



Application Guide

ThinManager Installation Requirements

For more information, please visit thinmanager.com



ThinManager® Installation Requirements

It is recommended to provide a minimum of 10GB of hard disk space for a ThinManager installation. In addition, it is recommended to provide a minimum of 512MB of dedicated memory as well as a minimum of 4 dedicated cores for the CPU to properly support the ThinManager installation.

Initial Installation

- ThinManager is often installed on a Remote Desktop Server (RDS) but that is not required.
- ThinManager can be installed on a workstation, but this should be avoided as workstations are not designed for serving out resources and will require additional configuration and user control overrides.
- ThinManager should be installed through the **Install Applications on a Remote Desktop Server** option when being installed on a Remote Desktop Server. This is found in the Control Panel.
- The application has both a 32-bit and 64-bit version in the install. You can run either on a 64-bit machine, but a 32-bit machine will not give you the option and will install the 32-bit version.
- The program installs two components, ThinServer and ThinManager.
 - ThinServer is a database that runs as a Windows service. This service needs to run as the appropriate user as stated in [QA40986 - ThinManager - ThinServer Service User Account](#).
 - ThinManager is the user interface that shows what is in the database and allows you to make changes to the database.
- ThinManager can be downloaded from the [ThinManager Download site](#).
- Many features are inactive until activated with a license. A temporary Demo Code can be obtained from the [Demo Code form](#).
- Permanent licenses are activated on the [ThinManager License site](#).

Upgrades

- ThinManager can be upgraded over the existing version. You do not need to remove the original version.
- You need to be eligible for an upgrade, either by being on ThinManager's Platform Maintenance Program or by purchasing an upgrade.
- It is a good idea to back up your configuration before upgrading. This is done by selecting *Manage->Backup* from the ThinManager menu bar.
- Stopping the **ThinServer** service before the upgrade is not required but is a good idea.
- ThinManager should be installed through the **Install Applications on a Remote Desktop Server** option when being installed on a Remote Desktop Server. This is found in the Control Panel.
- Upgrading from one version to another requires a reactivation of the Master License. Service Packs do not require license reactivation. For more information on reactivation, refer to [QA41740 - Reactivate ThinManager Master License](#)
- A more detailed upgrade procedure can be found in [QA41731 - How do I upgrade ThinManager?](#)

Note: If you upgrade your version when you are not eligible for an upgrade you may need to use a Demo Code to provide temporary licenses. This will give you 30 days to sort out licensing for the update. Refer to [QA41734 - How do I get a temporary ThinManager license?](#) for more information.

Reference Articles:

https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1073478

https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1073472