



TRADE UP

FAQ

**IGEL OS 11 Trade Up
Program Frequently
Asked Questions**

Customer Edition



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What is the IGEL Trade Up Offer?

An opportunity for customers to move to IGEL OS 11, at the lowest cost and easiest way. IGEL devices, from Spring 2016 onwards, should (no guarantee) be able to move from their existing firmware version to the latest version of OS 11. IGEL devices older than this were based on 32 bit versions of our OS and are not capable of running OS 10 and OS 11 (64 bit).

We want to make this very simple - (subject to technical testing) when you purchase maintenance for 3 years for OS 11 you can move your existing IGEL OS 11-capable endpoints to our latest OS and receive updates and future access to our OS versions for 3 years. Older (2015) devices do not have the minimum specification required, so please check that the hardware you are using supports 64 bit and has at least 2 GB RAM and 4 GB Storage.

In addition, we changed the rules of the existing OS 10 to OS 11 migration - if you have OS 10 software with current IGEL maintenance you can migrate to OS 11 free of charge, regardless of whether or not your devices already include the MMCP (Multi Media Codec Pack). If you have OS 10 based hardware devices, they already came with firmware updates, so you could move up through the OS 10 OS releases.

Eligible Customers:

- a) An existing LX5, OS 10, OS 11 IGEL operating system AND
- b) the device is capable of running OS 11 AND
- c) you have tested that OS 11 works in your environment.

You can 'trade up' your existing licenses for the same number of licenses of OS 11 WHEN you buy into 3 years or more of IGEL maintenance at standard (Select support) pricing.

When will this be announced?

It's available right now (April 2020).

To whom is this targeted?

The target audience of the Trade up are existing IGEL end customers.

Will there be a separate partcode for the Trade Up?

Yes, there is.

Can I combine the Trade Up with other promotions?

Sorry but no. This is a great deal, and we will not be offering any additional discounts.

What about support for this package?

All the usual support packages that IGEL offers will be in place:

- Pre-Sales support to help them test and be ready to place a PO
- Select support – access to the IGEL knowledge base and email support
- Priority support
- Priority Plus support
- If you want deep help to establish which devices can be migrated, we recommend you engage with payable IGEL Advanced Services.

How long will this program last?

Indefinitely – but we will review it regularly.

Where can I find out how many licenses I have?

The best place to look is in your UMS database – IGEL can help you create a view to show you how many end points you have. In addition, IGEL needs evidence of purchase but in a less formal way than before – see Proof of Purchase section.

What about the existing quotes for migrations?

We will be honoring existing quotes to Friday 29th May 2020. After that they need to be updated with the new single partcode.

| Product ID | Name | Valid From | Valid To | Status |
|---------------------|--|------------|----------|--------|
| BXY001000 000000 | Migrate IGEL OS 10 to Workspace Edition until Dec. 31st 2020 | | 5/29/20 | Active |
| BXY002000 000000 | Migrate IGEL OS 10 to Workspace Edition (OS 11) until Dec. 31st 2021 | | 5/29/20 | Active |
| BXY003000 000000 | Migrate IGEL OS 10 to Workspace Edition, buy 1st year Workspace Edition Maintenance and 2nd free | | 5/29/20 | Active |
| BXY004000 000000 | IGEL Migration buy 2 years get 1 free | | 5/29/20 | Active |
| BXY005000 000000 | IGEL Migration buy 3 years get 1 free | | 5/29/20 | Active |
| BXY006000 000000 | IGEL Migration buy 4 years get 1 free | | 5/29/20 | Active |
| BXY008000 000000 | Migration License to IGEL OS 11 (incl. MMCP) plus 3 years maintenance | 1/4/20 | | Active |

Can I buy more than 3-year maintenance?

Yes. 3 years or more, with 3 being the absolute minimum. We do not have the partcode yet for 4 and 5 year... working on it.

Can I buy this Trade Up package with IGEL hardware too?

No. IGEL hardware cannot be included in this program. So you cannot buy a blank UD chassis and then trade In your license from non 64 bit based hardware. If you want to do an IGEL hardware refresh then you need to buy the normal Workspace Edition license and hardware in the usual way.

What are the benefits of OS 11?

- a) License portability
- b) WFH Package access
- c) MMCP included
- d) New protocols such as WVD, latest version of Citrix Workspace App, Horizon 7 client, etc
- e) Custom partition is now in the Workspace Edition version
- f) Improved functionality in IGEL License Portal
- g) More embedded technologies, access latest version of clients, codecs, protocols, with all the latest integrations with our now 90+ technology partners
- h) Simplicity of all essential features packaged together in one perpetual Workspace Edition license (including HA and IMI REST API)
- i) Ability to add value-added UMS features ICG, AIT, and shared workplace together
- j) New 30-day OS 11 starter license to make it super-easy to get up-and-running immediately
- k) Any other ongoing new features and updates that you cannot get with anything but OS 11.

Can I co-term these new Workspace Edition licenses with my other IGEL licenses?

No. Co-termining is just not possible yet.

Proof of Purchase?

Why do we say 'AND'? Because often you, the customer, has a discrepancy between UMS and number of licenses on your PO or PO's that you can find and we have 3rd party licenses in our Operating Systems that need a level of Proof of Purchase.

Good quality evidence - we need to be able to track down the purchase of licenses - so good evidence is a copy of PO from you to your IGEL partner.

FAQs

Q: I have already asked for a quote from the previous program?

Answer: The old offers will be honored until May 29th (Friday) 2020.

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|---------------------|--|------------|----------|--------|
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Q: What happens if this new Trade Up partcode doesn't work on my old devices?

Concern: Submit an order for a large quantity of devices and then the new license doesn't work.

Answer: This is why IGEL's sales team must be involved, and you must test it works in your environment and be happy before you place the order.

Q: Do I have to purchase this Trade Up to migrate my software to OS 11?

Answer: Yes if you have OS 10 **hardware** from 2017 and 2018, which included **firmware updates** for OS 10 (not the maintenance program we have now). BUT if you have OS 10 software with current IGEL maintenance you can migrate to OS 11 free of charge, regardless of whether or not your devices already include the MMCP (Multi Media Codec Pack).

Q: Can you help me understand this Trade Up for my old Version LX5 devices - some of the IGEL hardware can move to OS 11 and some cannot - I am confused.

Answer: Remember the following - LX4 and LX5 are 32 bit OS based and OS 10 and OS 11 are 64 bit OS based: BUT in Spring 2016 we upgraded our hardware and generally the devices from that time onwards are capable of running a 64 bit OS. Therefore, the answer should be as follows to your possible questions:

Q: Will the new Trade Up licences work on v5 devices?

Answer: Yes, it is possible if the device is from the newer hardware series from Spring 2016 onwards. It should work, but needs to be tested.

If the device is from before this date it will probably **not work**.

Q: So the LX5 hardware would have to have a 64 bit processor and meet the requirements?

Answer: Correct but test, test, test - work with IGEL pre-sales in the same way as you would a new project.

Q: Do I have to move from LX5 to OS 10 first?

Answer: No, you don't because this is a license trade up not a firmware migration. If you have the later LX5 models, and chose the Trade Up offer you, will be getting a **new** OS 11 license and then you can re-flash the unit (like they do with a normal 3rd party hardware conversion).

Q: If the LX5 IGEL hardware cannot take the new OS 11 but I want to move to OS 11?

Answer: As shown in the document, 'Generally IGEL devices from Spring 2016 onwards' this should be okay but test, test, test, first.

Q: Can we have a list of tested scenarios that IGEL approve for migrations?

Answer: As shown in the document, 'Generally IGEL devices from Spring 2016 onwards' this should be okay but test, test, test, first.

Do we have to buy MMCP if we want to move from UDC3/UDP to OS 11?

No, we removed the restriction that the MMCP is required so the License Portal check for MMCP will be removed.

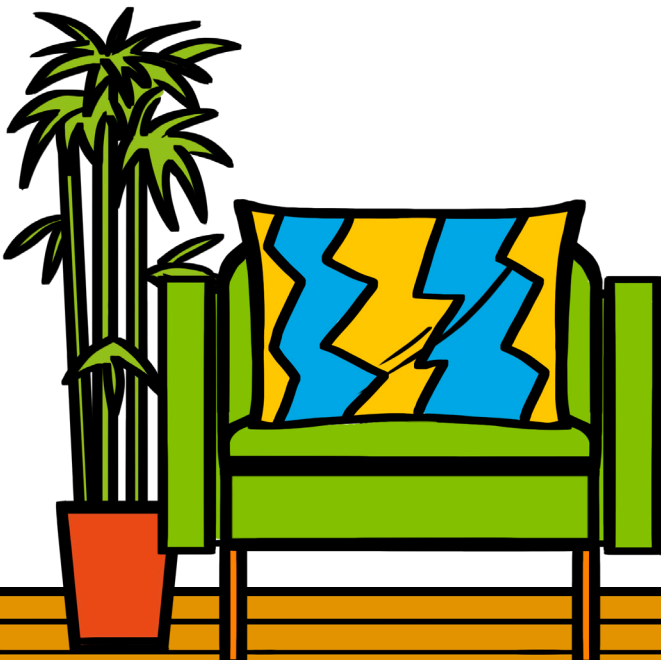
Can we Trade Up on Compact, Winestra or Premium models?

No, these devices are not capable of OS 11.

What should I do next?

Test, test, test with OS 11 trial licenses.

Remember, a key benefit of OS 11 is that you can use custom partitions in the standard Workspace Edition. As part of the testing, you need to ensure that any custom partitions are tested or rebuilt for OS 11 compatibility.





MAXIMIZE
YOUR WORKSPACE WITH THE IGEL
TRADE UP
PROGRAM



For more information visit:
[IGEL.COM/tradeup](https://www.igel.com/tradeup)