



IGEL PRODUCT LIFECYCLE

IGEL always endeavors to offer customers a great user experience along with planning reliability and a product lifecycle process that customers can rely on.

Due to the fact that products and licensing offers change over time and IGEL offers a wide software and hardware portfolio, this document is intended to clarify how the product lifecycle is defined at IGEL.

IGEL OS 11

IGEL guarantees at minimum a full 3-year product lifecycle for every major firmware release version starting with IGEL OS 11, which was initially released in February 2019.

Within this time period, IGEL provides 3 to 4 releases per year (minor releases), including

- new features, software clients, drivers, etc.
- bug and security fixes
- additional hardware support

End-of-Sale (EOS)

- IGEL OS 11 Perpetual license available until the end of November 2022
- IGEL OS 11 Subscription license available until March 2023.
- IGEL OS 11 Workspace Edition Renewals (1 year and 2 years) available until December 2025.

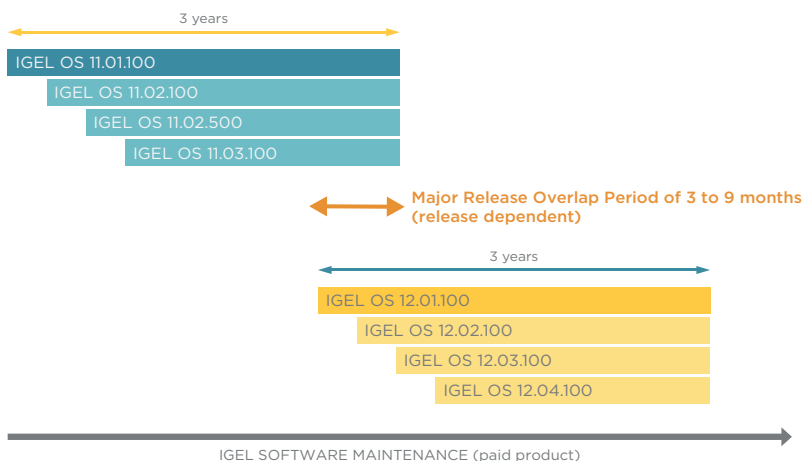
End-of-Life (EOL)

As soon as the product lifecycle of an IGEL major OS release is designated end-of-life (EOL), IGEL immediately ceases to provide any further software enhancements.

The customer has the choice to remain on that software version, but IGEL recommends upgrading to the next major release to benefit from all the latest advancements in the software.

IGEL Software Maintenance

An active IGEL software maintenance agreement (or a valid IGEL OS 11 subscription) is required to receive and use all software updates (all releases – major and minor). See the diagram below:



End of Maintenance (EOM) for IGEL OS 11: currently scheduled for 31.12.2025

IGEL OS 12

IGEL guarantees at minimum a full 3-year product lifecycle for every major software release version starting with IGEL OS 11 and so also valid for IGEL OS 12 which was released in April 2023.

Within this time period, IGEL provides 3 to 4 base system updates releases per year (minor releases), in addition to continuous app releases

- new features and added drivers in IGEL OS 12 base system
- new and updated apps (via IGEL App Portal)
- bug and security fixes (base system and apps)
- additional hardware support

Outlook Upcoming IGEL OS Major Versions (IGEL OS 13 etc.)

Due to general trends in the software market, IGEL plans new major software releases every 2 to 2.5 years. So, two major IGEL OS versions are commonly run in parallel to allow for some time to offer a transition period for the upgrading to the newer, major version. Upgrading devices from IGEL OS 11 to OS 12 and later versions will require an active IGEL maintenance.

For IGEL OS 11 we are offering updates until end of 2025

For IGEL OS in general, customers can expect a significant time overlap between the launch of possible OS 13 and the EOM of OS 12. This is due to the significant architectural and feature advancements of every new IGEL OS major version. IGEL customers can rest assured that IGEL will offer a generous amount of time for customers to migrate from OS 11 to OS 12.

IGEL UNIVERSAL MANAGEMENT SUITE (UMS)

- IGEL guarantees at minimum a full 3-year product lifecycle for every major release version.
- Within this time period, IGEL provides 3 minor releases per year, including
 - new features
 - bug and security fixes

As soon as the product lifecycle of a UMS version is designated end-of-life (EOL), IGEL no longer provides further product enhancements and stops the distribution of the software.

UMS 6

Within the release of IGEL COSMOS in April 2023, IGEL also released UMS 12 as the complete successor to the UMS 6.

As UMS 12 is able to manage endpoints with IGEL OS 11 and IGEL OS 12, IGEL recommends the upgrade to UMS 12.

For UMS 6 IGEL guarantees:

- Software Maintenance (Bug fixing) until October 31, 2023.

IGEL CLOUD GATEWAY (ICG)

- IGEL guarantees at minimum a full 3-year product lifecycle for every major release version.
- Within this time period, IGEL provides 3 minor releases per year, including
 - new features
 - bug and security fixes

As soon as the product lifecycle of a UMS version is designated end-of-life (EOL), IGEL no longer provides further product enhancements and stops the distribution of the software.

ICG 2

Within the release of IGEL COSMOS in April 2023, IGEL also released ICG 12 as the complete successor to the ICG 2.

ICG 12 is able to manage endpoints with IGEL OS 11 and IGEL OS 12.

Although ICG 2 is compatible with UMS 12, it is not able to manage endpoints with OS 12, Therefore IGEL recommends the upgrade to ICG 12.

For ICG 2 IGEL guarantees:

- Software Maintenance (Bug fixing) until October 31, 2023

OVERVIEW

Event	Product	Date
EOL - End of Life	IGEL OS 11: UMS 6: ICG 2:	April 2023 April 2023 April 2023
EOM - End of Maintenance	IGEL OS 11: UMS 6: ICG 2:	December 31, 2025 October 31, 2023 October 31, 2023
EOS - End of Sales	IGEL OS11 Perpetual: IGEL OS 11 Subscription: IGEL OS 11 Workspace Renewal	November 2022 March 2023 December 2024

EXPLANATION

EOL - End of Life	EOL means the product is at the end of its product lifecycle. As soon as the product enters the EOL phase, IGEL no longer provides further product enhancements, i.e. no new functionalities.
EOM - End of Maintenance	EOM means the maintenance for this product expires: no updates, no security and bug fixes. The product is no longer supported.
EOS - End of Sales	EOS means that the product is not available on the regular pricelist anymore / licenses are no longer offered for sale.
Major Release	A major release is a new version of the software that generally includes changes to the architecture and adds new features and functions to the predecessor version. Major releases can be identified by changing the version number, such as 11 to 12.
Minor Release	A minor release is a scheduled release/update containing additional functionality, security updates, and bug fixes. Minor releases can be identified by changing the version number, such as 12.02.100 to 12.03.100.

MORE INFORMATION

For more information see also the IGEL Knowledgebase:

<https://kb.igel.com/licensesmore-igelos11/en/igel-product-lifecycle-10328482.html>

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