowledge Base and email support



- Priority support - Priority Plus support
- If the customer wants deep help to establish which devices can be migrated, we recommend they engage with payable IGEL Advanced Services.

6.2.6 How Long Will This Program Go On For?

The tentative end date for the IGEL OS 11 trade-up is June 30, 2021.

6.2.7 Where Can I Find Out How Many Licenses I Have?

The best place to look is in your UMS database. IGEL can help you create a view to show you how many endpoints you have. In addition, IGEL needs evidence of purchase but in a less formal way than before; See [Proof of Purchase?](#) (see page 208) section.

6.2.8 Can I Buy More Than Three-Year Maintenance?

No. Currently, only maintenance of 3 years duration is available in the trade-up program. With a regular purchase, 1, 2, or 3 years of maintenance are available.

6.2.9 Can I Buy This Trade-Up Package with IGEL Hardware Too?

No. IGEL hardware cannot be included in this program. So you cannot buy a blank UD chassis and then Trade In your license from non 64-bit capable hardware. If you want to do an IGEL hardware refresh, then you need to buy the normal Workspace Edition license and hardware in the usual way.

6.2.10 What Are the Benefits of OS 11?

- a) License portability
- b) WFH Package access
- c) MMCP included
- d) New protocols such as WVD, latest version of Citrix Workspace App, Horizon 7 client, etc,
- e) Custom Partition is now in the Workspace Edition version
- f) Improved functionality in IGEL License Portal
- g) More embedded technologies, access latest version of clients, codecs, protocols, with all the latest integrations with our now 90+ technology partners
- h) Simplicity of all essential features packaged together in one perpetual Workspace Edition license (including HA and IMI REST API)
- i) Ability to add value-added UMS features ICG, AIT, and shared workplace together
- j) New 30-day OS 11 starter license to make it super-easy to get up-and-running immediately
- k) Any other ongoing new features and updates that you cannot get with anything but OS 11



6.2.11 Can I Co-term These New Workspaces Licenses with My Other IGEL Licenses?

Yes, you can. Since November 2020 co-termining is possible.

6.2.12 Proof of Purchase?

Good quality evidence -- we need a copy of the UMS view and copies of a PO. Why do we say "and" because often the customer has a discrepancy between the UMS and the number of licenses on their PO or POs they can find and we have 3rd party licenses in our operating systems that need a level of proof of purchase.

6.2.13 FAQ

Q: I have already asked for a quote from the previous program?

Answer: The old offers will be honored until May 29th (Friday) 2020

Product ID	Name	Valid From	Valid To	Status
BXY001000000000	Migrate IGEL OS10 to Workspace Edition until Dec. 31st 2020		5/29/20	Active
BXY002000000000	Migrate IGEL OS10 to Workspace Edition (OS11) until Dec. 31st 2021		5/29/20	Active
BXY003000000000	Migrate IGEL OS10 to Workspace Edition, buy 1st year Workspace Edition Maintenance and 2nd free		5/29/20	Active
BXY004000000000	IGEL Migration buy 2 years get 1 free		5/29/20	Active
BXY005000000000	IGEL Migration buy 3 years get 1 free		5/29/20	Active
BXY006000000000	IGEL Migration buy 4 years get 1 free		5/29/20	Active
BXY008000000000	Migration License to IGEL OS11 (incl. MMCP) plus 3 years maintenance	1/4/20		Active

Q: What happens if this new trade-up part code doesn't work on my old devices?

Concern: Submit an order for a large number of devices and then the new license doesn't work

Answer: This is why IGEL's sales team must be involved, and you must test it works in your environment and be happy before you place the order.

Q: Do I have to purchase this trade-up to migrate my software to IGEL OS 11?

Answer: Yes for customers with IGEL OS 10 hardware from 2017 and 2018 which included firmware updates for OS 10 (not the maintenance program we have now). But if you have IGEL OS 10 software with current IGEL maintenance you can migrate to IGEL OS 11 free of charge regardless of whether or not your devices already include the MMCP (Multi Media Codec Pack).

Q: Can you help me understand this trade-up for my old IGEL Linux 5 devices- some of the IGEL hardware can move to OS 11 and some cannot, I am confused.

Answer: Remember the following - LX 4 and LX5 are 32-bit based and OS 10 and OS 11 are 64-bit based: But in spring 2016 we upgraded our hardware and generally the devices from that time onwards are capable of running a 64-bit. Therefore the answer should be as follows to your possible questions:

Q: Will the new migration part code work on IGEL Linux v5 devices? Yes, it is possible if the device is from the newer hardware series from spring 2016 onwards; it should work but needs to be tested. If the device is from before this date it will probably not work.

Q: So the IGEL Linux v5 hardware would have to have a 64-bit processor and meet the requirements? Correct



but test test test – work with IGEL Presales in the same way as you would a new project.

Q: Do we have to move from IGEL Linux v5 to IGEL OS 10 first? No, you don't because this is a license trade-up, not a firmware migration. If you have the later IGEL Linux v5 models and chose the trade-up offer, you will be getting a new IGEL OS 11 license and then you can reflash the unit (like they do with a normal 3rd party hardware conversion).

Q: If the IGEL Linux v5 hardware cannot take the new OS 11 but I want to move to OS 11? Buy a new IGEL device or buy a 64-bit capable endpoint from somewhere else and buy IGEL Workspace Edition license OS 11 – at the normal price. But test test test it works first!

Q: Can we have a list of tested scenarios that IGEL approve for migrations?

Answer: As shown in the document, “Generally IGEL devices from spring 2016 onwards” should be okay, but test test test first. As a guide have a look at these articles from our Knowledge Base:

All IGEL devices which support OS 11:

[IGEL Devices Supported by IGEL OS 11⁵²](#)

Devices which were released with LX 5 and are able to go to OS 11:

UD2-LX 40

UD3-LX 50

UD5-LX 50

UD6-LX 51

UD9-LX 40

UD9-LX 41

Full list of which device supports which firmware:

[IGEL Devices and Supported Firmware⁵³](#)

We have also tested 3rd party devices with IGEL OS11:

[Third-Party Devices Supported by IGEL OS 11⁵⁴](#)

If the customer's device is not within this list, he can find the minimum requirements here:

[Installation Requirements⁵⁵](#)

⁵² <https://kb.igel.com/display/hardware/IGEL+Devices+Supported+by+IGEL+OS+11+1>

⁵³ <https://kb.igel.com/display/hardware/IGEL+Devices+and+Supported+Firmware>

⁵⁴ <https://kb.igel.com/display/hardware/Third-Party+Devices+Supported+by+IGEL+OS+11>

⁵⁵ <https://kb.igel.com/display/igelos1104/Installation+Requirements>



6.2.14 Do We Have to Buy MMCP If We Want to Move from UDC3/UDP to OS 11?

No, we removed the restriction that the MMCP is required so the License Portal check for MMCP will be removed.

6.2.15 Can We Trade Up on Compact, Winestra, Premium Models?

No, these devices are not capable of IGEL OS 11.

6.2.16 What Should I Do Next?

Test, Test, Test with OS 11 trial licenses.

Remember, a key benefit of OS 11 is that you can use Custom Partitions in the standard Workspace Edition. As part of the testing, you need to ensure that any Custom Partitions are tested or rebuilt for OS 11 compatibility.

6.2.17 What about the Existing Promotions IGEL Has for Migrations?

We will be honoring existing quotes to Friday 29th May 2020. After that they need to be updated with the new single part code.

Product ID	Name	Valid From	Valid To	Status	Created On
BXY001000000000	Migrate IGEL OS10 to Workspace Edition until Dec. 31st 2020	5/29/20		Active	5/13/19 6:53
BXY002000000000	Migrate IGEL OS10 to Workspace Edition (OS11) until Dec. 31st 2021	5/29/20		Active	5/13/19 6:57
BXY003000000000	Migrate IGEL OS10 to Workspace Edition, buy 1st year Workspace Edition Maintenance and 2nd free	5/29/20		Active	5/13/19 7:02
BXY004000000000	IGEL Migration buy 2 years get 1 free	5/29/20		Active	10/22/19 5:18
BXY005000000000	IGEL Migration buy 3 years get 1 free	5/29/20		Active	10/22/19 5:22
BXY006000000000	IGEL Migration buy 4 years get 1 free	5/29/20		Active	10/22/19 5:25
BXY008000000000	Migration License to IGEL OS11 (incl. MMCP) plus 3 years maintenance	1/4/20		Active	4/1/20 20:32

6.3 Removing an IGEL License Completely

6.3.1 Issue

You want to get rid of license expiration messages, or you have other reasons for removing unneeded license files from a device.

6.3.2 Background

Removing a license from the IGEL License Portal (ILP) and from the UMS does not remove it from the device. In this guide, you will learn how to remove the license from the IGEL License Portal, sync that to the UMS, and then remove the license from the IGEL device.



Environment

- IGEL OS 11.01.100 or higher
- UMS 6.01 or higher

Solution

The procedure varies, dependent on whether the licenses have been deployed via Automatic License Deployment (ALD) or manually. Make sure to select the instructions that are appropriate for your case.

Removing the License from the IGEL License Portal (License Has Been Deployed via Automatic License Deployment)

The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP).

1. Identify the unit ID of the device you wish to remove from the Product Pack.

To copy the unit ID from the UMS Console to the clipboard, go to **Devices > [device name] > Advanced System Information**, select the value of **Unit ID**, and press [Ctrl] + [C].

2. Log in to <https://activation.igel.com>.
3. Click **Search hardware** in the left navigation bar, enter the unit ID, and click **Search**.

A screenshot of the IGEL License Portal's search interface. On the left, there is a navigation bar with links: Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base. Below the navigation bar is a search form with a text input field containing "OOEOC" and a blue "Search" button. A red box highlights the search input field. Below the search form is a placeholder text: "Enter a unit ID or a UMS Cluster ID and click \"Search\"."

Home
Orders
Co-Term/Renewal
UMS Licensing ID
Search hardware
Product Packs
Archived packs
IGEL Knowledge Base

OOEOC **Search**

Enter a unit ID or a UMS Cluster ID and click "Search".

A list of Product Packs the device is associated with is shown.



4. Click the arrow icon of the license pack you want to remove the device from.

Hardware 00EOC5IC5087 found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER [REDACTED]	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-[REDACTED]	ACTIVATED	2022-07-02	1/1	
	90M		90M-[REDACTED]	ACTIVATED	2022-07-02	1/1	

5. In the **Manage** dialog, click the **Remove hardware** button.

TER
 TER-MSJPD
 TER-MSJPD

Manage

Subscription ID:

Subscription Key:

Comment:

ALD Token:

Generate ALD Token

UMS Licensing IDs:
Manage UMS Licensing IDs

Delivery Token:
Show Delivery Token

License file:
Download

Hardware:
Show hardware

Remove hardware

Archive:
Archive Product Pack

Merge:
Merge with other Product Pack(s)

ACTIVATED
 1/1

Expiration date: 2022-07-02

Licenses & More

212 / 247



- Check the box next to the unit ID of the device, confirm that you have read the Terms & Conditions, and click **OK**.

Remove hardware

Select the hardware you want to remove.

Search hardware		
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:EC:...:00:00:00	UD, OSC

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

- Continue with [Removing the Device License from the UMS](#)(see page 218).

Removing the License from the IGEL License Portal (License Has Been Deployed Manually)

The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP). If the license has been deployed manually, the license file must then be downloaded and registered with the UMS again.

- Identify the unit ID of the device you wish to remove from the Product Pack.

To copy the unit ID from the UMS Console to the clipboard, go to **Devices > [device name] > Advanced System Information**, select the value of **Unit ID**, and press **[Ctrl] + [C]**.

- In your browser, navigate to <https://activation.igel.com> and log in with your account.
- Click **Search hardware** in the left navigation bar, enter the unit ID, and click **Search**.

A screenshot of the IGEL Software Licenses interface. On the left, a sidebar menu includes options like Home, Orders, Co-Term/Renewal, UMS Licensing ID, Search hardware (which is highlighted with a red box), Product Packs, Archived packs, and IGEL Knowledge Base. Below the sidebar is a search bar with the text "OOEOC" and a "Search" button. A placeholder text "Enter a unit ID or a UMS Cluster ID and click \"Search\"." is visible below the search bar.

Home
Orders
Co-Term/Renewal
UMS Licensing ID
Search hardware
Product Packs
Archived packs
IGEL Knowledge Base

OOEOC **Search**

Enter a unit ID or a UMS Cluster ID and click "Search".

A list of Product Packs the device is associated with is shown.

4. Click the arrow icon of the license pack you want to remove the device from.

Hardware OOE0C51C5087 found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER [REDACTED]	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-[REDACTED]	ACTIVATED	2022-07-02	1/1	
	90M		90M-[REDACTED]	ACTIVATED	2022-07-02	1/1	



5. In the **Manage** dialog, click the **Remove hardware** button.

The screenshot shows the 'Manage' dialog for a product pack. The 'Hardware' section is expanded, revealing the 'Remove hardware' button, which is highlighted with a red rectangular border. Other visible buttons include 'Generate ALD Token', 'Manage UMS Licensing IDs', 'Show Delivery Token', 'Download', 'Show hardware', 'Archive Product Pack', 'Merge with other Product Pack(s)', and 'Expiration date: 2022-07-02'. The status bar at the bottom indicates '1/1'.

Subscription ID:	TER [button]
Subscription Key:	TER-[button]
Comment:	[button]
ALD Token:	NOT SET [button]
Generate ALD Token	
UMS Licensing IDs:	Manage UMS Licensing IDs
Delivery Token:	Show Delivery Token
License file:	Download
Hardware:	Show hardware
Remove hardware	
Archive:	Archive Product Pack
Merge:	Merge with other Product Pack(s)
ACTIVATED	1/1 Expiration date: 2022-07-02

6. Check the box next to the unit ID of the device, confirm that you have read the Terms & Conditions, and click **OK**.



Remove hardware

Select the hardware you want to remove.

Search hardware		
Select hardware	Unit ID	Product
<input checked="" type="checkbox"/>	00:EC:xxxxxx	UD, OSC

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

7. If the Product Pack has zero activated licenses after you have removed the hardware, you must add another hardware now. Otherwise, you would not be able to download the license file.



8. Download the license file and store it on a drive that can be reached by the UMS Server.

The screenshot shows the UMS Device Management interface for a device named 'TER-XXXXXX'. The 'License file' section is highlighted with a red box around the 'Download' button. Other visible fields include 'Subscription ID', 'Subscription Key', 'Comment', 'ALD Token' (NOT SET), 'UMS Licensing IDs', 'Delivery Token', and 'Hardware' sections.

TER-XXXXXX

Subscription ID: TER-XXXXXX

Subscription Key: TER-XXXXXX

Comment:

ALD Token: NOT SET

Generate ALD Token

UMS Licensing IDs: Manage UMS Licensing IDs

Delivery Token: Show Delivery Token

License file: **Download**

Hardware: Show hardware

Remove hardware

Archive: Archive Product Pack

Merge: Merge with other Product Pack(s)

ACTIVATED 1/1

Expiration date: 2022-07-02

9. Continue with [Removing the Device License from the UMS](#)(see page 218).



Removing the Device License from the UMS

1. In the UMS Console, open **UMS Administration** and go to **Global Configuration > Licenses > Device Licenses**.

The screenshot shows the UMS Administration interface with the following navigation tree:

- Server - [REDACTED]
- UMS Administration
 - Today
 - Last 7 days
 - Last 30 days
 - Global Configuration
 - Licenses
 - UMS Licensing ID
 - UMS Licenses
 - Device Licenses** (highlighted with a red box)
 - Deployment
 - UDC2 Deployment
 - Certificate Management
 - Device Communication

2. Click the **Select filter** button, enter the unit ID of the device, and click **Ok** to locate the device you want to remove.

IGEL Licenses (22)

Order Number	Category	Pack ID	Expiration Date
69	Add-on	TER-111111	Jul 2, 2022
69	Maintenance	WE-111111	Jul 1, 2022
69	Add-on	PWT-111111	Jul 2, 2022
69	Add-on	90M-111111	Jul 2, 2022
69	Subscription	EMP-111111	Jun 11, 2022
69	Subscription	EMP-111111	Mar 11, 2022
69	Subscription	EMP-111111	Mar 11, 2022
69	Maintenance	WE-111111	Sep 24, 2021
69	Maintenance	IZUP-111111	Feb 18, 2021
11	Maintenance	UDP-111111	Sep 6, 2020



You can also use the button to navigate to the device if you like.



Select filter

Category	All
Order Number	
Pack ID	
Expiration Date	<input checked="" type="radio"/> All <input type="radio"/> Date range from _____ to _____ <input type="radio"/> Date _____ <input type="radio"/> Endless
Unit ID	_____ <input type="button" value="..."/>
<input type="button" value="Ok"/> <input type="button" value="Cancel"/>	

3. Select the license you wish to release and then click the minus button in the top right.

IGEL Licenses (22)

Matching licenses (6)				
Order Number	Category	Pack ID	Expiration Date	
Add-on		90M-I	Jul 2, 2022	<input type="button" value="-"/>
Subscription		EMP-	Jun 11, 2022	<input type="button" value="-"/>
Add-on		PVT-	Jul 2, 2022	<input type="button" value="-"/>
Add-on	TER-		Jul 2, 2022	<input type="button" value="-"/>
Maintenance		WE-J	Jul 11, 2022	<input type="button" value="-"/>
Maintenance		WE-V	Sep 24, 2021	<input type="button" value="-"/>

4. Make sure that no Product Pack has Automatic License Deployment (ALD) enabled without conditions. Otherwise, the device may get re-licensed. For details, see [Configuring the Distribution Conditions](#)(see page 144).

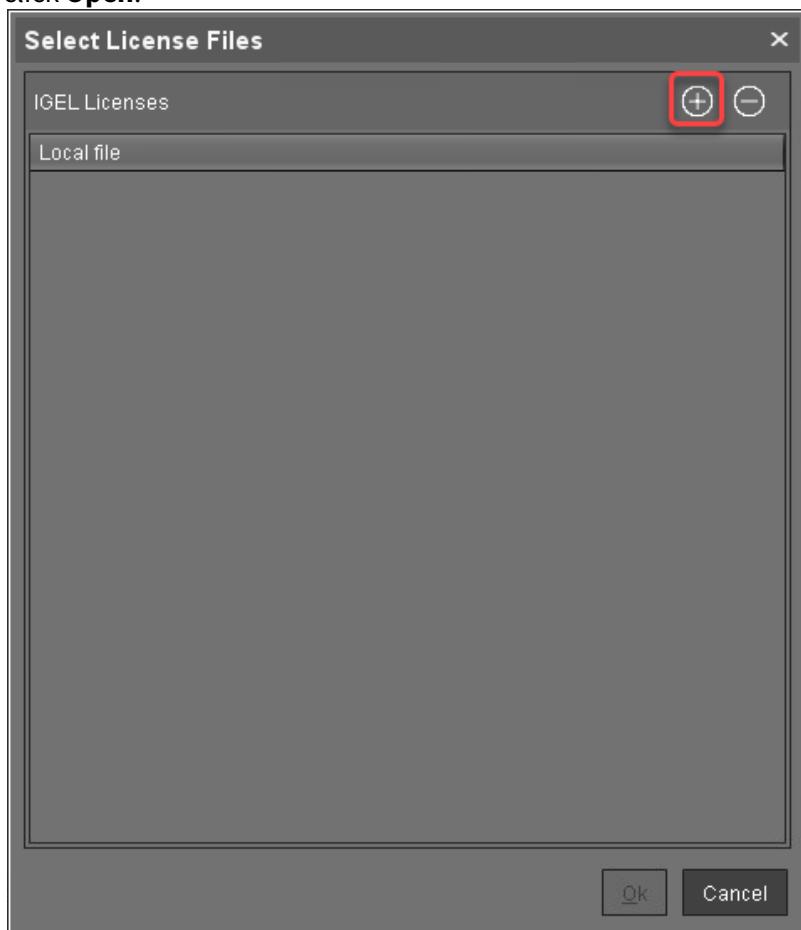
5. Click to add the updated license file.

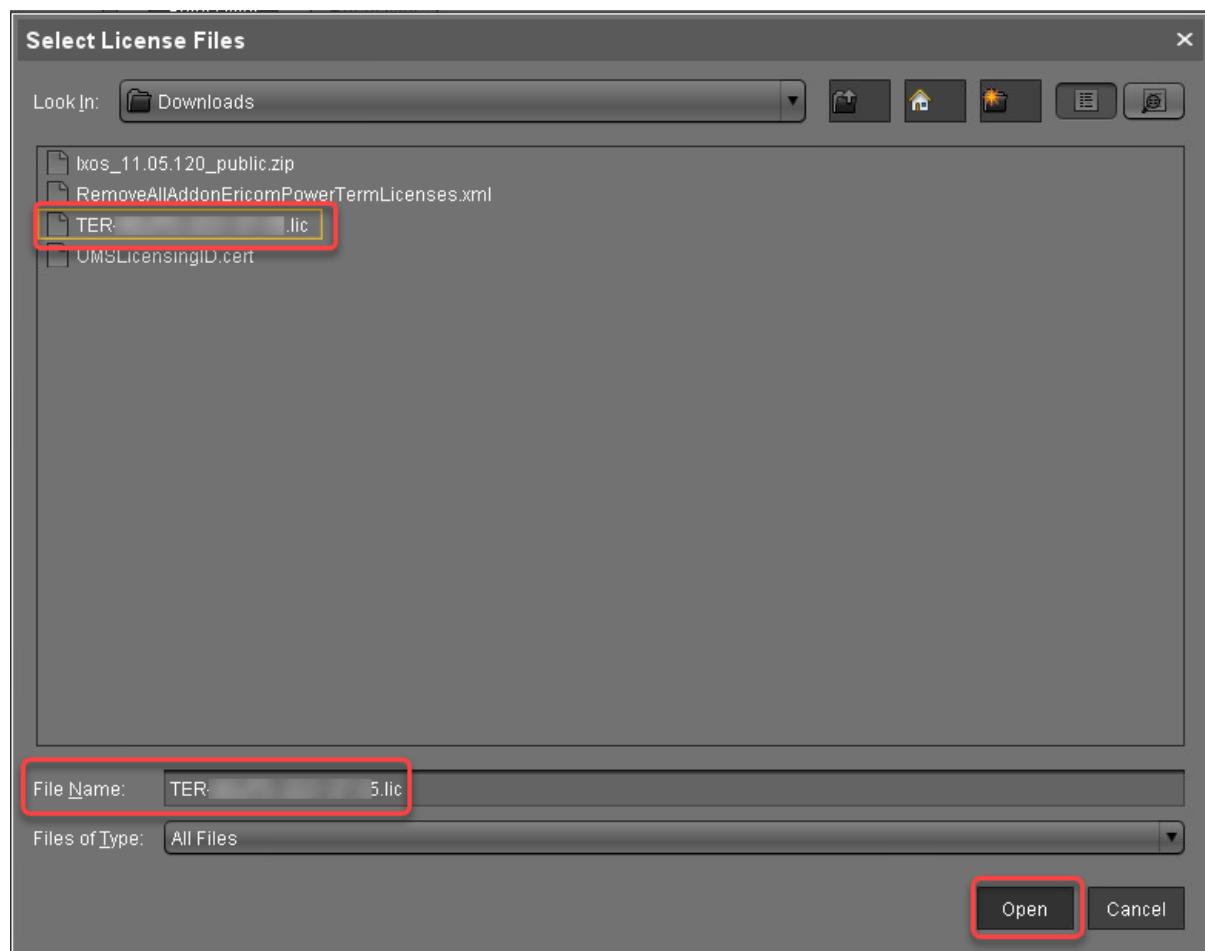
IGEL Licenses (24)

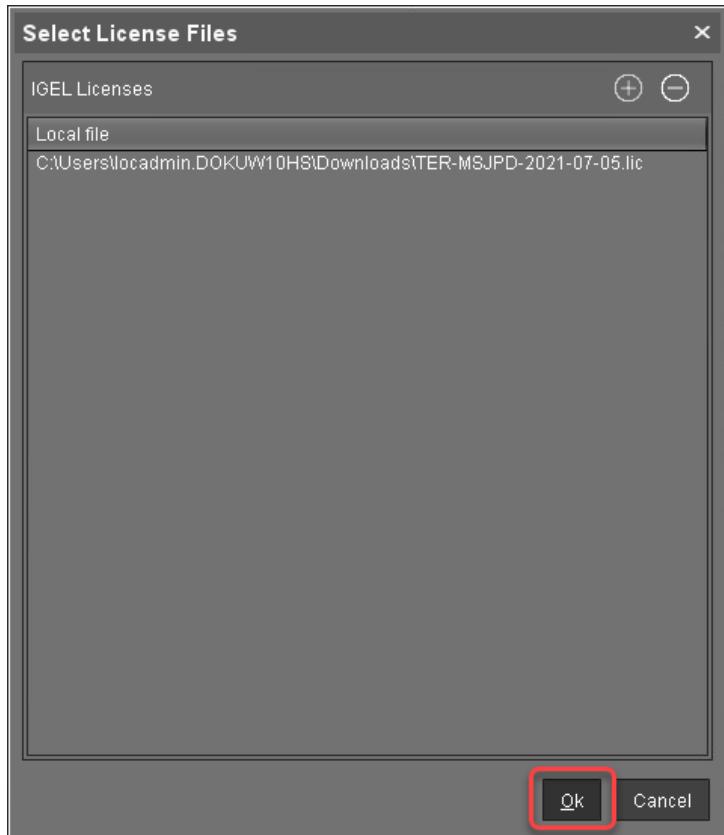
Matching licenses (6)				
Order Number	Category	Pack ID	Expiration Date	
Maintenance			Jul 1, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Add-on			Jul 2, 2022	<input type="button" value="+"/>
Subscription			Jul 2, 2022	<input type="button" value="+"/>
Subscription			Mar 11, 2022	<input type="button" value="+"/>
Subscription			Mar 11, 2022	<input type="button" value="+"/>
Maintenance			Sep 24, 2021	<input type="button" value="+"/>
Maintenance			Feb 18, 2021	<input type="button" value="+"/>
Maintenance			Sep 6, 2020	<input type="button" value="+"/>
Maintenance			Feb 15, 2020	<input type="button" value="+"/>
Add-on			Dec 19, 2020	<input type="button" value="+"/>
Add-on			Sep 3, 2020	<input type="button" value="+"/>
Subscription			Jun 7, 2020	<input type="button" value="+"/>
Maintenance			Feb 7, 2020	<input type="button" value="+"/>
Maintenance			May 21, 2020	<input type="button" value="+"/>
Maintenance			Feb 7, 2020	<input type="button" value="+"/>



6. In the **Select License Files** dialog, click to open the file browser, select your license file, and click **Open**.







7. Continue with [Removing the IGEL Local License File from Your Device](#)(see page 222).

Removing the IGEL Local License File from Your Device

Now that you have removed the license from the license portal and the UMS, you can move forward with removing the device's local copy of the license. This will be done via a profile that has the appropriate custom commands.

1. Download the right profile for your purposes:

License Files to Be Removed	Profile
Remove all licenses	 RemoveAllLocalLicenses.zip



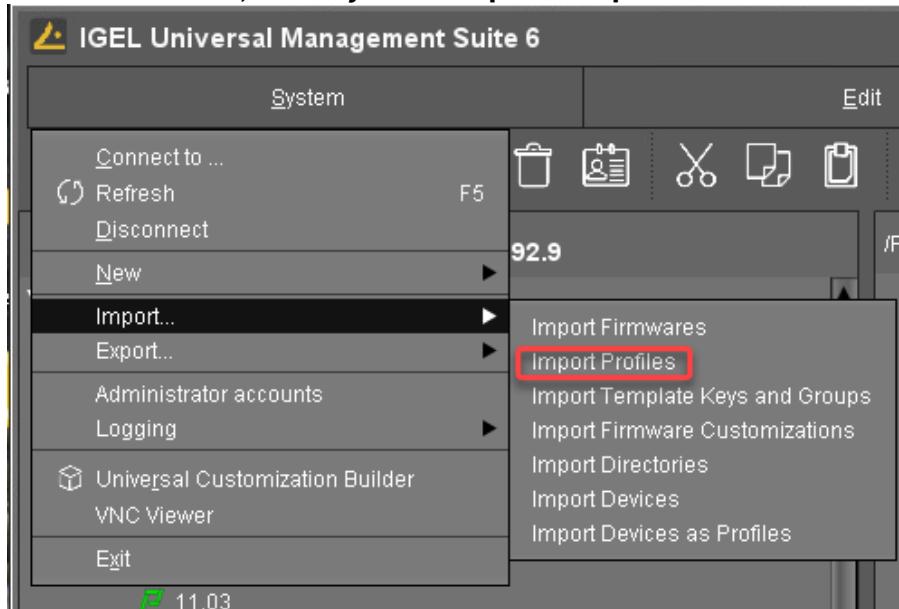
License Files to Be Removed	Profile
Remove all evaluation licenses	 RemoveAllEvaluationLicenses.zip
Remove all Enterprise Management licenses	 RemoveAllEnterp...ackLicenses.zip
Remove all Workspace Edition licenses	 RemoveAllWorksp...ionLicenses.zip



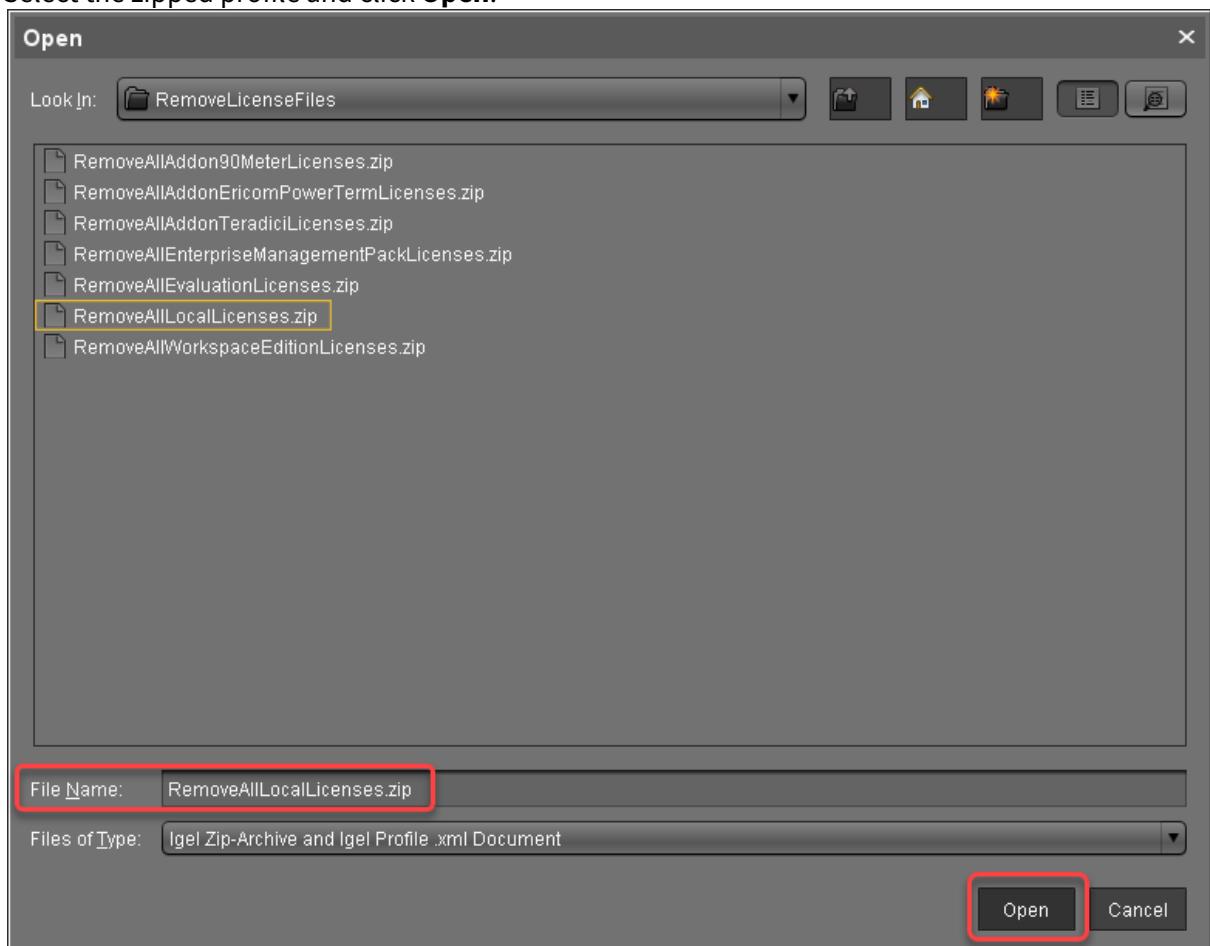
License Files to Be Removed	Profile
Remove all Ericom PowerTerm add-on licenses	 RemoveAllAddon...rmLicenses.zip
Remove all 90meter add-on licenses	 RemoveAllAddon9...terLicenses.zip
Remove all Teradici add-on licenses	 RemoveAllAddonT...iciLicenses.zip



2. In the UMS Console, select **System > Import > Import Profiles**.

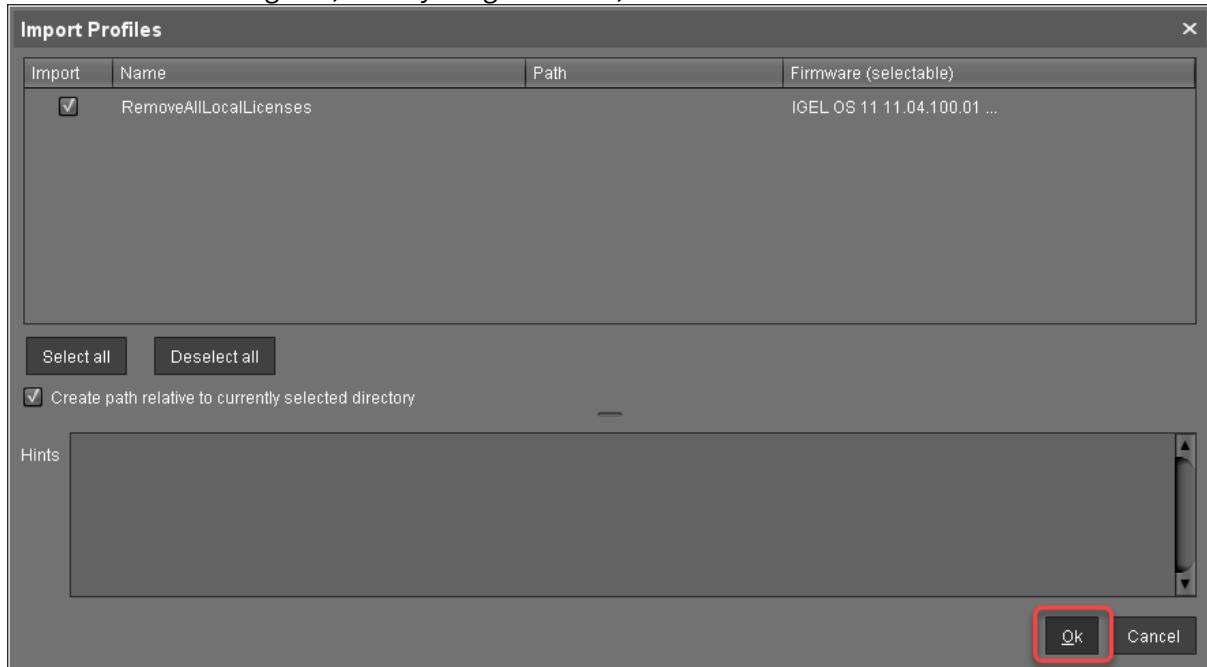


3. Select the zipped profile and click **Open**.

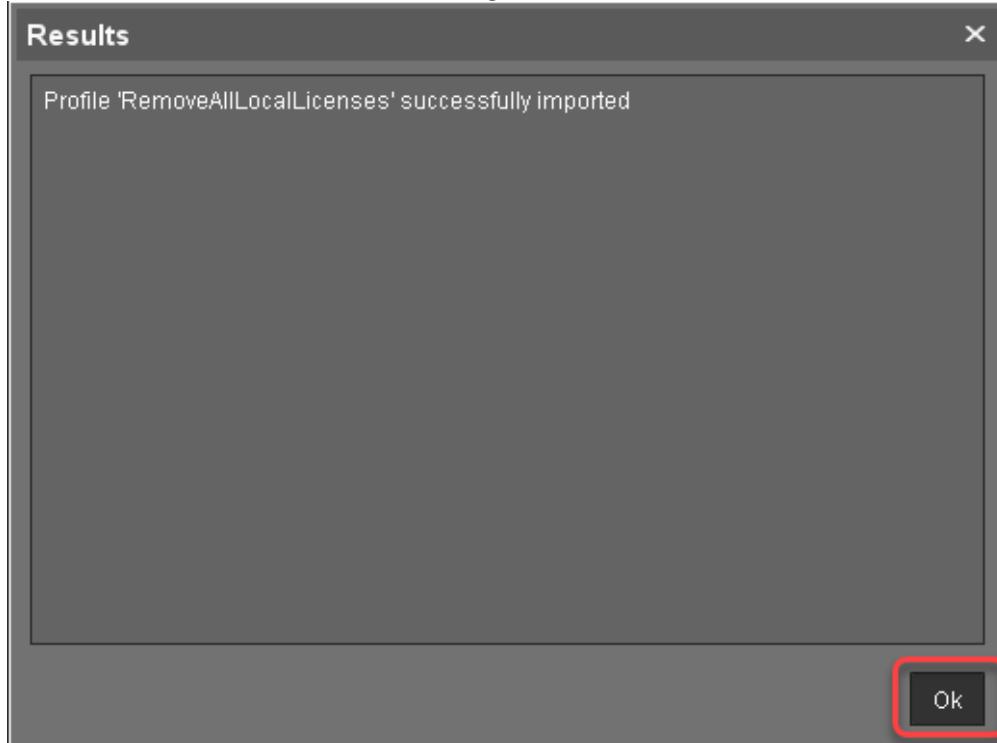




4. Review the next dialog and, if everything is correct, click **Ok**.



5. Click **Ok** to close the confirmation dialog.



6. In the structure tree, select the removal profile and click the icon next to **Assigned objects**.



⚠ You can only assign one removal profile to devices at a time.

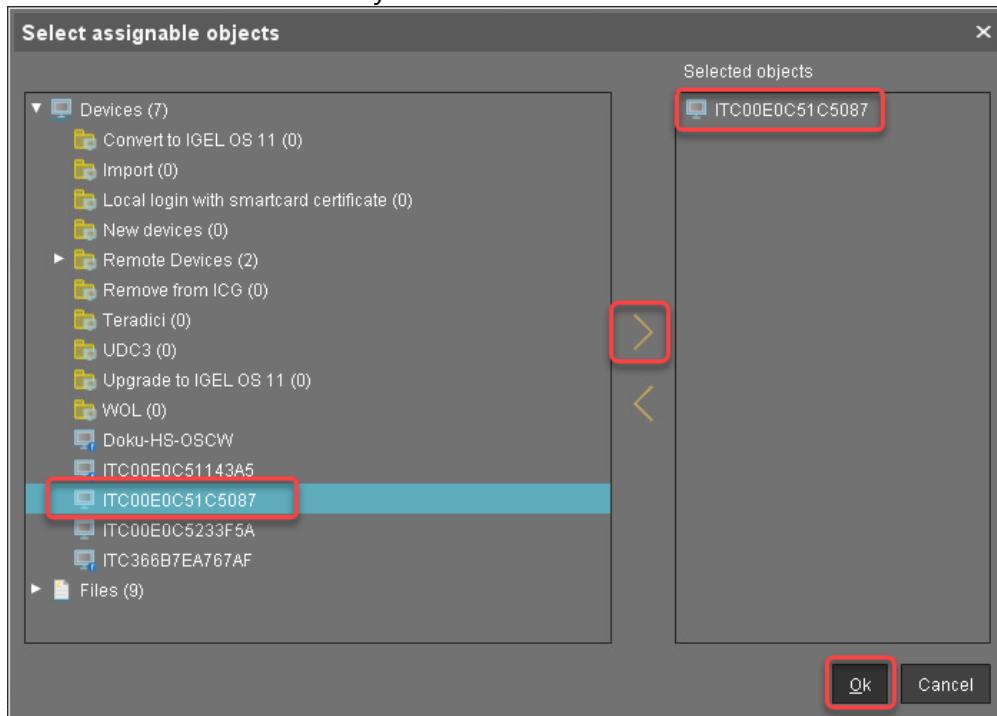
The screenshot shows the IGEL Universal Management Suite 6 interface. The left sidebar displays a tree view of the system structure, including the server (Server - 172.30.92.9) and various profiles. The main panel shows the configuration for a specific profile named "IPProfiles/RemoveAllLocalLicenses". The configuration details are as follows:

- Name: RemoveAllLocalLicenses
- Description: Deletes all license files from endpoint
- Based on: IGEL OS 11.11.04.100.01
- Profile ID: 117003
- Mode: Expert mode
- Template Key Relation

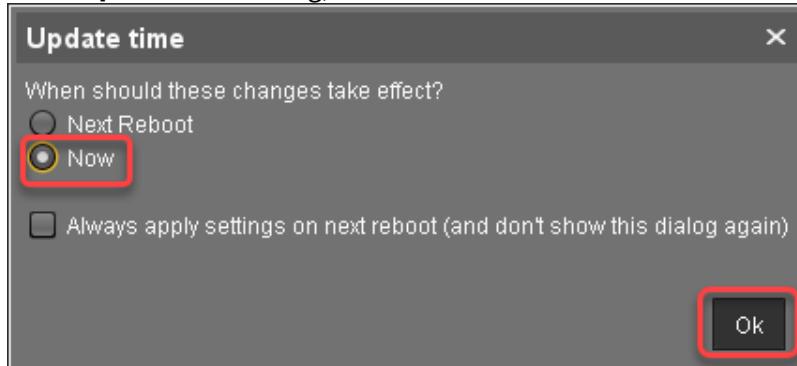
The "Assigned objects" section is empty. The status bar at the bottom indicates a connection to 172.30.92.9 as admin.



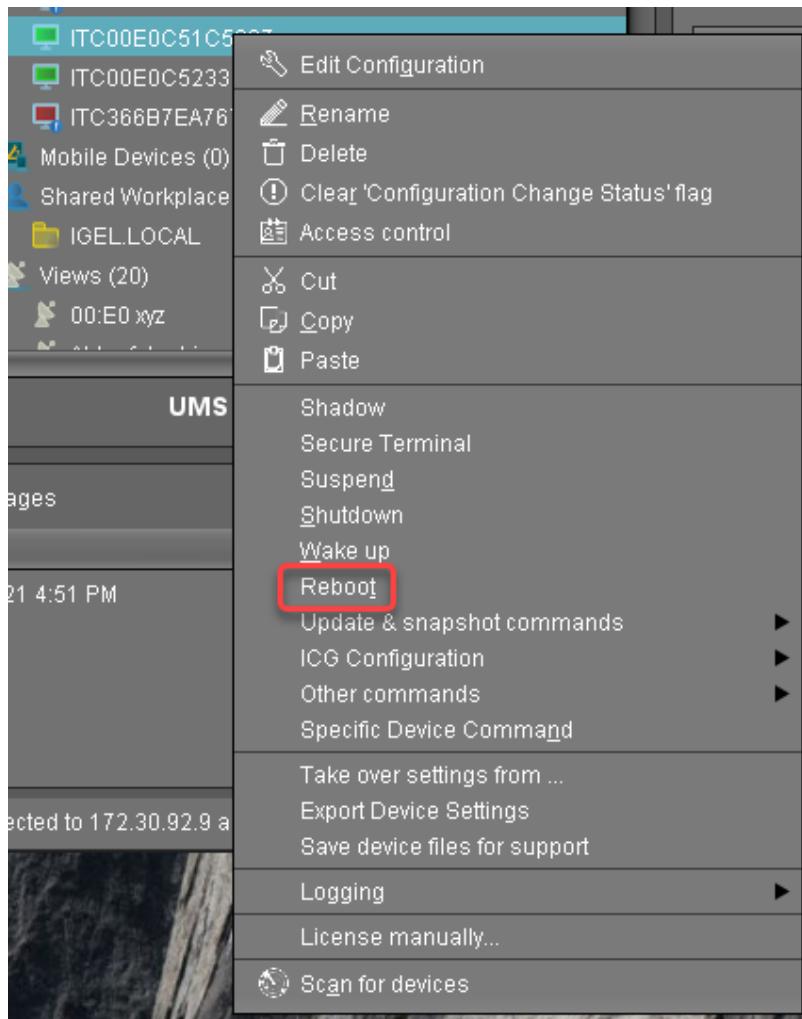
7. Select the devices from which you want to remove the license files and click **Ok**.



8. In the **Update time** dialog, select **Now** and click **Ok**.



9. In the structure tree, select the devices from which you want to remove the license files, and then select **Reboot** from the context menu.



During system startup, the license files are removed from the device.



10. Remove the profile from the device.

The screenshot shows the IGEL Universal Management Suite 6 interface. The main window title is 'IGEL Universal Management Suite 6'. The top menu bar includes 'System', 'Edit', 'Devices', 'Misc', and 'Help'. The 'Devices' tab is active. On the left, a tree view shows a server at '172.30.92.9' with various management options. A specific device, 'ITC00E0C51C5087', is selected and highlighted with a red box. To its right, detailed system information is displayed in two sections: 'System Information' and 'Advanced System Information'. The 'Assigned objects' panel on the right contains a list of actions, with one item, 'RemoveAllLocalLicenses', also highlighted with a red box. At the bottom, a 'Messages' pane lists three recent actions: 'Save device's Configuration', 'Reboot devices', and 'Save device's Configuration', all marked as 'Finished'.

6.4 How Can I Suppress Enterprise Management Pack Expiration Warnings?

6.4.1 Issue

Your users see warnings about Enterprise Management Pack license expiry on their devices and are distracted by this. You want to avoid this.

6.4.2 Environment

- IGEL OS 11.06

6.4.3 Solution

With IGEL OS 11.06 or higher, you can suppress Enterprise Management Pack license expiry warnings in the Registry.



1. In the UMS configuration dialog or the local Setup, go to **System > Registry > userinterface > license_notification > enable_enterprise_management_notification** and deactivate **Enterprise Management Pack license notification**.
2. Click **Apply** or **Ok**.
After the next reboot, the device will no longer issue any Enterprise Management Pack license warnings.

6.5 What Is a Subscription Key?

When a Product Pack is delivered, it has its own Subscription Key. When you split a Product Pack, the newly created Product Packs will have individual Product Pack IDs, but share the same Subscription Key.

A renewal is always bound to a Subscription Key, so if you want to renew licenses from a Product Pack that has been created by splitting, you must renew all other licenses that come from the same original Product Pack, too.

Moreover, you can order additional licenses together with a renewal; in this case, a new Product Pack is created which shares the same Subscription Key as the renewed Product Packs.

See also [What Is the Difference between a Subscription Key and a Product Pack ID?\(see page 231\)](#)

6.6 What Is the Difference between a Subscription Key and a Product Pack ID?

The Subscription Key is mainly used for commercial matters, e.g. for renewals. It can also be relevant if you have technical requests. When you split a Product Pack, the resulting Product Packs will have the same Subscription Key as the original Product Pack. You can only merge those Product Packs that share the same Subscription Key.

The Product Pack ID is used for typical administration tasks, like splitting or merging Product Packs, or for deploying licenses via Automatic License Deployment (ALD).

6.7 Which Product Packs Can I Split and How?

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

By September 3rd of 2021, a Subscription Key will be assigned to all existing Product Packs, and also all product Packs that have been purchased before this date, but are activated afterwards, will receive a Subscription Key. This ensures that you can split and merge any Product Pack in exactly the same way,

See also:

- [Subscription Key\(see page 231\)](#)
- [What Is the Difference between a Subscription Key and a Product Pack ID?\(see page 231\)](#)



6.8 My Licenses Have Expired - What Can I Do?

6.8.1 What Are the Consequences of an Expired Maintenance or Subscription?

Perpetual Licenses (Maintenance Expired)

When the Maintenance for a perpetual license expires, you will lose access to the following:

- IGEL support
- Firmware updates
- License portability, see [License Portability](#)(see page 62)

In addition, a reinstatement fee will be added to the renewal price when the Maintenance has already expired before the purchase order has been issued.

The following licenses are perpetual:

- Workspace Edition, see [Workspace Edition](#)(see page 16)
- 90meters smartcard middleware, see [Add-On Licenses](#)(see page 16)
- Ericom PowerTerm, see [Add-On Licenses](#)(see page 16)

Non-perpetual Licenses (Subscription)

The functionality that had been licensed is no longer available.

The following licenses are non-perpetual:

- Enterprise Management Pack, see [Enterprise Management Pack](#)(see page 17)
- PCoIP client by Teradici, see [Add-On Licenses](#)(see page 16)

6.8.2 Which Options Do I Have Now?

- Renewal for 1, 2, or 3 years: To order a renewal, contact your IGEL reseller.
- Co-termining several Product Packs (with or without merging) to one common expiration date: Contact customer-renewals@igel.com⁵⁶. For details about merging, see [Merging Product Packs](#)(see page 55).
- Trade-in UDC3/UDP licenses and convert them to OS11 licenses. When the licenses are converted, they can be co-termed. For details about the trade-in program, see [The IGEL OS 11 Trade-Up](#)(see page 205).

⁵⁶ mailto:customer-renewals@igel.com



7 IGEL Software License Field Experience

- [IGEL Download and License Server URL](#)(see page 233)
- [How to Reclaim Device License](#)(see page 234)

7.1 IGEL Download and License Server URL

⚠ Solution Based on Experience from the Field

This article provides a solution that has not been approved by the IGEL Research and Development department. Therefore, official support can not be provided by IGEL. Where applicable, test the solution before deploying it to a productive environment.

7.1.1 Topic of discussion/Issue:

IGEL download and license server URL

7.1.2 Firmware version:

any

7.1.3 UMS version:

5.08 and higher

7.1.4 Description:

Customers are asking us to provide the port(s) and URL's for the IGEL download and license servers, even if it's a wildcard.

7.1.5 Solution:

Wildcard: ***igel.com** or **susi.igel.com** is the licensing server fwu.igel.com - checks the address of our license server and establishes the connection

Ports 80 and 443 need to be allowed bidirectionally for the proper communication to occur.

⚠ With UMS 6.03.130 or higher, fwus.igel.com is contacted via port 443; for complete and up-to-date information, see [UMS Contacting the Licensing Server](#)⁵⁷.

⁵⁷ <https://kb.igel.com/display/endpointmgmt604/UMS+Contacting+the+Licensing+Server>



7.2 How to Reclaim Device License

⚠ Solution Based on Experience from the Field

This article provides a solution that has not been approved by the IGEL Research and Development department. Therefore, official support can not be provided by IGEL. Where applicable, test the solution before deploying it to a productive environment.

7.2.1 Topic of discussion/Issue:

How to reclaim device license.

7.2.2 Firmware version:

IGEL OS 10 and higher

7.2.3 UMS version:

UMS 5.09 and higher

7.2.4 Description:

How to decommission the device and gain back licenses.

7.2.5 Solution:

In the console, locate a machine that you have validated and is ready to be decommissioned

With that mac address of that machine, search in the packs that you have. Delete the machine in the license pack and delete the machine in the console. After these steps, one license will be recovered.

Repeat the process for others.

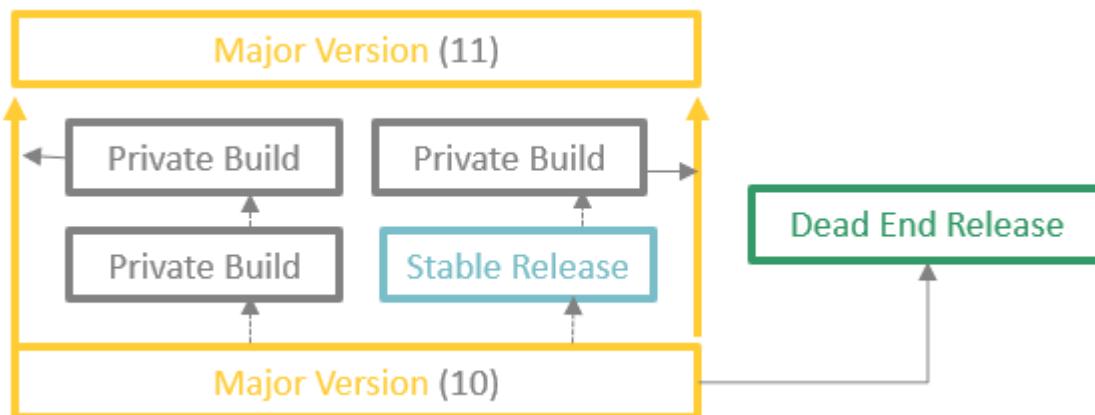
8 Software Releases Overview

8.1 What Kinds of Firmware Releases Are There?

Code-level maintenance for software releases is typically delivered in form of **Major Version** updates, **Stable Releases**, or **Private Builds**.

Private Builds are minor updates of the **Major Version**. **Stable Releases** are publicly available interim releases. A base for both kinds is the latest released **Major Version**. When an updated **Major Version** is released, it will replace all the previous firmware versions unless otherwise noted by IGEL.

A special case is a **Dead End Release**, which is a special kind of **Private Build**. Support for this version is given and will be handled like usual **Private Builds**. *[\(see page 235\)](#)



	Supported by IGEL support	Passed quality assurance run	Can be used in productive environment	Download from public server / UMS update mechanism possible	Guarantee for subsequent releases
Major Version	✓	✓	✓	✓	✓
Stable Release	✓	✓	✓	✓	✓
Private Build	✓	only if scheduled for the public download	✓	only if it fixes a general problem	✓
Dead End Release	✓ Important: No support for the upgrade from		✓		



	IGEL Linux 10 to IGEL OS 11			
Release Candidate				
Technology Preview				

See also [What is the Meaning of IGEL Release Names?](#)(see page 239)



9 IGEL Naming Convention

- What is the Meaning of IGEL Device Names?(see page 237)
- What is the Meaning of IGEL Release Names?(see page 239)
- What is the Meaning of "Features with Limited Support"? (see page 240)

9.1 What is the Meaning of IGEL Device Names?

This is what the product names of IGEL devices mean:

9.1.1 Universal Desktop



Possible parameters

Example: UD3-LX 31 caps

Product Line	UD	IGEL Universal Desktop
Hardware Dispatch	2, 3, 5, 6, 9, 10	
Operating System	LX	IGEL Linux
	W7	Windows Embedded Standard 7
Optional Features	c	Codec Package
	a	Codec Package with AAC
	p	Ericom PowerTerm
	s	Shared Workplace



9.1.2 IGEL Zero

Product Line	Protocol
IZ3-HDX 40	
Hardware Dispatch	Major and minor Hardware Change

Possible parameters

Example: IZ3-HDX 40

Product Line	IZ	IGEL Zero
Hardware Dispatch	2-3	
Protocol	RFX	Microsoft RDP/RemoteFX
	HDX	Citrix XenDesktop/XenApp
	HORIZON	VMware Horizon

9.1.3 IGEL UD Converted Devices

(Devices converted with IGEL UDC2)

Name	Hardware	Driver Support
UC1	Unknown hardware	No support
UC2	Converted IGEL legacy non-UD hardware (does not apply to UDC2)	Without limitation
UC3	IGEL supported hardware of third-party suppliers	Without limitation
UC4	Special all-in-one-hardware	Without limitation
UC5	UD Pocket	



9.2 What is the Meaning of IGEL Release Names?

In the following you will learn according to what criteria IGEL versioning works and what the identification number of your IGEL software means.

See also [Software Releases Overview](#)(see page 235).

Major Version

Stable Release

10.05.120

Release Version Private Build

9.2.1 The exact meaning:

Major Version 10.05.100	...means a generally and publicly available version of the software. 1. It includes functional enhancements and improvements. 2. It fixes for bugs and defects. 3. It is characterized by a change in the number to the left of the first decimal point.
Release Version 10.05.100	...indicates scheduled stable releases within one major version. A release version exists always in connection with a stable release.
Stable Release 10.05.100	...means a generally and publicly available version of the software. It is characterized by the last digit with two zeros at the end. 1. It includes a limited number of new functionality. 2. It fixes for errors and defects. 3. It is characterized by a change in the number to the right of the last decimal point.



Private Build	10.05.120	...means a version with limited availability unless it includes a fix for common and widespread problems.
Dead End Release	10.05.120.DER	...means that the version is not publicly available and no subsequent versions based on it will be available.
Release Candidate	10.05.120.RC4	...means a not publicly available version, which is still under development.
Technology Preview	10.05.120.tp	...means a preview version, which is under development.

9.3 What is the Meaning of "Features with Limited Support"?

The IGEL Linux Setup provides a list of available services to be enabled or disabled; see **IGEL Setup > System > Firmware Customization > Features**.

As these features are part of the firmware, they are regularly maintained by IGEL.

However, there are two different kinds of features:

- features with full support
- features with limited support.

For the features with limited support, IGEL cannot guarantee that all functions will be available throughout the complete lifetime of the product. IGEL will do its best to solve upcoming problems but cannot give assurance. Support for these features is provided on a no-obligation and best effort basis only.

9.3.1 Why is IGEL not able to provide full support?

Let us take the example of the Mobile Device Access USB feature:



There is a high demand of making mobile devices accessible with IGEL thin clients. That is why IGEL supports the integration of the Mobile Device Access USB. Due to the dynamics and technical heterogeneity of the mobile device market we have limited influence on the functionality of this feature.

There are following reasons:

- the protocols of mobile devices are often not available or open source community reverse engineering
- there are too many devices on the market we do not know (Android)
- protocols change because of software updates (iOS)

Due to our strong orientation towards the customers demand we offer this feature even if we can provide support on this limited level only.



10 Support Policies for Connections to Third-Party Environments

IGEL Technology GmbH only supports connections to third-party products or environments (e.g. Microsoft Server, Citrix XenApp, VMware Horizon) that are published and are still within the support life cycle of the third-party products or environments (e.g. Microsoft Server, Citrix XenApp, VMware Horizon) using the client software integrated into the IGEL OS. Excluded is the Extended Support, which can be purchased from the respective third party if possible, as soon as a product reaches the end of support. IGEL Technology GmbH reserves the right to unilaterally and without prior notice periodically change support policies for third-party products and environments.



11 IGEL Product Lifecycle

IGEL always endeavors to offer customers a great user experience along with planning reliability and a product lifecycle process that customers can rely on. Due to the fact that products and licensing offers change over time and IGEL offers a wide software and hardware portfolio, this document is intended to clarify how the product lifecycle is defined at IGEL.

11.1 IGEL OS 11

IGEL guarantees **at minimum a full 3-year product lifecycle** for every major firmware release version starting with IGEL OS 11, which was initially released in February 2019.

Product	Major Version	Release Date
IGEL OS	11	2019-02-15
UMS	6	2019-02-15
UMA	3	2019-02-20
ICG	1	2017-03-01
	2	2019-08-14

Within this 3+ year time period, IGEL provides 3 to 4 releases per year (minor releases), including

- new features, software clients, drivers, etc.
- bug and security fixes
- Select⁵⁸ support (included with [IGEL software maintenance\(see page 15\)](#))
- [additional hardware support⁵⁹](#)

i Outlook IGEL OS 12

Due to general trends in the software market, IGEL plans new major software releases every 2 to 2.5 years. So, two major firmware versions are commonly run in parallel to allow for some time to offer a transition period for the migration to the newer, major version. Switching to IGEL OS 12 and later versions will require an active [IGEL software maintenance\(see page 15\)](#) license.

For IGEL OS 12 in particular, customers can expect a significant time overlap between the launch of OS 12 and the EOL of OS 11. This is due to the significant architectural and feature advancements of OS 12. IGEL customers can rest assured that IGEL will offer a generous amount of time for customers to migrate from OS 11 to OS 12.

11.1.1 End-of-Life (EOL) = End-of-Sales (EOS)

As soon as the 3+ year product lifecycle of an IGEL major OS release is designated end-of-life (EOL), IGEL immediately ceases to provide any further software enhancements and stops selling it.

⁵⁸ <https://www.igel.com/support/>

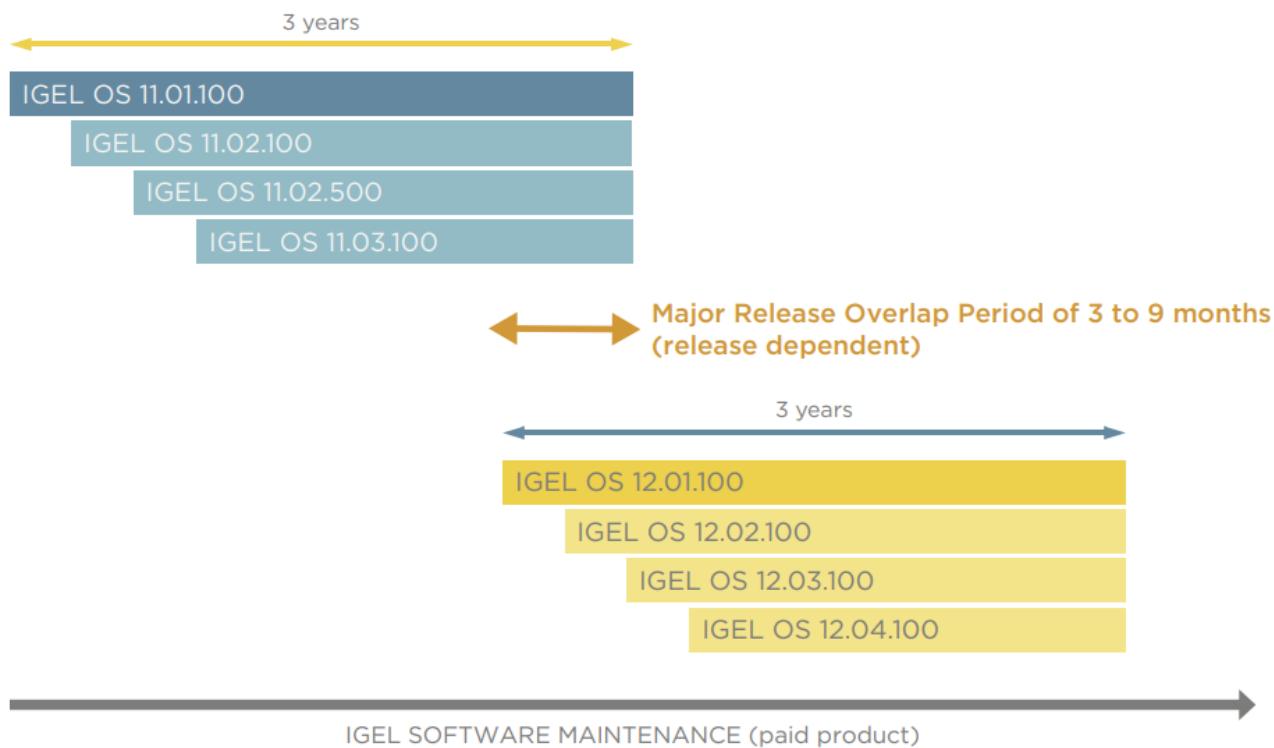
⁵⁹ <https://kb.igel.com/display/hardware/Third-Party+Devices+Supported+by+IGEL+OS+11>



The customer has the choice to remain on that software version, but IGEL recommends upgrading to the next major release to benefit from all the latest advancements in the software.

11.1.2 IGEL Software Maintenance

An active [IGEL software maintenance](#)(see page 15) agreement is required to receive and use all software updates (all releases – major and minor). See the diagram below:



i **IGEL OS 10**

IGEL OS 10 preceded IGEL OS 11. The licensing of IGEL OS 10 was completely different from the current version, IGEL OS 11:

- IGEL OS 10 was not available for purchase separately, it was bundled with an IGEL UD endpoint device.
- Software maintenance was included.
- Software maintenance is available up to three years after end-of-life (EOL), so **IGEL OS 10 software maintenance** will expire on **July 31st, 2022**.

The **end-of-life (EOL) date** for IGEL OS 10 was **August 1st, 2019**, and the **end-of-sales (EOS) date** was **September 30th, 2019**. For a list of end-of-life products before IGEL OS 11, see [IGEL Devices before February 2019](#)⁶⁰.

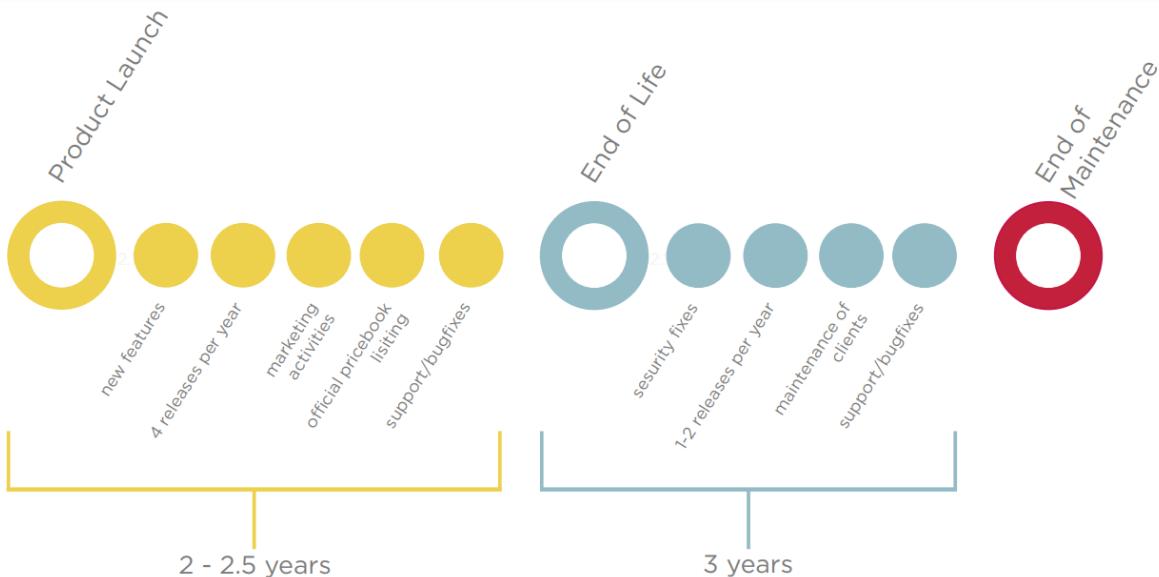
⁶⁰ <https://kb.igel.com/display/hardware/IGEL+Devices+before+February+2019>



Again, as mentioned above, the EOL and EOS date for IGEL OS 11 and all subsequent versions of IGEL OS will be the same.

Universal Desktop Converter 3 (UDC3)

The basis for UDC3 was IGEL OS 10. It was available separately to convert 3rd party devices to run IGEL OS 10. Since it is based on IGEL OS 10, the last UDC3 **software maintenance** periods will also expire on **July 31st, 2022**.



11.2 IGEL Universal Management Suite (UMS)

IGEL guarantees **at minimum a full 3-year product lifecycle** for every major release version.

Within this time period, IGEL provides 3 minor releases per year, including

- new features
- bug and security fixes
- Select⁶¹ support (included with **IGEL software maintenance**(see page 15))

New major software versions will always be released in parallel with the previous version to offer a transition period for the migration to the newer version. In this transition phase, both versions will be supported.

As soon as the 3+ year product lifecycle of a UMS version is designated end-of-life (EOL), IGEL no longer provides further product enhancements and stops the distribution of the software.

⁶¹ <https://www.igel.com/support/>



11.3 IGEL Hardware

With IGEL OS 11, IGEL separated the purchase of IGEL hardware and IGEL software licenses. An IGEL endpoint device enters the end-of-life (EOL) phase as soon as its successor hardware generation is launched. That does not affect the hardware end-of-sale (EOS) date. IGEL sells hardware devices in the EOL phase as long as there is stock, or IGEL may opt to set a dedicated end-of-sale (EOS) date. This decision is made by IGEL executive sales management. For a list of EOS dates for IGEL hardware, see [IGEL Devices after February 2019](#)⁶².

Since IGEL hardware and software are offered separately, **the end-of-life (EOL) date of IGEL OS 11 and later does not affect the lifecycle of an IGEL endpoint, and vice-versa.**

In former times, with IGEL OS 10 and earlier, the OS was bundled with the hardware. As soon as an IGEL OS major release went end-of-life (EOL), the device went end-of-life (EOL), too.

11.3.1 Hardware Warranty

IGEL offers a **2-year warranty** for all IGEL endpoints. It can be **extended to 5 years** upon registration (**3 years** for IGEL UD Pocket and UD Pocket 2) at no cost.

11.4 Explanation of Terms

EOL - End of Life	EOL means the product is at the end of its product lifecycle.
EOS - End of Sale	EOS means the product can no longer be purchased.
EOM - End of Maintenance	EOM means the maintenance for this product expires.
Major Release	A major release is a new version of the software that generally includes changes to the architecture and adds new features and functions to the predecessor version. Major releases can be identified by changing the version number, such as 10 to 11.
Minor Release	A minor release is a scheduled release/update containing additional functionality, security updates, and bug fixes. Minor releases can be identified by changing the version number, such as 11.02.100 to 11.03.100.

11.5 Related Topics

[What is the Meaning of IGEL Release Names?](#)(see page 239)

[Software Releases Overview](#)(see page 235)

[Devices Supported by IGEL Universal Management Suite \(UMS\)](#)⁶³

⁶² <https://kb.igel.com/display/hardware/IGEL+Devices+after+February+2019>

⁶³ <https://kb.igel.com/display/endpointmgmt608/Devices+supported+by+IGEL+Universal+Management+Suite+UMS>



End-of-Life Products before IGEL OS 11: [IGEL Devices before February 2019](#)⁶⁴

⁶⁴ <https://kb.igel.com/display/hardware/IGEL+Devices+before+February+2019>