

## Rockwell ThinManager Software Maintenance



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## INTRODUCTION

Technical challenges can sometimes lead to costly downtime. ThinManager's Software Maintenance can help with short-term emergencies and ease the burden of unexpected hurdles. Whether it is to quickly respond to product questions or ensure that the latest software release is available, investing in Software Maintenance coverage for each and every ThinManager license owned is an essential safeguard for customers that want to protect their investment and eliminate potential headaches in the future. ThinManager software is available as a perpetual or subscription-based license. Initial purchases can be delivered electronically or with media. Subsequent renewals of Software Maintenance are delivered electronically.

## BENEFITS

Get back up and running faster with our global team of product support specialists who can help with installation, configuration, and diagnosis of technical issues. Direct dial into 678-735-7432 or e-mail through Submit a Question at <https://rockwellautomation.custhelp.com/app/ask/p/4785>. Live phone technical support is available 8x5, or optionally 24x7. Both phone and e-mail support are available **only on product licensing/serial numbers** that are covered by Software Maintenance. Support calls and/or emails on systems containing product licensing/serial numbers that are not current on Software Maintenance will be forwarded to the ThinManager Customer Success team. A roadmap to Software Maintenance will be detailed and quoted to customer specification. Once a purchase order is received, immediate reinvestment in Software Maintenance coverage and reinstatement of the following benefits will occur:

- 1) Live phone/e-mail technical support eligibility
- 2) Access to the latest versions of ThinManager providing access to vital future updates
- 3) Step-in pricing eligibility
- 4) Trade-in credit eligibility toward V-FLEX licensing
- 5) License location transfers and activation type conversions

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## PRICE OVERVIEW

Software Maintenance agreements are priced per ThinManager terminal connection regardless of location. The exception to this rule is for legacy Enterprise Site/Server licenses which offer an unlimited number of terminal connections. The 1<sup>st</sup> year of 8x5 Software Maintenance is included in all new ThinManager V-FLEX license purchases, with an option to upgrade to 24x7. 8x5 Software Maintenance is 20% of the price of the terminal connection license. 24x7 is 30% of the price of the terminal connection license.

For customers with legacy licensing (5-pack, 10-pack, 25-pack, Enterprise Site/Server, etc.), we have a commercial program called Flex Forward that provides a pathway to migrate your existing licensing to V-FLEX. For more details, please visit [www.thinmanager.com/vflex](http://www.thinmanager.com/vflex) and look for the Flex Forward datasheet link. Specifically, the Flex Forward to Subscription offering provides an opportunity for perpetual license owners to trade in their existing licensing for an equivalent subscription license and in the process waive any Software Maintenance backpay associated with the licenses traded. The special pricing on the new subscription will align with the annual Software Maintenance on traded perpetual licenses. If a Flex Forward subscription is renewed after its expiration date, the renewal price will be based on back-dating to that expiration date in order to maintain the special pricing. Lastly, the Flex Forward to Subscription offering is one-way – we do not offer a way to trade a Flex Forward to Subscription back in for an equivalent perpetual license. For more details, please visit [www.thinmanager.com/vflex](http://www.thinmanager.com/vflex) and look for the Flex Forward datasheet link.

## LICENSE TRANSFER

ThinManager product licenses/serial numbers current on Software Maintenance may be transferred from a system in Location A to a system in Location B based upon customer needs. The Software Maintenance coverage and term on that license remains unchanged at Location B. Upon reactivation at Location B, the customer may receive a notification about the current state of Software

Maintenance status for that Location B system. This message encourages a call to the ThinManager Customer Success team to ensure expiration date synchronization of all product licenses.

Similarly, activation type conversions (i.e.: ThinManager Activation to FactoryTalk Activation or vice-versa) are only afforded for those licenses covered by Software Maintenance.

## **LAPSES/LATE RENEWALS**

When Software Maintenance is not renewed, there will be no Software Maintenance benefits available on that particular license.

The product license's Software Maintenance expiration date will remain attached to it, and the reinstated term for Software Maintenance renewal will start the day after that existing expiration date. To reinstate Software Maintenance for an expired product license, the ThinManager Customer Success team will determine the associated cost based on the days of Software Maintenance missed, up to a maximum of 2 years.

## **SUBSCRIPTION**

As a critical component to your infrastructure, we have taken steps to ensure ThinManager subscription licensing does not stop running if your subscription expires before you have renewed it. First, there is a grace period built-into the activation, so it will continue to operate without any loss of functionality for 30 days after the expiration date. If the subscription is still not renewed beyond the 30-day grace period, you will begin to see subscription expiration notifications every 2 hours within the Admin Console and at ThinManager-managed terminals. Additionally, you will be unable to make configuration changes or shadow terminals from the Admin Console in this expired subscription state. Despite being in an expired state, your terminals will remain booted and will be able to reboot if needed, allowing you to continue operations while getting your

subscription renewed. If you renew prior to your expiration date, you will receive an updated version of your original license that includes the new expiration date. If you renew after your expiration date, you will receive a new product license. In both cases, since the license file includes the subscription expiration date, the updated or new license must be installed in the ThinManager Admin Console to properly update your subscription.

It should be noted that the subscription expiration behavior described above requires ThinManager 12.1 or newer. If you are running a ThinManager version prior to 12.1, and your subscription expires, you will not be able to reboot your ThinManager-managed terminals. It is for this reason that we recommend all ThinManager subscription owners upgrade to version 12.1 or newer.

Commercially, you will be notified through your ThinManager Channel Partner of your subscription renewal at 120 days prior to expiration. If not renewed, your Channel Partner will receive another notification at 30 days prior to expiration and then at 8 weeks past expiration.

## **SOFTWARE MAINTENANCE DISCOUNTING**

Volume discounting is built-in to V-FLEX licensing. The more terminal connections you purchase, the more you save on the price per terminal. Since Software Maintenance is a fixed percentage of the price per terminal, discounts are earned by renewing more terminal connection licenses at the same time.

## **STEP-IN PRICING DISCOUNTING**

Maintaining Software Maintenance on existing licensing also provides Step-In pricing opportunities on new V-FLEX license purchases. With Step-In pricing, past purchase quantities are added to new purchases quantities to determine the volume discount to be applied. For example, if a customer site has an existing 5 terminal connection license that is current on Software Maintenance and needs to purchase 1 additional terminal connection license, Step-In pricing enables the

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new purchase at the 5-49 quantity pricing band, instead of the 1-4 quantity pricing band, resulting in a 45% discount.

## **SYNCHRONIZATION**

ThinManager Software Maintenance is separate and distinct from TechConnect. The ThinManager Customer Success team can provide prorated quotations for Software Maintenance and/or Subscriptions synchronized to specific customer dates and/or TechConnect contract expiration end dates.

## **VERSION LIFE CYCLE POLICY**

Each ThinManager version is supported for five (5) years from its date of release. During this period, service packs will be released to address software anomalies as well as any security threats or enhancements to ensure continued operation with supported Microsoft operating systems. After three (3) years, the status changes from Preferred to Managed, indicating the product will still receive anomaly corrections but a newer version is recommended if no restrictions prevent migration. Once a version transitions from Managed to Limited at the 5 year mark, new service packs will not be released. Customers who possess a current Software Maintenance contract for ThinManager will always be able to receive phone or online support for their version, regardless of its Life Cycle state. However, if a customer experiences an issue with a Limited version that requires a software fix, they will be guided to upgrade to the latest version of ThinManager.

The grid on the following page summarizes the life cycle status for all ThinManager versions.

Version	Lifecycle	Initial Release	Managed Date	Limited Date
<b>2.6</b>	Limited	14-Jan-2005	14-Jan-2008	14-Jan-2010
<b>3</b>	Limited	03-May-2006	03-May-2009	03-May-2011
<b>3.1</b>	Limited	27-Jun-2007	27-Jun-2010	27-Jun-2012
<b>3.2</b>	Limited	03-Jul-2008	03-Jul-2011	03-Jul-2013
<b>3.3</b>	Limited	09-Apr-2009	09-Apr-2012	09-Apr-2014
<b>4</b>	Limited	28-Dec-2009	28-Dec-2012	28-Dec-2014
<b>4.1</b>	Limited	19-Apr-2011	19-Apr-2014	19-Apr-2016
<b>5</b>	Limited	08-Jul-2011	08-Jul-2014	08-Jul-2016
<b>6</b>	Limited	14-May-2012	14-May-2015	14-May-2017
<b>7</b>	Limited	10-Mar-2014	10-Mar-2017	10-Mar-2019
<b>8</b>	Limited	01-Jun-2015	01-Jun-2018	01-Jun-2020
<b>8.1</b>	Limited	19-Jan-2016	19-Jan-2019	19-Jan-2021
<b>9</b>	Limited	25-Apr-2016	25-Apr-2019	25-Apr-2021
<b>10</b>	Limited	18-Dec-2017	18-Dec-2020	01-Jun-2022
<b>11</b>	Limited	21-Dec-2018	21-Dec-2021	21-Dec-2023
<b>11.1</b>	Managed	15-Jul-2019	15-Jul-2022	15-Jul-2024
<b>11.2</b>	Managed	11-Jun-2020	11-Jun-2023	11-Jun-2025
<b>12.0</b>	Managed	11-Dec-2020	11-Dec-2023	11-Dec-2025
<b>12.1</b>	Preferred	18-Jun-2021	18-Jun-2024	18-Jun-2026
<b>13.0</b>	Preferred	23-May-2022	23-May-2025	23-May-2027
<b>13.1</b>	Preferred	02-Feb-2023	02-Feb-2026	02-Feb-2028
<b>13.2</b>	Preferred	20-Sep-2023	20-Sep-2026	20-Sep-2028
<b>14.0</b>	Preferred	22-May-2024	22-May-2026	22-May-2029