Upgrading ThinManager

Use the **F1** button on any page of a ThinManager wizard to launch Help for that page.

Visit www.thinmanager.com/technotes/ to download the manual, manual chapters, or the ThinManual.

Upgrading ThinManager is generally straightforward but there are some best practices. Detailed Tech Notes on installation, configuration, and licensing can be found on the Tech Note page mentioned above.

There are three issues to be aware of:

- Upgrading the Software
- Upgrading the Configuration
- Upgrading the Licenses

Best Practices:

1. Turn off **Auto-Synchronization** if you are using Auto-synchronization. You don't want to mix servers, having a ThinManager 4 server synchronized to a ThinManager 5 server, for example.

2. Back up the configuration as a precaution by selecting *Manage > Backup Configuration*.

3. Make a record of your licenses. Open the **Licensing** window by selecting ***Install > Licenses*** or ***Manage > Licensing***. Take a screen shot of the window (***ALT+Print Screen***) or write down your ThinManager 3 license numbers or Master License number.

4. It is best if all the user sessions are logged off, applications are closed, and only the console session is running.

5. Use the *Add/Remove Programs* function in 2003 Server and the *Install Application on Terminal Server* function on 2008 Server.

Upgrading the Software

The latest ThinManager software can be installed over the existing ThinManager software. You don't need to remove the older version of ThinManager updating.

You need to be on Comprehensive Support or purchase a ThinManager upgrade in order to be eligible for an upgrade. The install process will warn you not to proceed without fulfilling these requirements.
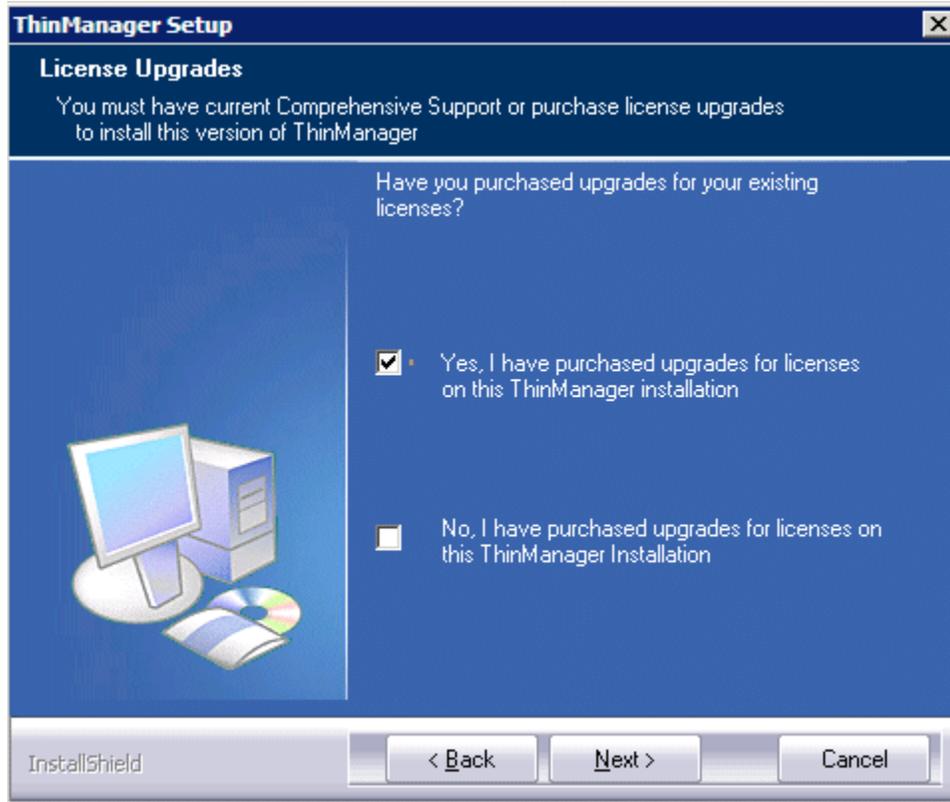
ThinManager Setup

During the install you will be asked if you have Comprehensive Support before being allowed to proceed.

If you answer **Yes** then the installation will continue.

If you answer **No** then a window will ask about Upgrades.

ThinManager Setup

If you answer **Yes**, that you have purchased Upgrades, then the installation will continue and finish.

If you answer **No** then the installation will cancel and you will remain at your current ThinManager version until you satisfy these requirements.

Demo Code

ThinManager has a Demo Code that allows you to run ThinManager 4 and later for 30 days with unlimited functionality. This was added to prevent downtime during late nights and weekends. If an emergency occurs you can apply a Demo Code and run until the issues are resolved.

If you proceed through the install without Comp Support or an Upgrade you can use a demo code to give 30 days of operation while you purchase the upgrade or support.

Contact sales@thinmanager.com for help.

Upgrading the Configuration

File Formats

ACP changed how data was stored in ThinManager when ThinManager 3 was released. ThinManager 1 and ThinManager 2 stored the configuration data in a flat file called **thinmanager.cfg**. In ThinManager 3 the data was changed to a data base called **thinmanager.db** to improve scalability.
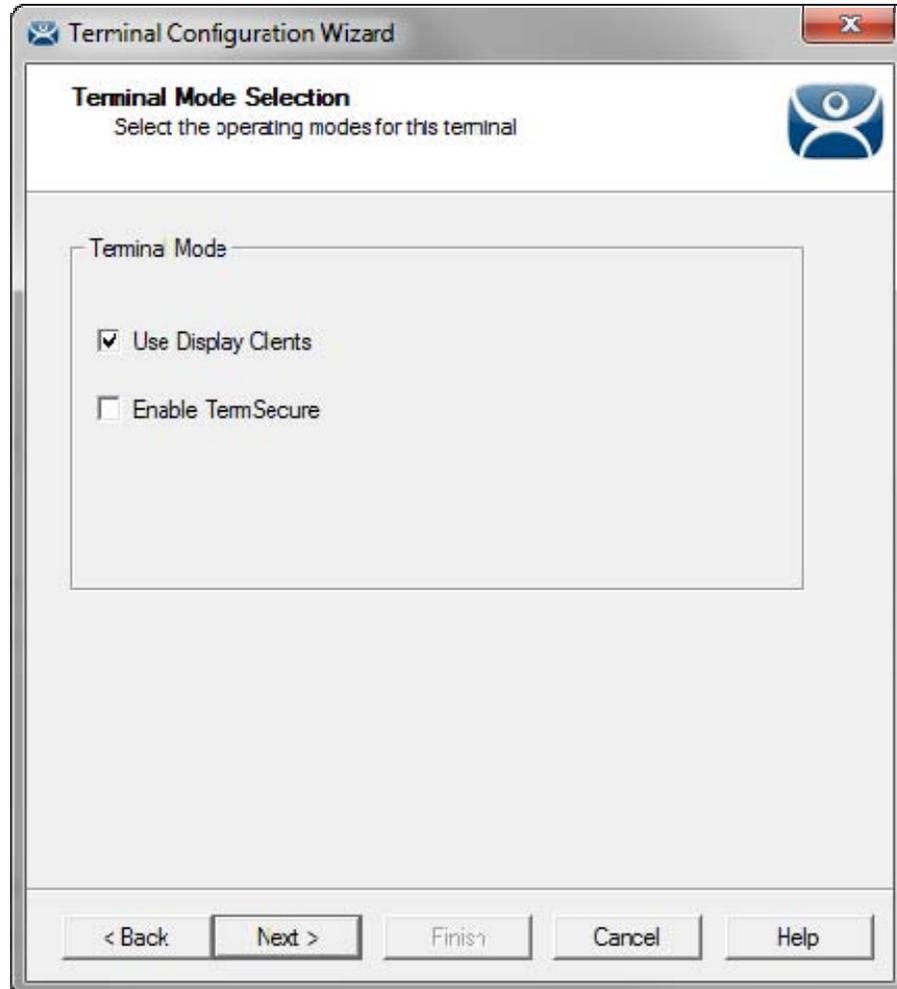
When ThinManager 2.6 or earlier is upgraded to ThinManager 3.0 or later ThinManager will convert the data in the **thinmanager.cfg** file to the **thinmanager.db** file.

It this conversion fails then stop the ThinServer service, delete the thinmanager.db and thinmanager.db.bak files from the ThinManager directory, then restart the ThinServer windows service. This will reconvert the *.cfg to the *.db file.

Display Clients versus Individual Terminal Servers

When ThinManager was first released the terminals were sent to individual terminal servers. Later ThinManager changed to deploy applications using groups of servers. The concept has remained the same but the name has evolved from Terminal Server Groups, to Applications Groups, to Display Clients.

Use Display Clients in the Terminal Configuration Wizard

All of the modern features of ThinManager are built on the use of display clients. This includes MultiSession, MultiMonitor, TermSecure, and WinTMC. Once an older version of ThinManager is updated you should check the configuration and if you are using Individual Terminal Servers. You should change to Display Clients to gain all the functions of a modern ThinManager system.

ThinManager 2.3.1 and earlier

ThinManager 2.3.1 and earlier did not use wizards. When you convert one of these early versions you need to go into the configuration and add the names to the terminals servers and double check the configuration to take advantage of the new features.

Upgrading the Licenses

ThinManager 3.3 and Earlier

If you are upgrading from ThinManager 3.3 or earlier to ThinManager 4.0 or later than you need to create a master license and add your previous licenses to it as product licenses.

Some product licenses are bundled in the basic ThinManager 4+ license and don't get added. MultiMonitor, WinTMC, and TermSecure are valid product licenses and get added to the master license. Instant Failover, MultiSession, SmartSession, Share Keyboard and Mouse are bundled into the basic terminal connection license and don't need added.

ThinManager 4.0 and Later

A ThinManager system that uses the Master License, ThinManager 4.0 and later, will need to have its Master License re-activated after the install process.

Log into the ThinManager License site, enter the Master License, and re-activate it with the new Installation ID from the Licensing window (Install>Licenses).