

IGEL OS: QUESTIONS & ANSWERS

What is IGEL OS?

IGEL OS is a Linux-based operating system optimized for secure, scalable delivery of virtual desktops and cloud workspaces. Referred to as “firmware”, IGEL OS replaces (permanent or temporary) an existing operating system, which means the legacy operating system will be permanently removed from the device’s hard disk.

How can I get IGEL OS?

IGEL OS is part of the IGEL Workspace Edition, a bundled license offer, together with IGEL’s management software IGEL Universal Management Suite (UMS), a multimedia Codec pack, high availability functionality and a REST API.

How can I get IGEL OS on my endpoints?

First identify the devices if you want to convert, either permanently or temporarily, into IGEL-managed endpoints:

- A permanent conversion can be done by the IGEL OS Creator, a downloadable installation tool that installs IGEL OS on your targeted endpoints.
- A temporary conversion can be done using the IGEL UD Pocket.

What is the IGEL OS Creator?

The IGEL OS Creator is an installation tool that replaces an existing operating system, which means the legacy operating system (Windows, Linux or MacOS) will be permanently removed from the device’s hard disk.

What are the hardware requirements of IGEL OS 11?

The hardware requirements of IGEL OS 11 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 controllers are supported, and also most popular graphics chipsets. Most PCs manufactured in the past six years will work, regardless of the manufacturer.

What is the IGEL UD Pocket?

The IGEL UD Pocket is a portable and powerful endpoint solution. No larger than a paper clip, it allows you to boot from the local operating system on a PC, laptop or other compatible endpoint device.

How is the UD Pocket started?

Simply insert the UD Pocket into the USB port of the host device. The device boots from the UD Pocket to access the IGEL OS and user interface.

How is IGEL OS installed and deployed?

The most common way to install IGEL OS in a single device is to start the target PC, laptop, or thin client using a bootable USB stick that runs the IGEL OS Creator tool. If you want to install IGEL OS on several devices, please use the OS Deployment Appliance. Comprehensive support is provided by the IGEL Knowledge Base.

Can IGEL OS 11 run in a virtual machine for testing and support purposes?

IGEL OS 11 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 IGEL OS 11, configure the IGEL OS VM using a bridged network, attach the IGEL OS 11 ISO as a CD, and start the VM to initiate the installation.

Upon conversion completion, you can assign an IGEL OS 11 license manually or use the IGEL Management Suite software that runs on a server.

Can converted (permanent or temporary) endpoints be managed?

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

What backend solutions does IGEL OS 11 support?

IGEL OS connects to more backend platforms than any other virtual desktop endpoint/thin client solution. These include products for application and desktop virtualization from sector leaders:

- Citrix Workspace with full HDX support
- VMware Horizon with full Blast and RDP support
- Microsoft RDS with full RemoteFX support
- RedHat Enterprise Virtualization

IGEL OS 11 also connects to the following backend solutions:

- No Machine NX
- Parallels RAS
- ThinLinc

What functions and possibilities does IGEL OS 11 offer on a notebook?

The Café Wireless function was specially developed for notebooks. Café Wireless provides the roaming user with WLAN access to their virtual desktop wherever they happen to be, e.g. from a hotel room, on public transport or at a local cafe. In order to establish a connection, the integrated WLAN Manager selects all available WLAN networks. An integrated roaming function also ensures that a connection to preset wireless networks is automatically established. All networks accessed by the user are administered and managed centrally via the UMS.

With its Power Management function and presentation mode, IGEL OS 11 offers all the necessary options for optimum use with a notebook.

How often is IGEL OS 11 updated?

The firmware is updated four times a year. Active IGEL software maintenance on a device is required to receive firmware updates.

How long will IGEL provide firmware updates?

IGEL Technology guarantees firmware updates up to three years after a software generation is discontinued. Active IGEL software maintenance on a device is required to receive firmware updates.

Is the IGEL OS 11 license transferrable to another device?

Yes, license portability is a key feature of IGEL OS 11, where a license can be easily transferred to another device with the help of Universal Management Suite.

Does IGEL OS 11 support the use of two or more screens?

IGEL OS 11 supports environments of up to four screens, where the host device 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-party-hardware-database.

Is the UD Pocket a substitute for an operating system?

No, the UD Pocket is a bootable micro software-defined endpoint. It does not interfere with the host operating system. As soon as the UD Pocket is removed and the system is rebooted, the local operating system will resume its function.

How is IGEL OS licensed?

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

Does the IGEL OS support my PC hardware?

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

Does IGEL OS disable local peripheral devices?

No, IGEL OS 11 does not disable local peripheral devices. Instead, access to local peripheral devices connected to an endpoint running IGEL OS 11 are controlled by virtual applications and/or desktops to which the device is connected.

How long does it take to convert a 3rd party hardware using IGEL OS 11?

The time it takes to convert a 3rd party hardware to an IGEL software-defined endpoint depends on the speed of the target hardware. A device 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.

Can the IGEL OS be maintained during use outside the company network?

Yes. Through the use of the IGEL Cloud Gateway feature which comes as part of the Enterprise Management Pack software subscription, it makes no difference to the UMS and the IT administrator whether the endpoint is located inside or outside the company network.

What does IGEL OS 11 cost?

Please ask your dealer regarding the price.

IGEL OS 11 is available within the IGEL Workspace Edition. This is a bundle of

- IGEL OS 11
- Universal Management Suite (UMS) management software
- Multimedia codec pack for rich multimedia experience
- High availability for redundant server configuration
- REST API - Programmatic access to other software systems (e.g., management systems, reporting systems, trouble ticketing systems, etc.)

Where can I get information about IGEL OS 11?

The best way to learn more about IGEL OS 11 is to give it a try by downloading a trial version from IGEL.com. If this is not possible and you have questions regarding your specific situation, please send an e-mail to info@igel.com.

What happens now?

Try it for yourself! Click on www.igel.com/demoit to request a free trial or www.igel.com/demoit and secure your free IGEL hardware evaluation version.



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