



IGEL Subscription and More

- [IGEL Subscription](#) (see page 3)
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- [IGEL License Portal \(ILP\)](#) (see page 225)

IGEL Subscription

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

- UMS License(s) with different feature sets as described in [IGEL OS Editions](#) (see page 11)
- IGEL OS device licenses
- IGEL support service entitlement with different levels as described in [IGEL OS Editions](#) (see page 11)
- Purchasable add-on licenses

For technical details on UMS Licenses and IGEL OS device licenses, see [IGEL Software Licenses for IGEL OS and IGEL UMS](#) (see page 4).

For details on the effects of license expiration, see [IGEL Subscription - Entitlements and Effects of Expiration](#) (see page 27) .

- [IGEL Software Licenses for IGEL OS and IGEL UMS](#) (see page 4)
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IGEL Software Licenses for IGEL OS and IGEL UMS

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

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

IGEL OS Licenses

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

License Deployment

The device licenses can be deployed as described in [Deploying Licenses](#) (see page 137).

IGEL UMS Licenses

You can use different feature sets of the UMS based on the UMS License. This is called the feature-based license model. For an overview of which features are included in the Essential, Standard, and Enterprise UMS License, see [IGEL OS Editions](#) (see page 11) .

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

License Deployment

Standard and Enterprise features require a dedicated Standard or Enterprise UMS License, which can be generated in the ILP and must be imported into the IGEL UMS. The license service in the UMS verifies the imported UMS license and applies the corresponding feature activation. In the ILP, you have the UMS License assigned to your account based on the purchased IGEL OS Edition. For details on how to license the UMS, see [How to License the IGEL UMS](#) (see page 6) .

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

 **Risk of Loss of Functionality**
Downgrading the UMS License (for example, deploying a Standard UMS License after an Enterprise UMS License) results in a loss of functionality with immediate effect, and therefore has a huge risk on production environments.

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

The functions are limited, but no data is deleted - if an upgraded license is later applied, previous features, configurations, and assignments are restored.

Evaluation Licenses for IGEL OS 12 and IGEL UMS

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

i The IGEL UMS can be installed without a technical license, providing access to features of the Essential License out of the box. So you only need an Evaluation UMS License to evaluate Standard or Enterprise features. The Evaluation UMS License unlocks all Enterprise features of the UMS. For details on the features, see [IGEL OS Editions \(see page 11\)](#).

License Deployment

You can get an IGEL OS evaluation license as described in [Getting a Demo License \(see page 223\)](#).

You can get the Evaluation UMS License in coordination with an IGEL representative, who can generate the license and assign it to the ILP account. Then the UMS needs to get licensed with the Evaluation License. For details, see [How to License the IGEL UMS \(see page 6\)](#).

How to License the IGEL UMS

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

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

Registering the UMS in ILP

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

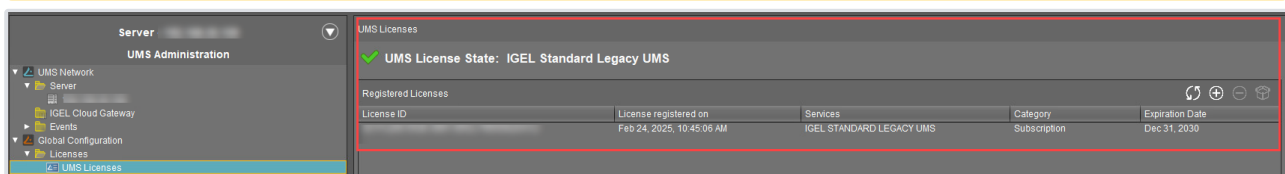
✓ You can work with the UMS IDs as described in [How to Register the UMS ID in ILP](#)³.

Licensing the UMS

With Automatic License Deployment

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

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



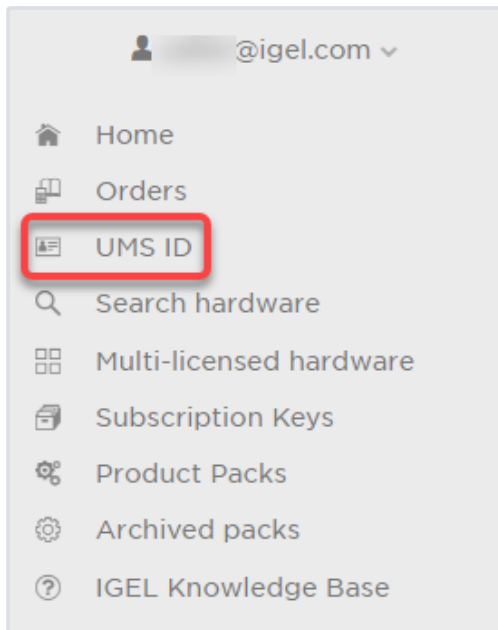
Without Automatic License Deployment

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

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

2. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions>

3. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-register-the-ums-id-in-ilp>



2. Download the UMS License from the ILP by clicking the below button.



3. Import the downloaded license file into the UMS in one of the following ways:

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

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



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

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

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

Problem

With the introduction of the subscription model for IGEL OS Editions, a new feature-based licensing model is implemented for the IGEL UMS. The feature-based licensing model is released with UMS version 12.07.100. With the feature-based license model, UMS features are activated based on the deployed license. For details, see [IGEL OS Editions](#) (see page 11).

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

Lack of License Automation

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

Feature not Included in UMS License

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

Solution

Lack of License Automation > Manual License Upload

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

Feature not Included in UMS License > Database Copy

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

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

Troubleshooting: Loss of UMS Functions After Update to UMS 12.07.100

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

Problem

With the introduction of the subscription model for IGEL OS Editions, a new feature-based licensing model is implemented for the IGEL UMS. The feature-based licensing model is released with UMS version 12.07.100. With the feature-based license model, UMS features are activated based on the deployed license. For details, see [IGEL OS Editions](#) (see page 11).

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

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

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

Lack of License Automation

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

Solution

Lack of License Automation > Manual License Upload

If the license deployment is not automatic or the UMS is not directly connected to the ILP (for example, in air gapped scenarios), you need to generate the Standard (Legacy) UMS License and import it to your UMS manually. For details on how to do it, see [How to License the IGEL UMS](#) (see page 6).

IGEL OS Editions

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

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

For more information on Editions, see [IGEL OS Editions | IGEL](#)⁵.

Feature Matrix

Key:

✓ = Included

 = Purchasable

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Database						
Embedded DB	✓	✓	✓	✓	✓	Description A lightweight database system that is directly built into the software on the server. Embedded databases are less scalable, less secure, and lack advanced features compared to external databases. Migrate a UMS Server with the Same Embedded Database⁶

5. <https://www.igel.com/licensing/>

6. <https://kb.igel.com/en/universal-management-suite/current/migrate-a-ums-server-with-the-same-embedded-database>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
External DB	-	✓	✓	✓	✓	Description An external database is a separate system that stores and manages data outside of the UMS. Installation Requirements for the IGEL UMS⁷ Connecting External Database Systems⁸
Network						
IGEL Cloud Gateway	-	✓	✓	✓	✓	Description The IGEL Cloud Gateway (ICG) enables the IGEL Universal Management Suite (UMS) to securely manage endpoint devices outside the company network. ICG Manual⁹
Distributed UMS	-	✓	✓	✓	✓	Description Distributed UMS is the recommended High Availability solution for UMS. Installing the Distributed IGEL UMS¹⁰

7. <https://kb.igel.com/en/universal-management-suite/current/installation-requirements-for-the-igel-ums>

8. <https://kb.igel.com/en/universal-management-suite/current/connecting-external-database-systems>

9. <https://kb.igel.com/en/igel-cloud-gateway/current/icg-manual>

10. <https://kb.igel.com/en/universal-management-suite/current/installing-the-distributed-igel-ums>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Distributed App Repository	-	-	✓	✓	✓	Description Devices can download the app installation package not from the IGEL App Portal but from a local server of the customer, suitable for air-gapped/low bandwidth use cases. How to Use Distributed App Repositories in IGEL UMS¹¹
Distributed Peer Update	✓	✓	✓	✓	✓	Description Download the app installation package not from the IGEL App portal but from a peer device in the same network, suitable for air-gapped/low bandwidth use cases. How to Configure Distributed Peer Update with IGEL OS 12 Devices¹²

11. <https://kb.igel.com/en/universal-management-suite/current/how-to-use-distributed-app-repositories-in-igel-um>

12. <https://kb.igel.com/en/igel-os-base-system/current/how-to-configure-distributed-peer-update-with-igel>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
UMS as CA proxy	-	-	✓	✓	✓	Description Use UMS as a trusted relay agent to forward device certificate request to the external certificate authority in the name of the device and transfer the device certificate back securely.  The external Public Key Infrastructure (PKI) needs to support the EST protocol. UMS as a Certificate Authority (CA) Proxy¹³
Registration						
One time password	✓	✓	✓	✓	✓	Description Regular device registration method, user needs to receive one time password from admin. Onboarding IGEL OS 12 Devices¹⁴
Scan & register	✓	✓	✓	✓	✓	Description Regular device registration method, admin searches for devices in the company network. Registering IGEL OS Devices on the UMS Server¹⁵

13. <https://kb.igel.com/en/universal-management-suite/current/ums-as-a-certificate-authority-ca-proxy>

14. <https://kb.igel.com/en/how-to-start-with-igel/current/onboarding-igel-os-12-devices>

15. <https://kb.igel.com/en/universal-management-suite/current/registering-igel-os-devices-on-the-ums-server>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Onboarding Service	-	✓	✓	✓	✓	Description New, very user-friendly device registration method, user only needs to type in email to get the device registered. Initial Configuration of the IGEL Onboarding Service (OBS)¹⁶
Devices						
Search	✓	✓	✓	✓	✓	Description Search for devices based on specific criteria like MAC address, app installed, etc. Views - Filtering for Devices in the IGEL UMS¹⁷ Search for Devices in the IGEL UMS Web App¹⁸
Shadow - Remote Manager	✓	✓	✓	✓	✓	Description Remote control to device (Help desk use case). Remote Access in IGEL OS 12¹⁹
Power control	✓	✓	✓	✓	✓	Description Remote control commands to device like shutdown, restart (Help desk use case). Devices - View and Manage Your Endpoint Devices in the IGEL UMS Web App²⁰

16. <https://kb.igel.com/en/how-to-start-with-igel/current/initial-configuration-of-the-igel-onboarding-service>

17. <https://kb.igel.com/en/universal-management-suite/current/views-filtering-for-devices-in-the-igel-ums>

18. <https://kb.igel.com/en/universal-management-suite/current/search-for-devices-in-the-igel-ums-web-app>

19. <https://kb.igel.com/en/igel-os-base-system/current/remote-access-in-igel-os-12>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Secure terminal	-	✓	✓	✓	✓	Description Open remote terminal on device to type in commands. Secure Terminal in IGEL OS 12²¹
Configurations						
Profiles	✓	✓	✓	✓	✓	Description Set of device configurations, like keyboard settings, wifi connection, security settings. Profiles in the IGEL UMS²²
Corporate Identity Customization	✓	✓	✓	✓	✓	Description Customize the user interface of your IGEL OS devices to suit your corporate design using the Corporate Identity Customization (CIC) function in the IGEL Universal Management Suite (UMS). Corporate Identity Customizations in the IGEL UMS²³
Files	✓	✓	✓	✓	✓	Description Send files like wallpapers or certificates to devices. Files - Registering Files on the IGEL UMS Server and Transferring Them to Devices²⁴

20. <https://kb.igel.com/en/universal-management-suite/current/devices-view-and-manage-your-endpoint-devices-in-t>

21. <https://kb.igel.com/en/igel-os-base-system/current/secure-terminal-in-igel-os-12>

22. <https://kb.igel.com/en/universal-management-suite/current/profiles-in-the-igel-ums>

23. <https://kb.igel.com/en/universal-management-suite/current/corporate-identity-customizations-in-the-igel-ums>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Priority Profiles	-	✓	✓	✓	✓	Description Similar to profiles, but always overrules other profile settings. Priority Profiles in the IGEL UMS²⁵
Template Keys	-	✓	✓	✓	✓	Description Efficient way to configure large amount of devices using the same profiles, but different values within the profile, e.g. language. Template Profiles in the IGEL UMS²⁶
Logging						
Security Logging	✓	✓	✓	✓	✓	Description UMS logs security relevant actions like device registrations or user actions. User Logs in the IGEL UMS²⁷
SIEM compatibility	✓	✓	✓	✓	✓	Description Specify the logging behavior of the IGEL Universal Management Suite (UMS) for messages and events as well as activate performance logging. Logging in the IGEL UMS²⁸

24. <https://kb.igel.com/en/universal-management-suite/current/files-registering-files-on-the-igel-ums-server-and>

25. <https://kb.igel.com/en/universal-management-suite/current/priority-profiles-in-the-igel-ums>

26. <https://kb.igel.com/en/universal-management-suite/current/template-profiles-in-the-igel-ums>

27. <https://kb.igel.com/en/universal-management-suite/current/user-logs-in-the-igel-ums>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Management						
Basic admin tasks	✓	✓	✓	✓	✓	Description Automate basic administrative tasks in the IGEL Universal Management Suite (UMS), like regular DB backups. Create Data Backup as Administrative Task in the IGEL UMS²⁹
Extended admin tasks	-	✓	✓	✓	✓	Description Automate advanced administrative tasks in the IGEL Universal Management Suite (UMS), like sending emails based on search exports. Administrative Tasks - Configure Scheduled Actions for the IGEL UMS³⁰
Custom device attributes	-	✓	✓	✓	✓	Description Configure custom attributes for devices, e.g. branch office information. Managing Device Attributes for IGEL OS Devices in the IGEL UMS³¹

28. <https://kb.igel.com/en/universal-management-suite/current/logging-in-the-igel-ums>

29. <https://kb.igel.com/en/universal-management-suite/current/create-data-backup-as-administrative-task-in-the-igel-ums>

30. <https://kb.igel.com/en/universal-management-suite/current/administrative-tasks-configure-scheduled-actions-for-the-igel-ums>

31. <https://kb.igel.com/en/universal-management-suite/current/managing-device-attributes-for-igel-os-devices-in-the-igel-ums>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Default Directory Rules	-	✓	✓	✓	✓	Description Rules for default directories are used to automatically classify devices into specific directories during registration. These directories can be linked to profiles which are then assigned to the devices contained. As a result, you can automatically configure the devices during registration (zero touch deployment). Default Directory Rules³²
Jobs	-	✓	✓	✓	✓	Description Automate device tasks to reduce manual work for admins. Jobs - Sending Automated Commands to Devices in the IGEL UMS³³
Device naming scheme	-	✓	✓	✓	✓	Description Harmonize the naming logic of devices in UMS to fit company standards. How to Rename IGEL OS Devices³⁴

32. <https://kb.igel.com/en/universal-management-suite/current/default-directory-rules>

33. <https://kb.igel.com/en/universal-management-suite/current/jobs-sending-automated-commands-to-devices-in-the->

34. <https://kb.igel.com/en/universal-management-suite/current/how-to-rename-igel-os-devices>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
IGEL Management Interface - API Connection	-	✓	✓	✓	✓	Description IGEL Management Interface (IMI) enables you to connect UMS to systems management tools. It is a programming interface that can create and delete endpoint devices, move them between directories, reboot them and much more. Its implementation as a REST API makes IMI agnostic of hardware platforms, operating systems and programming languages, thus ensuring maximum interoperability. IMI Manual³⁵ IMI API V3 Reference³⁶
UMS as Identity Broker	-	✓	✓	✓	✓	Description Device login using UMS as local Active Directory (AD). How to Configure IGEL UMS As Identity Broker³⁷
Asset Inventory Tracker (AIT)	-	-	✓	✓	✓	Description View the information about the peripherals connected to your IGEL OS 12 devices. Devices - View and Manage Your Endpoint Devices in the IGEL UMS Web App³⁸

35. <https://kb.igel.com/en/igel-management-interface/current/imi-manual>

36. <https://kb.igel.com/en/igel-management-interface/current/imi-api-v3-reference>

37. <https://kb.igel.com/en/universal-management-suite/current/how-to-configure-igel-ums-as-identity-broker>

38. <https://kb.igel.com/en/universal-management-suite/current/devices-view-and-manage-your-endpoint-devices-in-t>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Identity and Access Management						
Local users with password	✓	✓	✓	✓	✓	Description For the purpose of logging in to the UMS Console / UMS Web App, you can create, organize, and remove accounts. Administrator Accounts in the IGEL UMS³⁹
UMS login with SSO	✓	✓	✓	✓	✓	Description Support for selected IdPs, for example, Microsoft Entra ID, Okta, Ping Identity. How to Set Up UMS Login with SSO⁴⁰
AD & LDAP for UMS login	-	✓	✓	✓	✓	Description Instead of creating and organizing UMS administrators manually you are looking for an easy way of importing them from your existing Active Directory, using the same AD group assignments and credentials as already defined in the AD. How to Integrate Active Directory in IGEL UMS⁴¹

39. <https://kb.igel.com/en/universal-management-suite/current/how-to-create-administrator-accounts-in-the-igel-u>

40. <https://kb.igel.com/en/universal-management-suite/current/how-to-set-up-ums-login-with-sso>

41. <https://kb.igel.com/en/universal-management-suite/current/how-to-integrate-active-directory-in-igel-ums>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Cloud Services						
App Creator Portal -Community Certificate	✓	✓	-	-	-	Description The App Creator Portal is an IGEL hosted modern look and feel portal where you can bring your custom apps, package them ready to be deployed to your IGEL OS 12 and above endpoints within minutes with no scripting required. The app signing certificate in the 'Community Certificate' edition is a shared certificate used by all customers to digitally 'sign' an application allowing the deployment of custom applications. With a Community certificate, your created apps can be installed on any device. IGEL App Creator Portal⁴²
App Creator Portal - Enterprise Certificate	-	-	✓	✓	✓	Description If your company has IGEL Enterprise Edition licenses, you receive a certificate exclusively for your company. This includes a private key. With a company certificate, the apps you have created can only be installed on your company's devices. IGEL App Creator Portal⁴³

42. <https://kb.igel.com/igel-app-creator/current/igel-app-creator-portal>

43. <https://kb.igel.com/igel-app-creator/current/igel-app-creator-portal>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
App Portal, Customer Portal & ILP	✓	✓	✓	✓	✓	Description All Cloud services (App Portal, Customer Portal, Igel Licence Portal) Using the IGEL Customer Portal⁴⁴ IGEL App Portal⁴⁵ Licensing⁴⁶ IGEL License Portal (ILP)⁴⁷
Feature Packs Available <u>for Purchase</u>						
IGEL Advanced Device Redirection	+	+	+	+	+	Description Using IGEL Advanced Device Redirection it is possible to access your local USB devices from a remote desktop session. USB devices appear as if they were plugged directly to the remote computer. And it works with virtually any device. IGEL Advanced Device Redirection Add-On License⁴⁸

44. <https://kb.igel.com/en/how-to-start-with-igel/current/using-the-igel-customer-portal>

45. <https://kb.igel.com/en/how-to-start-with-igel/current/igel-app-portal>

46. <https://kb.igel.com/en/how-to-start-with-igel/current/licensing>

47. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-license-portal-ilp>

48. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-advanced-device-redirection-add-on-license>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Smart Login	-	+	+	✓	+	Description Enterprise single sign-on and virtual desktop access for fast, secure, No Click Access™ to technology endpoints, like the IGEL Agent for Imprivata solution. IGEL Agent for Imprivata⁴⁹
90Meter	-	-	-	-	+	Description The 90meter PKCS#11 Library offers unparalleled security solutions to enable smart card support for NIPRnet within Virtual Desktop Infrastructure (VDI) environments.
Deployment Options Available <u>for Purchase</u>						
Universal Management Suite as a Service	-	-	+	+	+	Description IGEL Universal Management Suite as a Service (UMSaaS) is a cloud-hosted service of the IGEL UMS that enables scalable and secure endpoint management without requiring customer-owned infrastructure. FAQ - IGEL Universal Management Suite as a Service (UMSaaS)⁵⁰

49. <https://kb.igel.com/en/igel-apps/current/igel-agent-for-imprivata>

50. <https://kb.igel.com/en/universal-management-suite/current/faq-igel-universal-management-suite-as-a-service-u>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
IGEL Business Continuity & Disaster Recovery	-	-	+	+	+	Description Boot x86-x64 devices into IGEL OS to provide a secure, performant and managed workspace. IGEL Business Continuity & Disaster Recovery IGEL Technology⁵¹ IGEL Dual Boot™ installs IGEL OS alongside Windows partition, enabling a clean, secure boot to critical services during outages or compromise. How to Deploy and Use IGEL OS Dual Boot (IGEL Business Continuity & Disaster Recovery)⁵² IGEL Business Continuity USB Boot option available on request up to the amount of business continuity licenses ordered.
IGEL Managed Hypervisor	-	-	+	+	+	Description Virtualize, secure, and manage Windows and Linux workloads. IGEL Managed Hypervisor Add-On License⁵³ IGEL Managed Hypervisor⁵⁴

51. <https://www.igel.com/business-continuity/>

52. <https://kb.igel.com/en/igel-os-base-system/current/how-to-deploy-and-use-igel-os-dual-boot-igel-busin>

53. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-managed-hypervisor-add-on-license>

54. <https://kb.igel.com/en/igel-apps/current/igel-managed-hypervisor>

	Essential Edition	Standard Edition	Enterprise Edition	Healthcare Edition	Government Edition	Description
Support Levels						
Select	✓	-	-	-	-	Description IGEL offers a selection of support offers designed to fit the needs of any enterprise, large or small. IGEL Technical Support IGEL⁵⁵
Priority	-	✓	-	-	-	
Priority Plus	-		✓	✓	✓	

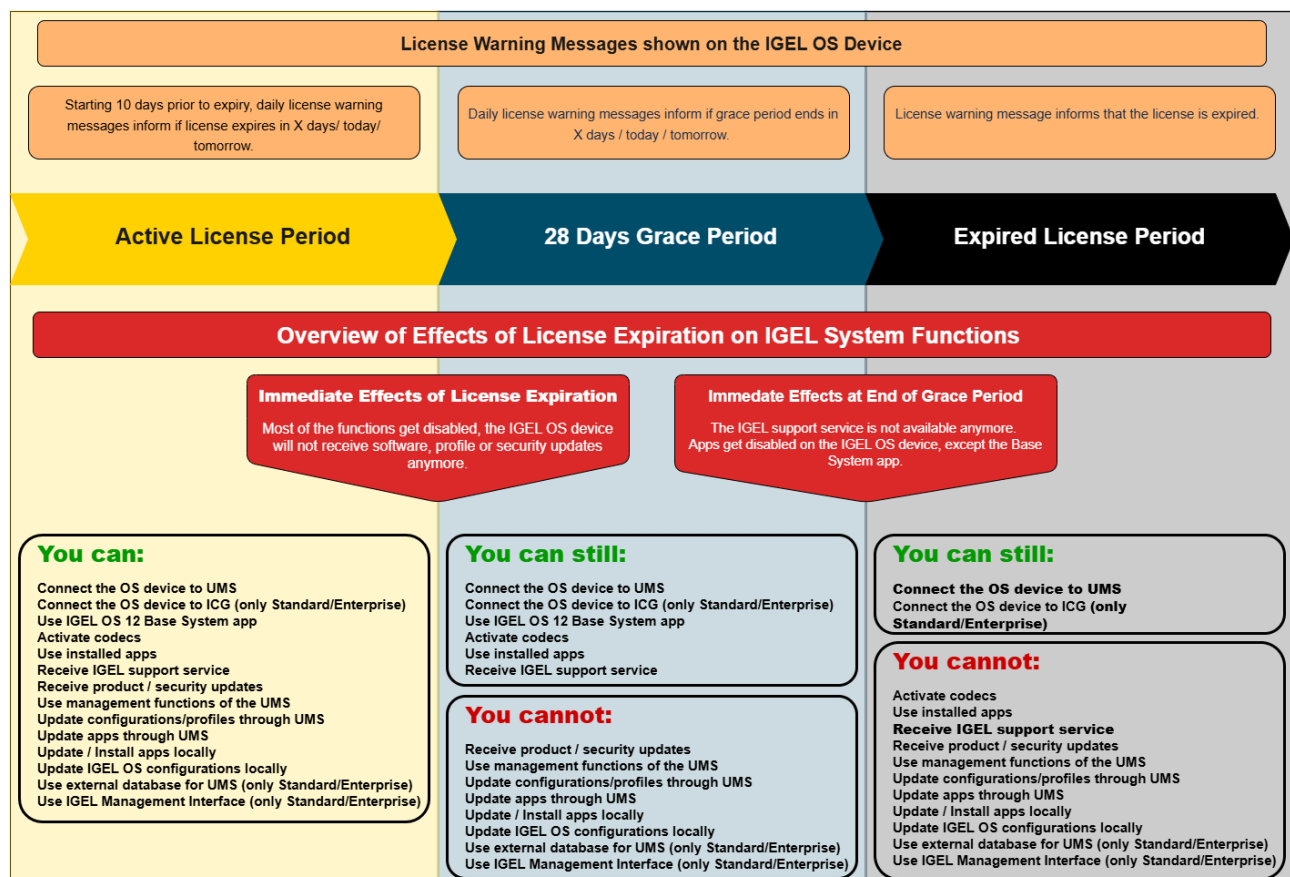
55. <https://www.igel.com/support/>

IGEL Subscription - Entitlements and Effects of Expiration

IGEL offers subscriptions in the form of IGEL OS Editions. Each IGEL OS Edition subscription includes licences for a selection of software features. For details on which features are licensed, see [IGEL OS Editions](#)⁵⁶.

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

Overview of License Expiration Effects on the IGEL System



Expiration Reminder Emails from ILP

The IGEL License Portal (ILP) sends you reminder emails about the status of your subscription at certain dates, for example, 120/60/7 days before expiration. The reminder email lists the details of the subscription that is about to expire with the expiration dates and the information for renewal. You can enable reminder emails under **Account menu > Settings**, see [Overview](#)⁵⁷.

56. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions>

57. <https://kb.igel.com/en/igel-subscription-and-more/current/overview>

IGEL OS 12 License Expiration

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



License Warning Messages in OS 12

In IGEL OS 12, license warning messages communicate license information to help you keep track of the state of the license. The warning messages contain information on when the license expires and the effects of expiration. The warning messages are usually shown once a day, at boot and at login starting 10 days prior to license expiry.

Once the license expires, a constant warning message is shown, communicating the expired license state.

License warning messages cannot be suppressed or disabled.

Workspace Edition License Expiration

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

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

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



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

→ To continue using IGEL OS 12, you can renew your IGEL OS subscription and the license on the OS 12 device. For more information, contact your sales or renewal representative or reseller and see [Deploying Licenses](#)⁵⁸.



Workspace Edition License Does Not Function

The license does not function, when the WE license is expired, and the currently installed base system version was released after the expiration date. As a result, all functions get disabled.

→ To continue using IGEL OS 12, assign a renewed license. For more information, contact your sales or renewal representative or reseller and see [Deploying Licenses](#)⁵⁹.

Evaluation Device License Expiration

The evaluation license (or demo license) is a license for testing purposes with a limited license period. For details on evaluation license, see [Getting a Demo License](#)⁶⁰.

58. <https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses>

59. <https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses>

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

→ To continue using IGEL OS 12, purchase an IGEL subscription and deploy a new license on the device. For more information, contact your sales or renewal representative and see [Deploying Licenses](#)⁶¹.

IGEL UMS License Expiration

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

When the UMS License expires, the management functions of the IGEL UMS get limited. UMS features that are licensed by Standard or Enterprise License get limited, locked, or deactivated. For details on which features are licensed, see [IGEL OS Editions](#)⁶².

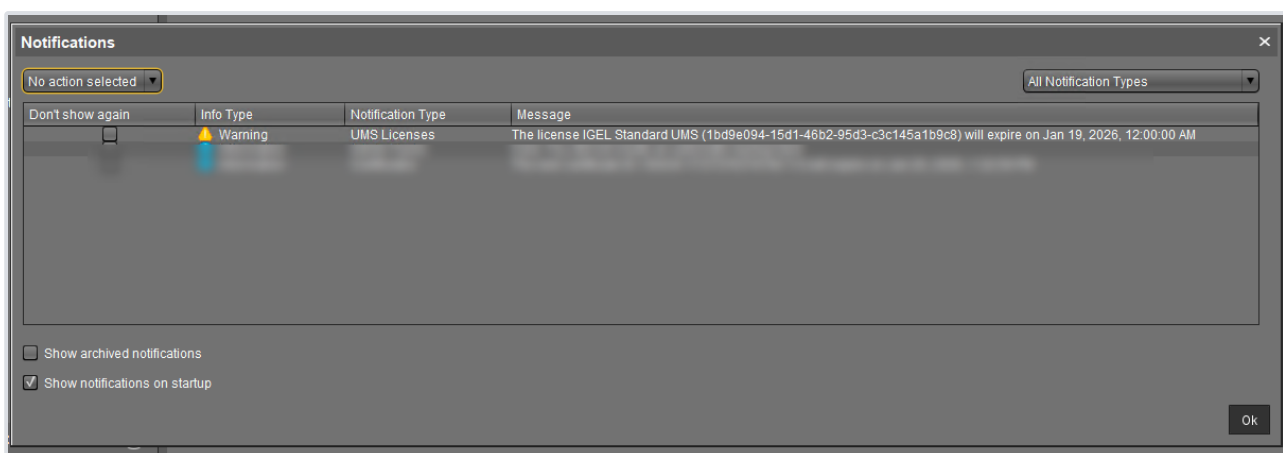
i When a license expires, and features get disabled, no data is lost. If a valid license is re-imported, previous features and associated data (for example, priority profile configurations) become available again.

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

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

License Warning Messages in UMS

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



60. <https://kb.igel.com/en/igel-subscription-and-more/current/getting-a-demo-license>

61. <https://kb.igel.com/en/igel-subscription-and-more/current/deploying-licenses>

62. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-os-editions>

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

UMS Evaluation License Expiration

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

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

- i The IGEL UMS can be installed without a technical license, providing access to features of the Essential License out of the box. You only need an Evaluation UMS License to evaluate Standard or Enterprise features.

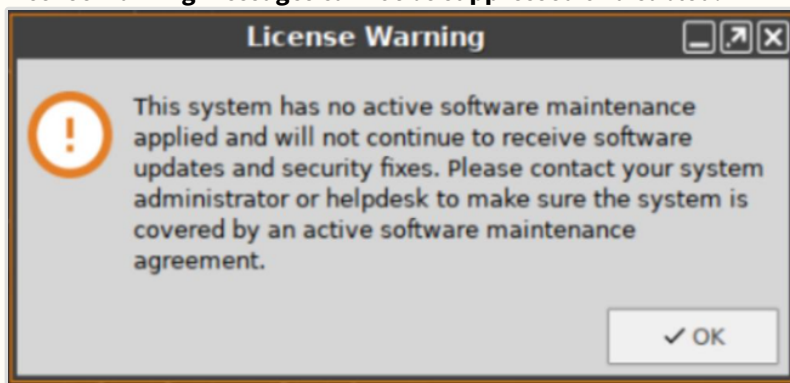
Effects of Subscription Expiration in IGEL OS 11



License Warning Messages

In IGEL OS 11, once the license expires, a constant warning message is shown, communicating the expired license state.

License warning messages cannot be suppressed or disabled.



Functions on the IGEL OS Device

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

Function	Subscription Active	Subscription Expired
Shared Workplace	✓	✗
Custom Partition	✓	✗

Endpoint Management Functions

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

IGEL Advanced Device Redirection Add-On License

The IGEL Advanced Device Redirection License is an add-on license for IGEL OS 12. The license is required to use the [IGEL Advanced Device Redirection](#)⁶³ apps. The IGEL Advanced Device Redirection apps support the integration of endpoint devices with on premises or cloud-hosted desktops in virtual workplace setups.

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

How to License the IGEL Advanced Device Redirection Apps?

1. Contact your IGEL reseller for purchasing the license.
2. Register the license in your UMS and distribute it as described in [Setting up Automatic License Deployment \(ALD\)](#) (see page 185) .

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



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

63. <https://kb.igel.com/en/igel-apps/current/igel-advanced-device-redirection-plugins>

IGEL Managed Hypervisor Add-On License

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

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

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

IGEL Managed Hypervisor Add-On License

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

For information on how to use the app, see [IGEL Managed Hypervisor](#)⁶⁴.

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

Enterprise UMS License

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

The license is included in the following IGEL OS Editions:

- Enterprise
- Healthcare
- Government
- Business Continuity

For further information on the management feature, see [How to Manage Virtual Machines Running on IGEL OS 12 from the IGEL UMS Web App](#)⁶⁵.

How to License the IGEL Managed Hypervisor?

1. Contact your IGEL reseller for purchasing the UMS and IGEL Managed Hypervisor Add-On Licenses.
2. Deploy the UMS License as described in [How to License the IGEL UMS](#)⁶⁶.
3. Distribute IGEL Managed Hypervisor Add-On Licenses to your OS 12 devices:
 - For details on automatic license deployment, see [Setting up Automatic License Deployment \(ALD\)](#)⁶⁷.

64. <https://kb.igel.com/en/igel-apps/current/igel-managed-hypervisor>

65. <https://kb.igel.com/en/universal-management-suite/current/how-to-manage-virtual-machines-running-on-igel-os->

66. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-license-the-igel-ums>

67. <https://kb.igel.com/en/igel-subscription-and-more/current/setting-up-automatic-license-deployment-ald>



- For details on manual deployment, see [Manual License Deployment for IGEL OS⁶⁸](#).

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



IGEL Software Licenses Articles

- [Troubleshooting Common IGEL Licensing Problems](#) (see page 37)
- [IGEL Software Licenses FAQs](#) (see page 38)
- [IGEL Software Licenses How-Tos](#) (see page 77)

Troubleshooting Common IGEL Licensing Problems

In this article you will find the most common reasons behind license related problems in the form of a checklist.

You can start your troubleshooting by going through this checklist in any order you see fit:

- Use the latest available UMS version and OS version. You can download the most recent version from <https://www.igel.com/software-downloads/>.
- Check if NTP is set, and if time/date is correct on the devices. For more information, see (11.10.120-en) Time and Date and (12.4-en) Time and Date in IGEL OS 12 .
- Check if time/date differs on hardware level. Check the BIOS. For more information, please refer to the corresponding documentation of your hardware vendor.
- Check if the MAC address and unit ID are the same. In case they are not, you can restore the MAC address by running the command `get_unit_id -r -f` in a terminal and rebooting the system afterwards.
- Check if the license deployment is set to automatic. For more information, see [How to Enable Automatic License Deployment in IGEL](#) (see page 210).
- Check the communication ports. For more information, see (12.04.120) IGEL UMS Communication Ports.
- Check for BIOS updates.
- Try deploying the `lic` file locally. For more information, see Manual License Deployment for IGEL OS without UMS .
- Delete all local licenses. For more information, see [How To Remove an IGEL License Completely](#) (see page 52) .
- On IGEL OS 11, check the output of `rm_ping_for_license` in Local Terminal.
- In case you use ALD via ALD Token, it might make sense to delete the ALD token and create a new one, especially when you had a renewal and the expiration date doesn't get updated in your UMS. For more information see [Setting up Automatic License Deployment \(ALD\) with ALD Token](#) (see page 138).



IGEL Software Licenses FAQs

- [IGEL Subscription License \(ISL\) - FAQ \(see page 39\)](#)
- [IGEL Licensing FAQ \(see page 41\)](#)
- [IGEL Migration & Co-Terminating FAQ \(see page 46\)](#)
- [How Can I Find Out Which Order My Product Pack Belongs To? \(see page 48\)](#)
- [How To Remove an IGEL License Completely \(see page 52\)](#)
- [My Licenses Have Expired - What Can I Do? \(see page 76\)](#)

IGEL Subscription License (ISL) - FAQ

This FAQ contains general information about the new IGEL Subscription License (ISL), which will be available from January 1, 2026.

Which IGEL OS version does ISL require?

IGEL OS 12.7.2 or higher.

Do I need to take any action on January 1, 2026, if I already have Workspace Edition (WE) licenses?

No, you do not need to take any action on January 1, 2026.

Where's the difference between the IGEL Subscription License (ISL) and the Workspace Edition (WE)?

Workspace Edition (WE) was originally designed for IGEL OS 11.

IGEL Subscription License is designed for IGEL OS 12. Only version 12.7.2 or higher is compatible, Downwards compatibility is not given.

Can I still renew my WE?

Yes, you can renew your WE product packs by [renewing the Subscription Keys](#)⁶⁹ that contain them.

What happens to my add-on licenses?

They work with the IGEL Subscription Licenses the same way that they worked with the WE licenses.

Can I convert my Workspace Edition (WE) to IGEL Subscription License (ISL)?

No, this is not possible at the moment.

What do I need to consider in a hybrid environment with IGEL OS 11 and OS 12?

For New Licenses (ISL)

Assign the IGEL Subscription License (ISL) only to devices running IGEL OS 12.



Ensure that the devices are running IGEL OS version 12.7.2 or higher.

69. <https://kb.igel.com/en/igel-subscription-and-more/current/renewing-a-maintenance-subscription-in-the-igel-li>

For Existing Devices

- No changes are required.
- Workspace Edition (WE) licenses can continue to be assigned to both IGEL OS 11 and IGEL OS 12 devices (incl. OS 12.7.2 or higher), as previously supported.

Expanding Licenses from 2026 for Existing Environments

- Assign Workspace Edition (WE) product packs to IGEL OS 11 devices.
- Assign IGEL Subscription Licenses (ISL) to IGEL OS 12 devices.



IGEL Subscription License (ISL) is not backward-compatible with IGEL OS 11. Attempting to apply ISL on OS 11 devices is not supported.

IGEL Licensing FAQ

What Is the IGEL License Portal (ILP) – Why Do I Need It?

The IGEL License Portal (ILP) is the core service for IGEL license handling. All purchased IGEL licenses are available in the ILP – ready to use. For web access, go to <https://activation.igel.com/login>.

I Am a New Customer, How Do I Access the ILP?

Once you purchase licenses, an ILP account is automatically generated based on the company details on the invoice. Your licenses are stored here.

✓ For more details, refer to How Do I Access My Purchased Licenses?

Do I Have to Accept a EULA?

Yes, you must accept the IGEL EULA (End User License Agreement) each time an order has been delivered to you.

You can do this in the IGEL License Portal (ILP) under **Orders** or, alternatively, under **Order Details** (click  on the **Orders** pages), or in the management dialog of a Product Pack that is contained in your order (go to **Product Packs**, then click **Manage**). Note that accepting the EULA from only one Product Pack's management dialog is sufficient, as the acceptance will include all other Product Packs of the same order.

If you have ordered third-party licenses, you may have to accept a specific EULA for the relevant Product Packs. As of 01/2022, this is valid for Teradici licenses. Third-party EULAs must be accepted separately for each Product Pack.

I Am an Existing Customer, Purchasing Additional Licenses, What Do I Do?

New licenses, once processed by order management, will be stored in your company ILP account. For license renewals, the end date and status will be updated and visible on ILP once the order has been processed.

I Am a Reseller, Partner, or External Licenses Manager, What Do I Do?

- Provide the customer with the Global Account ID or the Subscription Key(s) to identify their licenses in ILP.
- Route new customers to activation.igel.com⁷⁰ and advise them to register for their ILP account.
- In the case that you are taking over the license management, provide the customer with the appropriate e-mail address so that the customer can assign you as the administrator or service provider of their account.

✓ Refer to How Can I Access My Client's Licenses on Their ILP Account? for more details

70. <http://activation.igel.com>

Which Roles Are Available in the ILP?

For each user account in the ILP, a role is assigned. There are three roles:

- administrator
- service provider
- user



You can find more information about the different roles under Roles and Permissions.

How Do I Access My Purchased Licenses?

Since September 2021, the purchased licenses are assigned directly to the end customer's company ILP account when the order is processed at IGEL. The end customer's company is defined as the company detailed on the invoice. If no company account exists in the ILP, the company account is created automatically based on the invoice information. To access the licenses, you need an ILP user account that is assigned to the ILP company account.

Your ILP administrator can invite you to the company account. You will then receive an invitation e-mail to finalize your registration. The administrator defines your user account role.

If your company account has no administrator, you need to register on activation.igel.com⁷¹. You will be assigned to the administrator role.



To make it easier to identify your ILP account after your registration, enter the Delivery Token or Subscription Key on the **Company Details** page. For details on registration, see IGEL License Portal (ILP), section "How to Register with the IGEL License Portal".

Additional Options for the Region North America

If you are in the region North America, you can send your user details with an order. The procedure varies based on whether an ILP administrator exists for your company account or not:

- No ILP administrator exists for your company: Your user account is created and assigned to the company account automatically. You receive an email to finalize your registration. You are automatically assigned the administrator role.
- An ILP administrator already exists for your company account: IGEL informs the administrator to invite you. You will then receive an invitation e-mail to finalize your registration. The administrator defines your user account role.

Why Do I Need a Global Account ID?

The Global Account ID identifies the end customer. This ID is displayed on the homepage and under the **Manage Company** section in the ILP. For a new order or a license renewal, you require the Global Account ID and Subscription Key to place the order. The Subscription Key is located in the **Subscription Key** section of the ILP.

71. <http://activation.igel.com>

How Can I Access My Client's Licenses on Their ILP Account? I Already Have an ILP User Account.

Your user account can be assigned to your client's company account to give you access to the client's licenses. There are several ways to assign you to the client's account.

The client company account administrator needs to invite you to the company account and assign a role to you. If your client's company account has no administrator, your client needs to register on activation.igel.com⁷² and invite you afterward.

Additional Options for the Region North America

If you are in the region of North America, you can send your user details with an order. The procedure varies based on whether an ILP administrator exists for your company account or not:

- No ILP administrator exists for your company: If you do not have a user account, it is created automatically and assigned to the client's company account. If you do have a user account, you are automatically assigned the administrator role to the client's company account.
- An ILP administrator already exists for your company account: IGEL informs the administrator to invite you to the company account and to define your user role. Then you receive an invitation e-mail to finalize your registration (in case you do not have a user account) and to assign your user account to the client's company account.

I Am a Managed Service Provider with One Single UMS and Several Clients/Companies. How Do I Handle License Deployment?

If you have access to several ILP accounts for several clients/companies and manage their devices with one single UMS, you can not use the standard Automatic License Deployment (ALD) mechanism. This is because the standard Automatic License Deployment method requires a UMS Licensing ID, and one specific UMS Licensing ID can only be registered with one ILP account.

However, you can use the alternative Automatic License Deployment (ALD) mechanism with an ALD Token; see [Set up Automatic License Deployment \(ALD\) with ALD Token](#) (see page 138). This enables you to deploy licenses for several companies with one single UMS.

Is the Delivery Token Still Necessary to Assign New Licenses to a Customer Account?

- For licenses purchased since September 2021, the license is assigned directly to the end customer's company account in the ILP. No Delivery Tokens are involved.
- If you have purchased licenses before September 2021 with a Delivery Token but have not registered them, you must register the Delivery Tokens manually in your ILP company account.

What Is a Subscription Key and Why Do I Need It?

The Subscription key is a permanent ID that is used to decouple the actual license order or renewal from the management and assignment of the licenses in the ILP and the Universal Management Suite (UMS). If you want to renew your subscriptions, you need the Subscription Key to place the order.

72. <http://activation.igel.com>

- ✓ For further information, please refer to [What Is the Interconnection with Subscription Key and Product Pack?](#)

What Is a Product Pack and What Is It Used For?

A Product Pack is a term used in the ILP to refer to a set of licenses. A Product Pack ID is assigned to a permanent Subscription Key. You can only merge those Product Packs that share the same Subscription Key. The IT administrator works with the Product Packs to roll out licenses via the UMS to IGEL OS-powered endpoint devices. 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).

- ✓ For further information, please refer to [What Is the Interconnection with Subscription Key and Product Pack??](#)
As required, also check out [How Can I Find Out Which Order My Product Pack Belongs To?](#) (see page 48)

Which IGEL Product Packs Can I Split and Merge and How?

You can split and merge all Product Packs, regardless of whether they have been purchased before or after 9/2021.

All Product Packs that have been purchased before September 3rd of 2021 but are activated after this date will receive a Subscription Key. This ensures that you can split and merge any Product Pack in the same way,

- For instructions on splitting a Product Pack, see [Splitting an IGEL Product Pack](#).
- For instructions on merging Product Packs, see [How to Merge IGEL Product Packs](#).

- ✓ For more information, see [What Is a Subscription Key and Why Do I Need It?](#) and [What Is the Interconnection with Subscription Key and Product Pack?](#)

What Is the Interconnection with Subscription Key and Product Pack?

The Subscription Key always has a minimum of one Product Pack assigned. Splitting of Product Packs can generate new Product Pack IDs, but the overlaying Subscription Key is permanent and does not change. Hence, a Subscription Key can have several Product Packs, and a Product Pack has always just one Subscription Key.

What Happens When My Licenses Have Expired?

Please refer to [IGEL Subscription - Entitlements and Effects of Expiration](#) (see page 27) .

What Can I Do When My Licenses Have Expired?

Please refer to [My Licenses Have Expired - What Can I Do?](#) (see page 76)



Can I Remove an IGEL License Completely, Also from the Device?

Yes, you can. IGEL provides profiles for the Universal Management Suite (UMS) to achieve this. For instructions, see [How To Remove an IGEL License Completely \(see page 52\)](#)

From which UMS version is a UMS License required to access standard or enterprise features?

Starting from version 12.07.100, the UMS needs a UMS License. The License level defines the accessible feature set of the UMS. For more information, see [IGEL Software Licenses for IGEL OS and IGEL UMS](#)⁷³.

73. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-software-licenses-for-igel-os-and-igel-ums#IGELSoftwareLicensesforIGELOSandIGELUMS-IGELUMSLicenses>

IGEL Migration & Co-Terming FAQ

What is the License Migration Formerly Known as "OSx Migration"?

A transaction to migrate your IGEL OS 11 licenses from the perpetual license model to IGEL's subscription model. IGEL's OS 11 licenses including their perpetual licensing will be out of maintenance after June 30, 2026. Synchronisation and consolidation are always included in the migration.

Is the IGEL Subscription Limited to IGEL OS 12 / UMS 12?

- No. The subscription allows customers to continue using OS 11 and to further deploy OS 11 or OS 12.
- You can have the subscription using IGEL OS 11 until the End of Maintenance (EOM) date stated in [IGEL Product Lifecycle](#)⁷⁴.

What Are the Benefits of Migrating to the Subscription?

- You benefit from our advantageous migration pricing vs buying a new subscription before it becomes a necessity in 2026.
- Migrating to subscription gives you access to the full IGEL solution, including formerly known "Enterprise Management Pack" features across all OS 11 or OS 12 endpoints.

What is a Co-Term? (Synchronisation and Consolidation of Subscription Keys)

A co-term is a transaction to sync and consolidate your existing subscription keys into one subscription key with your desired expiry date and always comes with renewals for minimum 12 months.

How Is the New License Expiration Date Calculated?

Based on the expiration date of the earliest expiring Subscription Key included in the consolidation, a period of a minimum of one or a maximum of three years will be assigned. If a product pack has expired, the starting date will begin on the date of the expired pack.

Is there a Minimum or Maximum Term?

Yes, a **minimum of 12 months**, a maximum of 36 months. Exceptions apply, e.g. if the time difference between your earliest and latest expiration date exceeds three years.

Is There a Price Benefit for a Multi-Year Term?

Yes, **3-year terms** come with significantly higher incentives than 1-year pricing and year-over-year savings.

74. <https://kb.igel.com/igel-product-information/current/igel-product-lifecycle>

What if I need to keep my Subscription Keys Separate?

If you would like to keep your Subscription Keys separate, please speak to your IGEL Renewals Representative to discuss your options. The team can be reached at customer-renewals@igel.com⁷⁵

How Do I Read the Migration & Co-term Quote and Why Are There Two Quote Positions?

IGEL's consolidation process consists of a two-step approach: Firstly, the Subscription Keys will be synchronized to the last existing expiration date (Quote position 2 - the quote "appendix" refers to this position only). Secondly, all of the Subscription Keys are consolidated into a master key and then extended to the chosen expiration date (Quote position 1).

Why Does Igel Have an Appendix for Cosmos Pas Migration Quotes?

The appendix is a reference for our Partners and Customers, which tracks the included subscription keys, dates, and quantities to explain the transaction and pricing calculation of quote position 2.

What Happens to My Existing Subscription Keys?

Your existing Subscription Keys will be replaced by the master key, which has been assigned to the new consolidation date. These old keys will be disabled and archived in the IGEL Licensing Portal (ILP).

Does License Migration Affect My Technical Product Packs?

When the order is processed, all your existing Product Packs in the ILP will stay existent while their Subscription Keys will be replaced with the new master key. If you wish to merge your product packs, see [How to Merge IGEL Product Packs](#)⁷⁶.

My Maintenance or Subscription Has Expired - Can I Still Renew?

- Yes, if a Subscription Key has expired you may renew it at any time, backdating to the expiration date.
- Support, Updates, and included services will be suspended until renewed.

75. <mailto:customer-renewals@igel.com>

76. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-merge-igel-product-packs>

How Can I Find Out Which Order My Product Pack Belongs To?

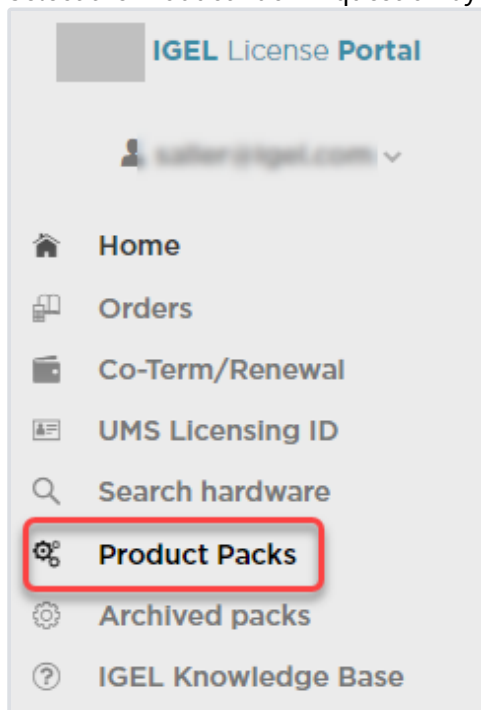
Overview

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

Instructions

1. Select the Product Pack in question by clicking **Manage**.





Product Packs

All Product Packs Registered to IGEL Technology

All products

All UMS Licensing IDs

Search Product Pack

Filter by date

UDC2UPGR + Manage NEW 0/1 Duration: 1 Year(s)	AIT + Manage NEW 0 (0/1) Duration: 1 Year(s)
90M + Manage NEW 0/1 Duration: 1 Year(s)	AIT + Manage NEW 2 (0/1) Duration: 2 Year(s)
UDC3 (Demo) + Manage ACTIVATED 0/1 2019-05-30	UDP + Manage ACTIVATED 0/1 2019-09-19
WE + Manage ACTIVATED 0/1 2019-12-21	UDC3 + Manage ACTIVATED 0/1 2019-12-21

2. Click **Show Delivery Token**.

90M

Manage

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.

Order Details	Delivery Token	Order Type	ILP CR ID	Consumend on
		Initial order		2019-07-15



The details for the order are shown.

Order Details

Overview of order

Delivery Token:

Order time:

2019-07-15

Description:

EULA: 90m only

Status:

Consumed

On:

2019-07-15

By user:

SAP order ID

#1

90M

L-2

1-YEARS

>

How To Remove an IGEL License Completely

Removing a license from the IGEL License Portal (ILP) and the Universal Management Suite (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

Detailed Instructions

The procedure varies, depending 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)

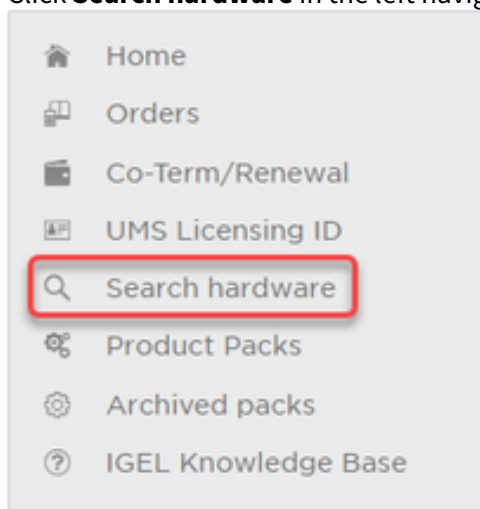
The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP).

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**.





00EOC

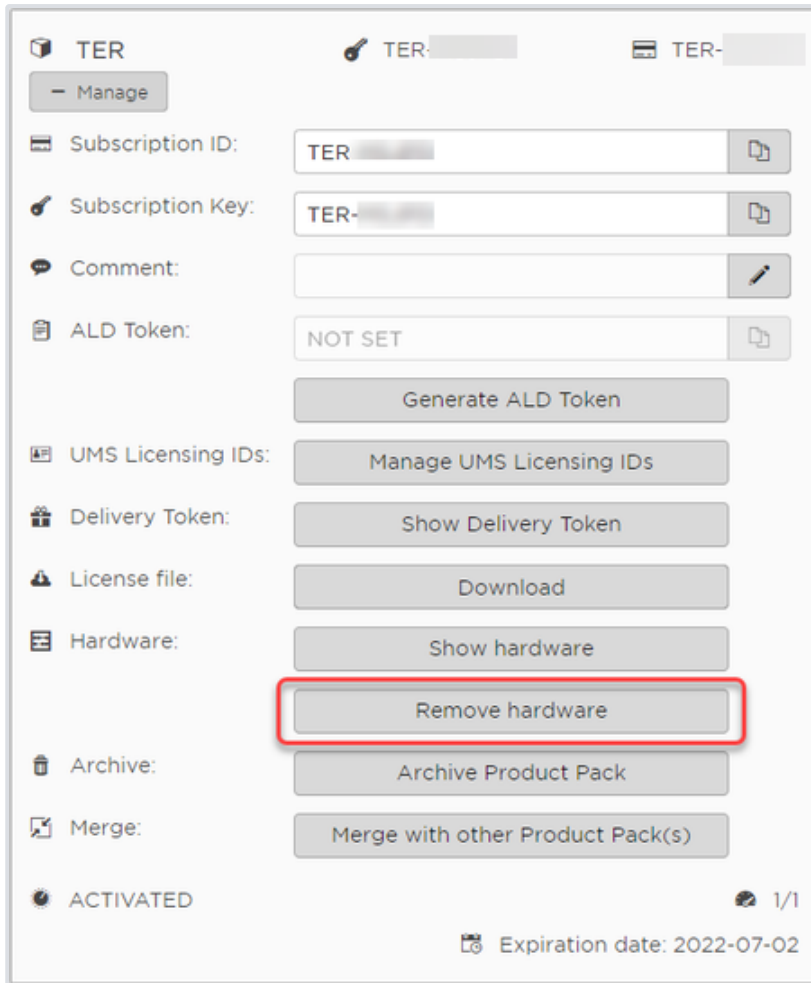
Enter a unit ID or a UMS Cluster ID and click "Search".

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 00EOC51C5087 found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER-...	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-...	ACTIVATED	2022-07-02	1/1	
	90M		90M-...	ACTIVATED	2022-07-02	1/1	

5. In the **Manage** dialog, click the **Remove hardware** button.



TER

TER

TER

Manage

Subscription ID: TER

Subscription Key: TER

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

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.

Select hardware	Unit ID	Product
☒	00.EC.0000000000000000	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. Continue with [Removing the Device License from the UMS](#) (see page 59).

Removing the License from the IGEL License Portal (License Has Been Deployed Manually)

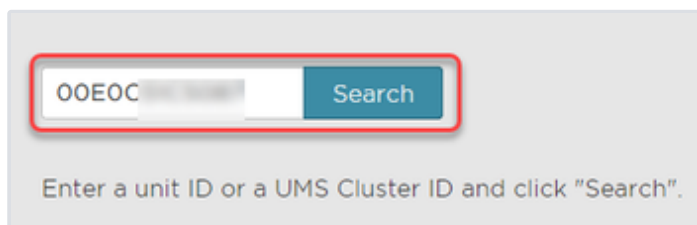
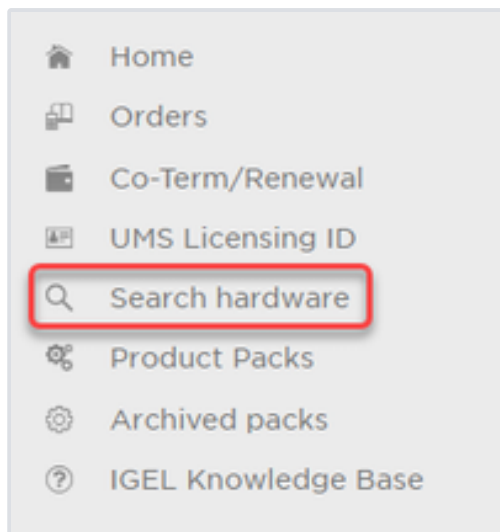
The first step to completely removing a license from a device is to remove it from the IGEL License Portal (ILP). If the license has been deployed manually, the license file must then be downloaded and registered with the UMS again.

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].

3. In your browser, navigate to <https://activation.igel.com> and log in with your account.

4. Click **Search hardware** in the left navigation bar, enter the unit ID, and click **Search**.

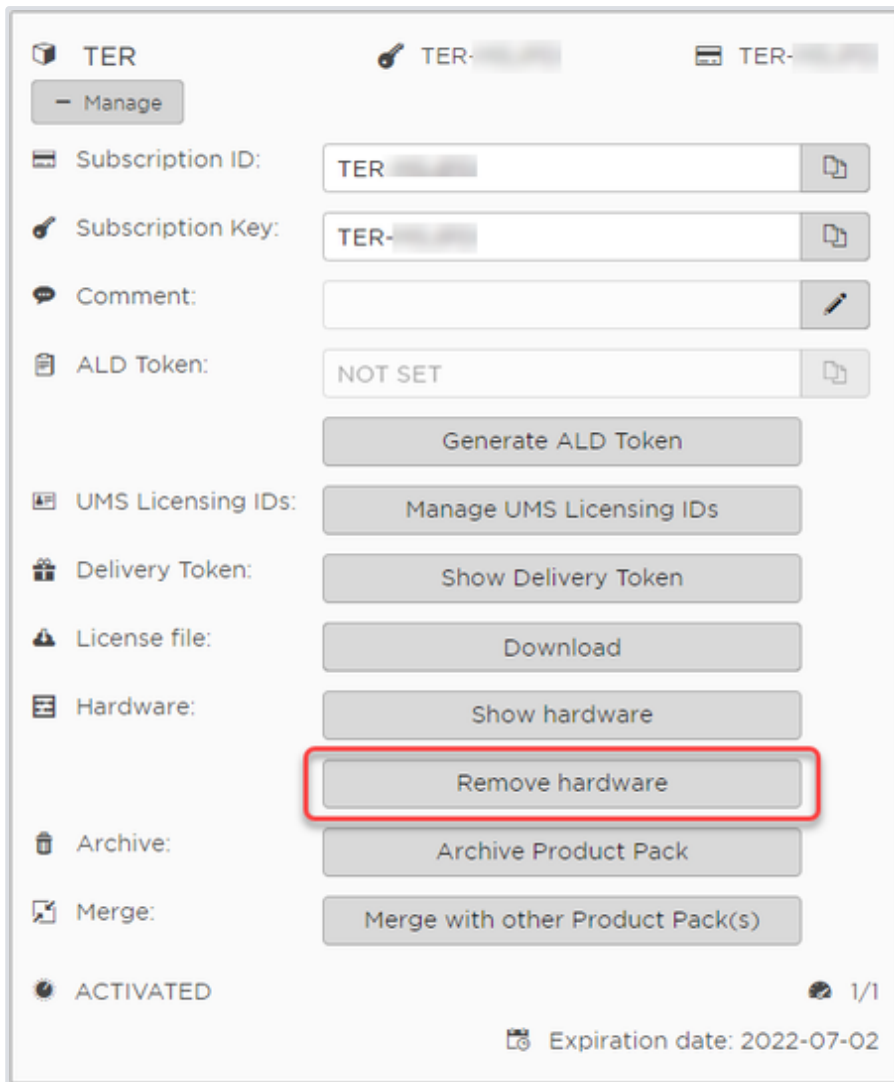


A list of Product Packs the device is associated with is shown.

5. Click the arrow icon of the license pack you want to remove the device from.

Hardware OOE found in 3 Product Pack(s):							
Manage	Product	Addons	Product Pack ID	Status	Expiration date	Volume	Comment
	TER		TER-...	ACTIVATED	2022-07-02	1/1	
	PWT		PWT-...	ACTIVATED	2022-07-02	1/1	
	90M		90M-...	ACTIVATED	2022-07-02	1/1	

6. In the **Manage** dialog, click the **Remove hardware** button.



TER

TER- [redacted]

TER- [redacted]

Manage

Subscription ID: TER [redacted]

Subscription Key: TER- [redacted]

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

7. 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.

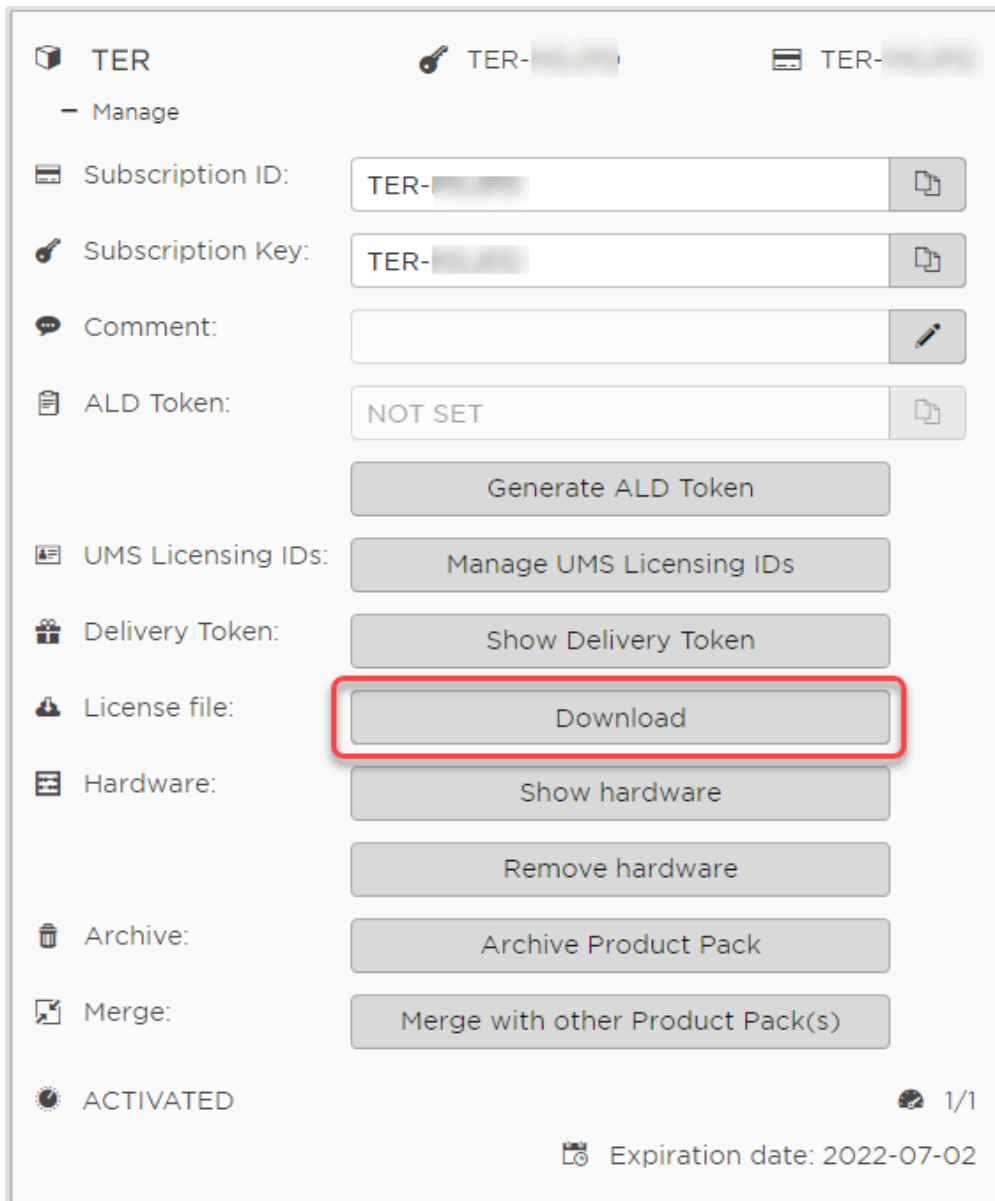
X

Select hardware	Unit ID	Product
☒	00.EC [REDACTED]	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.

8. If the Product Pack has zero activated licenses after you have removed the hardware, you must add another hardware now. Otherwise, you will not be able to download the license file.

9. Download the license file and store it on a drive that can be reached by the UMS Server.



TER

— Manage

Subscription ID: TER- [redacted]

Subscription Key: TER- [redacted]

Comment: [redacted]

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

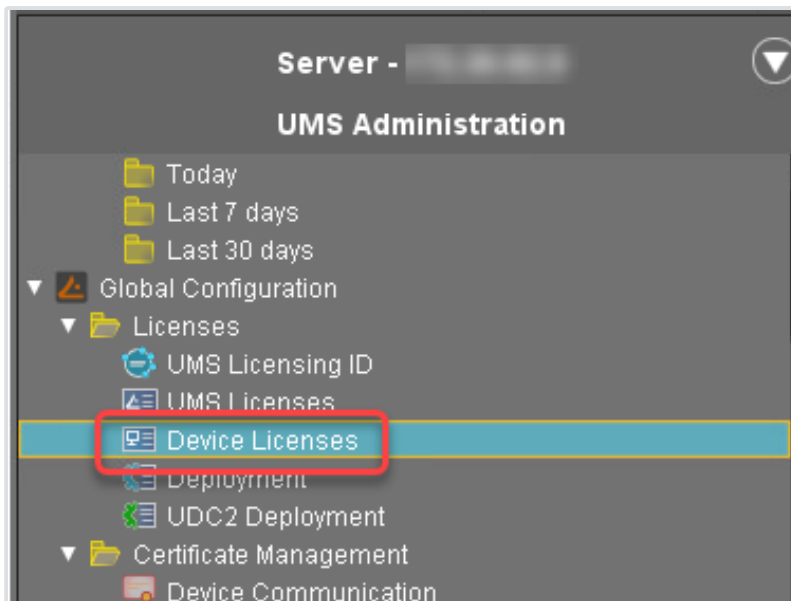
1/1

Expiration date: 2022-07-02

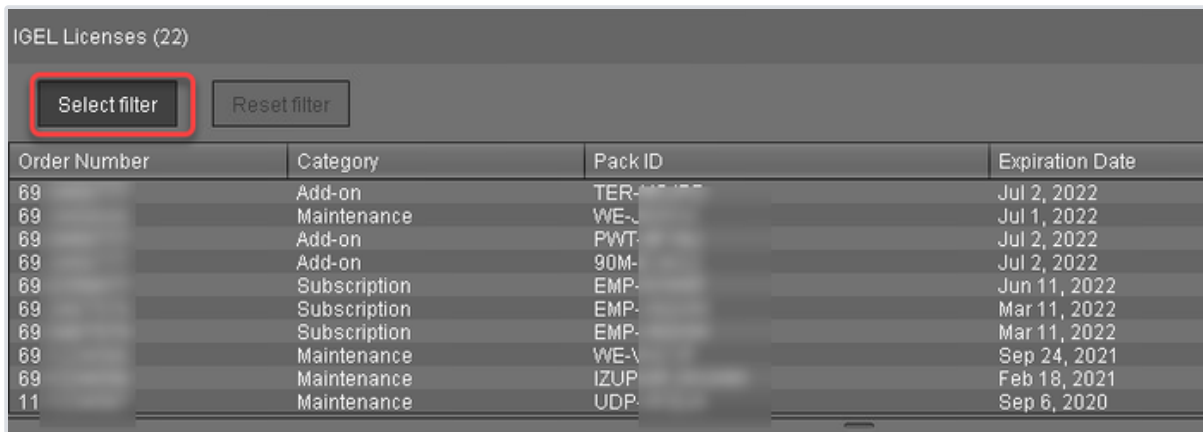
10. Continue with [Removing the Device License from the UMS](#) (see page 59).

Removing the Device License from the UMS

1. In the UMS Console, open **UMS Administration** and go to **Global Configuration > Licenses > Device Licenses**.



2. Click the **Select filter** button, enter the unit ID of the device, and click **Ok** to locate the device you want to remove.

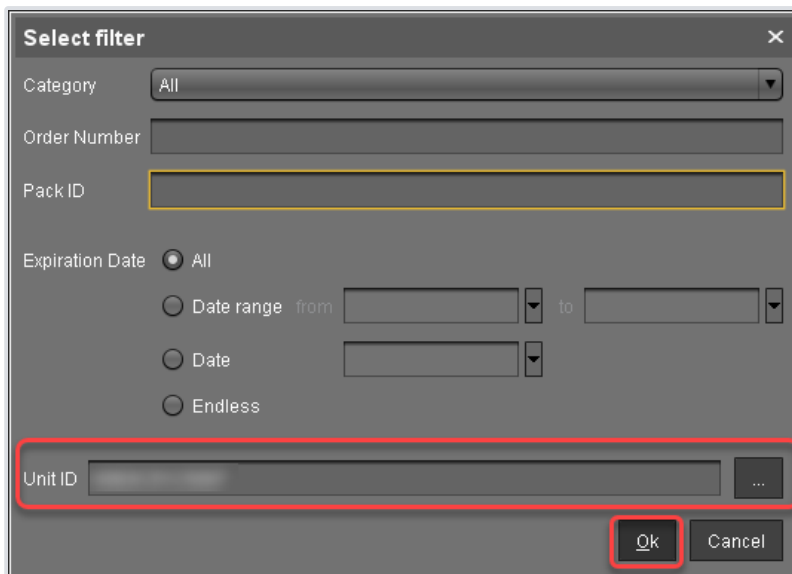


The screenshot shows the 'IGEL Licenses (22)' window. At the top, there are two buttons: 'Select filter' (highlighted with a red rectangle) and 'Reset filter'. Below the buttons is a table with the following columns: Order Number, Category, Pack ID, and Expiration Date.

Order Number	Category	Pack ID	Expiration Date
69	Add-on	TER-...	Jul 2, 2022
69	Maintenance	WE-...	Jul 1, 2022
69	Add-on	PWT...	Jul 2, 2022
69	Add-on	90M...	Jul 2, 2022
69	Subscription	EMP...	Jun 11, 2022
69	Subscription	EMP...	Mar 11, 2022
69	Subscription	EMP...	Mar 11, 2022
69	Maintenance	WE-...	Sep 24, 2021
69	Maintenance	IZUP...	Feb 18, 2021
11	Maintenance	UDP...	Sep 6, 2020



You can also use the  button to navigate to the device if you like.



Select filter [X]

Category: All [v]

Order Number: []

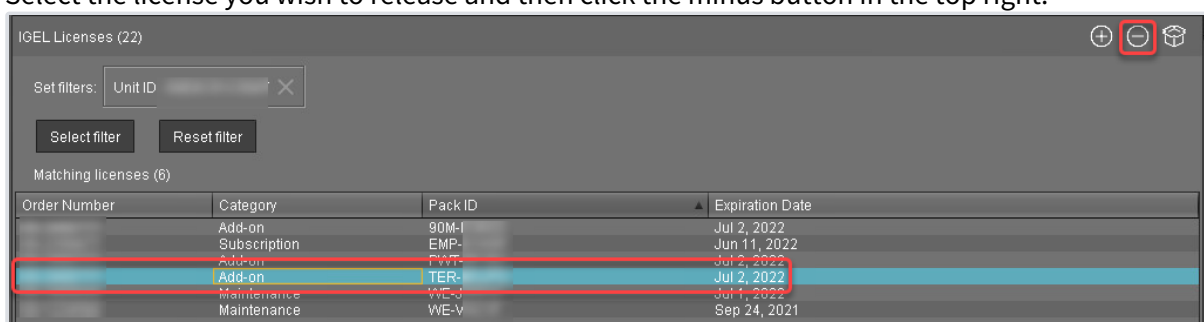
Pack ID: []

Expiration Date: ☒ All
☐ Date range from [] to []
☐ Date []
☐ Endless

Unit ID: [] [...]

[Ok] [Cancel]

4. Select the license you wish to release and then click the minus button in the top right.



IGEL Licenses (22) [+] [-] []

Set filters: Unit ID [] [X]

[Select filter] [Reset filter]

Matching licenses (6)

Order Number	Category	Pack ID	Expiration Date
	Add-on	90M-I	Jul 2, 2022
	Subscription	EMP-I	Jun 11, 2022
	Add-on	PVT-I	Jul 2, 2022
	Add-on	TER-I	Jul 2, 2022
	Maintenance	WE-I	Jul 1, 2022
	Maintenance	WE-V	Sep 24, 2021

5. Make sure that no Product Pack has Automatic License Deployment (ALD) enabled without conditions. Otherwise, the device may get re-licensed. For details, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitenlicensesp&title=How%20to%20Configure%20the%20Distribution%20Conditions%20of%20Licenses%20in%20IGEL&linkCreation=true&fromPageId=886211094>.

6. Click  to add the updated license file.



IGEL Licenses (24)

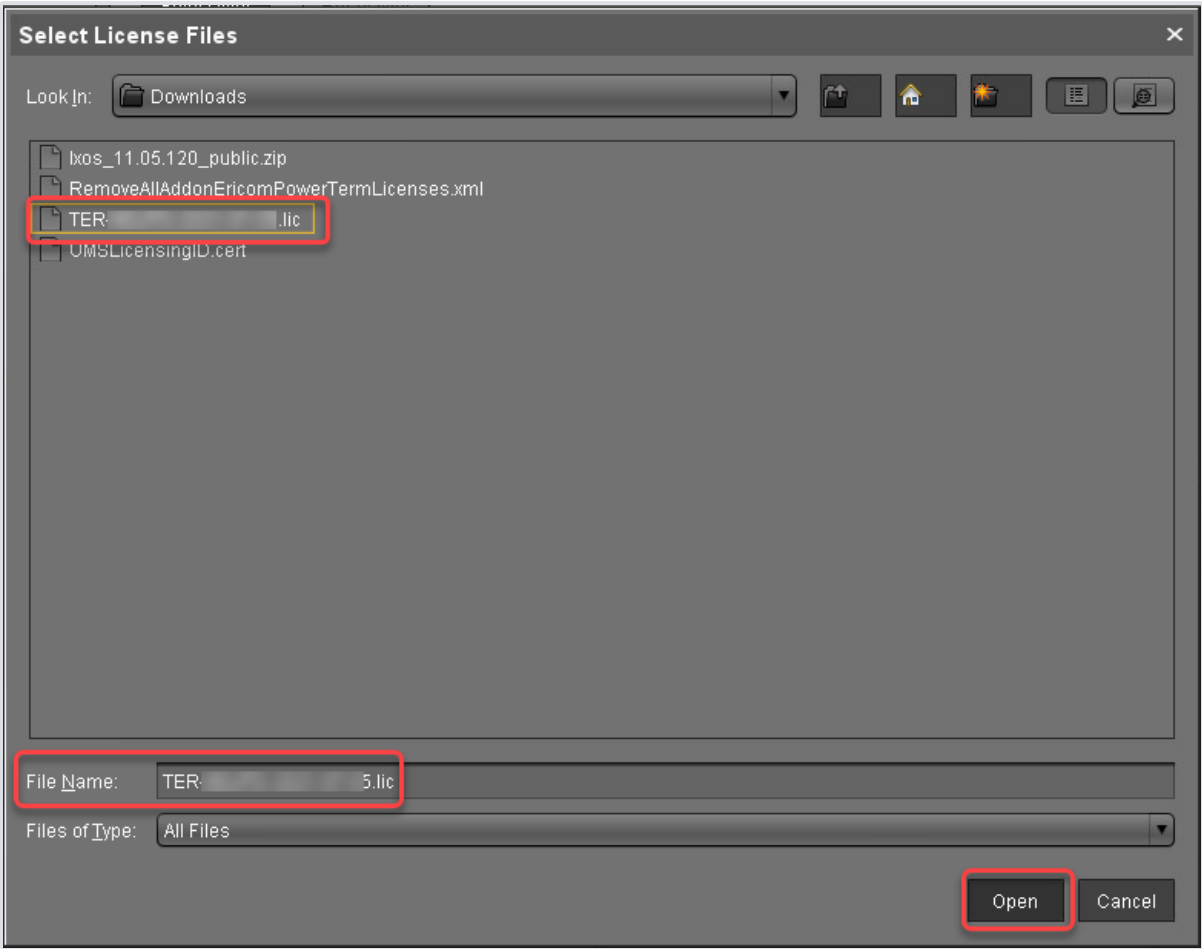
Select filter

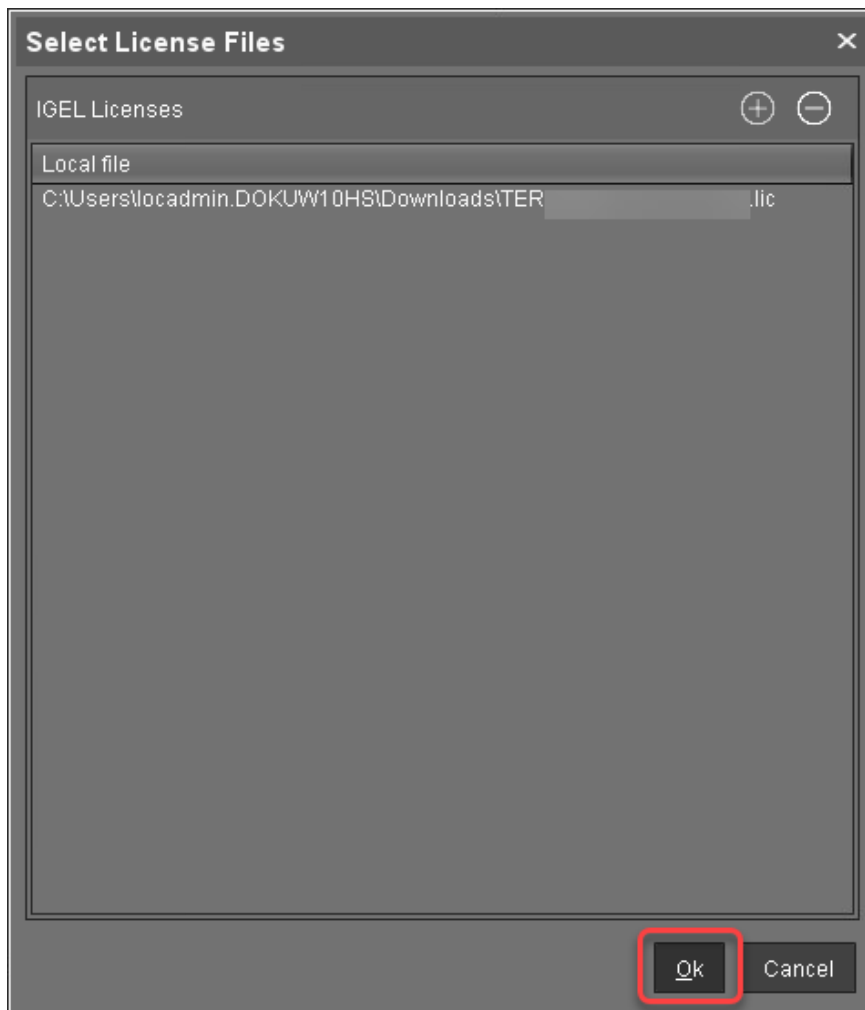
Reset filter

Order Number	Category	Pack ID	Expiration Date
	Maintenance		Jul 1, 2022
	Add-on		Jul 2, 2022
	Add-on		Jul 2, 2022
	Add-on		Jul 2, 2022
	Add-on		Jul 2, 2022
	Subscription		Jun 11, 2022
	Subscription		Mar 11, 2022
	Subscription		Mar 11, 2022
	Maintenance		Sep 24, 2021
	Maintenance		Feb 18, 2021
	Maintenance		Sep 6, 2020
	Maintenance		Feb 15, 2020
	Add-on		Dec 19, 2020
	Add-on		Sep 3, 2020
	Subscription		Jun 7, 2020
	Maintenance		Jun 7, 2020
	Maintenance		Feb 7, 2020
	Maintenance		May 21, 2020
	Maintenance		Feb 7, 2020

7. In the **Select License Files** dialog, click  to open the file browser, select your license file, and click **Open**.







8. Continue with [Removing the IGEL Local License File from Your Device](#) (see page 65).

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:

Licenses to be removed	Profile
Remove all 90meter add-on licenses	
Remove all Enterprise Management licenses	



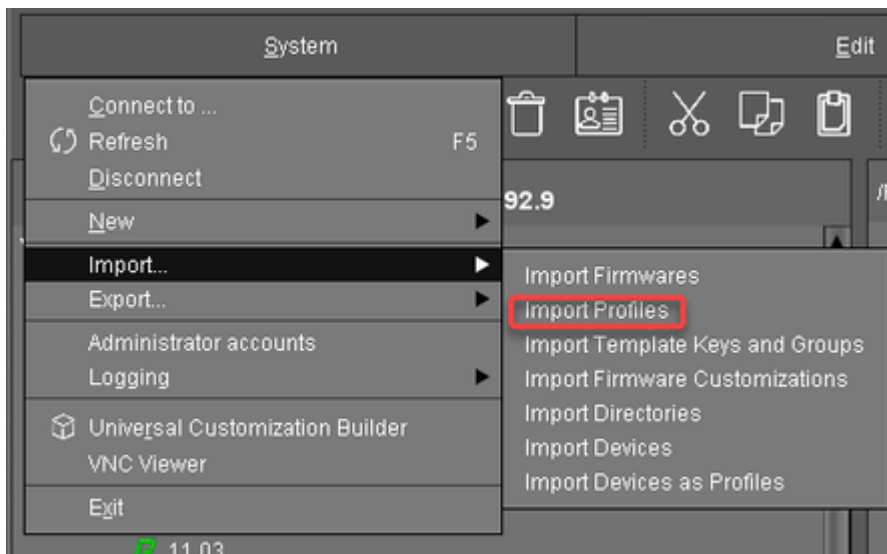
Licenses to be removed	Profile
Remove all Ericom PowerTerm add-on licenses	
Remove all evaluation licenses	



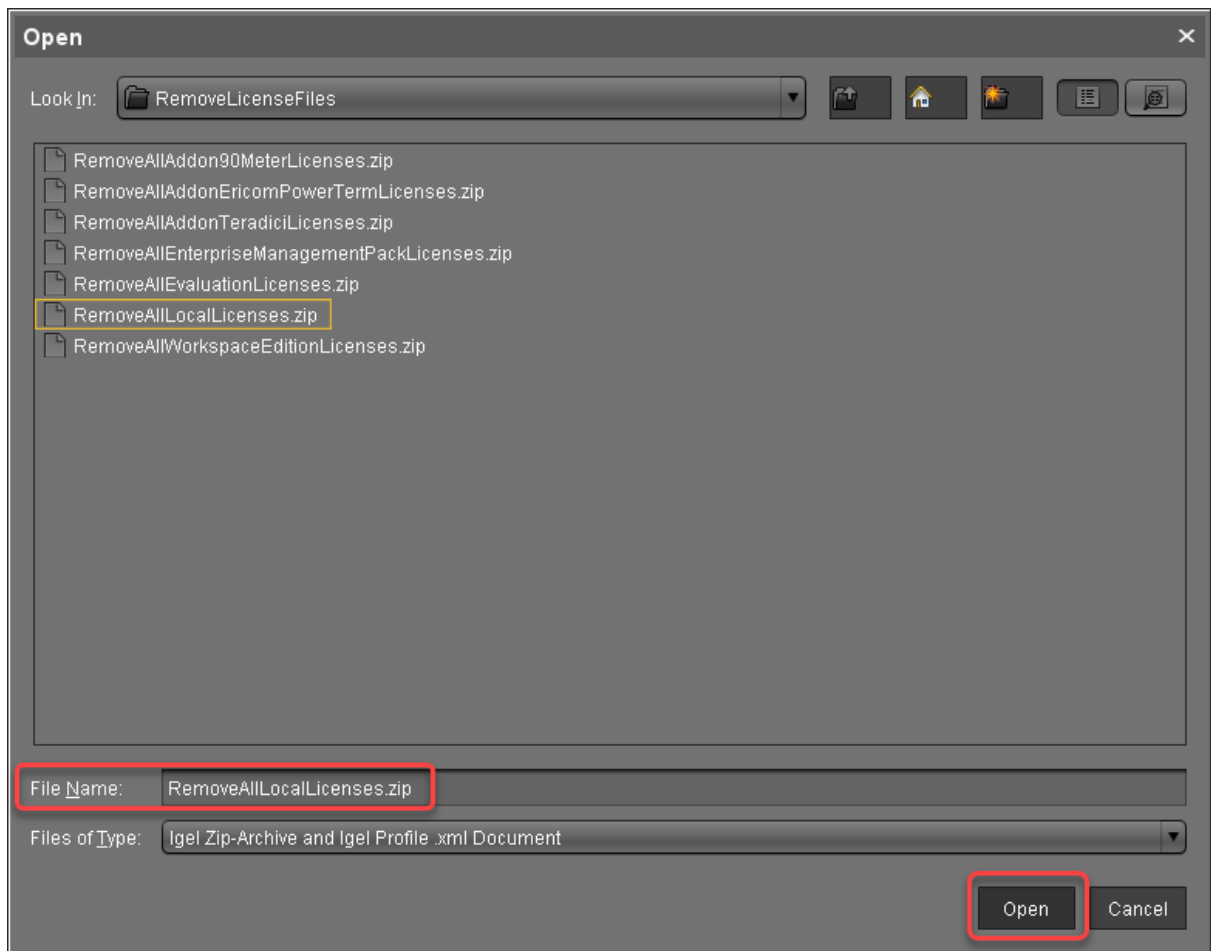
Licenses to be removed	Profile
Remove all licenses	
Remove all Teradici add-on licenses	

Licenses to be removed	Profile
Remove all Workspace Edition licenses	

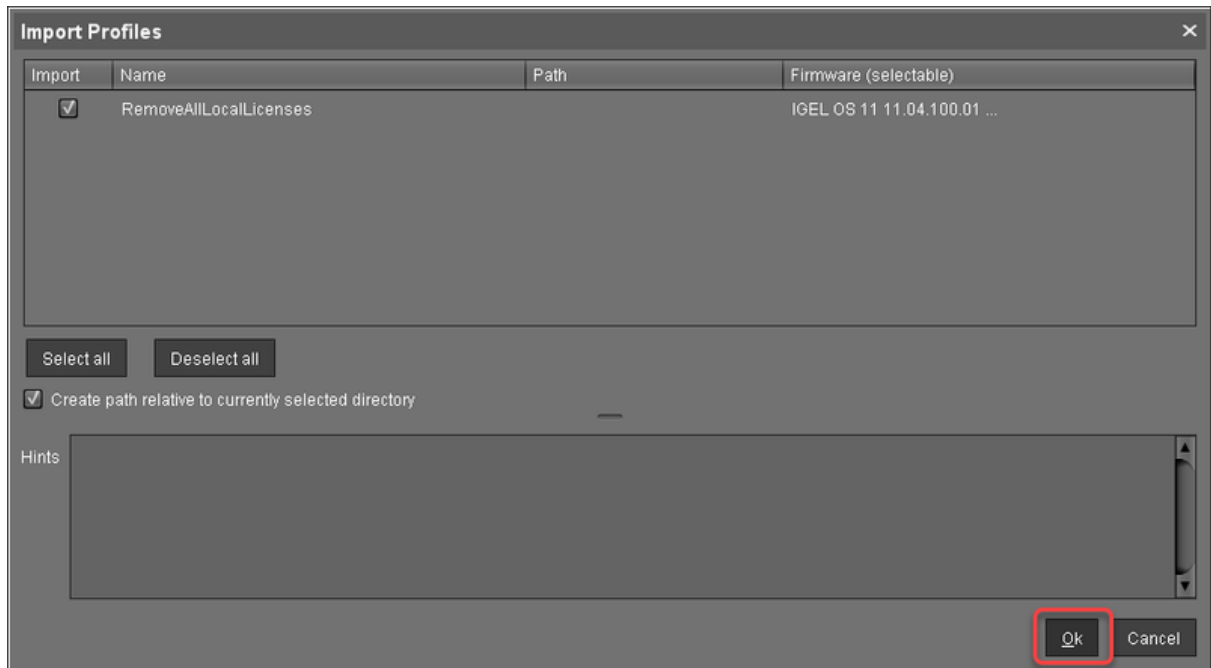
2. In the UMS Console, select **System > Import > Import Profiles**.



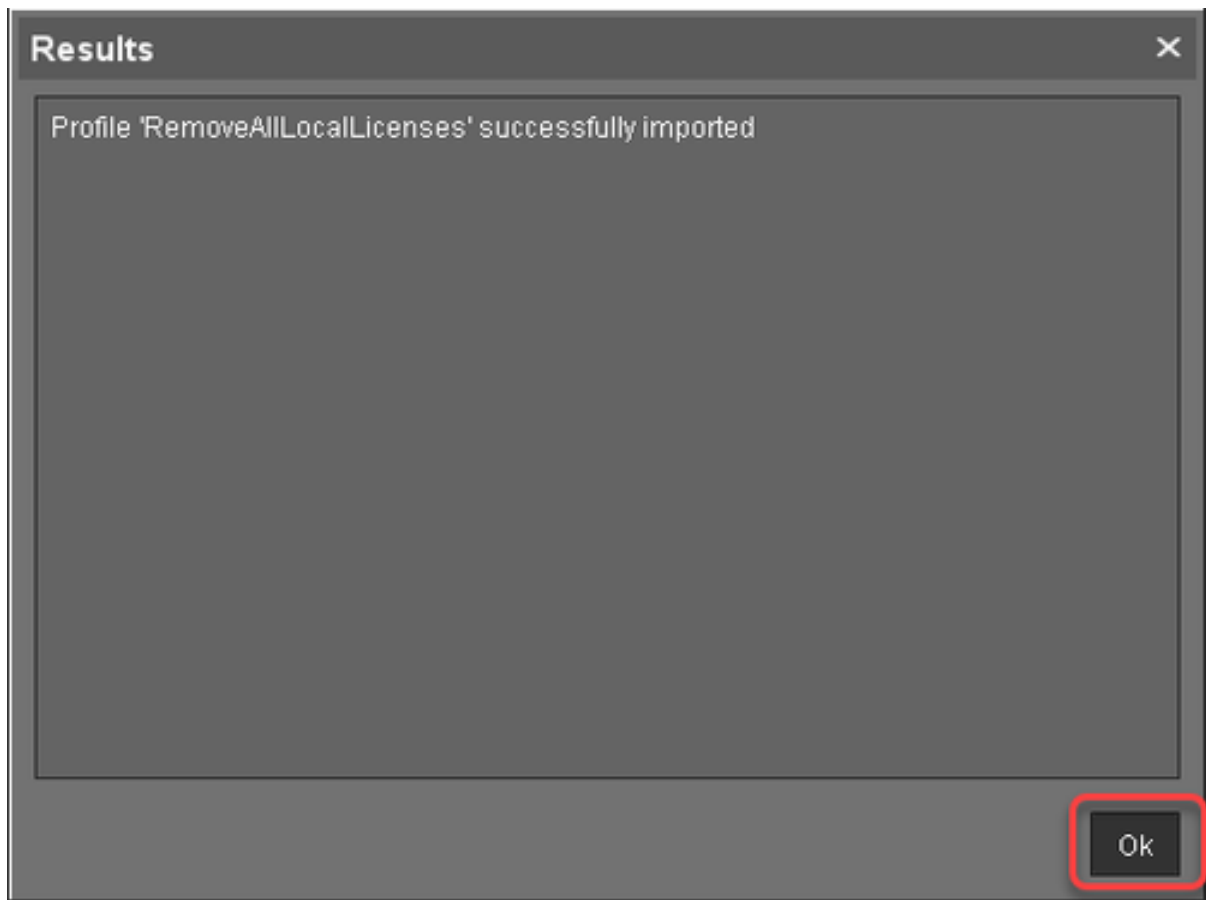
3. Select the zipped profile and click **Open**.



4. Review the next dialog and, if everything is correct, click **Ok**.

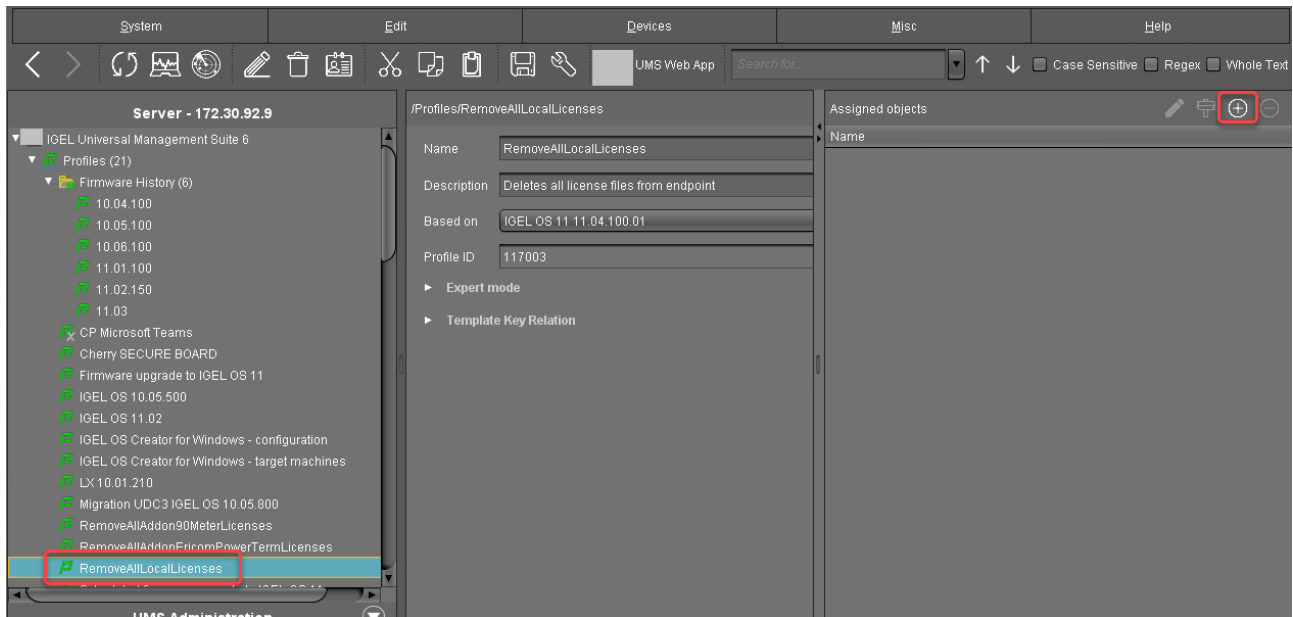


5. Click **Ok** to close the confirmation dialog.



6. In the structure tree, select the removal profile and click the  icon next to **Assigned objects**.

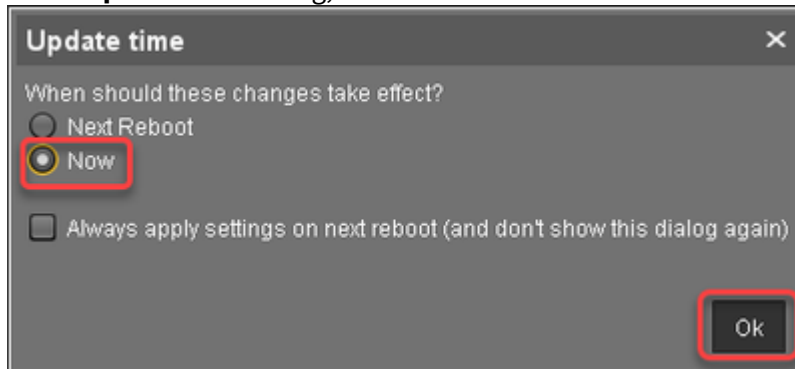
 You can only assign one removal profile to devices at a time.



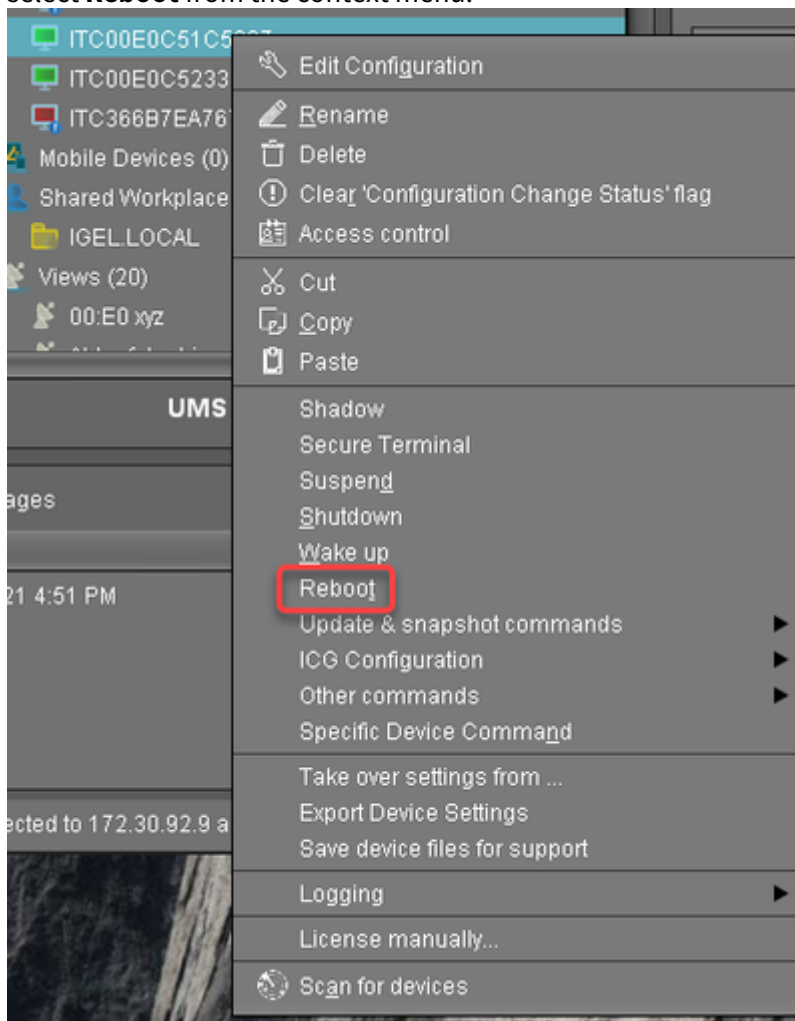
7. Select the devices from which you want to remove the license files and click **Ok**.



8. In the **Update time** dialog, select **Now** and click **Ok**.



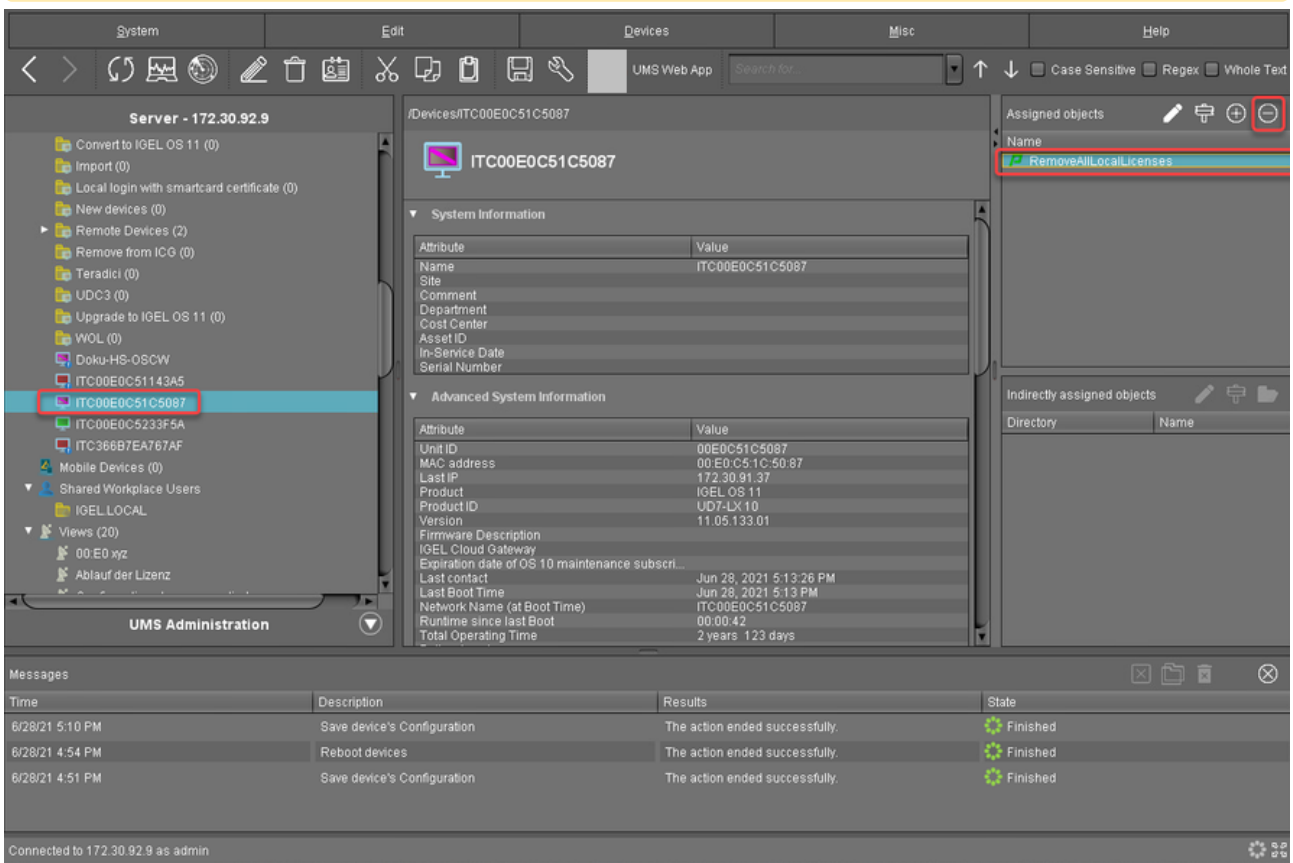
9. In the structure tree, select the devices from which you want to remove the license files, and then select **Reboot** from the context menu.



During system startup, the license files are removed from the device.

10. Remove the profile from the device. Once the profile is removed, you can license the device with another product pack if you want, see [Deploying Licenses](#) (see page 137) .

 It is important to remove the profile once the license files are removed and before the device gets licensed again.



The screenshot displays the UMS Administration web interface. On the left, a tree view under 'Server - 172.30.92.9' shows various actions, with 'ITC00E0C51C5087' selected and highlighted in red. The main panel shows the details for this device, including 'System Information' and 'Advanced System Information'. On the right, the 'Assigned objects' section is visible, with a red box highlighting the 'RemoveAllLocalLicenses' option. Below the main panel, a 'Messages' table shows recent actions:

Time	Description	Results	State
6/28/21 5:10 PM	Save device's Configuration	The action ended successfully.	Finished
6/28/21 4:54 PM	Reboot devices	The action ended successfully.	Finished
6/28/21 4:51 PM	Save device's Configuration	The action ended successfully.	Finished

At the bottom, a status bar indicates 'Connected to 172.30.92.9 as admin'.

My Licenses Have Expired - What Can I Do?

This article outlines the consequences of IGEL subscription and license expiration and the options to handle expired licenses.

What Are the Consequences of an Expired Subscription?

See [IGEL Subscription - Entitlements and Effects of Expiration](#)⁷⁷.

Which Options Do I Have Now?

→ **Renew your licenses.**

For information on your renewal options, contact the IGEL renewals team at **customer-renewals@igel.com**. They will support you in your renewal process.

→ **Co-term your licenses.**

For details on co-terming, see [IGEL Migration & Co-Terming FAQ](#)⁷⁸ or visit the website <https://www.igel.com/co-term/>. You can use the contact form on the website to get in touch with the IGEL team. You can also find information on merging in [How to Merge IGEL Product Packs](#).

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

78. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-migration-co-terming-faq>



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.

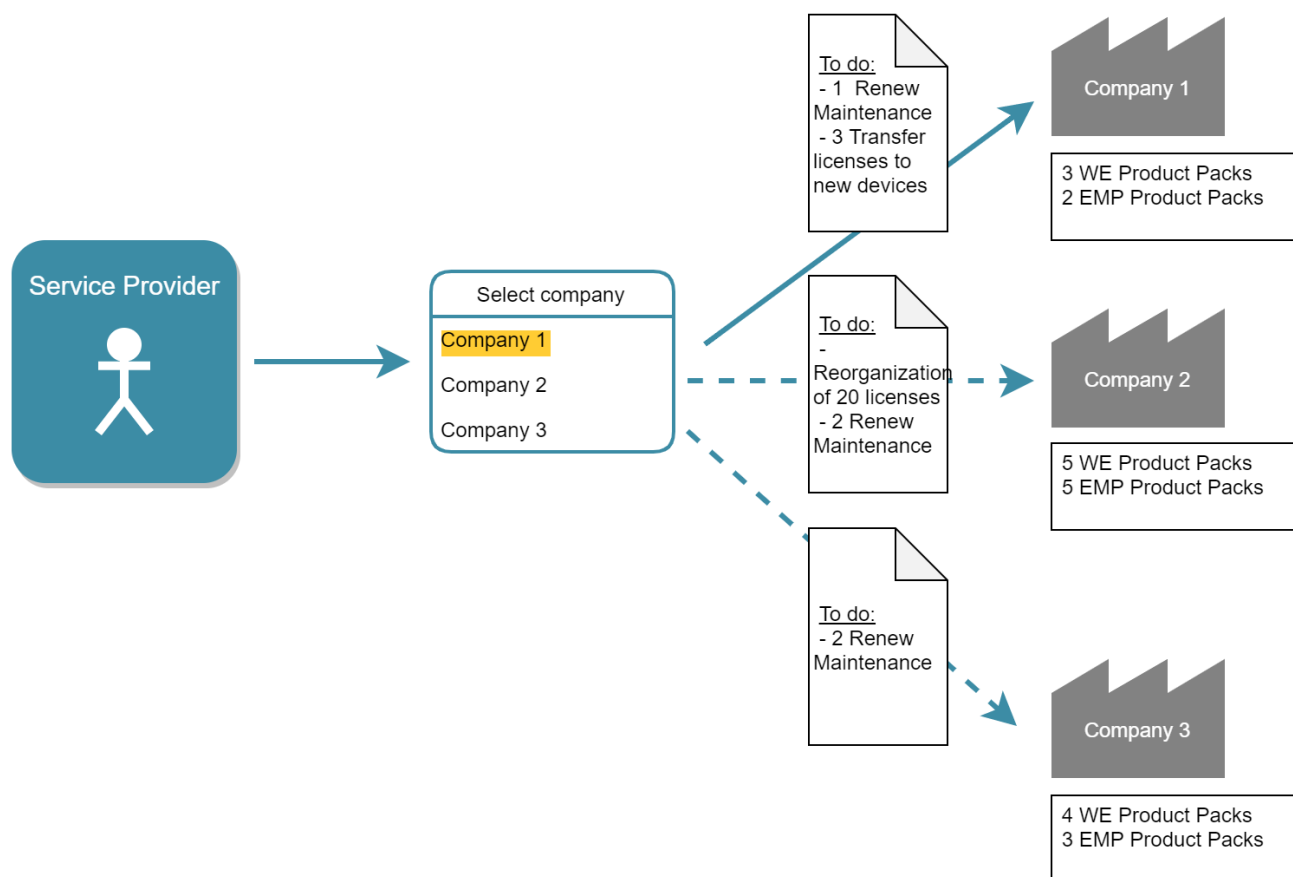
- [Acting as a Service Provider for Several Companies](#) (see page 78)
- [How to Find Devices Which Need Licenses](#) (see page 116)
- [Deploying Licenses](#) (see page 137)
- [Hardware-Bundled IGEL License Deployment](#) (see page 219)
- [Getting a Demo License](#) (see page 223)

Acting as a Service Provider for Several Companies

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](#).

Afterward, 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 79)
- [Basic Operations](#) (see page 79)
- [Renewing a Maintenance](#) (see page 82)
- [Moving Active Licenses between Product Packs](#) (see page 86)
- [Rearranging the Licenses of a Product Pack](#) (see page 94) (splitting and merging Product Packs)
- [Adding a Comment to a Product Pack](#) (see page 103)
- [Transferring a License from One Device to Another](#) (see page 105)

- [Managing Product Packs in an Automatic License Deployment \(ALD\) Environment](#) (see page 115)

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 that 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.

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.

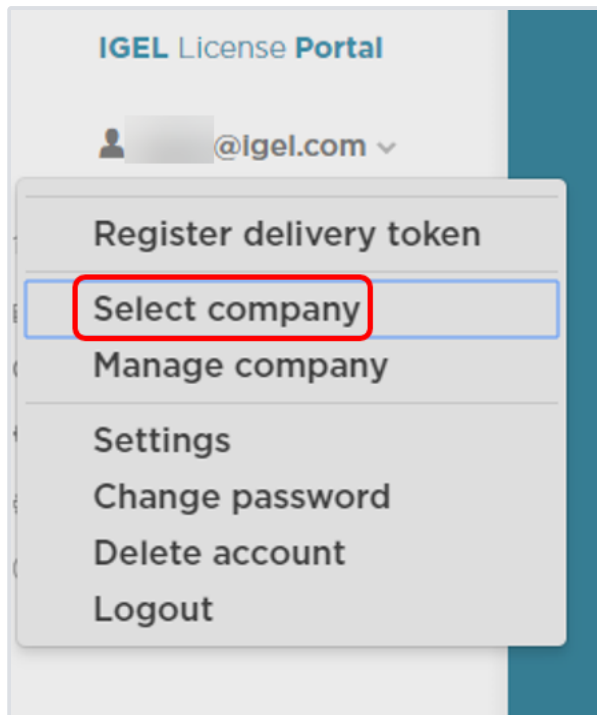
Basic Operations

Selecting a Company

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

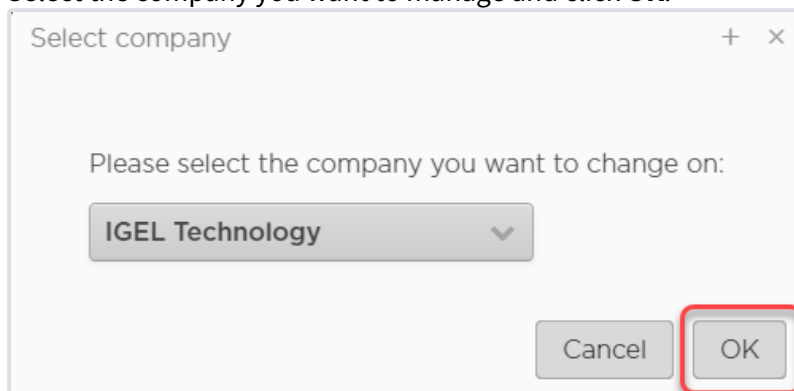
1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>⁷⁹.
2. In the account menu, choose **Select Company**.

⁷⁹. <https://activation.igel.com/>



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.

Registering a Delivery Token

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

1. Log in at the IGEL License Portal (ILP): <https://activation.igel.com>⁸⁰. If you have not registered yet, you must register first.

80. <https://activation.igel.com/>

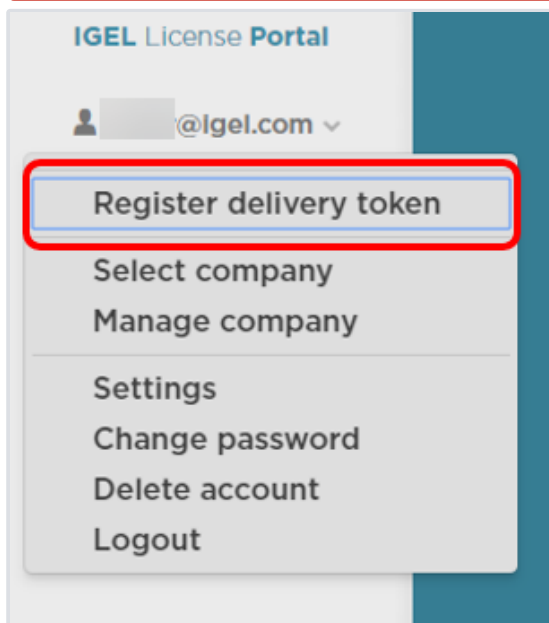
Your dashboard is shown.

2. Select **Register Delivery Token**.

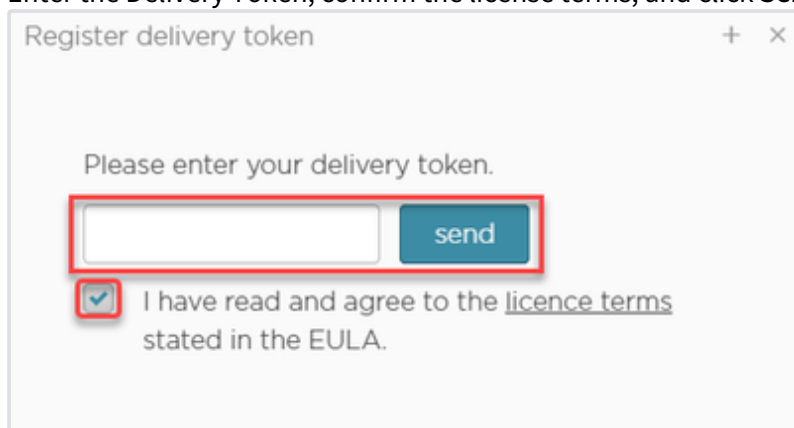


Service Providers: Double Check that You Have Selected the Right Company

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.



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



Register delivery token

Please enter your delivery token.

☒ 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		

#1 WE

L-4 1-YEARS

> WE-AR4E9

Renewing a Maintenance

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:

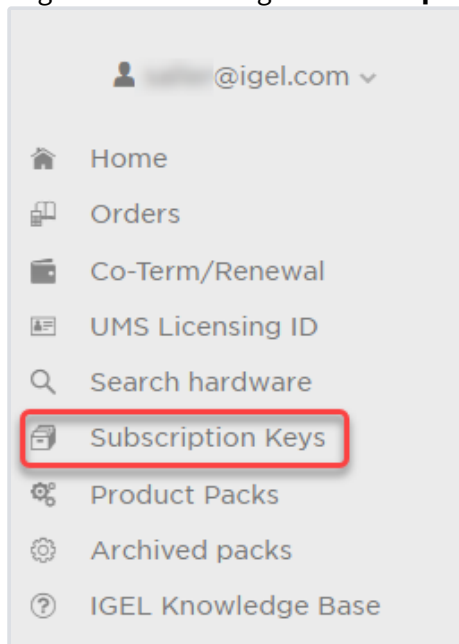
- Typical case: You have ordered a renewal for all licenses that belong to a Subscription Key. In this case, no further action is required. To check if the renewal has been applied correctly, proceed with Typical Renewal.
- When you have ordered renewals for only a subset of licenses, please note that you can only renew all licenses in a Product Pack, not just part of them. Hence, the procedure depends on how your licenses are organized:
 - If your licenses are already organized appropriately so that no Product Pack contains licenses that are to be renewed as well as licenses that should not be renewed, proceed with Renewal that Comprises Only Some Product Packs.
 - If there are Product Packs that contain licenses that are to be renewed as well as licenses that are not to be renewed, you must split those Product Packs accordingly. For instructions, see ARCHIVE-How to Split an IGEL Product Pack. Afterward, proceed with Renewal that Comprises Only Some Product Packs.

Typical Renewal/Migration

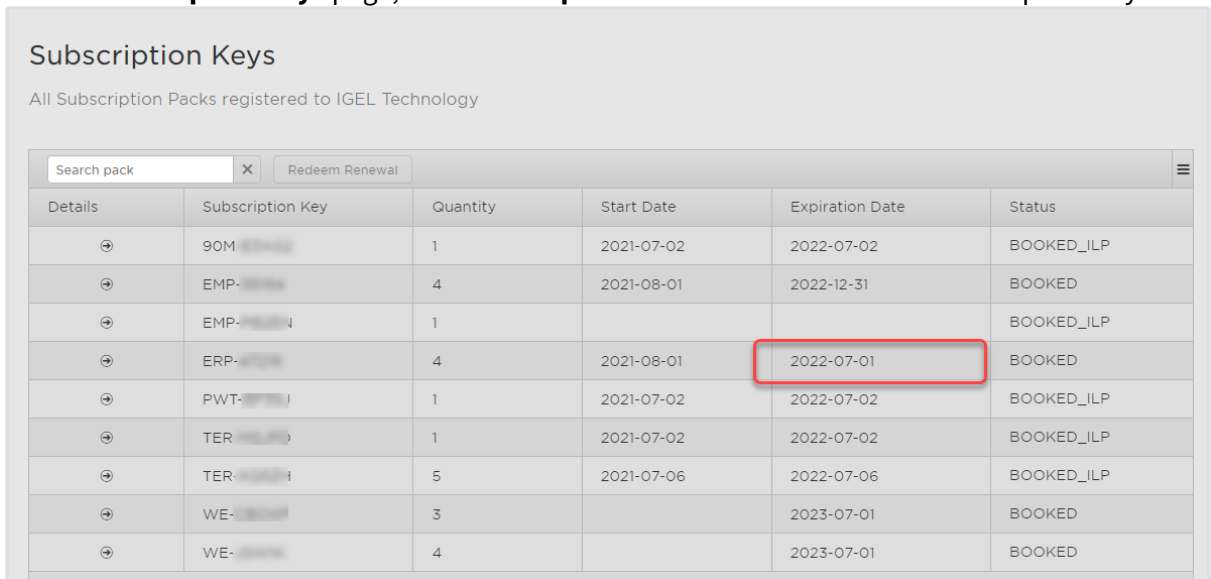
When you have ordered a renewal for all Product Packs that belong to a Subscription Key, no further action is required.

If you want to check your renewal:

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



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

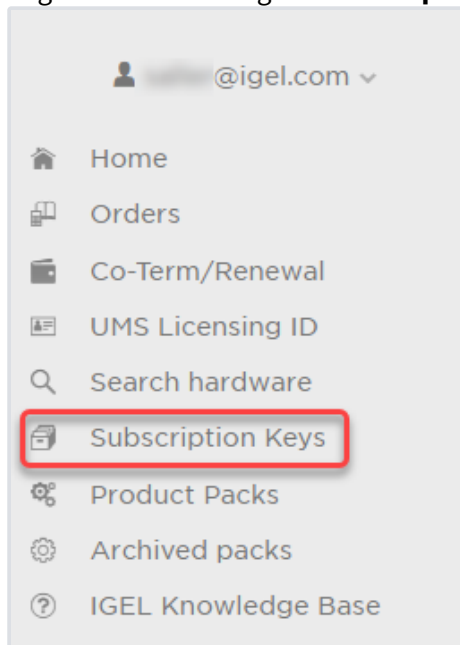


A screenshot of the IGEL ILP 'Subscription Keys' page. The page has a header 'Subscription Keys' and a subtitle 'All Subscription Packs registered to IGEL Technology'. Below the header, there is a search bar with the text 'Search pack' and a close button 'X'. To the right of the search bar is a button labeled 'Redeem Renewal'. Below the search bar and button is a table with the following columns: Details, Subscription Key, Quantity, Start Date, Expiration Date, and Status. The table contains 10 rows of data. The 'Expiration Date' for the row with 'ERP-...' is highlighted with a red rectangle.

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

Renewal/Migration that Comprises Only Some Product Packs

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



2. If your license renewal is also a license migration: Check if the number of EMP licenses within the relevant Subscription Key is at least as high as the number of licenses you want to renew/migrate. If not, you have to create EMP licenses from the WE licenses within your Subscription Key. For instructions, see How to Use IGEL OS 11 with IGEL Subscription - Create an EMP Product Pack from a WE Product Pack.
3. 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

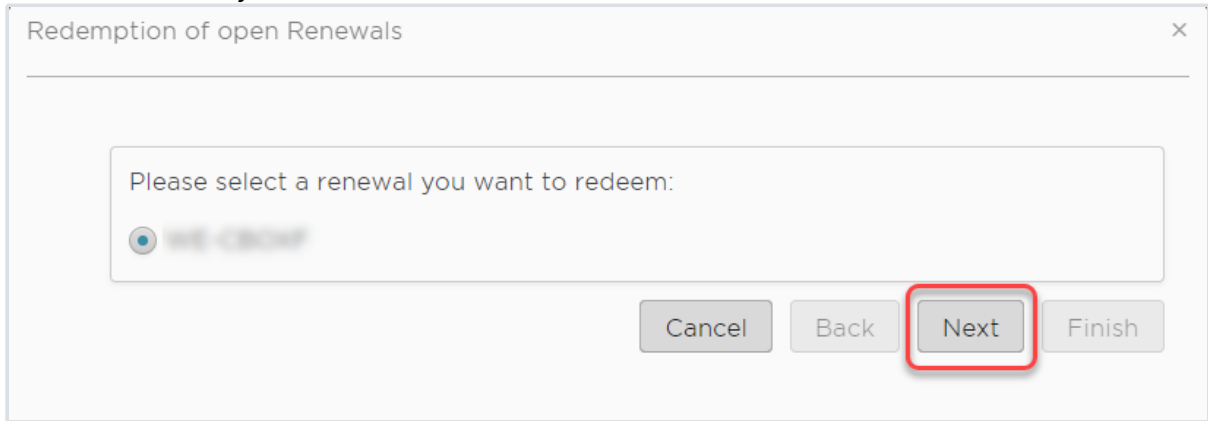
Search pack

X

Redeem Renewal

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	EMP-123456	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-789012	1			BOOKED_ILP
⊕	EMP-345678	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-901234	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-567890	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	EMP-123456	3		2023-07-01	OPEN

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



The dialog box is titled "Redemption of open Renewals" and has a close button (X) in the top right corner. Inside the dialog, there is a text prompt "Please select a renewal you want to redeem:" followed by a radio button selection area. One option, "WE-CLOUD", is selected. At the bottom right of the dialog, there are four buttons: "Cancel", "Back", "Next", and "Finish". The "Next" button is highlighted with a red rectangular border.

5. 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.

 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.

6. 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		
☐	Product Pack ID	Status	Seats
☐	WE-XXXX	ACTIVATED	3
☒	WE-XXXX	ACTIVATED	3
☐	WE-XXXX	MERGED	0
☐	WE-XXXX	MERGED	0
☐	WE-XXXX	MERGED	0

3 of 3 seats selected

Cancel Back Next **Finish**

The selected Product Packs are renewed. The Product Packs 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 WE-XXXX

+ Manage

ACTIVATED 0/3

Expiration date: 2022-07-01

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 in the IGEL License Portal (ILP). 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.

Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>⁸¹. 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.
4. Click **Remove hardware**.

81. <https://activation.igel.com/>

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

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



EMP-R9HXH - Remove hardware

Remove hardware

Select the hardware you want to remove.

Search hardware

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

☒ I have read [I&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 of the device can be added to another Product Pack.

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

 0/10

 2020-01-24

Assigning the License to Product Pack B

1. Click **Add hardware**.

 **EMP**  EMP-6QQZV

 Manage

 Subscription ID:

EMP-6QQZV 

 Comment:



 ALD Token:

NOT SET 

Generate ALD token

 UMS Licensing IDs:

Manage UMS Licensing IDs

 Hardware:

Show hardware

Add hardware

Remove hardware

 Archive:

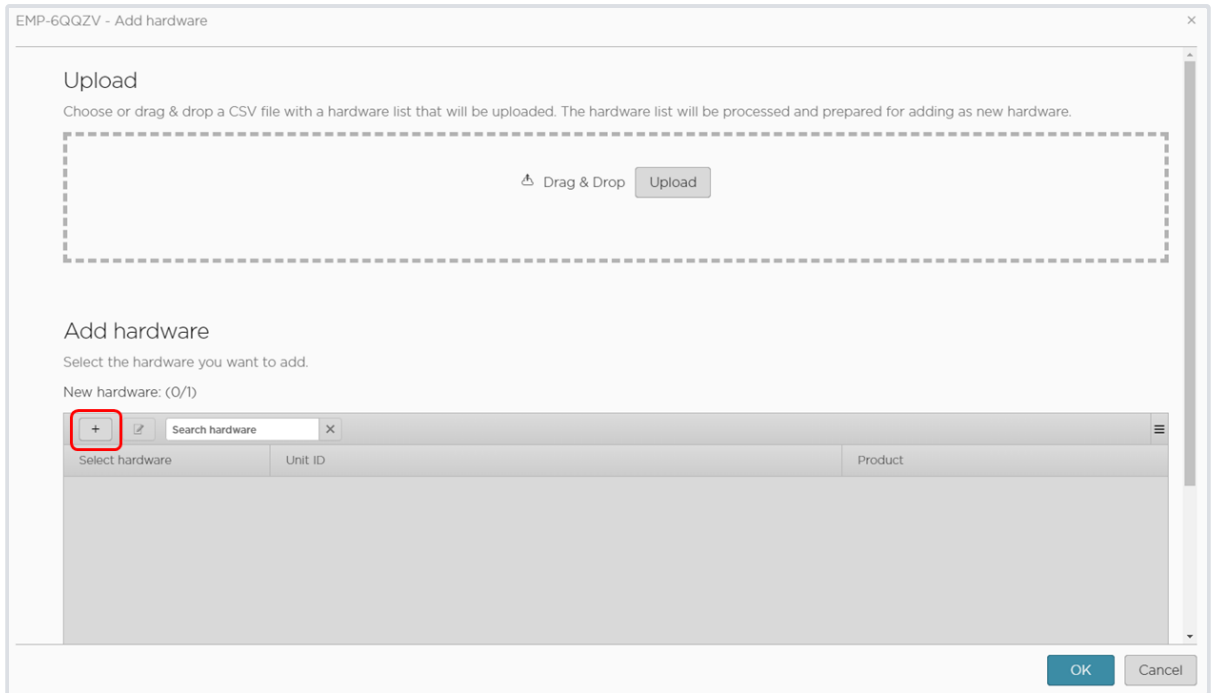
Archive product pack

 NEW

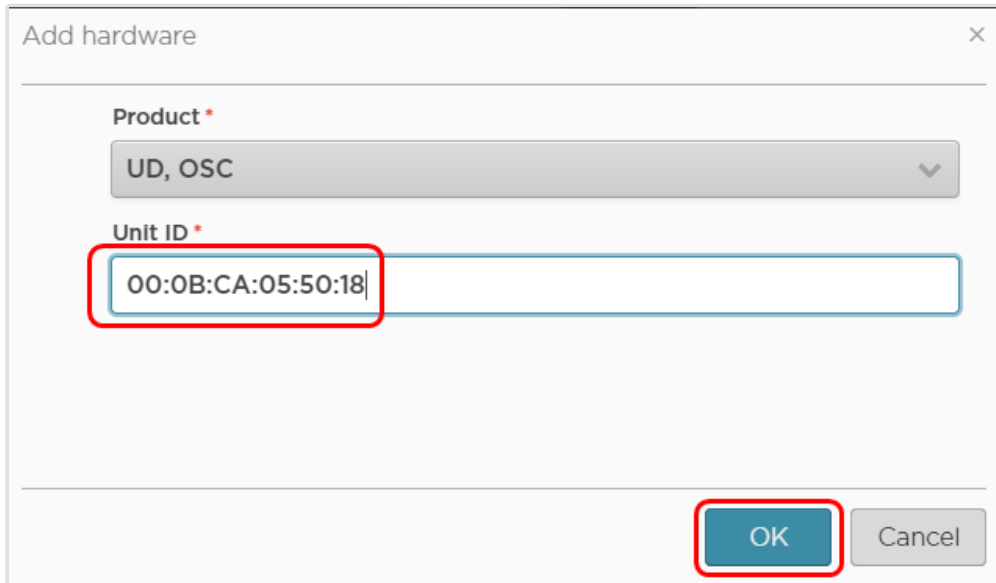
 0/1

 Duration: 1 Year(s)

2. Click the  symbol to add a unit ID.



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



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

Select hardware	Unit ID	Product
☒	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

Rearranging the Licenses of a Product Pack

Splitting a Product Pack

The typical use case for splitting a Product Pack is as follows: You want to renew some licenses. But the licenses are organized in such a way that licenses that are to be renewed and licenses you do not want to renew are contained in the same Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal. This is done by splitting the Product Pack.

Splitting a Product Pack will result in two Product Packs.

Splitting a Product Pack requires the IGEL License Portal (ILP); the IGEL Universal Management Suite (UMS) can not be used for this purpose.

You can only split one Product Pack at a time; bulk processing is not possible.



ICG Licenses Only in Multiples of 10

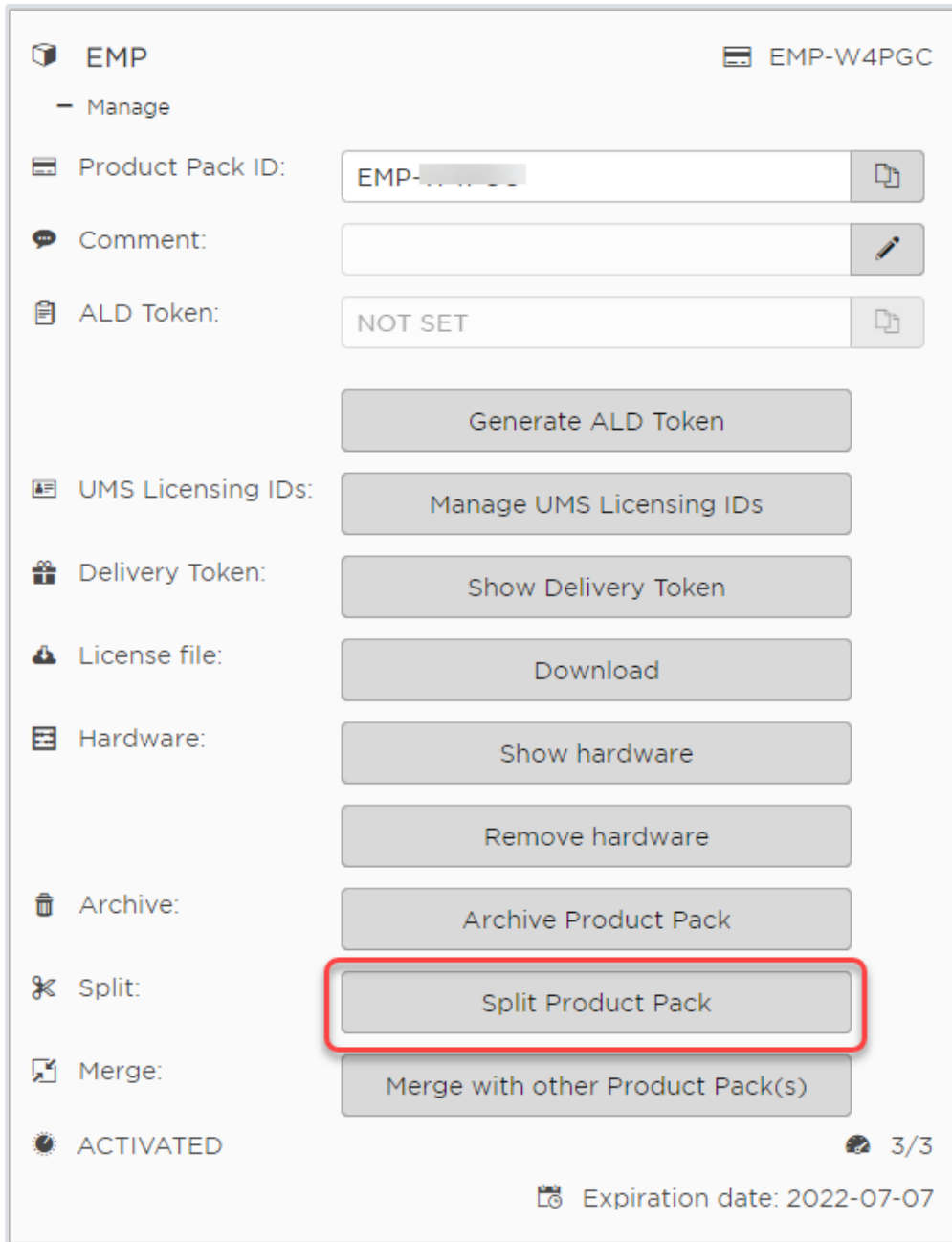
If you split a Product Pack that contains IGEL Cloud Gateway (ICG) licenses, the license count in the resulting Product Packs will always be a multiple of 10. Example: Your Product Pack has 90 licenses, and you want to halve it. As creating Product Packs with a count of 45 is not possible, you create one Product Pack with 50 licenses and one with 40 licenses.

Example: Separating Licenses for Renewal

In the following example, we will split those licenses that should not be renewed into a new Product Pack, so that the original Product Pack can be renewed.

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>⁸². 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.
4. Click **Split product pack**.

82. <https://activation.igel.com/>



EMP EMP-W4PGC

— Manage

Product Pack ID: EMP- [redacted] [copy icon]

Comment: [text input] [edit icon]

ALD Token: NOT SET [copy icon]

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

Split: Split Product Pack

Merge: Merge with other Product Pack(s)

ACTIVATED 3/3

Expiration date: 2022-07-07

The **Split product pack** dialog opens.

5. Specify the number of licenses that should be moved to the new Product Pack; in our example, these are the licenses that should not be renewed.

Split Product Pack

Select the number of slots to split into a new pack

☐ Split only empty slots

6. Select the licenses that should be moved to the new Product Pack.

Select the number of slots to split into a new pack

Search hardware

☐	Product	Hardware Value
☒	UD, OSC	
☐	UD, OSC	
☐	UD, OSC	

3 / 2

0 / 1

Select the number of slots to split into a new pack

Search hardware

☐	Product	Hardware Value
☐	UD, OSC	
☐	UD, OSC	

2 / 2

>>

<<

Search hardware

☐	Product	Hardware Value
☐	UD, OSC	

1 / 1

OK Cancel

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

EMP EMP-... EMP-...

+ Manage

ACTIVATED 2/2

Expiration date: 2022-07-07

EMP EMP-... EMP-...

+ Manage

ACTIVATED 1/1

Expiration date: 2022-07-07

7. If you are using Automatic License Deployment (ALD): To check the results, open your UMS Console, go to **UMS Administration > Global Configuration > Licenses > Deployment**, and click the refresh button.

Used proxy server [Edit proxy configuration](#)

Connection test [Test connection](#)

Registered packs (information lastly updated on Jan 21, 2022 1:26:06 PM)

Pack ID	Product	Used lice...	Subscription status (expiration dat...	Status	Manual ...	Automa...	Automa...	Registration Error
WE-EI8KS	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
WE-ZQR...	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
EMP-W4...	Enterpri...	2/2	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	
EMP-90...	Enterpri...	1/1	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	

8. Continue with Renewing a Maintenance / Subscription in the IGEL License Portal (ILP), section "Renewal that Comprises Only Some Product Packs".

Merging Product Packs

You can merge an IGEL Product Pack with one or more IGEL 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**.

Use Cases of Merging IGEL Product Packs

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.

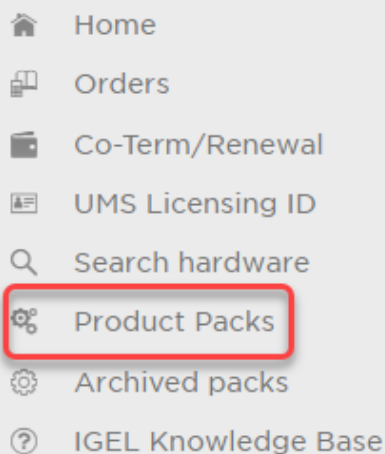
Renewal with additional licenses

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.

Instructions

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

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



Product Packs

All Product Packs Registered to IGEL Technology

All products ▼ All UMS Licensing IDs ▼ Search Product Pac X Filter by date

 WE

WE-JSW1K

+ Manage

ACTIVATED

0/4

Expiration date: 2022-07-01

 WE

WE-CBOXF WE-CBOXF

+ Manage

ACTIVATED

0/3

Expiration date: 2022-07-01

 WE

WE-CBOXF WE-J8IPI

+ Manage

ACTIVATED

0/2

Expiration date: 2022-07-01

 WE

WE-CBOXF WE-EJTMF

+ 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

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

Split:

Split Product Pack

Merge:

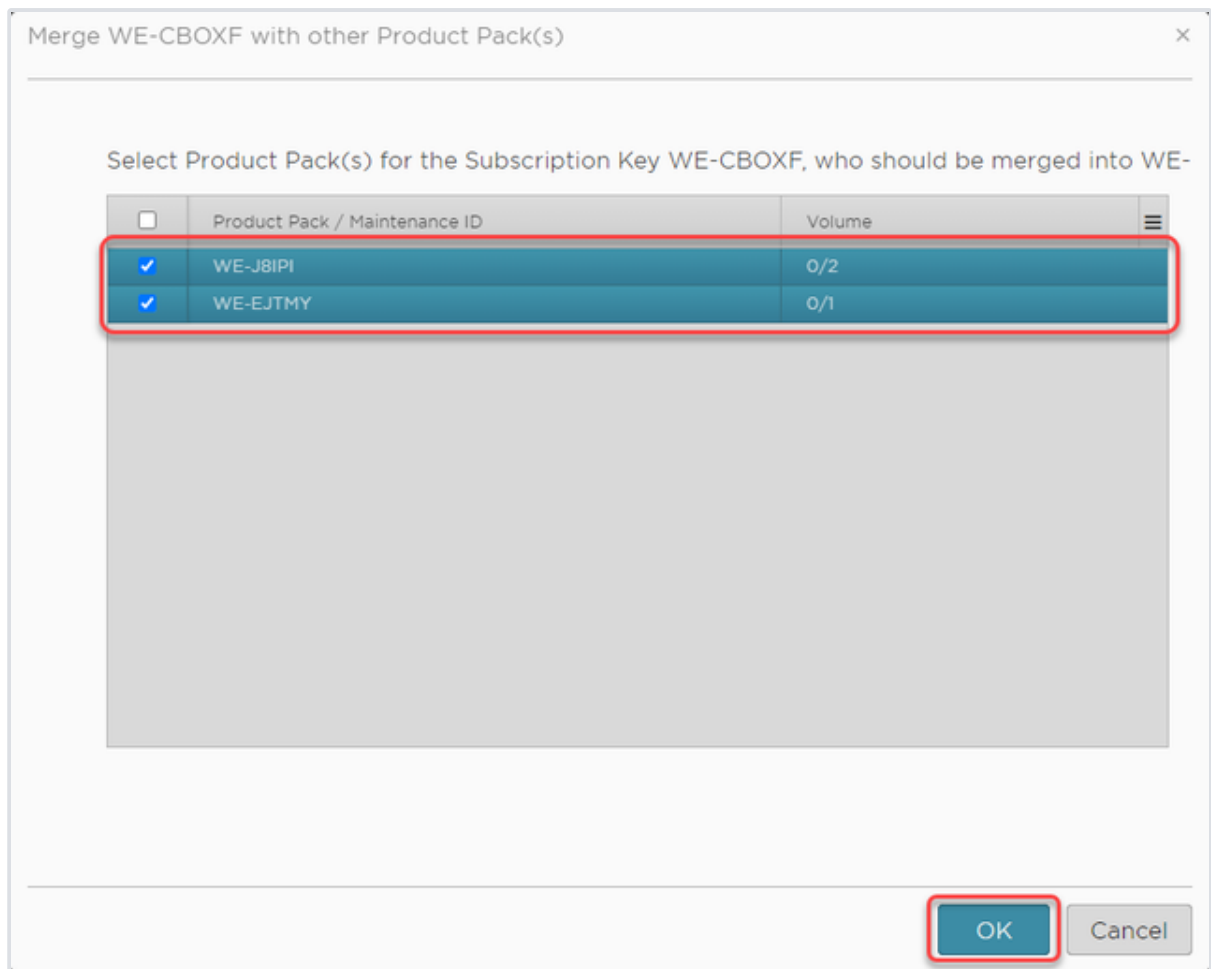
Merge with other Product Pack(s)

ACTIVATED

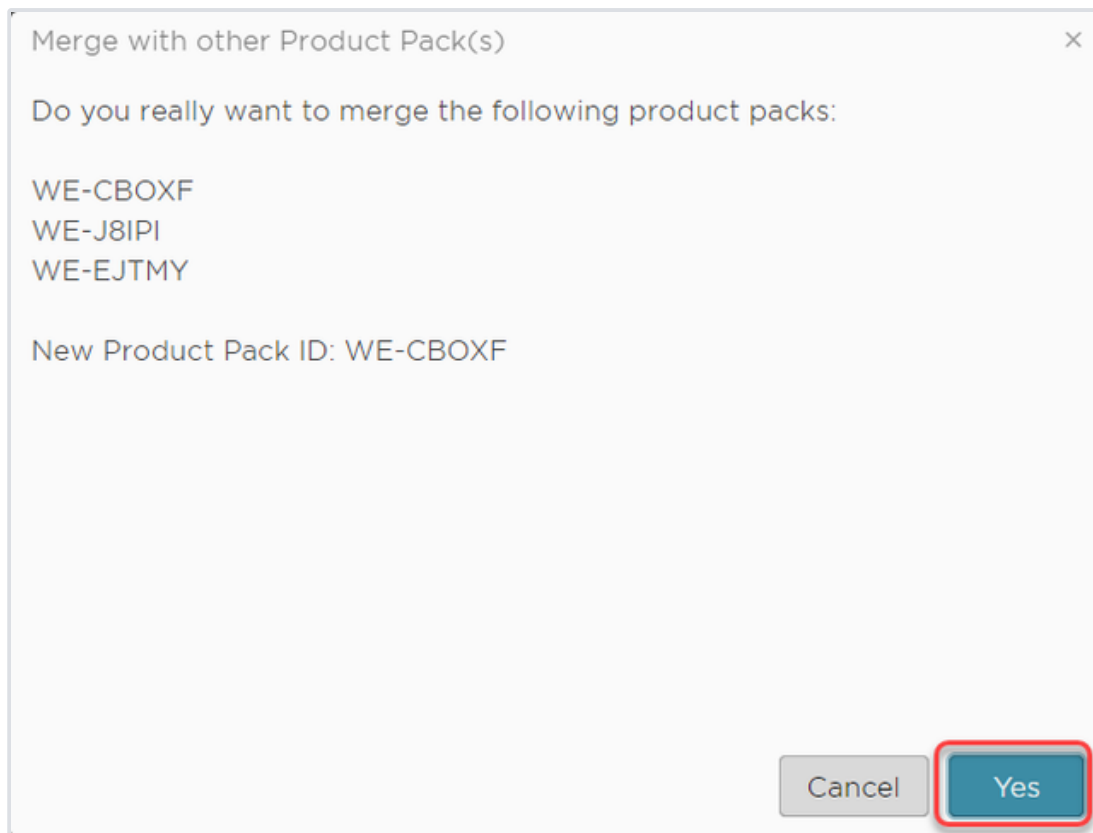
0/3

Expiration date: 2022-07-01

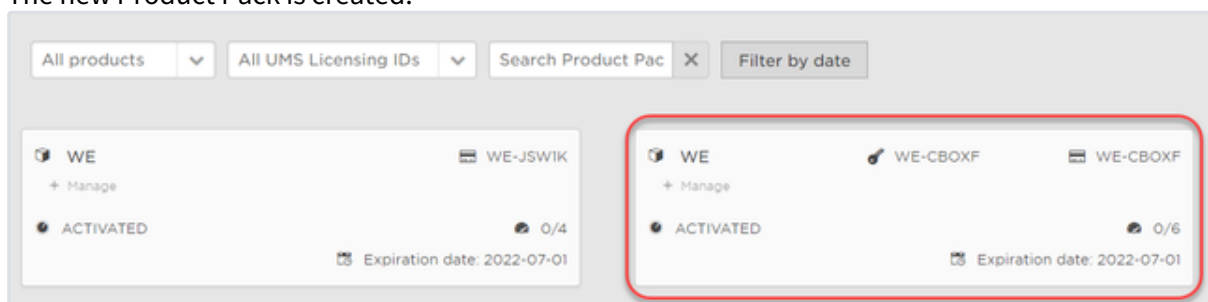
3. Select the Product Packs you want to merge with the current Product Pack and click **OK**.



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



The new Product Pack is created.



Adding a Comment to a Product Pack

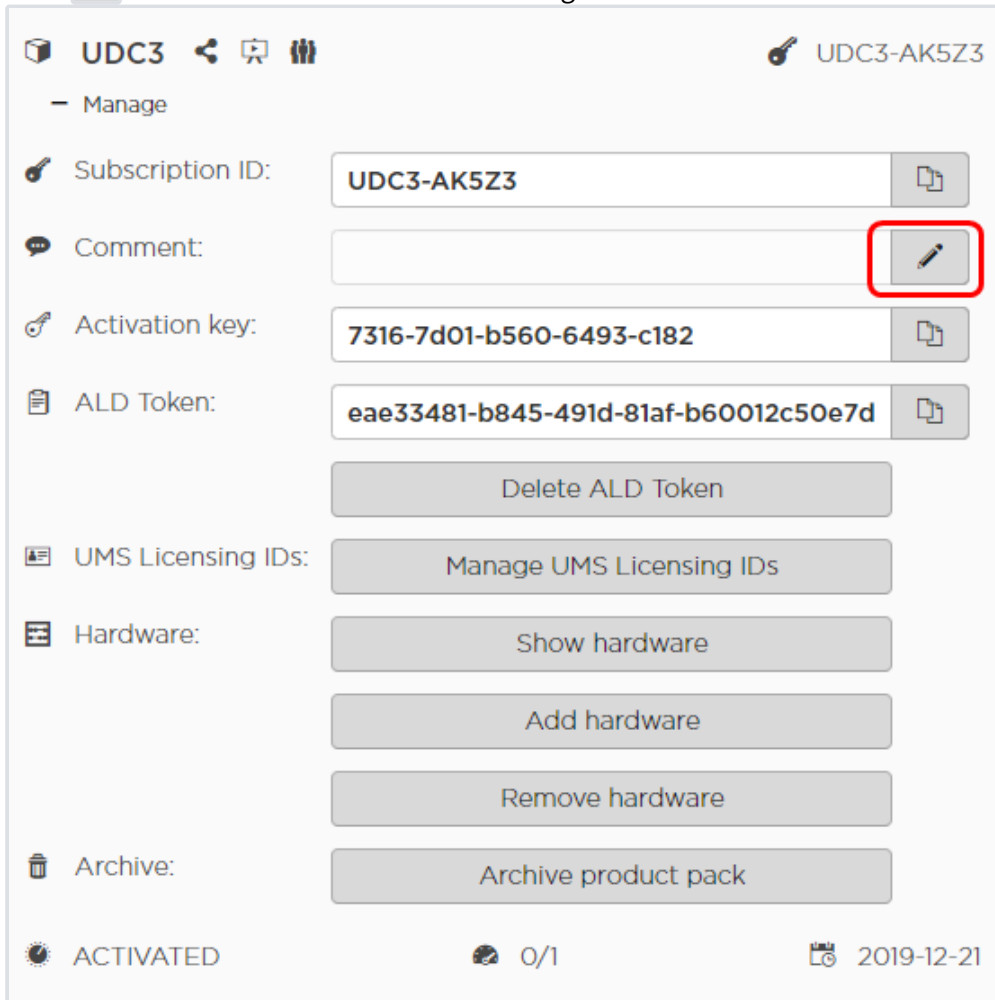
To organize your Product Packs, you can add a comment to each Product Pack in the IGEL License Portal (ILP).

To add or edit a comment:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>⁸³.
Your dashboard is shown.

83. <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 image shows a management dialog for a product pack named "UDC3-Product Pack UDC3-AK5Z3". The dialog has a title bar with the product name and a "Manage" button. Below the title bar, there are several sections:

- Subscription ID:** A text field containing "UDC3-AK5Z3" with a copy icon to its right.
- Comment:** A text field with a red box around the edit icon (pencil) to its right.
- Activation key:** A text field containing "7316-7d01-b560-6493-c182" with a copy icon to its right.
- ALD Token:** A text field containing "eae33481-b845-491d-81af-b60012c50e7d" with a copy icon to its right.
- Buttons:** Below the ALD Token field, there are four buttons: "Delete ALD Token", "Manage UMS Licensing IDs", "Show hardware", and "Add hardware".
- Hardware:** Below the "Add hardware" button, there are two more buttons: "Remove hardware" and "Archive product pack".
- Archive:** Below the "Archive product pack" button, there is a button labeled "Archive product pack".
- Status:** At the bottom left, there is a status indicator "ACTIVATED".
- Usage:** At the bottom center, there is a usage indicator "0/1".
- Date:** At the bottom right, there is a date indicator "2019-12-21".

The **Edit comment** dialog opens.

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

Edit comment

My new UDC3

OK

Cancel

The comment is saved.

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

All products

All UMS Licensing IDs

my new

X

Filter by date

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.



Feature Requires License

License portability requires a valid subscription. This applies to both IGEL OS 11 and IGEL OS 12. When the subscription expires, licenses cannot be moved between devices anymore.

Remove the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>⁸⁴. 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 device.
3. Click  in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

84. <https://activation.igel.com/>

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

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

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

☒ I have read [I&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-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

 0/10  2020-01-24

Assign the License to Device B

1. Click **Add hardware**.

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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:

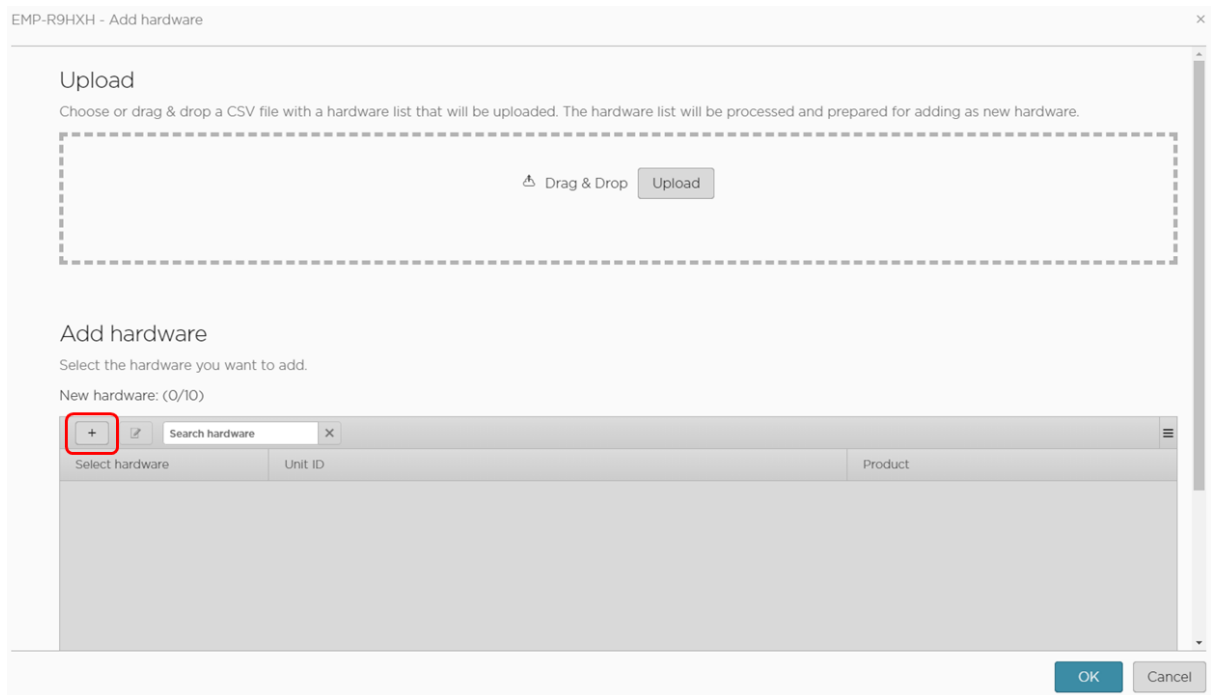
Split product pack

 ACTIVATED

 0/10

 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 Upload

Add hardware

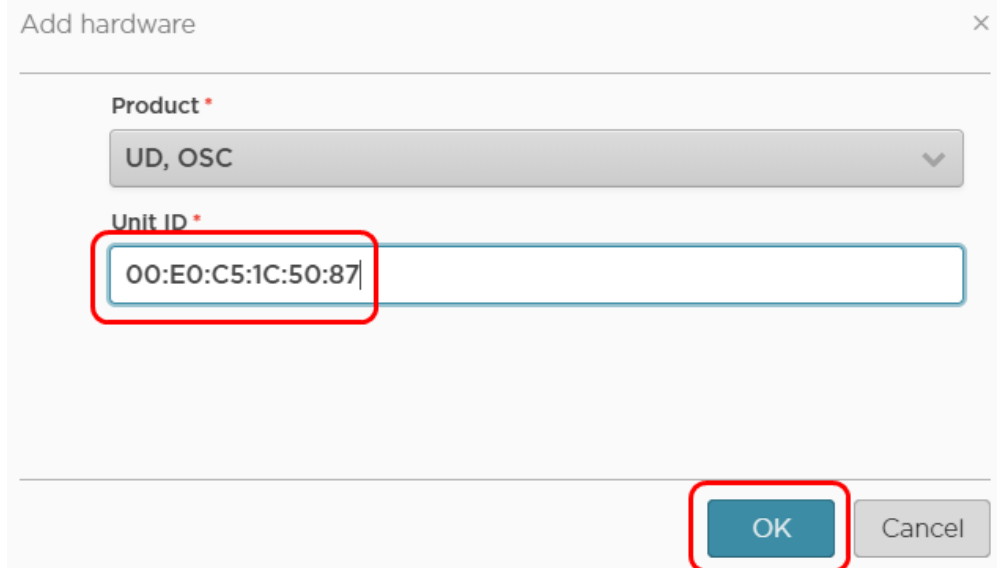
Select the hardware you want to add.

New hardware: (0/10)

Select hardware	Unit ID	Product

OK Cancel

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



Add hardware

Product *

UD, OSC

Unit ID *

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

OK Cancel

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)

Select hardware	Unit ID	Product
☒	00:E0:C5:1C:50:87	UD, OSC

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

 **EMP**

 EMP-R9HXXH

[Manage](#)

 Subscription ID:

EMP-R9HXXH



 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

Check the Result

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

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

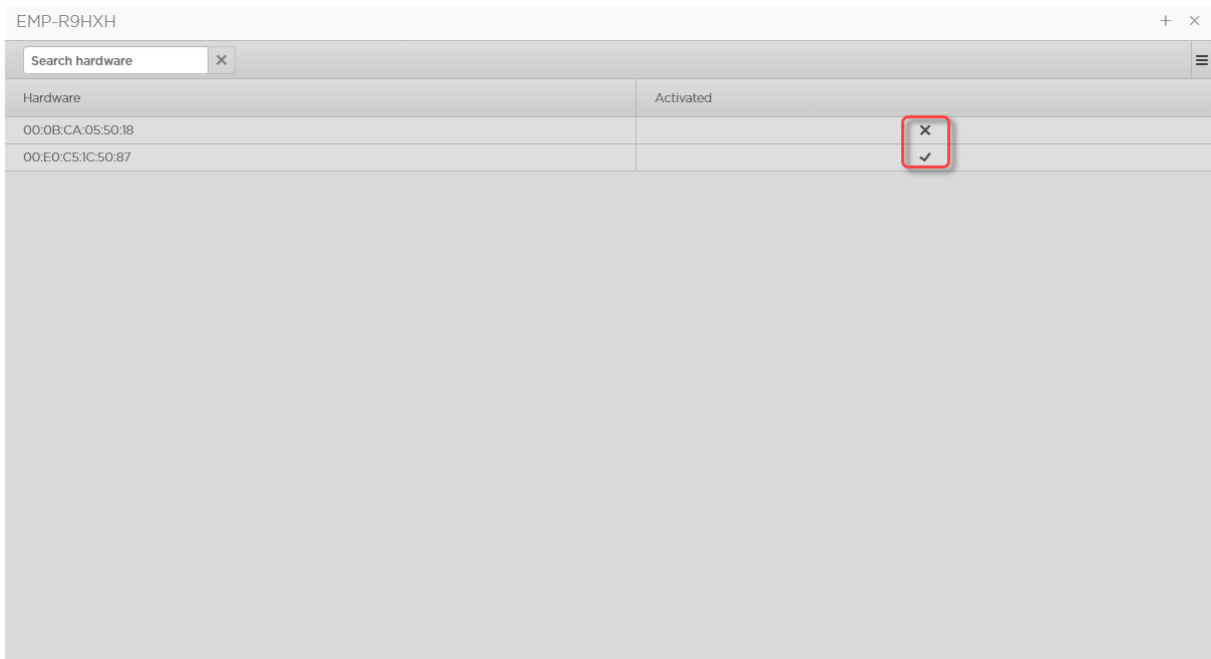
 ACTIVATED

 1/10

 2020-01-24

2. Check the symbols under **Activated**.

-  means that the hardware is activated;
-  means that the hardware is deactivated.



Hardware	Activated
00:0B:CA:05:50:18	X
00:E0:C5:1C:50:87	✓

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](#)
- [Unassigning a Product Pack](#)
- [Reviewing the Assigned Product Packs](#)

How to Find Devices Which Need Licenses

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.

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 172).

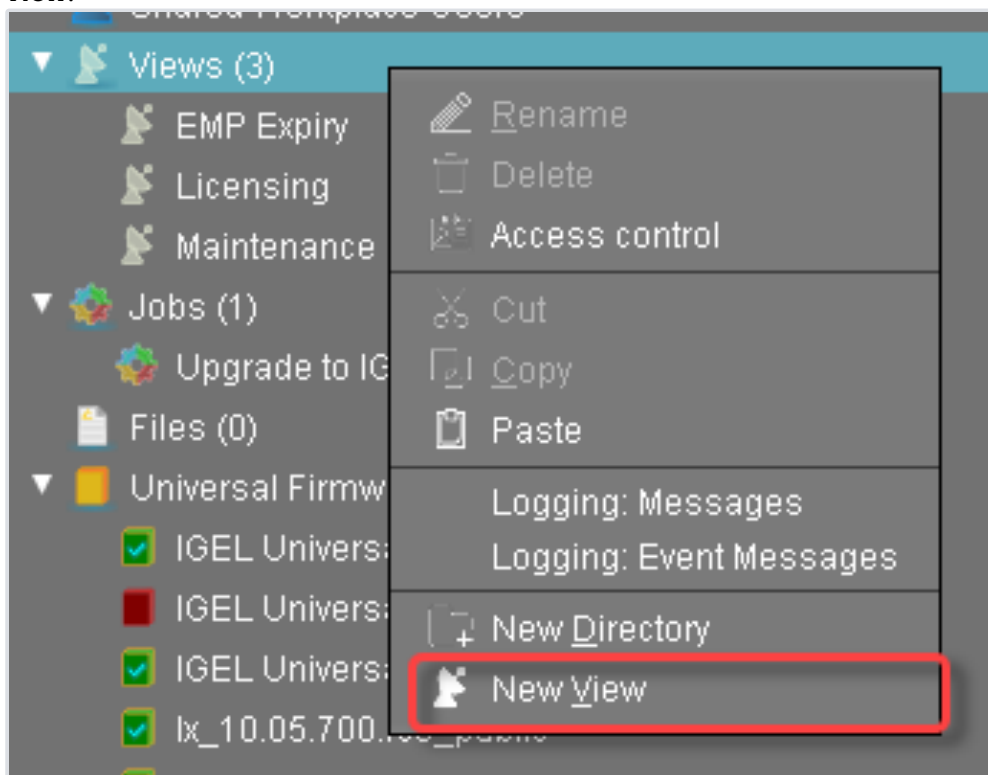
The following procedures are described in this article:

- [Finding unlicensed devices](#) (see page 116)
- [Finding devices whose licence is about to expire](#) (see page 120)
- [Finding devices with expired licenses](#) (see page 129)

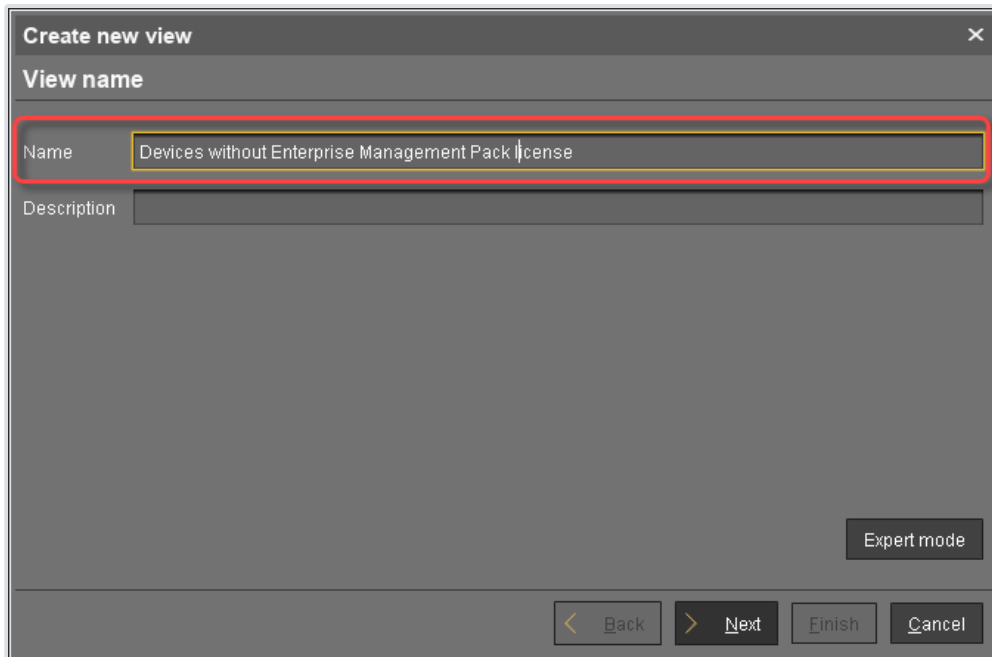
 The procedures described here require UMS 6.02 or higher.

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.



Create new view

View name

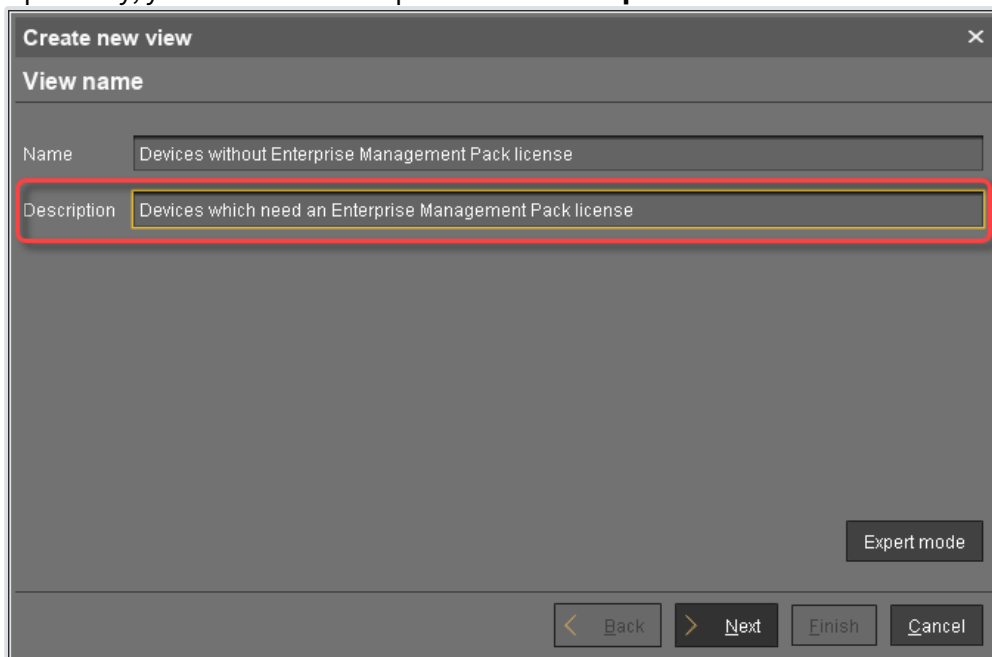
Name

Description

Expert mode ☐

< Back > Next Finish Cancel

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



Create new view

View name

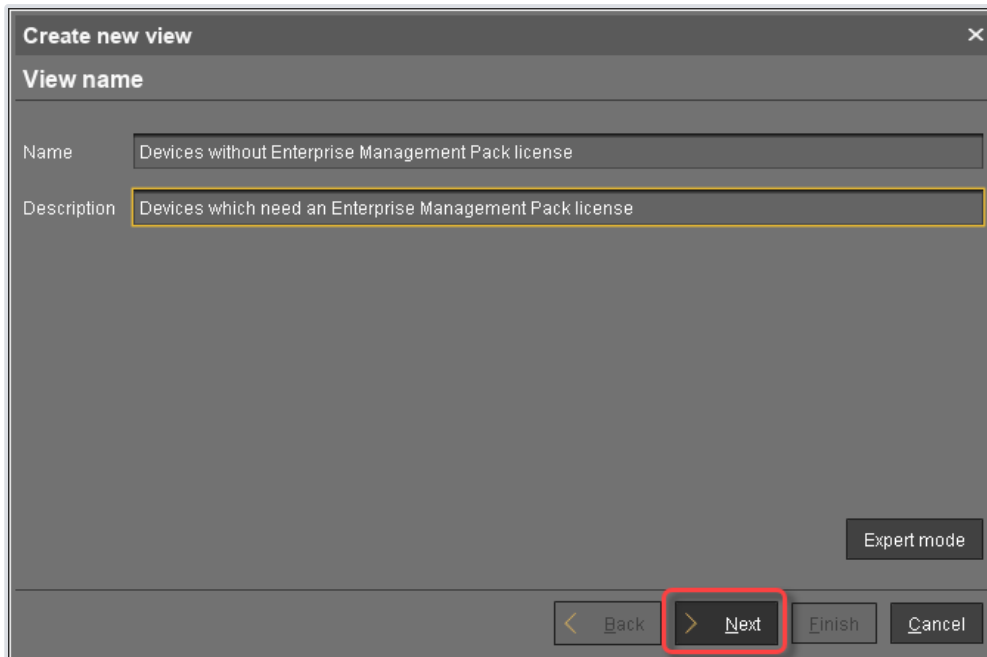
Name

Description

Expert mode ☐

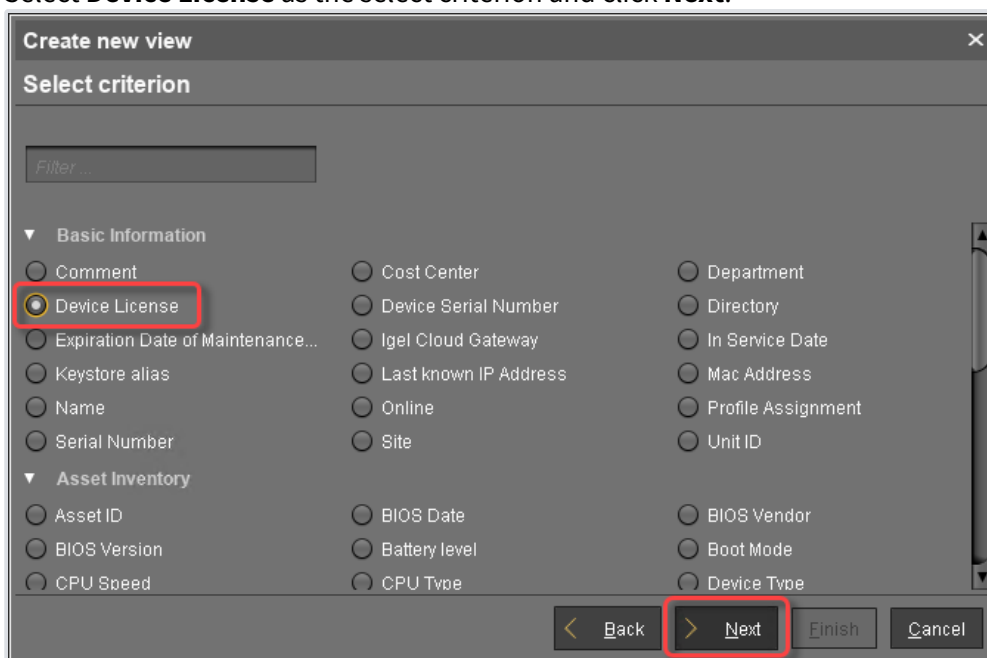
< Back > Next Finish Cancel

4. Click **Next**.



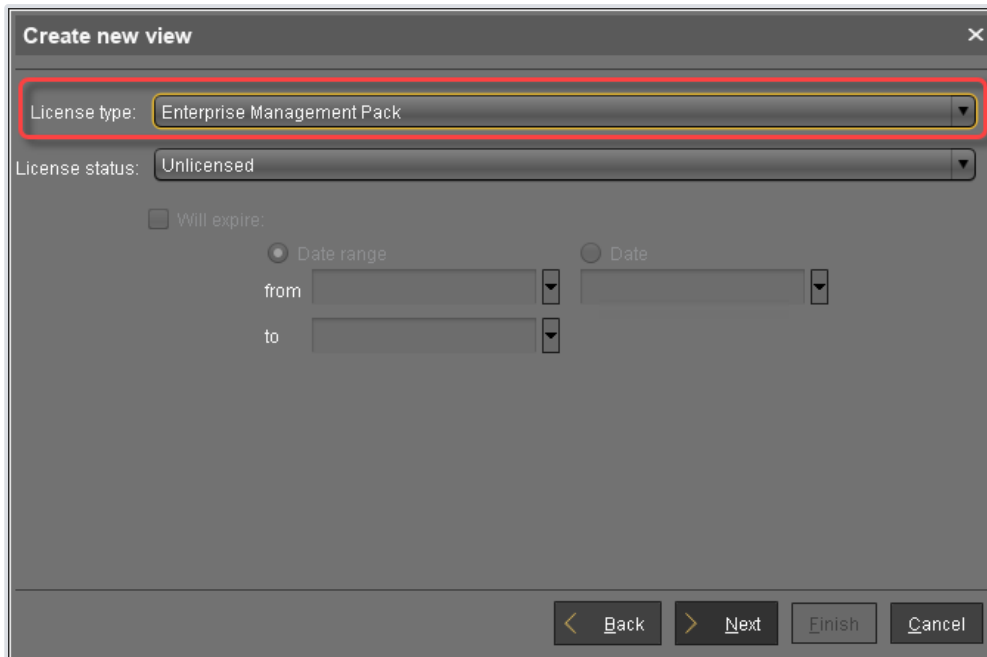
The 'Create new view' dialog box is shown. It has a title bar with a close button. Below the title bar is a section labeled 'View name'. It contains two text input fields: 'Name' with the text 'Devices without Enterprise Management Pack license' and 'Description' with the text 'Devices which need an Enterprise Management Pack license'. At the bottom right is a button labeled 'Expert mode'. At the bottom are four buttons: '< Back', '> Next', 'Finish', and 'Cancel'. The '> Next' button is highlighted with a red rectangle.

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



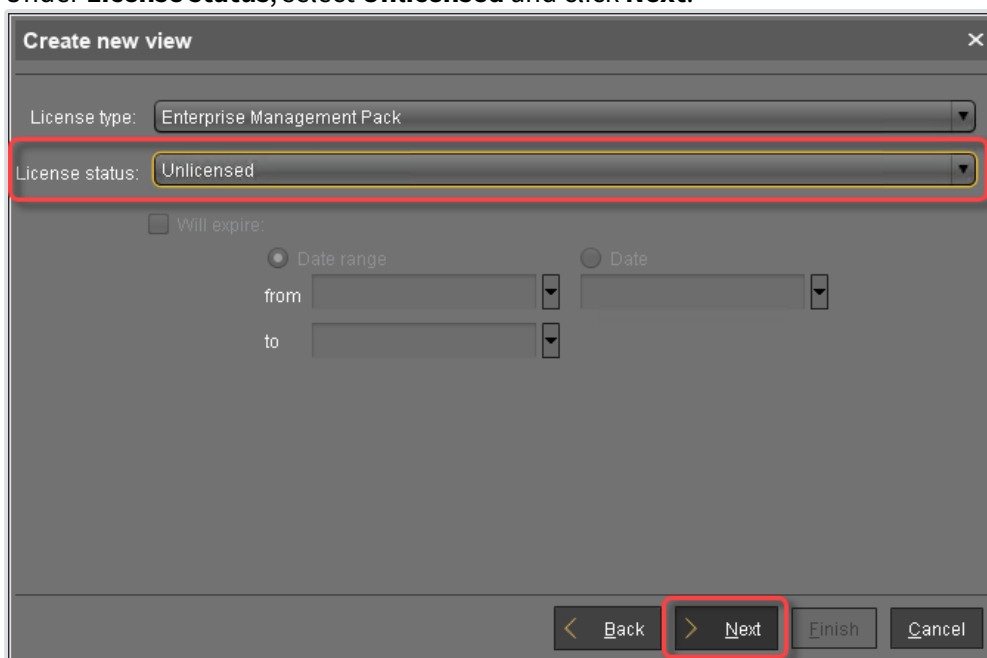
The 'Create new view' dialog box is shown, now at the 'Select criterion' step. It has a title bar with a close button. Below the title bar is a section labeled 'Select criterion'. It contains a search filter field labeled 'Filter ...'. Below the filter field are two expandable sections: 'Basic Information' and 'Asset Inventory'. Under 'Basic Information', the 'Device License' option is selected and highlighted with a red rectangle. Other options include Comment, Cost Center, Department, 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, and Unit ID. Under 'Asset Inventory', options include Asset ID, BIOS Date, BIOS Vendor, BIOS Version, Battery level, Boot Mode, CPU Speed, CPU Type, and Device Type. At the bottom are four buttons: '< Back', '> Next', 'Finish', and 'Cancel'. The '> Next' button is highlighted with a red rectangle.

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



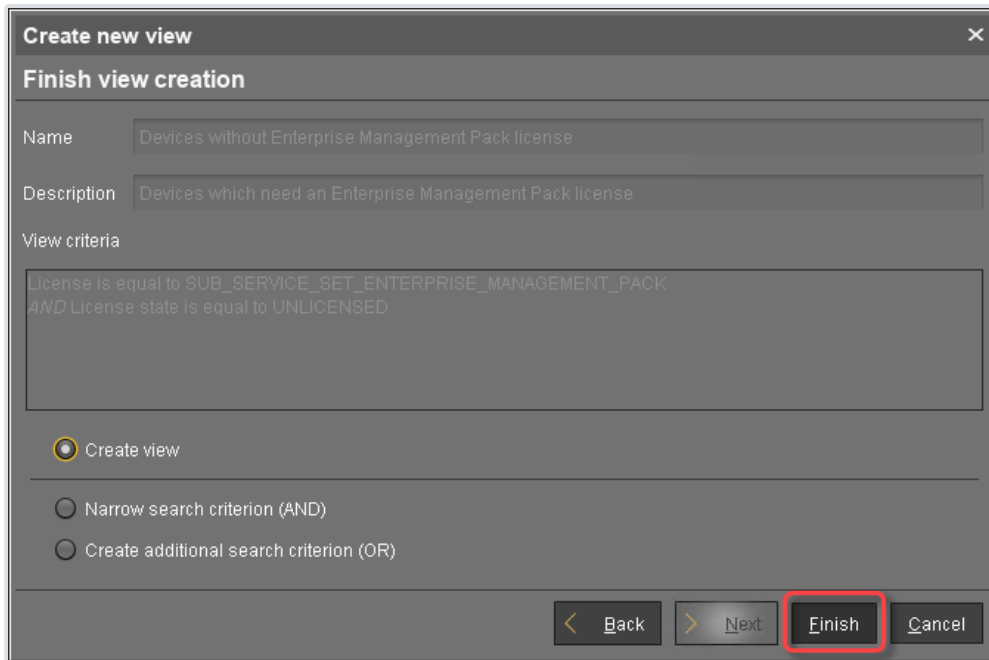
The 'Create new view' dialog box is shown. The 'License type' dropdown is set to 'Enterprise Management Pack' and is highlighted with a red rectangle. The 'License status' dropdown is set to 'Unlicensed'. Below these, there is a checkbox for 'Will expire:' which is unchecked. Under this checkbox, there are two radio buttons: 'Date range' (selected) and 'Date'. The 'Date range' section has 'from' and 'to' dropdown menus. The 'Date' section has a single date dropdown menu. At the bottom right, there are four buttons: '< Back', '> Next', 'Finish', and 'Cancel'.

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



The 'Create new view' dialog box is shown again. The 'License type' dropdown is set to 'Enterprise Management Pack'. The 'License status' dropdown is set to 'Unlicensed' and is highlighted with a red rectangle. The 'Will expire:' checkbox is unchecked. The 'Date range' radio button is selected, and the 'Date' radio button is unselected. The 'from' and 'to' dropdown menus are visible. At the bottom right, the '> Next' button is highlighted with a red rectangle.

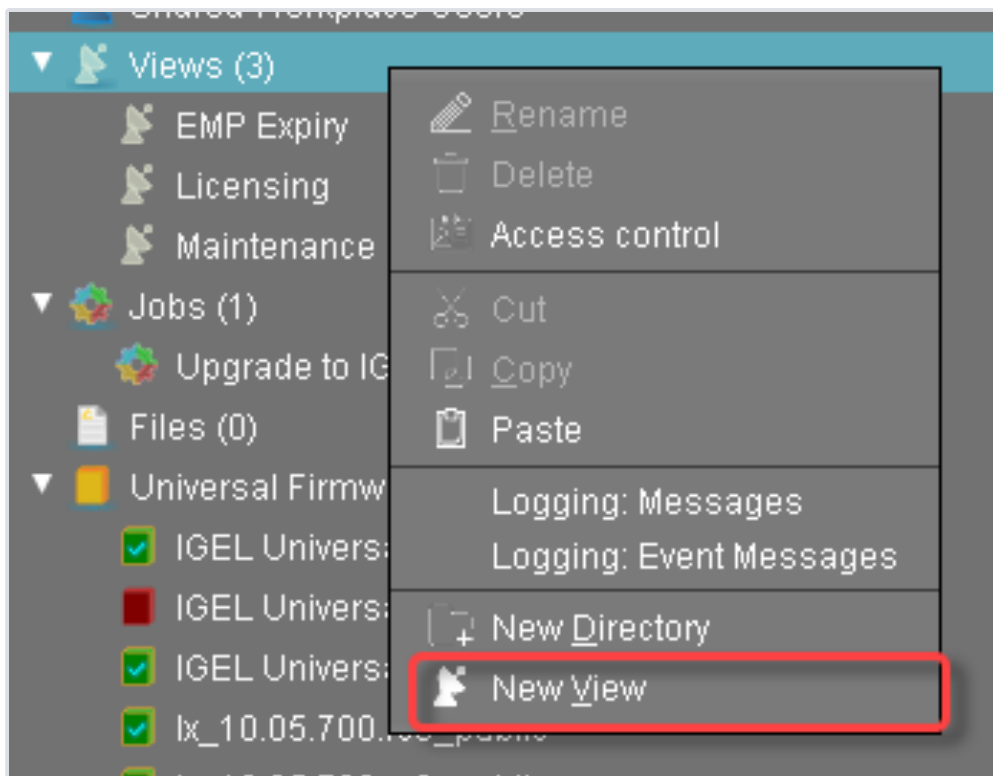
8. Click **Finish** to create the view.



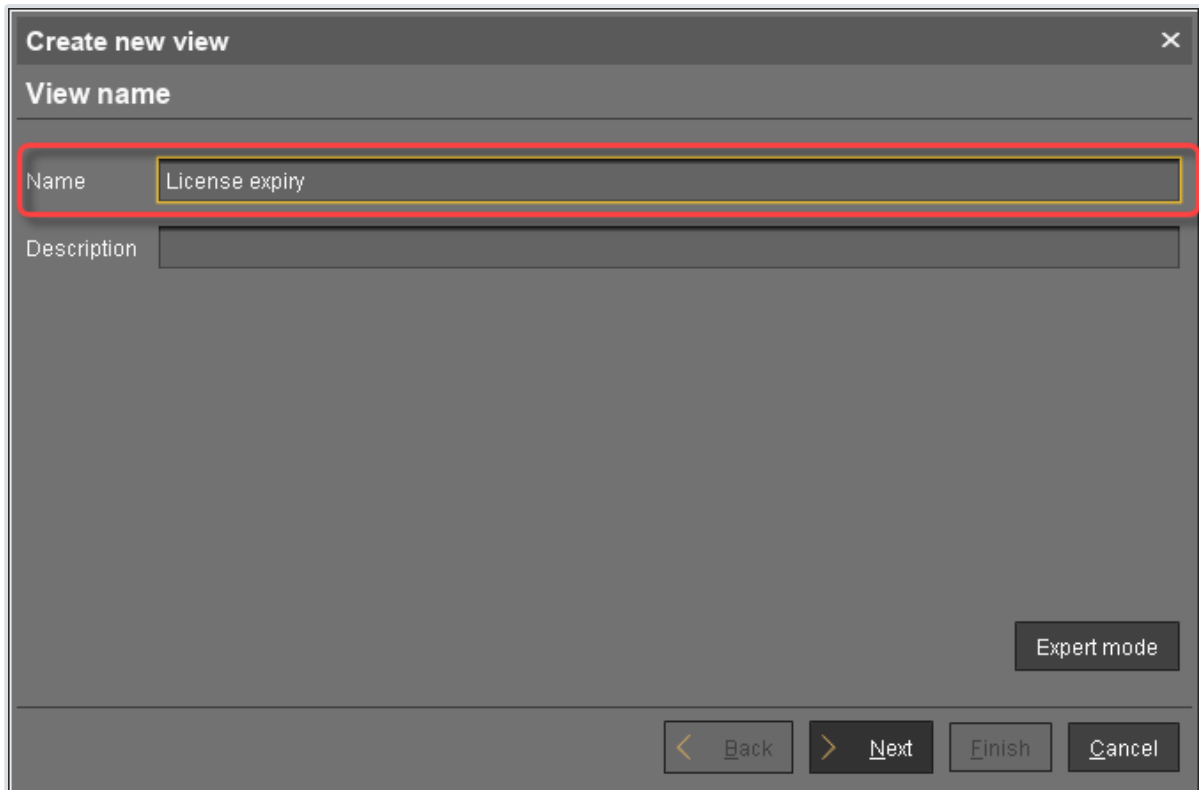
All devices that match the select criterion are listed.

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**.

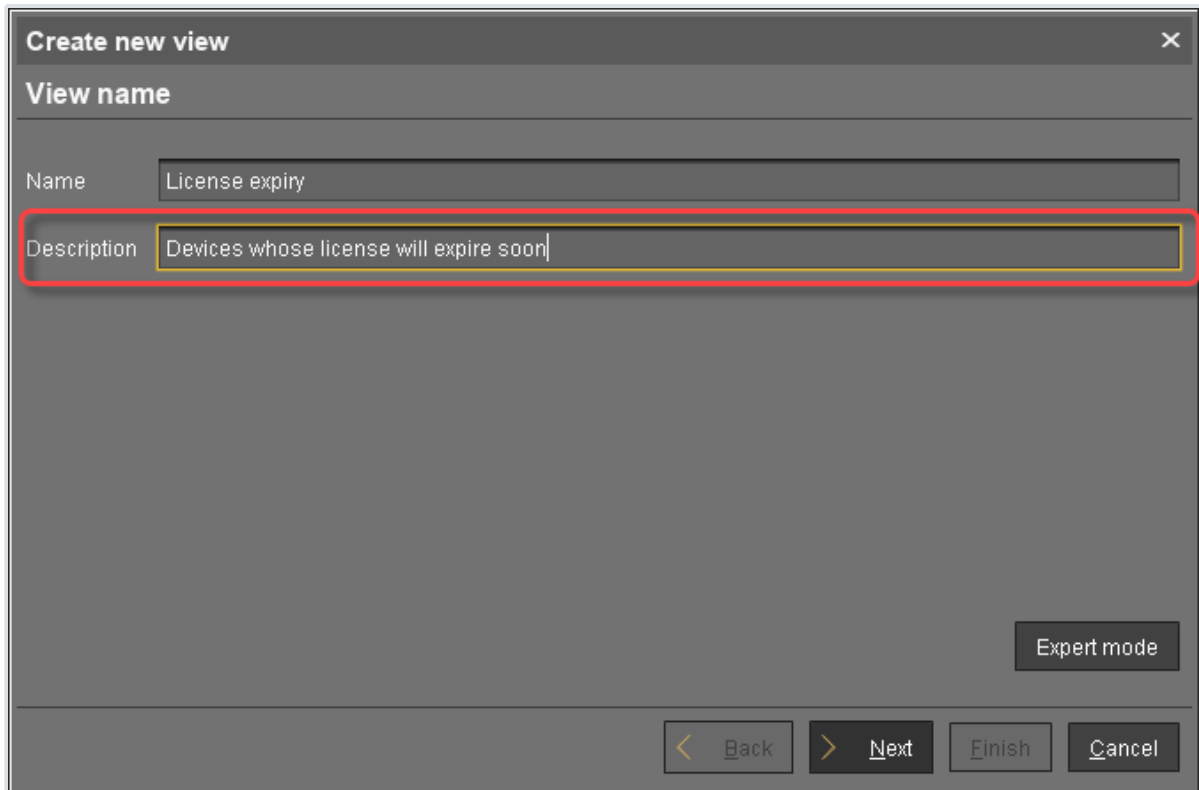


2. In the **Name** field, provide a name for the view.



The image shows a 'Create new view' dialog box with a dark gray background. At the top, there is a title bar with the text 'Create new view' and a close button (X). Below the title bar, the text 'View name' is displayed. Underneath, there are two input fields. The first field is labeled 'Name' and contains the text 'License expiry'. This field is highlighted with a red rectangular border. The second field is labeled 'Description' and is currently empty. In the bottom right corner of the dialog, there is a button labeled 'Expert mode'. At the very bottom, there is a row of four buttons: '< Back', '> Next', 'Finish', and 'Cancel'.

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



Create new view [X]

View name

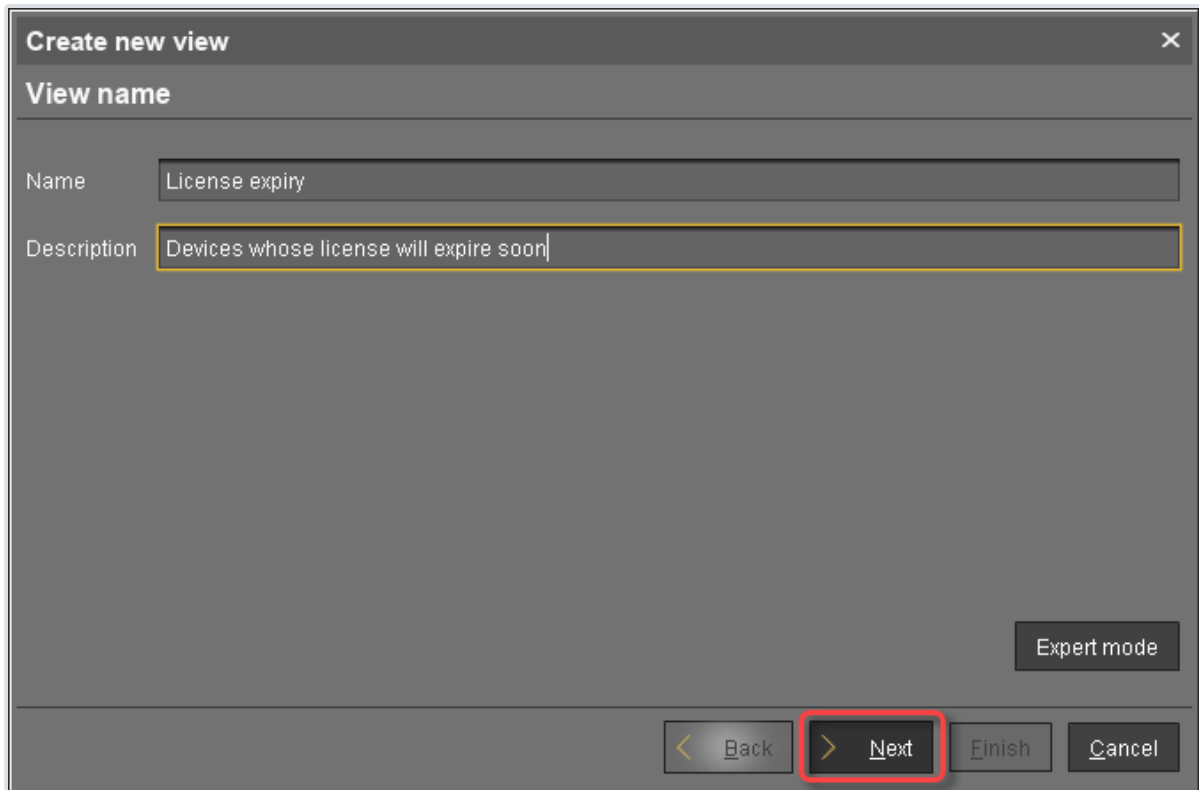
Name

Description

Expert mode

< Back > Next Finish Cancel

4. Click **Next**.



Create new view [X]

View name

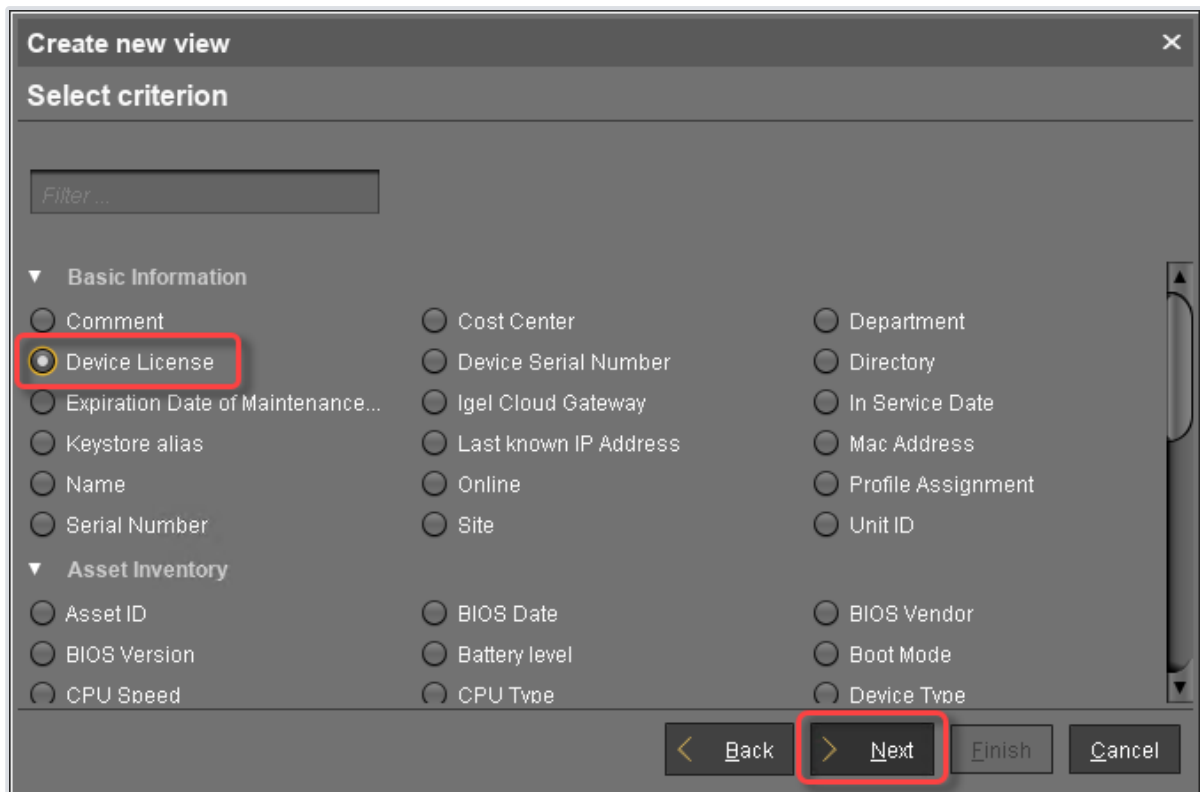
Name: License expiry

Description: Devices whose license will expire soon

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**

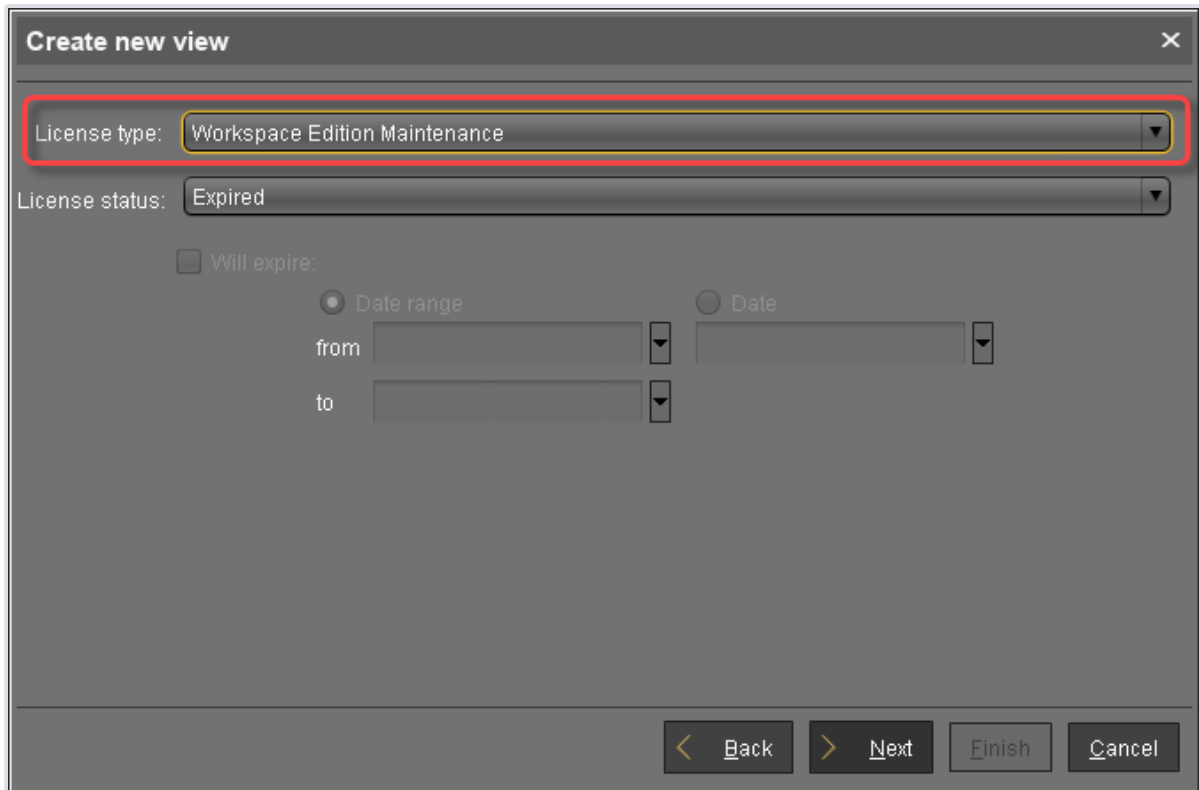
- ☐ Comment
- ☒ **Device License**
- ☐ Expiration Date of Maintenance...
- ☐ Keystore alias
- ☐ Name
- ☐ Serial Number
- ☐ Cost Center
- ☐ Device Serial Number
- ☐ Igel Cloud Gateway
- ☐ Last known IP Address
- ☐ Online
- ☐ Site
- ☐ Department
- ☐ Directory
- ☐ In Service Date
- ☐ Mac Address
- ☐ Profile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

▼ **Asset Inventory**

- ☐ Asset ID
- ☐ BIOS 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: **Workspace Edition Maintenance** ▼

License status: **Expired** ▼

☐ Will expire:

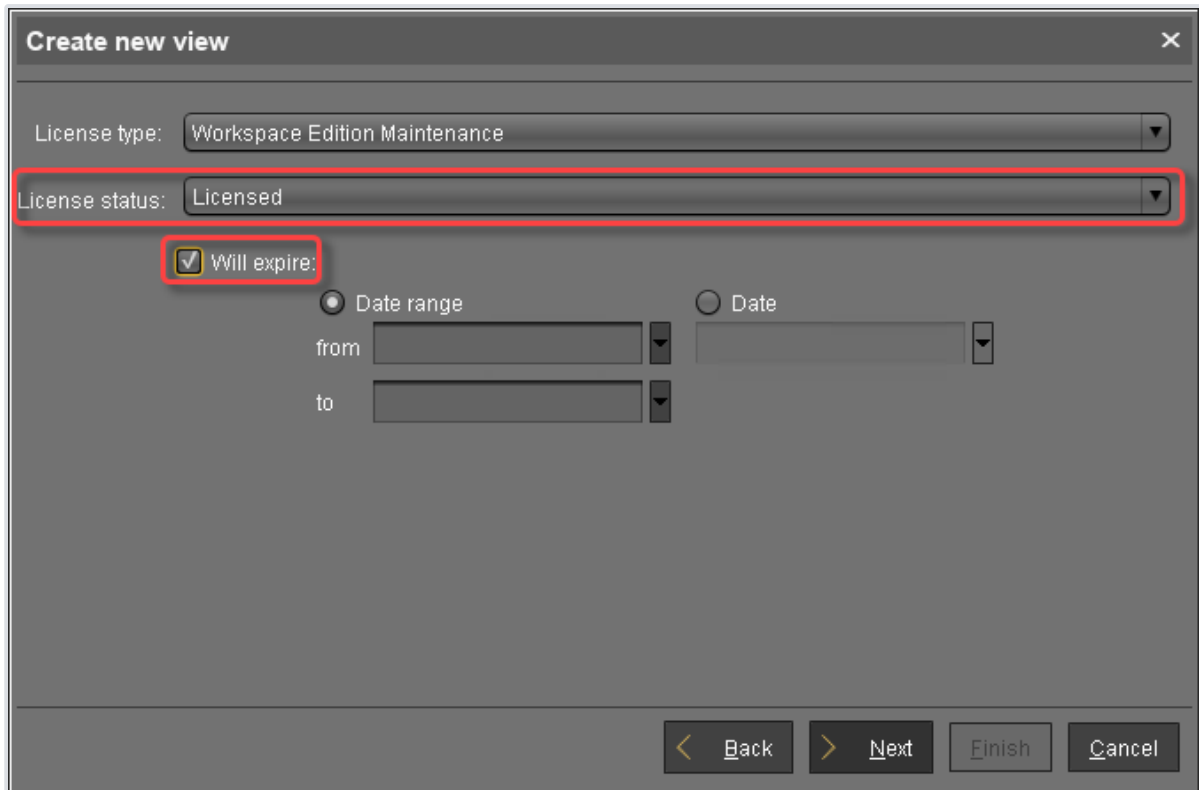
☒ Date range ☐ Date

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

☒ Will expire:

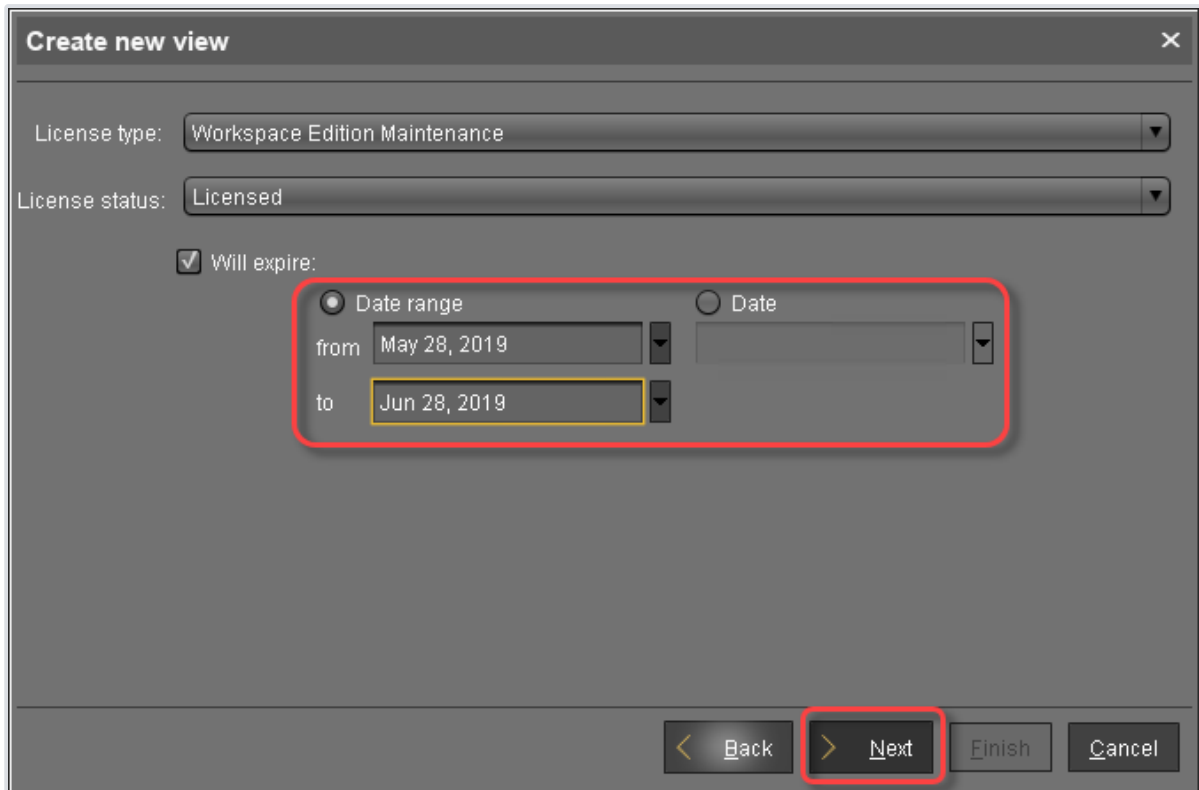
☒ Date range

from to

☐ Date

< Back > Next Finish Cancel

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



The image shows a 'Create new view' dialog box with a dark gray background. At the top, there is a title bar with the text 'Create new view' and a close button (X). Below the title bar, there are two dropdown menus: 'License type:' with 'Workspace Edition Maintenance' selected, and 'License status:' with 'Licensed' selected. Below these, there is a checkbox labeled 'Will expire:' which is checked. Under this checkbox, there are two radio buttons: 'Date range' (selected) and 'Date'. The 'Date range' section has two date pickers: 'from' with 'May 28, 2019' and 'to' with 'Jun 28, 2019'. The 'Date' section has a single date picker. At the bottom of the dialog, there are four buttons: '< Back', '> Next', 'Finish', and 'Cancel'. The '> Next' button is highlighted with a red rectangle.

Create new view

License type: Workspace Edition Maintenance

License status: Licensed

☒ Will expire:

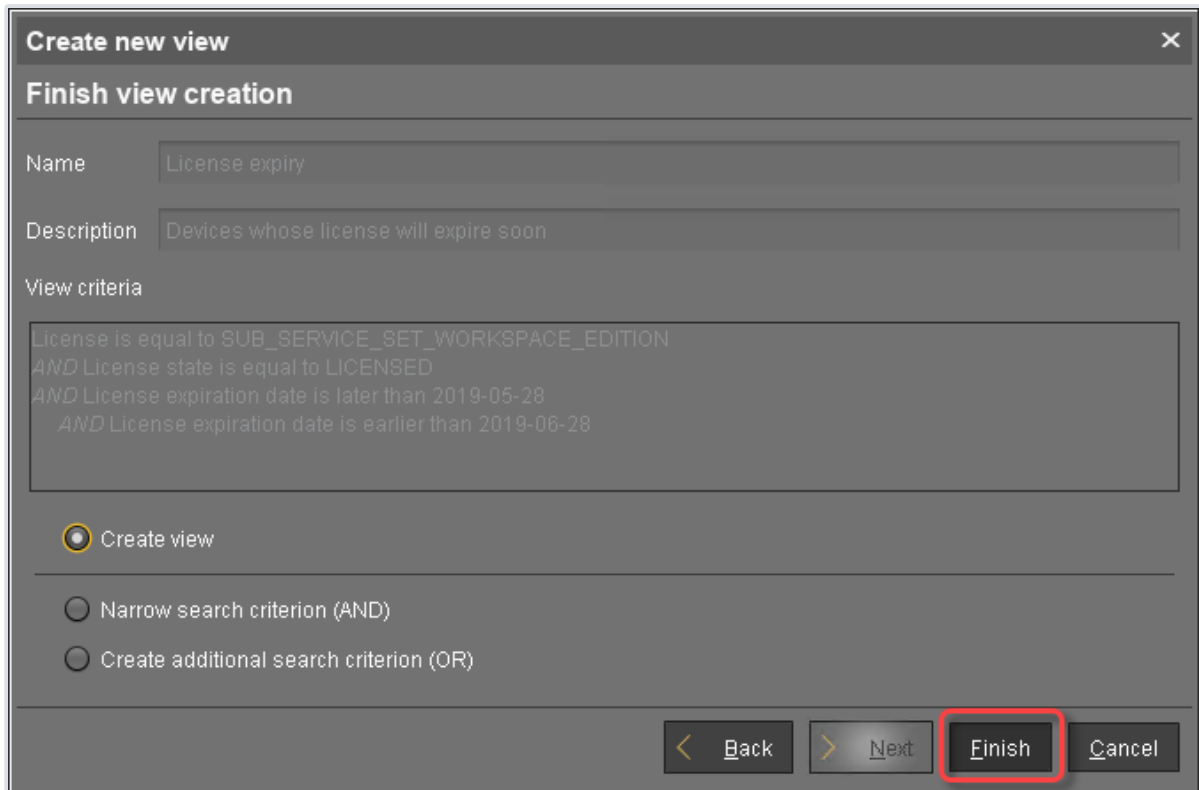
☒ Date range ☐ Date

from May 28, 2019

to Jun 28, 2019

< Back > Next Finish Cancel

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



Create new view ✕

Finish view creation

Name

Description

View criteria

License is equal to SUB_SERVICE_SET_WORKSPACE_EDITION
AND License state is equal to LICENSED
AND License expiration date is later than 2019-05-28
AND License expiration date is earlier than 2019-06-28

☒ Create view

☐ Narrow search criterion (AND)

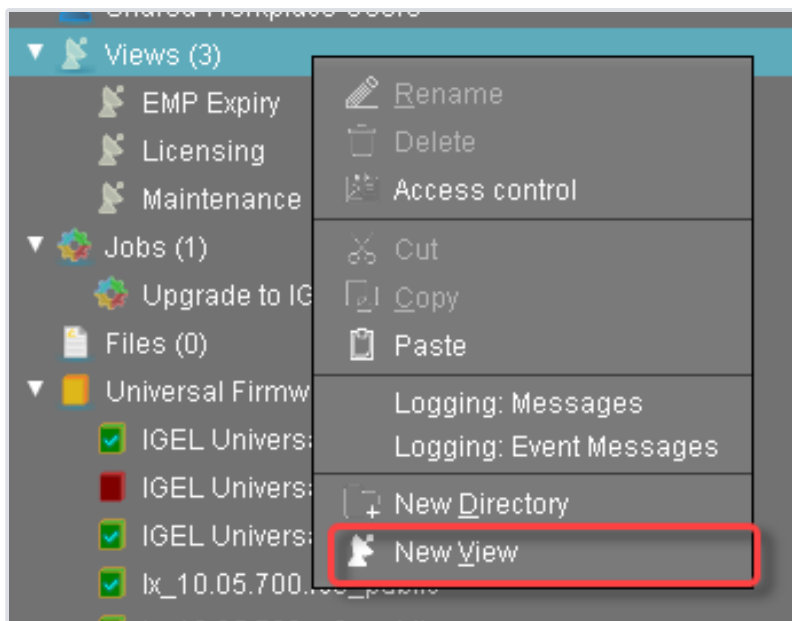
☐ Create additional search criterion (OR)

< Back > Next **Finish** Cancel

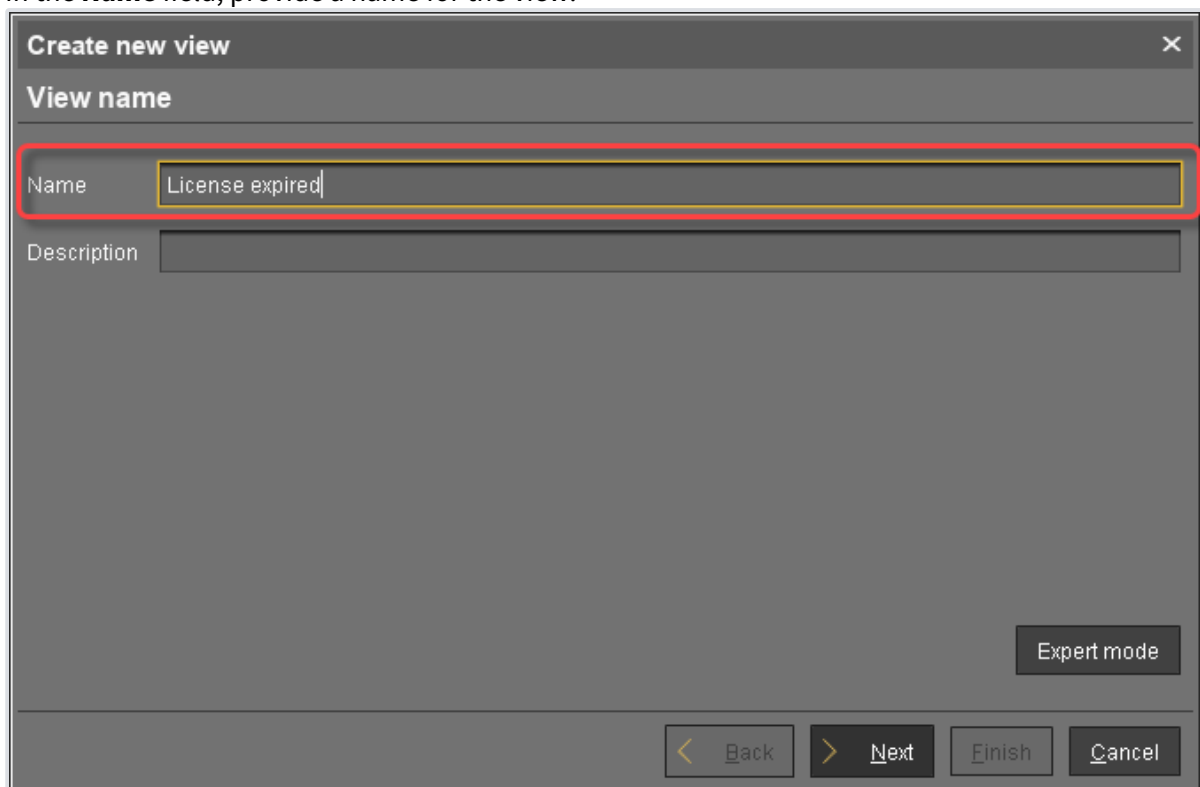
All devices that match the select criterion are listed.

Finding Devices with Expired Licenses

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

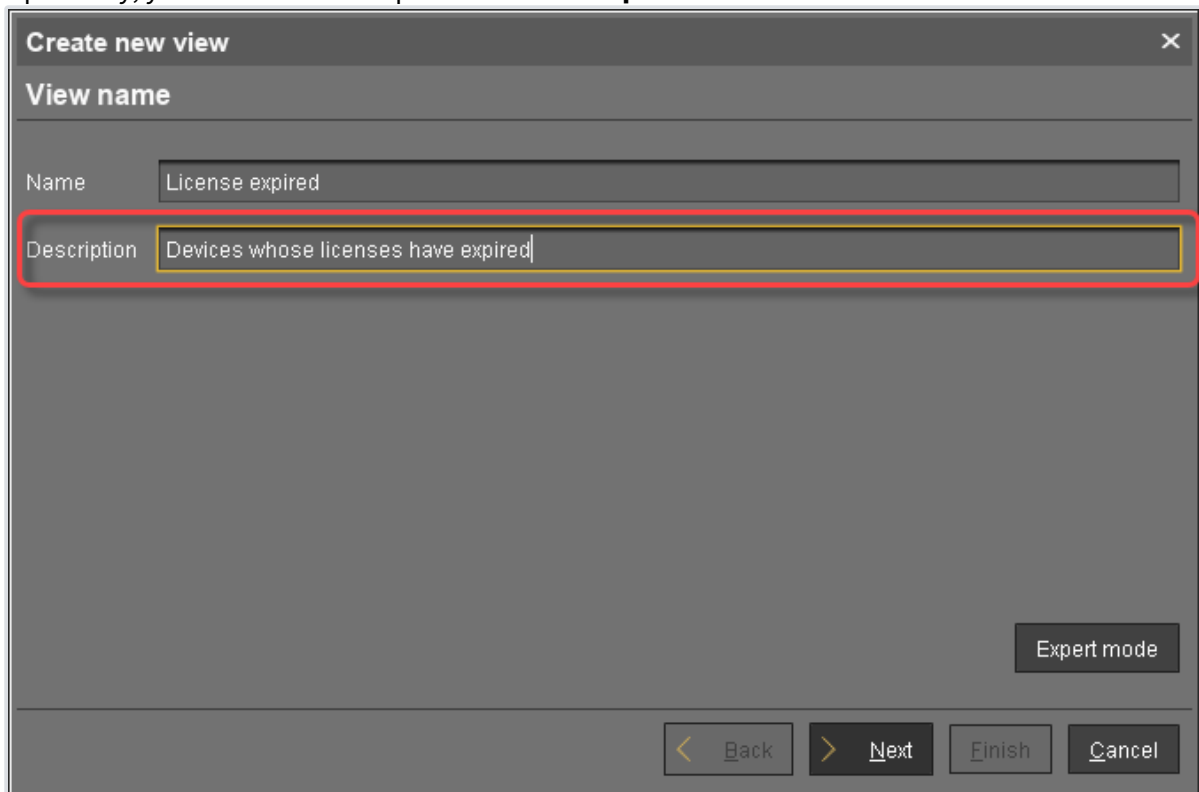


2. In the **Name** field, provide a name for the view.



A screenshot of the 'Create new view' dialog box. The dialog has a title bar with a close button. Below the title bar, the text 'View name' is displayed. There are two input fields: 'Name' and 'Description'. The 'Name' field contains the text 'License expired' and is highlighted with a red rectangular box. The 'Description' field is empty. At the bottom right, there is a button labeled 'Expert mode'. At the bottom, there are four buttons: '< Back', '> Next', 'Finish', and 'Cancel'.

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



Create new view [X]

View name

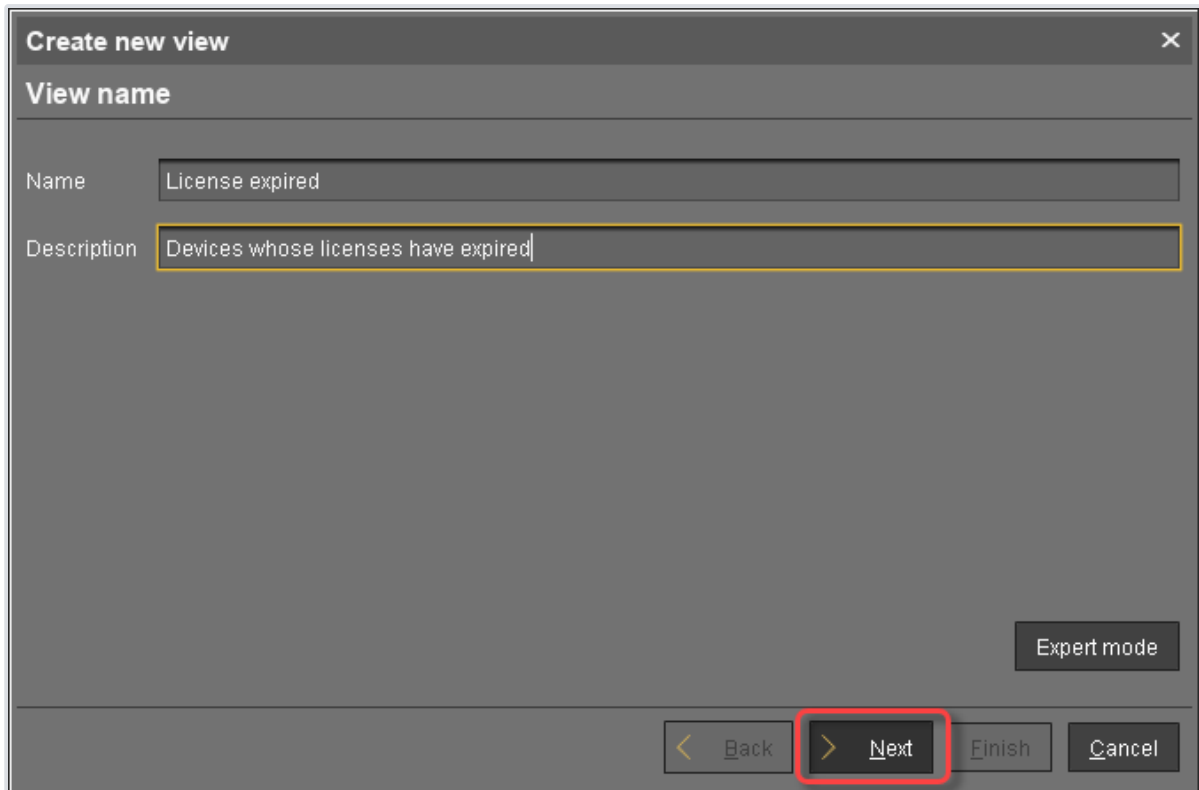
Name License expired

Description Devices whose licenses have expired

Expert mode

< Back > Next Finish Cancel

4. Click **Next**.



Create new view [X]

View name

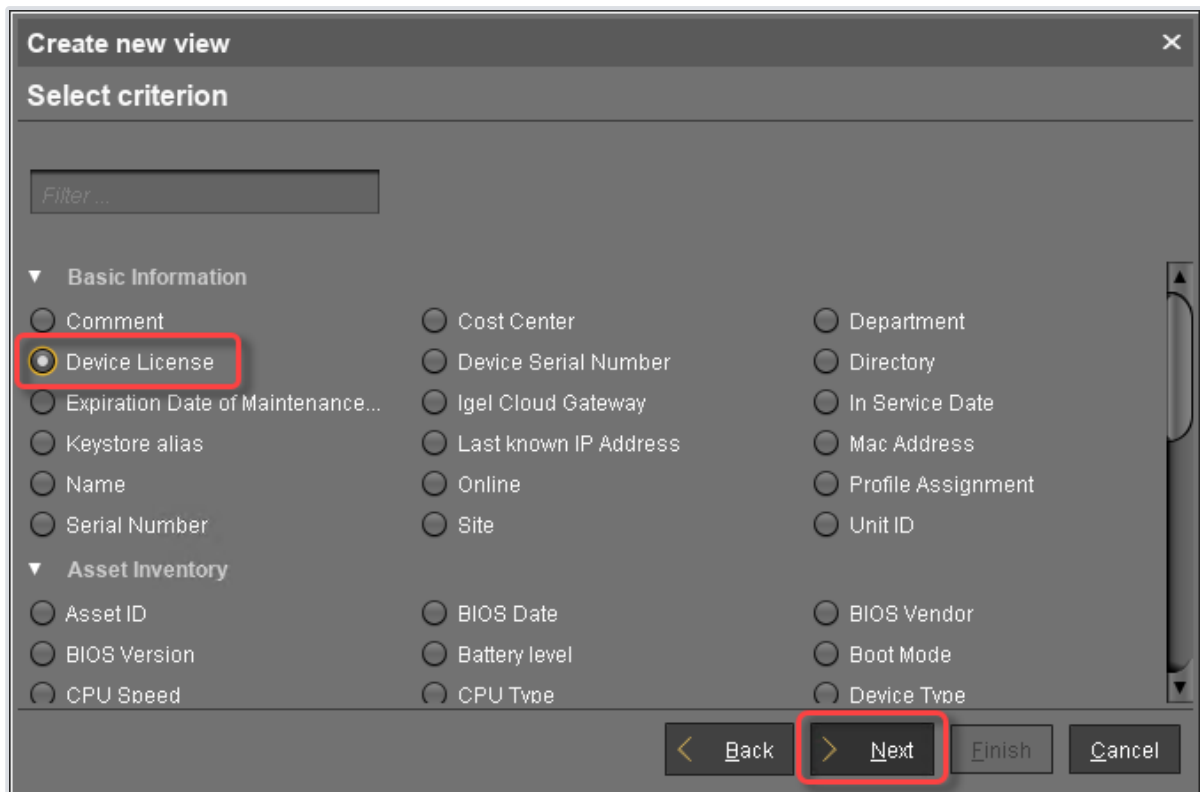
Name: License expired

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**

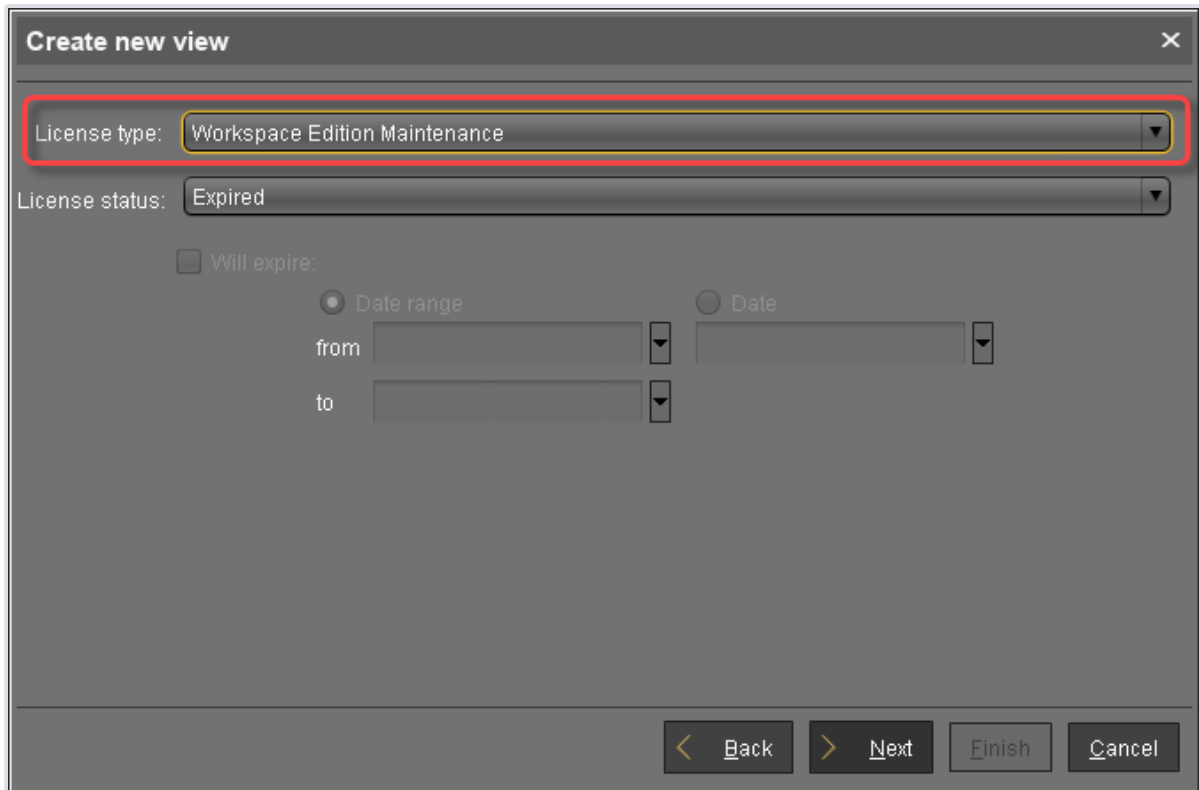
- ☐ Comment
- ☒ **Device License**
- ☐ Expiration Date of Maintenance...
- ☐ Keystore alias
- ☐ Name
- ☐ Serial Number

▼ **Asset Inventory**

- ☐ Asset ID
- ☐ BIOS Version
- ☐ CPU Speed

Navigation buttons: **Back**, **Next**, **Finish**, **Cancel**

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



Create new view [X]

License type: **Workspace Edition Maintenance** ▼

License status: **Expired** ▼

☐ Will expire:

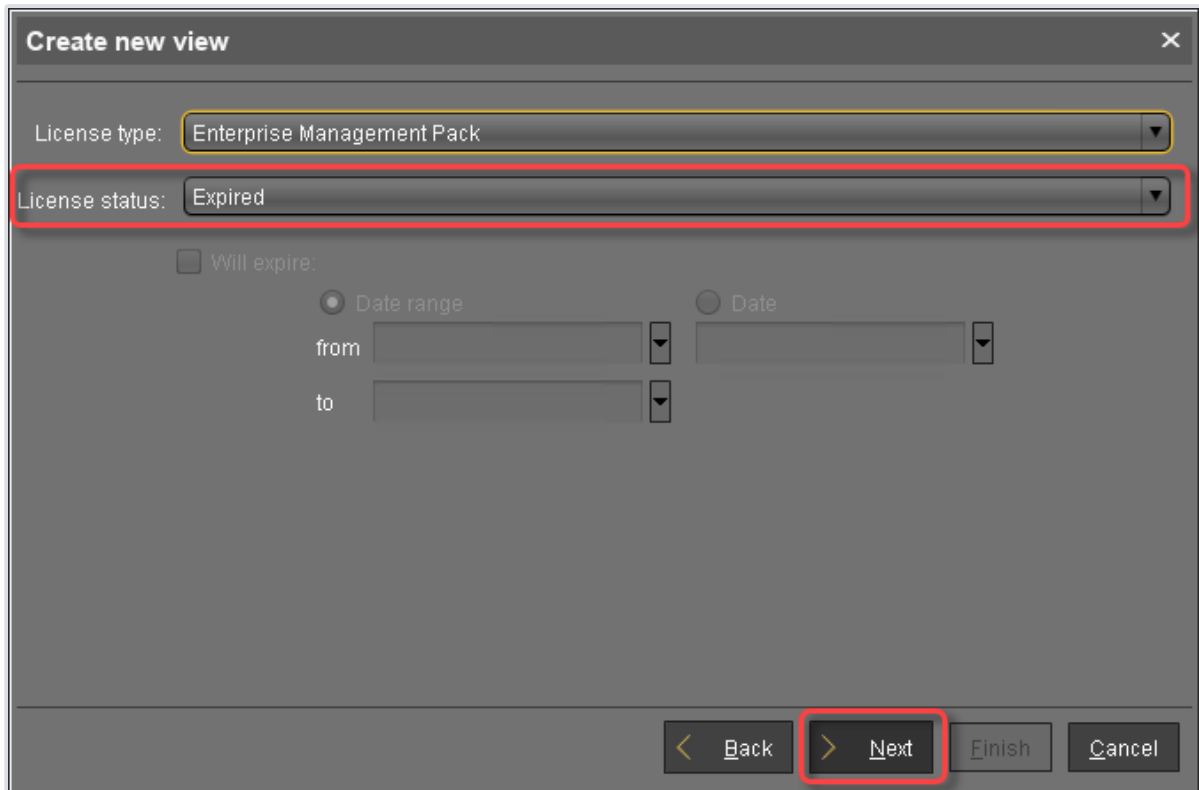
☒ Date range ☐ Date

from [] ▼ [] ▼

to [] ▼ [] ▼

< Back > Next Finish Cancel

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



The image shows a 'Create new view' dialog box with a dark gray background. At the top, there is a title bar with the text 'Create new view' and a close button (X). Below the title bar, there are two dropdown menus. The first is labeled 'License type:' and has 'Enterprise Management Pack' selected. The second is labeled 'License status:' and has 'Expired' selected; this dropdown menu is highlighted with a red rectangular border. Below these, there is a checkbox labeled 'Will expire:'. To the right of this checkbox are two radio buttons: 'Date range' (which is selected) and 'Date'. Under 'Date range', there are two date pickers labeled 'from' and 'to'. Under 'Date', there is a single date picker. At the bottom of the dialog, there are four buttons: '< Back', '> Next' (highlighted with a red rectangular border), 'Finish', and 'Cancel'.

Create new view

License type: Enterprise Management Pack

License status: Expired

☐ Will expire:

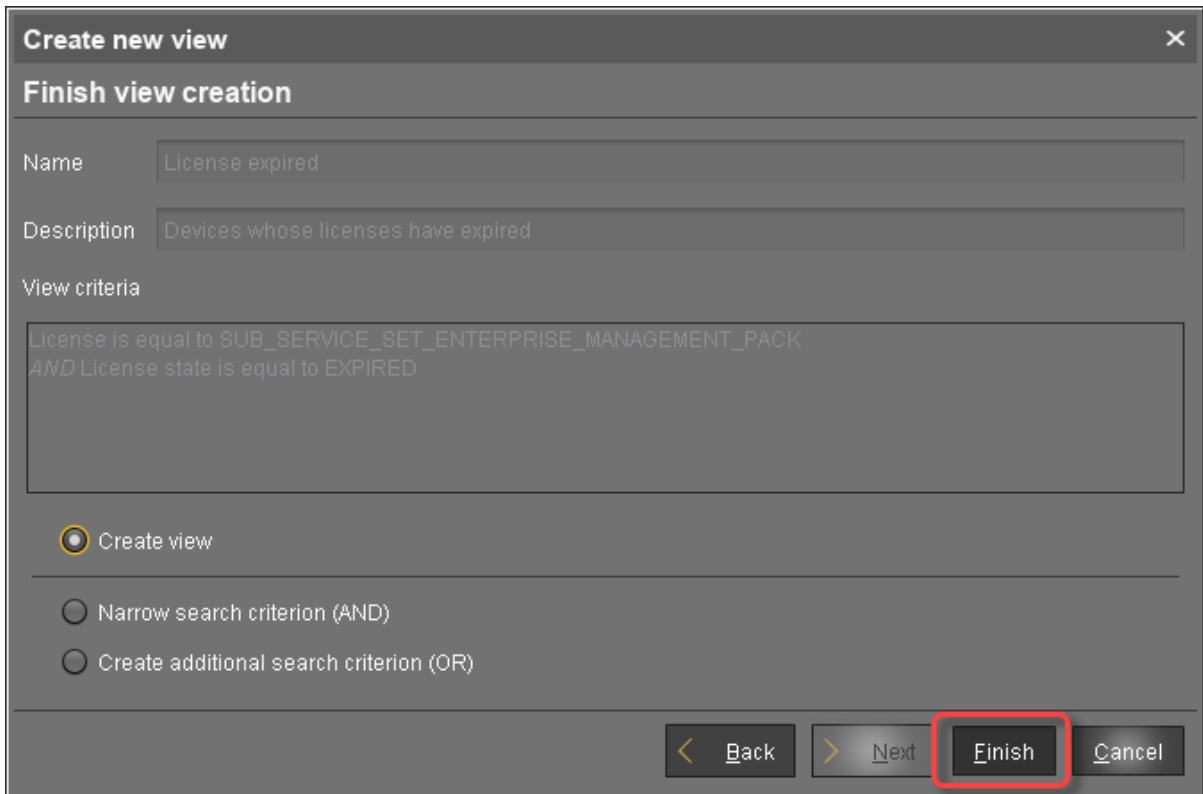
☒ Date range ☐ Date

from

to

< Back > Next Finish Cancel

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



Create new view ✕

Finish view creation

Name

Description

View criteria

☒ Create view

☐ Narrow search criterion (AND)

☐ Create additional search criterion (OR)

< Back > Next **Finish** Cancel

All devices that match the selected criterion are listed.

Deploying Licenses

Choose one of the following methods of license deployment, according to your needs:

- [Automatic License Deployment \(ALD\)](#) (see page 185) - Fully automated license deployment; the setup requires some effort.



Note for Managed Service Providers (MSP)

This method is NOT appropriate if you want to manage devices of several clients with one single UMS; for this use case, you should use [Automatic License Deployment \(ALD\) with ALD Token](#) (see page 138).

- [Automatic License Deployment \(ALD\) with ALD Token](#) (see page 138) - Largely automated license deployment; the setup requires less effort than [Automatic License Deployment \(ALD\)](#) (see page 185). Use this method if want to manage devices of several clients with one single UMS. This is typical for Managed Service Providers.
- [Manual License Deployment for IGEL OS](#) (see page 171) - Get a license file for a predefined set of devices; the devices are identified by their unit IDs
- Manual License Deployment for IGEL OS without UMS - A quick and easy way to deploy a license on a single device that has not yet been configured by the UMS
- [Hardware-Bundled IGEL License Deployment](#) (see page 219) - Deployment of licenses purchased together with hardware manufactured by an IGEL Hardware Partner.

Setting up Automatic License Deployment (ALD) with ALD Token

Use this method if you want to deploy licenses for several companies with one single UMS. In this scenario, the fully automatized deployment as described under [Setting up Automatic License Deployment \(ALD\)](#) (see page 185) can not be applied. Make sure to associate the licenses with the directory for the relevant company; this is described under [How to Configure the Distribution Conditions of Licenses in IGEL](#) (see page 198) .

Prerequisites

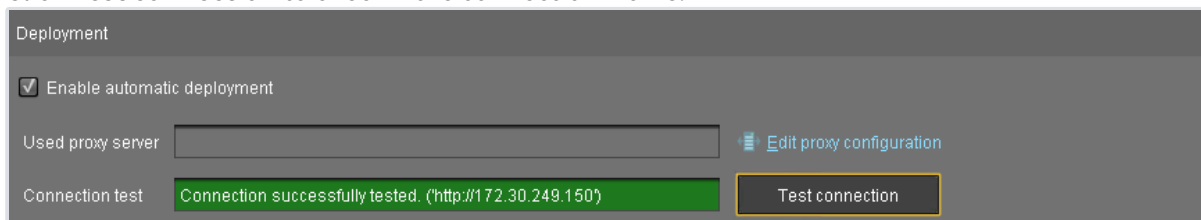
- UMS 6.01.100 or higher
- Network: For required ports, please refer to (12.05.100-en) IGEL UMS Communication Ports .

How to Set up a Connection to the License Server

You can connect to the license server either directly or using a proxy 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.



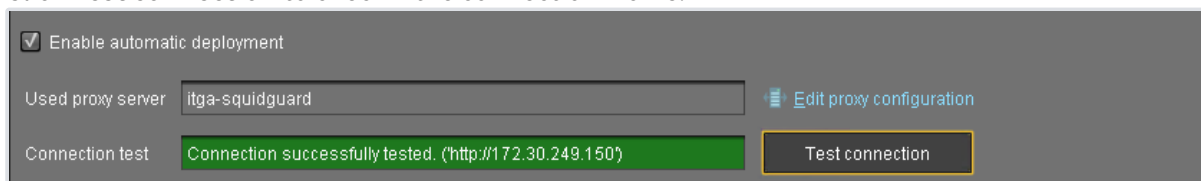
The screenshot shows the 'Deployment' configuration page in the UMS console. It features a checkbox for 'Enable automatic deployment' which is checked. Below this is a text field for 'Used proxy server' which is empty. To the right of this field is a link 'Edit proxy configuration'. At the bottom, there is a 'Connection test' section with a green status bar indicating 'Connection successfully tested. (http://172.30.249.150)' and a 'Test connection' button.

5. Continue with [Registering an ALD Token \(see page 168\)](#).

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' configuration page in the UMS console. It features a checkbox for 'Enable automatic deployment' which is checked. Below this is a text field for 'Used proxy server' containing the value 'itga-squidguard'. To the right of this field is a link 'Edit proxy configuration'. At the bottom, there is a 'Connection test' section with a green status bar indicating 'Connection successfully tested. (http://172.30.249.150)' and a 'Test connection' button.

5. Continue with [Registering an ALD Token \(see page 168\)](#).

How to Prevent User Intervention in Licensing

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 the same firmware version that is installed on the devices. For further information about profiles, see *Universal Management Suite > UMS Reference Manual > Profiles in the IGEL UMS*.

2. Assign the profile to the directory view or directory that contains the devices to which the licenses are to be deployed.

After the licenses have been deployed successfully, you can remove the profile.

How to Configure the Distribution Conditions of Licenses



Managed Service Providers with Several Companies and One Single UMS

If you want to deploy licenses for several clients/companies, make sure to specify the relevant directory so that the licenses will be deployed only to the devices of the desired company; see [Distributing Licenses to Devices in a Specified Directory](#).

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:

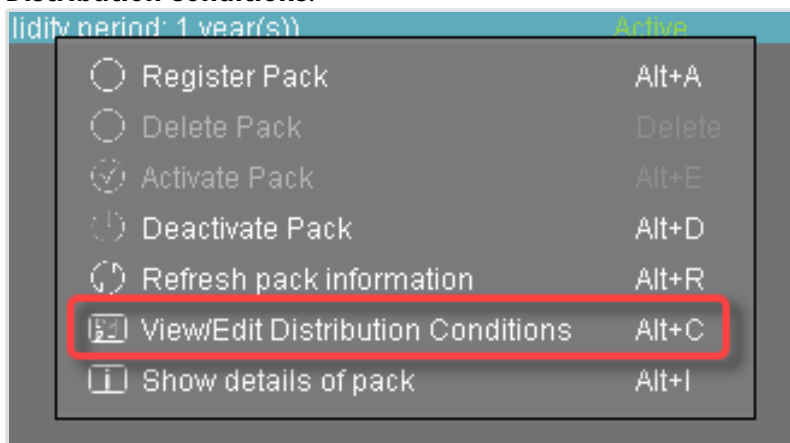
- Distributing Licenses to All Devices
- Distributing Licenses to Devices in a Specified Directory
- Distributing Licenses to Devices in a Specified View

Distributing Licenses to All Devices

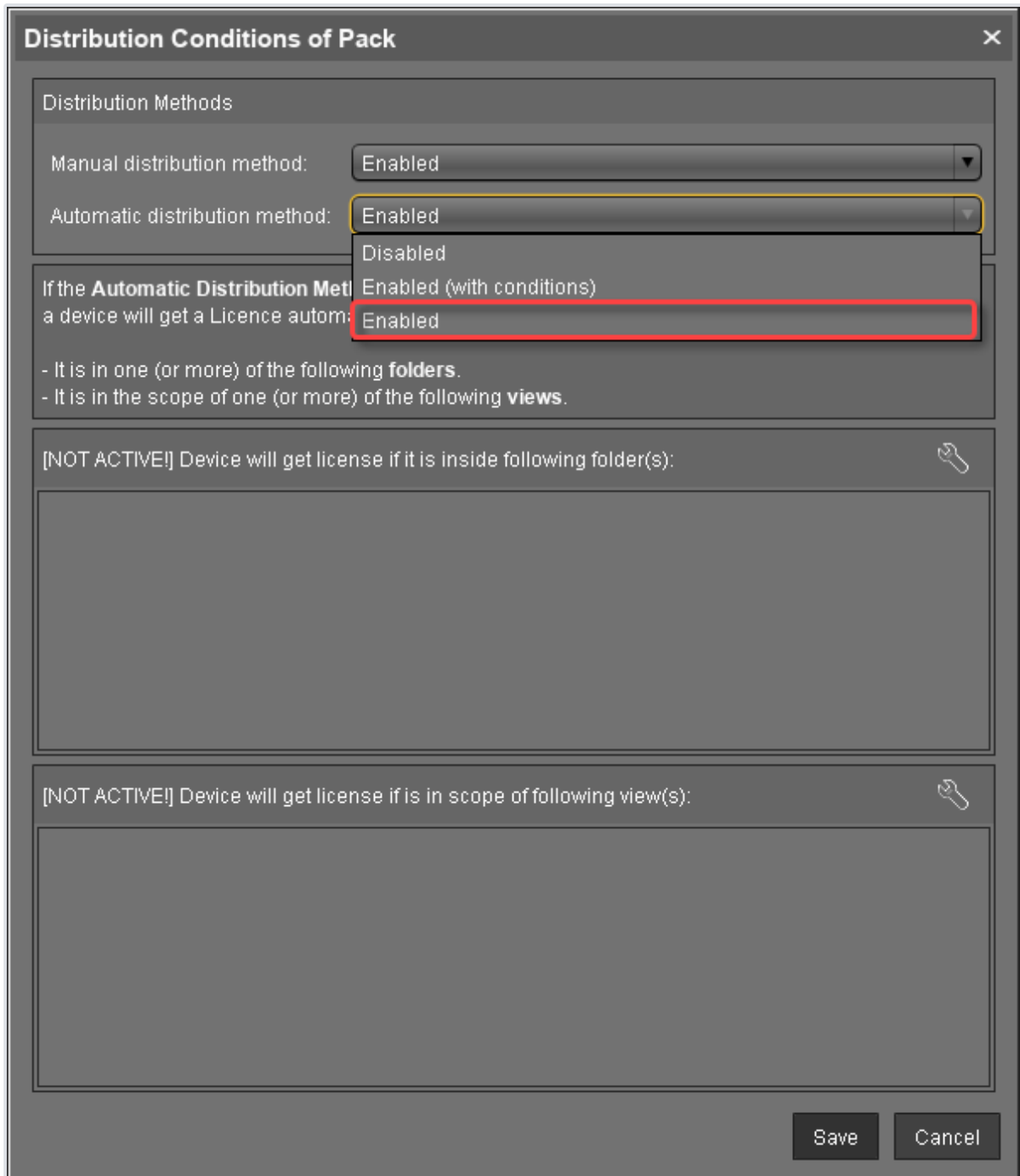
With Workspace Edition (WE) Product Packs, the distribution of licenses to all unlicensed devices is set by default. With all other Product Pack types, the distribution of licenses is set to conditional by default.

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

1. In the area **UMS Administration > Global Configuration > Licenses > Deployment > 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**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

- 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):

Save Cancel

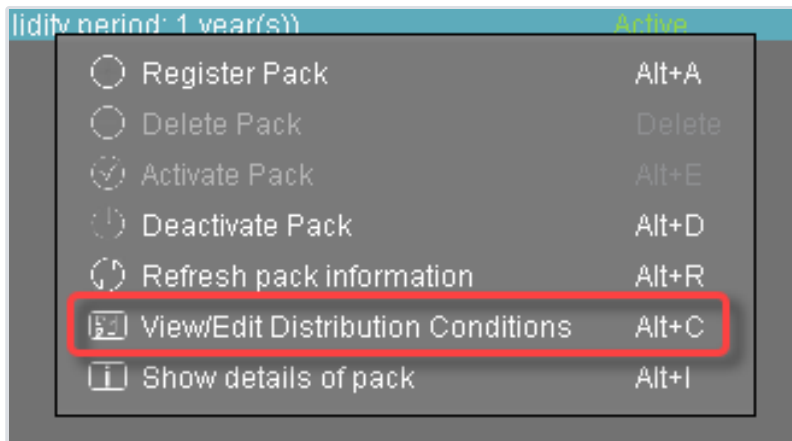
3. Click **Save**.

The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment)⁸⁵.

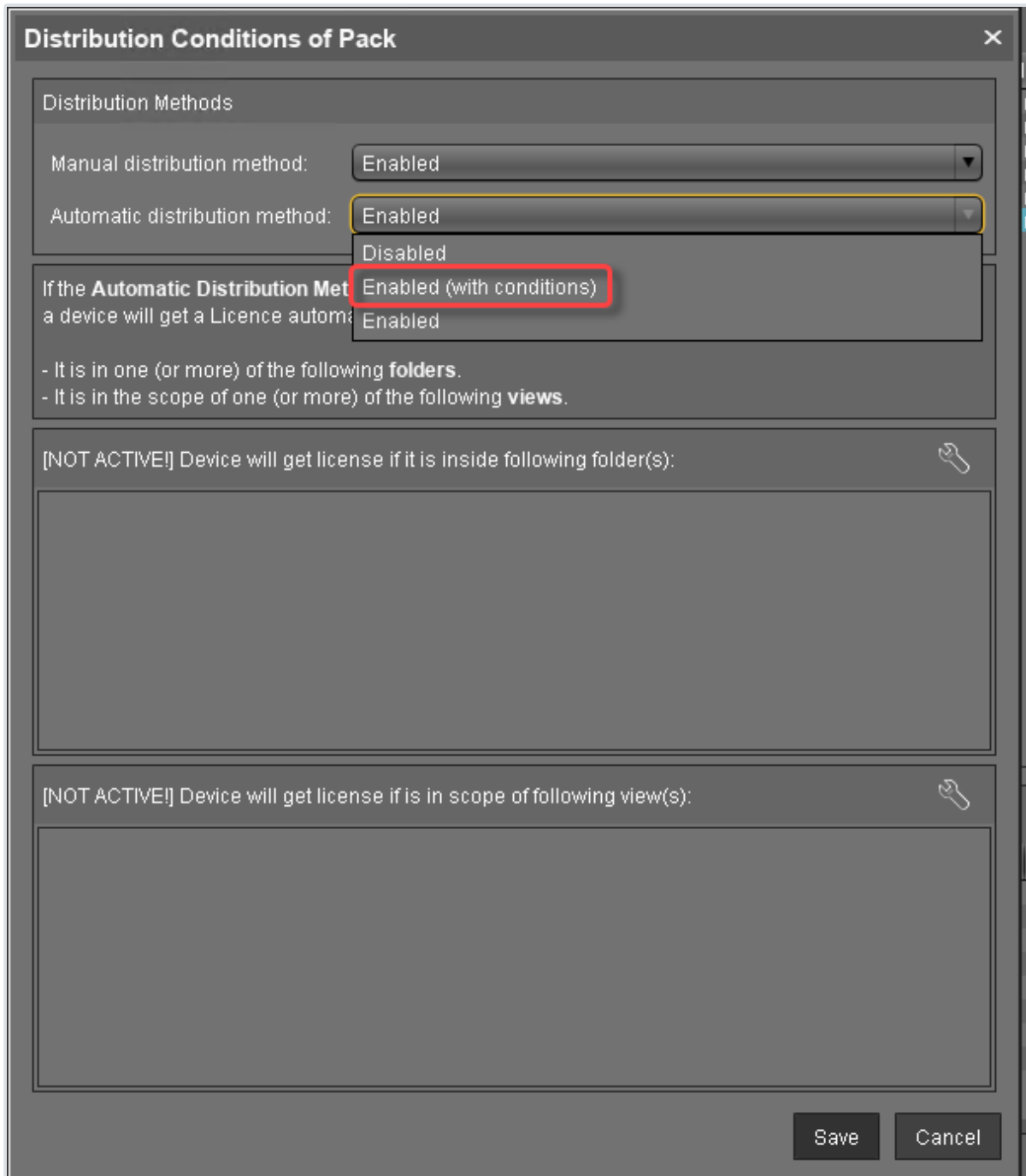
85. <https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment>

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 **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, 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)**.



Distribution Conditions of Pack [X]

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

- 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): [icon]

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

Save Cancel

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**.

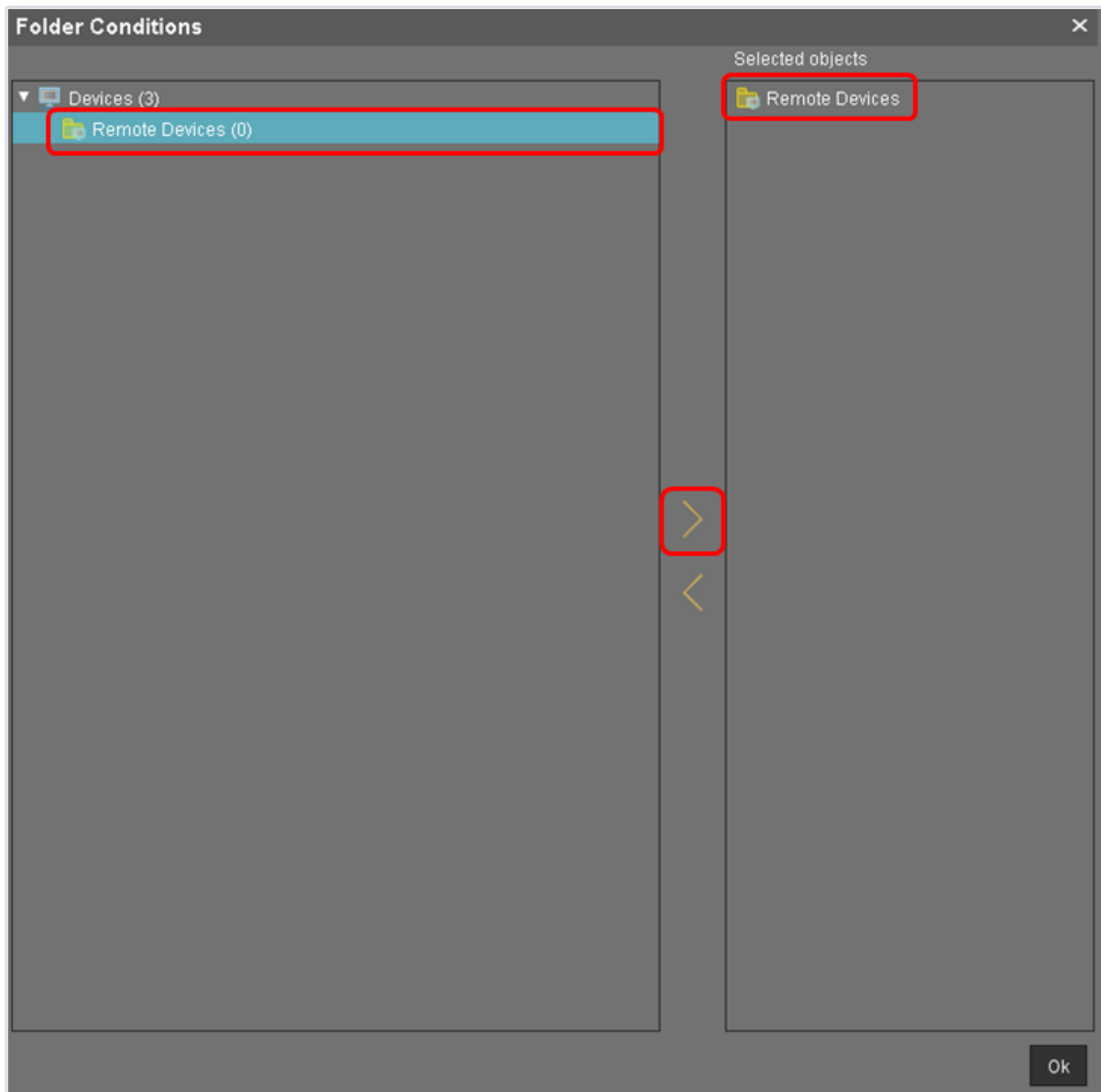
Device will get license if it is inside following folder(s):

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

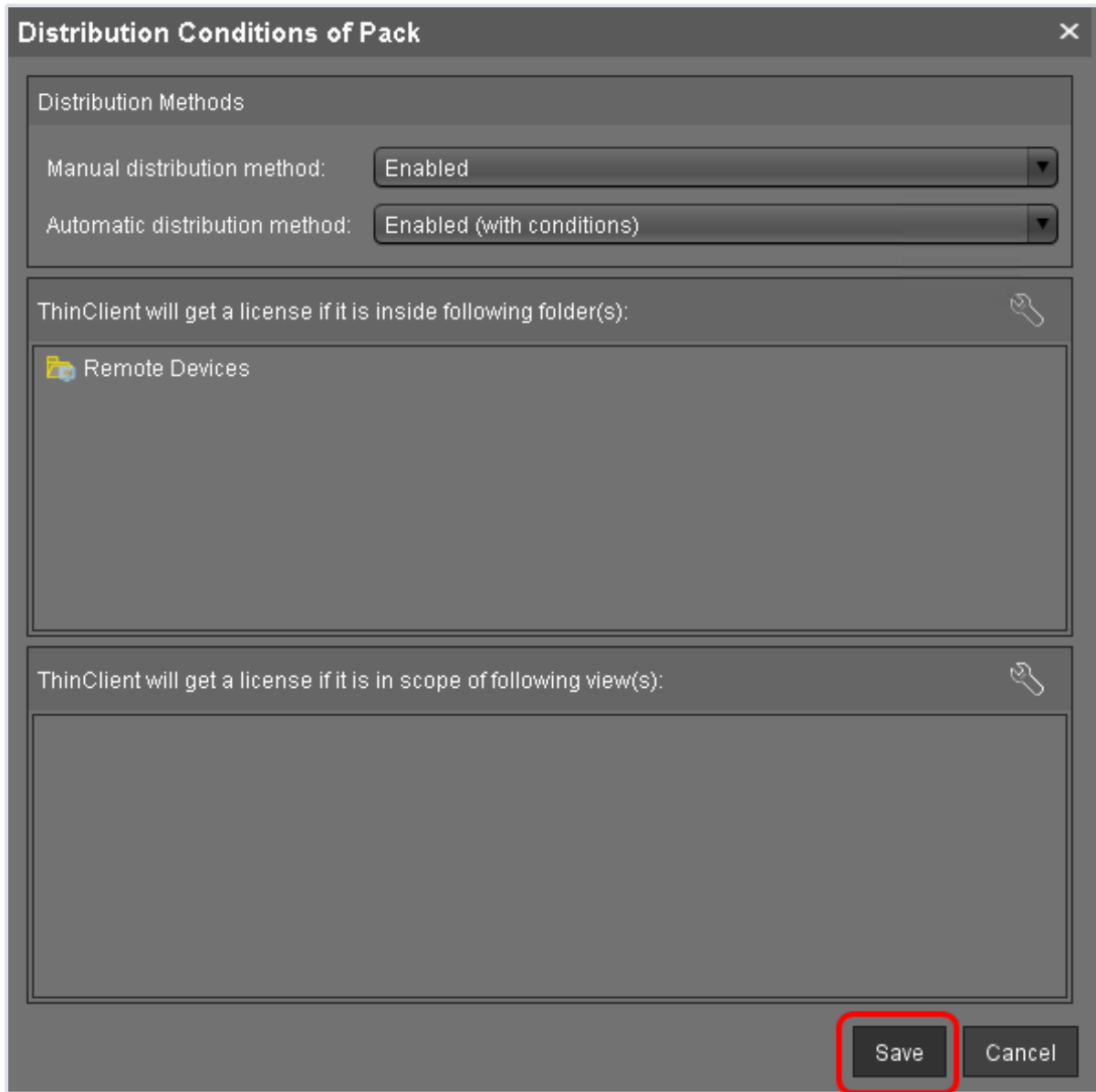
Save

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**.

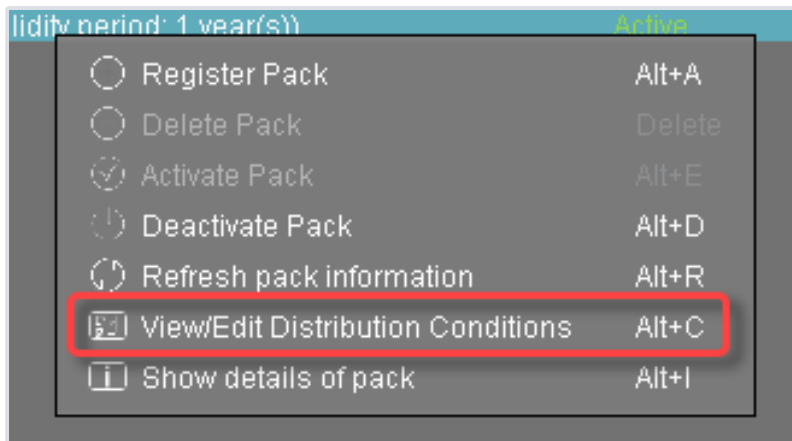


The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment)⁸⁶.

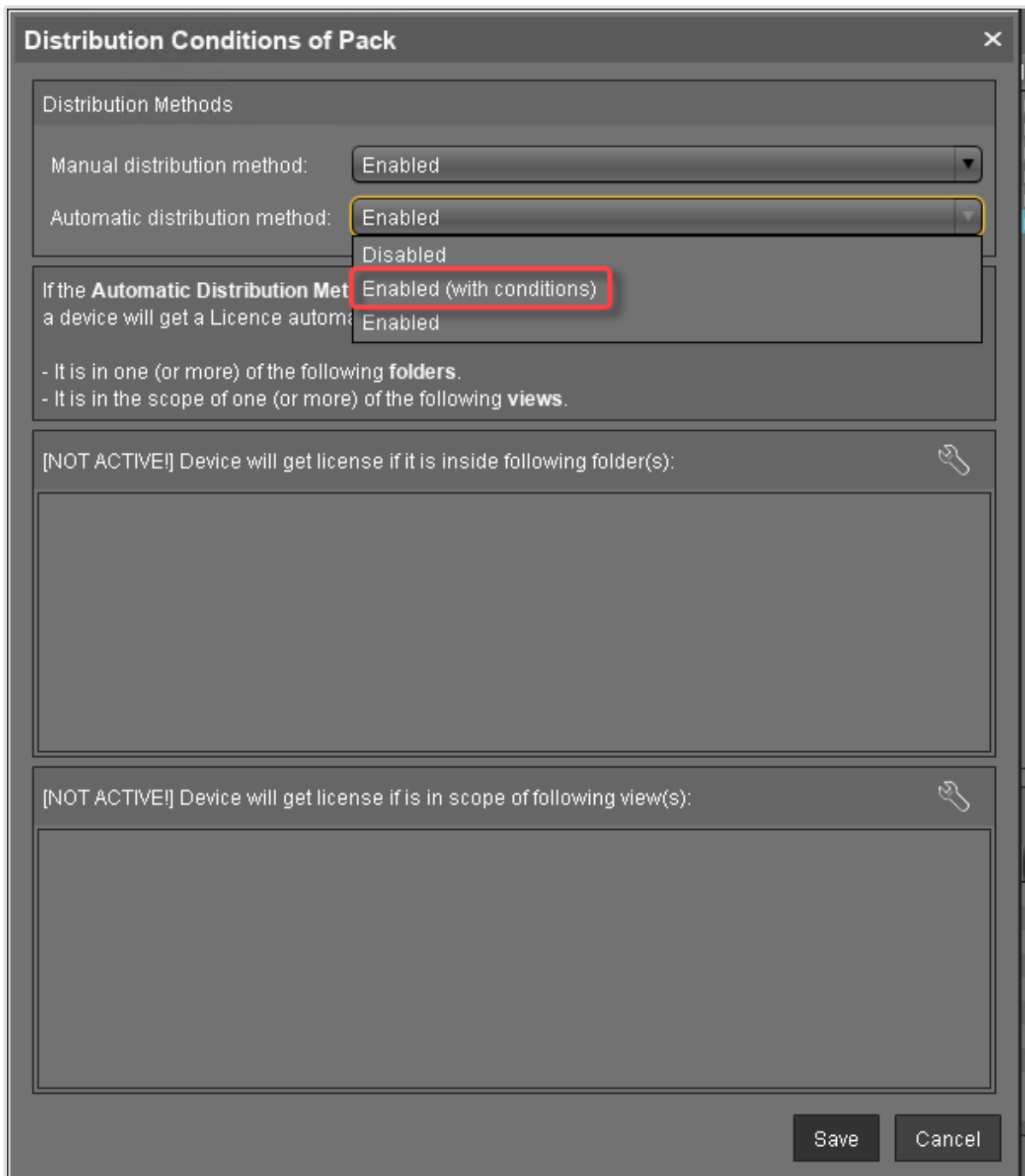
Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, open the context menu of the Product Pack pack in question and select **View/Edit Distribution Conditions**.

86. <https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment>



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



Distribution Conditions of Pack [X]

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

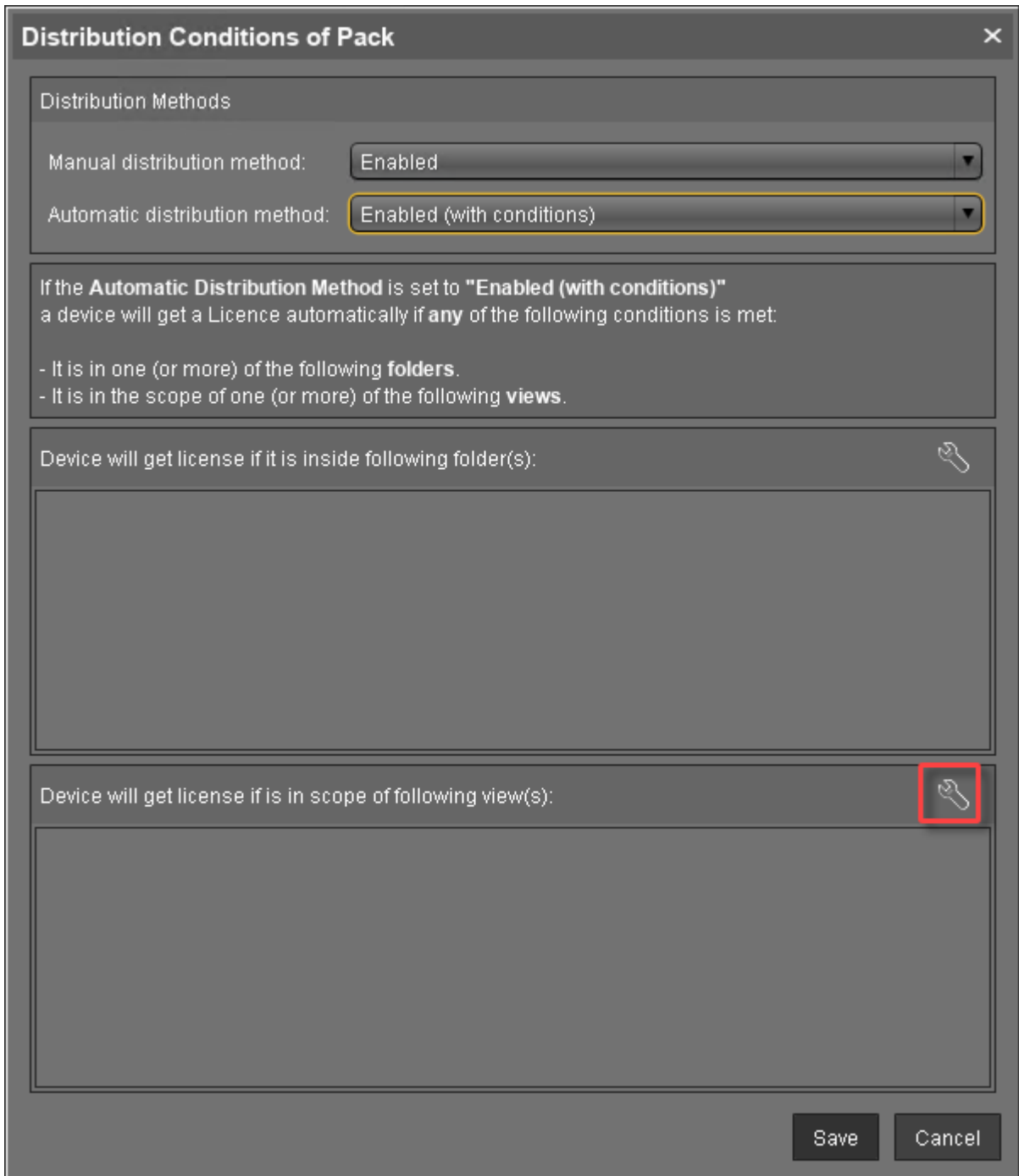
- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

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

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

Save Cancel

4. Click the  symbol as shown below:



Distribution Conditions of Pack [X]

Distribution Methods

Manual distribution method:

Automatic distribution method:

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:

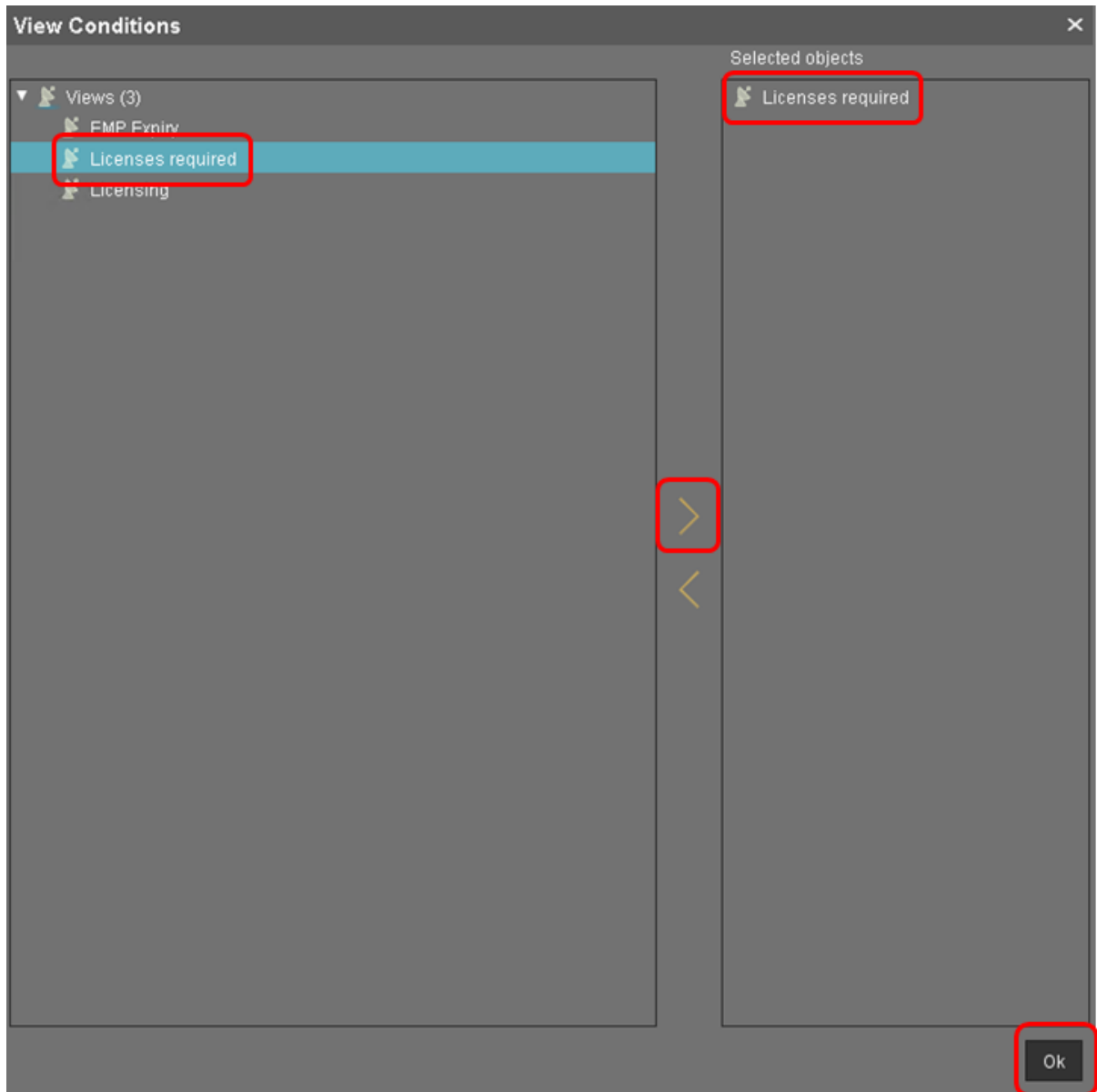
- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

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

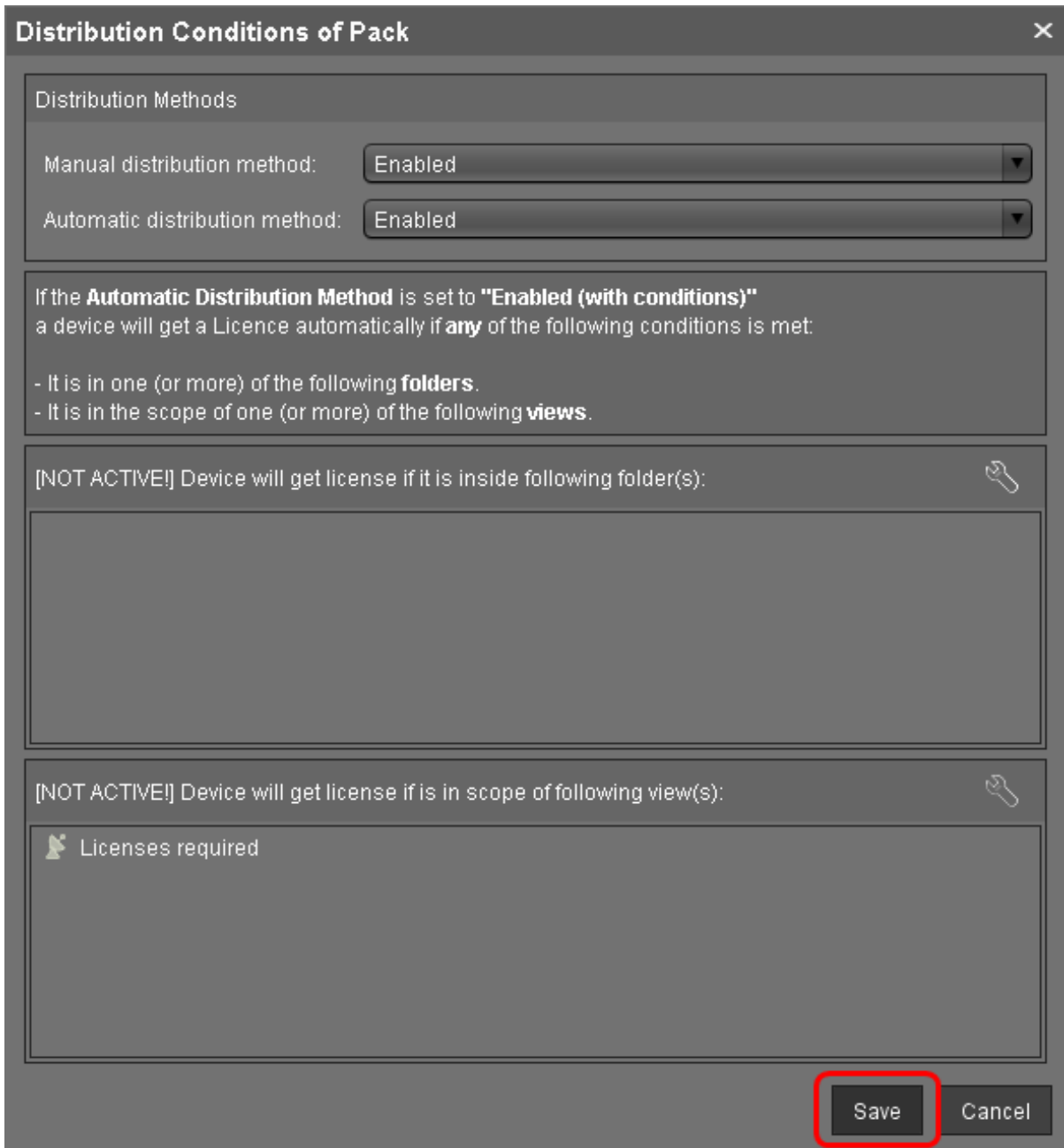
Device will get license if is in scope of following view(s): 

Save Cancel

5. Click the desired 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](https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment)⁸⁷.

Next Step

Start the deployment using the method that suits you best:

87. <https://kb.igel.com/en/igel-subscription-and-more/current/intervals-for-automatic-license-deployment>

- If the devices are not registered with the UMS yet, continue with [Enabling Automatic License Deployment for Unregistered Devices](#)⁸⁸.
- If the devices are already registered with the UMS yet, continue with [Starting Automatic License Deployment for Registered Devices](#)⁸⁹.
- If you want to deploy licenses to single devices manually, continue with [Starting License Assignment Manually](#)⁹⁰.

88. <https://kb.igel.com/en/igel-subscription-and-more/current/enabling-automatic-license-deployment-for-unregist>

89. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-start-an-automatic-license-deployment-for-r>

90. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-start-the-license-assignment-manually>

How to Start the License Assignment Manually

The UMS provides a wizard that you can use to trigger license assignments manually. This assignment method requires free license slots of the appropriate type to be 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

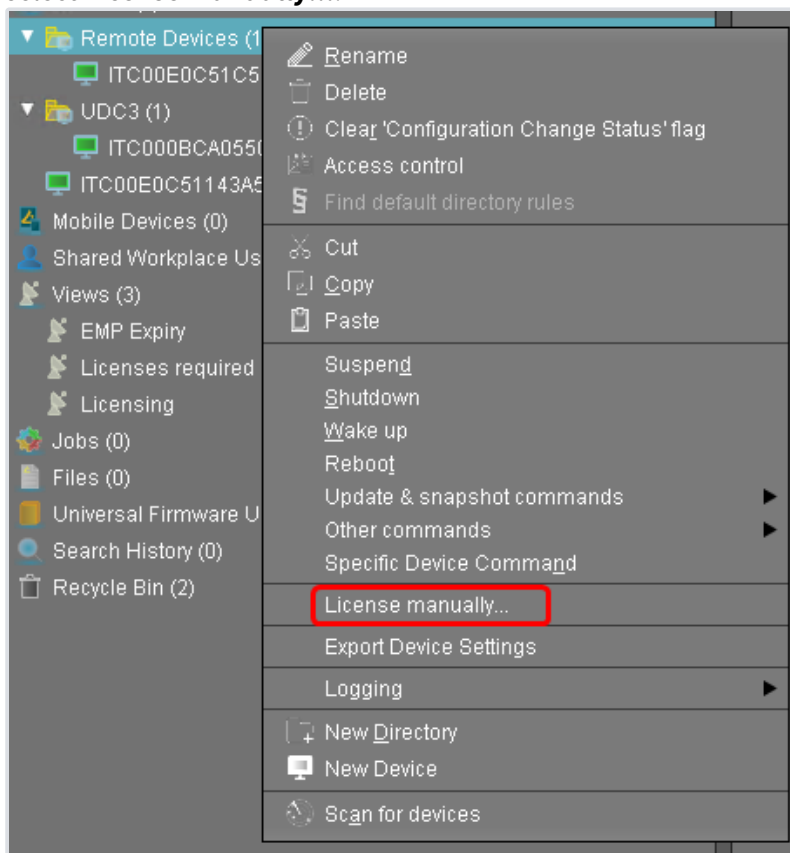
The following license types are supported:

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

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

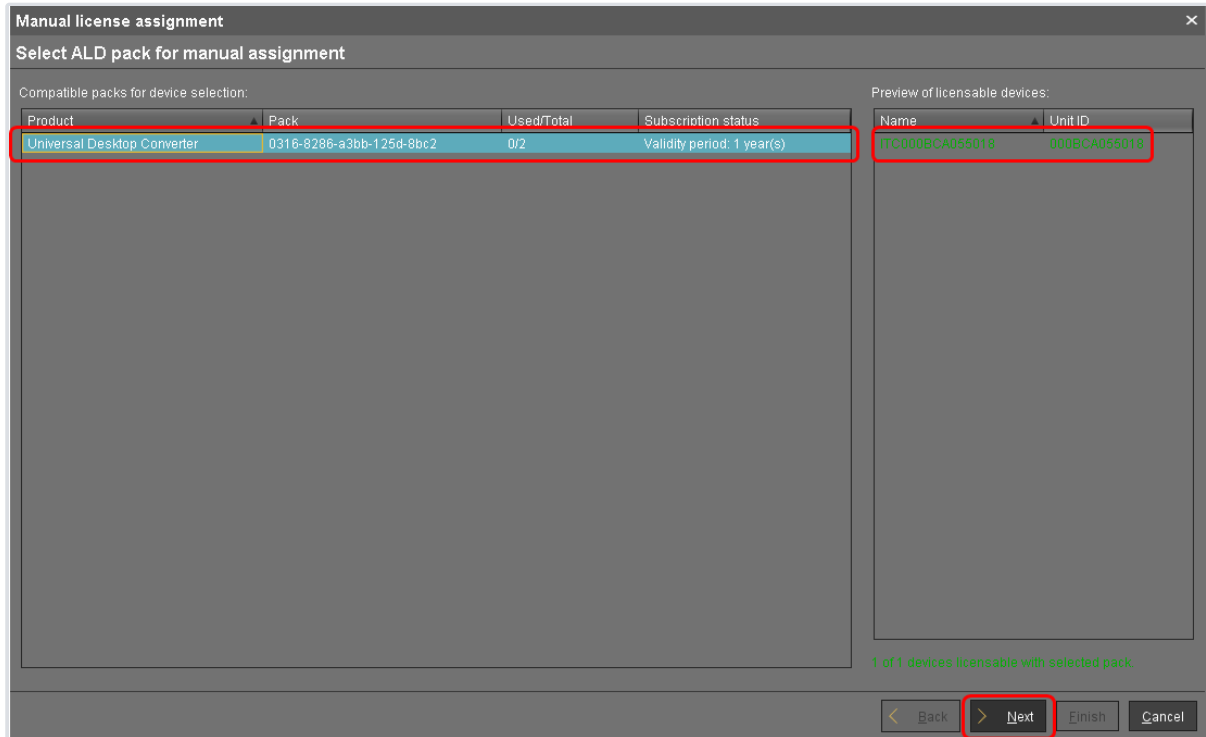
To deploy a license to a directory:

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

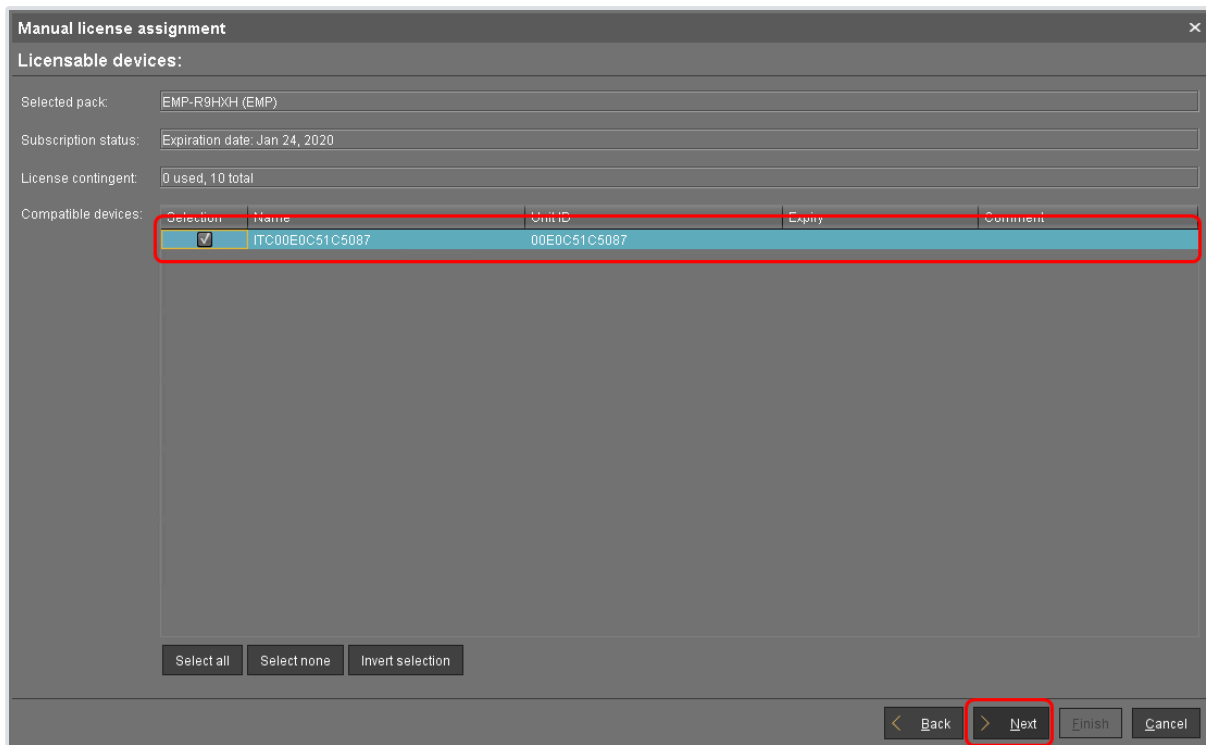


The Product Packs that contain compatible licenses and the devices to which licenses can be assigned are listed.

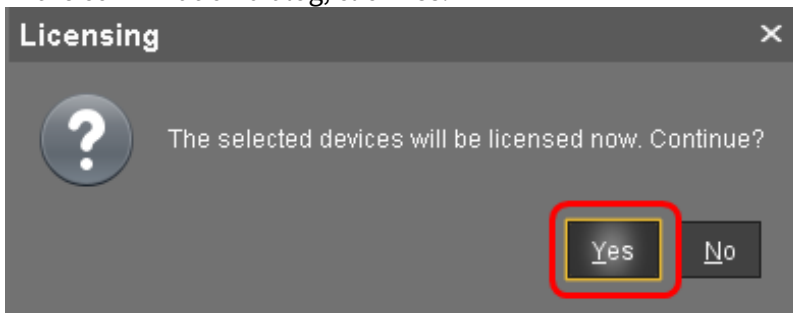
2. Select the desired Product Pack and click **Next**.



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



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



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



How to Check if the Licenses Have Been Deployed Successfully

The content has been moved to another article. For details, see [How to Check If the Licenses Have Been Deployed Successfully in IGEL](#)⁹¹.

91. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-check-if-the-licenses-have-been-deployed-su>

How to Extend or Upgrade Licenses in IGEL

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.

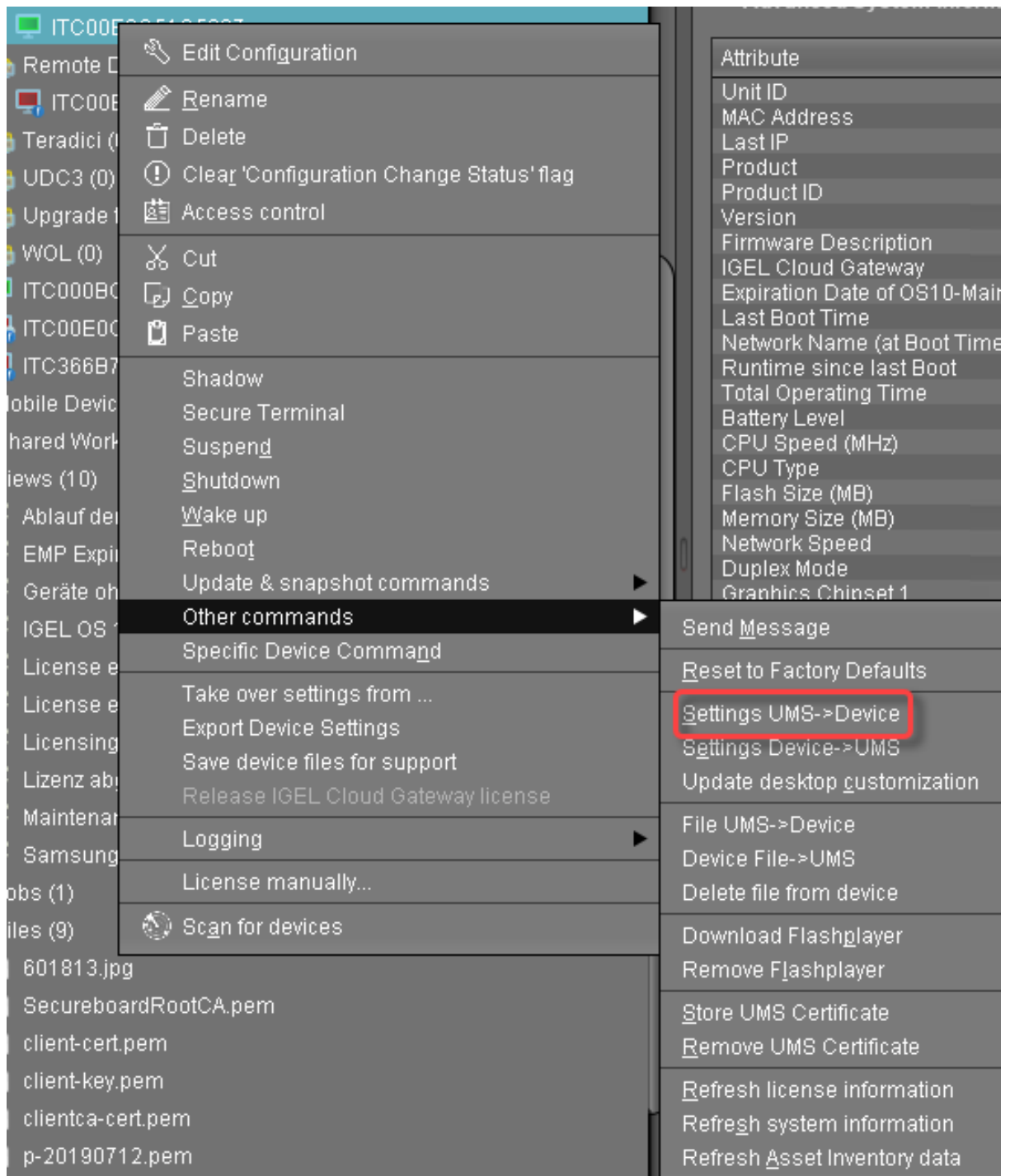
The UMS detects an extension or upgrade of a set of licenses as the Delivery Token associated with an ALD Token has changed.

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**.



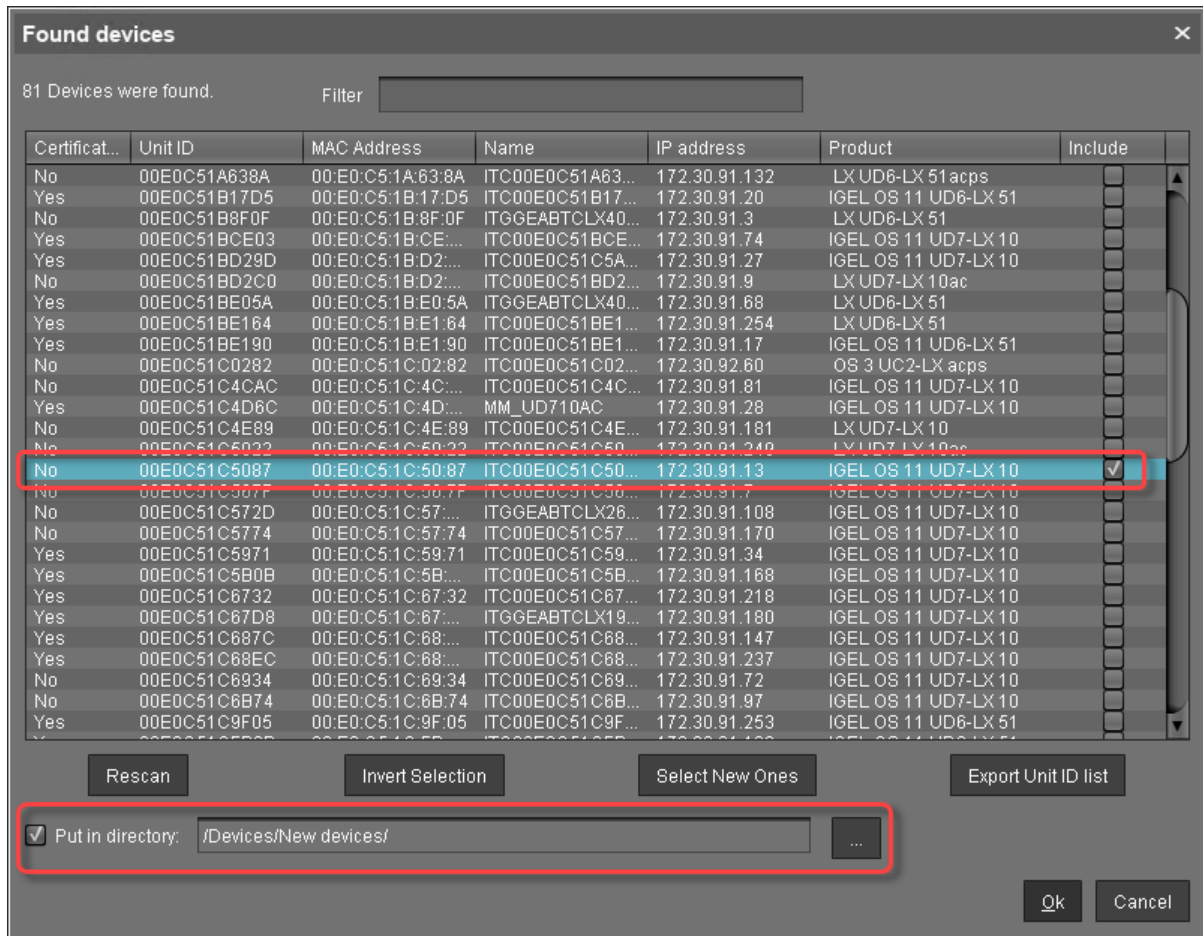
Enabling Automatic License Deployment for Unregistered Devices

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.

 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 [Profile](#) and [Profile erstellen](#).

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.



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.

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-JLCLZW	1	Successful
Sep 3, 2019 2:31:36 PM	Deploy Workspace Edition Add-o...	TER-NUWLY	1	Successful



11. Proceed with [How to Check if the Licenses Have Been Deployed Successfully](#) (see page 157).
If the license deployment has been successful, you can remove the profile that deactivates **Setup > System > Remote management > Prompt user on UMS actions**.

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.

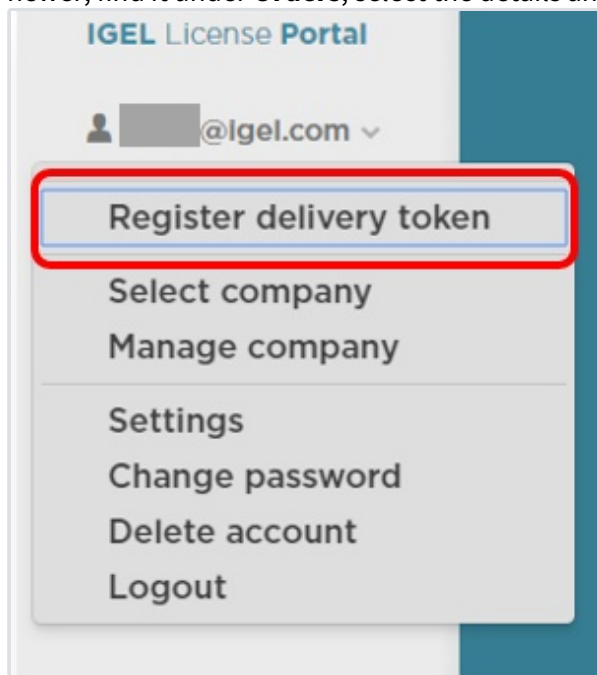
You can activate a Product Pack that has been deactivated.

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

How to Get an ALD Token from the IGEL License Portal

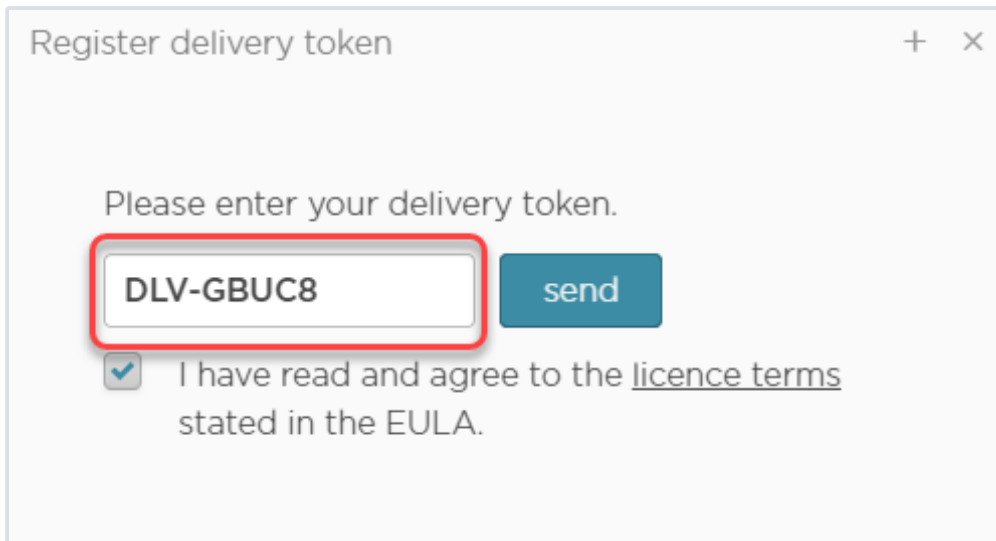
When you have received the Delivery Token from your reseller, you are ready to get your ALD Token from the IGEL License Portal (ILP). With the ALD Token, you can deploy licenses to your devices automatically using the UMS.

1. Log in at the IGEL License Portal: <https://activation.igel.com>⁹². If you have not registered yet, you must register first.
Your dashboard is shown.
2. If your order has been delivered before 09/2021, select **Register Delivery Token**. If your order is newer, find it under **Orders**, select the details and continue with step 5.



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

92. <https://activation.igel.com/>



Register delivery token

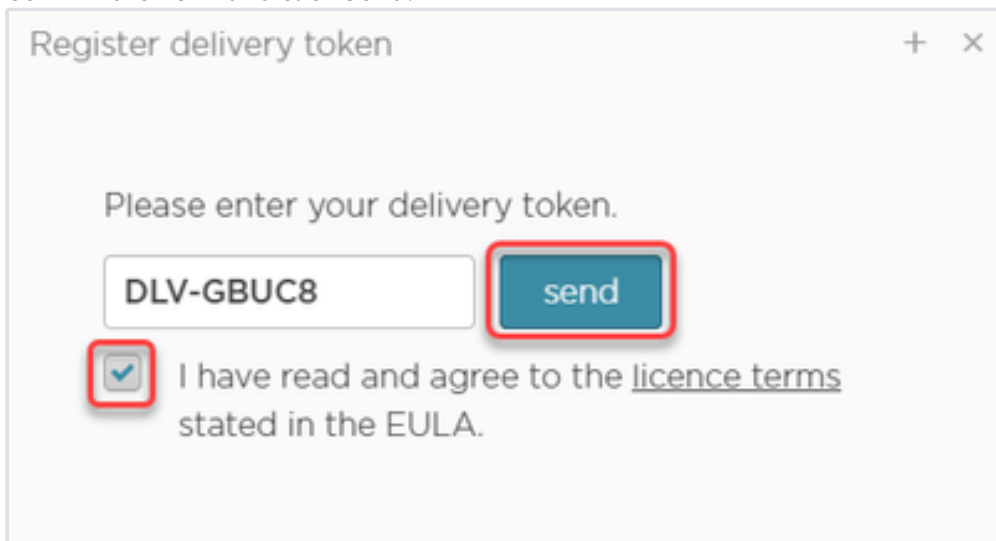
Please enter your delivery token.

DLV-GBUC8

send

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

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



Register delivery token

Please enter your delivery token.

DLV-GBUC8

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:

Status: On: By user:

All types X 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**.

UDP

Manage

Subscription ID: 

Activation key (legacy): 

ALD Token: 

Generate ALD Token

Hardware:

Show hardware

Add hardware

Remove hardware

Archive:

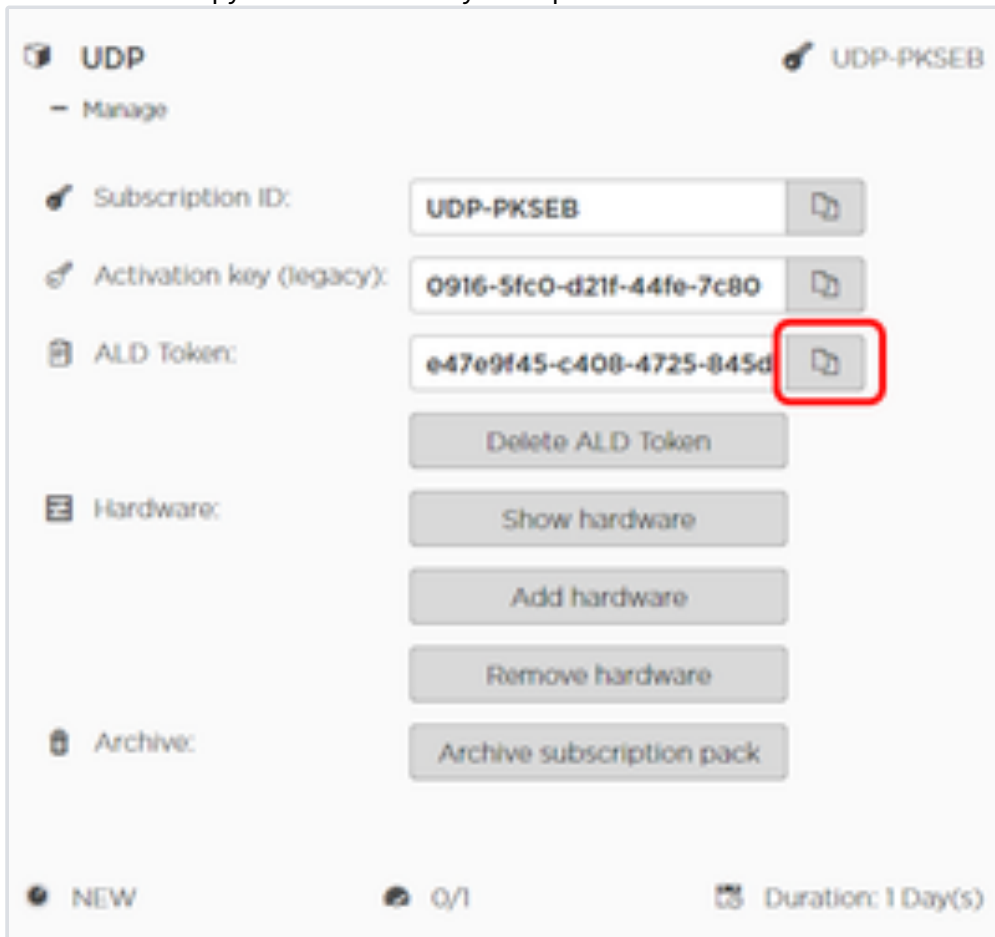
Archive subscription pack

NEW 0/1 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.



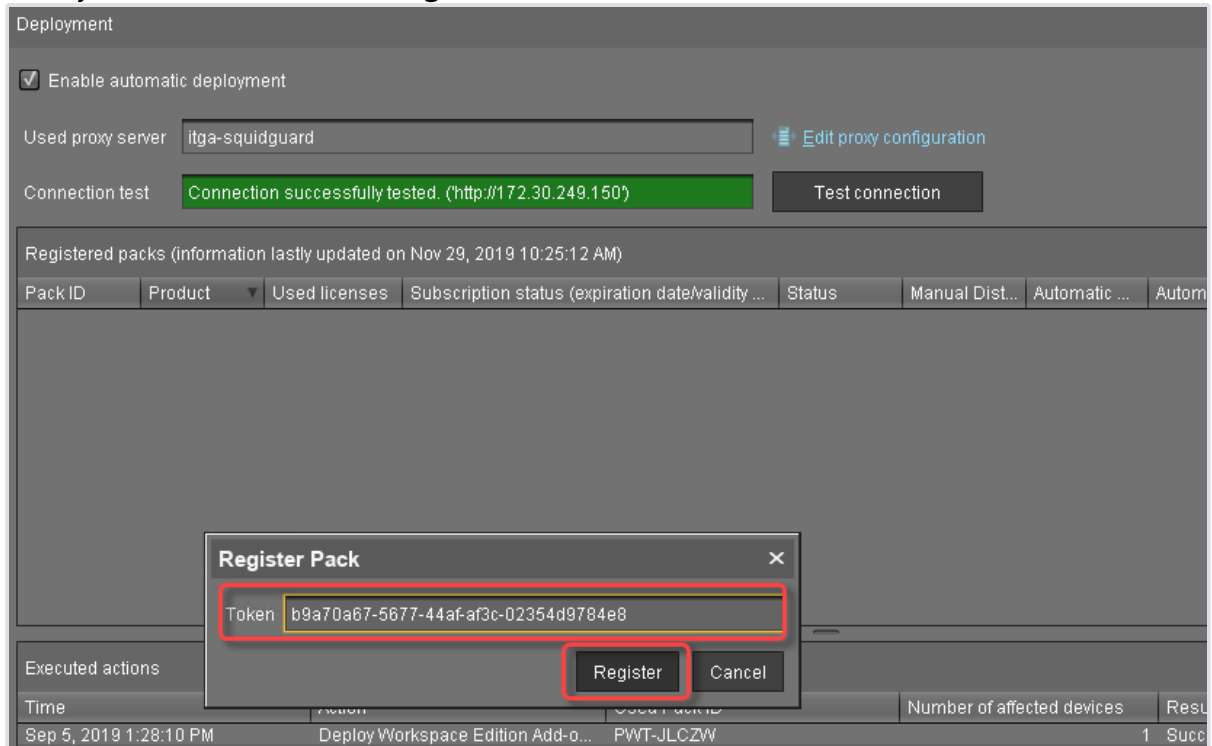
The screenshot shows the 'UDP' management interface. At the top, there's a 'Manage' link and a 'UDP-PKSEB' label. Below, there are three input fields: 'Subscription ID' (containing 'UDP-PKSEB'), 'Activation key (legacy)' (containing '0916-5fc0-d21f-44fe-7c80'), and 'ALD Token' (containing 'e47e9f45-c408-4725-845d'). Each field has a copy icon to its right. The 'ALD Token' copy icon is highlighted with a red box. Below the 'ALD Token' field is a 'Delete ALD Token' button. Further down, there are buttons for 'Show hardware', 'Add hardware', 'Remove hardware', and 'Archive subscription pack'. At the bottom, there are status indicators: 'NEW', '0/1', and 'Duration: 1 Day(s)'.

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.

How to Register 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**.



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

How to Start an 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 Profile and Profile erstellen.

 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.

 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 1.



Manual License Deployment for IGEL OS

The articles below describe the process of manual license deployment both with or without the IGEL Universal Management Suite (UMS). First, you get your license files from a Product Pack in the IGEL License Portal (ILP) using a unit ID list. Then, you choose a licensing method to deploy the license file on the IGEL OS device.

- [Creating a Unit ID List for IGEL OS \(see page 172\)](#)
- [How to Get the License File from the IGEL License Portal \(see page 173\)](#)
- [Deploying the License on the Device \(see page 181\)](#)

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, and it can be created with or without the IGEL Universal Management Suite (UMS).

When you have created the unit ID list, you can use it to get your license files from the IGEL License Portal (ILP), see [How to Get the License File from the IGEL License Portal](#)⁹³.

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 [Views](#)⁹⁴ 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:

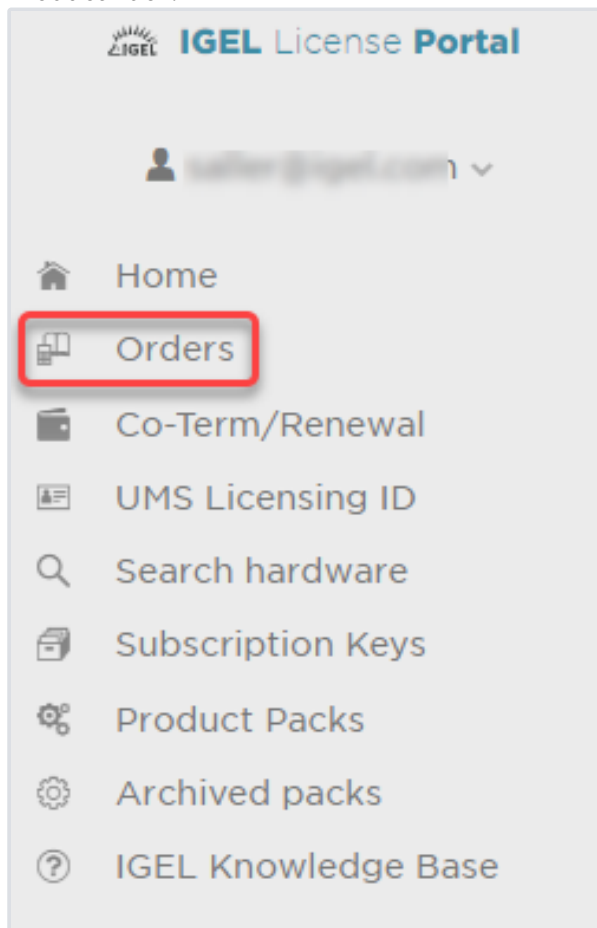
- The entries representing the unit IDs must be separated by commas "," or semicolons ";".
- For IGEL devices or devices converted by IGEL OS Creator (OSC), the unit ID is identical to the device's MAC address. The colon ":" can be omitted. Example: `00E0C51C5087`
or `00:E0:C5:1C:50:87`
- For UD Pockets,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

93. <https://kb.igel.com/en/igel-subscription-and-more/current/how-to-get-the-license-file-from-the-igel-license-portal>

94. <https://kb.igel.com/en/universal-management-suite/current/views-filtering-for-devices-in-the-igel-ums>

How to Get the License File from the IGEL License Portal

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



Orders

All Orders registered to IGEL Technology

Search orders	×	Filter by date	Register Delivery Token			
Details	Order time	Delivery Token	Order ID	Description	Order Status	Quote Id
⊕	2021-06-25	000-000000	00-000000	Test	Consumed	
⊕	2021-07-05	000-000000	00-000000	test	Consumed	
⊕	2021-07-01	000-000000	00-000000	Test	Consumed	
⊕	2021-09-02	000-000000	00-000000	Test	Consumed	

The order details are shown.



2. Open the management dialog for your Product Pack.

Delivery Token:
S4H-02TPO

Order time:
2021-09-02

Description:
Test

Status:
Consumed

On:
2021-09-02

By user:
seller@igel.com

Order ID
S4H-04CT4000

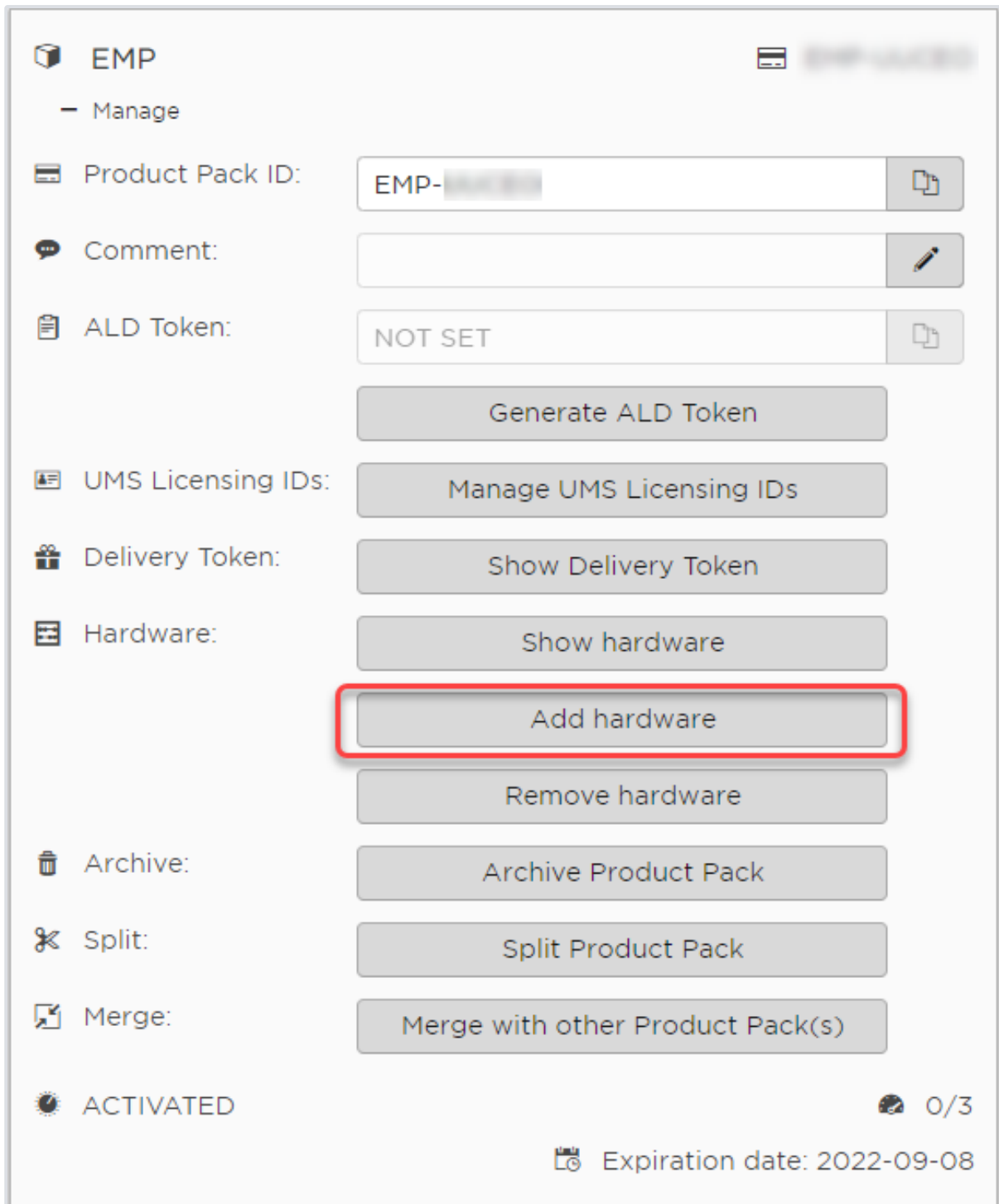
#1 EMP

S4H-04CT4000 1-YEARS

> EMP-04CT4000



3. Click **Add hardware**.



EMP  EMP-XXXXXX

— Manage

 Product Pack ID: EMP-XXXXXX 

 Comment: 

 ALD Token: NOT SET 

 UMS Licensing IDs:

 Delivery Token:

 Hardware:

 Archive:

 Split:

 Merge:

 ACTIVATED  0/3

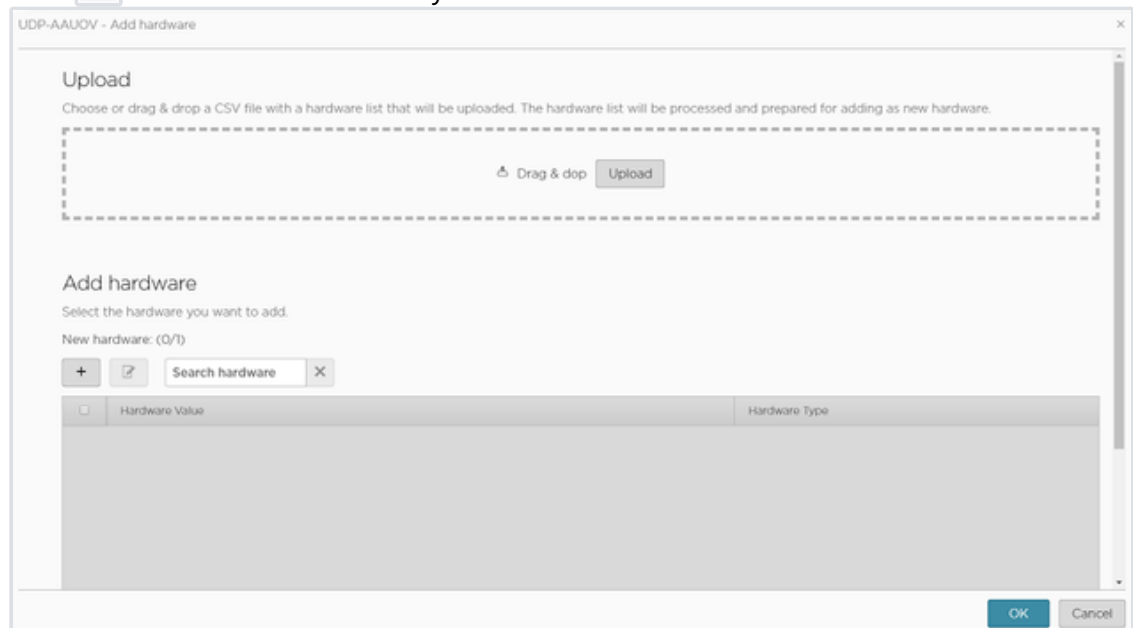
 Expiration date: 2022-09-08

The dialog for adding hardware opens.

4. To add hardware, 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

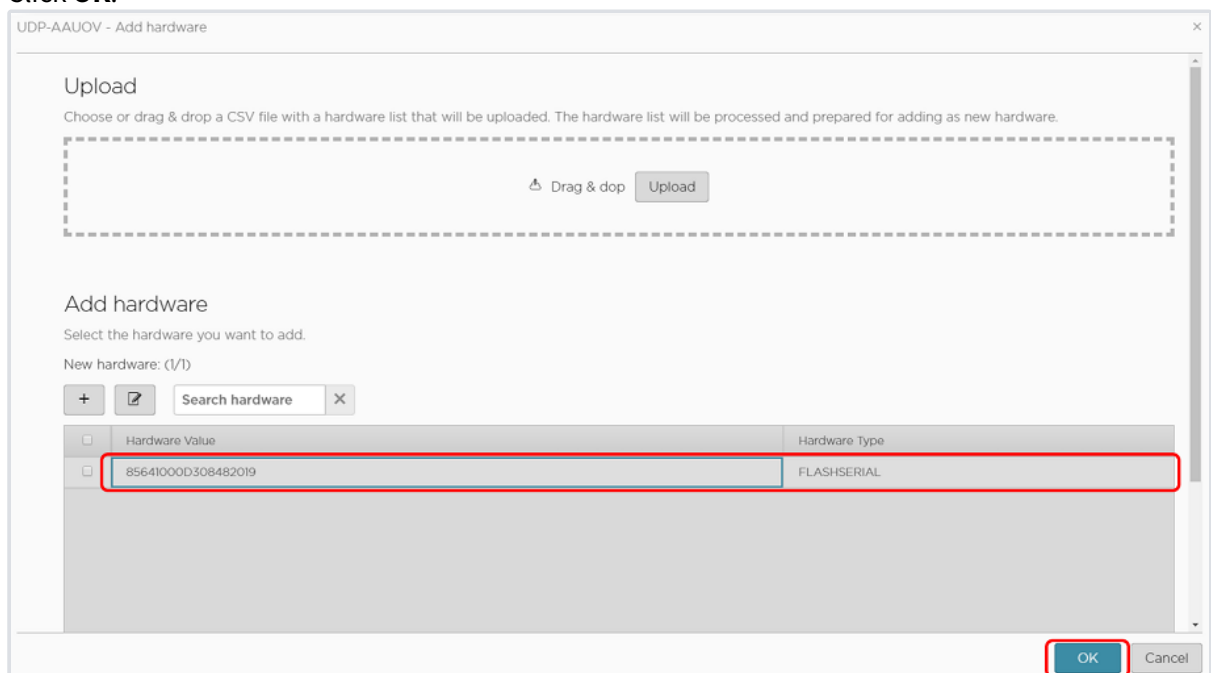
- Click  to enter unit IDs manually



The newly added hardware is displayed.

 For more information on how to create a unit ID list, see [Creating a Unit ID List for IGEL OS \(see page 172\)](#).

5. Click **OK**.





The dialog for adding hardware is closed; your license file is ready for download.
6. Click **Download**.

 **EMP**

EMP-UUCEO

— Manage

 Product Pack ID:

EMP 

 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

Add hardware

Remove hardware

 Archive:

Archive Product Pack

 Split:

Split Product Pack

 Merge:

Merge with other Product Pack(s)

 **ACTIVATED**

 1/3

 Expiration date: 2022-09-08



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

Deploying the License on the Device

You can find instructions for manual license deployment options to license your IGEL OS devices.

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 in IGEL OS 12

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

You can deploy the license file locally from a USB memory stick.

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. If your device has old license files, you can remove these with the following command::

```
delete_igel_licenses ALL
```

9. Install the new license file with the following command:

```
install_igel_license /tmp/disklic/[LICENSE FILE NAME].lic
```

10. Reboot the device:

```
reboot
```

After the reboot, the license is in effect.

Deploying the License without UMS in IGEL OS 11

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 \(see page 183\)](#)).

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:

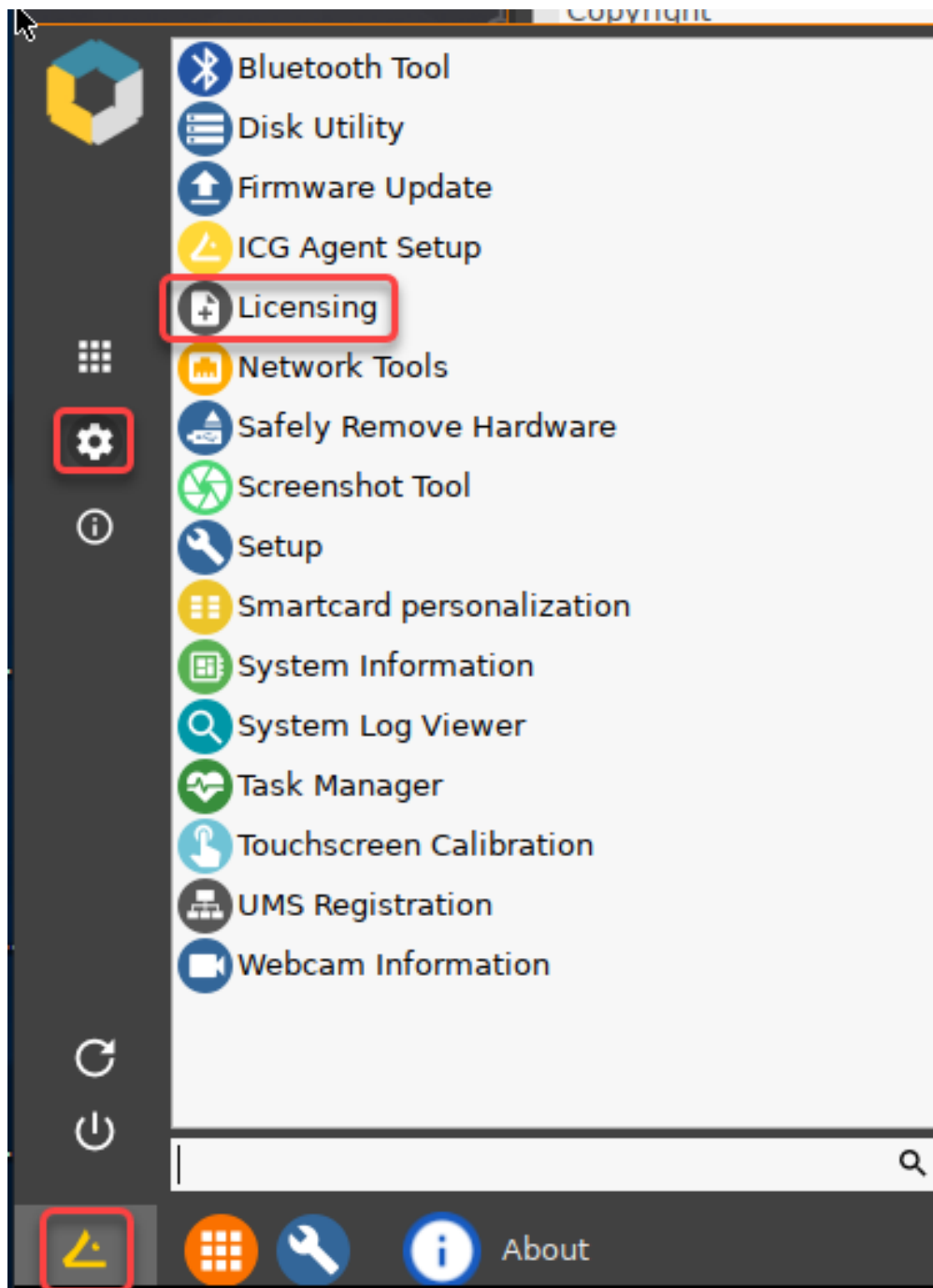
```
reboot
```

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 in the section *Activate Your IGEL OS > Alternative License Deployment* under [Setup Assistant for IGEL OS](https://kb.igel.com/en/igel-os/current/setup-assistant-for-igel-os)⁹⁵.

95. <https://kb.igel.com/en/igel-os/current/setup-assistant-for-igel-os>

Setting up Automatic License Deployment (ALD)

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.

When Automatic License Deployment is enabled, the UMS checks once a day to determine if any devices require a new license. You can use an administrative task to perform this check more often; see [Deploy / Exchange Device Licenses](#)⁹⁶.

The license is derived from a Product Pack; you can monitor the current license consumption using the IGEL License Portal (ILP).



Note for Managed Service Providers (MSP)

This method is NOT appropriate if you want to manage devices of several clients with one single UMS; for this use case, you should use Automatic License Deployment (ALD) with ALD Token.

Prerequisites

- UMS 6.01.100 or higher
- At least 1 Product Pack
- The required open ports are described in (12.04.120) IGEL UMS Communication Ports .

Use Cases

The ALD can be used for the following:

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



Renewing licenses with UMS 6:

If ALD is activated, a renewed license is automatically downloaded and registered to the UMS and deployed to the devices of a product pack if:

- the product pack, which should be renewed, is registered in the UMS
- the product pack is renewed in ILP (gets a new expiration date) and the pack information gets refreshed in the UMS.

Renewing licenses with UMS 12:

The automatic license exchange option is introduced. When enabled, the devices with an expired or expiring license automatically get a renewed license from another pack with a later expiration date. For more information, see (12.05.100-en) Deployment - Deploying Licenses through the IGEL UMS .

96. <https://kb.igel.com/en/universal-management-suite/current/deploy---exchange-device-licenses>

Supported License Types

The following license types are supported by ALD:

- Workspace Edition
- Add-on licenses for Workspace Edition (IGEL OS 11.01.110 or higher)
- Enterprise Management Pack
- UMS License

Procedure

- [How to Obtain the UMS ID \(see page 187\)](#)
- [How to Register the UMS ID in ILP \(see page 188\)](#)
- [How to Assign a Product Pack to the UMS ID \(see page 193\)](#)
- [How to Prevent User Intervention During Licensing in IGEL \(see page 197\)](#)
- [How to Configure the Distribution Conditions of Licenses in IGEL \(see page 198\)](#)
- [How to Enable Automatic License Deployment in IGEL \(see page 210\)](#)
- [Intervals for Automatic License Deployment \(see page 213\)](#)
- [How to Check If the Licenses Have Been Deployed Successfully in IGEL \(see page 214\)](#)
- [How to Start the License Assignment Manually in IGEL \(see page 216\)](#)



How to Obtain the UMS ID

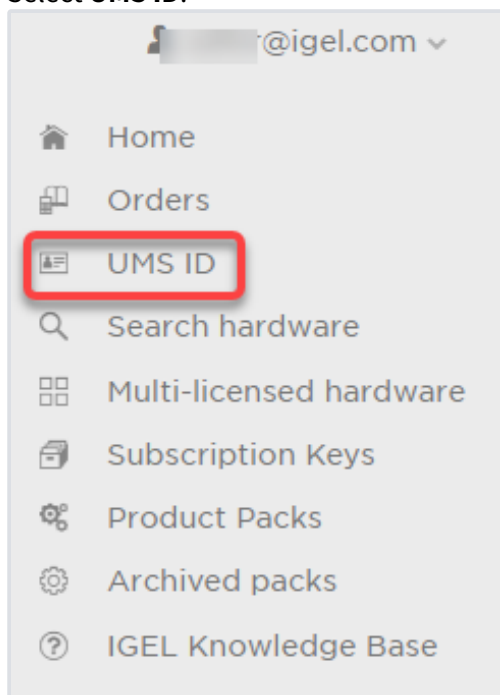
For a step-by-step guide, see [How to Export the UMS ID](#)⁹⁷.

97. <https://kb.igel.com/en/universal-management-suite/current/how-to-export-the-ums-id>

How to Register the UMS ID in ILP

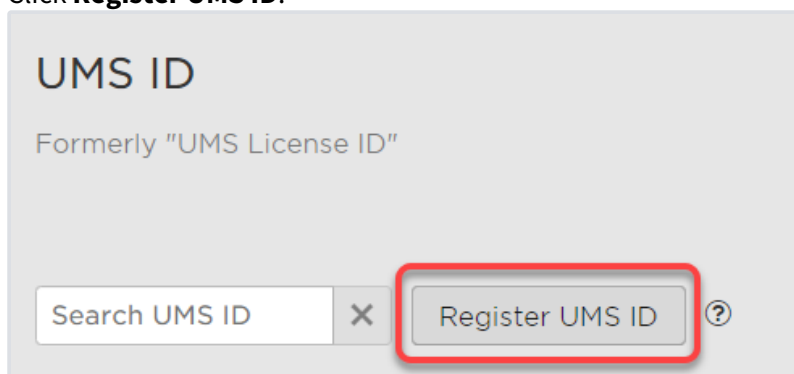
Follow the steps below to register the IGEL Universal Management Suite (UMS) ID in the IGEL License Portal (ILP).

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>⁹⁸. If you have not registered yet, you must register first.
Your dashboard is shown.
2. Select **UMS ID**.



The page **UMS ID** is shown.

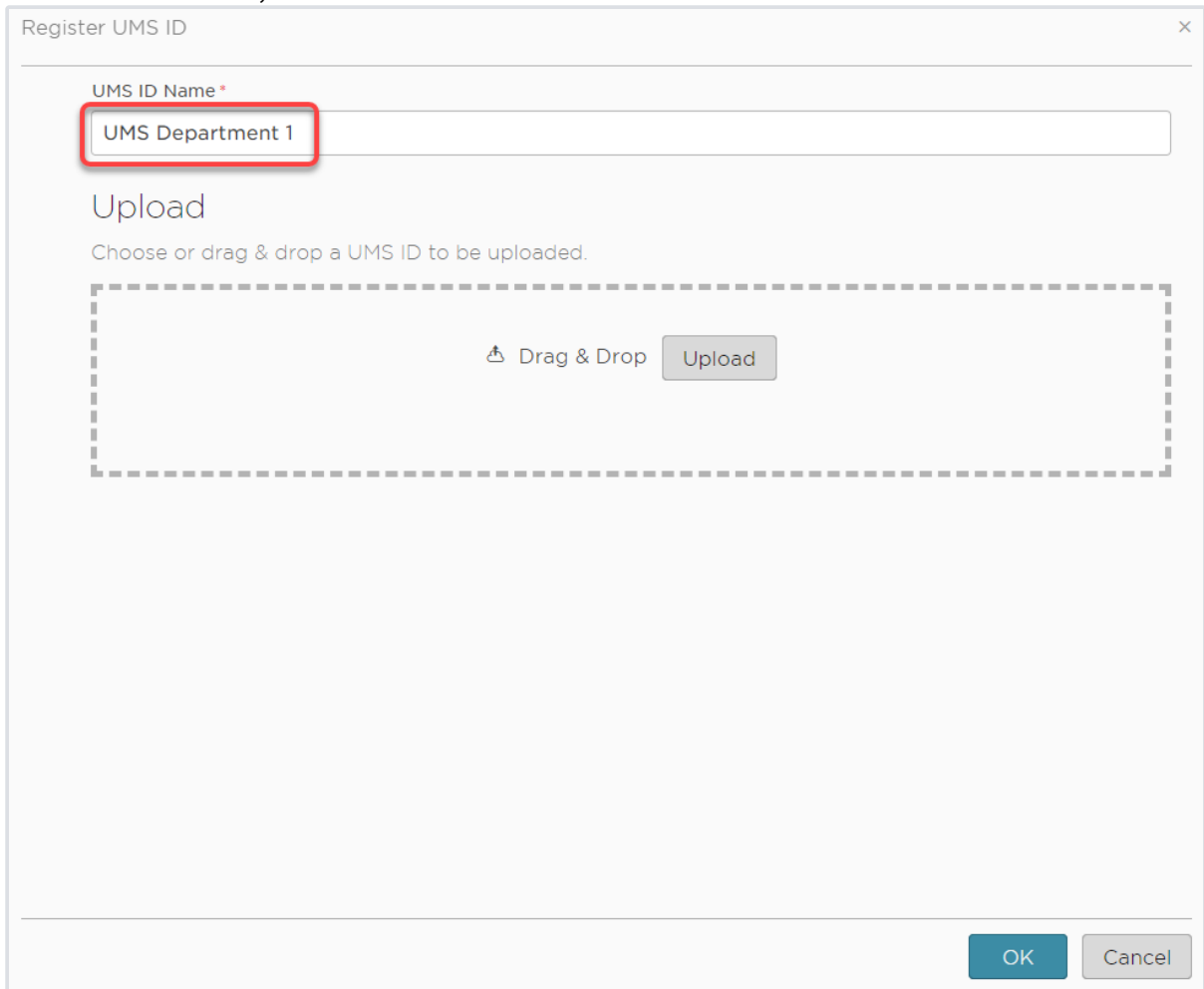
3. Click **Register UMS ID**.



The dialog **Register UMS ID** opens.

98. <https://activation.igel.com/>

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



The image shows a 'Register UMS ID' dialog box. At the top, there is a text input field labeled 'UMS ID Name *' with the text 'UMS Department 1' entered. Below this is an 'Upload' section with the instruction 'Choose or drag & drop a UMS ID to be uploaded.' and a dashed rectangular area for file upload. Inside this area, there is a 'Drag & Drop' icon and an 'Upload' button. At the bottom right of the dialog, there are 'OK' and 'Cancel' buttons.

5. Upload the certificate file you have exported in the UMS (see [ARCHIVE-How to Obtain the UMS ID](#)) and click **OK**.



Register UMS ID

UMS ID Name *

UMS Department 1

Upload

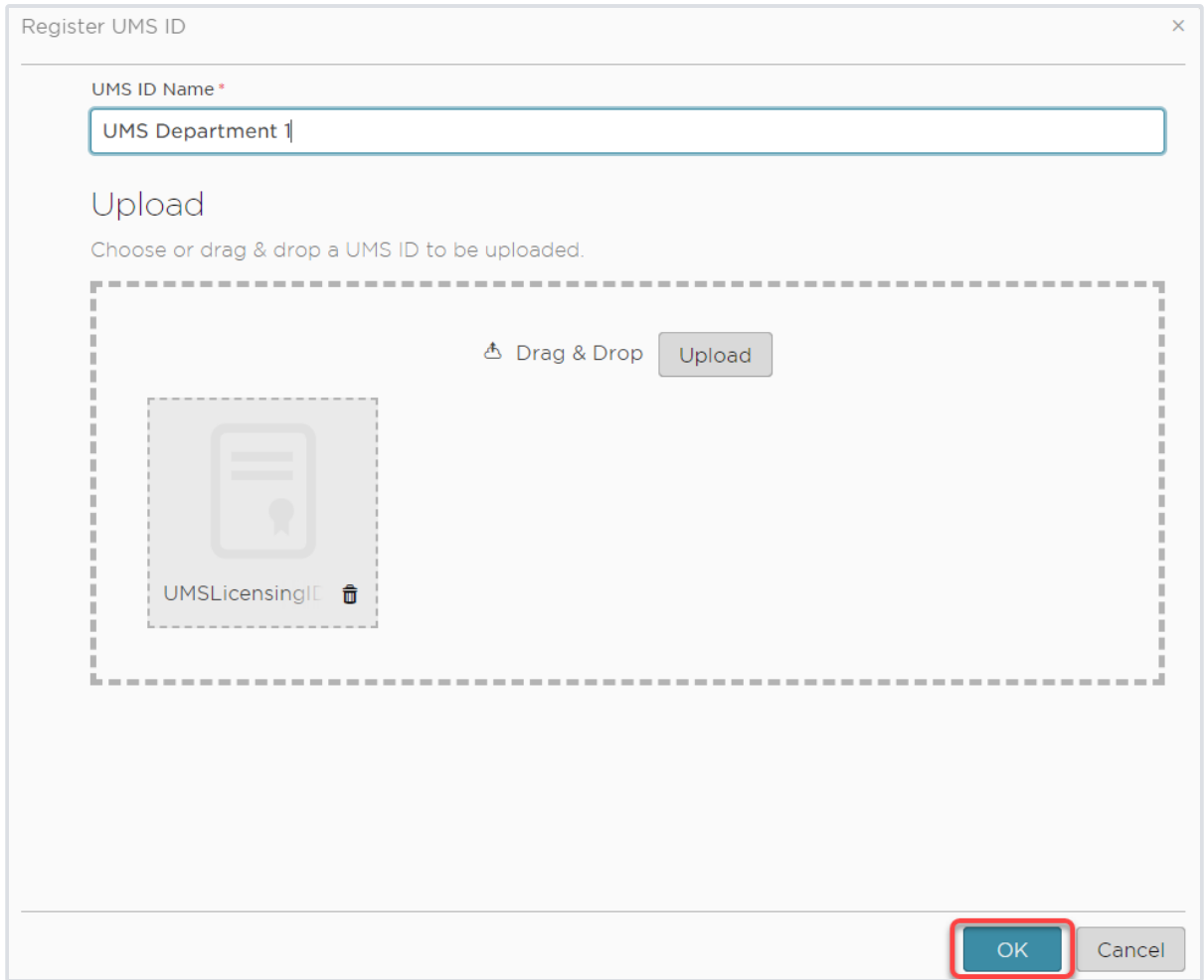
Choose or drag & drop a UMS ID to be uploaded.

Drag & Drop

Upload

OK

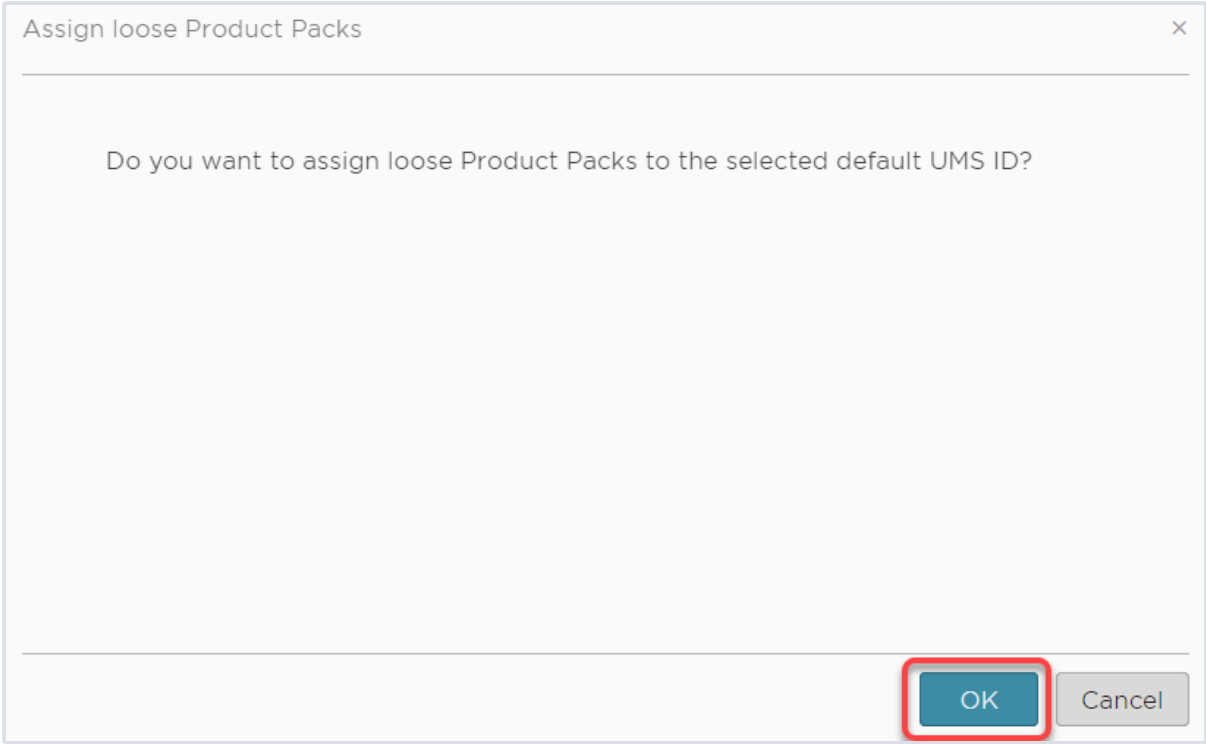
Cancel



The image shows a 'Register UMS ID' dialog box. At the top, there is a text input field labeled 'UMS ID Name *' containing the text 'UMS Department 1'. Below this is an 'Upload' section with the instruction 'Choose or drag & drop a UMS ID to be uploaded.' Inside this section is a dashed rectangular area containing a file icon labeled 'UMSLicensingID' and a trash can icon. Above the dashed area are the labels 'Drag & Drop' and 'Upload'. At the bottom right of the dialog are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red rectangle.

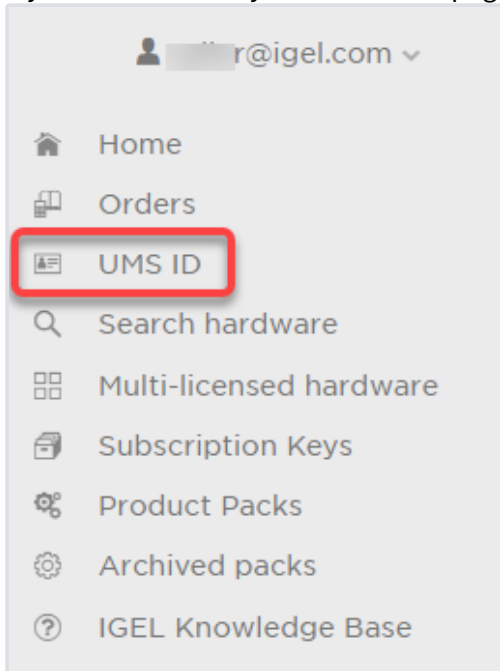
The UMS ID is registered. If this is the first UMS ID you registered, or if you just defined it as the default UMS ID, the dialog **Assign loose Product Packs** is shown.

6. If the dialog **Assign loose Product Packs** is shown, click **OK** to assign Product Packs and continue with [How to Assign a Product Pack to the UMS ID](#) (see page 193) .



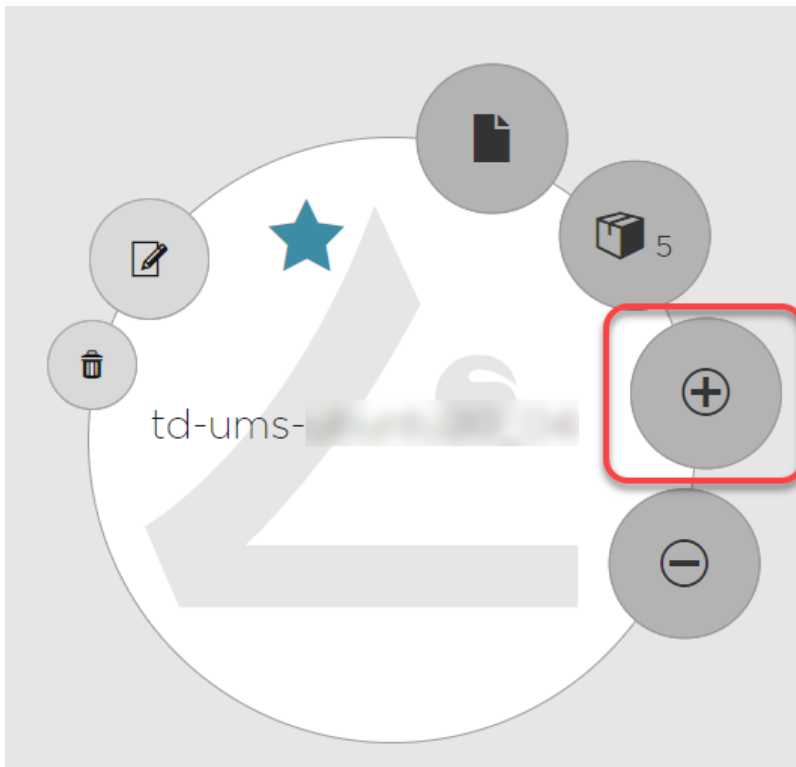
How to Assign a Product Pack to the UMS ID

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



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

2. In the appropriate UMS ID symbol, click .



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

Assign Product Packs

To assign Product Packs to the UMS ID, select them and click OK.

	Search packs					
☐	Product	Product Pack ID	Subscription Key	Volume	Status	Act
☐	TER	TER-I	TER-	0/1	ACTIVATED	
☐	AWD	AWD-		3/10	ACTIVATED	
☒	WE	WE-	WE-	2/4	ACTIVATED	
☐	EMP	EMP-I	EMP-	0/1	NEW	
☐	WE	WE-	WE-	0/1	ACTIVATED	
☐	TER	TER-	TER-	2/5	ACTIVATED	
☐	WE	WE-	WE-	0/1	ACTIVATED	
☐	AWD	AWD-		0/10	ACTIVATED	

OK

Cancel

The Product Packs are assigned to the UMS 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 .

How to Prevent User Intervention During Licensing in IGEL

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 the same firmware version that is installed on the devices. For further information about profiles, see [Profiles in the IGEL UMS](#)⁹⁹.
2. Assign the profile to the directory view or directory that contains the devices to which the licenses are to be deployed.

After the licenses have been deployed successfully, you can remove the profile.

99. <https://kb.igel.com/en/universal-management-suite/current/profiles-in-the-igel-ums>

How to Configure the Distribution Conditions of Licenses in IGEL

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:

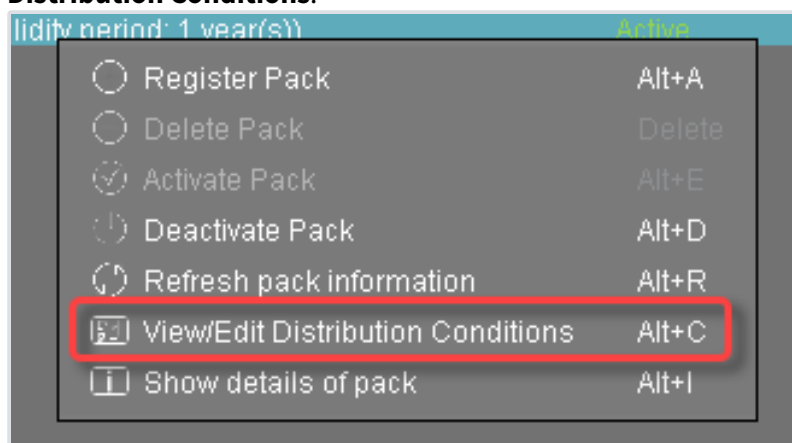
- [Distributing Licenses to All Devices](#) (see page 198)
- [Distributing Licenses to Devices in a Specified Directory](#) (see page 200)
- [Distributing Licenses to Devices in a Specified View](#) (see page 204)

Distributing Licenses to All Devices

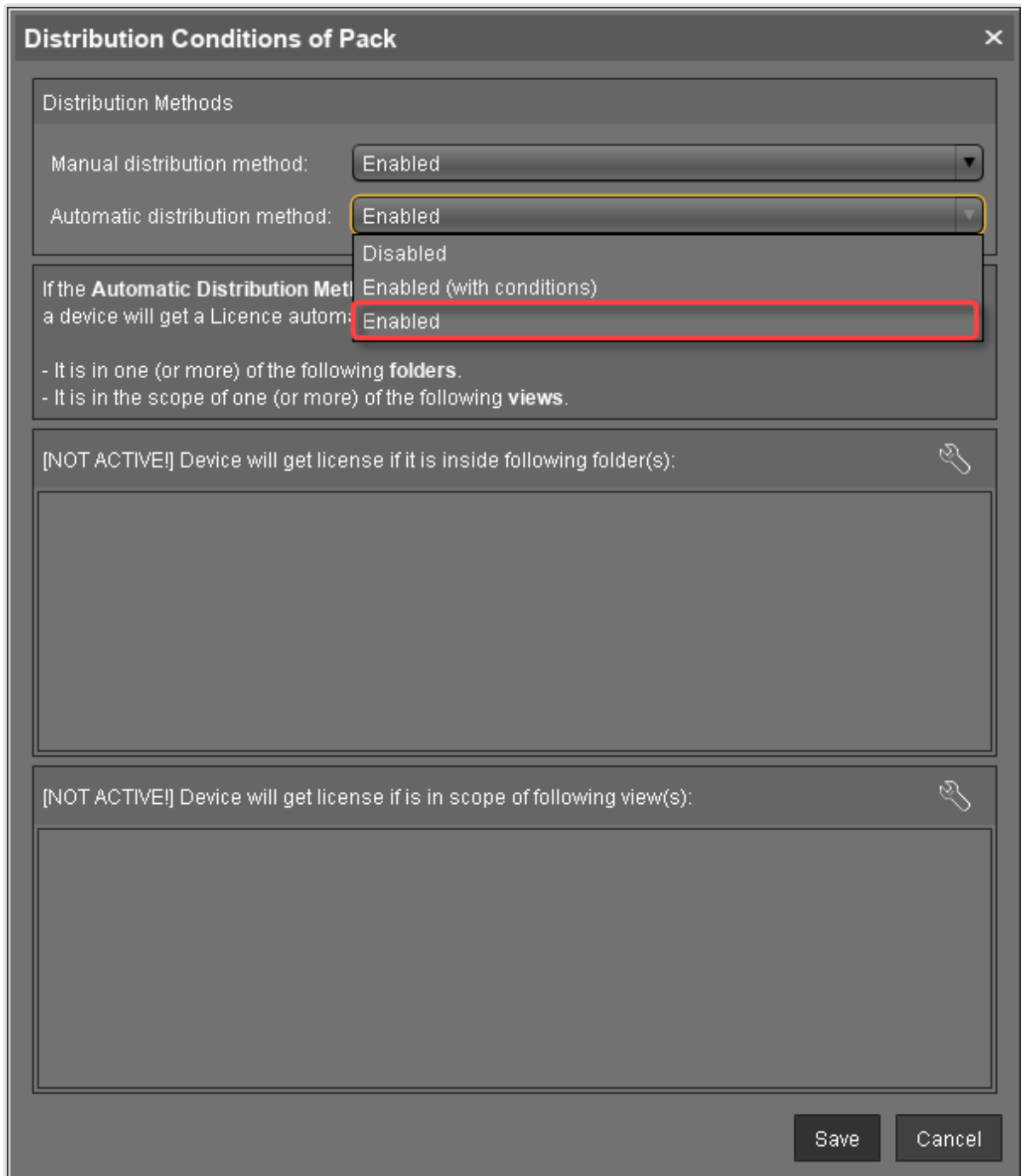
With Workspace Edition (WE) Product Packs, the distribution of licenses to all unlicensed devices is set by default. With all other Product Pack types, the distribution of licenses is set to conditional by default.

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

1. In the area **UMS Administration > Global Configuration > Licenses > Deployment > 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**.



Distribution Conditions of Pack

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

- 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):

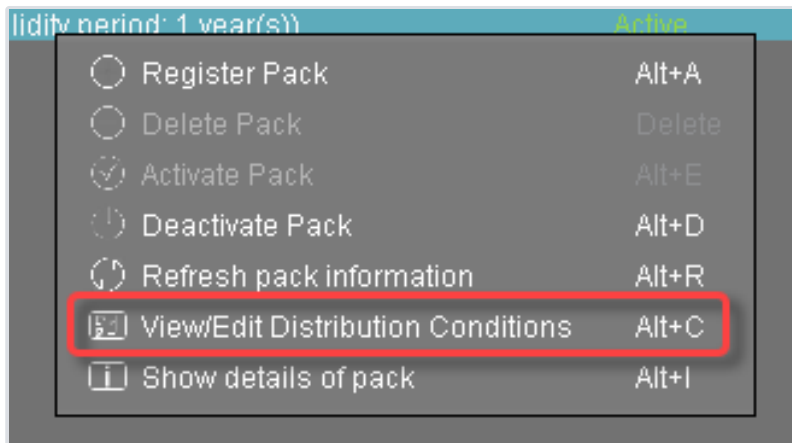
Save Cancel

3. Click **Save**.

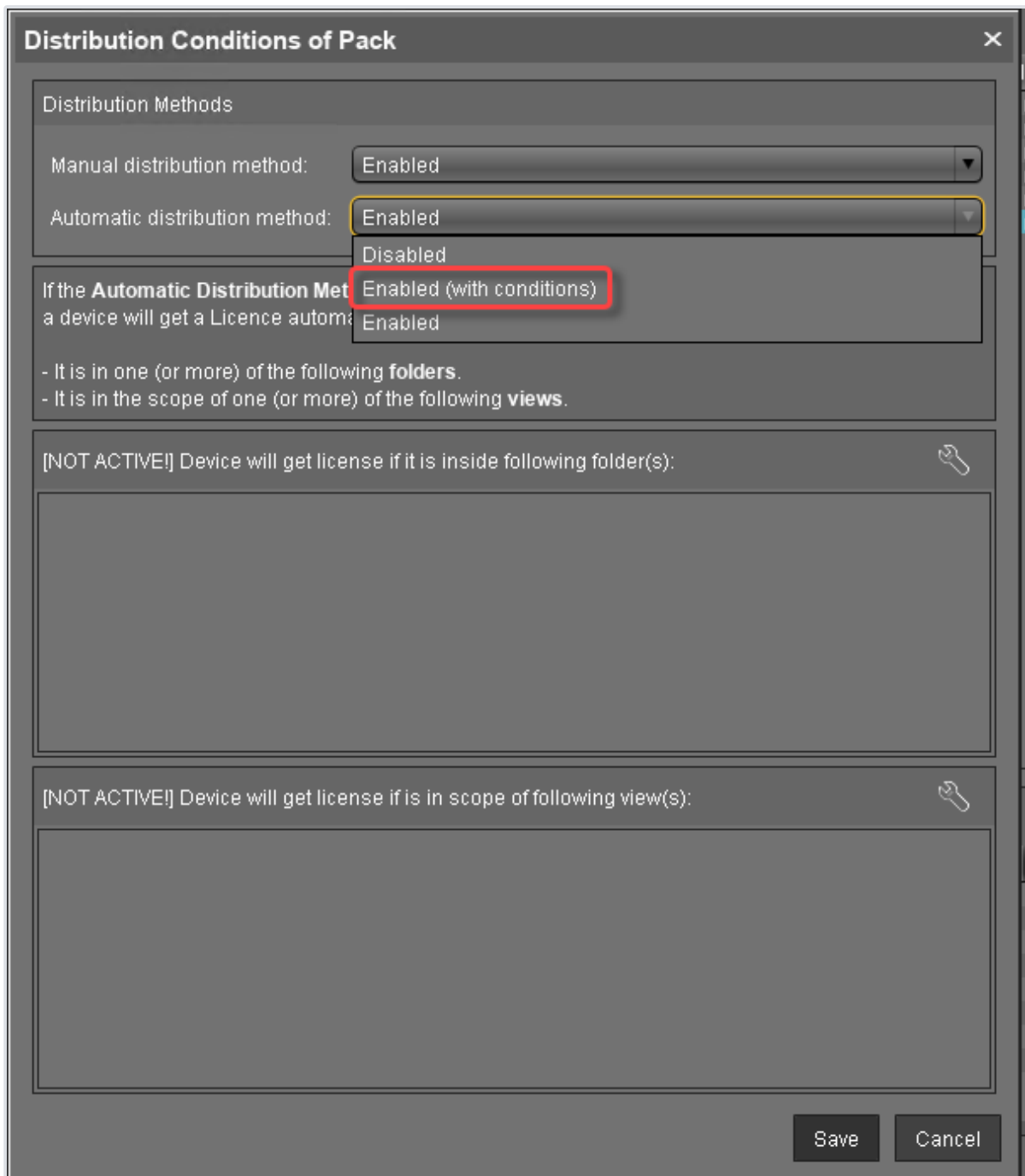
The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#) (see page 213) .

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 **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, 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)**.



Distribution Conditions of Pack [X]

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

- 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): [Wrench icon]

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

Save Cancel

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**.

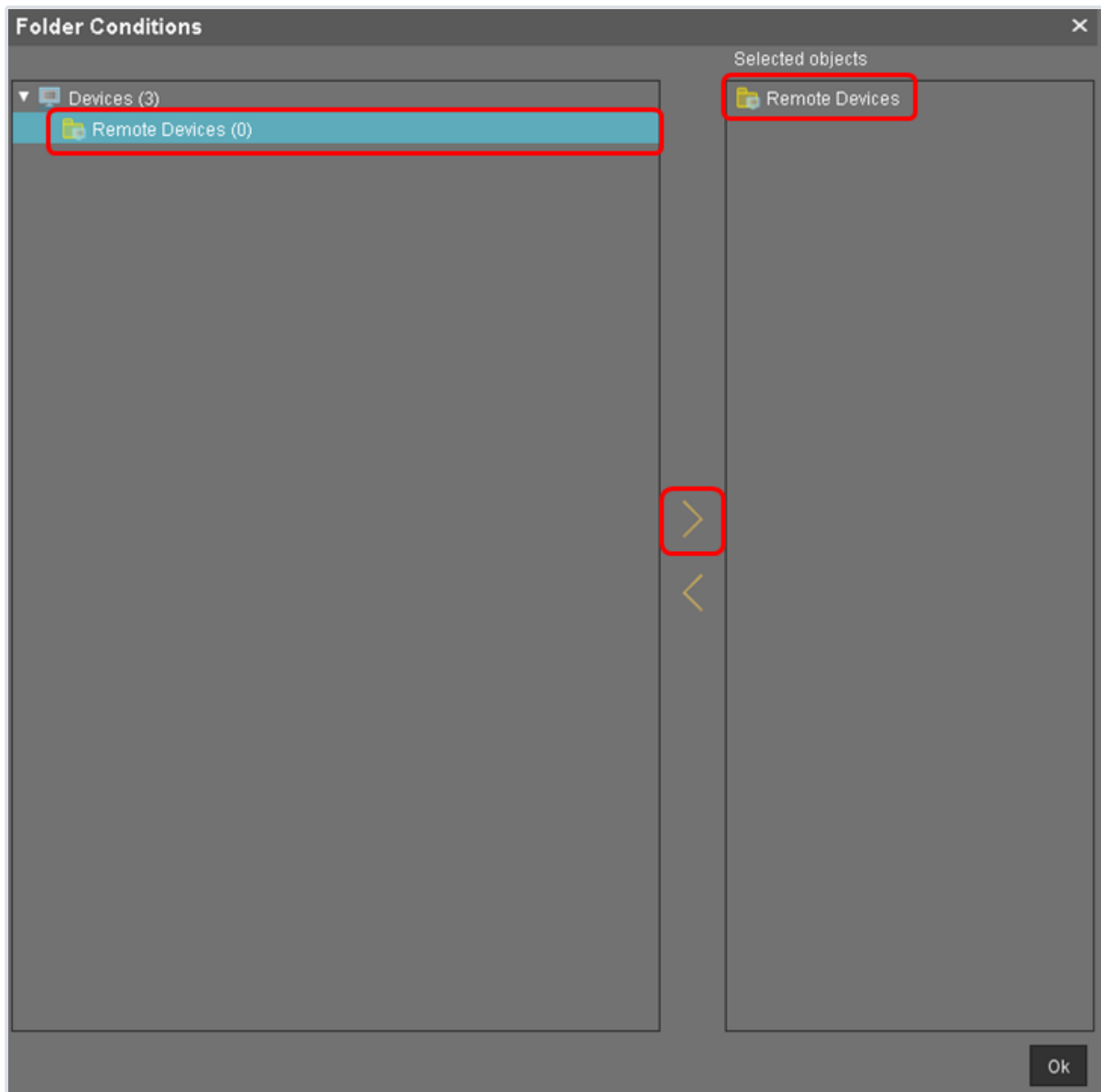
Device will get license if it is inside following folder(s):

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

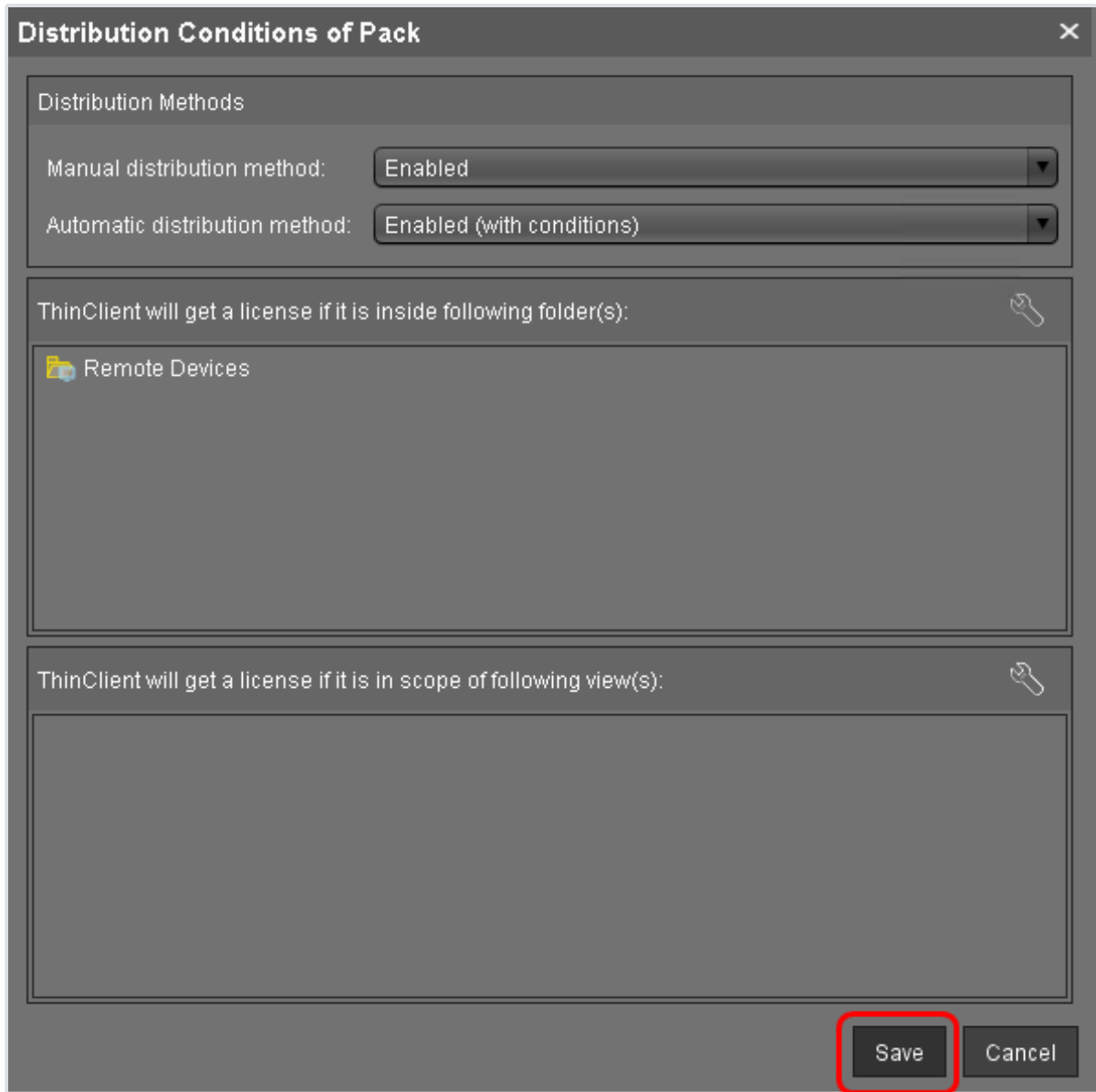
Save

Cancel

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



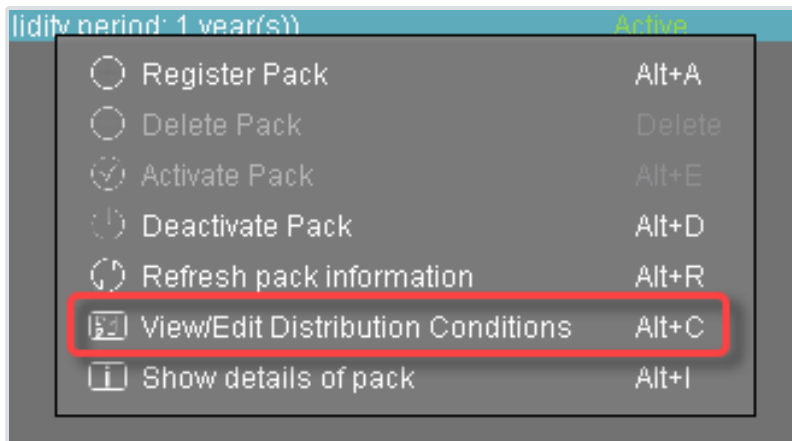
6. Click **Ok**.
The configured distribution condition is shown.
7. Click **Save**.



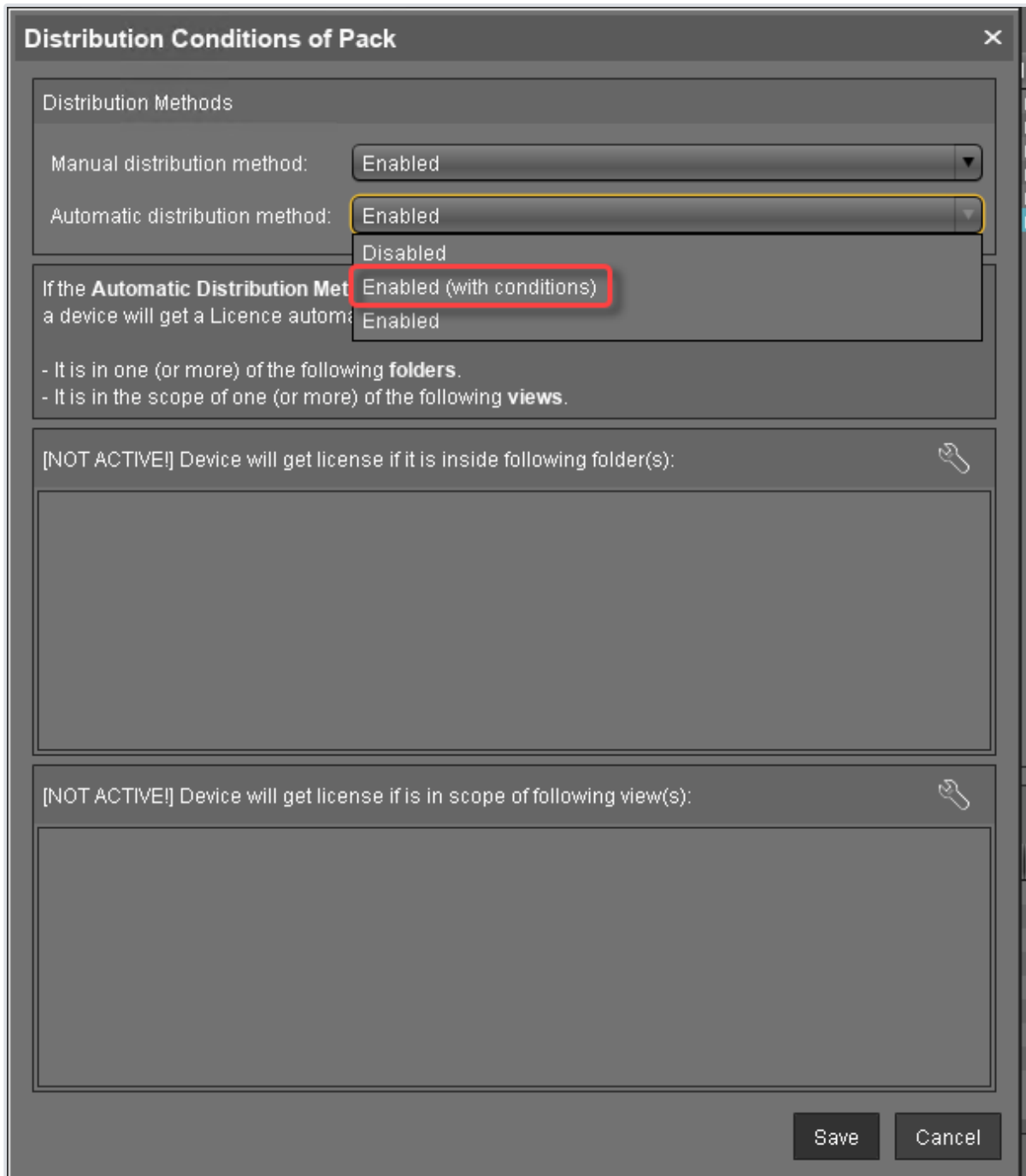
The licenses will be deployed; for details, please refer to [Intervals for Automatic License Deployment](#) (see page 213) .

Distributing Licenses to Devices in a Specified View

1. Create a view that collects the devices that require a license.
2. In the area **UMS Administration > Global Configuration > Licenses > Deployment > Registered packs**, 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)**.



Distribution Conditions of Pack [X]

Distribution Methods

Manual distribution method: Enabled

Automatic distribution method: Enabled (with conditions)

If the **Automatic Distribution Method** is enabled, a device will get a Licence automatically if:

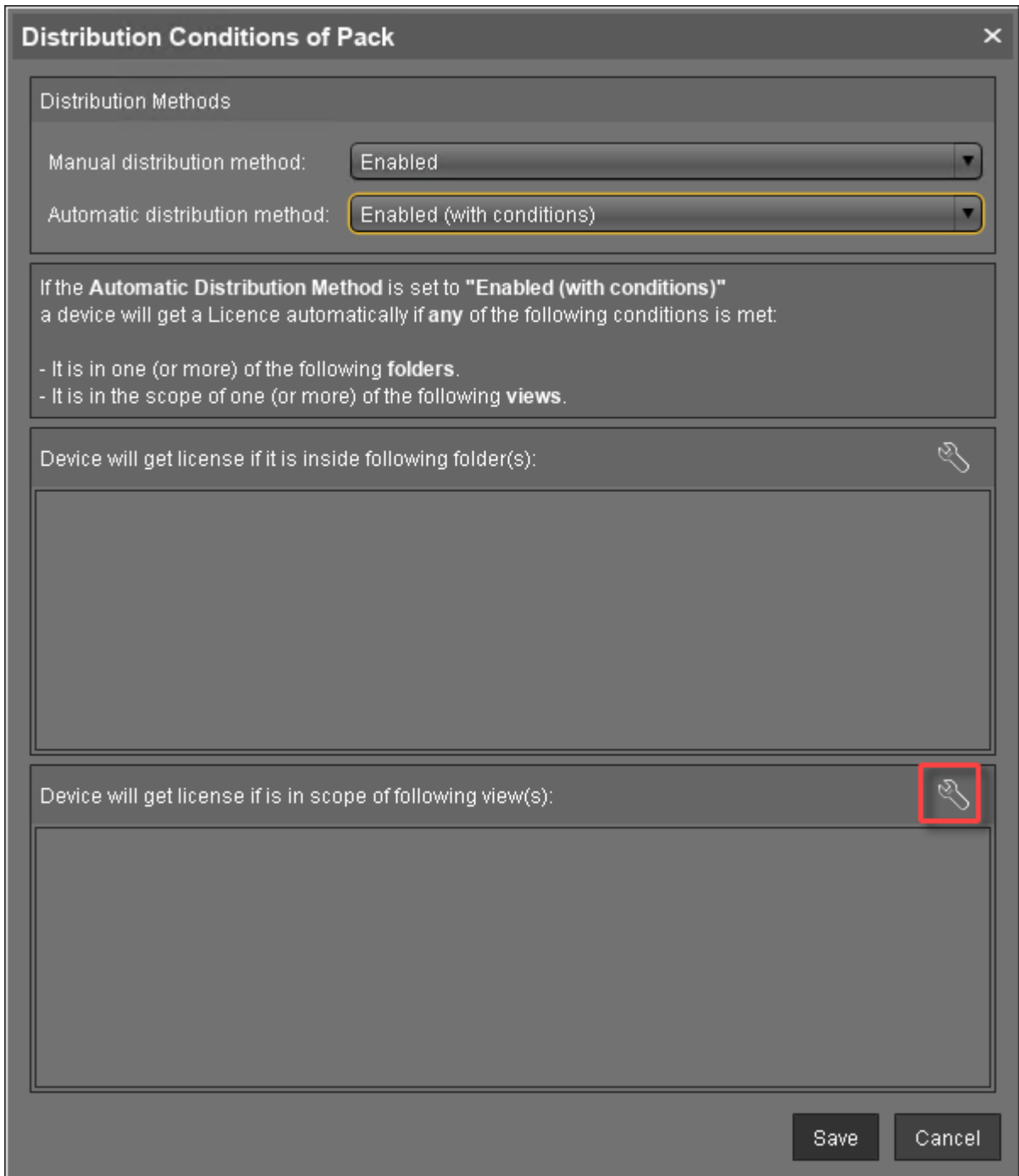
- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

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

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

Save Cancel

4. Click the  symbol as shown below:



Distribution Conditions of Pack

Distribution Methods

Manual distribution method:

Automatic distribution method:

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:

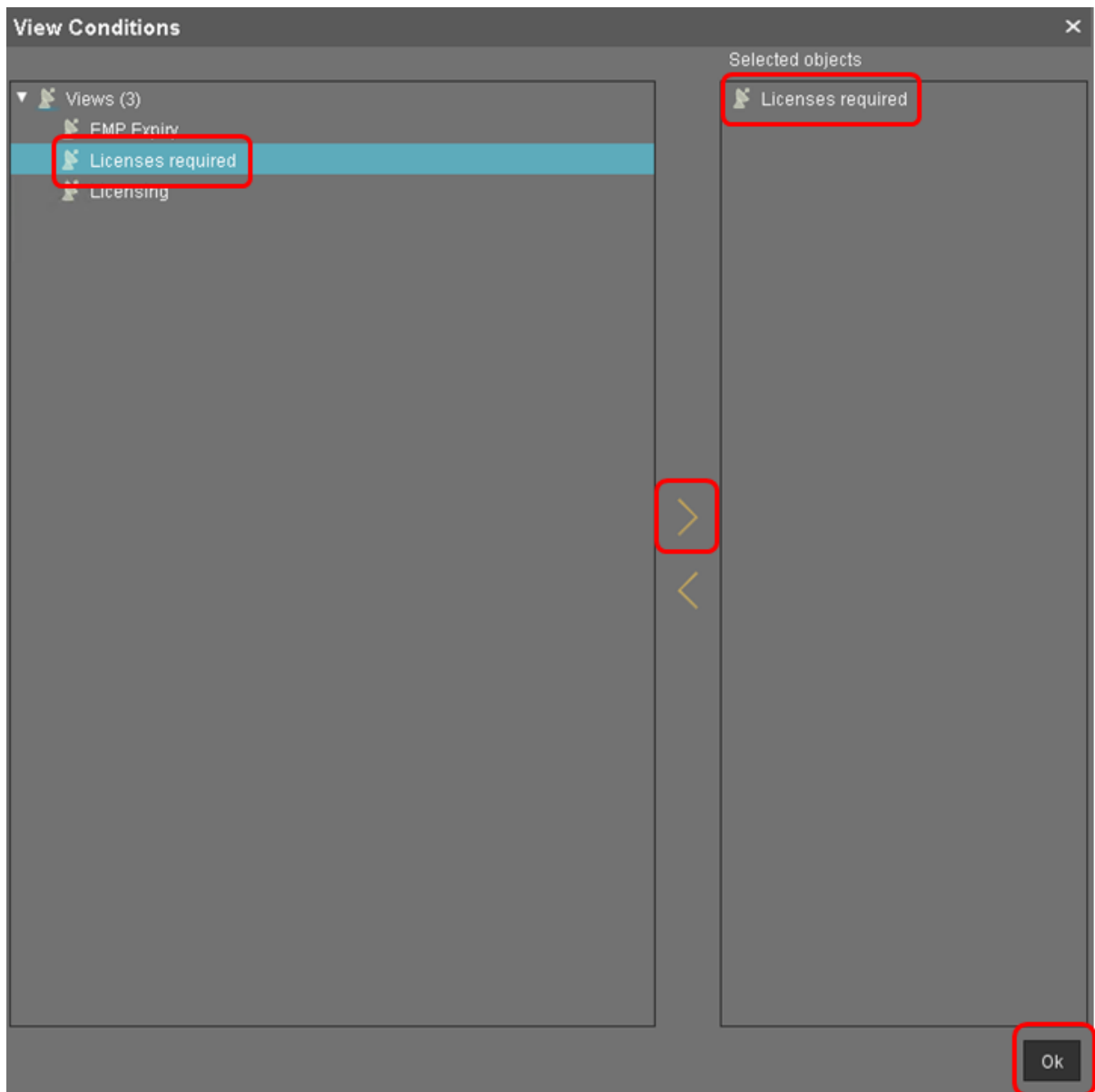
- It is in one (or more) of the following **folders**.
- It is in the scope of one (or more) of the following **views**.

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 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 213).

How to Enable Automatic License Deployment in IGEL

Setting the UMS to Deploy Licenses Automatically

1. Ensure that the distribution conditions are set according to your needs; see [How to Configure the Distribution Conditions of Licenses in IGEL](#) (see page 198) .

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.

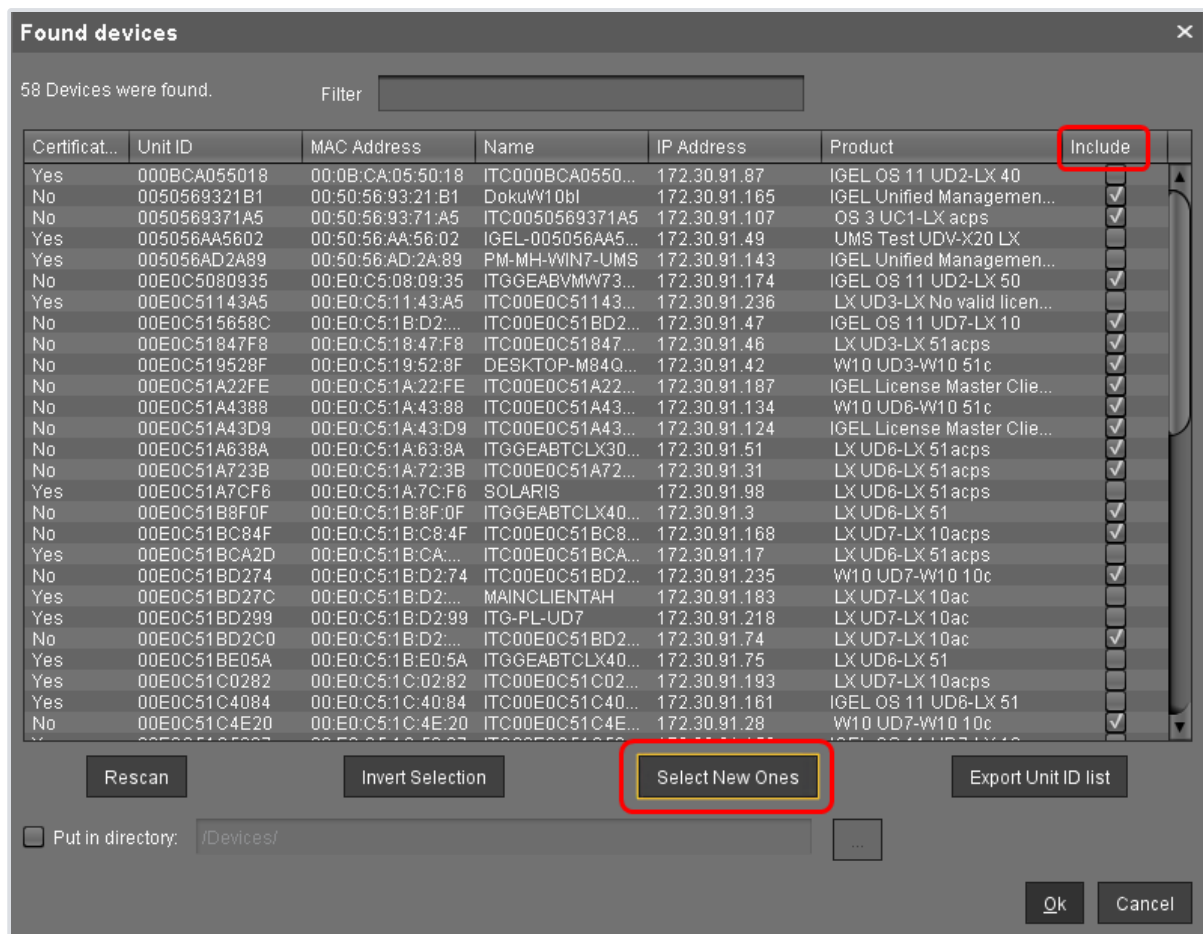
If a device cannot be reached by the UMS while attempting to send the new settings, it will not receive the new license immediately; for further information, see [Intervals for Automatic License Deployment](#) (see page 213) . You have the possibility to trigger the license deployment manually; see [How to Start the License Assignment Manually in IGEL](#) (see page 216) .

Adding New Devices

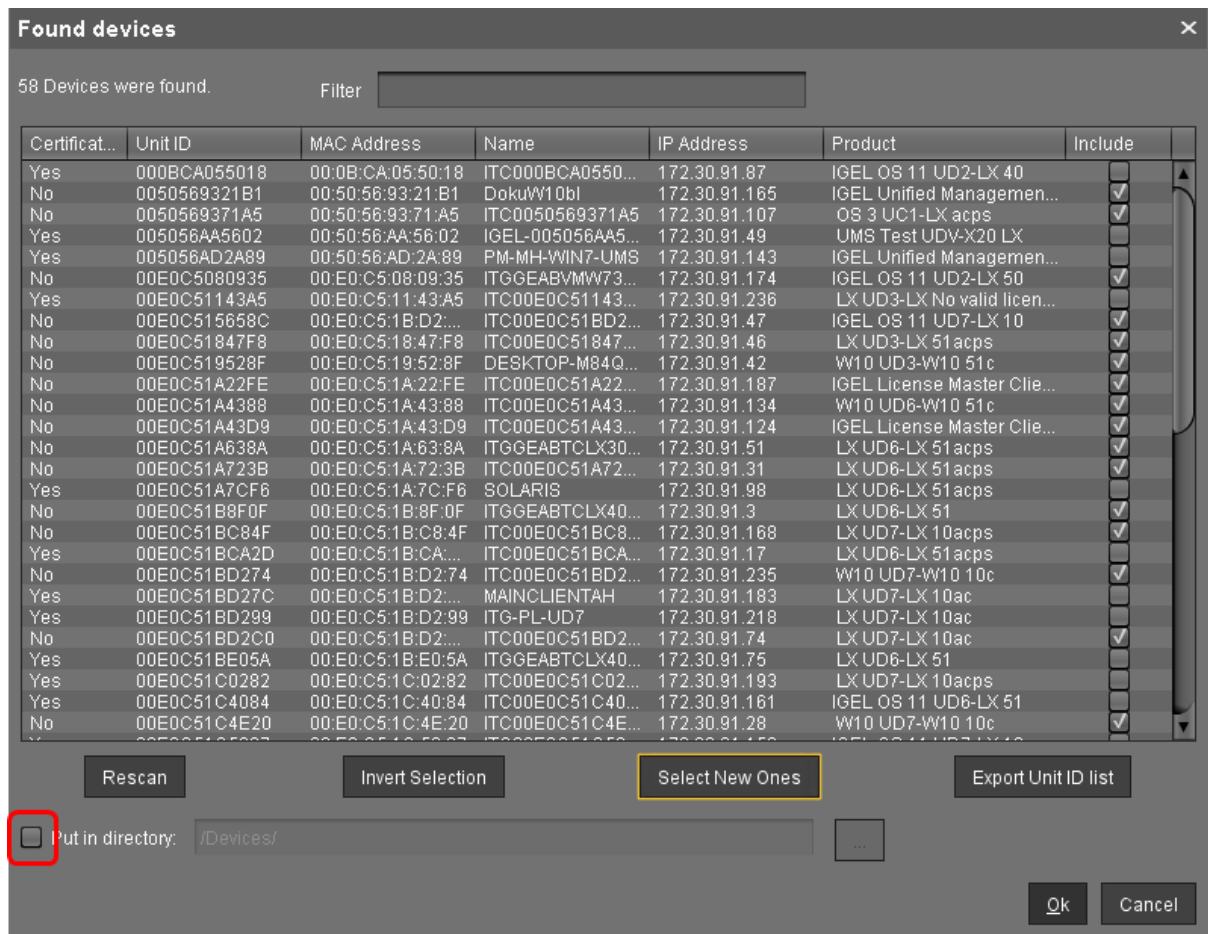
If the UMS is configured to deploy licenses automatically, newly registered devices will receive licenses according to the distribution conditions.

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.



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



5. Click **Ok**.

6. Proceed with [How to Check If the Licenses Have Been Deployed Successfully in IGEL](#) (see page 214) .

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.

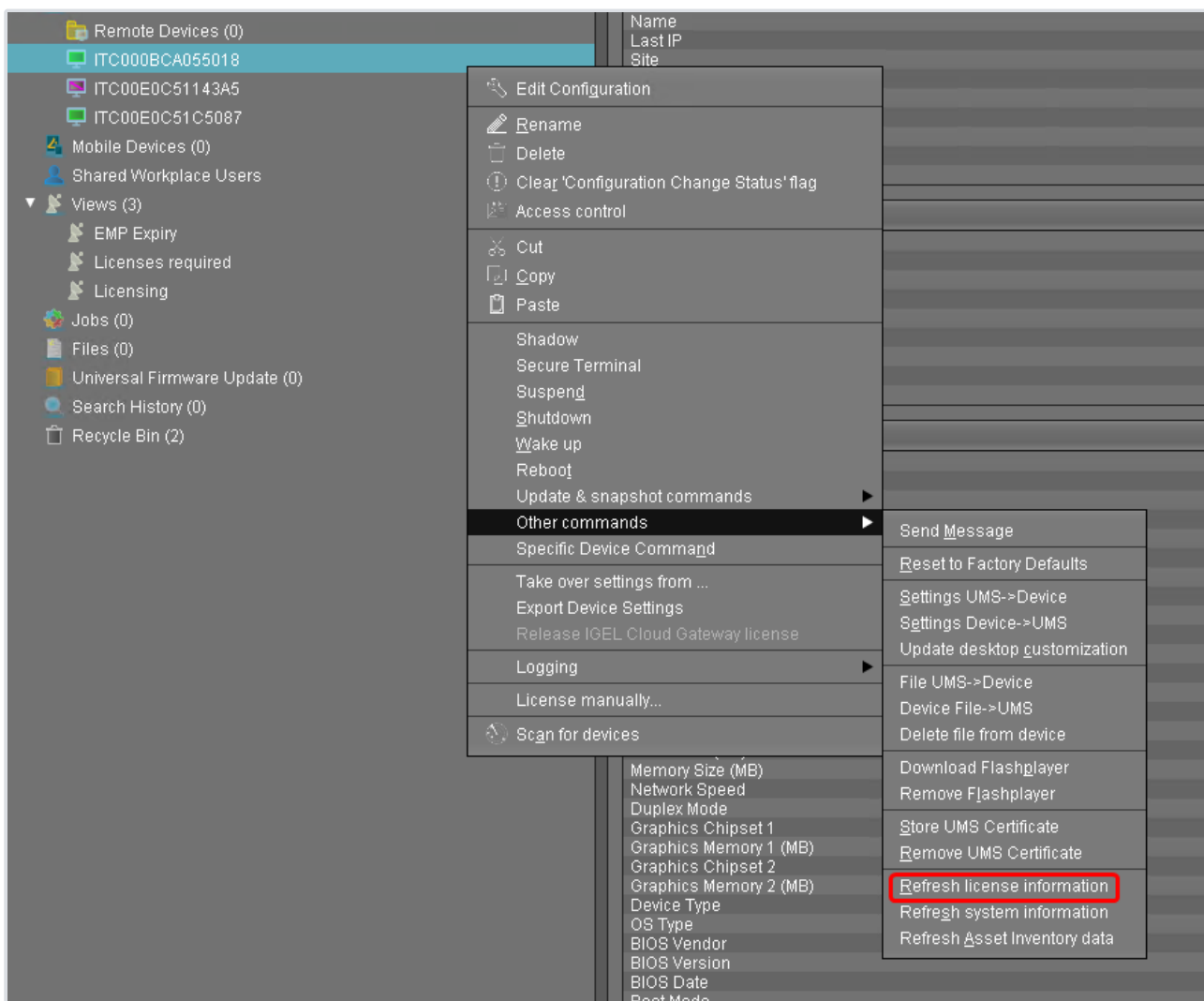
When the device has received a license, it will reboot. After this reboot, all licenses features will be available.

How to Check If the Licenses Have Been Deployed Successfully in IGEL

You can check the license status both for devices and the IGEL Universal Management Suite (UMS) in the UMS Console.

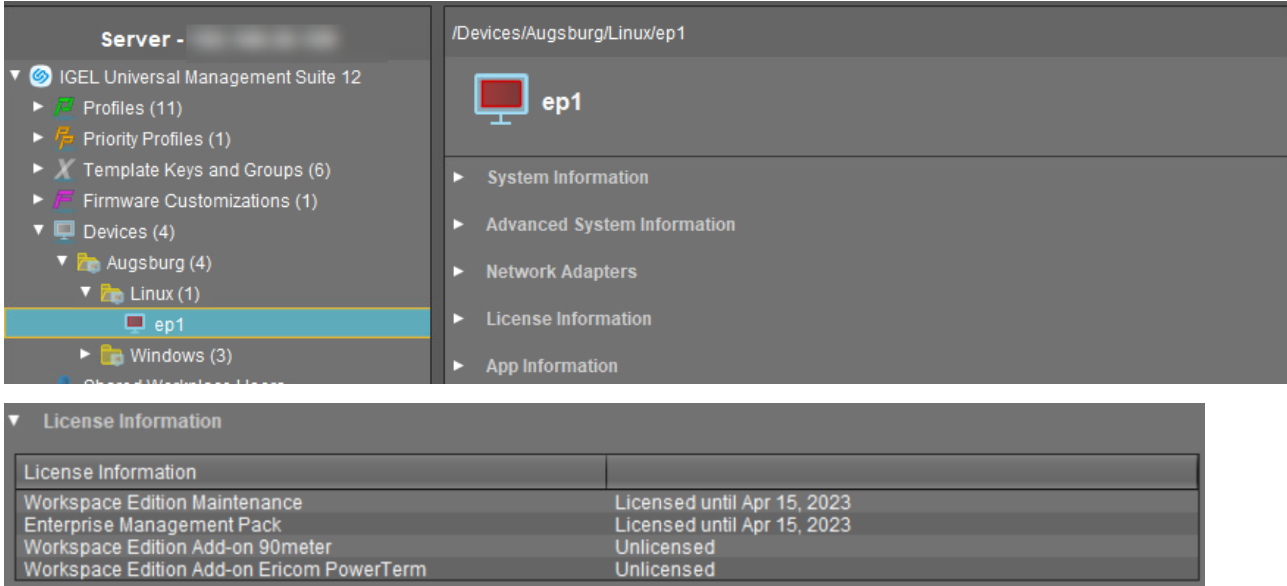
Check Device Licenses

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



3. Check if all devices have the icon . This icon signifies that the device is online and has a license.

4. You can check further license information under **License Information**. For details, see [View Device Information in the IGEL UMS](#)¹⁰⁰.



The screenshot shows the IGEL UMS console interface. On the left, a sidebar lists the navigation menu under 'Server - [redacted]'. The 'Devices (4)' section is expanded, showing 'Augsburg (4)', 'Linux (1)', and 'ep1' (highlighted). The main panel displays the path '/Devices/Augsburg/Linux/ep1' and a list of information categories: System Information, Advanced System Information, Network Adapters, License Information, and App Information. The 'License Information' category is selected, showing a table with the following data:

License Information	
Workspace Edition Maintenance	Licensed until Apr 15, 2023
Enterprise Management Pack	Licensed until Apr 15, 2023
Workspace Edition Add-on 90meter	Unlicensed
Workspace Edition Add-on Ericom PowerTerm	Unlicensed

Check UMS License

1. In the UMS Console, go to **UMS Administration > Global Configuration > Licenses > UMS Licenses**.
2. Check UMS License information.
For details, see [How to License the IGEL UMS](#)¹⁰¹.

100. <https://kb.igel.com/en/universal-management-suite/current/view-device-information-in-the-igel-ums>

101. <https://kb.igel.com/en/universal-management-suite/current/ums-licenses>

How to Start the License Assignment Manually in IGEL

The UMS provides a wizard that you can use to trigger license assignments manually. This assignment method requires free license slots of the appropriate type to be 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

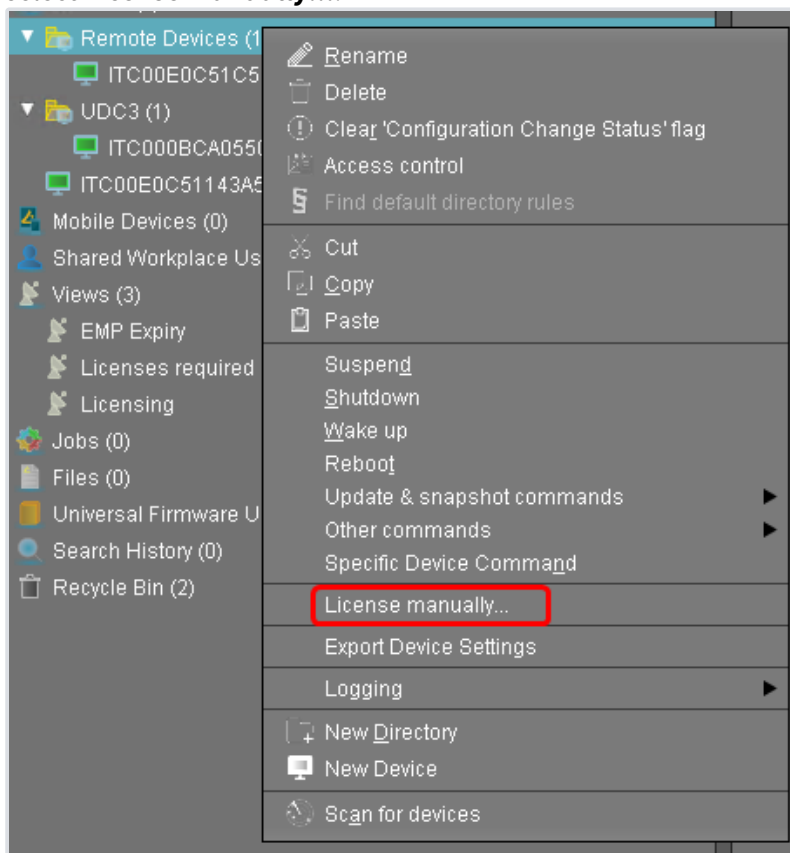
The following license types are supported:

- Workspace Edition (WE)/ IGEL Subscription License (ISL)
- Enterprise Management Pack (EMP)
- Software Maintenance

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

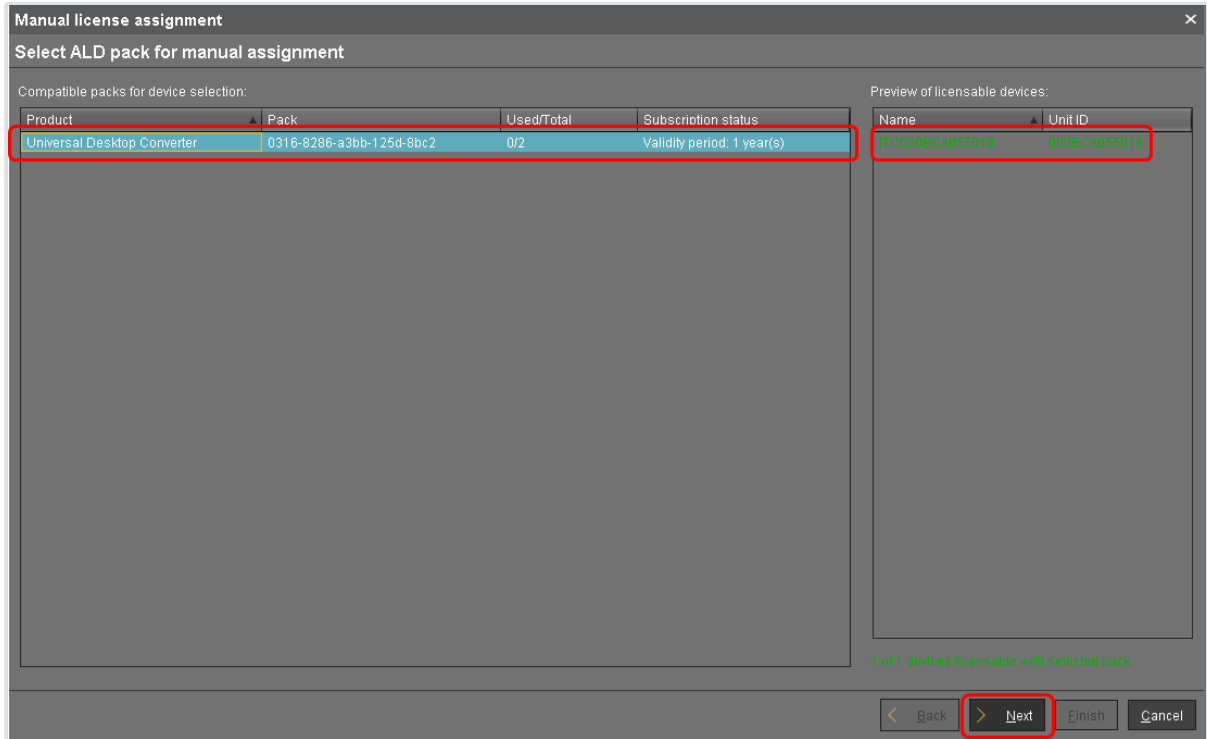
To deploy a license to a directory:

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**.



The dialog box titled "Manual license assignment" contains a section "Select ALD pack for manual assignment". Below this, there are two tables. The first table, "Compatible packs for device selection:", has columns for Product, Pack, Used/Total, and Subscription status. The second table, "Preview of licensable devices:", has columns for Name and Unit ID. The "Next" button at the bottom right is highlighted with a red box.

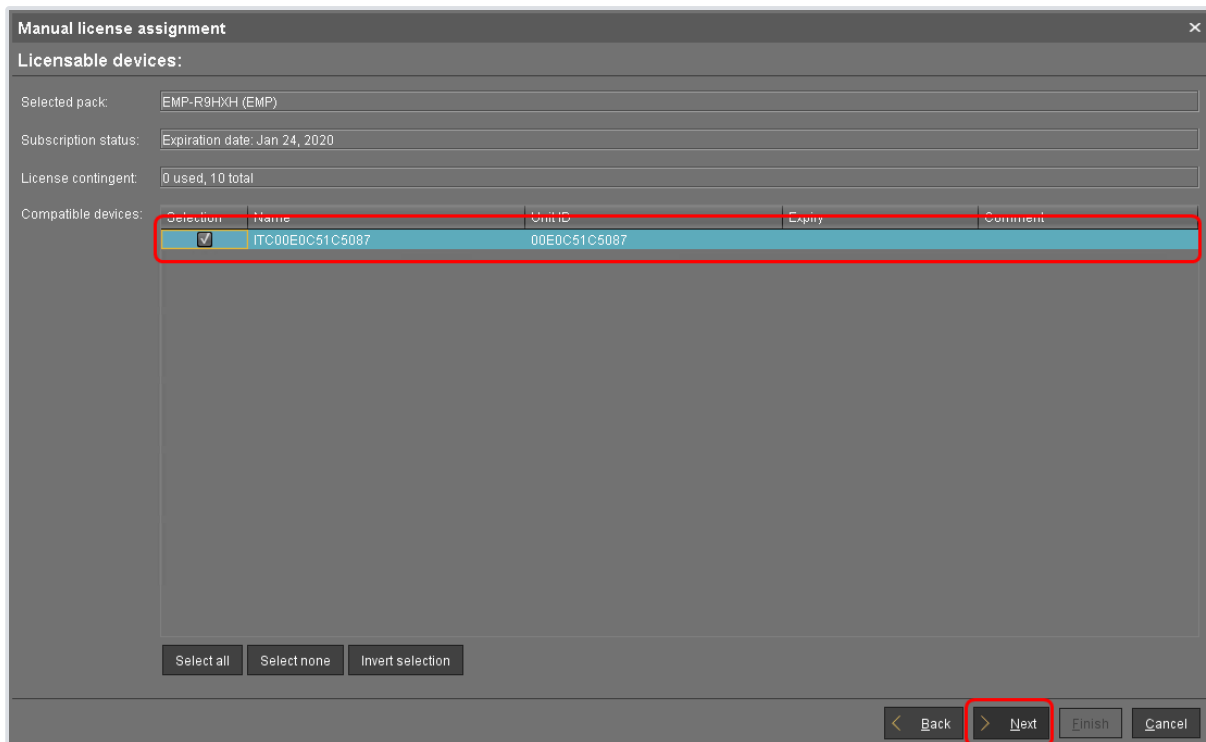
Product	Pack	Used/Total	Subscription status
Universal Desktop Converter	0316-8286-a3bb-125d-8bc2	0/2	Validity period: 1 year(s)

Name	Unit ID
ITC000BCA055018	000BCA055018

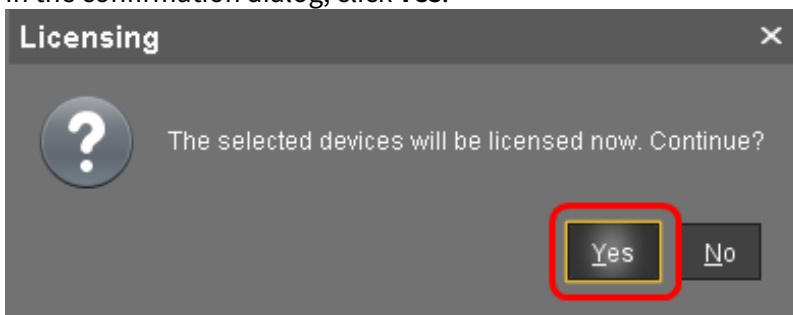
1 of 1 devices licensable with selected pack.

< Back > **Next** Finish Cancel

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



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



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

Hardware-Bundled IGEL License Deployment

A hardware-bundled IGEL license is an IGEL OS device license purchased together with hardware manufactured by an IGEL Hardware Partner. This type of license is connected to an IGEL subscription which is created based on the serial number of the device it is sold with. The hardware-bundled license can be deployed automatically through the IGEL Universal Management Suite (UMS) or manually through the IGEL License Portal (ILP). The license can be separated from its original hardware and can be deployed on a different device.

 When an IGEL subscription is created in the ILP based on a hardware-bundled IGEL license, the subscription includes a Standard UMS License. The UMS license is applicable starting from UMS 12.07.100. For details, see [IGEL Software Licenses for IGEL OS and IGEL UMS](#)¹⁰².

Subscription Activation and Subscription Period

When a device is shipped with a hardware-bundled IGEL license, a subscription key is created for the serial number of the shipped device. Once the subscription key is created, the subscription enters the Pending state, which means it is not yet activated and the activation is pending.

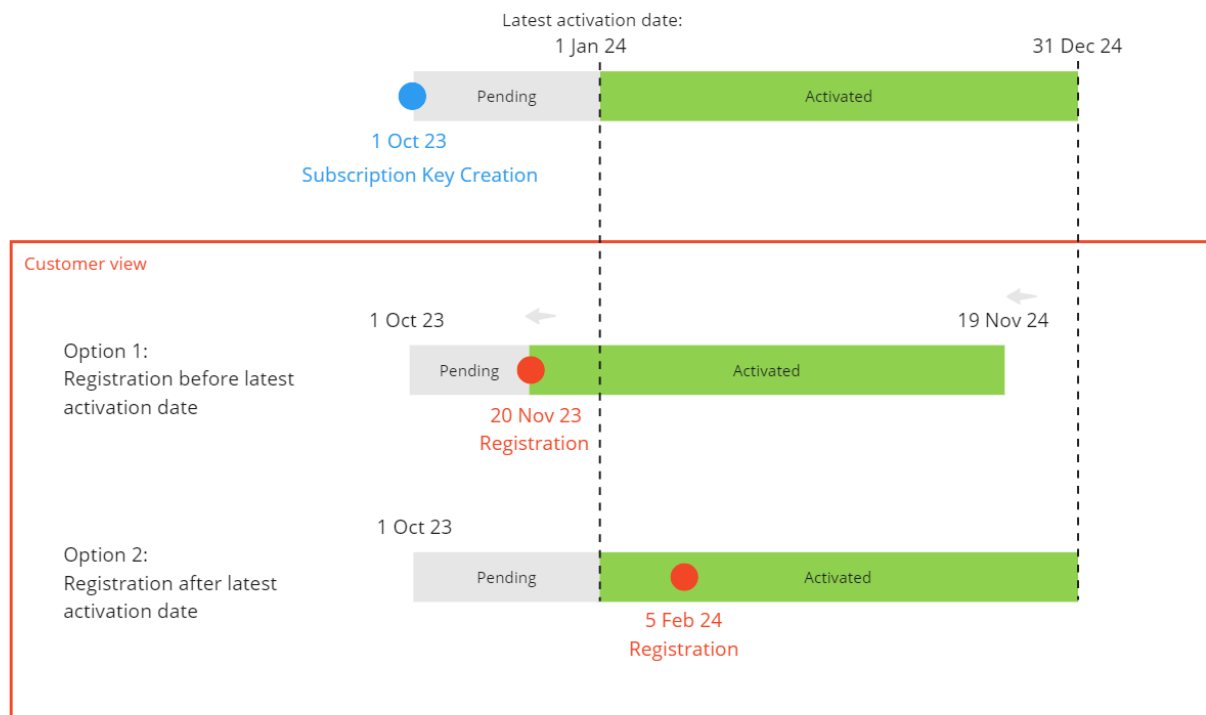
As the subscription enters the Pending state, the predefined lag period begins. During the predefined lag period (typically three months after the creation), the subscription can be activated by registering the serial number of the device in the ILP. The predefined lag period ends with the latest activation date. On the latest activation date the subscription gets activated automatically whether or not the device is registered in the ILP.

Based on the date of the registration, the length of the subscription period has the following options:

- Option 1: The registration happens before the latest activation date, the activation date gets modified to the date of registration, and the subscription period will start from that date.
- Option 2: The registration happens after the latest activation date, the subscription is already activated, and the end of the subscription period is defined based on the latest activation date and not the registration date.

102. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-software-licenses-for-igel-os-and-igel-ums>

Example: 1 year subscription key

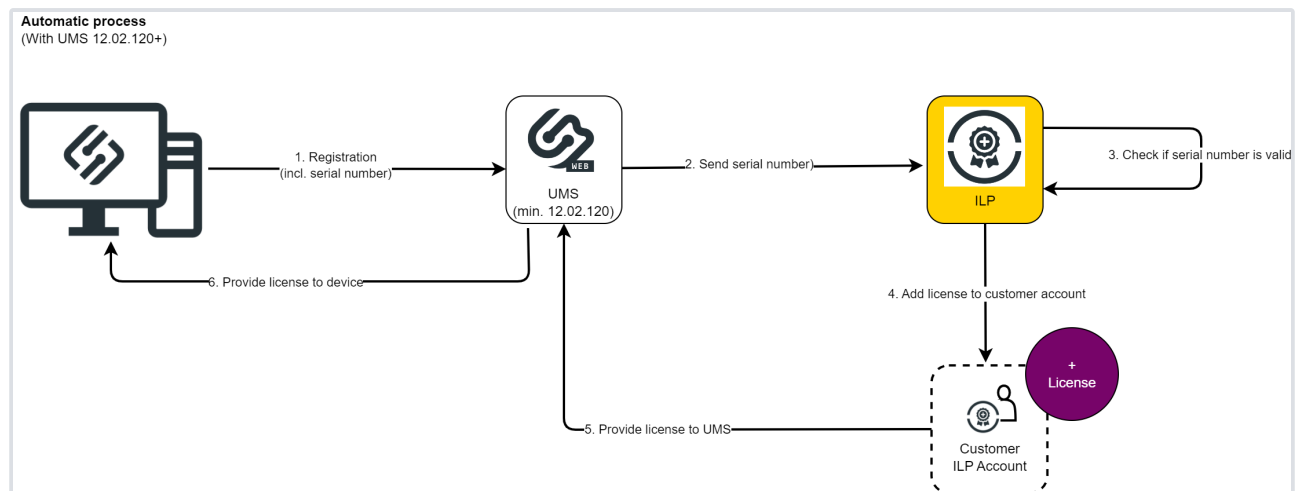


Automatic Deployment of Hardware-Bundled IGEL Licenses through UMS

You can configure the UMS to automatically assign hardware-bundled IGEL licenses to the devices they are purchased with based on their serial number.

i The function is available in UMS 12.2.120 or higher and for devices with OS version 11.08.440 / 12.2.0 or higher.

When the function is activated, and a device with a supported OS version gets registered in the UMS, the UMS sends the serial number and MAC of the device to the ILP. The ILP validates if there is a license connected to the serial number, and if so, assigns the corresponding subscription key to the Global Account ID based on the UMS ID. The ILP activates the subscription and updates the start date/end date as necessary. The UMS receives the license and provides it to the device.



To deploy a hardware-bundled IGEL license automatically:

1. Manage the licenses in the ILP and distribute them to the selected UMS. For details, see [IGEL License Portal \(ILP\) Guide for Administrators](#)¹⁰³.
2. Enable hardware-bundled IGEL license deployment in the UMS under **UMS Administration > Licenses > Deployment > Activate hardware-bundled IGEL license deployment**. For more information, see [Deployment - Deploying Licenses through the IGEL UMS](#)¹⁰⁴.
3. Onboard the device through the onboarding service or register it in the UMS. For more information, see [Onboarding IGEL OS 12 Devices](#)¹⁰⁵ and [Registering IGEL OS Devices on the UMS Server](#)¹⁰⁶.

In case the process is not successful for any reason, the UMS will license the device through Automatic License Deployment (ALD), if it is configured. For details on how to configure ALD, see [Setting up Automatic License Deployment \(ALD\)](#)¹⁰⁷.

Manual Deployment of Hardware-Bundled IGEL Licenses through ILP

The administrator registers the serial number of the device to the ILP. The ILP validates if there is a license connected to the serial number and if so, assigns the corresponding subscription key to the Global Account ID. The ILP activates the subscription and updates the start date/end date as necessary. The administrator then can manually download the licenses or add the redeemed product packs to the UMS ID.

103. <https://kb.igel.com/en/igel-subscription-and-more/current/the-igel-license-portal-ilp-user-guide>

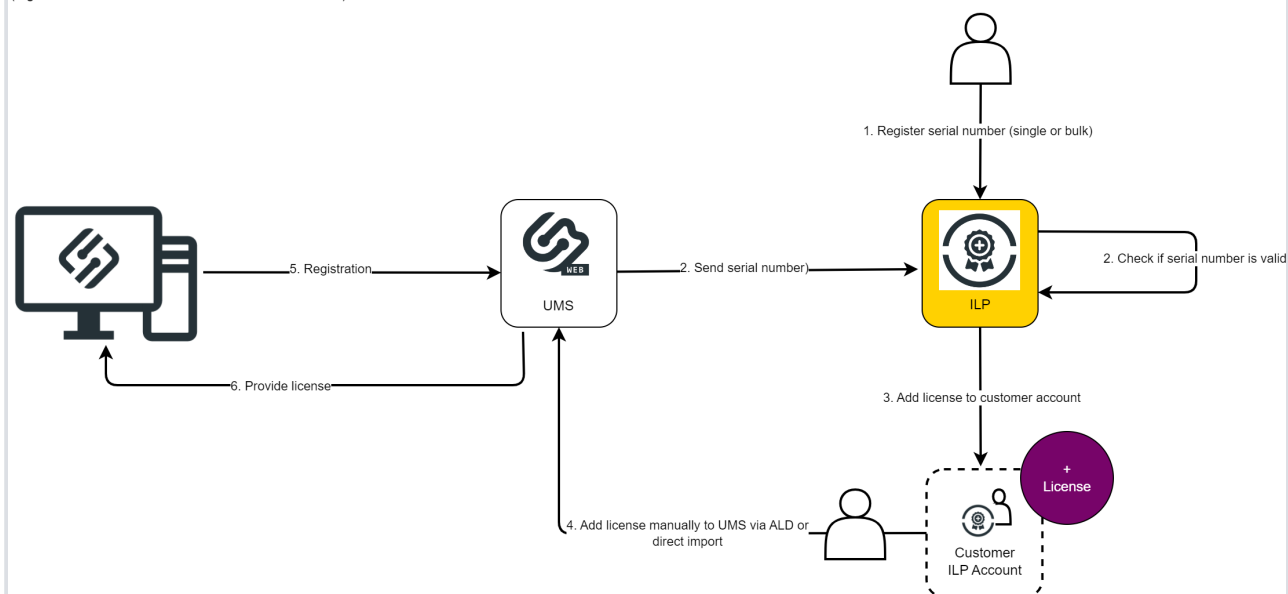
104. <https://kb.igel.com/en/universal-management-suite/current/deployment-deploying-licenses-through-the-igel-ums>

105. <https://kb.igel.com/en/how-to-start-with-igel/current/onboarding-igel-os-12-devices>

106. <https://kb.igel.com/en/universal-management-suite/current/registering-igel-os-devices-on-the-ums-server>

107. <https://kb.igel.com/en/igel-subscription-and-more/current/setting-up-automatic-license-deployment-ald>

Manual process
(e.g. with UMS <12.02.120 or no UMS-ILP connection)



To deploy a hardware-bundled IGEL license manually:

1. Get the serial number of the device(s).
2. Register the serial number(s) in the ILP through the **Redeem hardware-bundled IGEL license** button on the landing page. You can add the serial number manually or upload a CSV file. The subscription gets activated, the ILP updates the start date/end date of the subscription.

 The uploaded CSV file needs to be semicolon delimited.

3. Depending on your set-up, you can:

- Wait until the device with the serial number is registered in the UMS and gets licensed according to the automatic process.
- Download the license manually for manual license deployment. With this you break the device binding, and can use the license for any device. For details on the process, see [Manual License Deployment for IGEL OS](#)¹⁰⁸.
- Add the redeemed product pack to the UMS ID to make them available for ALD. With this you break the device binding, the product pack can be used by any device registered in the UMS. For details on ALD, see [Setting up Automatic License Deployment \(ALD\)](#)¹⁰⁹.

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

109. <https://kb.igel.com/en/igel-subscription-and-more/current/setting-up-automatic-license-deployment-ald>

Getting a Demo License

There are two ways of getting your IGEL demo license:

- Request a demo license from <https://www.igel.com/get-started/try-for-free/>
- On the first startup of your IGEL OS device. The IGEL Setup Assistant will help you obtain a free evaluation license.

The evaluation license will be valid for 90 days.

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

- Workspace Edition (WE)/IGEL Subscription License (ISL)
- Enterprise Management Pack (EMP)
- PCoIP client by Teradici (IGEL OS 11.01.110 or higher)

 With your IGEL demo license, you get a temporary account in our Service Hub. By default, you will be assigned the role of the Super Admin. See [Managing users and roles in the IGEL Customer Portal](#)¹¹⁰.

Requirements for Getting a Demo License on First Startup

- Network connection
- The endpoint device has been converted by IGEL OS Creator (OSC) or is ready to boot from UD Pocket.
- Your device still needs to be configured and has yet to be registered with the UMS.

Getting Your Demo License on First Startup

1. Start the device.
The Setup Assistant starts.

 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 [How to Get the License File from the IGEL License Portal](#) (see page 173).

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

 **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.

110. <https://kb.igel.com/en/how-to-start-with-igel/current/managing-users-and-roles-in-the-igel-customer-portal>



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



IGEL License Portal (ILP)

- [What Is New in ILP 3.2.1?](#) (see page 226)
- [The IGEL License Portal \(ILP\) - User Guide](#) (see page 230)

What Is New in ILP 3.2.1?

Creating an EMP Product Pack from a WE Product Pack

You can use the IGEL License Portal (ILP) to create EMP Product Packs from the WE Product Pack you have purchased. For details, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitenlicensesp&title=How%20to%20Use%20IGEL%20OS%2011%20with%20IGEL%20Subscription%20-%20Create%20an%20EMP%20Product%20Pack%20from%20a%20WE%20Product%20Pack&linkCreation=true&fromPageId=885883024>.

Multi-Licensed Hardware Cleanup

It may happen that some endpoint devices occupy more licenses than necessary. You can use the IGEL License Portal (ILP) to identify multi-licensed hardware and then perform an automatic or manual cleanup. For details, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitenlicensesp&title=Multi-Licensed%20Hardware%20Cleanup%20for%20IGEL%20OS%20Devices&linkCreation=true&fromPageId=885883024>.

Pending Invitations Invitation Time Displayed

Under **Manage Company**, the date of the invitation is displayed for each pending invitation.

Refresh Button

Some pages in the ILP now have a refresh button to make sure that the displayed data is up-to-date.

UMS Licensing ID Renamed to UMS ID

The certificate formerly known as UMS Licensing ID has been renamed to UMS ID.

Changes in ILP 3.1.7

IGEL OS 11 Subscription Supported

The ILP now supports the new IGEL OS 11 subscription model.

Notification about New Subscription Key Can Be Turned Off

You can turn off the e-mail notification that is sent when a new subscription key is available. This can be configured in your account settings.

Select a Default Company

This setting is relevant for service providers who manage multiple companies. You can set a company as the default company; this company will be selected when you log in to the ILP. This can be configured in your account settings.

Changes in ILP 3.1.6

List Mode in Product Packs View

When you select **Product Packs** in the menu, your Product Packs are displayed as a sortable list. You can toggle between **List view** (default) and **Card view**. Also, this enables you to use the **Comment** field for sorting.

View the Source for Converted UDC3 Product Packs

You can now trace which of your Product Packs is a converted UDC3 Product Pack. The **Source** field provides the Product Pack ID of the original Product Pack.

Changes in ILP 3.1.5

Global Account ID Always Visible

The Global Account ID is displayed on the homepage of the IGEL License Portal, disregarding the role of the user that is logged in.

Changes in ILP 3.1.4

Enhanced Expiration Warning

The expiration warning E-mails that are sent by the ILP now provide the following data: Subscription Key, Product Packs with seat numbers and expiration date, Company and Global Account ID.

EULA

When you have received new licenses, you must accept the EULA for your order in the ILP. It is no longer necessary to accept the EULA for each single Product Pack. Third-party EULAs must be accepted separately for each Product Pack. For details, see [IGEL Licensing FAQ](#).

Changes in ILP 3.1.3

Renewal Procedure

- The renewal procedure has changed, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicense&title=Renewing%20a%20Maintenance%20%2F%20Subscription%20in%20the%20IGEL%20License%20Portal%20%28ILP%29&linkCreation=true&fromPageId=885883024>.

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.

Global Account ID Visible in ILP

- The Global Account ID identifies the end-customer and is under the **Manage Company** section in the IGEL License Portal (ILP).
To place a new order or to submit a license renewal, you require the Global Account ID and the Subscription Key. The Global Account ID can also be used as a purchase reference number. The Subscription Key is located in the **Subscription Key** section in the ILP.

Changes in ILP 3.1.2

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 (Legacy) .

Renewal Process

- The renewal process has been simplified, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicense&title=Renewing%20a%20Maintenance%20%2F%20Subscription%20in%20the%20IGEL%20License%20Portal%20%28ILP%29&linkCreation=true&fromPageId=885883024>.
- 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.

Merging Product Packs

- It is now possible to merge Product Packs; for details, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicenseesp&title=How%20to%20Merge%20IGEL%20Product%20Packs&linkCreation=true&fromPageId=885883024> .

Splitting Product Packs

- It is now possible to split ICG Product Packs; for details, see <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicenseesp&title=How%20to%20Split%20an%20IGEL%20Product%20Pack&linkCreation=true&fromPageId=885883024> .

Co-Terming/Renewal: Changed Process

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

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 <https://igel-jira.atlassian.net/wiki/spaces/ENLITELICENSESP/pages/74832093> .

Subscription Key

- The Subscription Key has been introduced. For more information, see IGEL Licensing FAQ .

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 <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicenseesp&title=Overview&linkCreation=true&fromPageId=885883024> , section "Menu", list entry "Settings".

New Statuses for Product Packs

- The new statuses MERGED and NOT_YET_ACTIVATED have been added. For details, see the <https://igel-jira.atlassian.net/wiki/pages/createpage.action?spaceKey=enlitelicenseesp&title=Overview&linkCreation=true&fromPageId=885883024> for the ILP.

The IGEL License Portal (ILP) - User Guide

- [Registering on the IGEL License Portal \(ILP\)](#) (see page 231)
- [Overview](#) (see page 232)
- [Managing Your Company](#) (see page 235)
- [How to Move Licenses between Product Packs in the ILP](#) (see page 251)
- [How to Split an IGEL Product Pack](#) (see page 259)
- [How to Add a Comment to a Product Pack in the ILP](#) (see page 263)
- [How to Move a License to Another Device](#) (see page 266)
- [Working with UMS IDs in the IGEL Licensing Portal](#) (see page 276)
- [Bulk Removing Hardware from a Product Pack in the ILP](#) (see page 295)
- [How to Use IGEL OS 11 with IGEL Subscription - Create an EMP Product Pack from a WE Product Pack](#) (see page 301)
- [Multi-Licensed Hardware Cleanup for IGEL OS Devices](#) (see page 303)
- [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#) (see page 310)
- [How to Merge IGEL Product Packs](#) (see page 315)

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>¹¹¹

2. Click **Register**.

3. Fill in all fields and solve the captcha.

 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.

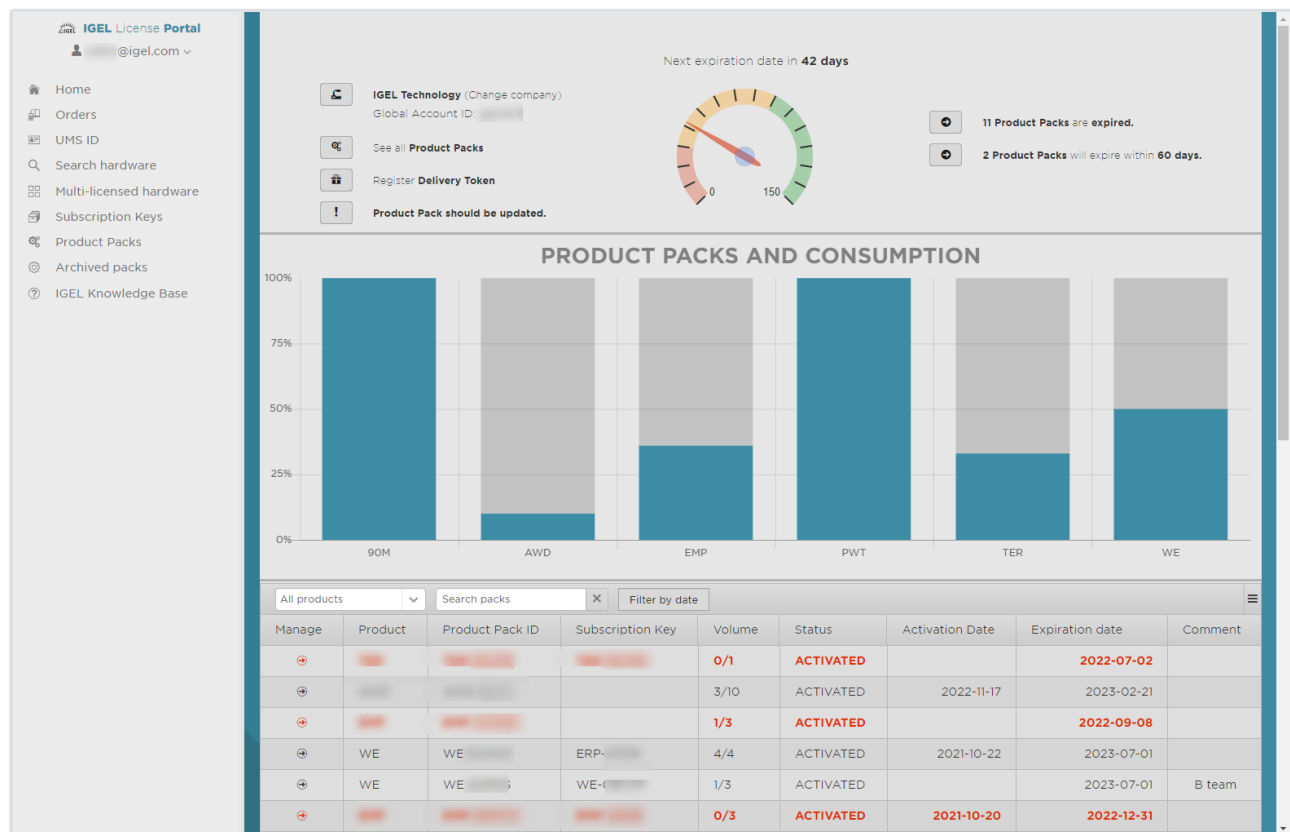
¹¹¹. <https://activation.igel.com/>

Overview

i Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found under [IGEL Subscription License \(ISL\) - FAQ¹¹²](#).

Dashboard

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



The dashboard's header shows the company name and the **Global Account ID**. From the header, you can jump to the Product Packs 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

112. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>

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.

Menu

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

- Account menu (**username@e-mail.com**):
 - **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
 - E-mail notification when a new Subscription Key is available
 - Set a company as the default company; this company will be selected when you log in to the ILP
 - **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 ID**: Register, remove, or edit one or more UMS IDs; manage Product Packs assigned to a UMS 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

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**

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 (from IGEL OS 11.01.110 to IGEL OS 11.06)

- **UDP:** License for UD Pocket
- **UDC3:** License for UDC3
- **ICG:** License for the IGEL Cloud Gateway (ICG)
- **ADDON:** License for add-ons that 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
- **IMI:** License for the IGEL Management Interface (IMI)
- **AIT:** License for the Asset Inventory Tracker (AIT)
- **UDC2UPGR:** License for upgrading UDC2 devices to UDC3

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.
- **ACCEPT PARTNER EULA:** The partner EULA needs to be accepted before using the Product Pack, e.g. Teradici.
- **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.
- **EULA NOT ACCEPTED:** The IGEL EULA needs to be accepted before using the Product Pack.
- **MERGED:** The Product Pack has been merged with another Product Pack. For more information on merging, see [How to Merge IGEL Product Packs](#) (see page 315).
- **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.

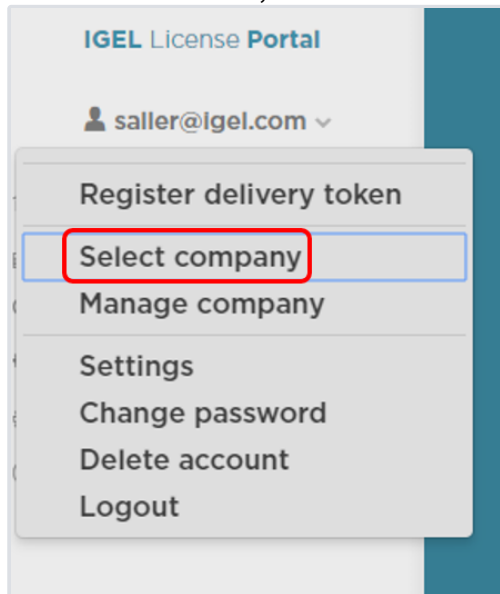
Managing Your Company

- [How to Select the Company in the ILP \(see page 236\)](#)
- [How to Withdraw an Invitation in the ILP \(see page 237\)](#)
- [How to Change the Role of a User in the ILP \(see page 239\)](#)
- [How to Remove a User from Your Company in the ILP \(see page 242\)](#)
- [Roles and Permissions in the IGEL License Portal \(see page 245\)](#)
- [How to Invite a User to Your Company in the ILP \(see page 246\)](#)

How to Select the Company in the ILP

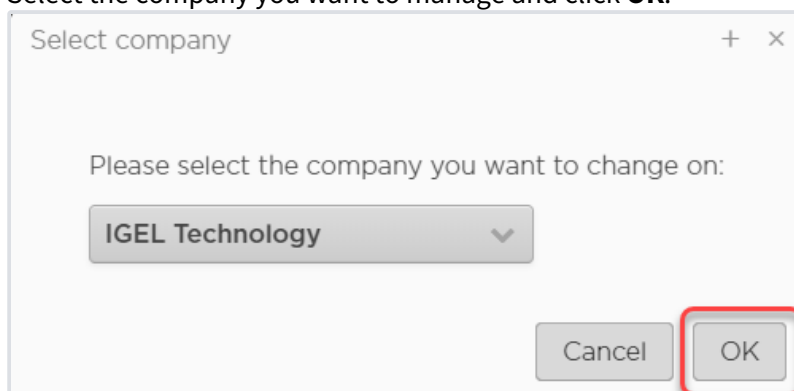
If you are assigned to more than one company, you must select the right company after login.

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>¹¹³.
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**.

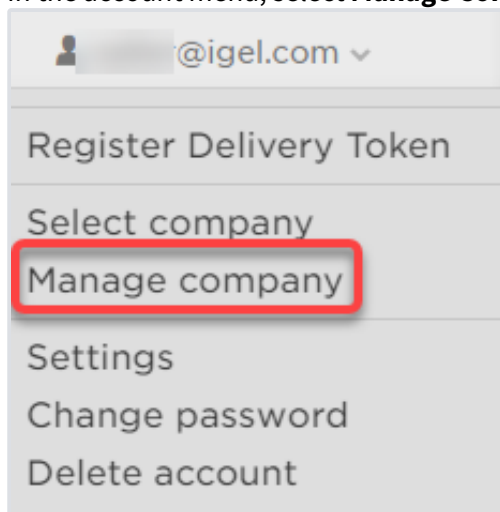


The dashboard shows the data for the selected company.

113. <https://activation.igel.com/>

How to Withdraw an Invitation in the ILP

1. If you are not logged in to the IGEL License Portal (ILP), login at <https://activation.igel.com>¹¹⁴.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [How to Select the Company in the ILP](#) (see page 236) .
3. In the account menu, select **Manage Company**.



4. The screen **Manage Company** is shown.
Pending invitations are displayed under **Pending Invitations**.

ending invitations are displayed under Pending invitations.

Pending Invitations

Search users

X

5. Click **Withdraw** in the appropriate line.

¹¹⁴. <https://activation.igel.com/>



Pending Invitations

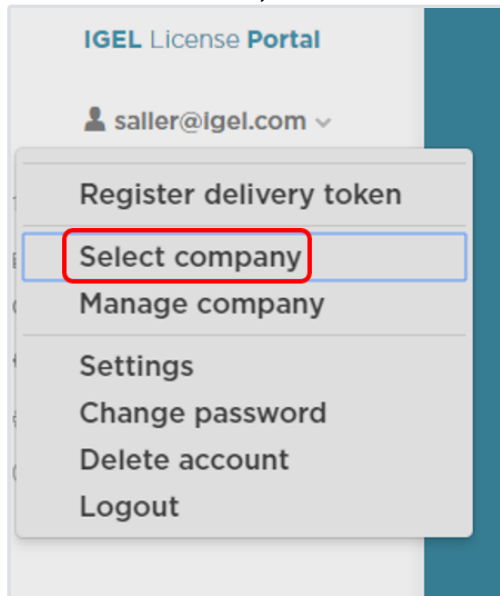
Search users

X

Name	Status	Invited by	Is the ...	Role	Invitation time	Manage
...@igel.com	User did not respond yet	...@igel.co...	X	Service Provider	2023-01-13	Withdraw Rein

How to Change the Role of a User in the ILP

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>¹¹⁵.
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**.

¹¹⁵. <https://activation.igel.com/>

Select company ×

Please select the company you want to work on

IGEL Technology ▼

OK Cancel

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**.

Search users × Invite user				
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**.



Change role of user "techdoc@igel.com" for company "IGEL Technology" ×

Service Provider ▼

Administrator

Service Provider

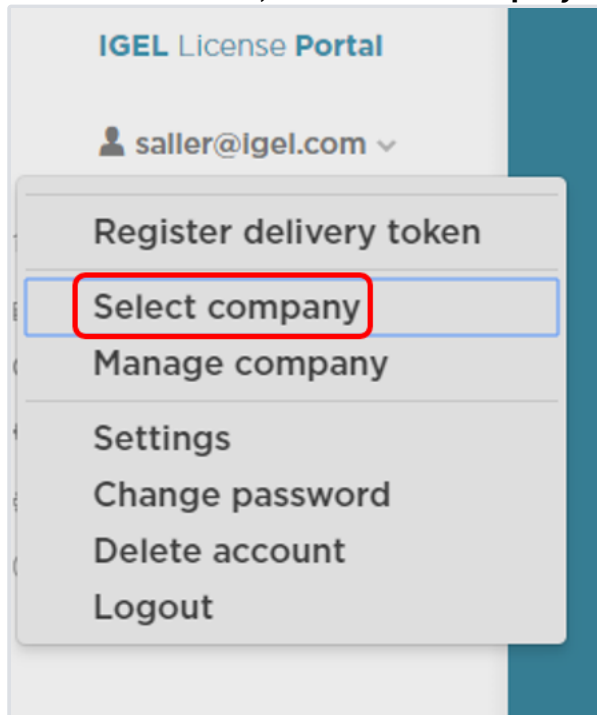
User

OK

Cancel

How to Remove a User from Your Company in the ILP

1. If you are not logged in to the IGEL License Portal, login at <https://activation.igel.com>¹¹⁶.
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**.

¹¹⁶. <https://activation.igel.com/>

Select company ×

Please select the company you want to work on

IGEL Technology ▼

OK Cancel

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**.

Manage Company

All Current Users of IGEL Technology

Username	E-Mail	Preferred language	Role	Manage
saller@igel.com	saller@igel.com	EN	ADMINISTRATOR	 Remove from company
saller2@igel.com	saller2@igel.com	EN	ADMINISTRATOR	 Remove from company



5. In the confirmation dialog, click **Yes**.
The user is removed from your company.

Roles and Permissions in the IGEL License Portal

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 [How to Invite a User to Your Company in the ILP](#) (see page 246) and [How to Withdraw an Invitation in the ILP](#) (see page 237)
- Remove a user from a company; see [How to Remove a User from Your Company in the ILP](#) (see page 242)
- Change the role of a user; see [How to Change the Role of a User in the ILP](#) (see page 239)
- Register a Delivery Token, which is required for getting licenses; see [ARCHIVE-IGEL Software Licenses How-Tos](#)
- Renew a subscription; see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#) (see page 310)
- Move licenses between Product Packs; see [How to Move Licenses between Product Packs in the ILP](#) (see page 251)
- Move licenses between devices; see [How to Move a License to Another Device](#) (see page 266)
- Split a Product Pack; see [How to Split an IGEL Product Pack](#) (see page 259)
- Add a comment to a Product Pack; see [How to Add a Comment to a Product Pack in the ILP](#) (see page 263)
- Manage and configure the UMS ID, which is used by Automatic License Deployment (ALD); see [Working with UMS IDs in the IGEL Licensing Portal](#) (see page 276)

Service Provider

The service provider is permitted to perform the following actions:

- Register a Delivery Token, which is required for getting licenses; see [IGEL Software Licenses How-Tos](#) (see page 77)
- Renew a subscription; see [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#) (see page 310)
- Move licenses between Product Packs; see [How to Move Licenses between Product Packs in the ILP](#) (see page 251)
- Move licenses between devices; see [How to Move a License to Another Device](#) (see page 266)
- Split a Product Pack; see [How to Split an IGEL Product Pack](#) (see page 259)
- Add a comment to a Product Pack; see [How to Add a Comment to a Product Pack in the ILP](#) (see page 263)
- Manage and configure the UMS ID, which is used by Automatic License Deployment (ALD); see [Working with UMS IDs in the IGEL Licensing Portal](#) (see page 276)

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

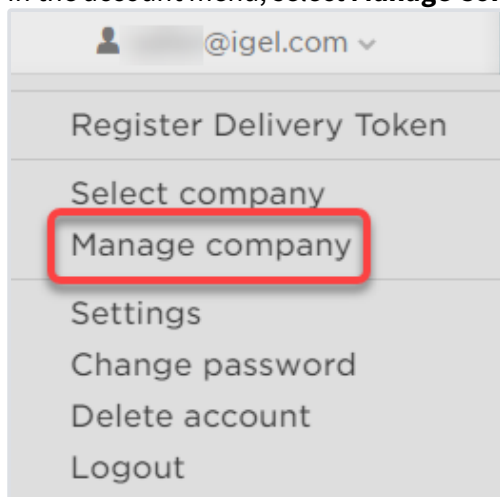
How to Invite a User to Your Company in the ILP

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 78) .

Instructions

1. If you are not logged in to the IGEL License Portal (ILP), log in at <https://activation.igel.com>¹¹⁷.
2. If the dashboard for the desired company is shown, continue with the next step. Otherwise, follow the instructions under [How to Select the Company in the ILP](#) (see page 236).
3. In the account menu, select **Manage Company**.



The screen **Manage Company** is shown.

4. Click **Invite user**.

¹¹⁷. <https://activation.igel.com/>



Manage Company

All Current Users of IGEL Technology

Name:

IGEL Technology

Global Account ID:

Search users

✕

Invite user

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

The dialog **Invite User** is shown.

- 5. 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.

Please do not use generic e-mail addresses (e.g. info@).
Also freemail providers aren't accepted (e.g.gmail.com).

Administrator

▼

Send

Cancel

6. 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.

Please do not use generic e-mail addresses (e.g. info@).
Also freemail providers aren't accepted (e.g.gmail.com).

E-mail...

Administrator

▼

Administrator

Service Provider

User

Send

Cancel

7. Click **Send**.

Invite User

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

Please do not use generic e-mail addresses (e.g. info@).
Also freemail providers aren't accepted (e.g. gmail.com).

Service Provider
▼

Send

Cancel

An invitation e-mail is sent to the user. The e-mail contains a link to the registration form for the IGEL License Portal. The user must register at the IGEL License Portal, unless registered already. The invitation is displayed under **Pending Invitations**, including the **Invitation time**:

Pending Invitations						
IGEL GmbH						
Name	Status	Invited by	Is the ...	Role	Invitation time	Manage
	User did not respond yet	@igel.co...	✗	Service Provider	2023-01-13	Withdraw

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



When the invitation has been pending for 30 days, it will be deleted.

How to Move Licenses between Product Packs in the ILP

 Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found [here](#)¹¹⁸.

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 in the IGEL License Portal (ILP). 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.

Removing the License from Product Pack A

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹¹⁹. 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.
4. Click **Remove hardware**.

118. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>

119. <https://activation.igel.com/>

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

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



EMP-R9HXH - Remove hardware

Remove hardware

Select the hardware you want to remove.

Search hardware

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

☒ I have read [I&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 of the device can be added to another Product Pack.

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

 0/10

 2020-01-24

Assigning the License to Product Pack B

1. Click **Add hardware**.

 **EMP**  EMP-6QQZV

 Manage

 Subscription ID:

EMP-6QQZV 

 Comment:



 ALD Token:

NOT SET 

Generate ALD token

 UMS Licensing IDs:

Manage UMS Licensing IDs

 Hardware:

Show hardware

Add hardware

Remove hardware

 Archive:

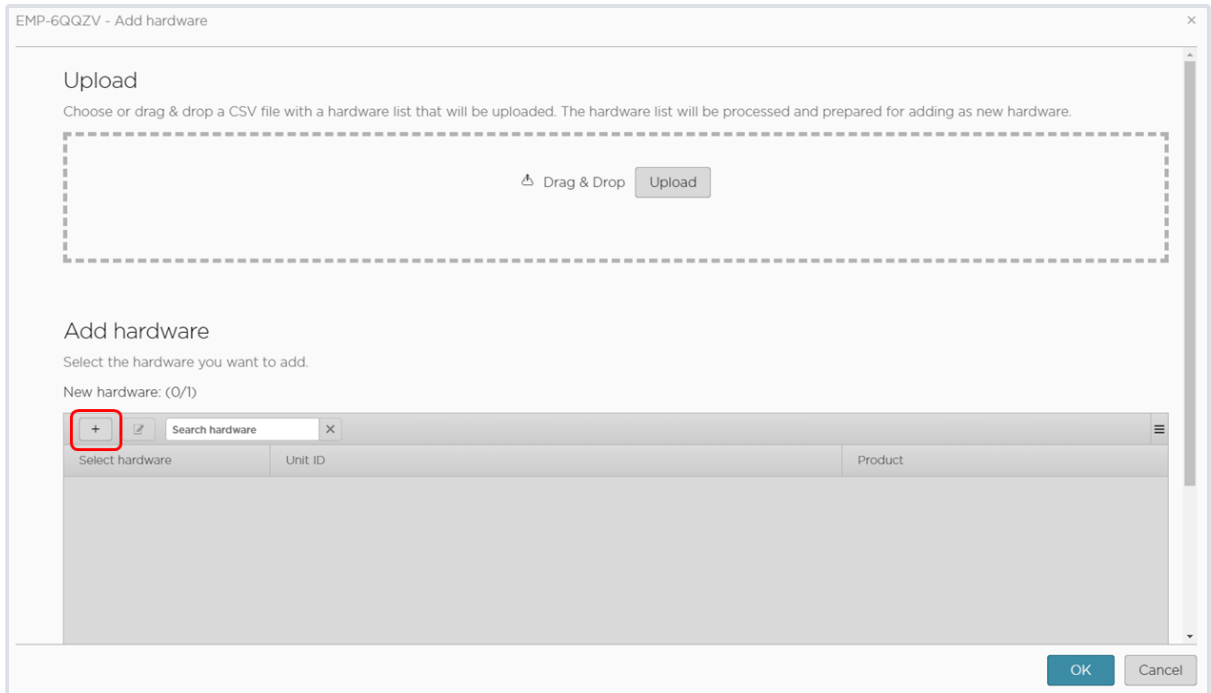
Archive product pack

 NEW

 0/1

 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 Upload

Add hardware

Select the hardware you want to add.

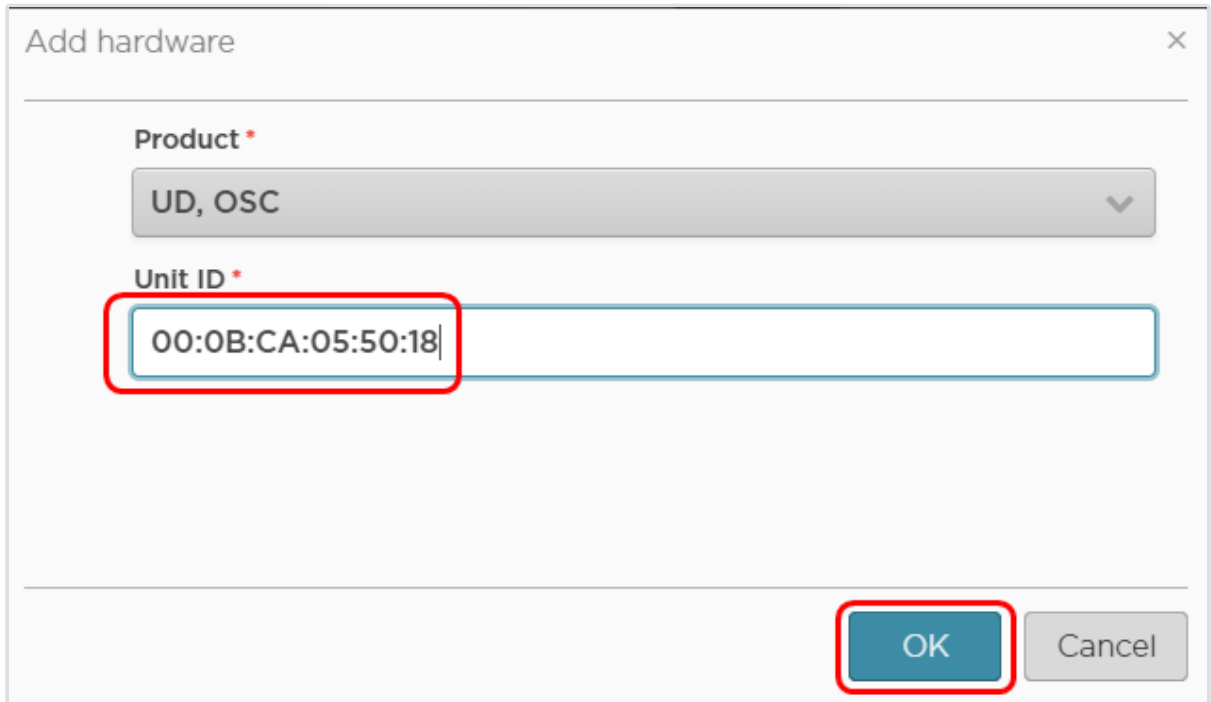
New hardware: (0/1)

+ Search hardware X

Select hardware	Unit ID	Product

OK Cancel

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



Add hardware

Product *

UD, OSC

Unit ID *

00:0B:CA:05:50:18

OK Cancel

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

Add hardware

Select the hardware you want to add.

New hardware: (1/1)

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

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

How to Split an IGEL Product Pack

The typical use case for splitting a Product Pack is as follows: You want to renew some licenses. But the licenses are organized in such a way that licenses that are to be renewed and licenses you do not want to renew are contained in the same Product Pack. Thus, you need a method to separate those licenses which should be renewed from those which should be exempted from the renewal. This is done by splitting the Product Pack.

Splitting a Product Pack will result in two Product Packs.

Splitting a Product Pack requires the IGEL License Portal (ILP); the IGEL Universal Management Suite (UMS) can not be used for this purpose.

You can only split one Product Pack at a time; bulk processing is not possible.



ICG Licenses Only in Multiples of 10

If you split a Product Pack that contains IGEL Cloud Gateway (ICG) licenses, the license count in the resulting Product Packs will always be a multiple of 10. Example: Your Product Pack has 90 licenses, and you want to halve it. As creating Product Packs with a count of 45 is not possible, you create one Product Pack with 50 licenses and one with 40 licenses.

Example: Separating Licenses for Renewal

In the following example, we will split those licenses that should not be renewed into a new Product Pack, so that the original Product Pack can be renewed.

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹²⁰. 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.
4. Click **Split product pack**.

120. <https://activation.igel.com/>

EMP

EMP-W4PGC

Manage

Product Pack ID:

EMP-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

Split:

Split Product Pack

Merge:

Merge with other Product Pack(s)

ACTIVATED

3/3

Expiration date: 2022-07-07

The **Split product pack** dialog opens.

- Specify the number of licenses that should be moved to the new Product Pack; in our example, these are the licenses that should not be renewed.

Split Product Pack

×

Select the number of slots to split into a new pack

←

1

→

☐ Split only empty slots

OK

Cancel

6. Select the licenses that should be moved to the new Product Pack.

Select the number of slots to split into a new pack

Search hardware

×

☐	Product	Hardware Value
☒	UD, OSC	(
☐	UD, OSC	
☐	UD, OSC	

»

«

Search hardware

×

☐	Product	Hardware Value

3 / 2

0 / 1

Select the number of slots to split into a new pack

Search hardware

☐	Product	Hardware Value
☐	UD, OSC	
☐	UD, OSC	

2 / 2

Search hardware

☐	Product	Hardware Value
☐	UD, OSC	

1 / 1

»
«

OK
Cancel

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

EMP EMP-... EMP-...

+ Manage

ACTIVATED 2/2

Expiration date: 2022-07-07

EMP EMP-... EMP-...

+ Manage

ACTIVATED 1/1

Expiration date: 2022-07-07

7. If you are using Automatic License Deployment (ALD): To check the results, open your UMS Console, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click the refresh button.

Used proxy server [Edit proxy configuration](#)

Connection test [Test connection](#)

Registered packs (information lastly updated on Jan 21, 2022 1:26:06 PM)

Pack ID	Product	Used lice...	Subscription status (expiration dat...	Status	Manual ...	Automa...	Automa...	Registration Error
WE-EI8KS	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
WE-ZQR...	Worksp...	1/3	Activated (Expiration date: Jul 1, 20...	Active	Enabled	Enabled	No Con...	
EMP-W4...	Enterpri...	2/2	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	
EMP-90...	Enterpri...	1/1	Activated (Expiration date: Jul 7, 20...	Active	Enabled	Enabled...	No Con...	

8. Continue with [Renewing a Maintenance / Subscription in the IGEL License Portal \(ILP\)](#) (see page 310), section "Renewal that Comprises Only Some Product Packs".

How to Add a Comment to a Product Pack in the ILP

To organize your Product Packs, you can add a comment to each Product Pack in the IGEL License Portal (ILP).

To add or edit a comment:

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹²¹.
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.

121. <https://activation.igel.com/>

UDC3

UDC3-AK5Z3

Manage

Subscription ID:

UDC3-AK5Z3

Comment:

Activation key:

7316-7d01-b560-6493-c182

ALD Token:

eae33481-b845-491d-81af-b60012c50e7d

Delete ALD Token

UMS Licensing IDs:

Manage UMS Licensing IDs

Hardware:

Show hardware

Add hardware

Remove hardware

Archive:

Archive product pack

ACTIVATED

0/1

2019-12-21

The **Edit comment** dialog opens.

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

Edit comment

My new UDC3

OKCancel

The comment is saved.

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

All products

All UMS Licensing IDs

my new

Filter by date

How to Move a License to Another Device

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



Feature Requires License

License portability requires a valid subscription. This applies to both IGEL OS 11 and IGEL OS 12. When the subscription expires, licenses cannot be moved between devices anymore.

Remove the License from Device A

1. Log in to the IGEL License Portal (ILP): <https://activation.igel.com>¹²². 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 device.
3. Click  in the appropriate list entry to open the management dialog.
The management dialog opens.
4. Click **Remove hardware**.

¹²². <https://activation.igel.com/>

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

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



EMP-R9HXX - Remove hardware

Remove hardware

Select the hardware you want to remove.

Search hardware

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

☒ I have read [I&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-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

 0/10  2020-01-24

Assign the License to Device B

1. Click **Add hardware**.

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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:

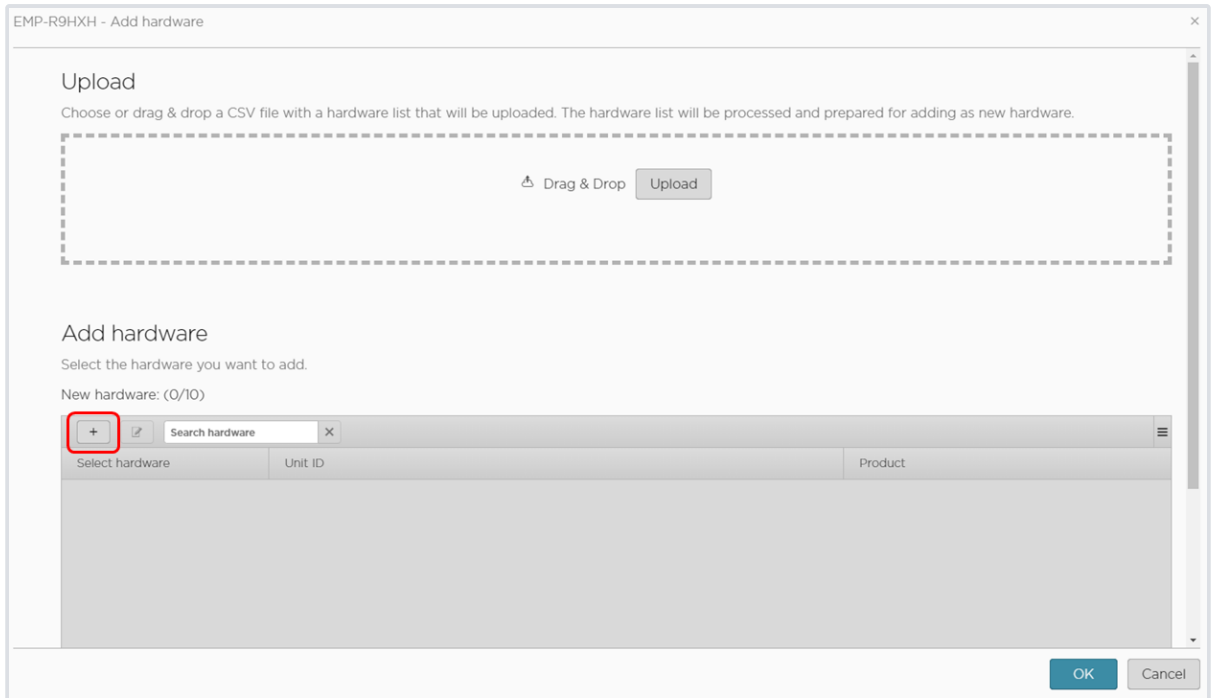
Split product pack

 ACTIVATED

 0/10

 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 Upload

Add hardware

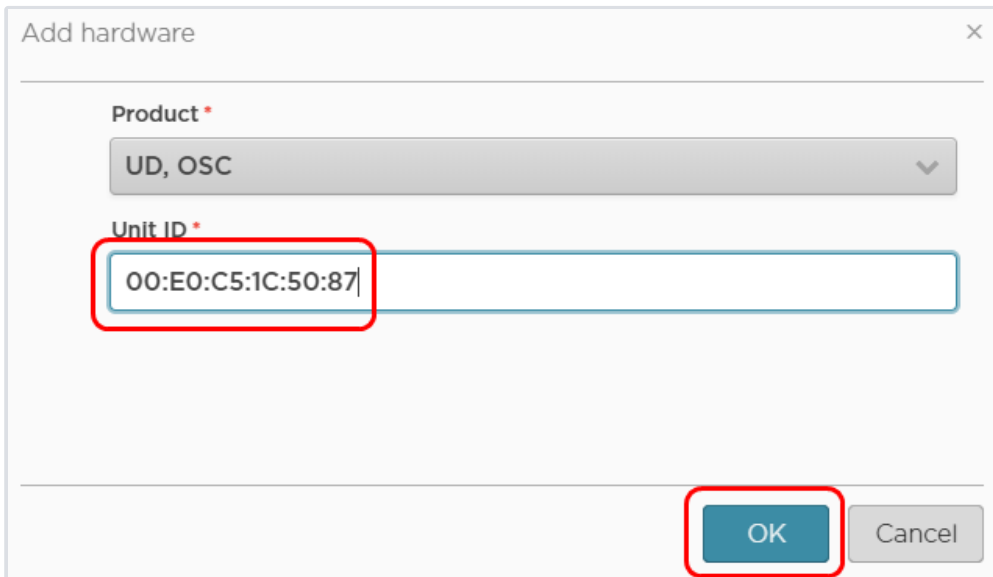
Select the hardware you want to add.

New hardware: (0/10)

Select hardware	Unit ID	Product

OK Cancel

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



Add hardware

Product *

UD, OSC

Unit ID *

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

OK Cancel

The new device license is shown.

3. 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

Upload

Add hardware

Select the hardware you want to add.

New hardware: (1/10)

Search hardware

Select hardware	Unit ID	Product
☒	00:E0:C5:1C:50:B7	UD, OSC

OK

Cancel

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

IGEL Subscription and More

272 / 319

 **EMP**  EMP-R9HXXH

 Manage

 Subscription ID:

EMP-R9HXXH 

 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

Check the Result

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

 **EMP**

EMP-R9HXXH

Manage

 Subscription ID:

EMP-R9HXXH



 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-R9HXX	
Search hardware	
Hardware	Activated
00:0B:CA:05:50:18	✕
00:E0:C5:1C:50:87	✓

Working with UMS IDs in the IGEL Licensing Portal

The IGEL Universal Management Suite (UMS) 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 [Setting up Automatic License Deployment \(ALD\)](#) (see [page 185](#))), registering your UMS ID on the IGEL License Portal (ILP) once saves you transferring an ALD Token for every single Product Pack.

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

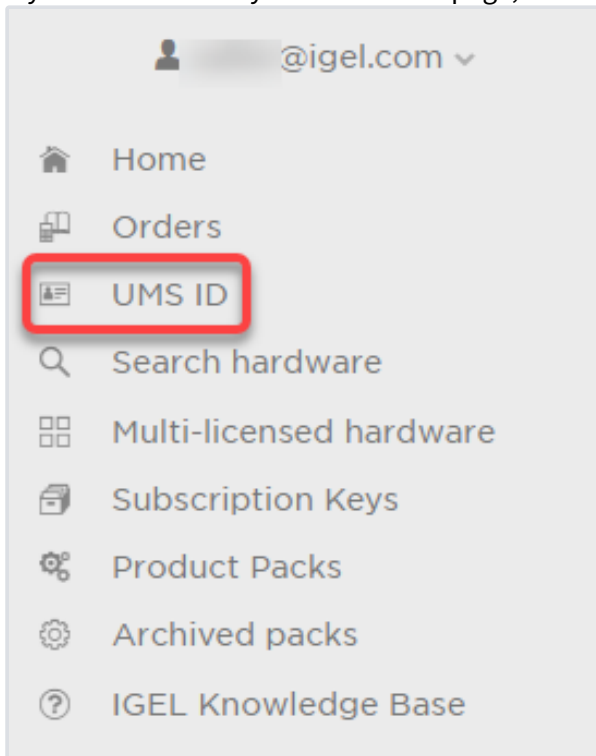
- [How to Review the UMS Certificate in the ILP](#) (see [page 277](#))
- [How to Edit the UMS ID in the ILP](#) (see [page 280](#))
- [How to Review the Assigned Product Packs in the ILP](#) (see [page 284](#))
- [How to Assign a Product Pack to a UMS ID in the ILP](#) (see [page 287](#))
- [How to Unassign a Product Pack from the UMS ID in the ILP](#) (see [page 291](#))

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

- [How to Obtain the UMS ID](#) (see [page 187](#))
- [How to Register the UMS ID in ILP](#) (see [page 188](#))

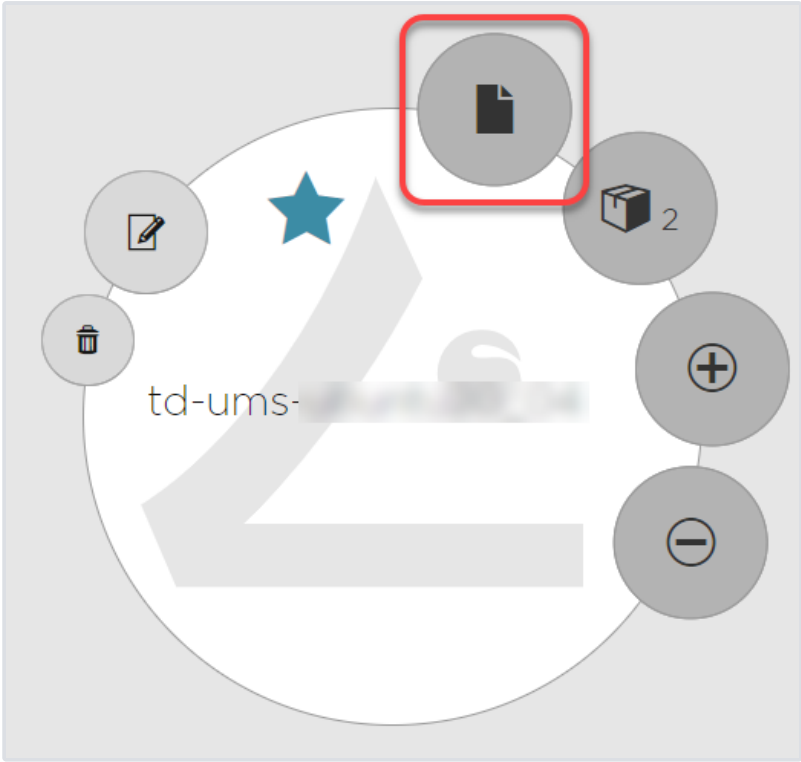
How to Review the UMS Certificate in the ILP

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



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

2. In the appropriate UMS ID symbol, click .



The certificate information is shown.



Certificate - td-ums-ubuntu20_04

Version

3

Serial

Issuer

Common Name

IGEL Remote Manager

Organization

Remote Manager Development

Organizational unit

IGEL Technology GmbH

Subject

Common Name

IGEL Remote Manager

Organization

Remote Manager Development

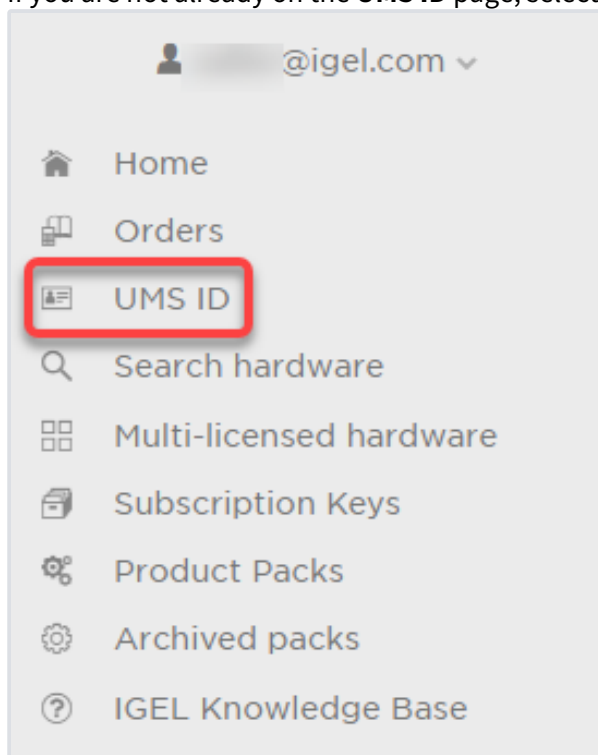
OK

How to Edit the UMS ID in the ILP

You can change the name of a UMS ID and the certificate which constitutes the UMS ID. Changing the name to a meaningful name can be useful if you have multiple UMS installations, and therefore multiple UMS 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 [How to Obtain the UMS ID \(see page 187\)](#).

To edit a UMS ID:

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

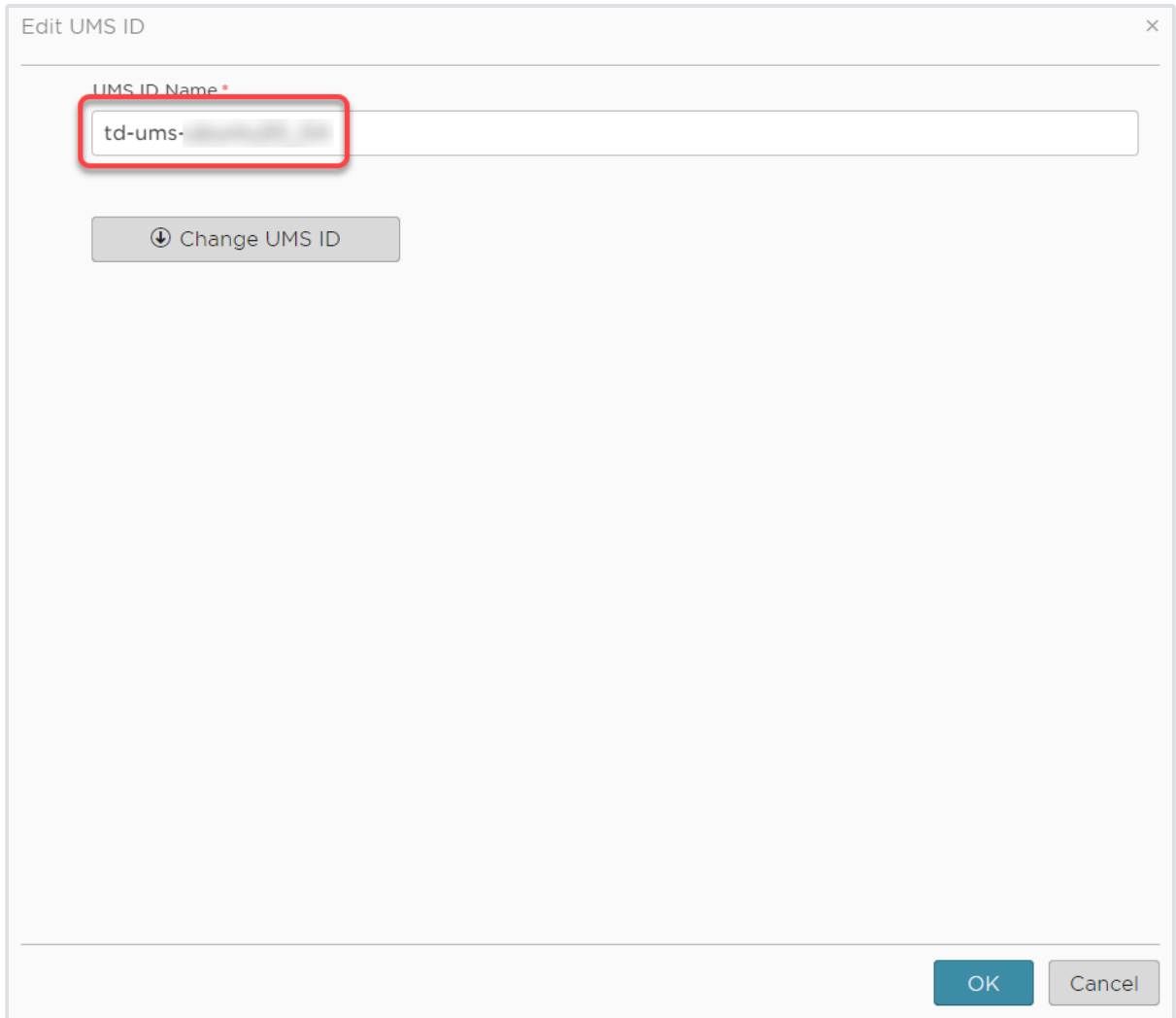


On the **UMS ID** page, your registered UMS IDs are shown.

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



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



UMS ID Name *

td-ums-

Change UMS ID

OK Cancel

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



Edit UMS ID

UMS ID Name *

td-ums-

⬆ Change UMS ID

Upload

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

📁 Drag & Drop

Upload

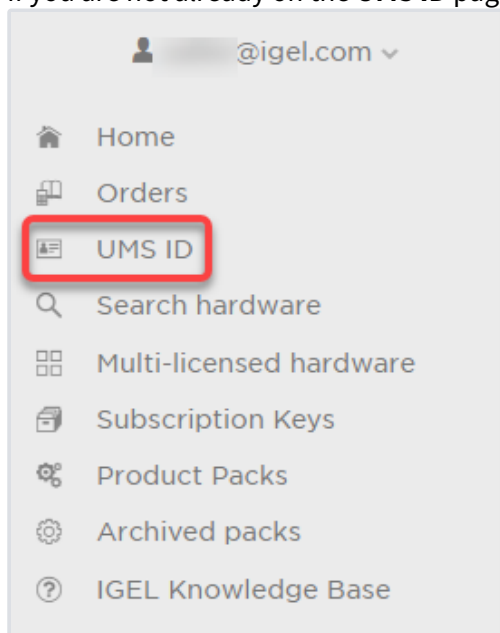
OK

Cancel

How to Review the Assigned Product Packs in the ILP

i Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found [here](#)¹²³.

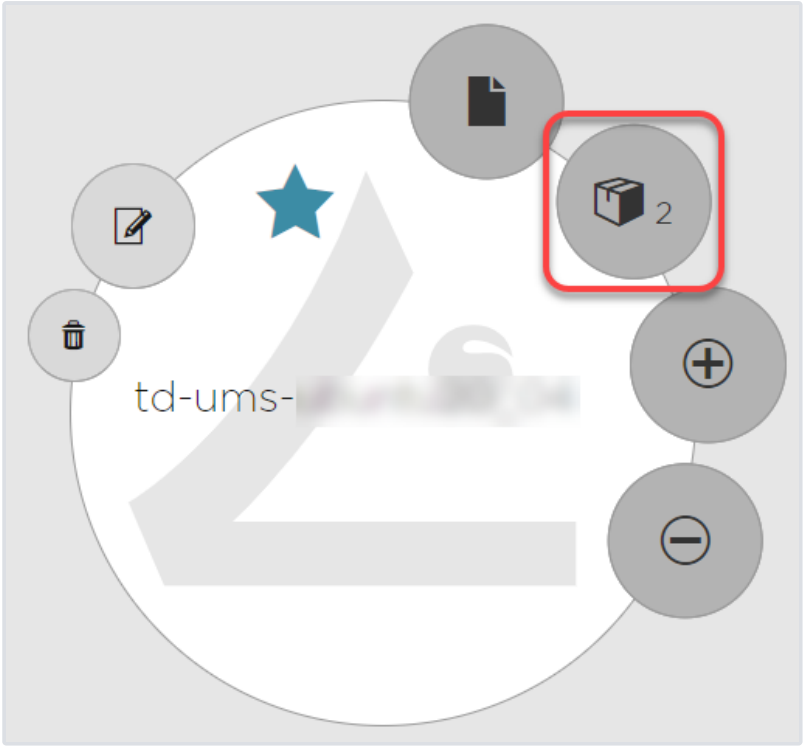
1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2.



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

2. In the appropriate UMS ID symbol, click .

123. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>



The Product Packs assigned to this UMS ID are shown.



Assigned Product Packs ×

Search packs ×

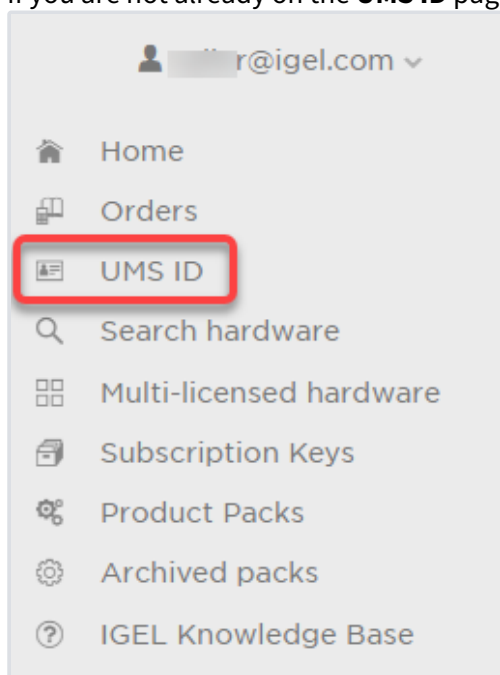
Product	Product Pack ID	Subscription Key	Volume	Status	Activation D
WE	WE- 	ERP- 	4/4	ACTIVATED	2021-10
WE	WE- 	WE- 	1/3	ACTIVATED	

OK

How to Assign a Product Pack to a UMS ID in the ILP

i Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found [here](#)¹²⁴.

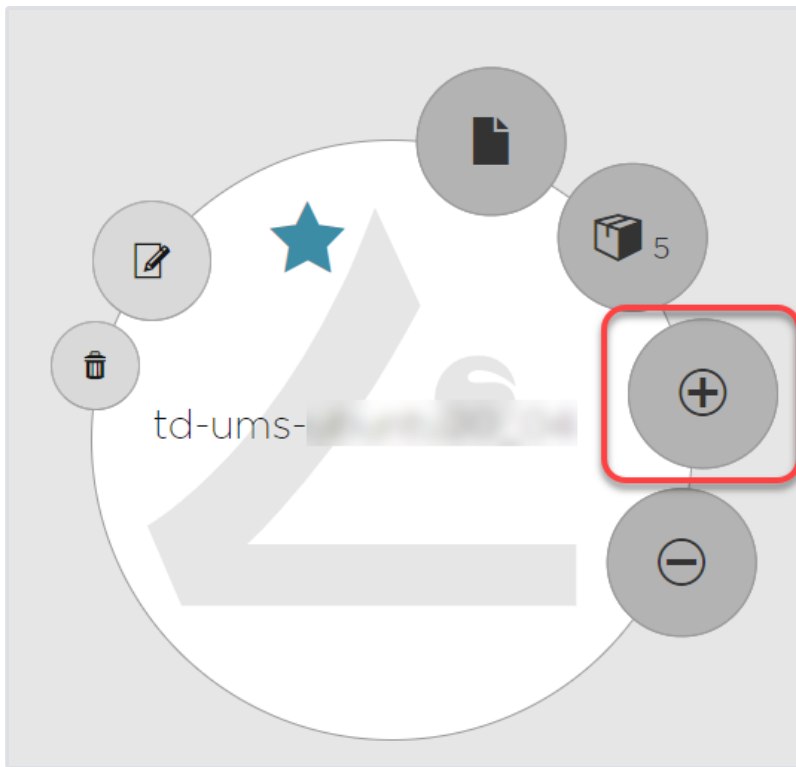
1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to step 2.



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

2. In the appropriate UMS ID symbol, click .

124. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>



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

Assign Product Packs ×

To assign Product Packs to the UMS ID, select them and click OK.

Search packs ×

☐	Product	Product Pack ID	Subscription Key	Volume	Status	Act
☐	TER	TER-I	TER-	0/1	ACTIVATED	
☐	AWD	AWD-		3/10	ACTIVATED	
☒	WE	WE-	WE-	2/4	ACTIVATED	
☐	EMP	EMP-I	EMP-	0/1	NEW	
☐	WE	WE-	WE-	0/1	ACTIVATED	
☐	TER	TER-	TER-	2/5	ACTIVATED	
☐	WE	WE-	WE-	0/1	ACTIVATED	
☐	AWD	AWD-		0/10	ACTIVATED	

OK

Cancel

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



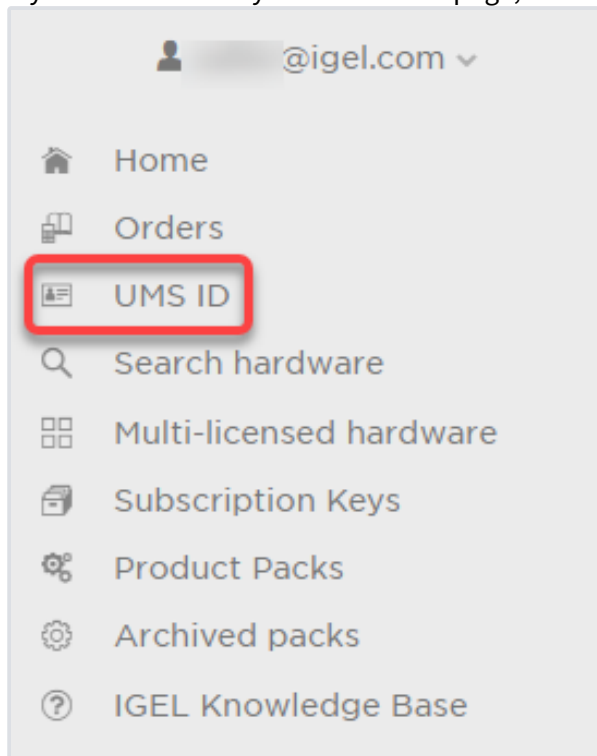
To review the licenses that are available to the UMS, go to **UMS Administration > Global Configuration > Licenses > Deployment** and click .

How to Unassign a Product Pack from the UMS ID in the ILP

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

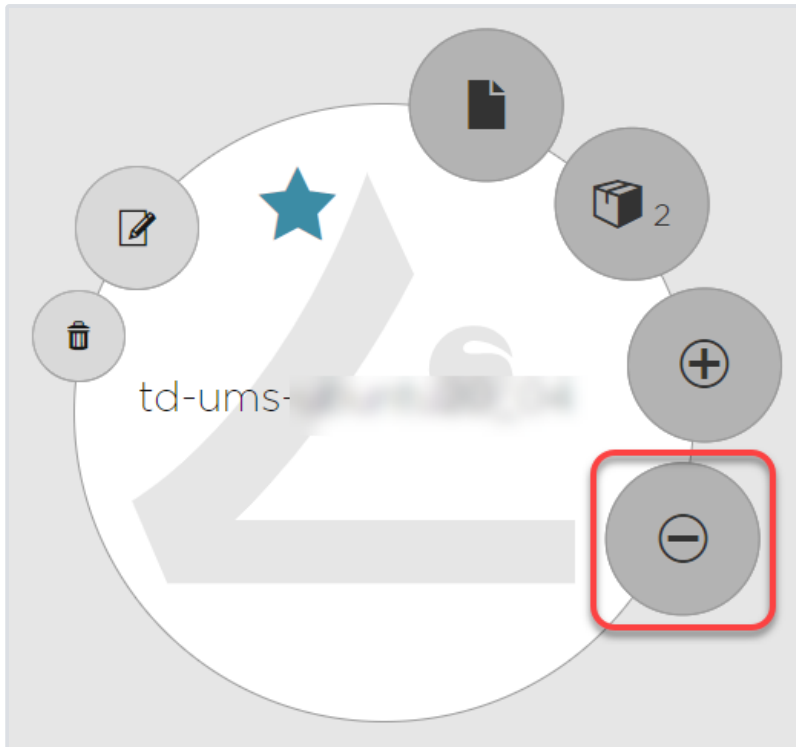
To unassign a Product Pack from a UMS ID:

1. If you are not already on the **UMS ID** page, select **UMS ID**. Otherwise, go to [step 2 \(see page 291\)](#).



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

2. In the appropriate UMS ID symbol, click  .



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

Unassign Product Packs

To unassign Product Packs from the UMS ID, select them and click OK.

Search packs

	Product	Product Pack ID	Subscription Key	Volume	Status	Acti
☒	WE	WE-	ERP-	4/4	ACTIVATED	
☐	WE	WE-	WE-	1/3	ACTIVATED	

OK

Cancel

The Product Packs are removed from the UMS ID.



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

Bulk Removing Hardware from a Product Pack in the ILP

You can bulk remove any number of devices from a Product Pack in the IGEL Licensing Portal (ILP) by means of a list of unit IDs in CSV format.

Creating the Unit ID List

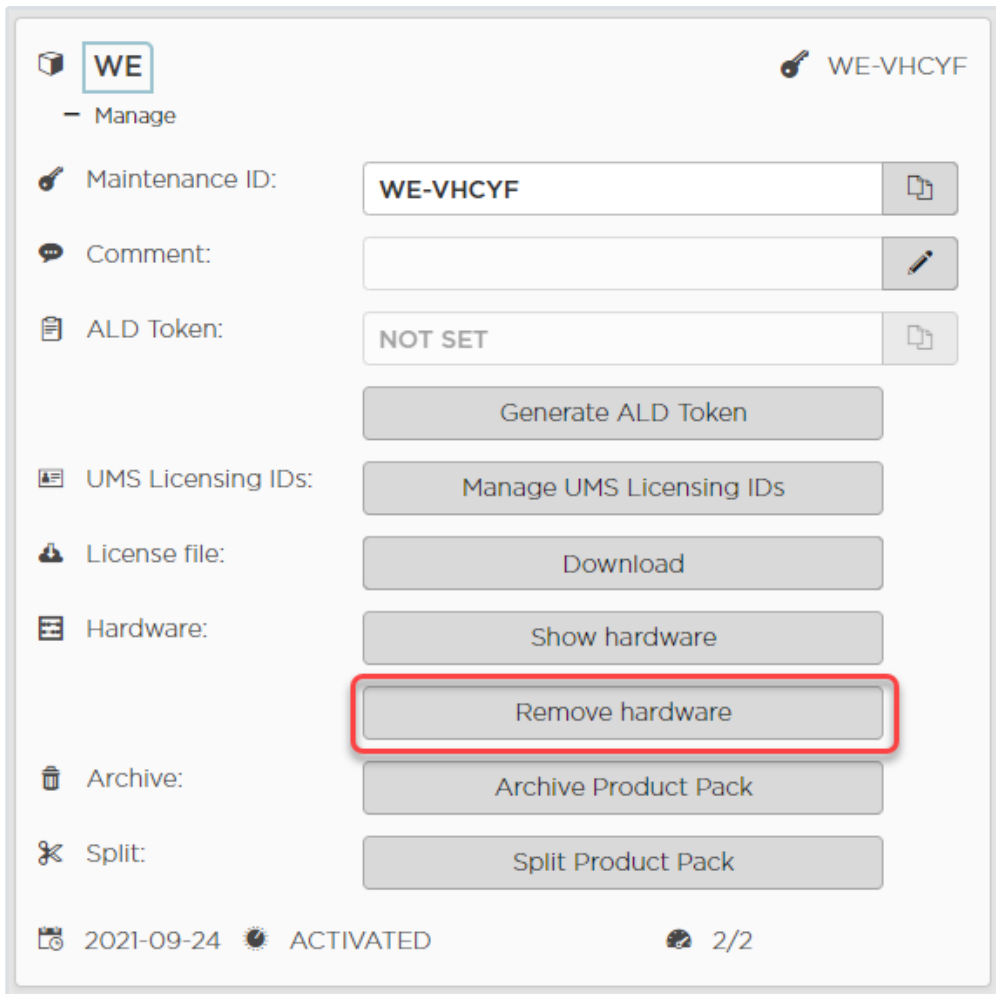
→ Create the unit ID list following the instructions under [Creating a Unit ID List for IGEL OS](#)¹²⁵.

Uploading the Unit ID List

1. Log in to the IGEL License Portal (ILP) at <https://activation.igel.com>¹²⁶.
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**.

125. <https://kb.igel.com/en/igel-subscription-and-more/current/creating-a-unit-id-list-for-igel-os>

126. <https://activation.igel.com/>



WE WE-VHCYF

— Manage

Maintenance ID: 

Comment: 

ALD Token: 

UMS Licensing IDs:

License file:

Hardware:

Archive:

Split:

 2021-09-24  ACTIVATED  2/2

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**.



WE-VHCYF - Remove hardware

Remove hardware

Choose or drag & drop a CSV file with a hardware list that will be uploaded. After that, you can remove the hardware.

Drag & Drop

Upload

Remove hardware

Select the hardware you want to remove.

Search hardware

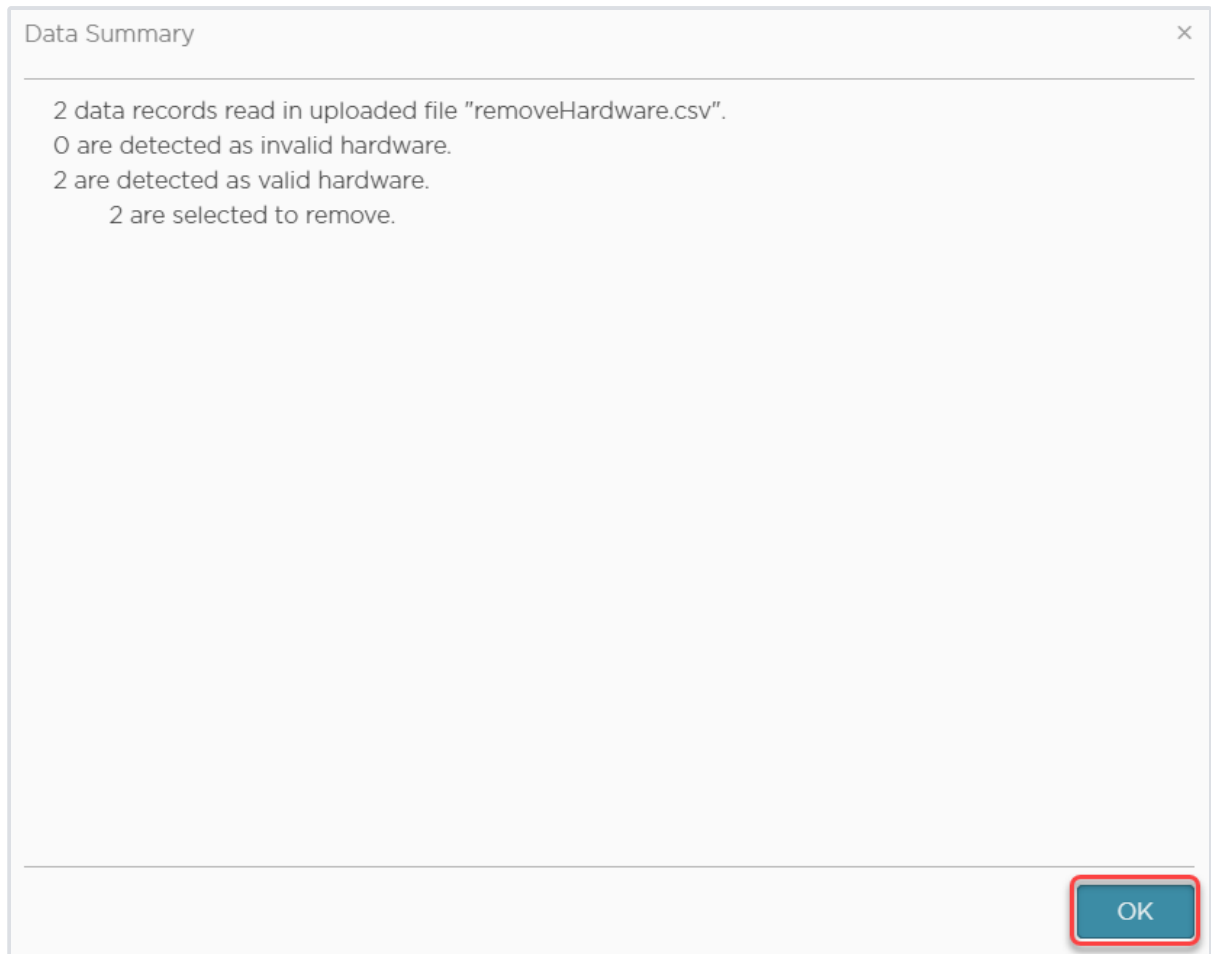
X

Select hardware	Unit ID	Product
☐	00:E0:C5:1C:50:B7	UD, OSC
☐	00:E0:C5:11:43:A5	UD, OSC

OK

Cancel

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



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

X

Select hardware

Unit ID

Product

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.

IGEL Subscription and More

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 **WE**

 WE-VHCYF

 Manage

 Maintenance ID:

WE-VHCYF



 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

 2021-09-24  ACTIVATED

 0/2

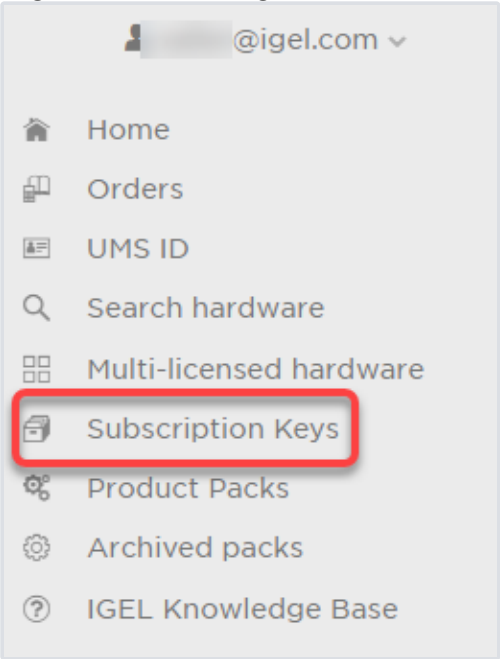


How to Use IGEL OS 11 with IGEL Subscription - Create an EMP Product Pack from a WE Product Pack

When you have purchased IGEL Subscription for IGEL OS 11 devices, you may need to provide them explicitly with EMP licenses to enable all features. You can use the IGEL License Portal (ILP) to create EMP Product Packs from the WE Product Pack you have purchased with the subscription.

To create an EMP Product Pack:

1. Log in to the ILP and go to **Subscription Keys**.



2. Open the details for the relevant Subscription Key.

Details	Subscription Key	Quantity	Start Date	Expiration Date	Status
⊕	[REDACTED]	1		2023-05-15	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	20	2021-04-29	2025-07-14	BOOKED
⊕	[REDACTED]	3		2023-07-01	BOOKED
⊕	[REDACTED]	4		2023-07-01	BOOKED
⊕	[REDACTED]	1		2023-05-15	BOOKED

3. Click **Create EMP**.

Subscription Key	Start date	Expiration date
	2021-04-29	2025-07-14
Status	Quantity	
BOOKED	20	Refresh Create EMP

+ Manage

 EULA NOT ACCEPTED  0/20

 Activation date: 2023-01-16 →  Expiration date: 2025-07-14

4. Confirm the dialog.

Create EMP Key ×

Do you want to create an EMP pack with 20 seats?

The EMP Product Pack is created.

Subscription Key	Start date	Expiration date
	2021-04-29	2025-07-14
Status	Quantity	
BOOKED	20	Refresh

 **EMP**   EMP-

+ Manage

 EULA NOT ACCEPTED  0/20

 Activation date: 2021-04-29 →  Expiration date: 2025-07-14

+ Manage

 EULA NOT ACCEPTED  0/20

 Activation date: 2023-01-16 →  Expiration date: 2025-07-14

Multi-Licensed Hardware Cleanup for IGEL OS Devices

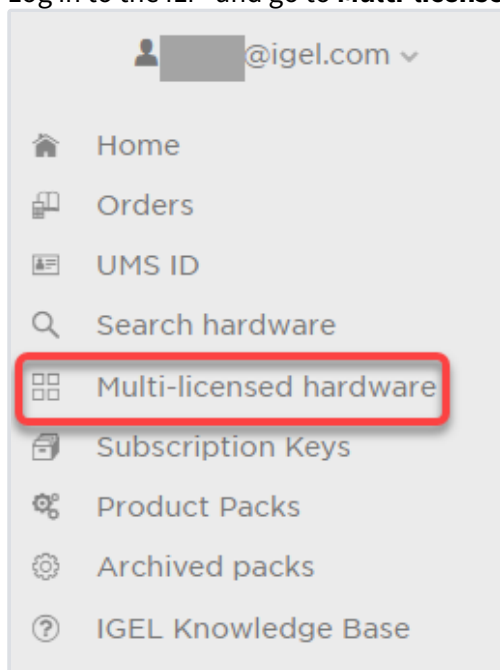
If both automatic and manual methods of license deployment have been used, it may happen that some endpoint devices occupy more licenses than necessary. This would, of course, prevent those licenses from being used by other devices. You can use the IGEL License Portal (ILP) to identify multi-licensed hardware and then perform an automatic or manual cleanup.

When the cleanup is done, the hardware, identified by its device ID, is decoupled from the surplus licenses so that those licenses can be assigned to other devices.

Automatic Cleanup

The automatic cleanup removes multi-licensed hardware from all Product Packs except the Product Pack with the latest expiration date.

1. Log in to the ILP and go to **Multi-licensed hardware**.



On the **Multi-licensed hardware** page, the number of endpoint devices that have surplus licenses and the number of licenses that can be cleared is shown.



Multi-licensed hardware

• 1 endpoints are licensed multiple times

• 2 licenses can be cleared

🗑 Automatic cleanup

Manual cleanup

Select multi-licensed hardware

XXXXXXXXXX (WE)

▼

☐	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume	⋮
☐	⊕	WE	WE-XXXXXX		ACTIVATED	2023-01-12	2024-01-18	1/50	
☐	⊕	WE	WE-XXXXXX	ERP-XXXXXX	ACTIVATED	2021-10-22	2023-07-01	4/4	
☐	⊕	WE	WE-XXXXXX	WE-XXXXXX	ACTIVATED		2023-07-01	2/3	

🗑 Remove hardware

2. Click **Automatic cleanup**.



Multi-licensed hardware

✖ Automatic cleanup

Manual cleanup

Select multi-licensed hardware

XXXXXXXXXX (WE)

▼

☐	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume	
☐	⊕	WE	WE-XXXXXX		ACTIVATED	2023-01-12	2024-01-18	1/50	
☐	⊕	WE	WE-XXXXXX	ERP-XXXXXX	ACTIVATED	2021-10-22	2023-07-01	4/4	
☐	⊕	WE	WE-XXXXXX	WE-XXXXXX	ACTIVATED		2023-07-01	2/3	

🗑 Remove hardware

3. Make sure that the automatic cleanup is the right procedure for your situation and review the [Terms & Conditions](https://www.igel.com/terms-conditions/)¹²⁷. If you are sure, confirm the dialog.

127. <https://www.igel.com/terms-conditions/>

Automatic Cleanup

The cleanup removes multi-licensed hardware from all product packs except the product pack with the longest expiration date.

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

OK

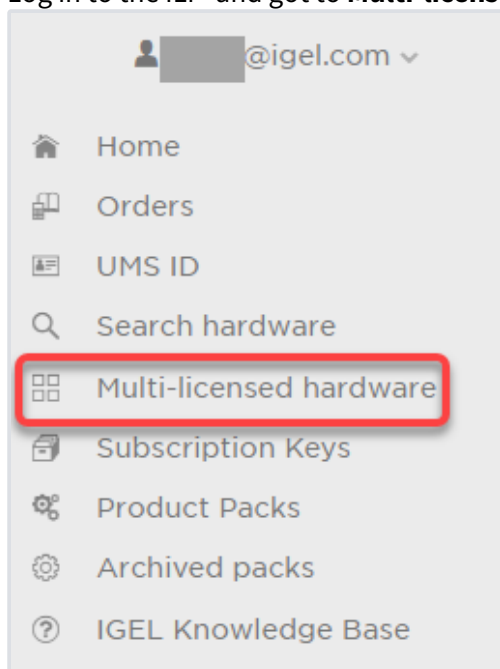
Cancel

The cleanup is performed.

Manual Cleanup

With the manual cleanup procedure, you review each endpoint device one by one and decide from which Product Packs you want to remove it.

1. Log in to the ILP and got to **Multi-licensed hardware**.





On the **Multi-licensed hardware** page, the number of endpoint devices that have surplus licenses and the number of licenses that can be cleared is shown.

Multi-licensed hardware

• 1 endpoints are licensed multiple times

• 2 licenses can be cleared

Automatic cleanup

Manual cleanup

Select multi-licensed hardware

(WE)

☐	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume	
☐	⊕	WE	WE-		ACTIVATED	2023-01-12	2024-01-18	1/50	
☐	⊕	WE	WE-	ERP-	ACTIVATED	2021-10-22	2023-07-01	4/4	
☐	⊕	WE	WE-	WE-	ACTIVATED		2023-07-01	2/3	

Remove hardware

2. Under **Select multi-licensed hardware**, select the endpoint device you want to remove from the surplus Product Packs, and then select the Product Packs to be removed.

Manual cleanup

Select multi-licensed hardware

☐	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume	
☐	⊕	WE	WE-		ACTIVATED	2023-01-12	2024-01-18	1/50	
☒	⊕	WE	WE-	WE-	ACTIVATED		2023-07-01	2/3	
☒	⊕	WE	WE-	WE-	ACTIVATED		2023-05-15	1/1	

Remove hardware

3. Click **Remove hardware**.



Manual cleanup

Select multi-licensed hardware

☐	Manage	Product	Product Pack ID	Subscription Key	Status	Activation date	Expiration date	Volume
☐	⊕	WE	WE-██████		ACTIVATED	2023-01-12	2024-01-18	1/50
☒	⊕	WE	WE-██████	WE-██████	ACTIVATED		2023-07-01	2/3
☒	⊕	WE	WE-██████	WE-██████	ACTIVATED		2023-05-15	1/1

Remove hardware

4. Review the selected hardware, the Product Packs from which it should be removed, and the [Terms & Conditions](#)¹²⁸. When you are sure, confirm the dialog.

Remove multi-licensed hardware

- Selected hardware: 00:50:56:93:0C:AD

will be removed from following Product Pack(s)

- WE-ZQR6S
- WE-01LQF

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

OK

Cancel

128. <https://www.igel.com/terms-conditions/>

IGEL Subscription and More

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- The cleanup is performed for the selected endpoint device.
5. Repeat steps 2 to 4 for the other endpoint devices, if available.

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

 Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found [here](#)¹²⁹.

 If a subscription is expired, IGEL OS devices will automatically reboot as soon as the subscription renewal is applied in the IGEL License Portal (ILP) and is synchronized with the IGEL Universal Management Suite (UMS).

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 licenses that belong to a Subscription Key. In this case, no further action is required. To check if the renewal has been applied correctly, proceed with [Typical Renewal](#) (see page 310).
- When you have ordered renewals for only a subset of licenses, please note that you can only renew all licenses in a Product Pack, not just part of them. Hence, the procedure depends on how your licenses are organized:
 - If your licenses are already organized appropriately, so that no Product Pack contains licenses that are to be renewed as well as licenses that should not be renewed, proceed with [Renewal that Comprises Only Some Product Packs](#) (see page 311).
 - If there are Product Packs that contain licenses that are to be renewed as well as licenses that are not to be renewed, you must split those Product Packs accordingly. For instructions, see [How to Split an IGEL Product Pack](#) (see page 259) Afterward, proceed with [Renewal that Comprises Only Some Product Packs](#) (see page 311).

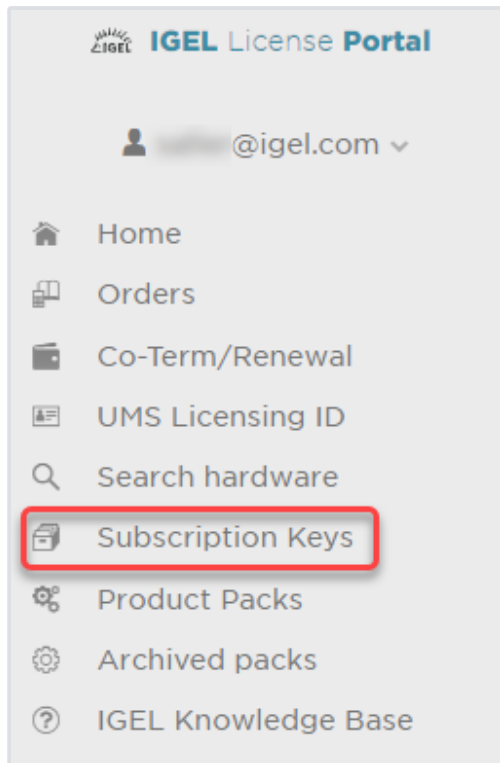
Typical Renewal/Migration

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**.

129. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>



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

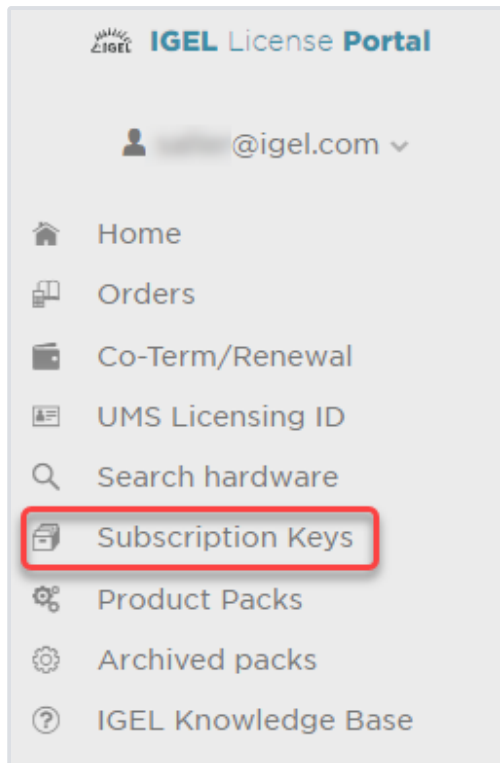
Subscription Keys

All Subscription Packs registered to IGEL Technology

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

Renewal/Migration that Comprises Only Some Product Packs

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



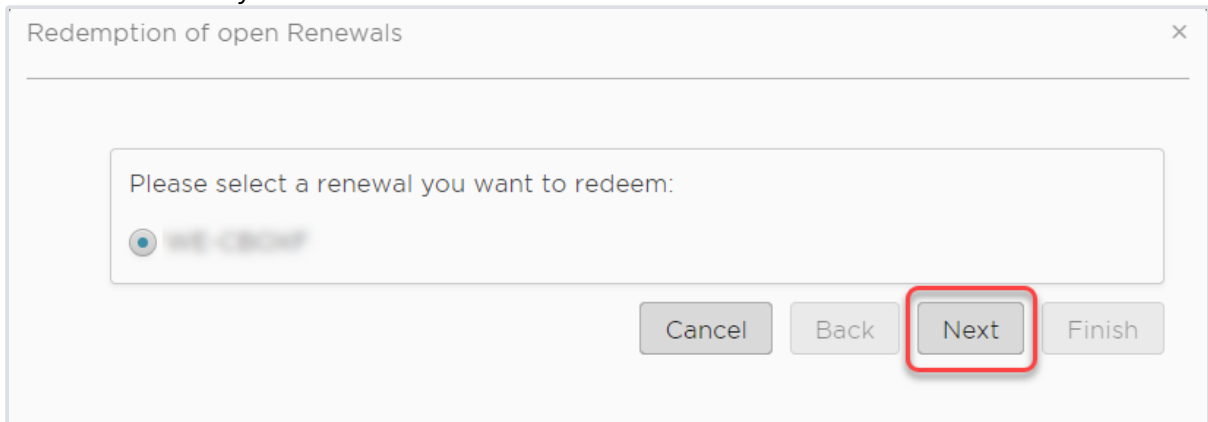
2. If your license renewal is also a license migration to COSMOS PAS: Check if the number of EMP licenses within the relevant Subscription Key is at least as high as the number of licenses you want to renew/migrate. If not, you have to create EMP licenses from the WE licenses within your Subscription Key. For instructions, see [How to Use IGEL OS 11 with IGEL Subscription - Create an EMP Product Pack from a WE Product Pack](#) (see page 301) .
3. 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
⊕	EMP-123456	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-789012	1			BOOKED_ILP
⊕	EMP-345678	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-901234	1	2021-07-02	2022-07-02	BOOKED_ILP
⊕	EMP-567890	5	2021-07-06	2022-07-06	BOOKED_ILP
⊕	EMP-123456	3		2023-07-01	OPEN

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



The dialog box is titled "Redemption of open Renewals" and has a close button (X) in the top right corner. Inside the dialog, there is a text prompt "Please select a renewal you want to redeem:" followed by a radio button selection area. One option, "WE-CLOUD", is selected. At the bottom right of the dialog, there are four buttons: "Cancel", "Back", "Next", and "Finish". The "Next" button is highlighted with a red rectangular border.

5. 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.

 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		
☐	Product Pack ID	Status	Seats
☐	WE-XXXX	ACTIVATED	3
☒	WE-XXXX	ACTIVATED	3
☐	WE-XXXX	MERGED	0
☐	WE-XXXX	MERGED	0
☐	WE-XXXX	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

 WE-XXXX

+ Manage

 ACTIVATED

 0/3

 Expiration date: 2022-07-01

How to Merge IGEL Product Packs

 Starting January 1, 2026, the Workspace Edition license will be replaced by the new IGEL Subscription License (ISL). This only applies to newly purchased licenses. Existing Workspace Edition licenses will remain valid. For this reason, Workspace Edition licenses (WE) and IGEL Subscription Licenses (ISL) are listed separately in the IGEL License Portal (ILP) and cannot be merged. Further information can be found [here](#)¹³⁰.

You can merge an IGEL Product Pack with one or more IGEL 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**.

Use Cases of Merging IGEL Product Packs

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.

Instructions

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

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

130. <https://kb.igel.com/en/igel-subscription-and-more/current/igel-subscription-license-isl-faq>

-  Home
-  Orders
-  Co-Term/Renewal
-  UMS Licensing ID
-  Search hardware
-  **Product Packs**
-  Archived packs
-  IGEL Knowledge Base

Product Packs

All Product Packs Registered to IGEL Technology

All products All UMS Licensing IDs Search Product Pac

 WE + Manage  ACTIVATED  Expiration date: 2022-07-01  WE-JSWIK 0/4	 WE  WE-CBOXF  WE-CBOXF  ACTIVATED  Expiration date: 2022-07-01 0/3
 WE + Manage  ACTIVATED  Expiration date: 2022-07-01  WE-CBOXF  WE-J8IPI 0/2	 WE + Manage  ACTIVATED  Expiration date: 2022-07-01  WE-CBOXF  WE-EJTMY 0/1

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

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

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) ×

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

☐	Product Pack / Maintenance ID	Volume	
☒	WE-J8IPI	0/2	
☒	WE-EJTMY	0/1	

OK Cancel

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

Merge with other Product Pack(s)

Do you really want to merge the following product packs:

WE-CBOXF
WE-J8IPI
WE-EJTMY

New Product Pack ID: WE-CBOXF

Cancel

Yes

The new Product Pack is created.

All products All UMS Licensing IDs Search Product Pac Filter by date

WE

+ Manage

ACTIVATED

WE-JSWIK

0/4

Expiration date: 2022-07-01

WE

+ Manage

ACTIVATED

WE-CBOXF

0/6

Expiration date: 2022-07-01