UDC2 QUESTIONS & ANSWERS
What is the IGEL UDC2?

The IGEL Universal Desktop Converter2 (UDC2) is a Linux-based operating system optimized for thin client applications. Referred to as "firmware", the UDC2 replaces an existing PC operating system, which means the legacy Windows (or Linux) operating system will be completely removed from hard disk.

▶ How is the IGEL UDC2 installed and deployed?
   The most common way to install the UDC2 is to start the target PC, laptop, or thin client using a bootable USB stick that runs the UDC2 conversion application. Other methods can be used to run the conversion, including booting the target computer from a CD or network.

▶ What are the hardware requirements of the IGEL UDC2?
   The hardware requirements of the UDC2 are a 1.0 GHz single-core x86 processor or better, at least 1.0 GB of memory (RAM), 1.0 GB of local storage (disk), and an available Ethernet port.

SATA, ATA, and IDE disk interfaces are supported, and also popular graphics chipsets. Most PCs manufactured in the past six years will work, regardless of the manufacturer.

▶ Can the IGEL UDC2 run in a virtual machine for testing and support purposes?
   The UDC2 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 UDC, configure the UDC2 VM as bridged network, attach the UDC2 ISO (igel_udc_cd.iso) as a CD, and start the VM to initiate the UDC2 installation.

   After the conversion is complete, you can assign a UDC2 license manually or using the IGEL Management Suite License Management system.

▶ What functions and options does a notebook thin client offer?
   Café Wireless was specially developed for x86 compatible notebooks that have been turned into IGEL thin clients using IGEL’s UDC2 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 WiFi 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.

▶ How often is the IGEL UDC2 firmware updated?
   UDC2 firmware is updated 4 times per year. This is the same frequency with which IGEL Linux-based thin clients are updated. And like our thin clients, updates are provided “at no additional cost” beyond the original investment in the UDC2.

▶ How long does IGEL provide updates to the UDC2 firmware?
   IGEL Technology warrant updates to firmware for at least three years after announcing end-of-product-life. The new IGEL UDC2 was released on October 1, 2013 and it replaces the UDC that was released over five years ago.
Does the IGEL UDC2 support dual-display configurations?
The UDC2 supports dual screen environments, where the user's
desktop is spread across two displays, provided the UDC-turned
computer is a supported hardware (3rd party hardware database on
IGEL website).

If the PC being turned uses either an Intel, ATI, or NVIDIA video
chipset, and the PC has multiple display connectors (DVI, SVGA, and/
or DisplayPort), then dual-display configurations are possible. For any
other device, dual screen is supported but not guaranteed.

What back-end solutions does the IGEL UDC2 support?
The UDC2 supports connecting to more back-end platforms than
any other thin client solution, including application and desktop
virtualization products from the industry leaders:
- Citrix XenApp & XenDesktop, with full HDX support
- VMware View Horizon, with full PCoIP support
- Microsoft RDS with full RemoteFX support
- Red Hat Enterprise Virtualization for Desktop, with full SPICE support

In addition, the UDC2 also supports connectivity to these back-end
solutions:
- NoMachine for Linux, Windows and OSX
- Virtual Bridges VERDE
- ThinLinc

Is the IGEL UDC2 an Operating System replacement?
Installation of the UDC2 replaces the target system's operating
system. For security reasons, the UDC2 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 UDC2 onto a live “bootable” USB
memory stick.

How is the IGEL UDC2 licensed?
The UDC2 license is based on to the MAC address of the target PC.
Licenses can be installed during installation of the UDC2 manually
or through the License Management features of the IGEL Universal
Management System.

Is the IGEL UDC2 license transferrable to another PC?
The UDC2 license is not transferrable between PCs. However, IGEL
recognizes that computer equipment does fail, and therefore, offers a
license replacement program. Within one year of purchase, IGEL will
provide a replacement license when an end-user organization reports
the MAC addresses of both, the failed device and its replacement.

Does the IGEL UDC2 support my PC hardware?
IGEL recommends to test the conversion of your PC by installing the
UDC2 with a free test license. If the UDC2 installation is successful,
you will be able test all aspects of the UDC2.

Does the IGEL UDC2 disable local peripherals?
Converting a PC using the IGEL UDC2 does not disable local
peripherals. Instead, access to local peripherals attached to the
UDC2-turned PC is controlled by the virtual applications and/or
desktops to which the thin client is connected.

How long does it take to turn a PC using the IGEL UDC2?
The time it takes to turn a PC to a thin client using the IGEL UDC2
is dependent on the speed of the target PC. A PC with a 3.0 GHz
processor will convert much more quickly 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 UDC2?
The list price of the UDC2 is US$74,- net per license. An optional
multimedia CODEC pack, e.g. for local processing of multimedia
streams is available at US$ 25,- net. There are no additional costs
beyond the initial investment, and the price includes all firmware
updates and the right to use the IGEL Universal Management System.

How can I learn about the IGEL UDC2?
The best way to learn more about the IGEL UDC2 is to give it a try, but
if you’re not ready to try the UDC2, and you have questions specific to
your situation, send an email to info@igel.com.

What is the next step?
Give it a try! Please go to www.igel.com/udc2 and secure your free
evaluation version.

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