



The IGEL OS 11 Trade-Up



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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.

Who Is This Targeted At?



Who Is This Targeted At?

The target audience of the trade-up are existing IGEL end customers.

Will There Be a Separate Partcode for the Trade-Up?



Will There Be a Separate Partcode for the Trade-Up?

Yes, there is.

Can I Combine the Trade-Up with Other Promotions?



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.

What about Support for This Package?



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.

How Long Will This Program Go On For?



How Long Will This Program Go On For?

The tentative end date for the IGEL OS 11 trade-up is June 30, 2021.

Where Can I Find Out How Many Licenses I Have?



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? \(see page 14\)](#) section.

Can I Buy More Than Three-Year Maintenance?



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.

Can I Buy This Trade-Up Package with IGEL Hardware Too?



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.



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

Can I Co-term These New Workspaces Licenses with My Other IGEL Licenses?



Can I Co-term These New Workspaces Licenses with My Other IGEL Licenses?

Yes, you can. Since November 2020 co-terming is possible.

Proof of Purchase?



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.



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 11](#)

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 Firmware](#)

We have also tested 3rd party devices with IGEL OS11:

[Third-Party Devices Supported by IGEL OS 11](#)

If the customer's device is not within this list, he can find the minimum requirements here:

[Installation Requirements](#)

Do We Have to Buy MMCP If We Want to Move from UDC3/UDP to OS 11?



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.

Can We Trade Up on Compact, Winestra, Premium Models?



Can We Trade Up on Compact, Winestra, Premium Models?

No, these devices are not capable of IGEL OS 11.

What Should I Do Next?



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.