

Simplified delivery of centralized applications and information to virtually any device.



THINMANAGER DELIVERS

ThinManager allows you to easily manage the configuration of end-user terminals and the delivery of all your centralized applications and content to those terminals.

EASE OF USE

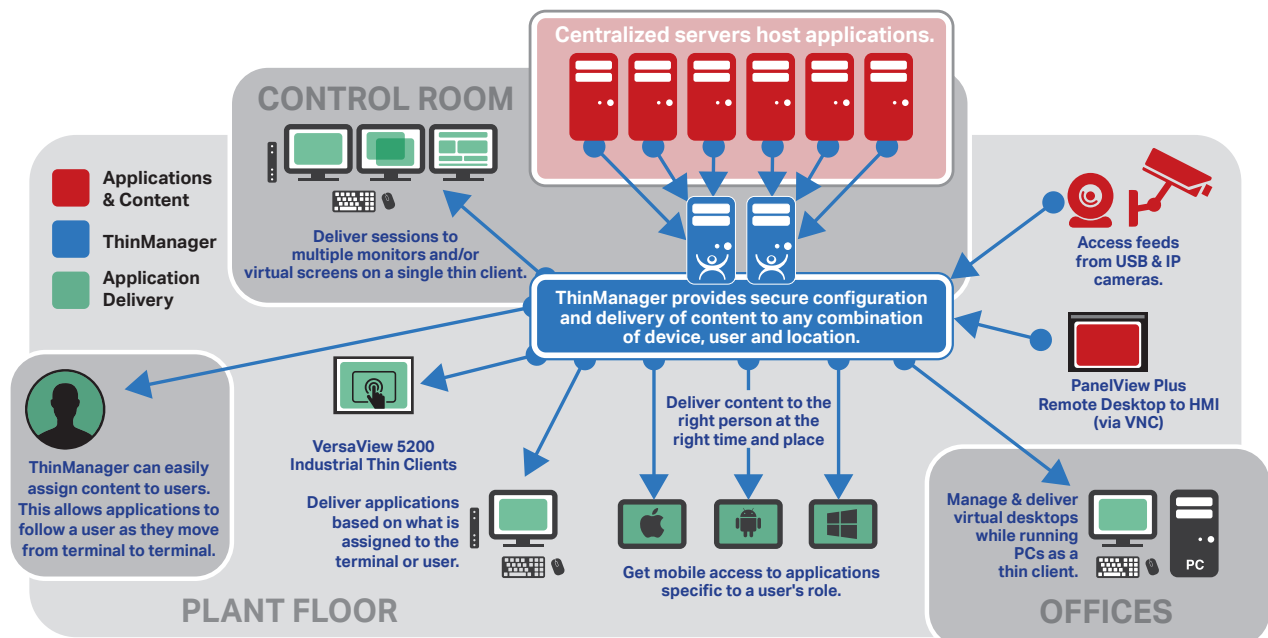
ThinManager's wizard-based configuration allows administrators to easily set up advanced functionality for end-user devices such as PCs, thin clients and mobile devices. ThinManager also makes it easy to customize the content delivered to the terminal based on who is logged in and what role they play in your work environment.

A COMPLETE SOLUTION

ThinManager is the only platform that manages both the server side and the terminal side of modern computer networks offering full server failover and redundancy options to keep your resources in an "always on" state, reducing downtime and lowering your Total Cost of Ownership.

Experience unparalleled flexibility for your computer networks by centrally managing every thin client, PC and mobile tablet from one powerful software platform.

Securely deliver **CONTENT** to **DEVICES, USERS** and **LOCATIONS**.



VERSION 11.0

NEW FEATURES

ThinManager 11.0 has added many new features that will increase productivity, visualization, security & mobility



General Features

Localization – Phase 1

Phase 1 of Localization will provide support for non-English keyboards. The On-Screen Keyboard (OSK) will be configurable for other languages as well. Prompts will be addressed in Phase 2 which will be included in version 12. There are no plans to change the ThinManager Admin Console to other languages. It will remain in English.

UEFI Support

Prior to ThinManager version 11, the ThinManager firmware required a traditional BIOS. Hardware manufacturers have started to drop support for Legacy BIOS. By supporting UEFI, ThinManager will continue to be viable on the latest x86 thin/zero clients. UEFI will also enable secure boot options for the VersaView 5200 family in the future.

Display Client Groups

Similar to other ThinManager objects, Display Client grouping will allow for better organization of Display Clients – especially for larger deployments.



Productivity

FactoryTalk Activation and Common Installer

ThinManager 11.0 will provide an option to use traditional Master Licensing or FactoryTalk Activation.

FactoryTalk View SE Licensing Benefits

With FactoryTalk View SE 11 and ThinManager 11, using FactoryTalk Activation, a single FactoryTalk View SE Client license will enable the delivery of an unlimited number of SE Client sessions (MultiSession and/or Failover) to a terminal.

VersaView 5200 Support

Dual 4K unit – Oct 2018, Multi 4K (3 or 7 displays) – Jan 2019



Visualization

More Flexible Touchscreen Navigation

USB touchscreen module will be configurable for touch and hold time period to present Display Client selection and/or other ThinManager actions (i.e. Tile, Calibrate, etc.)

MultiMonitor Enhancements

ThinManager 11 will support up to 7 displays (in order to support the VersaView 5200 Multi 4K thin client to be released in Jan 2019).



Security

USB Badge Reader Module


This new USB badge reader module will enable ThinManager to support a broader range of badge reader manufacturers. This particular module will work for badge readers that emulate a keyboard.

CONTINUED ON PAGE 2

VERSION 11.0

NEW FEATURES

ThinManager 11.0 has added many new features that will increase productivity, visualization, security & mobility



Mobility

CONTINUED FROM PAGE 1

Tiling, Virtual Screens, IP Camera for aTMC, iTMC

Tiling, Virtual Screens and IP Camera support will be added to ThinManager's Android and iOS mobile clients. This will allow a Control Room style composite application to be taken mobile, allowing mobile users to monitor multiple sources of content simultaneously.



Additional Features

TermMon .NET Component

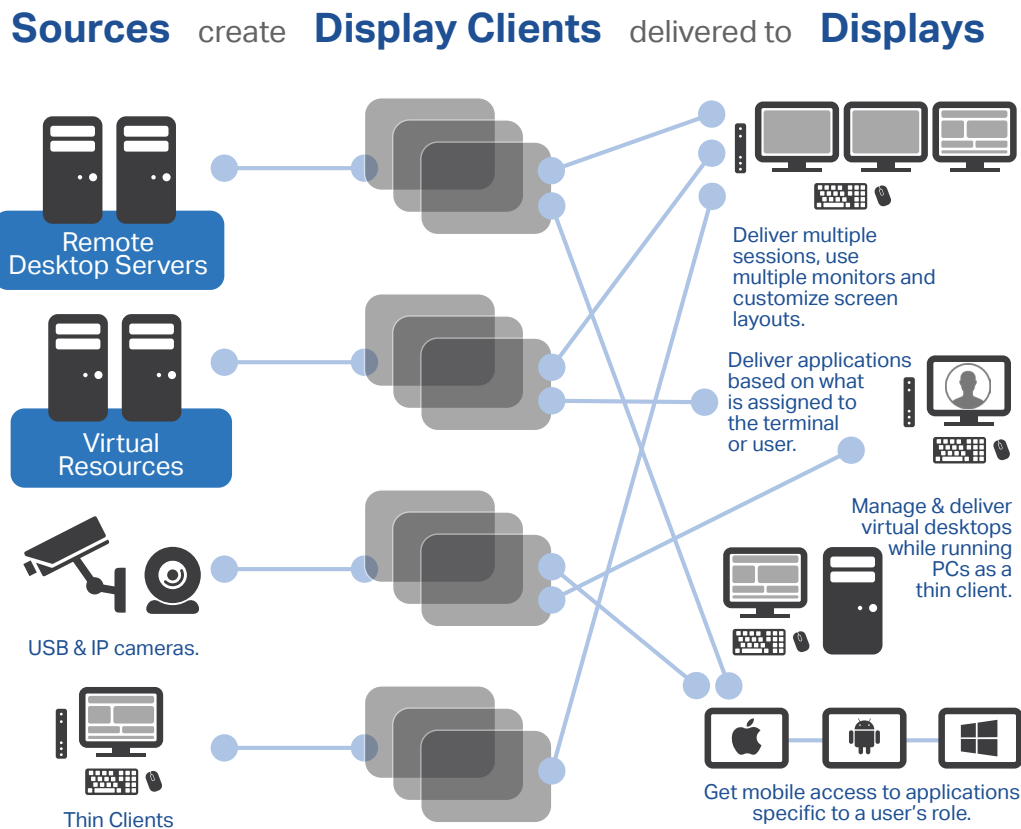
ThinManager's existing TermMon ActiveX control will be made available as a .NET component. This will enable end users who leverage .NET development environments to take advantage of ThinManager's remote programmability capabilities.

Biometric Facial Recognition (Post 11.0 Release)

An advanced look at Facial Recognition will be presented in the Innovations Zone at Automation Fair 2018. In 2019, ThinManager will support Facial Recognition using RealSense USB cameras, enabling a user to register a face at a ThinManager terminal and associate that face with a Relevance User. ThinManager's implementation of Facial Recognition will learn a user's face as it changes – allowing multiple faces (i.e.: with/without PPE) to be associated with a single user.

MULTISESSION CORE

Deliver multiple applications from various sources to create a unique work experience for every user.



MultiSession is the core technology that allows ThinManager to securely deliver user applications and content from multiple sources.

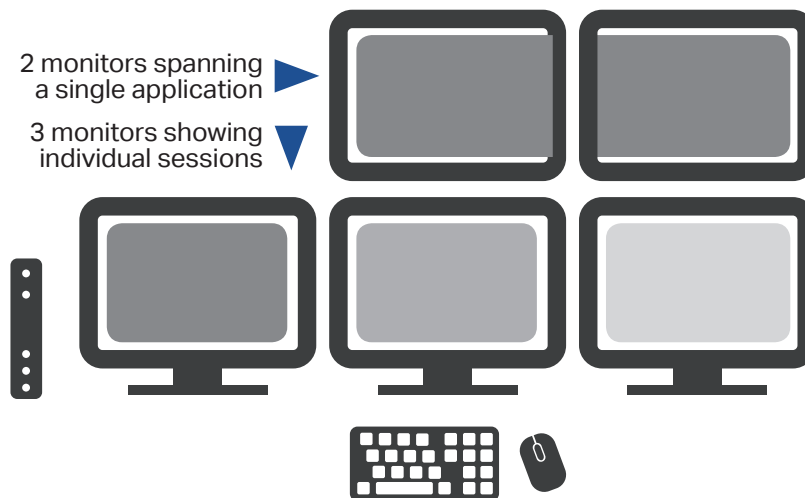
ThinManager's MultiSession technology allows administrators to deliver applications and resources from various sources such as Remote Desktop Servers (terminal servers), IP and USB cameras, other terminals, VMWare, Hyper-V and even Citrix servers to virtually any end-user device. ThinManager creates unique sessions for each authorized user to access centralized applications.

ThinManager easily manages these sessions allowing end users to have access to multiple applications through a single terminal. Users no longer have to worry with applications that compete for resources on a single PC or working on more than one PC at a time to compensate for power hungry programs. ThinManager can deliver everything you need through a single thin client terminal.

MULTIMONITOR

Customize every screen to display your content in any layout you wish.

Increase visualization and expand your view by displaying individual applications on their own monitor or span large applications across several monitors through a single terminal.



ThinManager provides several features for delivering content in a customized format.

MULTIMONITOR

MultiMonitor allows to display up to seven monitors on a single thin client*. MultiMonitor can be used to span sessions across monitors and/or run individual or multiple sessions on each monitor. Touchscreens are also supported.

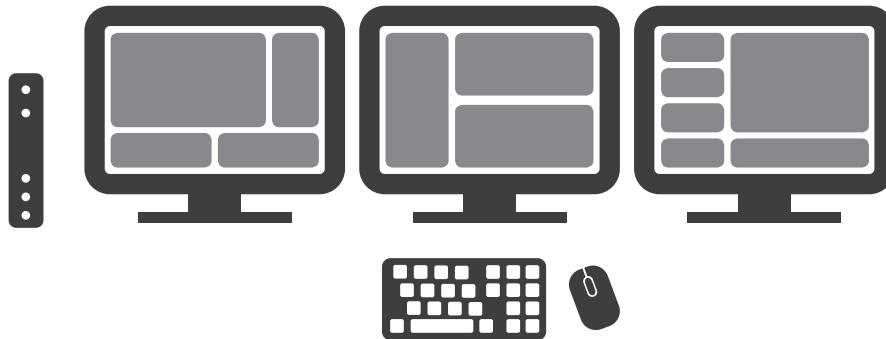
MultiMonitor supports spanned resolutions up to 8192 x 8192 with 64K colors for MS Server 2012 and newer. MS Server 2008 and prior are limited to a spanned resolution of 4096 x 2048.

* Appropriate hardware required.

VIRTUAL SCREENS

Create composite applications with customized layouts on a single hi-resolution monitor

Design custom screen layouts to deliver applications and content from multiple sources.



VIRTUAL SCREENS

Virtual Screens allows multiple sources of content to be arranged on the screen in almost any way imaginable. Administrators can create custom-sized screen overlays to design “composite applications” from available user content on any terminal.

Virtual Screens are set up in a very similar manner to camera overlays. As with most ThinManager features, Virtual Screens are easily created using the wizard-based configuration tool. Simply enter screen coordinates and overlay sizes, then assign applications and content into the spaces you choose.

SESSION SCALING

Session Scaling allows for applications to be auto-scaled to fit a particular layout or monitor resolution. Applications no longer have to be re-written to accommodate varying resolutions. Session Scaling is the perfect compliment to Virtual Screens as it will automatically fit your content into the overlays created.

4K RESOLUTION

Because Virtual Screens encourages adding even more content to the operator experience, ThinManager supports 4K resolution to enhance the clarity of additional content and applications. This also allows for a single 4K monitor to act as four physical monitors operating at 1920 x 1280 without the additional costs of mounting and wiring four physical monitors.

* Appropriate hardware required.

SHADOWING & VNC

Viewing information from other devices is a snap with ThinManager.

ThinManager offers a variety of ways to view content from other thin clients as well as PanelView Plus and PanelView 5000 EOIs.

Shadowing allows an administrator or a user to view and/or operate a terminal remotely.

VNC sources can be shadowed and deployed to any terminal including mobile devices.



ADMINISTRATIVE SHADOWING

ThinManager administrators have the ability to shadow every terminal directly from the ThinManager interface. Simply click the show tab after selecting the terminal you wish to shadow. You can even shadow individual monitors connected to the terminal you are shadowing.



TERMINAL TO TERMINAL SHADOWING

There are many times that a user needs to see what is being displayed on another terminal. ThinManager's Terminal to Terminal Shadow feature let users easily view content from other sessions running on other terminals. This feature alone makes troubleshooting much less time-consuming.



VNC VIEWING

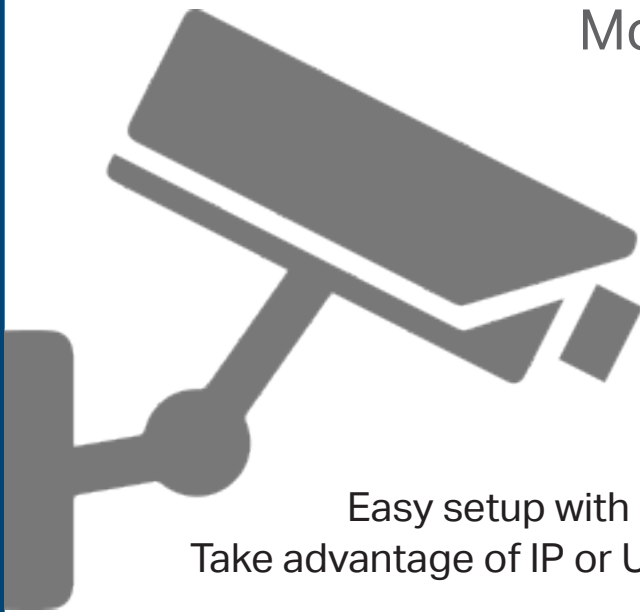
VNC display clients also allows users, based on permissions, to access content directly from other devices like PanelView, PanelView Plus and PanelView 5000 as well as any other device that has a VNC server built in. Combined with Relevance, these features work on mobile tablets as well.

CAMERA SUPPORT

Increased visualization creates a more productive workforce and a safer working environment.



Monitor **HD H.264 video at 30fps** with IP or USB cameras.



Easy setup with multiple viewing options.
Take advantage of IP or USB cameras to expand your view.

SETUP IS EASY

Just configure the camera with an IP address to add it to your network, define it as a display server, and then deploy it as a window or as part of a group of windows.

MULTIPLE VIEWING OPTIONS

Users have the option to choose a single camera display, several cameras with multiple displays, or as an overlay in an existing application. Users can define their own custom layout of the camera overlays or choose from predefined layouts. ThinManager also allows the ability to choose whether or not the IP camera feeds are to be tiled.

MANAGE THE BANDWIDTH

If your thin client is equipped with dual Ethernet ports, it is now possible to directly connect an IP Camera into the 2nd Ethernet port on the thin client. This greatly decreases network activity, instantly freeing up more bandwidth.

ADVANTAGES

IP camera support gives users the ability to see around the corner and through the walls. Use it to expand the line of vision in a production process or as a security tool to monitor every part of a facility at the same time. ThinManager's IP camera support makes it easy to define and deploy a wide variety of readily available cameras.

WinTMC

A complete solution for organizations that use PCs as part of their Remote Desktop Services network.

WinTMC will allow you to manage your PCs and host applications on Remote Desktop Servers, simplifying network-wide updates and significantly reducing your TCO.

WinTMC BRINGS THINMANAGER READY CLIENT FUNCTIONALITY TO YOUR WINDOWS PC You can use versatile ThinManager functions such as SmartSession, MultiSession, AppLink, Instant Failover, and other features on your Windows PC. You will now have more options when managing, configuring, and designing your entire Terminal Server Network.

REMOTELY MANAGE YOUR PCS By centrally configuring WinTMC, you can also directly manage all of your networked PCs directly from ThinManager. Network Administrators can use ThinManager's shadowing capability to remotely view and control the PC's desktop even when the user does not have an active terminal server session.

RUN APPLICATIONS ON YOUR PC OR TERMINAL SERVERS Some users may have the need to run local applications. With WinTMC they can easily switch between applications running locally and WinTMC terminal server sessions.

WinTMC & TABLETS ThinManager's Windows® client application, can be used with tablets running full Windows10 or higher to create a thin mobile experience on a Surface Pro tablet or other Windows10 enabled device.

WinTMC PROVIDES THE FLEXIBILITY TO UPGRADE OVER TIME WinTMC can be configured to act just like a ThinManager Ready thin client. This is ideal for gradually moving from PCs to dedicated ThinManager Ready thin clients, providing flexibility in your IT budget to invest in new thin client hardware as needed.

SUPPORT FOR VIRTUAL SCREENS WinTMC supports Virtual Screens so composite applications can be delivered to PCs and Windows tablets running Windows 10 or higher.

MOBILE APPS

Run existing applications through a mobile tablet without writing code.

More Mobility is More Productivity

ThinManager® has created a mobility solution that allows users to securely access their resources on the move.

TURN YOUR MOBILE TABLET INTO A THIN CLIENT

ThinManager provides a client app for iOS and Android devices allowing them to operate as thin client devices. ThinManager's iTMC and aTMC let you deliver existing content to mobile devices. Use your HMIs and other applications on the move without writing any code.

Enjoy a truly mobile thin client device.

iTMC and **aTMC** supports popular ThinManager features like:

- Relevance for Users
- The new Relevance location-based mobile platform
- ActiveX Control
- Bar Code Scanning
- MultiSession
- Client to Client Shadowing
- Instant Failover
- Full Display Client overrides (Resolution, Login, Color Depth, etc).
- Disabling of Terminal Servers
- Full range of function keys, special keys (e.g. control, alt, F1, F2, etc).
- Custom background settings for company logo, etc.



WinTMC ThinManager's Windows® client application, can be used with tablets running full Windows10 or higher to create a thin mobile experience on a Surface Pro tablet or other Windows10 enabled device.

WinTMC supports Virtual Screens in ThinManager 10.0 and above

RELEVANCE

FOR MOBILITY

Industrial location-based mobility solution.

Deliver your applications to mobile devices* as easy as you deliver them to PCs and thin clients.



Relevance provides the ability to deliver the right content to the right person at the right place with location-based mobility.

Relevance extends your ability to manage every device by bringing a powerful mobile administration toolset to the award-winning ThinManager thin client management platform. Applications and information can now be delivered based on location. This will allow your staff the option to have information automatically become available on mobile devices upon entering a defined location or scanning a location ID. Then, upon leaving the area, the information will be removed from the screen or hidden unless accessed by an authorized user.

The Shadow feature allows users to share screen information with other devices based on proximity

or login. For instance, an administrator can see the same screen on his mobile device that a technician is accessing on a computer without having to walk across the plant, look over the shoulder or switch seats. The access can be view only or interactive.

ThinManager Relevance is ultra-secure as all data is stored on secure central servers and no data is saved locally. If a device is lost or stolen, no information or administrative paperwork is compromised.

*Requires iTMC mobile client available from the Apple App Store or aTMC mobile client available from the ThinManager Downloads page.

RELEVANCE

LOCATION RESOLVERS

Use location resolver technology to manage your modern mobile workforce.

Location resolver technology is what sets Relevance apart from all other mobility solutions.



Use QR Codes, Bluetooth, WiFi and GPS to define locations and securely deliver applications to mobile devices.

Relevance uses four different kinds of location resolver technologies to allow you to completely define your workspace as a location-based mobile facility. Once you have defined locations, you can deliver applications and content to PCs, thin clients and mobile tablets based on where they are located. This allows administrators to secure tethered workstations and mobile devices by delivering applications and content only to specific areas where that content is allowed to be accessed.

Location setup and configuration are easily managed using the ThinManager Relevance wizard-based setup tools. Administrators have full control over how locations and users are defined so that every person

who interacts with the system only receives the content they are authorized to access.


Extra security can be easily employed by creating geofences. Geofences can be configured by combining two resolver technologies such as WiFi and QR codes. For instance, by nesting a QR code within a specific WiFi access point, administrators can deliver content when that code is scanned from within the WiFi access point and take away and/or deny access to the content when a person leaves the WiFi access point. Other resolver technologies can be combined to create geofences as well.

*Requires iTMC mobile client available from the Apple App Store or aTMC mobile client available from the ThinManager Downloads page.

RELEVANCE

USER SERVICES

Securely deliver content through user/role-based management.



Multiple authentication techniques allows administrators to control access to terminals and applications.

AUTHENTICATION Allow users to identify themselves at any terminal using a standard login, and RFID proximity card, a USB flash key or a biometric security device. Greatly increase security by layering multiple authentication methods.

SECURE DELIVERY Relevance User Services can automatically deliver a user's content to any terminal they authenticate to. Allow programs to "follow" users throughout the entire plant. Even if content is already assigned to the terminal, Relevance User Services can deliver additional content, on the fly, based on the user's role. Terminal access and content can also be assigned at a group level.

SCHEDULE Limit a specific user to a weekly, daily or hourly schedule or disable the terminal itself at any time you choose.

EXTEND Drop the ActiveX control into your applications and you can program terminal and user specific functionality including session switching, event logging, and terminal status and management.

SAVE Preventing unauthorized access to your systems can prevent data theft and downtime

ACTIVE DIRECTORY All sessions require a Window's user account. Relevance User Services can automatically sync with your Active Directory allowing system admins to maintain user network security while allowing engineering and plant floor administrators to manage content delivery to the plant floor.

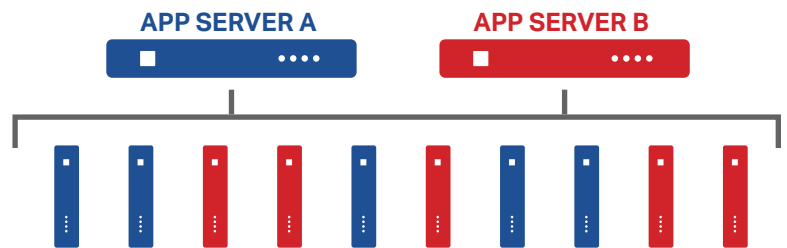
SMART SERVER

Give Your Centralized Servers a Higher IQ and a Safety Net.

Server Load Balancing.
Auto-Configuration.

SmartSession determines the best server for each client session. Instant Failover runs sessions on a secondary server to prevent downtime.

As resources are used, SmartSession decides where to assign terminals to keep the Remote Desktop Servers running at peak efficiency.



SMARTSESSION

So you have numerous thin clients in your medical facility running important applications. These applications require multiple Remote Desktop Servers to support all of your thin clients. How do you decide which clients connect to which Remote Desktop Services servers? Why not let ThinManager decide for you?

When you use the SmartSession feature, you add the power of load balancing. Rather than manually configuring your clients to connect to one server or another, let ThinManager decide, in real time, exactly which terminal server is most available. SmartSession takes differing CPU levels, memory levels, and current session information into account to calculate the best server for your next client session.

If you add clients and require more server power to support them, simply drop another Remote Desktop Server onto your SmartSession group and it will be balanced with the others and ready to receive client sessions. Now there are no more complicated configurations to manage.

Use the queuing feature to minimize the server stress and disk trashing that can occur when many clients try to start sessions on a server simultaneously. Queuing brings clients on in an orderly fashion and keeps your systems running smoothly.

INSTANT FAILOVER

ThinManager also provides the added safety of instant server failover. If a server does go offline, ThinManager immediately switches all clients to the backup without interruption.

GET NOTIFIED

Choose from a variety of features to keep everyone informed.



Send emails from the ThinManager system directly to your authenticated email systems.

Important notifications can also be sent directly to an employee's mobile device.

ThinManager provides multiple ways to notify administrators and users when certain events are executed within the ThinManager network.



AUTHENTICATED EMAIL

Authenticated email allows emails to be sent directly from corporate mail servers without the use of a proxy server.



SMS MESSAGES

SMS allows text messages to be sent to users' mobile devices for instant insight into operational events.



TERMINAL MESSAGES

Messages can also be sent directly from ThinManager to any terminal for real-time notifications to operators.



REPORTING

Reporting allows historical documentation of every device, user and location that is managed within a ThinManager environment. Reports can be scheduled and sent at regular intervals if needed.

LICENSING

Complete Platform.
Scalable Solution.
ROI Tools.

Unique hardware enabling technology. Scalable thin client management solution.

XLr STANDARD LICENSING (5-Packs, 10-Packs, 25-Packs)

Relevance, MultiMonitor, PXE Boot, WinTMC, MultiSession, SmartSession, Virtual Machine Management, iOS Apps, AppLink, Automatic Failover, Instant Failover, Terminal Shadowing, Remote Management, Redundant Ethernet, Touchscreen Support, Shared Keyboard & Mouse and more.

ENTERPRISE LICENSING

A Redundant Enterprise Server License can be installed on one or two machines. If installed on two machines, the machines must be configured as a synchronized ThinManager server pair. The license allows an unlimited number of concurrent terminal connections on a single network at a single facility.

REDUNDANCY

ThinManager offers 2 options for redundant servers:

Mirrored Redundancy synchronizes a pair of servers, one acting as a primary server while the other acts as a "view only" interface.*

Full-Redundancy uses a redundant pair of servers storing configurations on both with a fully accessible ThinManager GUI.

RELEVANCE LOCATION-BASED MOBILE SOLUTION

Easily add location-based functionality to your ThinManager installation.

MUNICI-PACK LICENSING

This licensing model allows for municipalities to allocate their licensing across multiple sites and facilities within a single municipal jurisdiction.

***The Mirrored Redundancy catalog numbers have been flagged as End of Life (EOL)**

They can be ordered through Feb 24, 2019. Starting Feb 25, 2019, the existing Full Redundancy catalog numbers should be used as the replacement.

The change to offer a single redundancy offering will simplify commercial messaging and better align ThinManager with other redundancy offerings in the portfolio.

Go to https://thinmanager.com/media/datasheets/RA-v11-2019/ThinManager_Mirrored_Licensing_EOL.pdf for more information.

Run the numbers... download our ROI Calculator.

We have created a tool to help you calculate the savings when converting to ThinManager thin client technology. Download the free tool today!

www.thinmanager.com/roi

FLEX LICENSING

Ideal for multiple facilities.
No limitations on network.

ThinManager **Flex Licensing** allows customers to purchase a pool of licenses to be used across multiple locations.

Deliver ThinManager client connections with pinpoint accuracy and maximum flexibility on an as-needed basis to any of your facilities around the world. ThinManager FLEX licensing is a pool of 100 ThinManager XLr individual redundant terminal connection licenses that can be deployed over an unlimited number of ThinServer pairs (primary/backup) at an unlimited number of locations on multiple networks.

ADVANTAGES OF A FLEX LICENSING PACKAGE:

- Central management of ThinManager client connections.
- Use across multiple facilities.
- No limitations on the number of networks and servers.
- Ability to add additional licenses, when needed.
- Access to a private ThinManager license server portal for creating and distributing licenses for use.



Activate and Assign ThinManager Connection Licenses, as needed,
across Multiple Facilities and Geographies

FLEX EXAMPLE

Activate and Assign ThinManager Connection Licenses, as needed, Across Multiple Facilities and Geographies

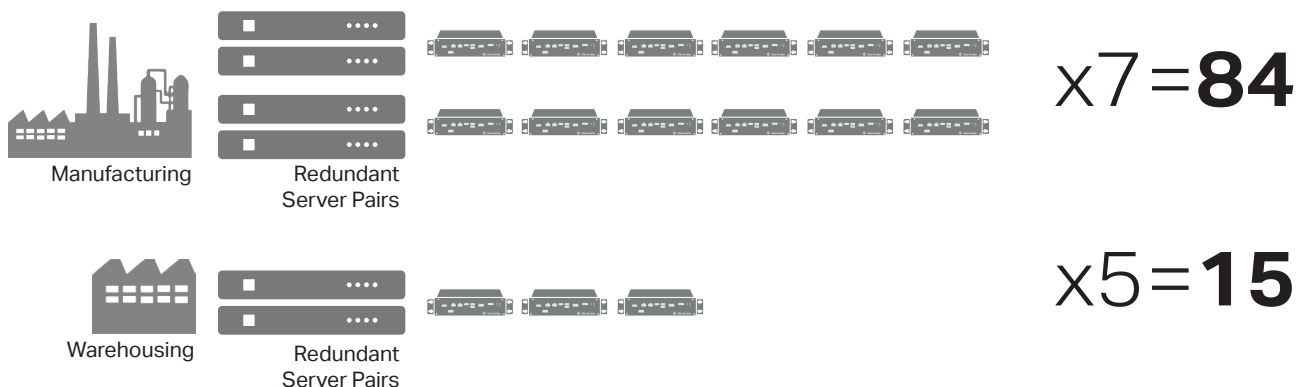
ACME Company has **seven** manufacturing facilities and **five** warehouse facilities in the United States. A determination was made that each of the seven US manufacturing facilities would require six terminal connections on two separate production lines, running on two separate networks with separate server pairs for each line.

As such, the requirement on the US manufacturing side is for twelve redundant terminal connections for each manufacturing plant (a total of 84 ThinManager seats). Additionally, it was determined that three redundant terminal connections would be required for each of their five warehouse facilities (a total of 15 ThinManager seats).

Utilizing ThinManager's normal licensing model (5-Packs, 10-Packs, and 25-Packs capable of being activated only on singular server pairs), covering ACME's need for 99 redundant seats to be activated on seventeen lines/networks across their twelve US facilities would have required purchase of five Redundant 5-Packs (to cover warehousing) and fourteen Redundant 10-Packs (to cover manufacturing). With Platform Maintenance, the total investment for those 165 Redundant seats would have been \$386,100.

By purchasing FLX-100, ACME saves \$152,100 by pinpointing their specific need for 99 flexible seats only and winding up with one FLEX seat left over to be added in as a 1-Pack wherever they might need it moving forward.


New FLEX Pack=100



Available FLEX=1

MUNICIPACK LICENSING

Ideal for water/wastewater facilities.
No limitations on network.



ThinManager **MuniciPack Licensing** allows municipalities to purchase a pool of licenses to be used across multiple locations.

Deliver ThinManager client connections with pinpoint accuracy and maximum flexibility on an as-needed basis to multiple facilities within your municipal jurisdiction. ThinManager MuniciPack licensing is a pool of 25 ThinManager XLR individual redundant (or non-redundant) terminal connection licenses that can be deployed over an unlimited number of ThinServer pairs (primary/backup) at an unlimited number of locations on multiple networks.

ADVANTAGES OF A MUNICIPACK LICENSING PACKAGE:

- Central management of ThinManager client connections.
- Use across multiple facilities within a municipality.
- No limitations on the number of networks and servers.
- Ability to deploy a single connection license (from your pool) at a single facility without having to purchase an additional 5, 10 or 25 pack connection license.
- Access to a private ThinManager license server portal for creating and distributing licenses for use.

Activate and Assign ThinManager Connection Licenses, as needed,
across Multiple Facilities within Your Municipality

MUNICIPACK EXAMPLE

Activate and Assign ThinManager
Connection Licenses, as needed,
Across Your Entire Municipality

ACME County Water Service has **four** water treatment facilities and **two** wastewater facilities located within their municipal district. A determination was made that each of the facilities would require between two and four terminal connections.

As such, the requirement for ACME is to purchase a minimum of a 5-pack license for each facility. Under normal licensing model this forces the customer to purchase 30 ThinManager connections licenses when only about 22 are needed. By purchasing a MuniPack license, ACME receives 25 connection licenses that can be used in any combination across all six facilities.

The example below shows the utilization of 22 licenses across six facilities with 3 left over to deploy as needed, when needed. These can be used to add additional terminals (including mobile devices) or even build out a control room to centrally monitor and control all six facilities.

New MuniPack=25

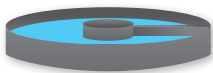


Water Treatment



ThinServer

x4=16



Wastewater Treatment



ThinServer

x2=6

Available in MuniPack=3

PLATFORM MAINTENANCE

Version Upgrades.
Expert Phone & Email Support.
Exclusive Discounts.
Upgrade Credit Eligibility.
Ownership/Location Transfer Eligibility.

Platform Maintenance* is a full-featured plan designed to ensure that ThinManager systems evolve with your facilities at the lowest possible out of pocket investment.

VERSION UPGRADES UPON RELEASE

Platform Maintenance includes upgrades to ThinManager, ThinServer, Relevance, ThinManager firmware, terminal capabilities database, and touchscreen drivers as long as your Platform Maintenance plan is up to date at the time of the new release. A less expensive way to keep your system current DOES NOT EXIST! Platform Maintenance saves you from having to make more costly upgrade purchases down the road.

ACCESS TO LIVE TECH SUPPORT

ThinManager support calls and emails are handled by over 75 global HMI & Visualization support resources spanning 9 call centers and providing support in 10 languages. Your call will be quickly directed to a friendly, knowledgeable member of our tech support team in order to ensure you have as much uptime as possible.

EXCLUSIVE DISCOUNT OPPORTUNITIES

Platform Maintenance customers enjoy exclusive discounts on a variety of items such as technical hands-on training events, new product offerings, ThinManager customer events and more.

ELIGIBILITY FOR CREDITS IN UPGRADE TO ENTERPRISE/FLX LICENSING

ThinManager is a highly scalable solution. For Platform Maintenance customers looking to scale up from their initial install to Enterprise or Flex licensing, ThinManager offers direct credits toward your upgrade. Upgrade credits are based on the value of your initial purchase.

ELIGIBILITY FOR OWNERSHIP/LOCATION TRANSFERS

Platform Maintenance customers are eligible for no-cost location transfers of ThinManager licensing.

ThinManager Platform Maintenance Changes Effective November 1, 2018

- No more complimentary phone or email support within 30 days of initial purchase unless Platform Maintenance is current.
- No more complimentary email support unless current on Platform Maintenance.

In order to be considered current on Platform Maintenance, all ThinManager Product Licenses under a ThinManager Master License must be current. An end user must be current on Platform Maintenance to receive phone support, email support and/or version upgrades.

The ThinManager Platform Maintenance Plan entitles a customer to one year of technical support. Phone support is available 24 hours a day, 7 days a week. We support ThinManager, Relevance, ThinManager Ready hardware, and "ThinManager" Thin Client software. We reserve the right to refer terminal server application issues to the appropriate application vendor. Customers who have a Platform Maintenance Plan receive included upgrades to ThinManager, ThinServer, firmware, terminal capabilities database, modules, and touchscreen drivers. ThinManager Platform Maintenance is a separate and distinct value added program that is not covered by TechConnect.

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www.rockwellautomation.com

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