IGEL

What's new in the
IGEL Software Suite
2019

IGELCOMMUNITY

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1. The IGEL Software Suite Explained

In a nutshell, the IGEL Software Suite allows you to efficiently manage, deploy, and maintain secure end-points anywhere, at any time. This platform consists of many benefits, but at its core is a secure enterprise-grade operating system and associated management suite that can run on any compatible 64-bit x86 device. It is designed to be a secure and centrally managed end-point environment for the datacenter and cloud delivered world.

The IGEL Software Suite allows you to address many use cases. For example:

- **The perfect end-point for VDI** - The IGEL OS is most widely used as an end-point for Citrix, VMware, Microsoft and all SBC, VDI and DaaS related environments. Why be forced to manage a 'desktop' when using a remoting solution? The IGEL Platform delivers easy management and control, a secure end-point, and all the flexibility enterprises need today!

- **Save on capital expenditure** – IGEL enables IT to extend the life of current assets by turning them into fully managed, secure IGEL end-points that last much longer than traditional PCs while being centrally maintained. Organizations can defer or completely bypass the dreaded "hardware refresh cycle" while benefiting from potentially huge hardware cost savings.

- **Lockdown end-user devices** – Security is a must in today's world. By deploying the IGEL OS in combination with the IGEL Universal Management Suite, you can fully lock down a device to only the apps, configurations, and system components you need. In the end, you create an ultra-light 'just enough' OS that is more secure and manageable than traditional Windows.

- **Windows 10 migration** – When thinking about how to migrate to Windows 10, why not consider how to migrate to a more efficient, secure and flexible endpoint OS that remotes the Windows 10 experience? Windows was designed decades ago for a one-to-one relationship between the user and the computer. Today's user and corporate requirements are much different. The IGEL solution addresses these requirements by design. Have a go. We think you and your users will love it!

2. What's New?

In 2019 IGEL overhauled how it offers software with the goal of giving customers total control over when, where and how to deploy devices while drastically simplifying the purchasing process and adding enterprise-class support. The result is a pure software-defined offering that allows customers to easily license and manage any compatible 64-bit x86 devices from the cloud and port their licensed assets as needed to fit their environment. It also leaves you with a peace-of-mind that if there is a problem, IGEL Support will be right there with you.

IGEL consolidated their product portfolio down to two offerings, **Workspace Edition** and **Enterprise Pack**. Plus, IGEL released new **software maintenance** and support offerings that enable our customers to always stay current with the latest updates while providing enterprise support.

The base product is called **Workspace Edition**, which provides the core IGEL OS and the enterprise-class Universal Management Suite (UMS). Workspace Edition now incorporates features that were previously 'sold separately,' including the Multimedia Codec Pack (MMCP), UMS High Availability (HA), and IGEL Management Interface (IMI) programming interface.

If you require greater enterprise capabilities, IGEL released UMS extensions called the **Enterprise Pack**, which includes remote device management, the ability to deploy custom applications, asset tracking, user-specific settings (Shared WorkPlace), and mobile device management.

Workspace Edition – Base Product

The IGEL Workspace Edition acts as the base product and is comprised of the core components required to deliver, manage and maintain devices. Workspace Edition is offered as a portable license, meaning you can deploy a Workspace Edition license to one device and then move it to another device in the future. Using the new approach, you can move licenses around every day if you want. In the past, you could transfer a license, but only if a licensed device was retired due to hardware failure, and then you could only transfer the license in the first year. Now your Workspace Edition license is your license forever.

Workspace Edition consists of the following components:

2. 1. IGEL OS

The genius of the IGEL solution is the IGEL OS client operating system. From day one, IGEL designed the IGEL OS to be very simple, flexible, secure and centrally managed.

The IGEL OS is a modular operating system that will run on almost any x86 64-bit machine, with minimal resources. The IGEL OS runs physically on a device, like any other operating system. You can choose to install the IGEL OS directly on traditional PC hardware including laptops and select tablets. You can also run IGEL OS on unique form factors like Intel NUCs or in a virtual machine. You can boot to the IGEL OS from an existing PC or Mac using the IGEL UD Pocket USB thumb drive without conflicting with currently installed operating systems. You can even install the IGEL OS on thin-client hardware from other companies like Dell and HP. Of course, you can still buy traditional thin client style hardware from IGEL.

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IGEL does not stop there, to provide you with the best IGEL OS user-experience possible, IGEL is now including the previously 'sold separately' Multimedia Codec Pack with the new Workspace Edition license:

2. 1. 1 Multimedia Codec Pack

Today's world is graphically intense and includes an abundance of multimedia content. To give the best user experience in a virtual world, it is best to render audio and video content locally on a device when multimedia content is encountered; however, doing so requires the appropriate codecs to decode media content rendered on the device.

In recent years, remoting protocol developers like Citrix (HDX), VMware (BLAST Extreme), Microsoft (RemoteFX), and NoMachine (NX) started using the H.264 multimedia codec to enhance their display primitives. This approach allowed for leveraging hardware-based media decoders on the endpoint; however, doing so requires the H.264 codec on the device to decode the remoting protocols.

For years, IGEL has partnered with the leading codec vendor Fluendo to provide you with award-winning codecs for MP3, WMA, AAC, WMV (VC1), H264, MPEG-4, and MPEG-2; however, this was a charge feature. Now with the IGEL Workspace Edition, multimedia codecs are now included with every license.

2. 2. Universal Management Suite

The brain behind the genius of the IGEL OS is the IGEL Universal Management Suite (UMS), and its job is to allow IT to manage any IGEL OS and supported operating systems easily. For example, Microsoft Windows Embedded, Windows IoT and even Microsoft Windows with a UMS feature called Unified Management Agent (UMA), provided in the Enterprise Pack.

The IGEL UMS provides you with the ability to fully automate the deployment, management, and maintenance of your devices. You can quickly enroll, index, manage and update all endpoints from the in-depth backend system. It is all done in an easy-to-use drag and drop interface with over 7,000 possible configurations. The sky is the limit and flexibility is the outcome.

Out of the box, the IGEL UMS is scalable! For example, IGEL has a customer with over 30,000 devices in over 5,000 global locations where only one person manages all this, and she does not even log in to the UMS but once or twice a month as once you configure your environment you are not required to change it unless you desire. That is what I call scalable, manageable, powerful and again flexible!

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2. 2. 1 High Availability

IGEL High Availability (HA) was designed to allow IT to build a network of several UMS management servers to ensure new settings can be rolled out to several hundred devices at once, or in environments where the fail-safe rollout of new settings is mission-critical for an organization concerned. The HA feature is now included with every IGEL OS license, and it provides high availability, load balancing, and redundancy to everyone's IGEL investment.

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2. 2. 2 IGEL Management Interface

The IGEL Management Interface (IMI) adds a REST API interface to the UMS. This gives IT the ability to connect to existing enterprise management systems (such as Microsoft SCCM, IBM Tivoli, and ServiceNow). Also, IMI provides the interface for REST-compatible programming languages, allowing you to create custom scripts or programs to enable further integration and automation.

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At its core, the IGEL Workspace Edition is that simple, providing you with a modern operating system for the end-point, and enterprise management in the data-center — thus allowing you to securely deploy and manage your devices anywhere, anytime, on almost any device. Now including the previously 'sold separately' products, MMCP, HA, and IMI you gain more bang for your buck to provide better user-experience, scalability, and extensibility.

3. Enterprise Pack

The Enterprise Pack is a set of IGEL UMS extensions offered as a subscription-based license to enhance the enterprise capabilities of your IGEL environment. With the Enterprise Pack, you can manage devices residing in far-reaching locations like remote offices and work-at-home users through a secure connector. Furthermore, with the Enterprise Pack, you can deploy custom applications and workloads directly to the IGEL OS itself. With the Asset Tracking feature, you can report on all USB peripherals attached to your devices, and you can manage Apple iOS devices using the IGEL UMS Mobile Device Management feature.

The Enterprise Pack consists of the following components:

3. 1. Remote Device Management

The Remote Device Management feature is comprised of the IGEL Cloud Gateway (ICG). The ICG was designed to be a secure connecting point for IGEL OS end-points to communicate with the UMS from outside the corporate network without the requirement of a VPN. The ICG acts as a secure gateway between the IGEL OS and UMS. Although, the ICG is not required to manage IGEL OS devices, it allows IT to securely and actively manage endpoints that are not part of the secure corporate network. The ICG is the perfect solution for remote offices, work-at-home users, and for users of IGEL's UD Pocket.

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3. 2. Custom Apps and Workloads

The IGEL OS is a full-blown Linux operating system based on the Ubuntu Linux distribution, but using a mainline kernel for maximum hardware compatibility and flexibility. Properly deployed, IGEL OS is locked down to the configurations and applications defined via UMS Profiles. The Custom Apps and Workloads feature allows you to deploy custom scripts, applications or other files to one or a group of devices running the IGEL OS while still being able to update the system as you always have.

Typical use-cases might include deploying Google Chrome, the Avaya Agent for Desktops call center application, or a Linux version of a line of business application. As an example, IGEL has a retail industry customer who installs their POS software directly to the IGEL OS to create a fully centralized solution for implementing and maintaining their devices anywhere, easily. Everything runs locally. Start to finish with IGEL.

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3. 3. Asset Tracking

Asset Tracking allows IT to perform the vital task of understanding what peripherals are attached to IGEL managed devices at any given time. Besides providing a tool to help standardize peripherals, which leads to greater end-user productivity, asset tracking helps ease hardware and software management, regulatory acquiescence, security and license compliance.

The Asset Tracking feature collects and presents USB and Bluetooth assets connected to IGEL OS endpoints in the UMS, such as printers, scanners, smart card readers, etc. You can combine IGEL management with your existing asset management software via the IGEL IMI programming interface for complete control over your peripherals throughout the entire lifecycle. With over 80

integrated technology partners, this asset tracking capability can provide great insight and understanding of all your connected peripherals!

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3. 4. Mobile Device Management

IGEL Mobile Device Management (MDM) gives customers without a current mobile device management solution basic management for corporate-owned iOS devices. IGEL MDM gives IT the ability to send current profile settings to the device, refresh/update device information, lock the device, clear passcode, wipe the device, restart the device, and reset the device to factory defaults.

With MDM you can also configure specific settings on the managed devices. This includes allowing or denying camera functionality and access to the App Store, setting passcode policies, configuring Wi-Fi settings, controlling the addition of POP3 or IMAP mail accounts and, printer settings for Air Print.

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3. 5. User-Specific Settings

User-specific settings allow users to share endpoint devices and have their unique configuration applied to a device. The feature is made possible by tying user configurations to individual user accounts (or groups) in their Active Directory or other LDAP environment.

A typical use-case for the user-specific settings feature is for devices used for shift work or in call centers, where different users might use the same machine but need user-specific configuration settings, such as applications or mouse-button configuration for right/left-handed operation.

Another common use can be found in portable environments, where users frequently switch workstations, such as in hospitals and at service/ticket counters, checkouts (POS) and customer reception areas. After a user logs on, the device automatically receives the user's corresponding configuration from the UMS and uses it to set up the user's environment as desired.

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3. 6. Universal Management Agent

IGEL Unified Management Agent (UMA) enables you to manage Windows 7 and Windows 10 devices through the IGEL UMS. IGEL understands that not every device will be running the IGEL OS or IGEL Windows IoT Enterprise operating systems, yet IT would still prefer single pane of glass management for IGEL and stand-alone Windows machines. This is where the UMA shines brightly.

Once the UMA agent is deployed on a Windows device, IT can manage those machines in the same way they would maintain an IGEL OS device, through powerful profiles in a simple drag-and-drop environment.

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As you can tell, the Enterprise Pack is loaded with features to allow IT to securely manage remote devices, get a better understanding of your peripherals and where each is located, perform basic management on iOS devices which might not already be managed, and deliver a personalized experience no matter where users might be working. All this extends the easy, secure and flexible mantra that IGEL has promoted for years.

Learn more:

Enterprise Pack Product Page

4. Software Maintenance

Starting with IGEL OS 11, IGEL is offering software maintenance. Software maintenance allows customers to stay current with the latest firmware updates and product upgrades. It also maintains the 'license portability' feature.

Without software maintenance, IGEL OS licenses are entitled to one year of firmware updates and upgrades. After that date, the IGEL software version freezes to the most recent version as of the expiration date. When a device is out of maintenance, you cannot update its firmware, nor will you be able to transfer the license to another device, known as "license portability".

When you are on software maintenance, you also receive the **Select Support** tier of IGEL enterprise support at no additional cost.

Software Maintenance is offered in 1, 3, and 5-year options.

If you require an advanced IGEL support program, IGEL offers two more levels of enterprise support.

- **Priority Support** – Enterprise class Web, email, phone, and remote access support. Monday – Friday, standard business hours coverage, next business day response, four business hours critical response.

- **Priority Plus Support** - Enterprise class Web, email, phone, and remote access support, 24x7, four business hours response, two hours critical response.

Learn more, please refer to the IGEL Product Support Page.

5. What Did Not Change

A lot has changed within the latest IGEL release, from how you purchase IGEL solutions to the fact you now have even more features at your disposal. At the same time, many things have not changed. I think it is important to share with you what has <u>not</u> changed.

The IGEL Software Platform is still simple. If anything, it has become even more straightforward. The IGEL solution itself has technically stayed, more-or-less, the same. The new offerings allow for better flexibility and support through licensing enhancements and the bundling of once 'sold separately' products. In the end, IGEL consolidated from 19 SKUs to 3, which drastically reduces licensing complexity and cost.

Of course, how you buy IGEL has changed, but it is not more expensive, just more expansive. For example, Workspace Edition with software maintenance 3-year pricing is modeled after the UDC3 price today, and UD3 hardware and software maintenance over one year is the same price as if price as if buying UD3 previously. For about the same price of IGEL Cloud Gateway before you will now receive ICG plus the other features found in the Enterprise Pack. For you, it's more *value* for your investment.

All in all, the more things change, the more they stay the same.

6. Licensing 101

The most significant change in the IGEL Software Suite is licensing. In this section, I will share with you the workflow of licensing your devices.

The first thing you are required to do is procure a license. This can be done by either purchasing or by downloading three free licenses from igel.com. Depending on the type of license, a free or paid license, will define how you move forward. The following workflow assumes you purchased the IGEL licenses.

The license is delivered via email in the form of a Delivery Token. This Delivery Token is what you will enter in to the IGEL License Portal. To do this, you will need an account. You can link to the account creation wizard from the IGEL Licensing Portal's sign in page.

Once you log in to the IGEL License Portal, you will be challenged to add a new license. This is where you will enter the Delivery Token. Once you add your token to the IGEL License Portal, you have options. You can manually register your hardware and the IGEL License Portal will create the license file for you to download and then upload to the IGEL UMS. Alternatively, you can create an Automatic License Deployment ("ALD") token that you can add to your IGEL UMS; with the ALD, the IGEL UMS will "auto-magically" request a license from the IGEL License Portal of any unlicensed device running the IGEL OS. The ALD method is a totally automated solution for IGEL Licensing.

You will need to license your devices before using them. By default, all features on the IGEL OS are disabled until its licensed. You can still boot your device and run the Setup Wizard setup to join the UMS and download a valid license and any configurations. At this time, the device is ready to be used by a user.

If your IGEL OS devices are out of software maintenance, the IGEL OS will freeze to the most recent version of the OS as of the expiration date. If your Enterprise Pack subscription is expired, the assigned devices will no longer be able to take advantage of the benefits of the pack. Very straightforward.

As always, easy like pie and we think you will love the new IGEL Licensing Portal as it is packed with great statistics for understanding how and where your licenses are used.

6. 1. Demo Licenses

If you wish to evaluate the IGEL Software Suite all you need to do is register to download three free licenses from the IGEL website and follow the steps in the Getting Started Guide. The guide will walk you through downloading the product to a completed IGEL environment, screen shot-by-screen shot.

The IGEL demo license enables you to test all the features of the IGEL Software Suite, including the Enterprise Pack.

The demo license enables the following features:
- IGEL OS Base system features
- High Availability
- Multimedia Codec Pack
- Universal Management Agent
- Remote Device Management
- User-Specific Settings
- Asset Tracking
- User-Specific Settings
- Mobile Device Management

A demo license is valid for 90 days from the date you procure the license until the expiration of the license. If an IGEL OS demo license is expired and there is no other license in the system to be assigned to the device in question, then the device behaves as if no license has been installed. The base functionality stops working and users are no longer able to connect to their applications. It is worth noting that while the demo license software includes the HA feature, you certainly do not need to stand up an HA configuration to test the software! Especially if you don't envision needing HA in the short term.

To properly license your demo licenses, follow the instructions in the email you received with the demo licenses or read the Getting Started Guide, which will walk you through everything, step-by-step.

Try IGEL for yourself and enjoy the power of the software, download here: http://igel.com/download.