

Common Questions Form for ThinManager Engagements

Redundancy:

- ThinManager redundancy needed? - This is the capability to boot terminals from more than one ThinManager server.
 - Difference between full redundancy and mirrored redundancy, with mirrored redundancy you can still boot terminals from more than one server, you just cannot boot new terminals or make configuration changes when primary has failed.
- RDS Failover needed? - This is capability to host client sessions from more than one RDS source in the situation where one RDS server fails.
 - The requirement here is multiple RDS servers, ThinManager redundancy is not required.

Hardware:

- Number of Terminals? - These are physical computing hardware end devices that will be receiving a configuration from ThinManager. This includes: zero or thin clients, windows pcs using PXE boot or winTMC application, and mobile devices like smartphones, and tablets using iTMC or aTMC application.
- List all different types of end devices to be delivered a configuration from ThinManager.
- Number of anticipated monitors/sessions? - ThinManager supports multimonitor configurations and/or tiling of content on a single monitor. This spec is used to calculate licensing for client applications (like FactoryTalk View SE) if there will be multiple sessions open on a single thinclient using the multiple monitors or tiling. This will also factor into RDS CAL licensing, if using the per user licensing mode.
- Touch Screens to be used? What type of touch driver(s) are needed? Or specify monitor types.

Network:

- Is the network segmented using layer 2 or 3 VLANs and/or routing?
- Are firewalls going to be located between the ThinManager server and the end devices?
 - Why? Ports need to be opened. Port list knowledgebase article link included below.
- Using DHCP for thin client IP Addresses?
- Using multiple PXE servers on the same network? If, so see ThinManager and PXE boot knowledgebase article link below.

Content Sources:

- Using RDS Server(s)? What server OS(s) are going to be used?
- Using IP or USB camera(s)? What streaming protocol(s) do they use?
- Shadowing VNC servers or PanelViews?
- Using workstation OS(s)? What workstation OS(s) are going to be used?

Applications:

- List of applications to be delivered.

Security:

- Using Active Directory Domain Services or Workstation?
- Using Active Directory Integration for user accounts?
- Using RFID badge scanners or biometric scanners?

Locations:

- Using locations to deliver content? i.e. QR Codes, Bluetooth, GPS, Wireless Access Points

Licensing:

- Need technical support contract which includes software updates? (strongly recommended).
- RDS CAL licensing mode, per user or per device?

Technical Documentation:

https://kb.thinmanager.com/index.php/Reference_Architectures
https://kb.thinmanager.com/index.php/Category:Windows_Server_2012/2012R2
<https://kb.thinmanager.com/index.php/WinTMC>
<https://kb.thinmanager.com/index.php/ITMC>
<https://kb.thinmanager.com/index.php/ATMC>
https://kb.thinmanager.com/index.php/ThinManager_and_PXE_Boot
https://kb.thinmanager.com/index.php/Supported_Hardware
<https://kb.thinmanager.com/index.php/Ports>