Good to Know

Hot Topics

- IGEL License Portal (ILP): What Is New in ILP 3.1.7?
- YouTube Video Not Playing / Issues With Web Content - IGEL OS(RPI4)
- Error: "legacy ICG Root (CA) certificate" When Updating to Igel OS 11.04 on Devices Connected via ICG
- Device Does Not Connect to ICG after Update to IGEL OS 11.04 or Higher
- Adapting IGEL OS 11.04 or Higher for Devices with Small Storage

Getting Started

- First Steps with IGEL
- IGEL OS(RPI4) for NComputing RX420(IGEL) - STEP-BY-STEP GETTING STARTED GUIDE[1]

First Steps with IGEL

IGEL Packages

Unpacking Your IGEL Universal Desktop Package

Your IGEL package has arrived.

1. Open up your IGEL package.

2. Your package includes:
   - The hardware you have ordered (Example: UD3)
     - 1x Endpoint device
     - 1x AC power cord
     - 1x Power supply with integrated DC cable

- 1x Foot stand

- The delivery note
- An information sheet with a QR code that will lead you to our IGEL License Portal - User Guide.
  You can scan the QR code with your smartphone or you use the URL on the sheet.
  Front side:

Back side:

Next Step

Unpacking Your UD Pocket

You will receive the UD Pocket in a small package so that you can put it in your trouser pockets as the name UD Pocket suggests.
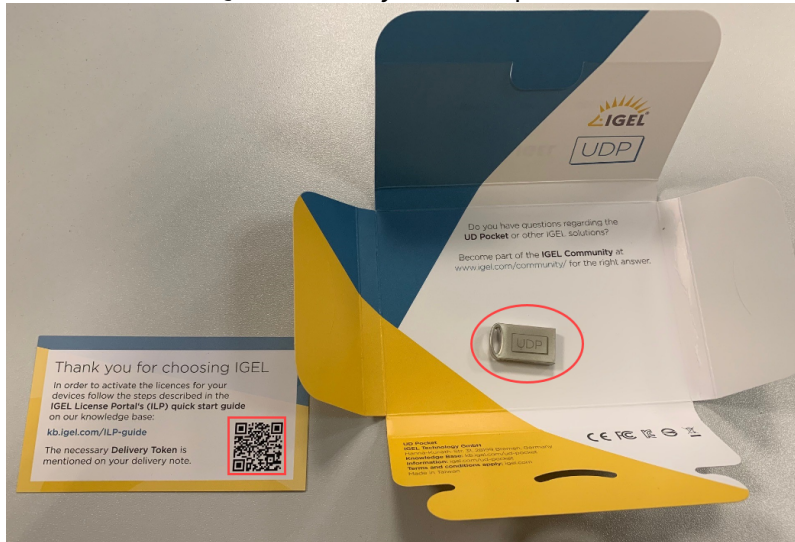
Front side:

Back side:

Package content:

- A UD Pocket

- An information sheet with a QR code that will lead you to our IGEL License Portal - User Guide. You can scan the QR code with your smartphone or use the URL on the sheet.
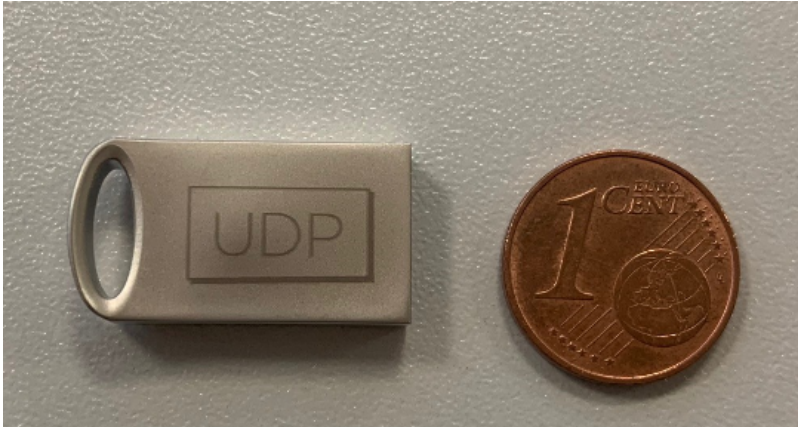

The UD Pocket

Front side:

Back side:

Next Step

Connecting Your IGEL Device

- Connecting Your IGEL UD Device(see page 14)
- Booting from UD Pocket(see page 17)

Connecting Your IGEL UD Device

You have opened your IGEL package, see Unpacking Your IGEL Universal Desktop Package(see page 5), and want to connect your device.

1. Attach the foot stand to the device, using the screw/s found on the bottom of the foot stand.

> ⚠ There are three different types of foot stands. Depending on the device type, you need one screw or two screws. See the following pictures.
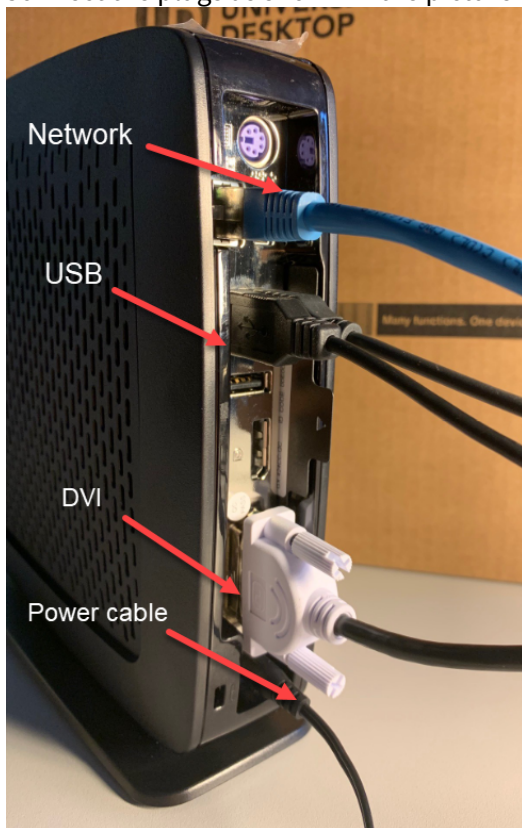
Two screws:
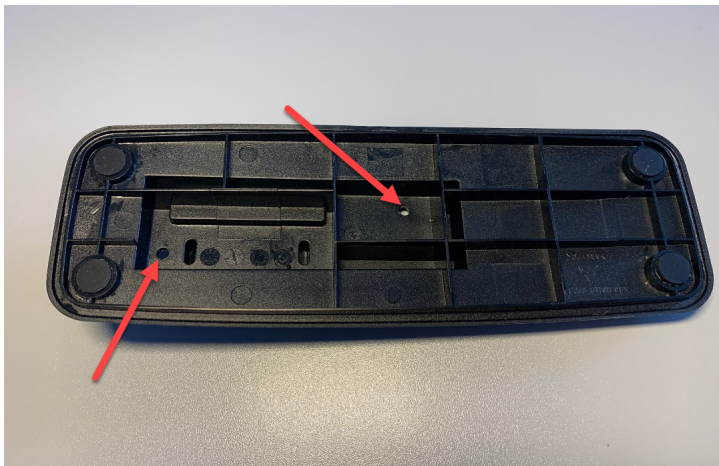
One screw:

One hand screw:

2. Connect the plugs as shown in the picture below. (Example with a UD3)

> ⓘ Depending on the device, the plugs may be arranged differently, see e.g. UD2 M250C, UD2 D220, UD3 M350C, UD3 M340C, UD6 H830C, UD7 H860C, UD7 H850C.

Next Step

Booting from UD Pocket

To connect and configure your UD Pocket, perform the following steps:

1. Connect the UD Pocket to your device via USB port.

2. Start the device.
3. While the device is booting, try pressing [F12] (in general), [F10] (Intel devices), or [F9] (Hewlett-Packard devices) in order to access a list of boot devices and select UD Pocket.

> (i) If the above does not work, access the BIOS settings via pressing [Del], [F1] or [F2] during boot and activate booting from USB storage media and/or change the boot order. When in doubt, see the BIOS/UEFI documentation for your system for details of how to boot from USB storage media. See also Boot Settings.

The device boots into UD Pocket and the Setup Assistant starts.
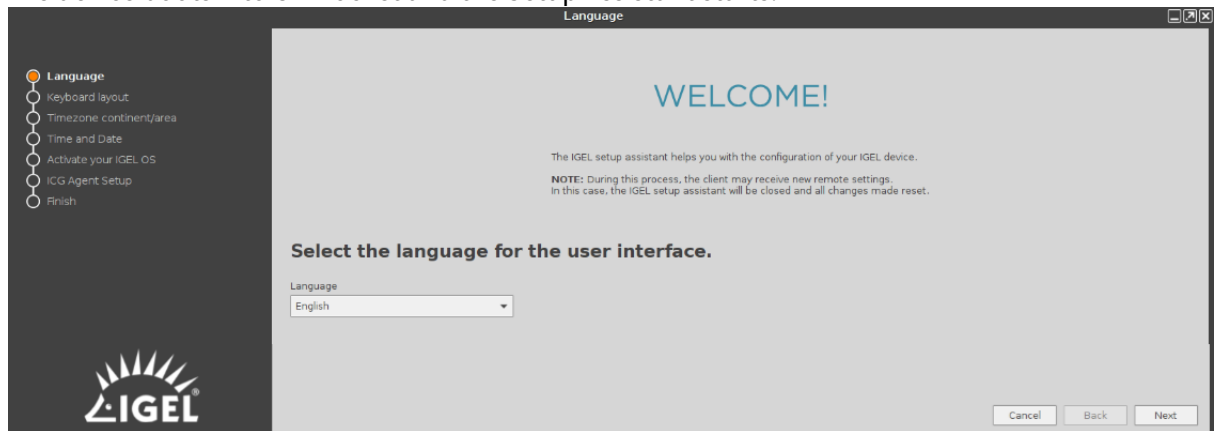
⬢ Do not remove UD Pocket from the computer until you have shut down the IGEL OS
contained on it. Otherwise, you can damage the operating system on UD Pocket and lose
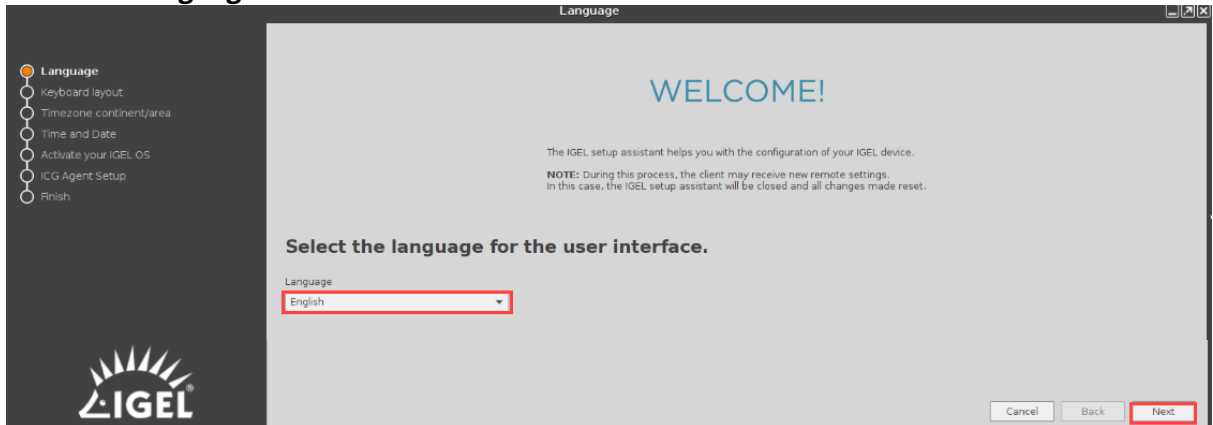your settings as well as data on other removable media.

Next Step

Setting Up the Device Initially

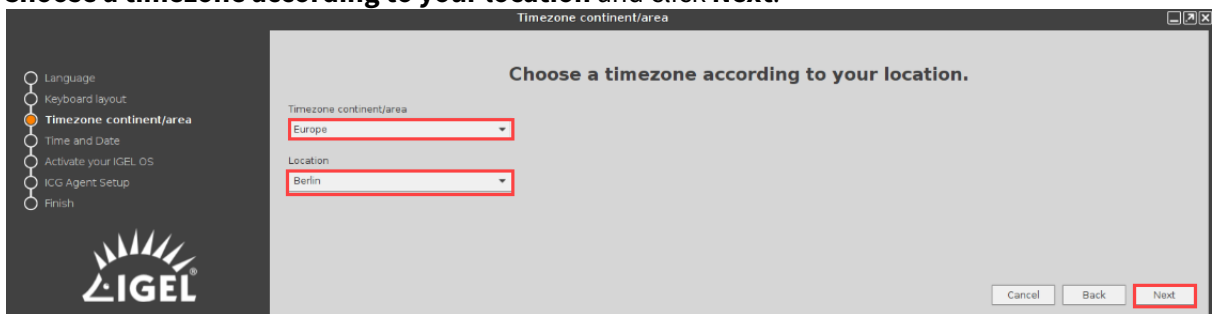The IGEL Setup Assistant has started after the device has booted for the first time.

1. **Select the language for the user interface** and click **Next**.

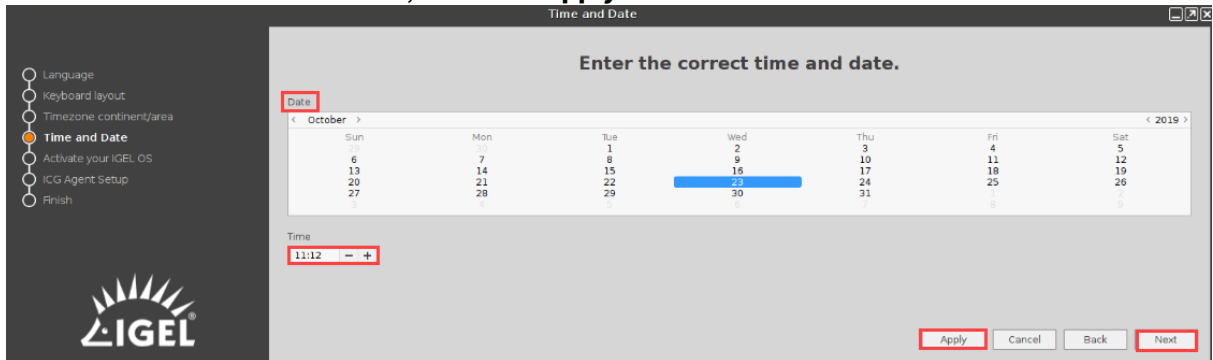2. **Select the keyboard layout of your keyboard** and click **Next**.

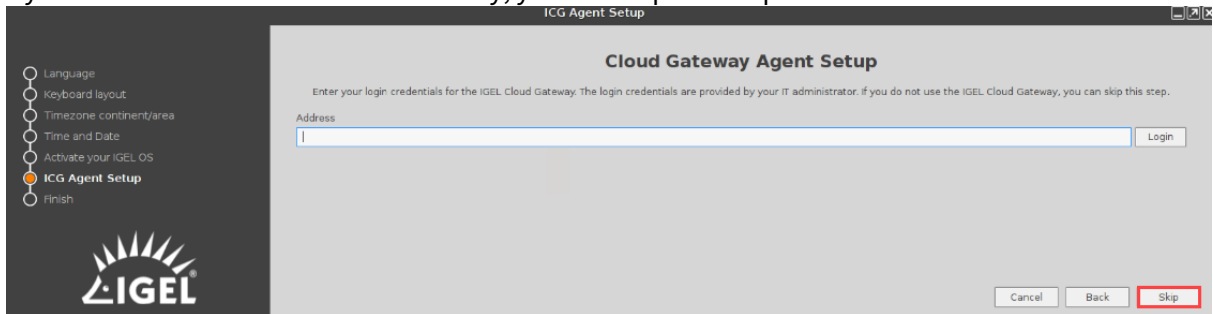3. **Choose a timezone according to your location** and click **Next**.

4. **Enter the correct time and date**; then click **Apply** and **Next**.

5. Under **Acquire device license**, select **Install license via UMS/ICG** and click **Next**.
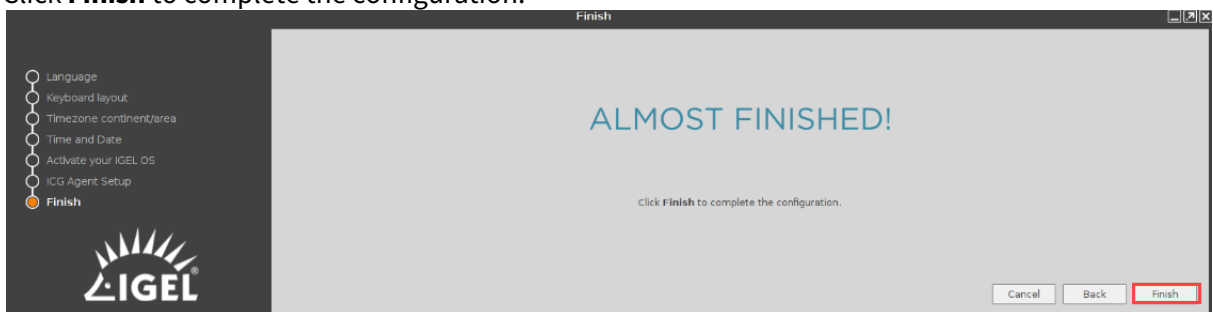

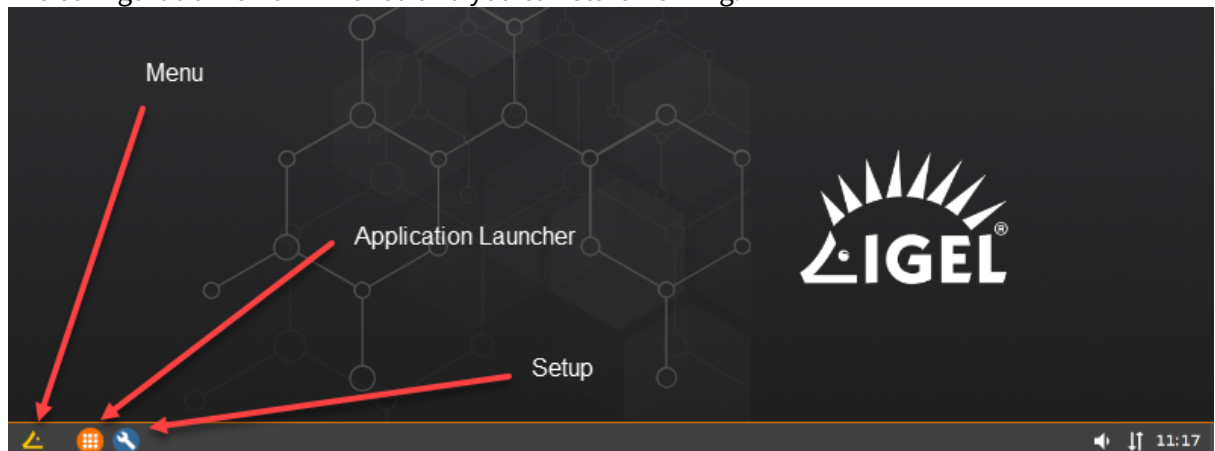6. If you do not use the IGEL Cloud Gateway, you can skip this step.

If you use the IGEL Cloud Gateway, see Working via IGEL Cloud Gateway (ICG).

7. Click **Finish** to complete the configuration.

8. The configuration is now finished and you can start working.

You can find the description of the IGEL OS desktop and the Setup in the IGEL OS reference manual.

Next Step

- If you have chosen in step 5(see page 20) the standard **Install license via UMS/ICG** option, proceed with Downloading and Installing the UMS(see page 28).
- If you have decided in step 5(see page 20) against the **Install license via UMS/ICG** option, proceed with IGEL License Portal(see page 36) and Deploying Your Licenses. See then also Using Devices without the IGEL UMS(see page 22).

Using Devices without the IGEL UMS

If you use devices without an IGEL UMS, you have to make the configurations in the IGEL Setup.

- Starting the IGEL Setup
- Setup Areas
- Setup Search

Starting the IGEL Setup

There are many ways to start the Setup with this symbol :

- **Application Launcher**,
  or click on **Run**.
- On the desktop (if available based on the settings).
- **Setup** in the desktop context menu (if available based on the settings).
- Select **System > Setup** in the start menu.
- **Quick Start Panel**.
- Launch the Setup using the keyboard command [Ctrl]+[Alt]+[s], or
  in the Appliance Mode using [Ctrl]+[Alt]+[F2].

> ⓘ You can configure how the Setup can be launched under **Accessories**. The options described above, as well as combinations thereof, are available.
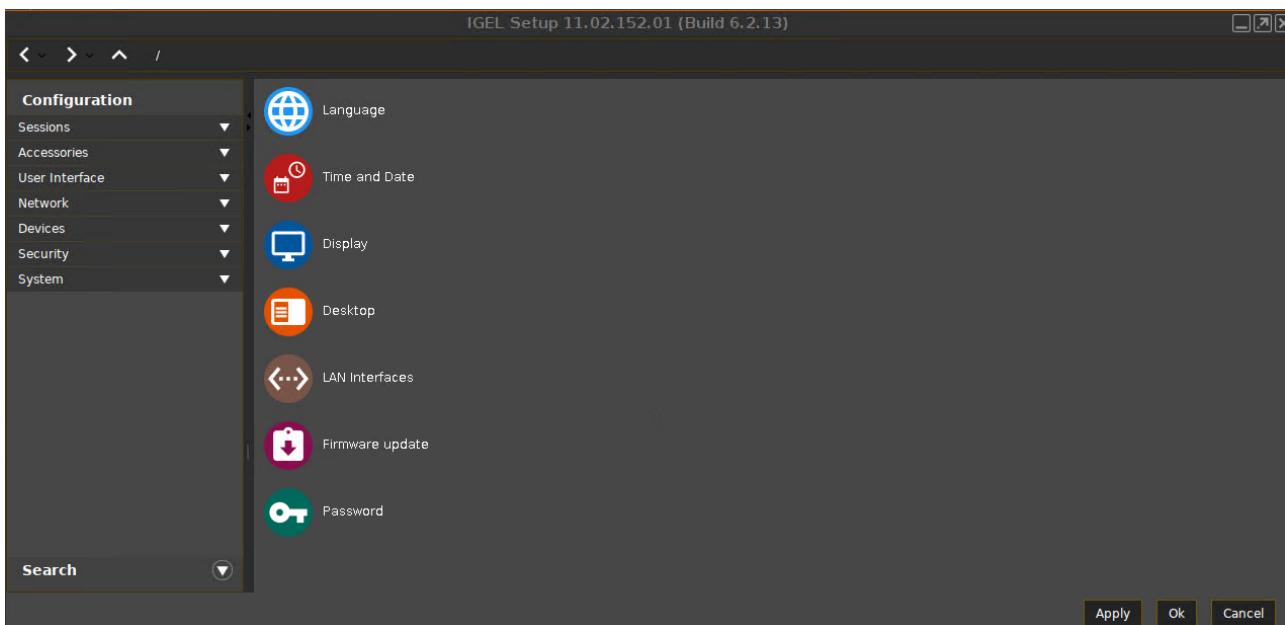
Setup Areas

IGEL OS

> (i) This is merely a brief overview. The detailed descriptions and functions of the individual areas can be found in the IGEL OS reference manual.

- **Sessions**: Allows you to configure application sessions such as ICA, RDP, PowerTerm, browser, and others
- **Accessories**: Allows you to configure various local tools - Setup pages for the local shell (Terminal), sound mixer, screen keyboard (for touchscreen monitors), options for the Application Launcher, and the Setup application itself.
- **User Interface**: Allows you to configure display settings, entry devices, hotkey commands, etc.
- **Network**: Allows you to configure all network settings for LAN/WLAN interfaces and the dial-up connections.
- **Devices**: Allows you to configure various devices.
- **Security**: Allows you to set the administrator/user passwords and user authorizations, etc**.**
- **System**: Allows you to set various basic system parameters including the date and time, information regarding the firmware update, remote management, etc.

▶ Click on a Setup area to open the relevant sub-structure.

The tree structure allows you to switch between the Setup options.

Three navigation buttons are available. The buttons allow you to move back and forth between the Setup pages you have visited or reach the next level up within the structure.

Setup Search

The **Search** function enables you to find parameter fields or parameter values within the Setup:

1. To start a **Search**, click on the button below the tree structure.
2. Enter the text to be searched for and the search details.
3. Select one of the hits.

4. Click on **Show result** and you will be taken to the relevant Setup page.
   The parameter or value found will be highlighted as shown below.
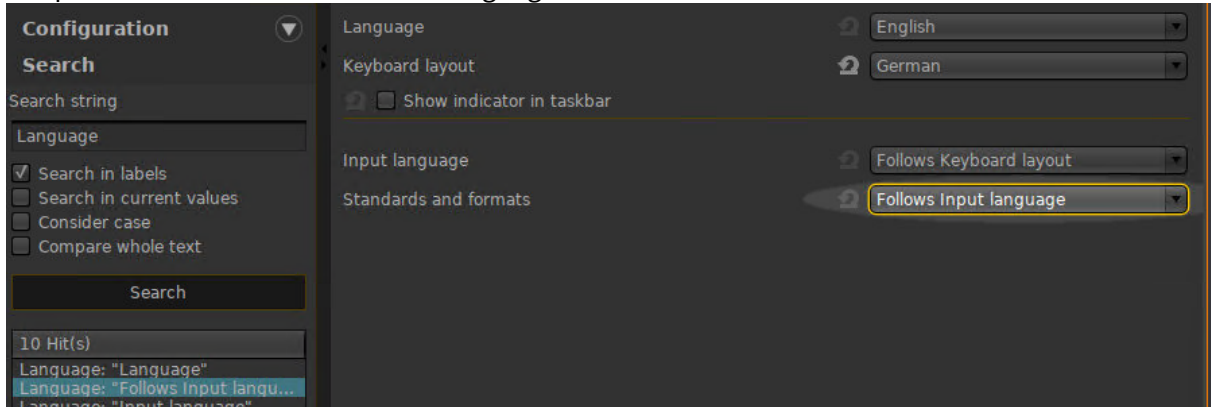
Firmware Updates

The following firmware update methods are available:

- Firmware Update with a USB storage device, see Firmware mit einem USB-Gerät aktualisieren.
- Firmware Update by using the Linux console, see Firmware über die Linux-Konsole aktualisieren.

Working via IGEL Cloud Gateway (ICG)

If you are in step 6 of the IGEL Setup Assistant and want to connect your device via the IGEL Cloud Gateway (ICG) because you want to work from home or while traveling, perform the following steps:

1. Enter your login credentials, which are provided by your IT administrator, and click **Login**.
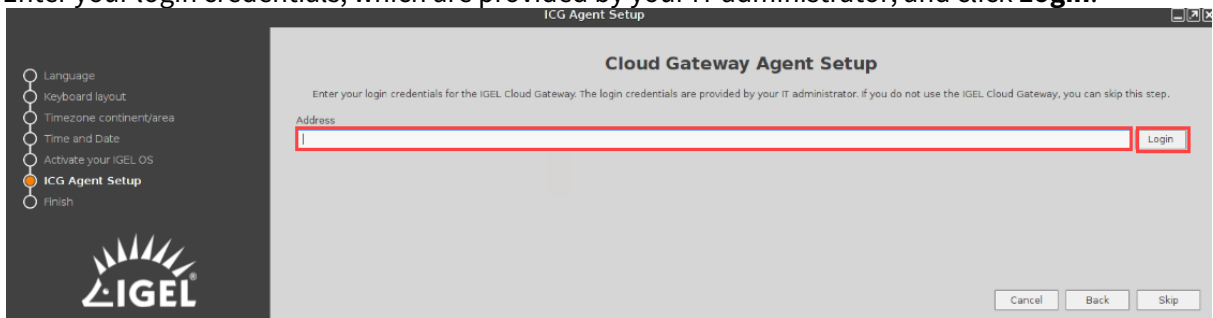
2. Enter the missing part of the **ICG Server certificate fingerprint** and the **ICG One-Time Password**. Press **Login**.
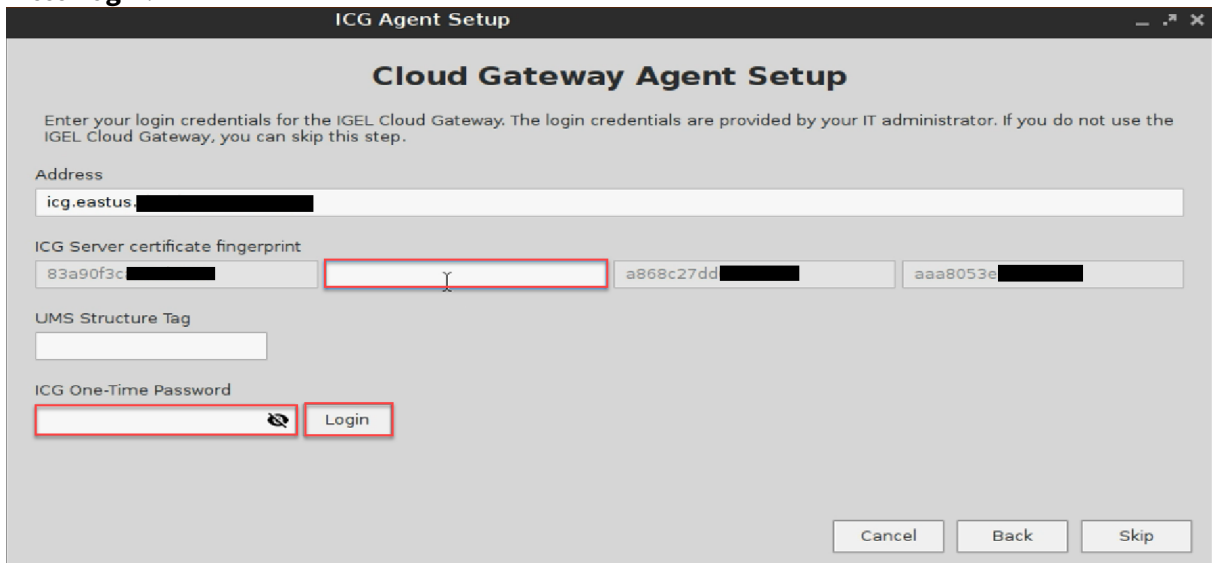
The message **ICG connection ready!** is shown.

3. Click **Next**.

When the ICG is registered with the UMS, the configuration is complete and you can start working.

Universal Management Suite

Downloading and Installing the UMS

Now you have to install and configure the Universal Management Suite (UMS).

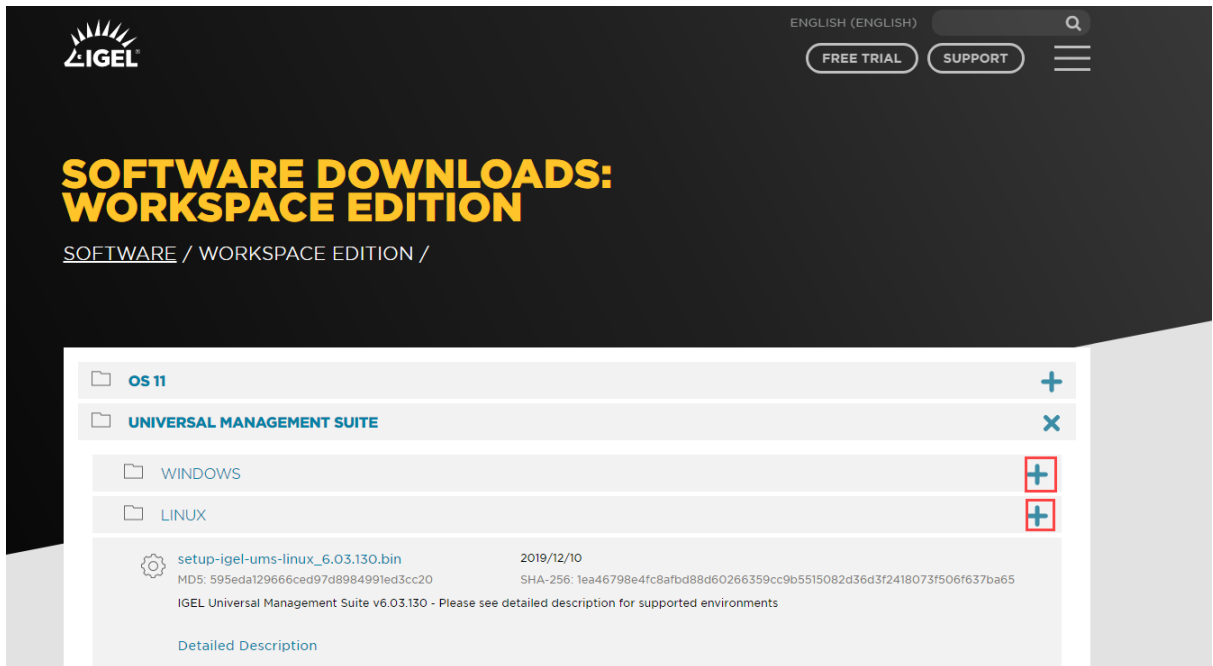Information about the Universal Management Suite can be found at igel.com[2] and at Endpoint Management (UMS).

Downloading the UMS

1. Download the current version of the IGEL Universal Management Suite from the IGEL download server[3].
2. Choose your operating system.

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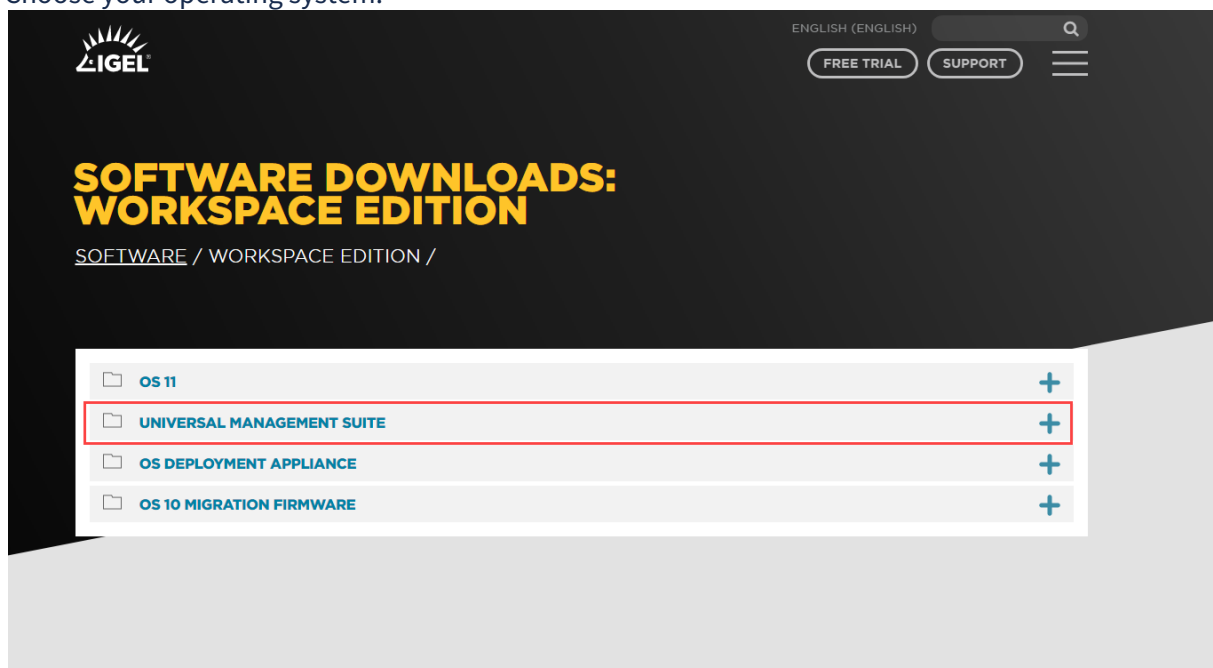
3. Choose the latest UMS version for your download.
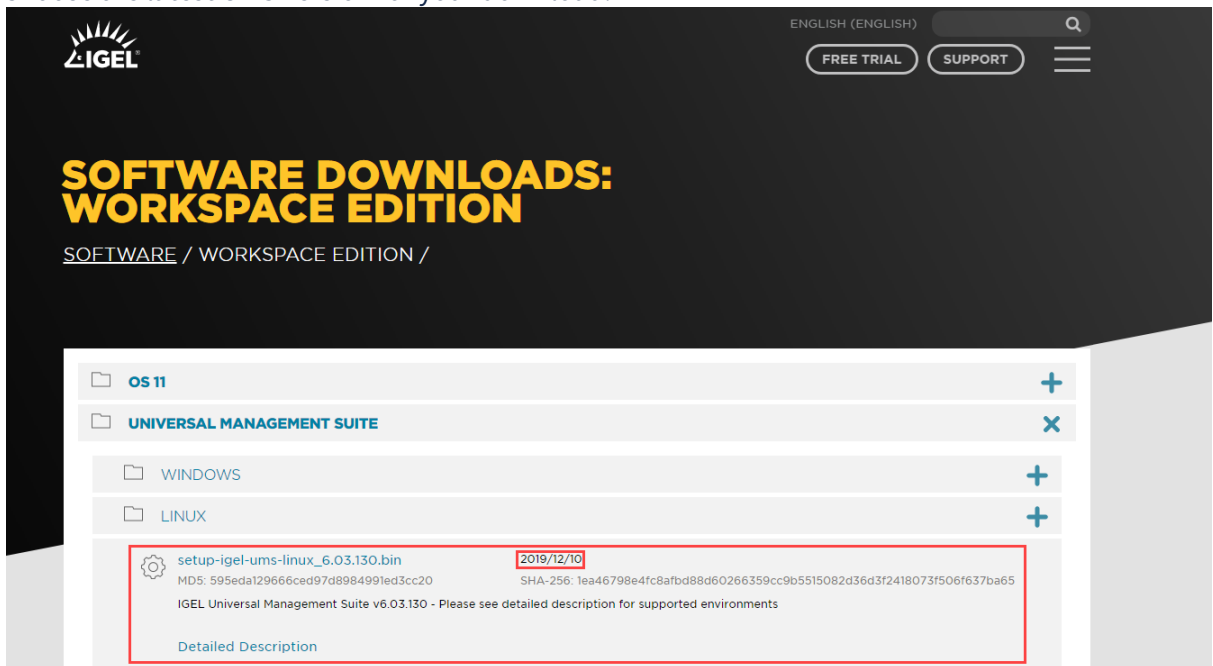
The registration window will open:

4. Enter your personal credentials and accept the **terms & conditions**, all **EULA**s, and the **privacy policy**.
5. Click **Download.**
   For more information, see UMS Installation and Update.

> ⓘ
> - You can find an overview of the UMS under Overview.
> - For information about registering devices with the UMS, see Registering IGEL OS Devices on the UMS Server.
> - See also the chapter UMS Console User Interface in the UMS Reference Manual.
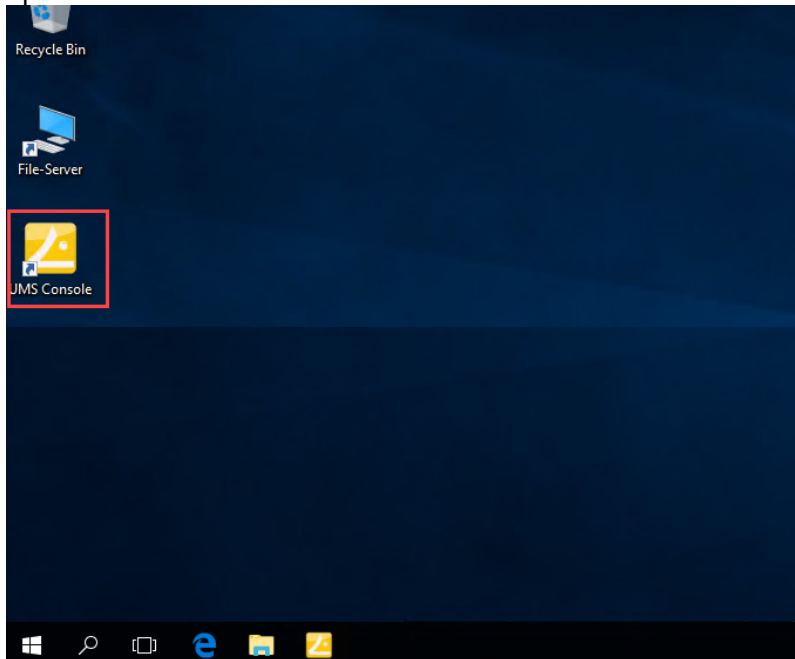
Next Step

Adding Devices to the UMS

The following shows you how to register devices in the UMS:
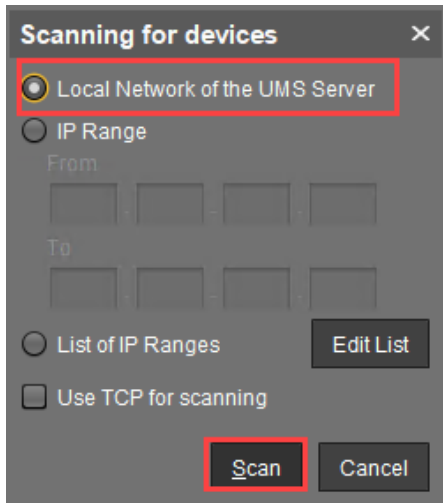
1. Open the UMS Console.

2. Click on the **Scan for devices** icon.

3. Check **Local Network of the UMS Server** and click **Scan**.

You can find the MAC address of the device in the dialog **Application Launcher > About** under **Network**.

4. The UMS scans the environment for available device IDs.
   When the scan is complete, the UMS shows the **Found devices**.

5. Find the relevant device, check the **Include** box, and click **Ok**.

6. When the **Result** window is shown, click **Ok**.

The device will be listed under **Devices** in the UMS structure tree.
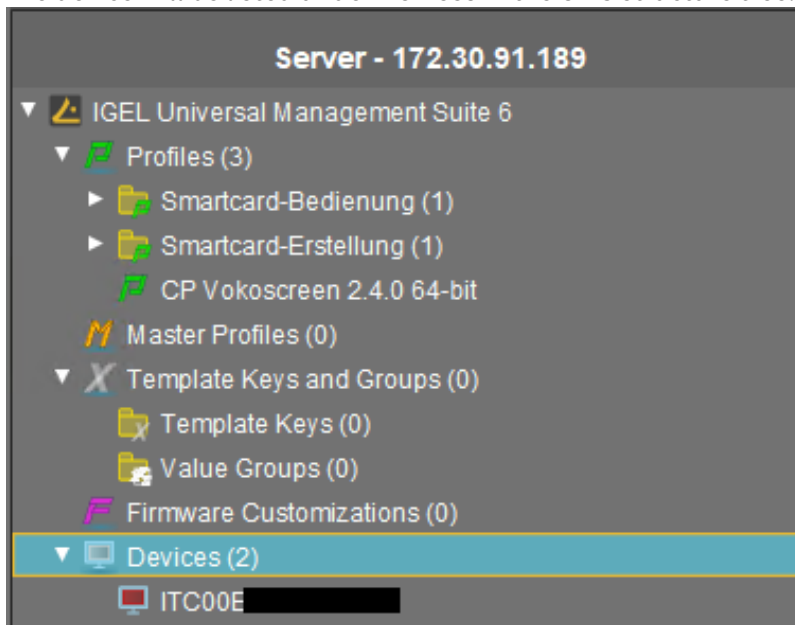
Next Step

IGEL License Portal (ILP)

The IGEL License Portal (ILP) is a cloud-based portal for managing all IGEL Licenses. Working in conjunction with the ILP, the IGEL Universal Management Suite (UMS) is not only able to assign a software licence to the respective endpoint but can transfer a licence from one endpoint to another. The IGEL License Portal gives an overview of all purchased IGEL software licences and allows you to order and renew licences. Plus, much more.

The following user guide walks you through the IGEL License Portal based required first steps (registration, redeeming delivery tokens, and deploying licences).

How to Register with the IGEL License Portal

> ⓘ It is possible to perform the following steps before you have received your device.

1. Go to activation.igel.com[4]

2. Click **Register**.

3. Fill in all fields and click **Continue**.

> ⓘ Your username is your e-mail address; the username **cannot** be changed later on.

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4 https://activation.igel.com/login

4. Fill in the fields on the **Company Details** page. Please provide an IGEL subscription key (serial number of the subscription), e.g. "WE-12345-C". One subscription key is sufficient for matching. Alternatively, provide the delivery token, e.g. "ITUS-DN-123456". If you are done click **Continue**.

Registrieren   ×

| Kontodaten | Firmendetails | Fertigstellen |

Firma*   Berzelmaier GmbH   Adresse*   Igelweg 39

Stadt*   Gindlkofen   Postleitzahl*   43333

Land*   Germany ⌄   Staat/Provinz*   85569

IGEL Subscription Key oder IGEL Delivery Token   WE-12345-C   ⓘ

← Zurück   → Weiter   ✓ Fertigstellen   ✗ Abbrechen

5. Confirm the Privacy Policy, solve the captcha, and click **Continue**.

A confirmation dialogue is shown.

6. If you are sure that your data is correct, click **Yes** and then, in the main window, on **Finish**.
   Your request is being checked by the IGEL Support team.
   If everything has gone well, you will receive an e-mail from the IGEL Support team which enables you to log in at the IGEL License Portal.

How to Redeem The Delivery Token

A Delivery Token is a code that you get from your IGEL reseller when you have purchased licences for an IGEL product. Example of a Delivery Token: DLV-32LEW.

You receive the Delivery Token via e-mail or on the delivery note of a device, see e.g. Unpacking Your IGEL Universal Desktop Package. To obtain your licences, you register your Delivery Token at the IGEL License Portal. When you have registered your Delivery Token, you get access to the licences you have purchased. The licences are organized in Product Packs.

> ⓘ This procedure is only relevant for licences purchased before September 2021. As of September 2021, licences are instantly ready for use, without Delivery Tokens.

1. Log in to the IGEL License Portal (ILP) at https://activation.igel.com[5]. Your dashboard is shown.

2. Select **Register delivery token**.
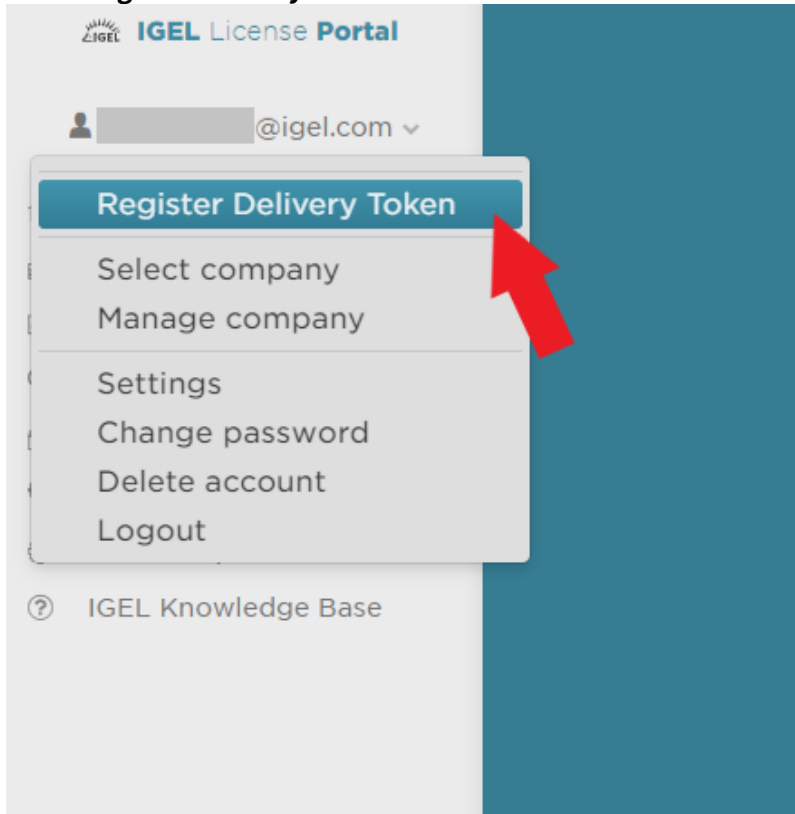
3. Enter the Delivery Token you received from your reseller.

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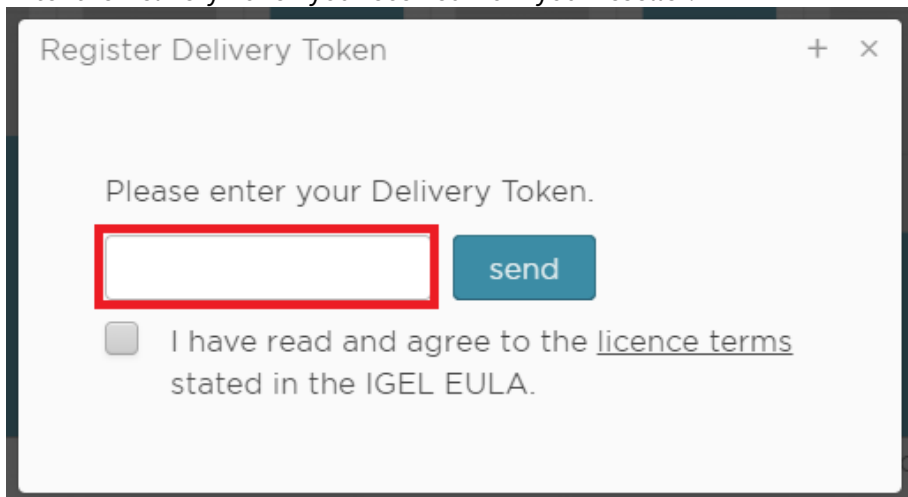
4. Confirm the IGEL EULA and click **Send**.

5. If a second EULA is shown, confirm it. A second EULA is shown if the ordered Product Pack contains one or more add-on licences for the Teradici client (PCoIP Software Client, see Teradici PCoIP Session).
The page **Order Details** is shown. It contains the newly created Product Packs. Each Product Pack is identified by a Product Pack ID.

How to Deploy IGEL Licenses

Now that you are in the IGEL License Portal (ILP) and have your Product Pack ready, you can choose one of the following deployment methods, according to your needs:

- If you want to deploy a license quickly on a single device: See Manual License Deployment for IGEL OS without UMS; start from step 5.
- If you have a smaller or medium number of devices and want to control exactly which device should get a license: See Manual License Deployment for IGEL OS
- If you have a medium or greater number of devices, and you are planning to add new devices/ licenses regularly: See Set up Automatic License Deployment (ALD) with ALD Token.
- If you have a medium or greater number of devices, and you are planning to add new devices/ licenses frequently (UMS 6.01 or higher required; licensing can be managed completely in the IGEL License Portal): See Automatic License Deployment (ALD) einrichten.

IGEL Support Registration

In order to use our support service, you must register on the IGEL Customer Portal[6]. For the detailed instruction, see IGEL Customer Portal(see page 43). To use the support service, you will also require an active maintenance agreement.

For a detailed overview of available support options, see the IGEL SUPPORT SERVICES datasheet at igel.com/ support[7].

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[6] https://now.igel.com/csm
[7] https://www.igel.com/support/

IGEL Customer Portal

Welcome to the new IGEL Customer Portal[8]**!**

IGEL's new customer Support Portal is your doorway to the IGEL product-related services important to you. Such as the ability to open or view existing support cases, RMA devices, download IGEL software, and much more. You will also find many links to essential services for both your IGEL software and hardware investment.
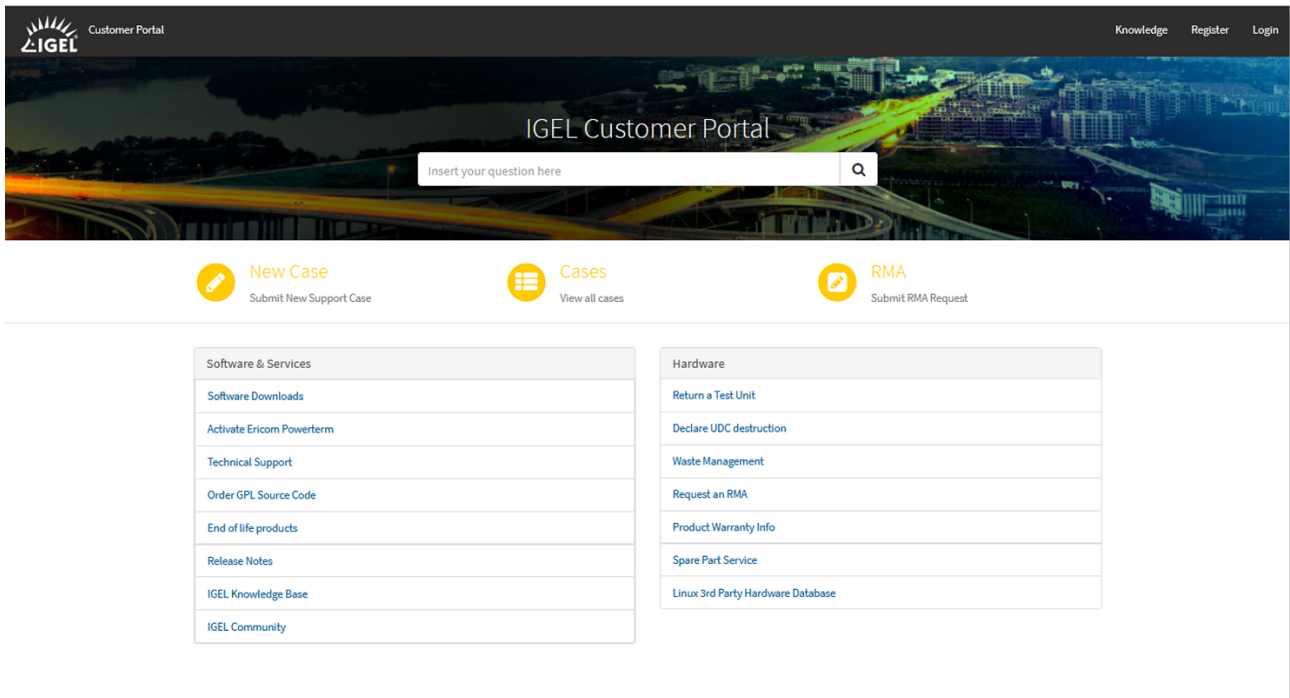
As before, you as a user have the possibility to use all publicly available information and forms. We attempted to migrate all of the existing support accounts to our new system. However, it may be possible that you will need to re-register.
If you already have an account, please try to reset your password first, as described below.
If that does not work, please register for a new account described in the second action below.

How to Create a New Password for the IGEL Customer Portal

The following steps detail how to set a new password for the IGEL Customer Portal[9]:

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8 https://now.igel.com/csm
9 https://support.igel.com/csm

1. Click **Login** in the upper right menu bar.
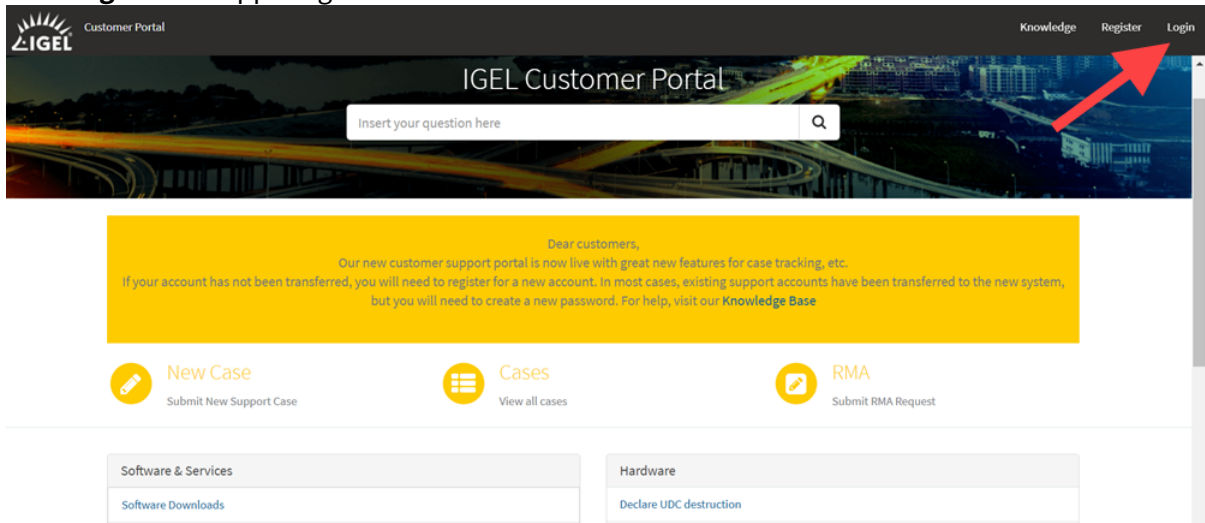
A dialog window will open where you can enter your user data.

2. Click **Forgot Password?** to request a new password.
   A dialog box for requesting a new password will open:
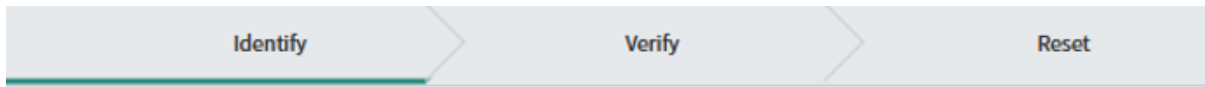
The password change is done in three steps: **Identify**, **Verify**, **Reset**.

3. **Identify**: Enter your **Username** that you used to register with IGEL in the old support system.

> ⓘ This step checks whether your user data could be transferred to the new support system. If your user data cannot be found, you will receive an error message:
>
>
>
> **Password Reset Error**
>
> This user cannot use the configured Password Reset process. Possible reasons:
> - User does not exist or is not enrolled.
> - User is not part of the configured password reset process.
> - User is blocked (exceeded the limit on reset attempts or reset password recently).
> - User account is locked.
>
> Try again later. For immediate assistance, call the service desk.
>
> In this case, a new registration is required. You can find more information about re-registration below.

4. **Verify**: Enter your **Email** address to which the verification email should be sent.
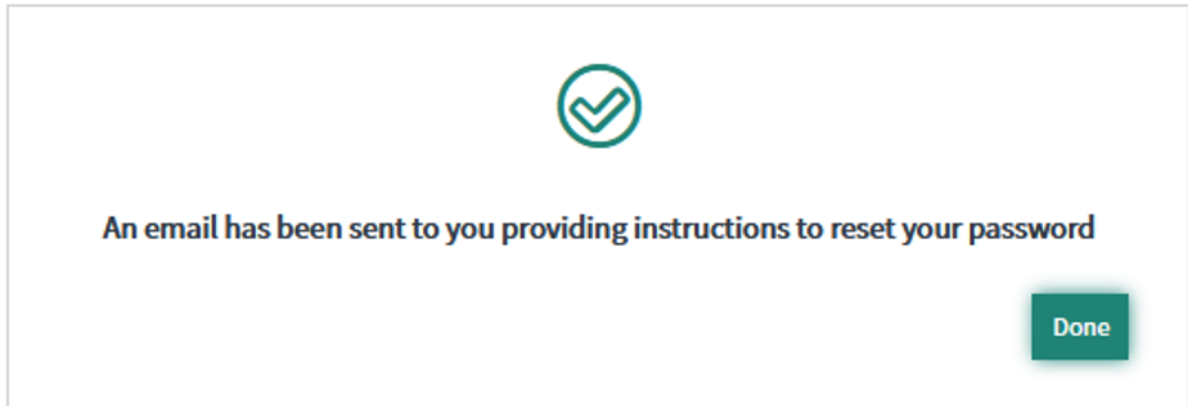
A verification email will be sent to you by email.

5. Check your email inbox and confirm it with the corresponding link. If you have not received the email, please check your spam folder.
   The **Reset Password** dialog box will open in your default browser.

6. **Reset**: Set a new password following the displayed password rules.
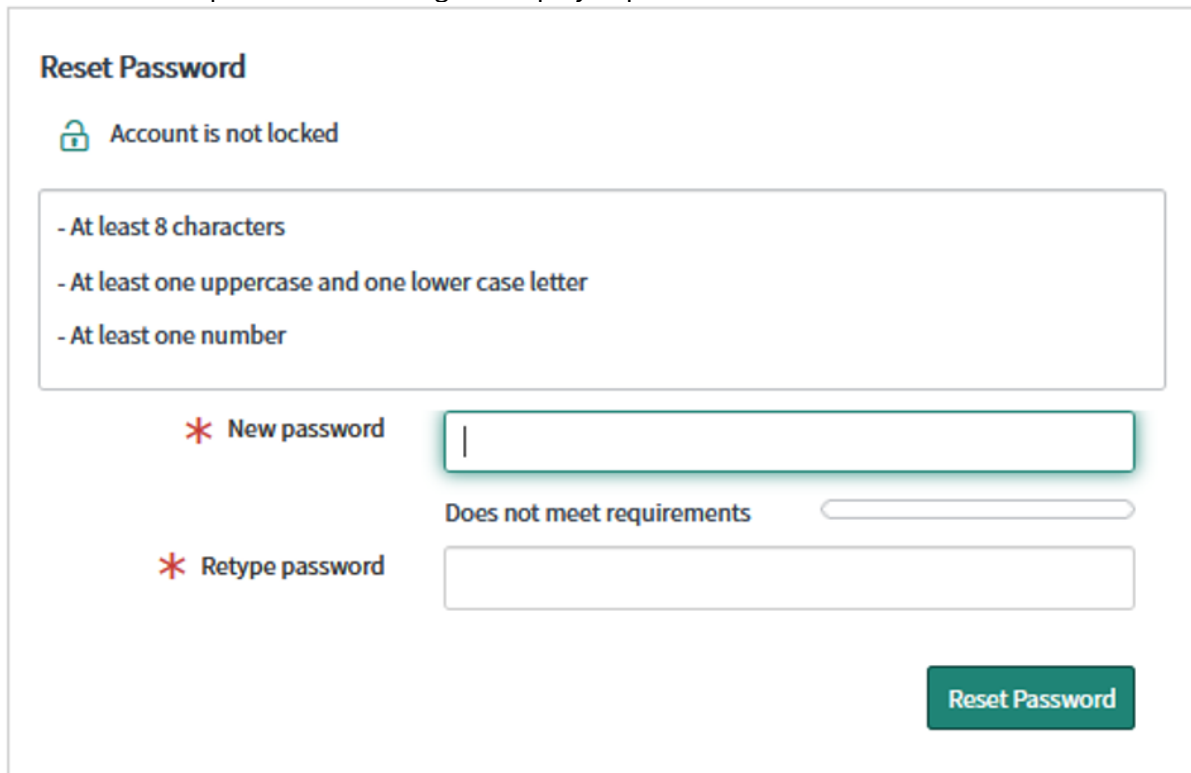
7. Confirm your new password by pressing **Reset Password**.

With the verified user data and the new password, you can now log in to the IGEL Customer Portal and use the corresponding functions.

How to Register for the IGEL Customer Portal

The following steps show how to register for the IGEL Customer Portal[10]:

1. Click **Register** in the upper right menu bar:

The **Support Registration** form will open.

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[10] https://support.igel.com/csm

2. Enter your user data:

Support Registration

Support Registration

* Login-Email

* First Name   * Last Name

* Company   * Address

Address 2   Address 3

* City   * Country
                                -- None --

* Post Code   * State/Province
Please write N/A if no zip code is available

* Work phone

* Industry   * Choose your preferred language
-- None --   -- None --

☐ Subscribe to IGEL Communications

I HAVE READ AND ACCEPT THE **PRIVACY POLICIES** .

*☐ I accept

Submit

Required information
Login-Email First Name Last Name Company Address
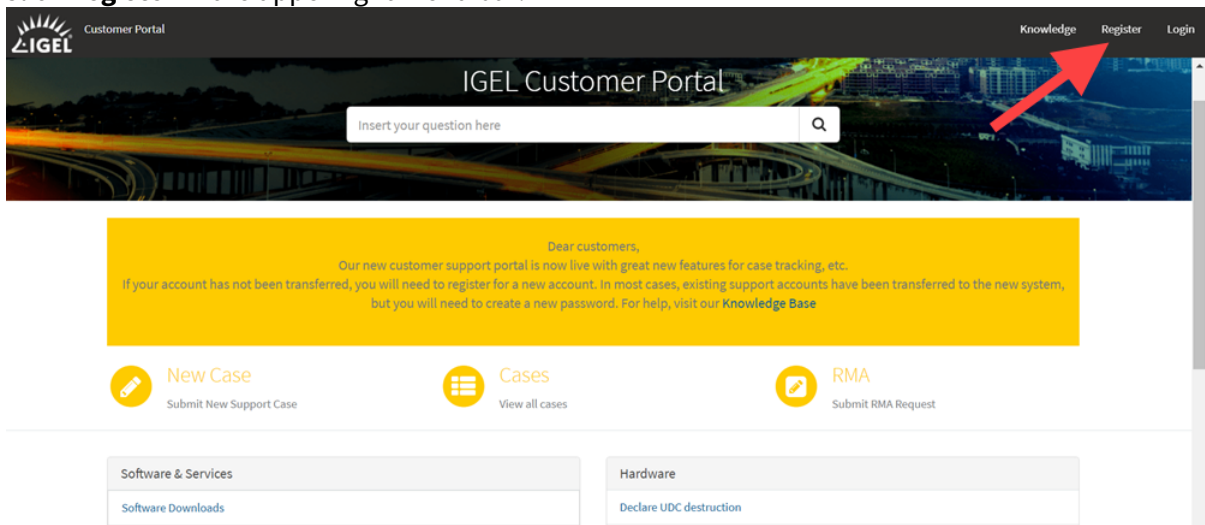City Country Post Code State/Province Work phone
Industry Choose your preferred language I accept

Required information is marked with an asterisk (*) and is displayed in the right pane at the same time.

When you have entered all the information, you will no longer see a reference to the information needed in the right pane.

> ⓘ **IGEL Support Account Requirements for Name and email adress**
>
> • Must a business email address with your company
> • No personal email addresses (solely B2B)
> • No generic contact details or email addresses, e.g. (info@company.tld[11])
> • Free email provider domains are not allowed (e.g., gmail.com[12], yahoo.com[13], etc.)
> • No shared (multi-user) accounts (e.g., support-team@company.tld[14])

3. Click **Submit**.
   You will now be sent a confirmation email.

4. Check your mailbox and confirm your registration by clicking on the appropriate link. If you have not received the email, please check your spam folder.

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11 mailto:info@company.tld
12 http://gmail.com
13 http://yahoo.com
14 mailto:support-team@company.tld

> (i) If you have not started the registration process but still receive a corresponding email: Decline the registration by clicking the appropriate link in the email.

Your user data will now be internally checked and released.
The approval of your registration will be confirmed by email. In this email, you will find the link to the IGEL Customer Portal and an initial password (one-time password).

5. Open the IGEL Customer Portal via the link and click **Login** in the upper right menu.

6. You now enter your **Username** and your initial **Password** (one-time password).
   The **Change Password** dialog box will open:

Change Password

test2@test.com

Current Password:

New password:

Confirm New Password:

Submit

7. Enter your **Current Password** and your **New Password** according to the requirements.

8. Confirm the new password by clicking **Submit**.
   The IGEL Customer Portal will open, and you will be logged in.

> (i) Please remember your username and password or store them in a safe place so that you can successfully log in to the support portal in the future.

IGEL Customer Portal Video

Learn more; watch the following video for a walkthrough of the IGEL Customer Portal.

Sorry, the widget is not supported in this export.
But you can reach it using the following URL:

https://www.youtube.com/watch?v=I1UmXgEX-Lo