

ThinkSmart Manager, what is it..

What is ThinkSmart Manager Streamline your [Smart collaboration device management with one console](#); and please view this [Video](#)

ThinkSmart Manager: Deployment Considerations

ThinkSmart Manager

Access to ThinkSmart Manager Portal: [Click Here](#), Next here is a video on how to get onto our Portal and configuration. Please review [the Video](#) on what is needed to create your account, NOTE: Please use the link on this email to access the ThinkSmart Portal, not what is stated for the Server location on the video. The Server address has change sense the creation of the video.

Network Considerations:

ThinkSmart Manager uses the following ports / domains:

- Ports:
 - 443: Primary
 - 80/8080: Backup / Intel vPro comms
 - 8883: Real-time connection device-to-cloud

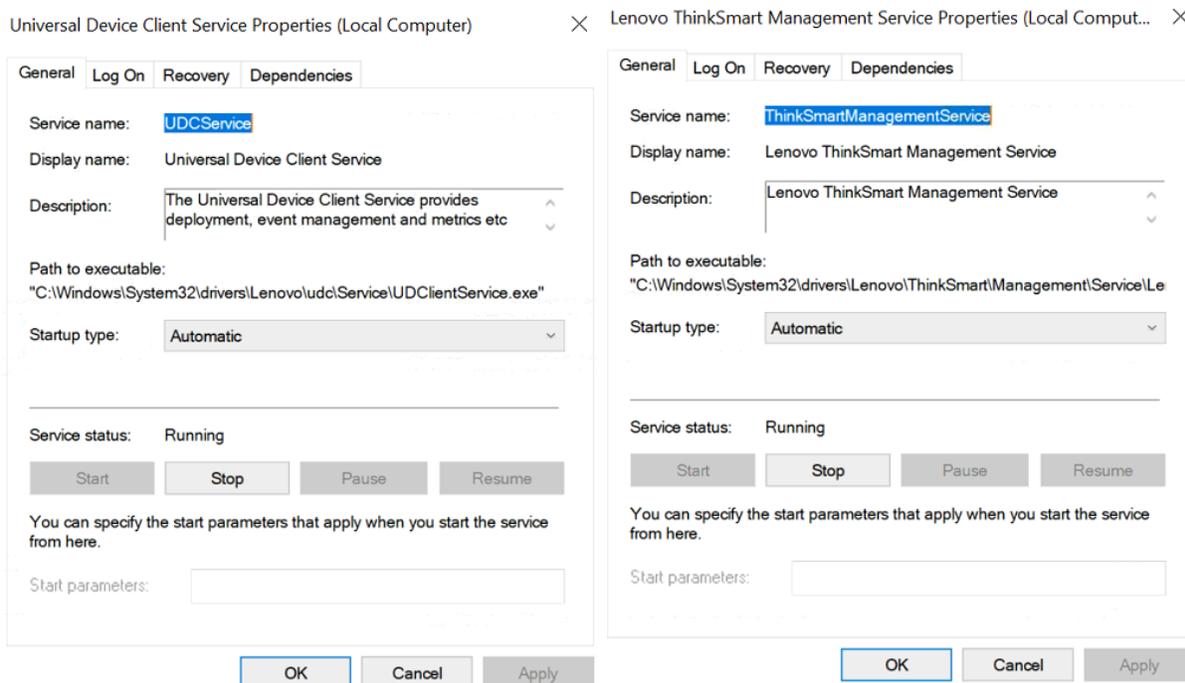
- Domains:
 - *.csw.lenovo.com, download.lenovo.com (device comms with Lenovo cloud frontend)
 - *.akamaitechnologies.com (CDN, addresses static traffic for maintenance purposes)
 - https://ema.euwe1.uds.lenovo.com (8080, Intel vPro traffic)
 - https://api.euwe1.uds.lenovo.com
 - https://api-mtls.euwe1.uds.lenovo.com
 - https://auth.euwe1.uds.lenovo.com
 - https://callhome.uds.lenovo.com
 - NOTE: we can also use: <https://callhome.uds.lenovo.com/device-profile-service/lcp/apis/v1/devices/activation/call-home>
 - That call a specific service within the Callhome domain.
 - https://mqtt.euwe1.uds.lenovo.com: 8883
 - Please make a note that the device establishes a real-time connection to the cloud using the URL <https://mqtt.euwe1.uds.lenovo.com> over port 8883, enable connection for this domain over remote port 8883 to ensure seamless communication.

Knowledgebase Article

Local Device Services and installation of the Application for Services:

ThinkSmart Manager also requires the following services be installed / running on the local device. These services are included in pre-load images for ThinkSmart HubG2, ThinkSmart Core + Controller and ThinkSmart Core Full Room Kit, as well as prior TET M920Q based ThinkSmart solutions.

- Services:
 - Lenovo.ThinkSmart.DeviceManagementService
 - UDC Service “Universal Device Client Service”



Note: ThinkSmart OEM versions of Core compute (for Logi, Poly, Crestron, etc.) do not include the services preloaded, however can be installed using the instructions in the Getting Started landing page.

Knowledgebase Article

Note: The ThinkSmart Manager Application install on the Local MTR needs to be complete to have the Services listed above, please install the following if services are not found:

[ThinkSmart Manager Application download:](#)

Automatic Driver Update View More

Lenovo ThinkSmart Management Service

Individual Downloads	Operating System	Version	Released	Size	Severity	Download
lenovo_thinksmart_setup.exe Lenovo ThinkSmart Management Service # CHECKSUM	Windows 10 IoT (64-bit)	v3.6.1.1306	14 Aug 2022	82.68 MB	Recommended	
thinksmart_manager_user_guide_en.pdf ThinkSmart Manager User Guide # CHECKSUM	Windows 10 IoT (64-bit)	12th edition	06 Jun 2022	2.59 MB	Recommended	
thinksmart_hub500_management_service_readme.txt ThinkSmart Management Service README # CHECKSUM	Windows 10 IoT (64-bit)	v3.6.1.1306	14 Aug 2022	30.4 KB	Recommended	

Description
ThinkSmart Manager

Knowledgebase Article

How to test that the Firewall is not Blocking your ports:

1. Open powershell.exe
2. Paste there the following to verify URLs one by one:
3. Command: "hostname" to get computername

```
test-netconnection -computername api.euwe1.uds.lenovo.com -port 443
test-netconnection -computername auth.euwe1.uds.lenovo.com -port 443
test-netconnection -computername callhome.uds.lenovo.com -port 443
test-netconnection -computername mqtt.euwe1.uds.lenovo.com -port 443
test-netconnection -computername ema.euwe1.uds.lenovo.com -port 8080
test-netconnection -computername api-mtls.euwe1.uds.lenovo.com -port 443
test-netconnection -computername mqtt-mtls.euwe1.uds.lenovo.com -port 443
test-netconnection -computername geo.uds.lenovo.com -port 443
```

Note: to future-proof your deployments, please whitelist *.uds.lenovo.com, as additional endpoints may be added over time for scaling and resiliency.

Besides basic network connectivity, ThinkSmart Manager also has the following requirements:

1. If your corporate network uses a proxy, it must NOT require a user login. ThinkSmart Manager cannot (and will never) support a proxy that requires a user to login.
2. If your corporate network uses SSL inspection (such as ZScaler), it MUST be disabled or otherwise white-listed for these ThinkSmart devices. ThinkSmart Manager cannot (and will never) support SSL inspection. For example, when you open <https://mqtt.euwe1.uds.lenovo.com/> in a browser and inspect the certificate, it must be issued to uds.lenovo.com and issued by DigiCert. No other "issued to" or "issued by" is acceptable – so if you see anything else, it means your SSL inspection needs to be disabled.

If the response says **Failed**, this URL is blocked.

Knowledge Base:

[Device not found error when adding a new device to the ThinkSmart Manager Portal:](#)

Further Information & Getting Started Guide:

<https://support.lenovo.com/us/en/solutions/ht511246-getting-started-with-thinksmart-manager>