



## FAQ

# IGEL LICENSE PORTAL (ILP)

### Q1: What is the 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 [click here](#).

### Q2. 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, and user. You can find more information about the different roles [here](#).

### Q3: How do I access my purchased licenses?

Since September 2021, the purchased licenses are assigned directly to the end-customer's company account in the ILP. The end-customer's company is defined as the company detailed on the invoice. If no company account exists, the company account is created automatically based on the invoice information. You need an ILP user account which is assigned to the company account to access the licenses.

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

Alternatively, you can send your user details with an order:

- **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 email to finalize your registration. The administrator defines your user account role.

### Q4. Why do I need a global account ID?

The global account ID identifies the end-customer. This ID is 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 global account ID can also be used as a purchase reference number. The subscription key is located in the subscription key section of the ILP.

### Q5. I already have an ILP user account. How can I access my client's licenses on their ILP 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.com](#) and invite you afterwards.

Alternatively, your client can send your user details with the order:

- **No ILP administrator exists for your client's 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.

- **ILP administrator already exists for your company**

IGEL informs the administrator to invite you to the company account and to define your user role. Then you receive an invitation email 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.

## **Q6. 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 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.

## **Q7. 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 licenses you need the subscription key to place the order.

## **Q8. 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. The IT administrator works with the product packs to roll out licenses via the UMS to IGEL OS-powered endpoint devices.

## **Q9. 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 ID's, 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.

## **Q10. Can I order more or fewer licenses as part of a renewal?**

- **Renewal license seat number remains the same**

The expiration date of the subscription key and assigned product packs are updated automatically upon the renewal order

- **Renewal license seat is increased**

In this case, an additional product pack of ordered seats is assigned to the original subscription key (e.g. the original product pack is 10 seats and the renewal is for 12 seats (original 10, plus 2), then we add an additional product pack with 2 seats to the overlaying subscription key). If needed, you can merge the product pack with the other product packs assigned to your subscription key.

- **Renewal license seats are decreased**

Once the order is submitted, you must select the product packs you wish to retain under the "redeem renewal" section of the ILP. If you want to renew only a part of the licenses contained in a product pack, i.e., none of your product packs reflect the number of licenses you want to renew, you can split your licenses accordingly before redeeming the renewal. Click here for more details on [renewals in the ILP](#)

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