



IGEL Licensing Archive

In the articles below you can find legacy licensing information of IGEL products. The articles are provided for informational purposes only, licensing models and solutions described here are not relevant anymore.

- [IGEL License Portal \(ILP\) Migration 2021](#) (see page 3)
- [Redeeming a Delivery Token \(Legacy\)](#) (see page 4)
- [How to Convert UDC3 or UD Pocket Licenses for Upgrading to IGEL OS 11](#) (see page 6)
- [Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11](#) (see page 10)
- [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#) (see page 14)
- [The IGEL OS 11 Migration Plan](#) (see page 18)
- [How to License UMA](#) (see page 23)



IGEL License Portal (ILP) Migration 2021

i 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/nscd restart`
- Systemd Resolved (e.g. IGEL OS): `sudo systemd-resolve --flush-caches`
- DNSMasq: `sudo systemctl restart dnsmasq.service`
- Nscd: `sudo systemctl restart nscd.service`
- **Mac OS Sierra, El Capitan, Mavericks, Mountain Lion, Lion:** `sudo killall -HUP mDNSResponder`
- Mac OS X Yosemite: `sudo discoveryutil udnsflushcaches`
- Mac OS X Snow Leopard: `sudo dscacheutil -flushcache`
- Mac OS X Leopard and below: `sudo lookupd -flushcache`

Firewalling

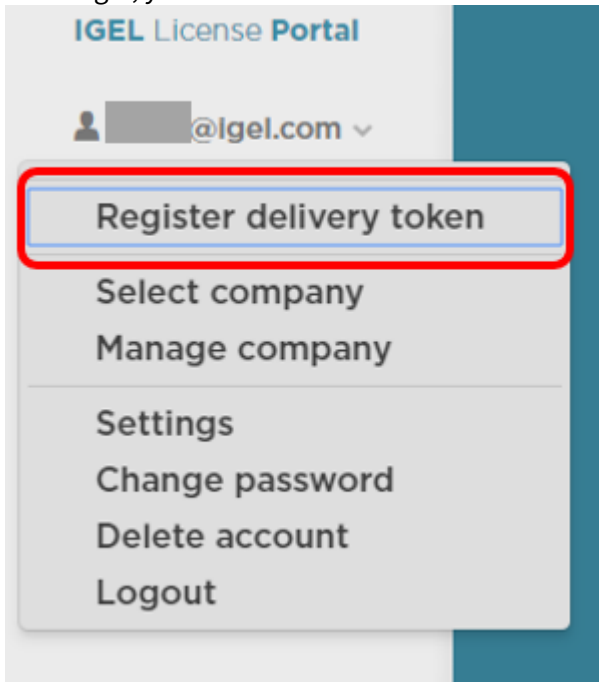
If you restrict the internet access of the UMS server to certain IP addresses, make sure to allow 51.105.196.76, the new address of the SUSI service.

¹ <http://Activation.igel.com>

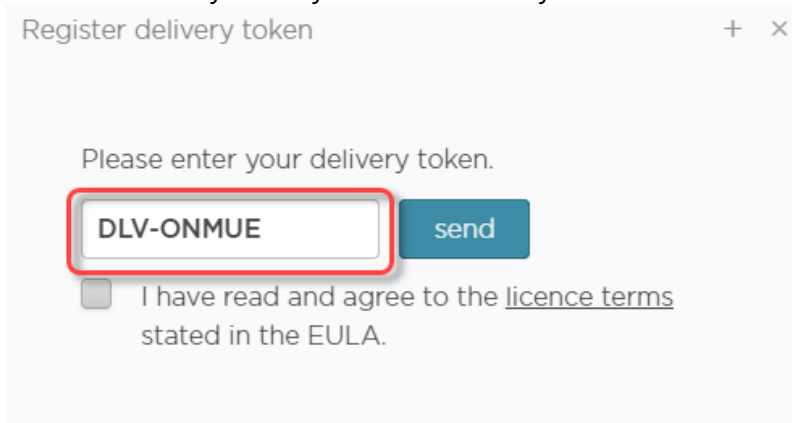
Redeeming a Delivery Token (Legacy)

1. Log in to the IGEL License Portal at (ILP) <https://activation.igel.com>². If you have not registered yet, you must register first.

After login, your dashboard is shown.



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



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

² <https://activation.igel.com/>

licence terms stated in the EULA.' Red boxes highlight the 'send' button and the checkbox." data-bbox="143 136 643 326"/>


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

How to Convert 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 *IGEL OS > IGEL OS Articles > Update and Upgrade > Upgrading from IGEL OS 10 to IGEL OS 11*.

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#) (see page 14).

 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>³. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click  in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Convert to WE**.

³ <https://activation.igel.com/>

UDC3 UDC3-4IPEV

— Manage

Product Pack ID:

Comment:

Activation Key:

ALD Token:

UMS Licensing IDs:

Delivery Token:

Hardware:

Archive:

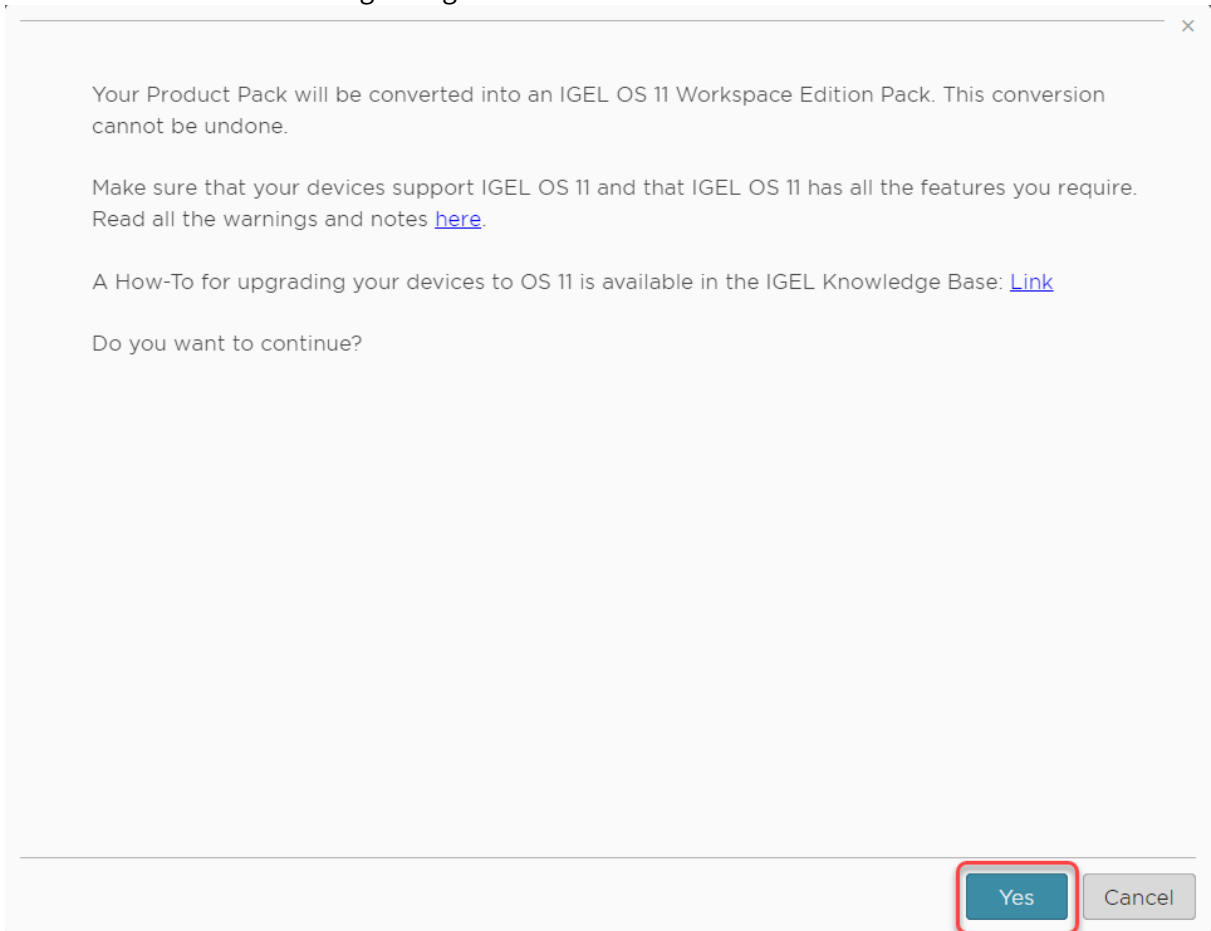
Product:

Merge:

ACTIVATED 0/1

Expiration date: 2023-05-15

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 ID assignment and the ALD Token. The original Product Pack is archived. The **Source** field shows the Product Pack ID of the original UDC3 Product Pack from which the new Product Pack was derived.

WE WE-01LQF WE-01LQF

Manage

Subscription Key: WE-01LQF

Product Pack ID: WE-01LQF

Comment:

Source: UDC3-4IPEV

ALD Token: NOT SET

Generate ALD Token

UMS Licensing IDs: Manage UMS Licensing IDs

Delivery Token: Show Delivery Token

Hardware: Show hardware

Add hardware

Archive: Archive Product Pack

Merge: Merge with other Product Pack(s)

ACTIVATED 0/1

Expiration date: 2023-05-15


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

Converting Samsung Upgrade Licenses for Upgrading to IGEL OS 11


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

For instructions on how to upgrade devices from IGEL OS 10 to IGEL OS 11, see *IGEL OS > IGEL OS Articles > Update and Upgrade > Upgrading from IGEL OS 10 to IGEL OS 11*.

If you are using the IGEL Cloud Gateway (ICG), you also must convert your ICG licenses. The licenses will be converted from ICG licenses to Enterprise Management (EMP) licenses. For instructions, see [Converting ICG Licenses to Enterprise Management Pack \(EMP\) Licenses](#) (see page 14).

 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>⁴. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click  in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Convert to WE**.

⁴ <https://activation.igel.com/>

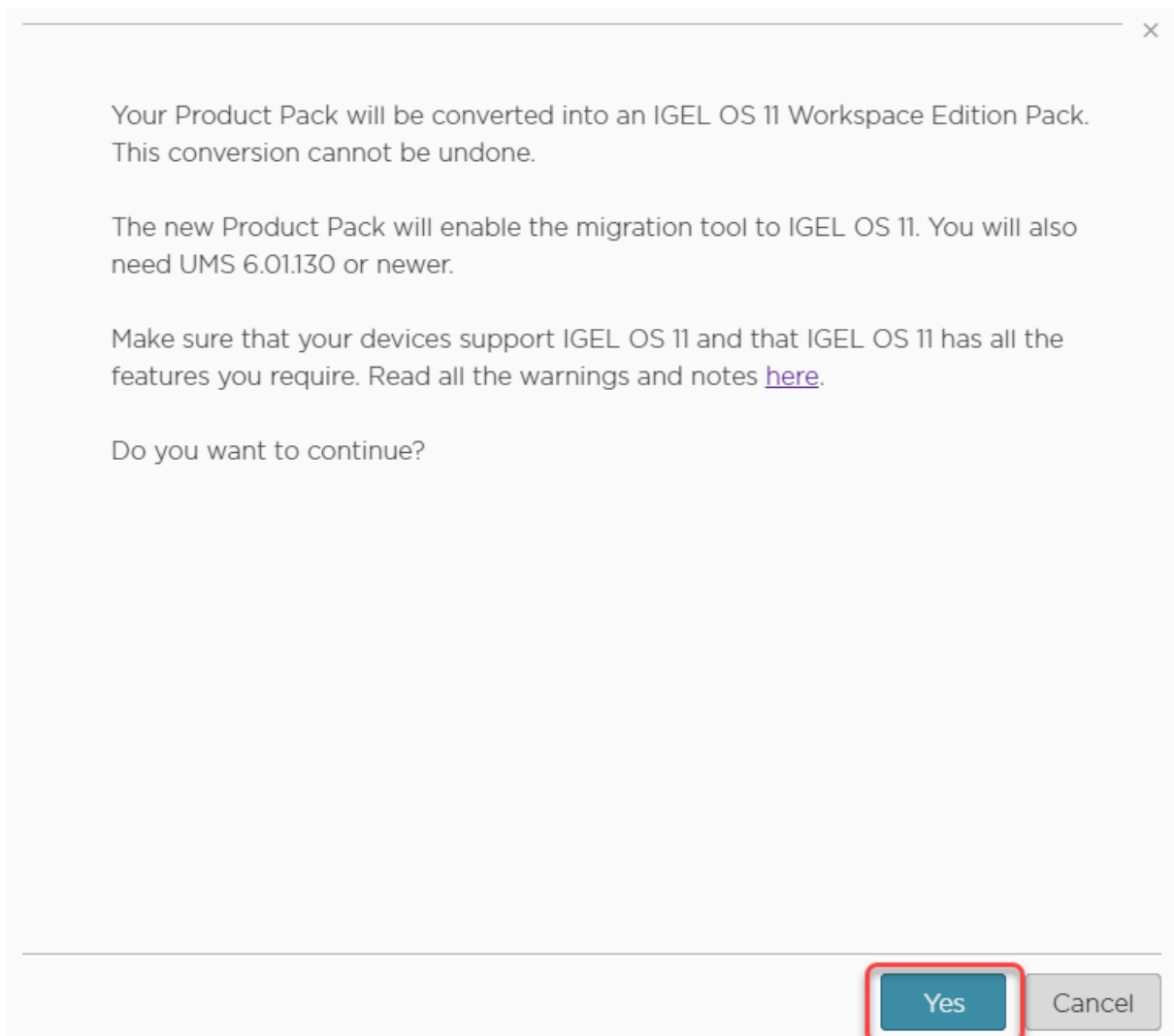
The screenshot shows a software management interface for a SAM (Subscription Activation Manager) license. At the top left, it says 'SAM' with a cube icon and '- Manage'. At the top right, there is a key icon and the text 'SAM-EVRQN'. Below this, there are several fields and buttons:

- Subscription ID:** A text field containing 'SAM-EVRQN' with a copy icon on the right.
- Comment:** An empty text field with an edit icon on the right.
- Activation key:** A text field containing '0816-bfeb-b937-13c9-6812' with a copy icon on the right.
- License file:** A button labeled 'Download'.
- Hardware:** Two buttons labeled 'Show hardware' and 'Remove hardware'.
- Archive:** A button labeled 'Archive Product Pack'.
- Product:** A button labeled 'Convert into WE', which is highlighted with a red rectangular border.

At the bottom of the interface, there is a status bar with the following information:

- On the left: 'ACTIVATED' with a gear icon.
- In the center: '1/1' with a refresh icon.
- On the right: '2020-07-17' with a calendar icon.

5. Read and confirm the warning dialog.



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

WE WE-FLUJN

— Manage

Maintenance ID:

Comment:

ALD Token:

UMS Licensing IDs:

License file:


Hardware:

Archive:


ACTIVATED 1/1 2020-07-17

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

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:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>⁵. If you have not registered yet, you must register first.
Your dashboard is shown.
2. In the list of Product Packs, find the Product Pack you want to convert.
3. Click  in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Convert into EMP**.

⁵ <https://activation.igel.com/>

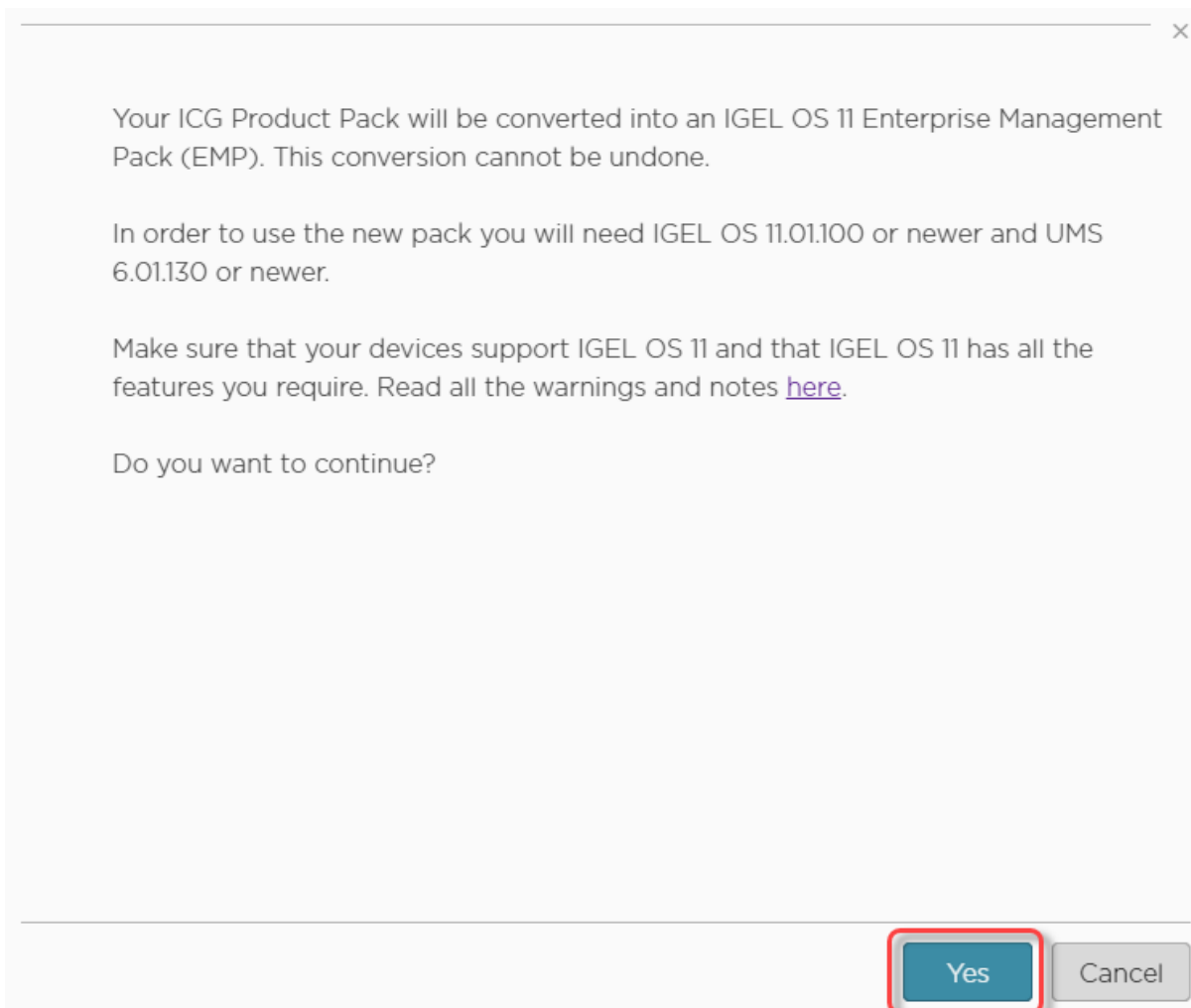
The screenshot shows a user interface for managing an ICG license. At the top left, there is a cube icon and the text 'ICG'. To the right, there is a key icon and the text 'ICG-FPZX3'. Below this, there is a 'Manage' link. The main area contains several fields and buttons:

- Subscription ID:** A text input field containing 'ICG-FPZX3' with a copy icon to its right.
- Comment:** An empty text input field with an edit icon to its right.
- Activation key:** A text input field containing '0516-8a8b-1b02-9332-d043' with a copy icon to its right.
- License file:** A button labeled 'Download'.
- Hardware:** A button labeled 'Show hardware'.
- Archive:** A button labeled 'Archive product pack'.
- Product:** A button labeled 'Convert into EMP', which is highlighted with a red rectangular border.

At the bottom of the interface, there is a status bar with the following information:

- ACTIVATED** (with a gear icon)
- 5 (1/1)** (with a refresh icon)
- 2020-02-01** (with a calendar icon)

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 EMP Product Pack. The original Product Pack is archived.

The screenshot shows the management interface for an Enterprise Management Pack (EMP) license. At the top left, it says 'EMP' with a minus sign and 'Manage'. At the top right, it shows a key icon and the subscription ID 'EMP-P1VRQ'. Below this, there are several fields and buttons:

- Subscription ID:** A text box containing 'EMP-P1VRQ' with a copy icon to its right.
- Comment:** An empty text box with an edit icon to its right.
- ALD Token:** A text box containing 'NOT SET' with a copy icon to its right.
- Buttons:** A 'Generate ALD token' button, a 'Manage UMS Licensing IDs' button, a 'Show hardware' button, an 'Add hardware' button, a 'Remove hardware' button, an 'Archive product pack' button, and a 'Split product pack' button.
- Archive:** A trash can icon followed by the text 'Archive:'. Below it is the 'Archive product pack' button.
- Split:** A scissors icon followed by the text 'Split:'. Below it is the 'Split product pack' button.
- Status:** At the bottom left, it says 'ACTIVATED' with a power icon. In the center, it says '0/5' with a refresh icon. At the bottom right, it shows a calendar icon and the date '2020-02-01'.

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



The IGEL OS 11 Migration Plan

What Is the IGEL OS 11 Migration Plan?

The IGEL OS Migration Plan is an opportunity to move to IGEL OS 11 at a low cost and in the easiest way. It succeeds the IGEL OS 11 Trade-Up program which ended on December 31, 2021.

We want to make this very simple; when you purchase maintenance for 2 or 3 years together with IGEL OS 11, you can move your existing endpoint devices to our latest operating system and receive future updates. Some older devices do not have the minimum specifications required, so please check to ensure that the hardware you are using supports 64-bit and has at least 2 GB RAM and 4 GB storage.

In addition, if you have IGEL OS 10 with current IGEL maintenance, you can migrate to IGEL OS 11 free of charge regardless of whether or not your devices already include the Multi-Media Codec Pack (MMCP).

Am I Eligible?

You are eligible if you are an existing IGEL customer who is not yet on IGEL OS 11 and fulfills the following requirements:

- Running IGEL Linux v4, IGEL Linux v5, or IGEL OS 10
- You have tested that IGEL OS 11 works in your environment

How Long Is The IGEL OS Migration Plan Available For?

The IGEL OS 11 Migration Plan started on January 1, 2022, and will run up to July 31st, 2022.

What Are the Benefits of IGEL OS 11?

[The Benefits of Upgrading IGEL OS and IGEL Endpoints⁶](https://www.igel.com/wp-content/uploads/2020/11/The-Benefits-of-Upgrading-with-IGEL-OS.pdf) offers a chronological and comprehensive overview of the latest features and capabilities of IGEL OS and UMS with each update since 2019. The document is updated upon each release

Among the benefits of IGEL OS 11 are:

- License portability; for details, see [How to Move a License to Another Device](#)
- The Multi-Media Codec Pack (MMCP) is included in the Workspace Edition license
- New remote session protocols are included, such as:
 - AVD
 - The latest version of the Citrix Workspace App
 - The latest version of the Horizon client
 - Etc...
- The Custom Partition feature is included in the Workspace Edition license; a valid subscription/maintenance is required.
- Improved functionality in the IGEL License Portal (ILP)

⁶ <https://www.igel.com/wp-content/uploads/2020/11/The-Benefits-of-Upgrading-with-IGEL-OS.pdf>



- More embedded technologies, access to the latest version of clients, codecs, protocols, and all the latest integrations with our now 110+ technology partners
- IGEL Unified Management Suite with High Availability (see *Universal Management Suite > UMS Extensions > High Availability (HA)*) and IGEL Management Interface (IMI) are included in the Workspace Edition license
- Ability to add the following value-added UMS features by purchasing an Enterprise Management Pack license:
 - IGEL Cloud Gateway (ICG)
 - Asset Inventory Tracker (AIT)
 - Shared Workplace (SWP)
- 30-day IGEL OS 11 starter license to get up and running easily
- Any other ongoing new features and updates that you cannot get with anything but IGEL OS 11

Where Can I Find Out How Many Licenses I Have?

The best place to look is in your UMS database. IGEL can help you create a view to show you how many endpoints you have.

Can I Buy More Than Three-Year Maintenance?

No. Only two years or three years, with two being the minimum.

Is There a Separate Order Code for the Migration Plan?

Yes, this is listed in the latest price book.

Can I Co-term These New Migration SKUs with My Other IGEL Services?

Yes, any IGEL service with an expiration date can be co-termed. Examples: Priority Support, a Technical Relationship Manager, IGEL Academy subscription, IGEL Maintenance, and Enterprise Management Pack (EMP) subscription.

Can I Combine the Migration Plan with Other Promotions?

Sorry but no.

Do I Have to Purchase This Migration Plan To Migrate My IGEL OS 10 Devices to IGEL OS 11?

If the maintenance for your IGEL OS 10 devices is still running, you can migrate them to IGEL OS 11 without purchasing the IGEL OS 11 Migration Plan (provided you have tested it IGEL OS 11 works for you).



What about Support for This Plan?

Contact the IGEL Migration Team at customer-renewals@igel.com⁷ for further questions and advice on the best migration path for your business. In addition, all the usual support packages that IGEL offers will be available:

- Pre-Sales Support to help you with testing
- Select Support – access to the IGEL Knowledge Base and e-mail support
- Priority Support
- Plus Support

What Are the System Requirements for IGEL OS 11?

Basically: Any endpoint device with a 64-bit system and at least 2 GB RAM and 4 GB storage.

For a list of 3rd party devices that are officially supported by IGEL OS 11, see *Hardware > Supported Devices > Devices Supported by IGEL OS 11*.

For a complete list of IGEL devices that are supported by IGEL OS 11, see *Hardware > Supported Devices > IGEL Devices Supported by IGEL OS 11*.

For a complete list of which IGEL device supports which version of the IGEL firmware, see *Hardware > Supported Devices > IGEL Devices and Supported Firmware*.

You can find the minimum requirements under *IGEL OS > IGEL OS Creator > IGEL OS Creator Manual > Installation > Installation Requirements*.

Do I Have to Move From IGEL Linux v4 / IGEL Linux v5 to IGEL OS 10 First?

No, you don't because the IGEL OS Migration Plan is a license migration, not a firmware migration. If the device is OS 11 capable, you can re-flash the unit, just like with a normal 3rd party hardware conversion. This is done with the IGEL OS Creator (OSC); see *IGEL OS > IGEL OS Creator > IGEL OS Creator Manual*.

What If the LX 4 / LX 5 IGEL Hardware Cannot Take the New IGEL OS 11 But I Want to Move to IGEL OS11?

You can purchase a new IGEL device or a 64-bit capable endpoint from a 3rd party manufacturer, preferably one that is officially supported by IGEL OS 11. For more information, see *HardwareSupported DevicesCurrent:Devices Supported by IGEL OS 11*.

Do I Have to Buy the Multi-Media Codec Pack (MMCP) If I Want to Move My UDC3/UDP to IGEL OS 11?

No, we removed the restriction that the MMCP is required to convert to Workspace Edition licenses.

⁷ <mailto:customer-renewals@igel.com>



Can I Upgrade IZ Devices to IGEL OS11?

Yes, that is possible. In case you have an M320 or M330 (IZ3) it is not recommended as these models do not have hardware acceleration. If you can send us a screenshot of your UMS that shows how many IZ devices you have in your network, we can ship you an equal number of migration licenses. You can use them on newer hardware.

Can We Migrate on Compact, Winestra, Premium Models?

In special cases, you can order a “migration”, but you have to use different hardware. Please refer to [system requirements](#) (see page 20).



What Should I Do Next?

Test, Test, Test with OS 11 trial licenses.

Remember, a key benefit of OS 11 is that you can use Custom Partitions in the standard Workspace Edition. As part of the testing, you need to ensure that any Custom Partitions are tested or rebuilt for OS 11 compatibility.

How to License UMA

Unified Management Agent (UMA) version 3.01 or higher is licensed by the Enterprise Management Pack. If you have a valid Enterprise Management Pack, you can operate as many UMA installations as you need. When the Enterprise Management Pack has expired, the local Setup of the UMA can still be used, but remote access by the UMS is disabled.


Using UMA with UMS

If you want to use UMA version 3.01 or higher with the IGEL 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.

 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.