



LEARNING SERIES:

What Sets ThinManager Apart?

The ThinManager solution is uniquely positioned to provide the technology needed for companies to make the transition from PC computing to the Industrial Internet of Things.

www.thinmanager.com

There are several companies that make office grade thin clients. Most of these “low cost players” sell a thin client tool while ThinManager® is an entire tool box. Some questions to ask about a thin client system are:

- **How do you configure and deploy your Thin Clients?**
- **How do you deploy your apps?**
- **How easy is it to change you configuration once established?**
- **How do you deploy the application to the right location?**
- **How do you replace hardware, and what is involved?**
- **How do you change applications?**
- **How do you lock down applications?**
- **How do you secure the system?**
- **Can you shadow terminals? Are you shadowing the session or the actual client?**
- **Do you have out-of-the-box failover and redundancy?**
- **If you are using VDIs, how do you manage them? How do you deploy the correct image?**
- **Do you have multiple hardware vendors or are you limited to a proprietary system?**
- **What touch screens are supported?**
- **What about firmware updates?**

The ThinManager solution is uniquely positioned to provide the technology needed for companies to make the transition from PC computing to the Industrial Internet of Things.

In the following pages are some of the features that answer the above questions.

Continued on next page »

System Control & Maintenance

- The entire thin client system can be controlled from a centralized ThinManager console.
- Configuration is managed through wizards. Coding, scripting, and compiling are not needed.
- Terminals can be configured, managed, restarted, rebooted, disabled, enabled, or shadowed from the console. The touch screen calibration can be started locally or from the console.
- Terminals can be shadowed from the console. The shadow is terminal to terminal shadowing and not session to session shadowing on the Remote Desktop Server. This shows the true view of the operator station.
- Applications run on a few remote desktop servers instead of many PCs or operator stations. This makes updates, patching, and anti-virus maintenance quicker and easier.

Application Deployment

- Although a desktop can be deployed, ThinManager uses the Applink function to limit a session to a single application. This makes it easier for an administrator to control what applications are being run.
- The ThinManager MultiSession feature allows a terminal to run several sessions, either single applications or desktops, on the same terminal. These sessions can run on different remote desktop servers.
- Applications are consolidated to a few servers making updates much easier.

High Availability

- Since ThinManager is an industrial entity, we understand the high availability needs of production and design everything to help production run without downtime.
- As an industrial entity, ThinManager understands the high availability needs of production and designs everything to maintain production.
- ThinManager can run as a redundant pair of auto-synchronized servers so that a ThinManager Server is always available.
- ThinManager Failover supports multiple remote desktop servers. Terminals can be easily configured to use a pool of servers. If one server fails, the terminal will automatically switch to a backup server, keeping production running.
- ThinManager Instant Failover supports a hot backup of the session. When a terminal using Instant Failover boots, it starts a session on two servers. If one server fails, the terminal switches to the hot backup session preventing any downtime.

Hardware

- ThinManager supports ThinManager Ready thin clients that have a ThinManager BIOS installed. These can use static or DHCP IP address assignments. These are provided by many hardware vendors.
- ThinManager supports many generic thin clients by using PXE boot to assign IP addresses and provide firmware. Thin clients that have an embedded OS will use the advance ThinManager OS instead, eliminating the need for updates.
- The choices in hardware provide flexibility and keep a customer from being locked into proprietary hardware.

Continued on next page »

- ThinManager thin clients have no moving parts. The industrial thin clients have heat sinks and vibration resistance. This increases the mean time of failure.
- ThinManager thin clients have no embedded operating systems. Instead of re-flashing the thin clients monthly to keep them updated, the ThinManager firmware is updated once from the ThinManager console. The thin clients load the updated firmware when they are rebooted.
- ThinManager Ready thin clients and ThinManager Compatible thin clients use less power than PCs, saving energy costs.

Touch Screen

- ThinManager supports close to 20 serial touch screen controllers and has a universal USB touch screen driver.
- Adding or changing a touch screen driver is done from the ThinManager console. It does not require downloading a new image and flashing the thin client like common embedded thin clients require. The change in configuration can be delivered by rebooting the hardware from the ThinManager console.
- The touch screen can be configured to pass right clicks, launch an On-Screen Keyboard, or launch the calibration program.
- A clean time is configurable to allow a user to temporarily disable the touch screen for wash down and cleaning.

MultiMonitor and Virtual Screen

- ThinManager supports MultiMonitor, the ability to run up to five monitors from one thin client. The monitors can run independently or be merged into dual, triple, and quad monitor screens.
- ThinManager has a Share Keyboard and Mouse feature that can unite up to five thin clients with a single keyboard and mouse. It is commonly used to tie three quad monitor thin clients together giving a control room operator easy access to twelve usable screens.
- Virtual Screens are a 'Virtual MultiMonitor' that allow you to deploy multiple virtual monitors on a single physical monitor or spanned MultiMonitor. This gives you the flexibility to display applications in overlays with custom resolutions. For example, you can have one large virtual screen bordered by several smaller virtual screens and then choose which application is displayed full size and which are displayed as 'thumbnails.' The Swap feature allows you to easily make this choice.
- One example of Virtual Screen usage is to deploy four 1920x1080 quadrants, each with their own applications, on a single 4K (3840x2160) monitor, creating a virtual quad MultiMonitor display.

Plant Floor Visibility

- ThinManager supports IP cameras using the RTSP (Real Time Streaming Protocol) and Motion JPEG.
- ThinManager supports USB cameras.
- Camera video feed can be displayed on a thin client screen or can be embedded into another application.
- Terminals can be shadowed from another terminal or the ThinManager console.

Continued on next page »

Security

- ThinManager thin clients have no hard drive. Stealing one will not result in the loss of data.
- ThinManager does not mount USB drives preventing access through USB keys.
- ThinManager can block keystrokes, like ALT+F4, CTL+ESC, and CTL+ALT+DEL, and more.
- Relevance® User Services (formerly TermSecure) can hide applications from operators and only reveal them to users who log in with the correct permission set.
- Relevance User Services can assign an application, or set of applications, to a user. They can access their applications from anywhere on the network, giving them roaming access to their applications.
- ThinManager supports HID cards and fingerprint scanners for a secure login.

Mobile Computing

- ThinManager can deploy sessions to iPads, iPhones, Android devices and Surface tablets.
- Relevance can limit where the applications are deployed by using Bluetooth, Wi-Fi, or GPS fences.
- Relevance can assign applications to a location without a terminal. This location can have a resolver like a QR code assigned to it. Scanning the QR code with a mobile device will send the application to the mobile device, making your mobile device the terminal.
- Locations can be assigned to terminals and assigned a resolver like a Bluetooth beacon or QR code. Users can shadow the terminal, transfer the session, or clone the session to a mobile device, depending on their permission level.