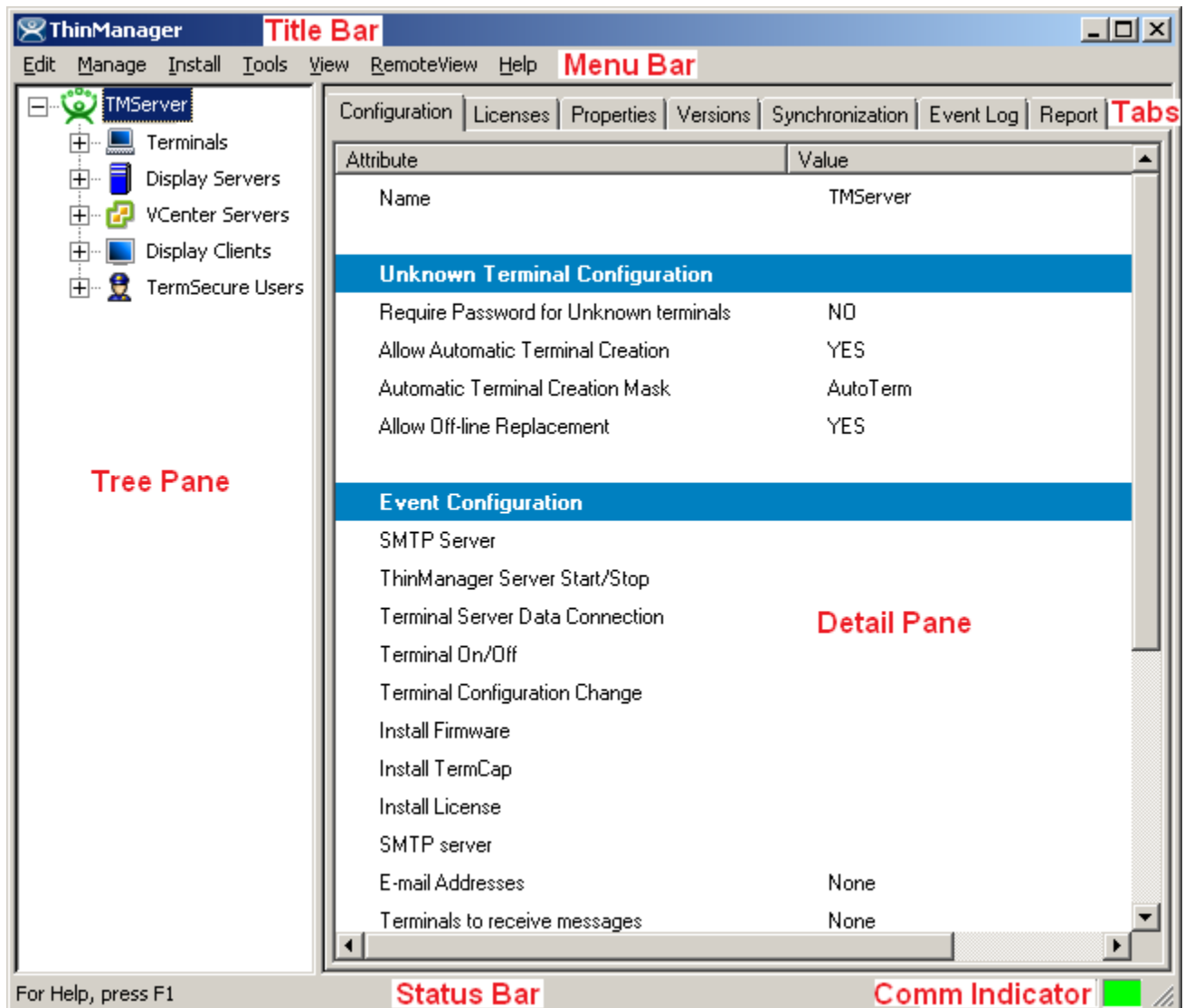# ThinManager Interface

Opening ThinManager

ThinManager is used for the configuration of ThinManager Ready Thin Clients in the ACP thin client environment.

ThinManager can be started using any of the traditional Windows methods, based on the administrator's preference:

- Run from the Start Menu, Start > Programs > \Automation Control Products > ThinManager.

- Run from the Run line, Start > Run > C:\Program Files\Automation Control Products\ThinManager\ThinManager.exe (default path).

- Run from a command prompt, C:\Program Files\Automation Control Products\ThinManager\ThinManager.exe (default path).

- Run from a shortcut on the desktop.

- Run from a ThinManager icon in the system tray, if this option is selected in View > Options from the menu bar.

- Run from Windows Explorer.

Note: ThinManager can be run on a terminal with full privileges if the user is an administrator or a member of the ThinManager Administrator's group. See ThinManager Server Configuration wizard for details on ThinManager User Groups.

ThinManager Graphic User Interface

ACP ThinManager Graphic User Interface

The **ThinManager** administrative interface provides "at-a-glance management". The groups and terminals are displayed in the tree pane. The configuration data is displayed in the detail panel. Color-coded icons in the tree pane show the on-line status of terminals.

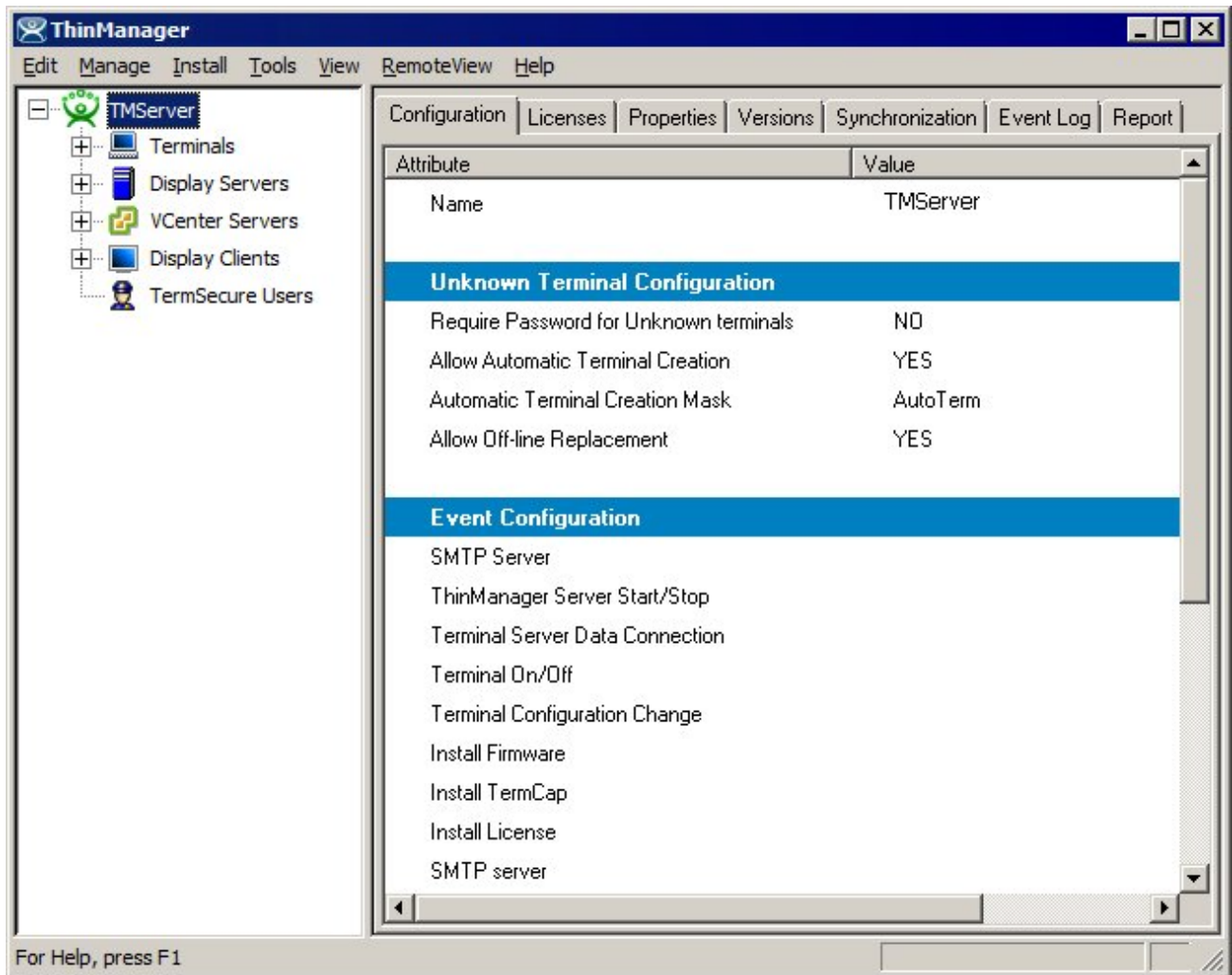The sections of the **ThinManager** interface include:

- A **Title Bar** with the standard Windows Minimize/Maximize/Close shortcut icons.

- A **Menu Bar** with commands.

- A **Tree Pane** with an expandable/collapsible tree showing the Terminals, Display Servers, Display Clients, TermSecure Users on the ThinManager Server. Terminals that are on-line have a green monitor icon, while stopped or rebooting terminals have a red monitor icon.

- A tabbed **Details Pane** with information about settings and configurations. The blue group icon denotes a property that was obtained from the group. The details pane is

tabbed for organization. The tabs that are shown depend on the tree item that is highlighted.

- A **Status Bar** that shows advice and tips.

- The **Communication Indicator** shows green when ThinManager is talking to a ThinManager Server. ThinManager will wait until this communication is finished before processing additional requests.

Tree Pane

The tree pane shows the members of the ACP Thin Client Network in an expandable tree.

ACP ThinManager With Tree

The Tree has five branches.

- **Terminals** – This lists terminal groups and terminals. Terminal groups can be expanded to show member terminals and terminals can be expanded to show assigned display clients.

- **Display Servers** – This lists the display server types that can be used when configuring display clients.

- **VCenter Servers -** This allows ThinManager to list and manage VMWare VCenter servers.

- **Display Clients** – This lists the display client types that can be added to a terminal configuration. They can be expanded to show the members of each display client type.

- **TermSecure Users** – This lists configured TermSecure Users and any created groups of TermSecure users.
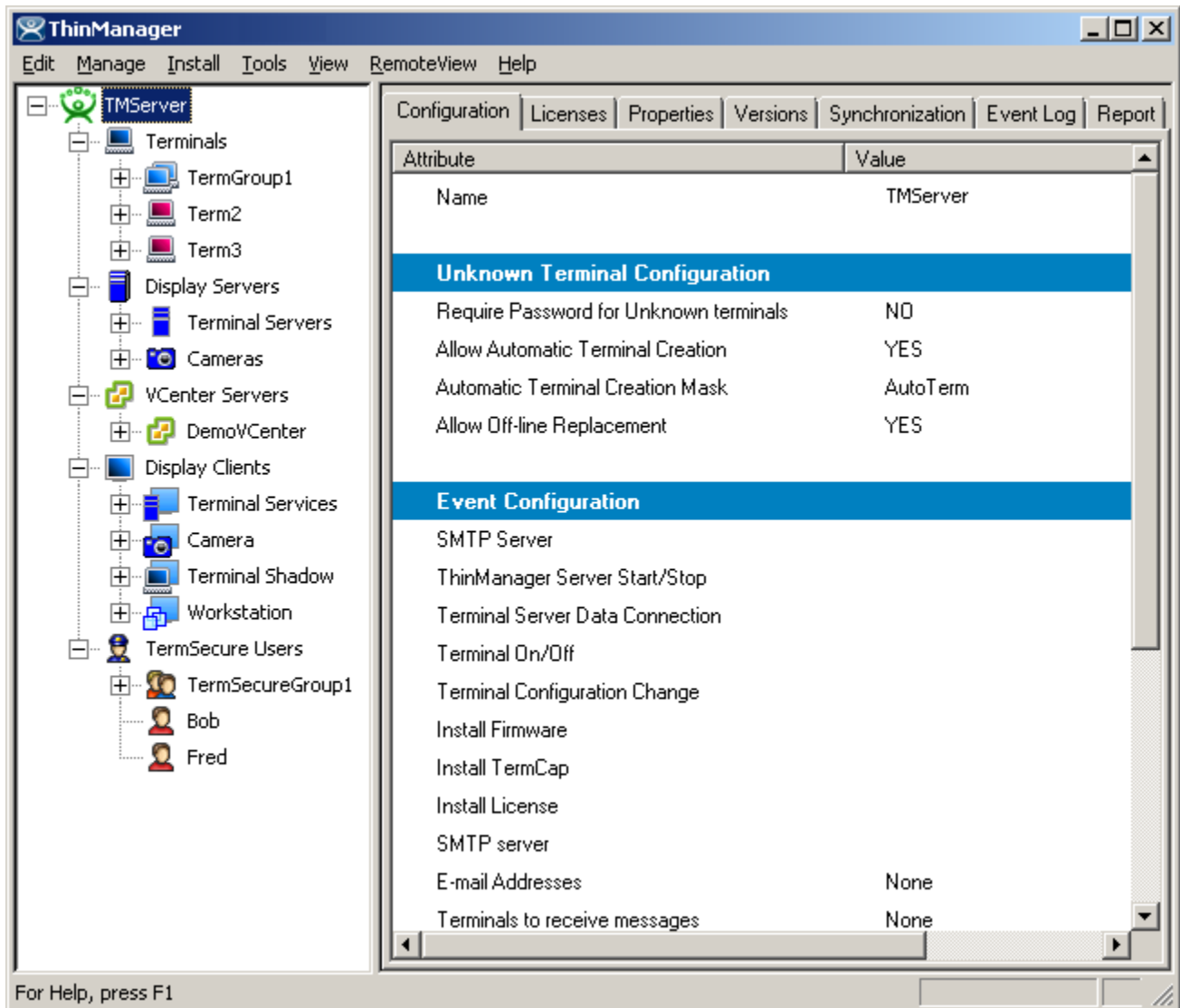
Icons

Tree Icons

Several of the menu tools and other features are dependent on what icon is highlighted in the tree.

The tree is divided into five branches, **Terminals, Display Servers**, **VCenter Servers**, **Display Clients** and **TermSecure Users**.

Five Tree Branches

Each of the branches, shown as a blue icon, can be expanded.

Expanded Tree Showing Icon Variety

Terminal Groups can be expanded to show the subgroups and terminals that are members of the group.

Terminals can be expanded to show the display clients assigned to it.

Display Clients can be expanded to show the members that are assigned to it.

TermSecure User Group can be expanded to show the TermSecure Users that are members of the group.

Each of the branches of the tree can be expanded.

ThinManager Server Icons
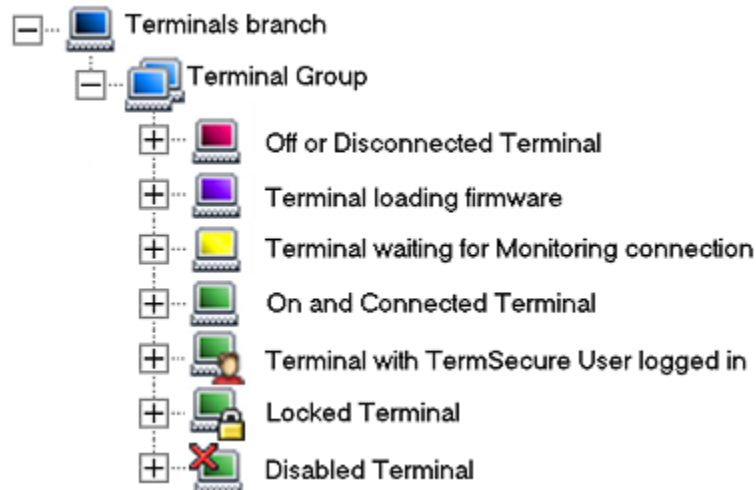

ThinManager Server Icons

ThinManager can connect to several ThinManager Servers, but only one ThinManager Server tree can be displayed at a time. The tree shows the local ThinManager Server by default. Other ThinManager Servers can be added to the ThinManager Server drop-down box by selecting *Edit > Add ThinManager Server* from the menu bar.

A **Green ThinManager Server** icon represents a ThinManager Server that has an active communication link with the program. These can be collapsed or expanded to show the Group and Terminal icons that nest under the ThinManager Server icons.

A **Red ThinManager Server** icon represents a ThinManager Server that is not communicating with the program. Right clicking on a red ThinManager icon and selecting *Reconnect* will reinitiate communications to the ThinManager Server.

Terminal Icons

The Terminals branch can be expanded to show Terminal Groups and terminals.

Group and Terminal Icons

A **Group** is represented by an icon of two monitors with a blue screen. Subgroups can be nested under Groups.
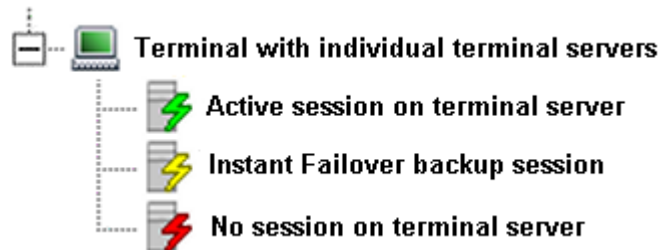
A **Terminal** is represented by an icon of a single monitor.

- A **Red terminal screen** indicates that the Terminal is off or not communicating with the ThinManager Server.

- A **Purple terminal screen** indicates that the Terminal is loading the firmware during the boot process.

- A **Yellow terminal screen** indicates that the Terminal has loaded firmware, received its configuration and is in the process of establishing a monitor connection to the ThinManager Server.

- A **Green terminal screen** indicates that the Terminal is on and communicating with the ThinManager Server.

- A **Terminal with a Head** icon indicates that a TermSecure User is logged onto the terminal. The TermSecure User name will be displayed in parentheses.

- A **Terminal with a Lock** or a locked group icon means that that terminal or group is being modified and cannot be changed by another user. If the Group or Terminal remains locked after its configuration wizard is closed, it can be unlocked by using *Edit > Unlock* from the menu bar.

- A **Terminal with a Red X** indicated that an administrator has disabled the terminal.

Note: The purple and yellow screen will not be visible before the terminal has connected the first time and is defined in ThinManager.
The purple and yellow screens are only visible during a reboot and not after a restart, as a restarted terminal does not reload firmware.
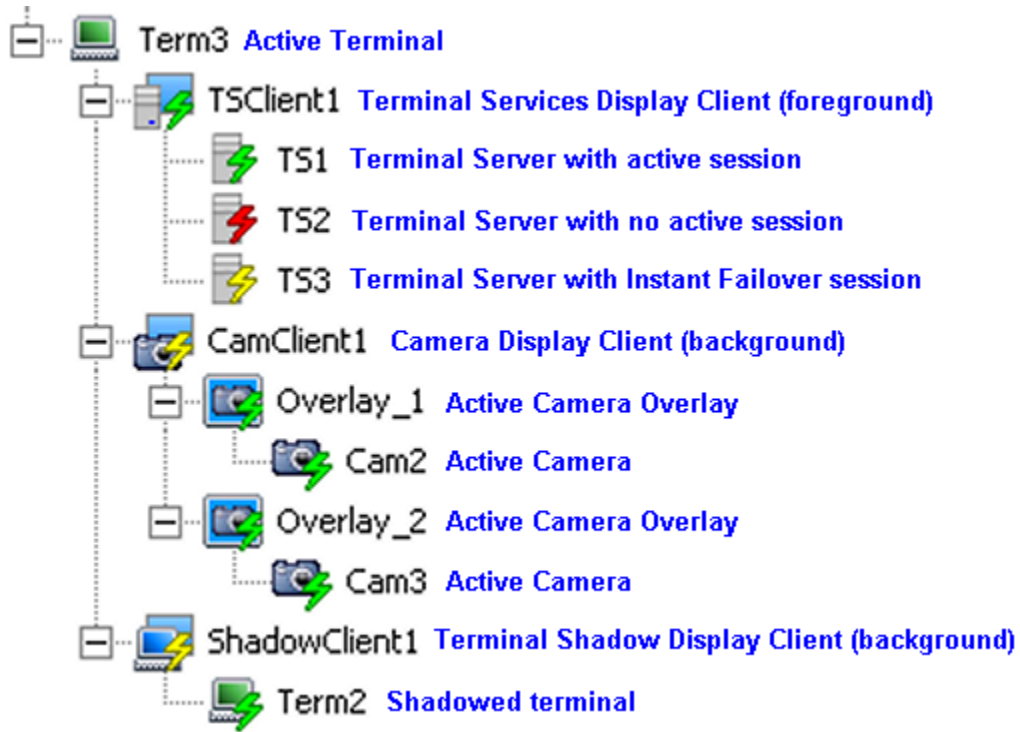
The Terminal icon can be expanded to show the assignment of the terminal.

Terminal Assigned to Individual Terminal Servers

A terminal that is using individual terminal servers may expand to show a terminal server icon with three connection states.
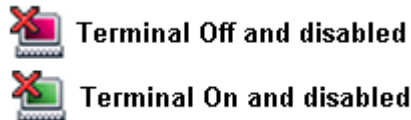
- A **green lightning bolt** indicates an active connection to the terminal server.

- A **yellow lightning bolt** indicates an active connection that is cascaded in the background while using Instant Failover.

- A **red lightning bolt** indicates an inactive connection to the terminal server.

Terminal using Display Clients

A terminal that is using Display Clients can be expanded to show the status of the Display Clients. The Display Clients can be expanded to show the status of the Display Client members.

If a Group or Terminal is disabled using the **_Tools > Disable_** function, it will be displayed with a red **X** over the terminal icon. An entire ThinManager Server or an entire Group can be disabled, but the ThinManager Server icon and the Group icon will not show an **X**, just the terminal icons.
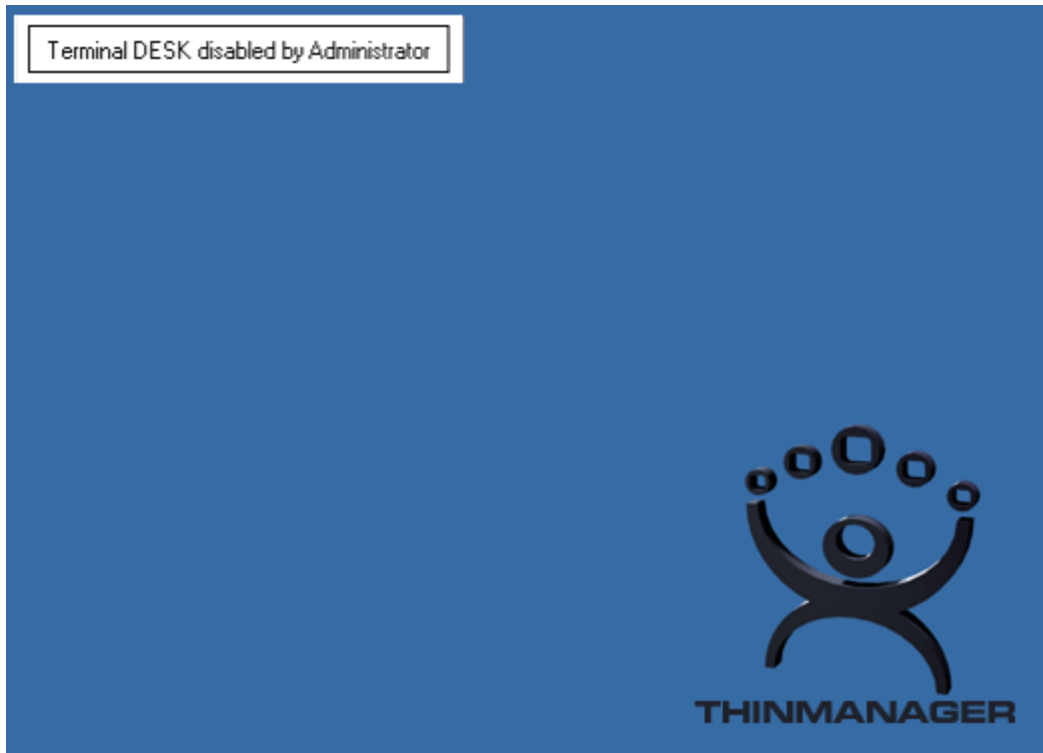

Disabled Terminal Icons

A **Red terminal screen** with a Red **X** indicates that the Terminal is disabled and is either turned off or rebooted and waiting to be enabled.

A **Green terminal screen** with a Red **X** indicates that the disabling has been applied to the terminal that is turned on. The terminal has a disabling screen and is waiting for enabling.
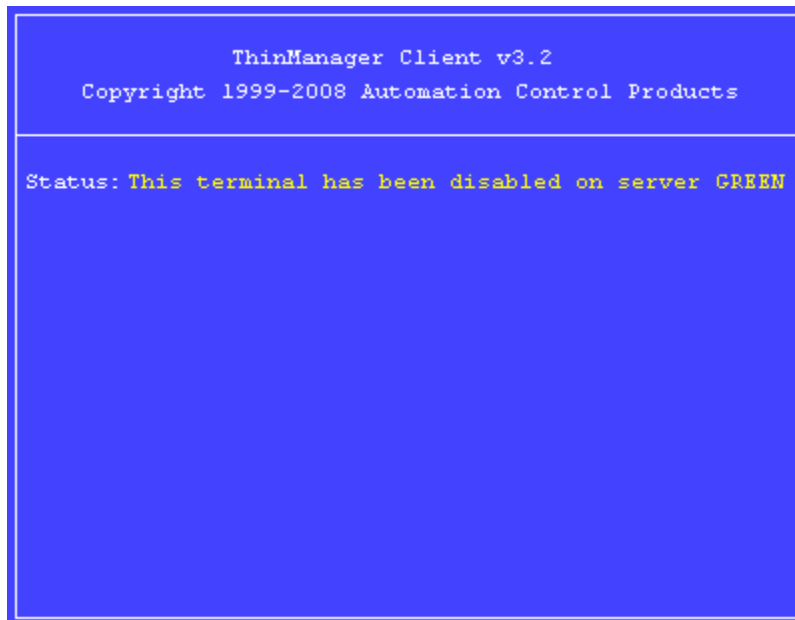
If a Group or Terminal is disabled using the **_Tools > Disable_** function, it will be displayed with a red **X** over the terminal icon. An entire ThinManager Server or an entire Group can be disabled, but the ThinManager Server icon and the Group icon will not show an **X**, just the terminal icons.

Once a terminal is disabled, a disabling screen will appear on the terminal until the terminal has been enabled.

Disabling Screen

If a terminal is active when it is disabled, it will display the **Disable Screen** with a message indicating the disabled status in the upper left corner.
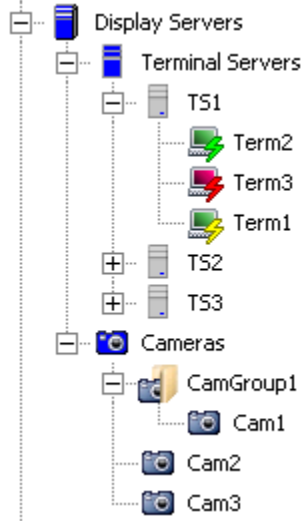

Disabled Terminal

If a terminal is booted when disabled, the boot process will be halted until the terminal is enabled.

See Disable Terminals for details.
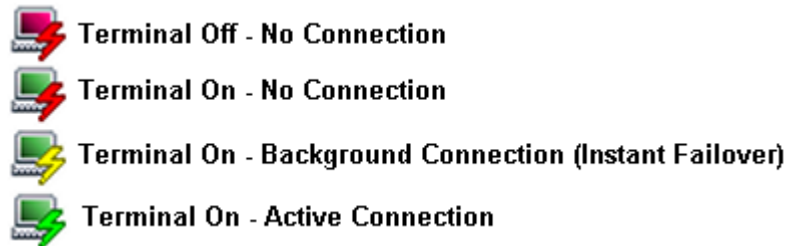
Display Servers Branch

The Display Servers section of the tree is where display sources are defined and configured. These definitions will be used when defining a Display Client. Examples of Display Servers are Terminal Servers and IP Cameras.

Display Servers Tree Branch

Terminal Server Connection Icons

The Display Servers Terminal Servers branch can be expanded to show the Terminal Servers that are configured. The Terminal Servers can be expanded to show the member terminal servers. The member terminal servers can be expanded to show the terminals connected to them. The monitor screen color and the lightning bolt color indicate the terminal's status on the Terminal Server.

Terminal Server Connection Icons

The monitor screen color indicates the ThinManager Server connection status. The lightning bolt color indicates the Terminal Server connection status.

- A **Red monitor** screen indicates that the terminal is off or unable to communicate to the ThinManager Server.

- A **Green monitor** screen indicates that the terminal is on and able to communicate to the ThinManager Server.

- A **Red lightning bolt** represents a lack of active connection to the terminal server.

- A **Green lightning bolt** represents a connection to the terminal server with an active session.

- A **Yellow lightning bolt** represents a connection to the terminal server with a session that is the backup session in Instant Failover mode.
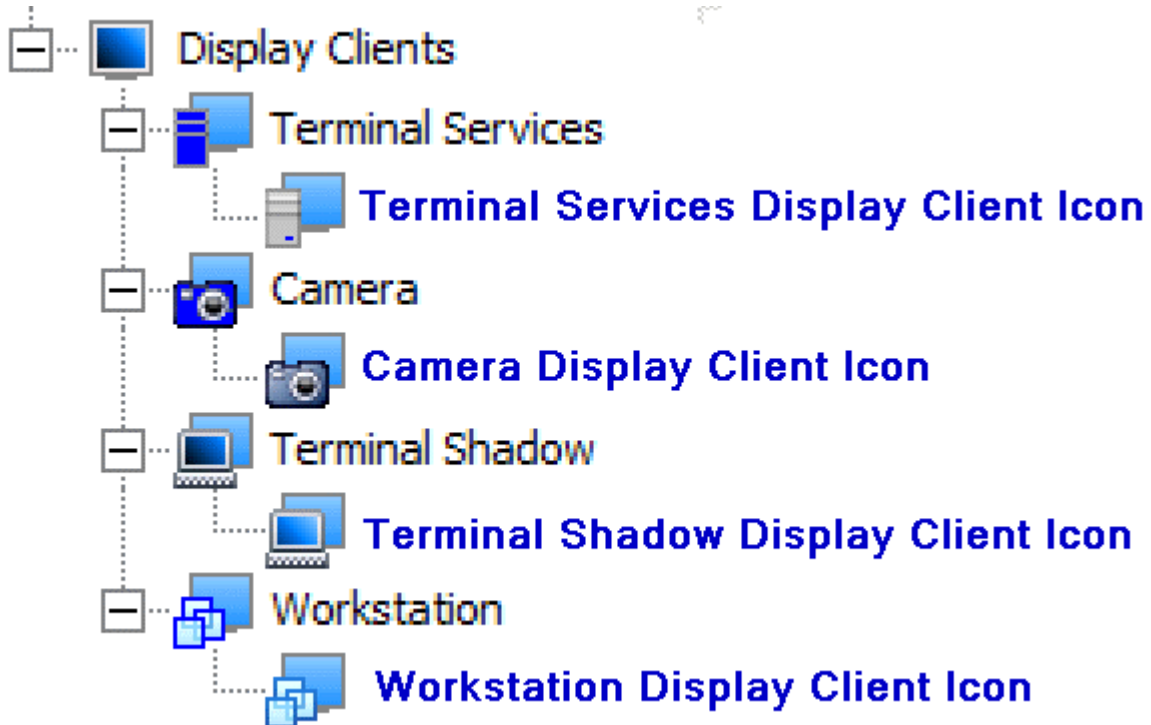
VCenter Server Icons

VCenter Server Tree Icons

Display Clients Branch

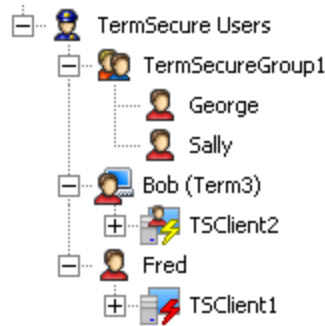The Display Clients section of the tree is where the usage of a Display Server is defined. Display Clients are added to the terminal configuration. Examples of Display Clients are Terminal Services Display Clients, IP Camera Display Clients, Terminal Shadow Display Clients, and Workstation Display Clients.

Display Client Tree Branch

TermSecure User Branch

The **TermSecure Users** branch can be expanded.

TermSecure User Tree

The TermSecure User branch expands to show TermSecure User Groups.

A **Two-headed icon** represents a TermSecure User Group. This can be expanded to show member TermSecure Users.

A **Single-headed icon** represents a TermSecure User. This can be expanded to show any Display Clients that are assigned to the TermSecure User.

A **Single-head with Terminal icon** represents a TermSecure User that is logged in on a terminal. The terminal name is shown in parentheses. This can be expanded to show any Display Clients that are assigned to the TermSecure User.

A TermSecure User that is not active or logged into a terminal server will show the normal Display Client icon.

A TermSecure User that is active and logged into a terminal will show an icon of the TermSecure User head with the Display Client
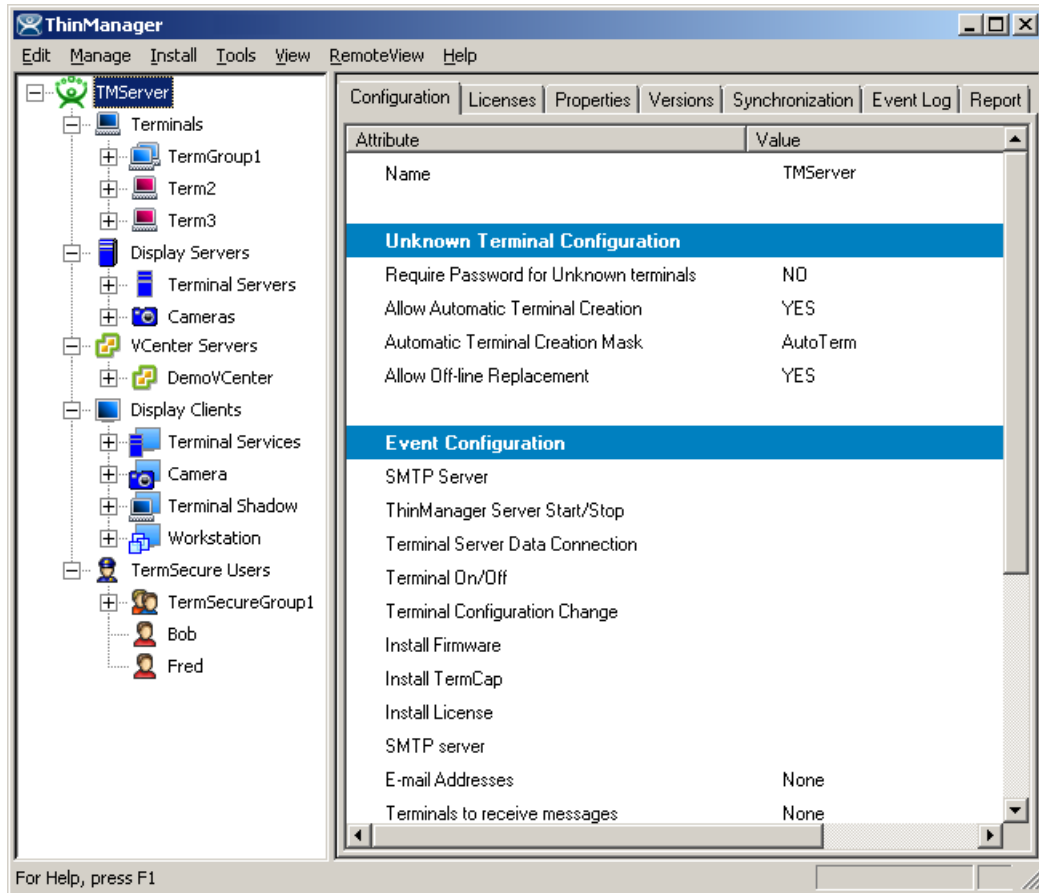
Details Pane

The Details Pane has tabs to provide additional information. Highlighting different items in the tree will display a different set of tabs and the corresponding set of information.

ThinManager Server Detail Tabs

Highlighting the green **ThinManager Server** will show:

- **Configuration** - These are the configuration parameters set in the ThinManager Server Configuration Wizard and include the Event Messaging summary.

- **Licenses** - This displays the installed licenses, the quantity used and the quantity available. ThinManager lists all the license files and identifies whether that are valid or invalid. This tab will display licenses for both ThinManager Servers if the pair is auto-synchronized.

- **Versions** - This displays the version numbers of ThinManager, the firmware, and the TermCap database.

- **Synchronization** – This will show the synchronization status of the ThinManager Server. See Automatic Synchronization for details.

- **Event Log** - This displays events for the ThinManager Server. The events and duration are configurable in the ThinManager Server Configuration wizard. See Event Selection Page for details.

- **Report** – This will display the selected report for the ThinManager Server. See Reports for details.
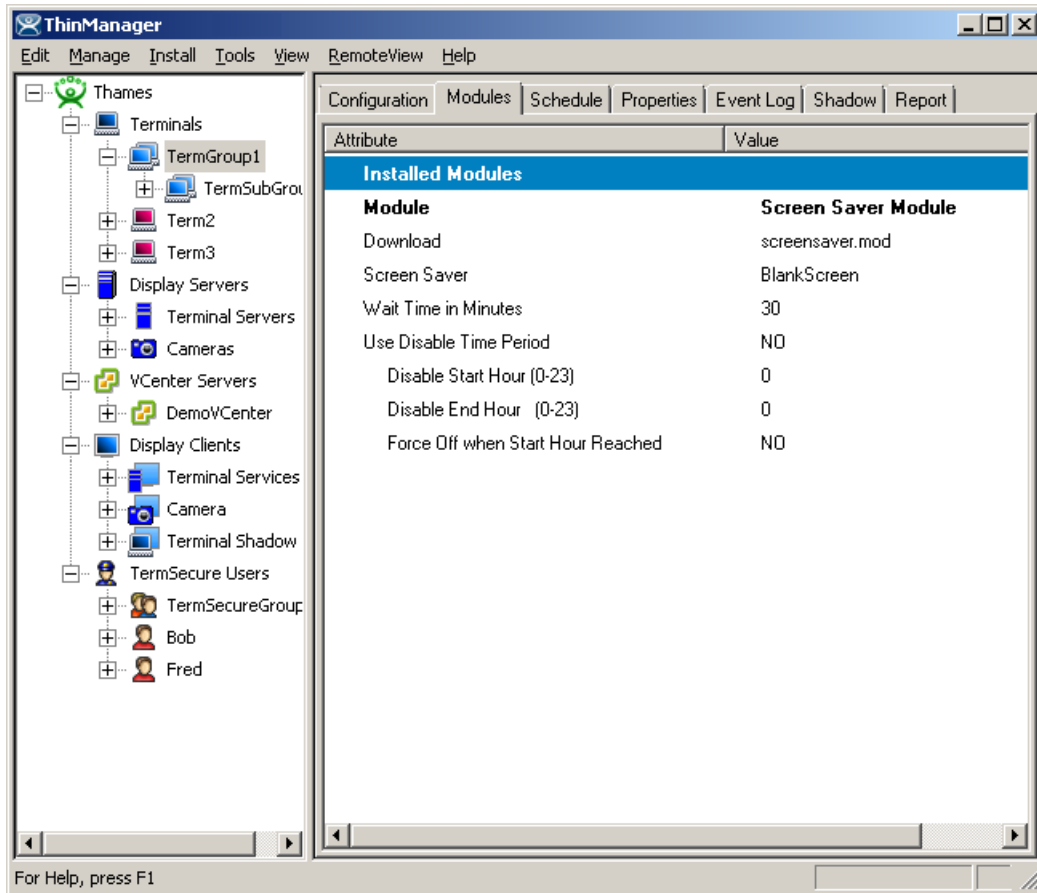
ThinManager Server Tabs

Terminal Group Detail Tabs

Highlighting a **Group** will show:

- **Configuration** - These are the configuration parameters set in the Group Configuration Wizard and include Terminal Server assignments, video settings, and monitoring settings. See Terminal Group Configuration Wizard for details.

- **Modules** - This lists the assigned modules and parameters for the Group. See Modules for details.

- **Schedule** – This will display any events scheduled for the Group. See Terminal Schedule for details.

- **Properties** - This is blank for a Group.

- **Event Log** - This is blank for a Group.

- **Shadow** – This is blank for a Group

- **Report** – This will display the selected report for the group. See Reports for details.
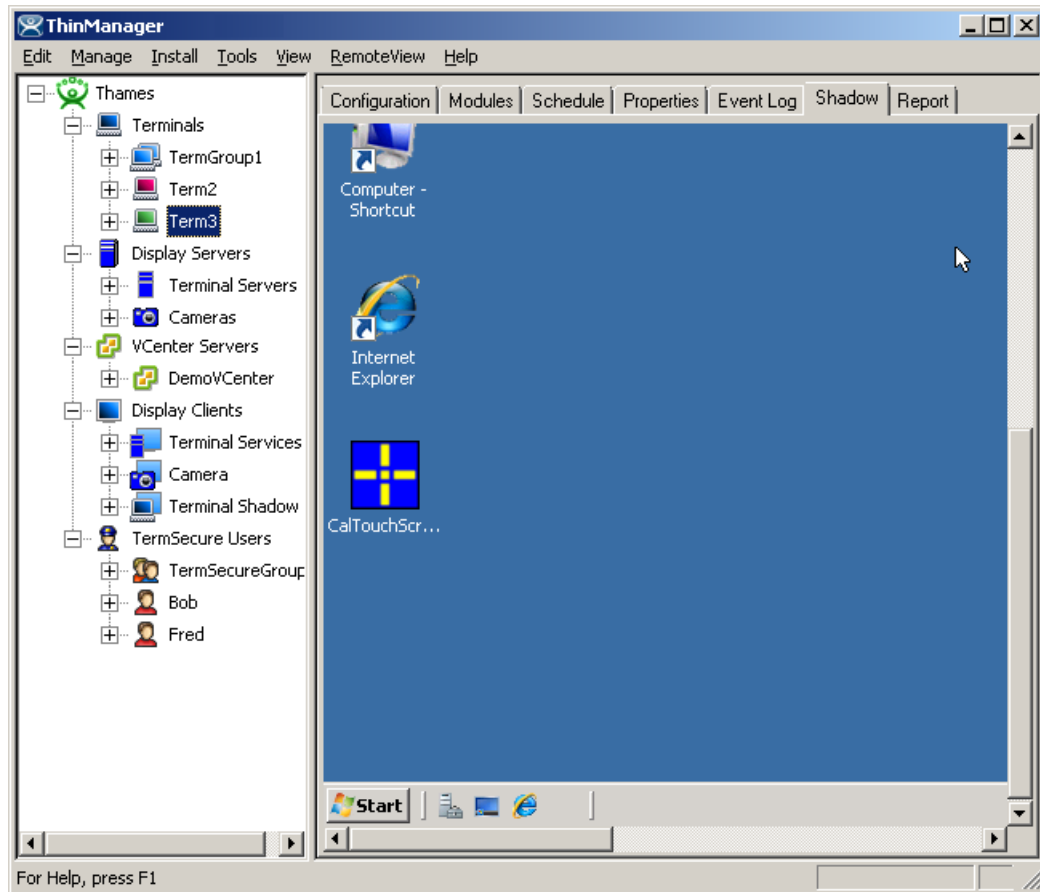
Group Tabs – Modules

Terminal Detail Tabs

Highlighting a **Terminal** will show:

- **Configuration** - These are the configuration parameters set in the Terminal Configuration Wizard and include Terminal Server assignments, video settings, and monitoring settings. See Terminal Configuration Wizard for details.

- **Modules** - This lists the assigned modules and parameters for the Terminal. See Modules for details.

- **Schedule** – This will display any events scheduled for the terminal. See Terminal Schedule for details.

- **Properties** - This shows the IP address, firmware version, make and model, CPU, memory usage, Terminal Up Time, CPU load, and BootROM version of the Terminal.

- **Event Log** - This shows the terminal events and terminal configuration events for that terminal, if event logging is enabled in the ThinManager Configuration Wizard. See Event Selection Page for details.

- **Shadow** – This tab shows what the terminal is displaying on its monitor. Administrators can interact with the session while ThinManager Power Users can view the session but not control it. See ThinManager Security Groups for details.

- **Report** – This will display the selected report for the terminal. See Reports for details.
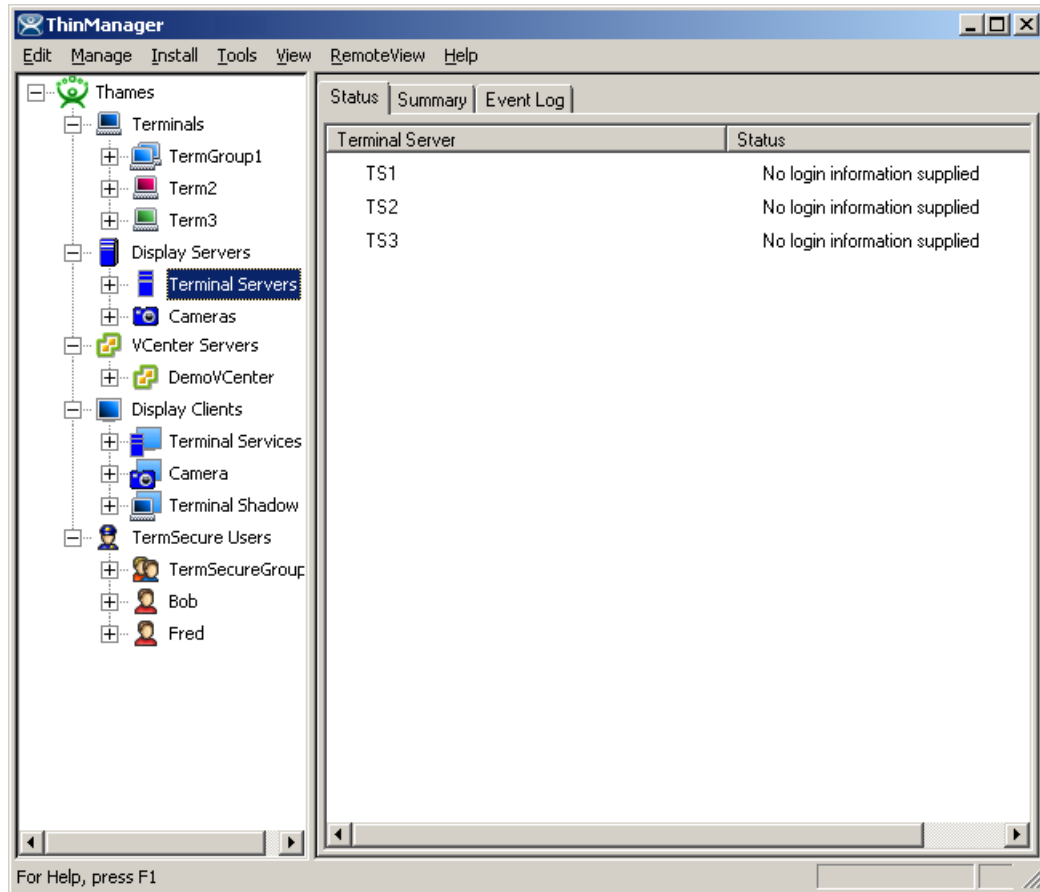

Terminal Tabs – Shadow

Terminal Server Detail Tabs

Highlighting the blue **Terminal Server branch** will show:

- **Status** - This shows the status of the communication connection between the local ThinManager Server and the defined Terminal Servers and ThinManager Servers. This shows whether the local ThinManager Server is able to retrieve the updated resource information used in determining the SmartSession Server Ranking. See Terminal Server Name Page for details.

- **Summary** - This will report information on the terminal servers like available memory, uptime, CPU utilization, and operating system.

- **Event Log** - This shows the terminal events and terminal configuration events for that terminal server, if event logging is enabled in the ThinManager Configuration Wizard. See Event Selection Page for details.

- The Connection Status of the Terminal Servers may have different messages:

- **OK** indicates a good connection.

- **WTSAPI32.dll connection failed** occurs when the terminal server is off or unreachable.

- **No login information supplied** indicates that the Terminal Server didn't have a username and password added in the Terminal Server List Wizard.

- **User specified does not have permission to connect** indicates that the Terminal Server had an invalid username and password added in the Terminal Server List Wizard.
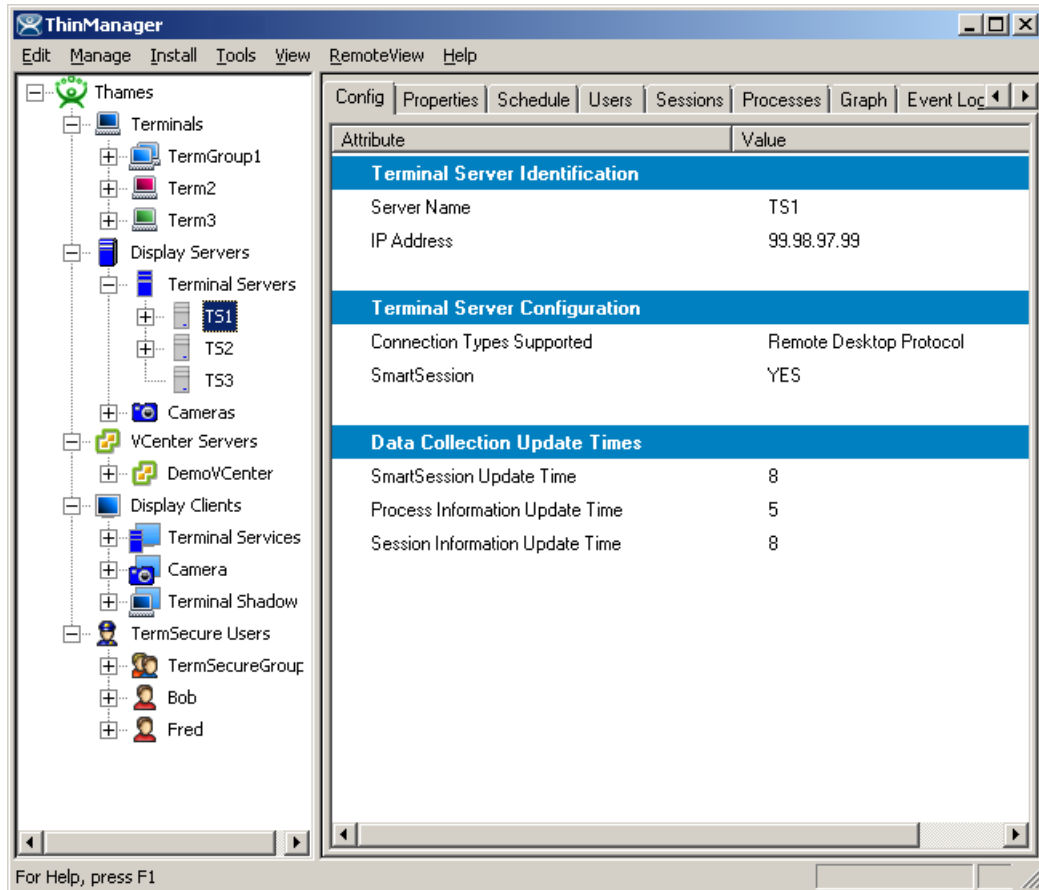

Terminal Servers Tabs – Status

Highlighting an individual **Terminal Server** will show:

- **Configuration** - This shows the installed Client Communication Protocols and the SmartSession settings for the Terminal Server. See Terminal Server Capabilities Page for details.

- **Properties** – This tab displays the server resource data like total memory, free memory, uptime, and CPU speed.

- **Schedule** – This will display any events scheduled for the Group. See Terminal Server Schedule for details.

- **Users** - This tab displays information from the Terminal Services Manager. It shows users that are logged into the Terminal Server. Right clicking on a user will show options that allow the session to be *Reset* (logged off), *Disconnected*, or have a message sent to it.

- **Sessions** - This tab displays information from the Terminal Services Manager. It shows users that are logged into the Terminal Server. Right clicking on a user will

show options that allow the session to be *Reset* (logged off), *Disconnected*, or have a message sent to it.

- **Processes** - This tab displays information from the Terminal Services Manager. It shows the processes running on the Terminal Server and can have them sorted by Session ID (users) or Process Name. Right clicking on a process will give the option to kill the process.

- **Graph** – This tab will display the CPU usage and memory usage of the terminal server as a graph. This graph can contain one hour of historical data.

- **Event Log** - This shows the terminal events and terminal configuration events for that terminal, if event logging is enabled in the ThinManager Configuration Wizard. Event Selection Page for details.

- **Connect –** This tab will open a connection from ThinManager to the terminal server. This session allows administrators to manage the terminal server from within ThinManager. See Connect Options for details.

- **Report** – This will display the selected report for the terminal server. See Reports for details.

Terminal Server Tabs

Modifying a Terminal

Modifying a terminal allows you to reconfigure the terminal or change group settings such as touch screen usage, video resolution, or to assign it to a terminal server.

To modify a terminal open the Terminal Configuration Wizard or the Terminal Properties by either:

- Highlighting the terminal in the **ThinManager** tree pane by clicking on the terminal name or icon and select *Edit > Modify* from the **ThinManager** menu bar.

- Right-clicking on the terminal icon in the **ThinManager** tree pane and select *Modify*.

- Double-clicking on a terminal icon in the **ThinManager** tree pane.

This will launch the **Terminal Configuration Wizard**, allowing changes to be made.

Note: The terminal will need to be restarted for the changes to take effect.

Deleting a Terminal

A terminal can be deleted from the **ThinManager** by:

- Highlighting the terminal in the **ThinManager** tree pane and selecting *Edit > Delete* from the **ThinManager** menu bar

- Right-clicking a terminal icon in the tree pane of **ThinManager** and selecting *Delete Terminal*.

Restarting a Terminal

A restart will reload any changes to a terminal configuration or firmware without a cycling of power.

A terminal or group can be restarted by:

- Selecting *Tools>Restart Terminal* from the ThinManager menu bar. This will restart all the terminals on the server if the server is highlighted. If a group is highlighted, all members of the group will be highlighted. If a terminal is highlighted, the terminal is restarted.

- Right-clicking a group icon in the tree pane of ThinManager and selecting *Restart Terminals*. This will reboot all the terminals in the group.

- Right- clicking a terminal icon in the tree pane of ThinManager and selecting *Restart Terminal*. This will restart only the highlighted terminal.

Rebooting a Terminal

A reboot will cycle power to the terminal, reloading firmware and configuration.

A terminal or group can be rebooted by:

- Selecting *Tools>Reboot Terminals* from the ThinManager menu bar. This will reboot all the terminals on the server if the server is highlighted. If a group is highlighted, all members of the group will be highlighted. If a terminal is highlighted, the terminal is rebooted.
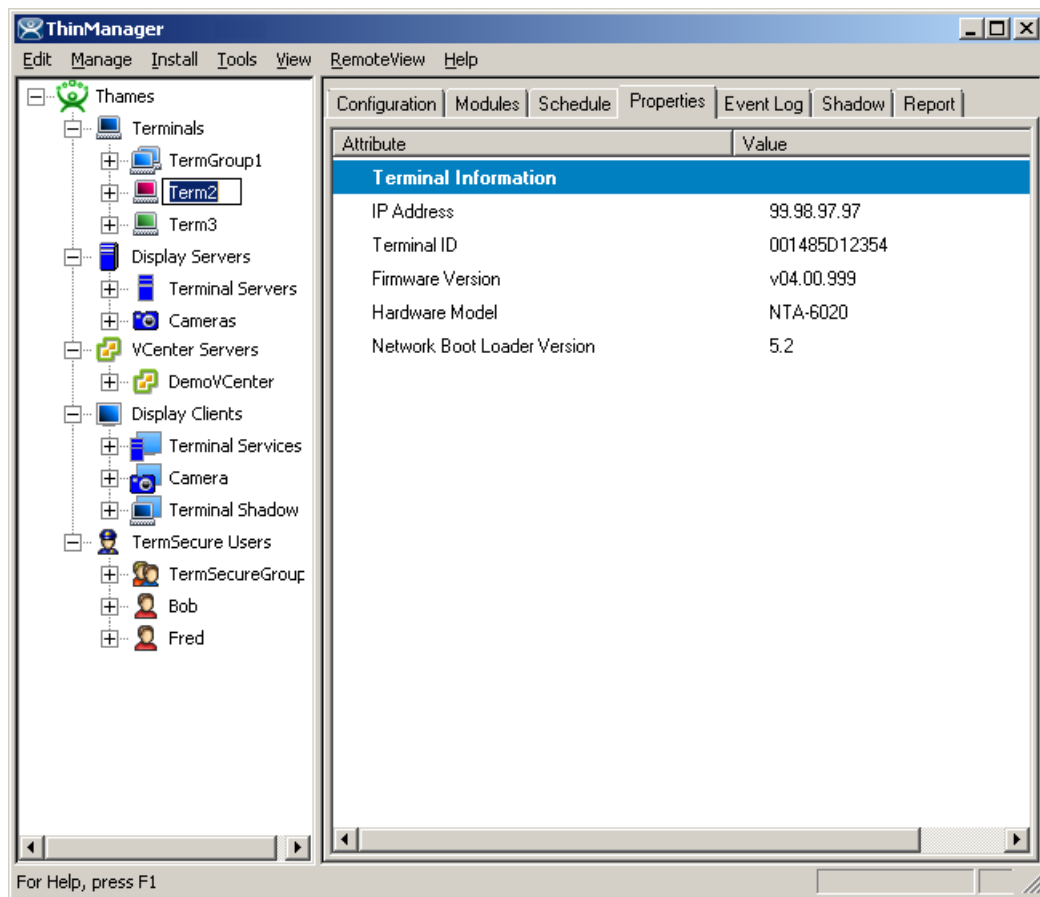
- Right-clicking a group icon in the tree pane of ThinManager and selecting **Reboot Terminals**. This will reboot all the terminals in the group.

- Right-clicking a terminal icon in the tree pane of ThinManager and selecting **Reboot Terminal**. This will reboot only the highlighted terminal.

Renaming a Terminal

Terminals can be renamed by:

- Highlighting the Terminal and selecting *Edit > Rename.*

- Right-clicking the Terminal and selecting *Rename*.

Note: Renaming a terminal can be accomplished the same way that files or directories are renamed in **Windows Explorer**. Single click twice on the terminal name; this will draw a box around the name and highlight it. Type the new terminal name.

Renaming a Terminal

The terminal name should be less than 15 characters because of limitations on the terminal server.

Tip on single clicking twice: Click once to highlight the name, move the mouse slightly and click again. This will prevent Windows from confusing the two single clicks with a double click.