

THINMANAGER ACTIVATION

Activation of ThinManager for
Either Demo or Master Licenses

ThinManager Download Summary:

1. Download the ThinManager software from <https://downloads.thinmanager.com>. Registration may be required.
2. Install the ThinManager software. You can install it on a workstation or server operating system but a server is preferred.
3. Activate the ThinManager software. There are two options:
 - A **Demo Code** is a temporary license for trials and demos. It is available from <https://licensing.thinmanager.com/DemoCode/Create>.
 - A **Product License** is the permanent license that is purchased. It is applied to a Master License and activated at <https://licensing.thinmanager.com>.
4. Configure the ThinManager system. The ThinManual at <https://thinmanager.com/support/manuals> is a good place to learn how to configure a ThinManager system.
5. Add hardware to the system and associate the hardware to a configured profile.

Download ThinManager

1. ThinManager can be downloaded at <https://downloads.thinmanager.com> or <https://compatibility.rockwellautomation.com>.

Install ThinManager

1. ThinManager is traditionally installed on a server operating system but it can be installed on a workstation operating system if needed. These can be physical or virtual machines.
2. You can install ThinManager on a Windows server that has the remote desktop role added but it is not required.
3. ThinManager does not need to be installed on every server - just one or a pair for auto-synchronized redundancy. ThinManager is separate from the remote desktop server role even when the two share an operating system.
4. If you are installing on a server with the remote desktop services role you must install through the **Install Application on Remote Desktop Server** icon in the **Control Panel**.
5. The ThinManager install includes both a 32-bit and 64-bit option. The 32-bit works fine on 64-bit computers.

Activate the ThinManager Software

Once your software has been installed, you must choose the correct activation method. For ThinManager Master Licensing, you can activate your license at <https://licensing.thinmanager.com/>. For FactoryTalk Activation, you can activate your license using the FactoryTalk Activation Manager from the machine where ThinManager is installed if it has access to the Internet, or from <https://activate.rockwellautomation.com> if it does not.

For instructions on ThinManager Master License activation please see <https://thinmanager.com/activate>. If using FactoryTalk Activation, you must change the Licensing Mode in ThinManager by clicking the Install ribbon followed by the License Mode icon.

You need the **Installation ID** from ThinManager to activate the ThinManager software. It is found at the bottom of the **Licensing** window that is opened by selecting **Install** → **Licenses**.

Temporary Demo Codes

ThinManager can be activated with a 30-day demo code. It does not require registering for an account. Once it expires you have to contact <https://rockwellautomation.custhelp.com/app/ask/p/4785> if you need an extension.

1. Launch ThinManager.
2. Select **Install** → **Licenses** to open the **Licensing** window.
3. The **Installation ID** is found at the bottom of the **Licensing** window. Auto-Synchronized systems will show primary and secondary Installation IDs.
4. Highlight and copy the installation ID to paste it into the Demo Code form.
5. Open the Demo Code form by going to the ThinManager web site at <https://licensing.thinmanager.com/DemoCode/Create>.
6. Paste the Installation ID into the **Primary Installation ID** field. Enter the secondary Install ID if you have a synchronized pair of ThinManager Servers.
7. Fill out the rest of the form. Make sure you have an accurate e-mail address as this is required to receive your demo code.
8. Select the **Create** button and check your e-mail. The Demo code should arrive in less than a minute. If it does not arrive you should check your spam filters. Contact support@thinmanager.com if you can't find it.
9. Select **Install** → **Licenses** on the ThinManager menu bar to open the **Licensing** window.
10. Select the **Install Demo Code** button to open the **Install Demo Code** window. Enter the Demo Code in the field at the bottom of the window and select the **OK** button.
11. Your Demo Code should show up in the **Licensing** window.

Note: Since this is a temporary license, you will receive a warning about missing a Master License whenever you launch ThinManager. Ignore this warning for demo codes.

Permanent Product Licenses

Product Licenses are the permanent licenses that are purchased for running ThinManager. The Product License is added to a user created Master License that acts as a container for the Product Licenses. The Master License is then activated with the Installation ID, downloaded, and installed in ThinManager.

1. Register on license site at <https://thinmanager.com/licensing/> to access the ThinManager Licensing site. It will require contact information. Make sure that this is accurate as your login information will be sent to the listed e-mail address.
2. Log in to the ThinManager licensing site once you have your login information. You can select your name in the upper right corner to access your profile and change your given password to one of your choice once you are logged in.
3. Create a Master License by selecting the link in the Licensing site menu bar. The Description allows you to tag the license with text to make it easier to manage. Many of the fields will be populated with data from your user account. Once you select the **Create** button you will be taken to the Master License page.
4. Add Product License to your Master License by selecting the **Add Product License** link on your Master License page. It will ask if it is part of a Redundant system. You may add Product Licenses as needed.
5. Activate the Master License by selecting the **Activate License** link and entering the **Installation ID** from your ThinManager. The Installation ID is found at the bottom of the ThinManager **Licensing** window that is opened by selecting **Install** → **Licenses** in the ThinManager menu bar. Selecting the **Create** button will allow a download of the license file.
6. Download the License file when the **Click here to download your license file** link is displayed. Do not save it into the ThinManager directory but save it to a folder that is accessible from ThinManager.
7. Install the License File by selecting **Install** → **Licenses** in the ThinManager menu bar to open the ThinManager **Licensing** window. Select the **Install License** button. It will open a file browser that lets you navigate to the downloaded *.LIC license file. Select the *.LIC file and select the **Open** button.
8. Once the Master License is installed, the Master License number should be displayed in the Master License Number field and the Product License should be shown with a green icon in the **Licensing** window. Select **Done** to close the window.

Note: ThinManager may issue development licenses to System Integration Partners and ThinManager distributors as Product Licenses that will need to be added to Master Licenses.

Configuration

The ThinManual guide, found at <https://thinmanager.com/support/manuals>, is a great source for detailed instructions on configuration.

Here is a simplified version.

1. Define your remote desktop servers in the Display Server branch of the ThinManager tree.
2. Define the applications you want to run as display clients on the Display Client branch of

the ThinManager tree.

3. Define the terminals in the Terminal branch of the ThinManager tree.
4. Add hardware to the system and associate the hardware to a configured profile.

Hardware

ThinManager supports several types of hardware in order to give you a variety of choices without limiting your hardware options. View more information on hardware [[knowledge base](#)].

ThinManager Ready thin clients

ThinManager Ready thin clients are industrial units that contain a ThinManager BIOS. This allows them to use either a static IP address or use the Dynamic Host Configuration Protocol (DHCP) to assign an IP address.

ThinManager Compatible thin client

ThinManager Compatible thin clients are generic thin clients, generally office grade, that are able to connect to ThinManager through the Intel Pre-eXecution Environment, or PXE boot. Many of these thin clients have an embedded operating system so you need to go into the BIOS and set the boot order so that **PXE Boot or Boot From LAN** is the first boot option. When turned on, the thin client will send out a DHCP and PXE request. ThinManager will respond to the PXE request and send the thin client the ThinManager firmware, allowing it to boot as a ThinManager thin client.

PCs with WinTMC

The ThinManager WinTMC application can be installed on personal computers (PCs) so that the PC acts as a managed remote desktop client. This allows the administrator to control the user experience on the PC without having to manually go to the PC once WinTMC is initially installed.

Tablets

Tablets can be used as ThinManager clients allowing terminals to become mobile and applications ported to where a user chooses to roam.

Apple tablets use the iTMC application that is available from the Apple Store.

Android tablets use the aTMC application that is available from the Google Play store.

Windows Surface tablets can use the WinTMC application that is available from the ThinManager download page at <https://downloads.thinmanager.com>.