

# IGEL UDC3: QUESTIONS & ANSWERS

## What is the IGEL UDC3?

The IGEL Universal Desktop Converter (UDC3) is a Linux-based operating system optimized for thin client applications. Referred to as “firmware”, the UDC3 replaces an existing PC operating system, which means the legacy Windows (or Linux) operating system will be permanently removed from hard disk.

## How is the IGEL UDC3 installed and deployed?

The most common way to install the UDC3 is to start the target PC, laptop, or thin client using a bootable USB stick that runs the UDC3 conversion application.

## What are the hardware requirements of the IGEL UDC3?

The hardware requirements of the UDC3 are a standard 64-bit x86 compatible processor, at least 2 GB RAM, 2 GB flash-/HDD-memory and also USB boot support.

IDE-, USB-, SATA- und eMMC storage controller are supported, and also popular graphics chipsets. Most PCs manufactured in the past six years will work, regardless of the manufacturer.

## Can the IGEL UDC3 run in a virtual machine for testing and support purposes?

The UDC3 runs in a virtual machine (VM) under VMware Workstation, Oracle VirtualBox, and Microsoft Hyper-V.

Simply create a virtual machine that meets the hardware requirements of the UDC3, configure the UDC3 VM a bridged network, attach the UDC3 ISO (igel\_udc\_cd.iso) as a CD, and start the VM to initiate the UDC3 installation.

Upon conversion completion, you can assign a UDC3 license manually or use the IGEL Management Suite License Management system.

## Can the IGEL UDC3-converted PC be managed?

Any computer running IGEL OS can be managed by the industry-leading IGEL Management Suite, without restriction. Since the features of the UDC3 are identical to the features of the IGEL thin client, UDC3-converted devices are managed alongside IGEL thin clients using the same configuration profiles.

## Can the IGEL UDC3 be installed on a thin client?

The UDC3 can be installed on a thin client provided the target thin client meets the minimum hardware requirements of the UDC3.

## What functions and options does a notebook thin client offer?

Café Wireless was specially developed for 64-bit x86 compatible notebooks that have been converted to IGEL thin clients using IGEL's UDC3 thin client software. The Café Wireless feature enables users to access their virtual workspace via WLAN at any location, e.g., a hotel room. The integrated wireless manager simply selects and connects to available local wireless networks. An integrated roaming function ensures automatic connection to preset wireless networks. The networks that users add are centrally administered and managed through the IGEL UMS device management platform. With IGEL Café Wireless, notebook thin clients fit seamlessly into workflows and can be used to implement a secure and cost-efficient BYOD strategy.

In addition, the UDC3 offers all options for optimal use of mobile thin clients with its power management function and the presentation mode.

## How often is the IGEL UDC3 firmware updated?

UDC3 firmware is updated 4 times per year. This is the same frequency with which IGEL OS-based thin clients are updated. And like our thin clients, updates are provided “at no additional cost”.

## Does the IGEL UDC3 support dual-display configurations?

The UDC3 supports dual screen environments where the converted endpoint has an Intel, AMD/ATI or NVIDIA video chipset and display connections such as DVI, SVGA and/or DisplayPort. A list of compatible third-party devices is available on [www.igel.com/linux-3rd-partyhardware-database](http://www.igel.com/linux-3rd-partyhardware-database).

### What back-end solutions does the IGEL UDC3 support?

The UDC3 connects to more backend platforms than any other thin client solution. These include products for application and desktop virtualization from sector leaders:

- Citrix XenApp and XenDesktop, with full HDX support
- VMware Horizon with full Blast and RDP support
- Microsoft RDS with full RemoteFX support
- Red Hat Enterprise Virtualization

The UDC3 also connects to the following backend solutions:

- NoMachine NX
- Parallels RAS
- ThinLinc

### Is the IGEL UDC3 an Operating System replacement?

Installation of the UDC3 replaces the target system's operating system. For security reasons, the UDC3 is not installed alongside the target system's legacy operating system, nor can it be installed in a dual-boot configuration. Nevertheless, in situations where it is absolutely necessary to preserve the target system's operating system, it is possible to install the UDC3 onto a live "bootable" USB memory stick.

### How is the IGEL UDC3 licensed?

The UDC3 license is based on the MAC address of the target PC. Licenses can be installed during installation of the UDC3 manually or through the License Management features of the IGEL Universal Management System.

### Is the IGEL UDC3 license transferrable to another PC?

The UDC3 license can be easily transferred to a replacement device with IGEL Activation Portal.

### Does the IGEL UDC3 support my PC hardware?

IGEL recommends to test the conversion of your PC by installing the UDC3 with a free test license. If the UDC3 installation is successful, you will be able to test all aspects of the UDC3.

### Does the IGEL UDC3 disable local peripherals?

No, the UDC3 does not disable local peripheral devices. Instead, access to local peripheral devices connected to the UDC3 converted endpoint are controlled by virtual applications and/or desktops to which the device is connected.

### How long does it take to convert a PC using the IGEL UDC3?

The time it takes to convert a PC to a thin client using the IGEL UDC3 depends on the speed of the target PC. A PC with a 3.0 GHz processor will convert much quicker than a PC with a 1.0 GHz processor. Nevertheless, a moderately fast five-year old PC will convert in less than three minutes.

### What is the cost of the IGEL UDC3?

Converting an endpoint device with UDC3 requires a perpetual license activated by a one or three year maintenance subscription per device. The cost includes all firmware updates, update to the next major version and full use of the IGEL Support Helpdesk in the event of difficulties. Contact your local dealer for a quote based on your requirements.

### How can I learn about the IGEL UDC3?

The best way to learn more about the IGEL UDC3 is to give it a try, but if you're not ready to try the UDC3, and you have questions specific to your situation, send an email to [info@igel.com](mailto:info@igel.com).

### What is the next step?

Give it a try! Please go to [www.igel.com/demoinit](http://www.igel.com/demoinit) and secure your free evaluation version.

Visit us online at [igel.com](http://igel.com)



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