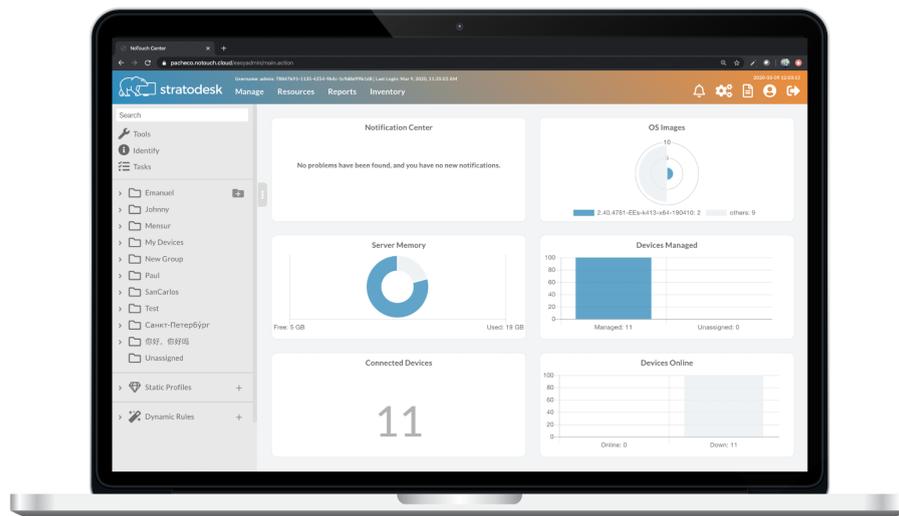




Stratodesk NoTouch Center Quick Start Guide V1.1



Introduction to Stratodesk

Stratodesk, the leading global innovator in EUC management and OS software, is redefining endpoint computing by delivering a single endpoint solution for VDI, DaaS and IoT markets. Today's enterprises are moving beyond traditional desktops towards smart workplaces where the diverse network of endpoint devices will create interoperability and compatibility issues without a single unified endpoint solution.

Stratodesk's cutting edge Linux-based endpoint OS and management suite, NoTouch, is a next generation, hardware-agnostic solution that enables companies to cost-effectively manage their endpoints. Our solution works seamlessly across x86, x64 and ARM based hardware products (including Raspberry Pi) to provide a unified platform for your endpoints. It also increases endpoint security, simplifies user experience and allows customers to maximize the benefits of existing desktop hardware (Laptops, Thin Clients, PCs and ARM devices) through PC Repurposing.

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Stratodesk NoTouch Center Introduction

The Stratodesk Virtual Appliance is a 64bit Linux-based Virtual Appliance (VA) and is intended to be run on a virtualization platform (hypervisor), not on bare metal. The Stratodesk Virtual Appliance has been tested on various platforms, such as VMware ESXi, Citrix Hypervisor, Nutanix AHV, Microsoft Hyper-V, Microsoft Azure, VMware Workstation, VMware Player, VMware Fusion, Parallels Desktop and VirtualBox. You need a 64-bit system to run the Stratodesk Virtual Appliance

It contains an installation of NoTouch Center and a PXE network boot environment to boot up diskless machines into NoTouch OS plus an easy-to-use web-based administration interface to perform tasks such as updating or backing up the Virtual Appliance. For best performance either Google Chrome or Firefox is recommended.

The Stratodesk VA can be downloaded from our customer [portal](#). The setup of the VA is very easy. You download it, you import it into your hypervisor, you boot it, set a password and an IP address. From then on, it is running, can be used and administered with your browser.

Stratodesk Virtual Appliance Prerequisites

The VA is pre configured so that it meets the minimum requirements - if you chose to modify, please do not go below these settings, especially make sure that the VA has at least 2 GB of virtual RAM. Larger installations are advised to assign at least 4 GB of RAM. Furthermore, the Virtual Appliance will only work with one configured network interface. Adding more virtual CPUs or CPU cores will indeed improve performance.

Deploy the Virtual Appliance

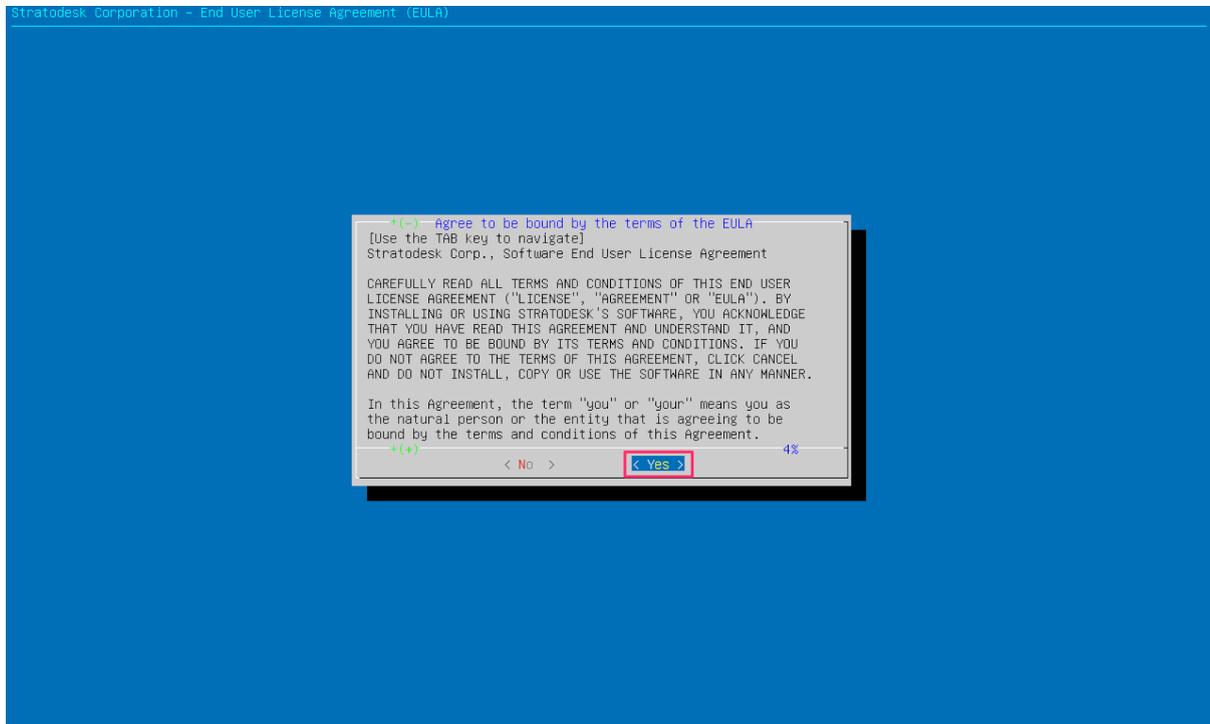
We have created detailed deployment guides for the following:

- [VMware vSphere/ESXi](#)
- [Citrix Hypervisor/XenServer](#)
- [Nutanix AHV](#)
- [Microsoft Azure](#)

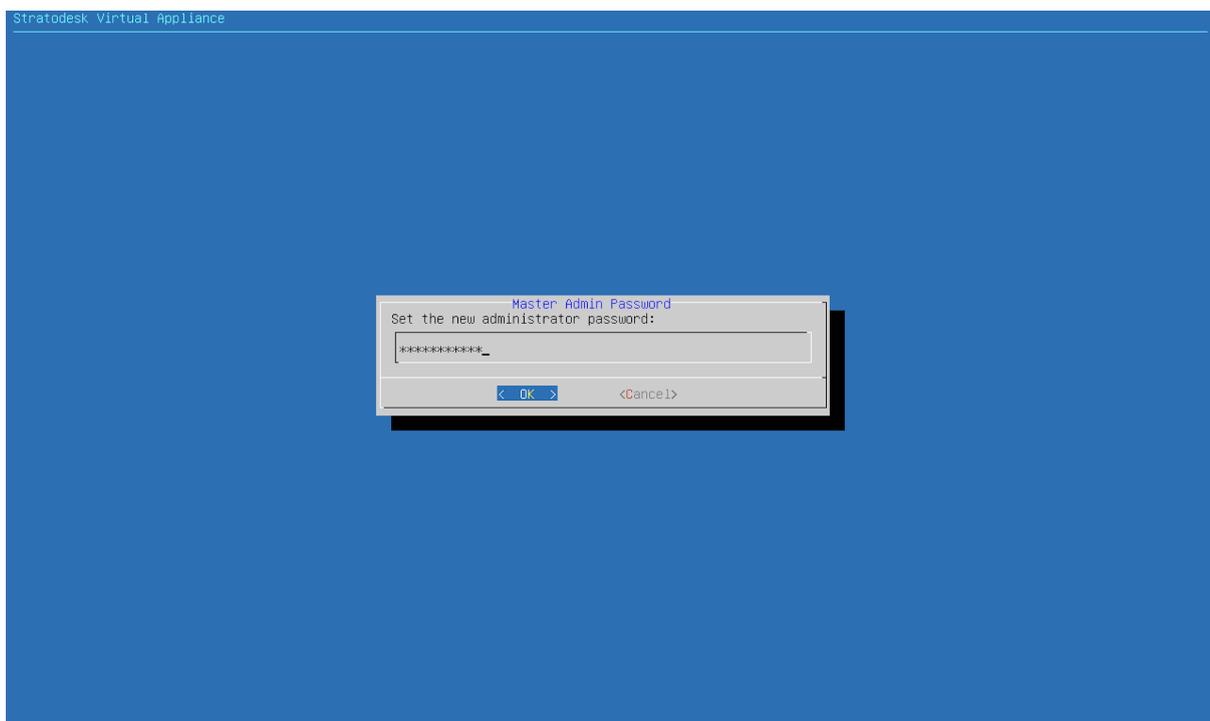
We can also provide a vhd file for those customers using Hyper-v, and you then need to build a virtual machine around this file based on the [pre-requisites](#).

First Time Boot

On first boot-up of the Virtual Appliance you will be asked to accept the EULA (End User License Agreement), and you will need to accept this to proceed.

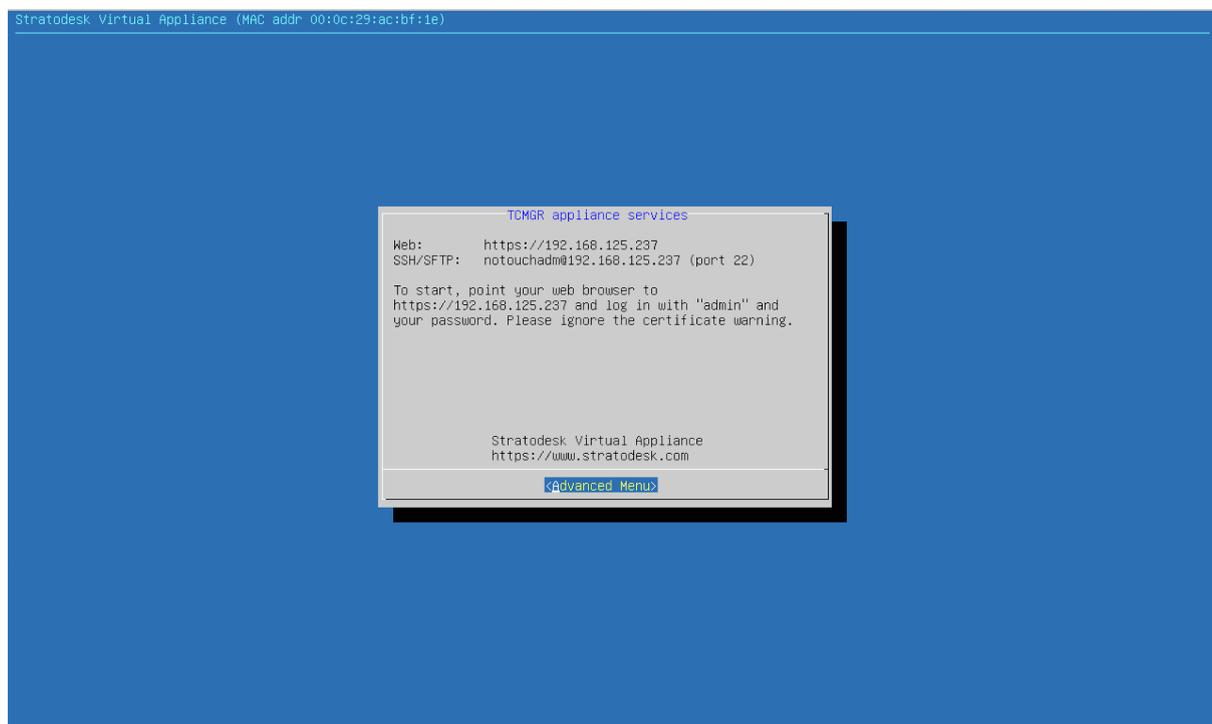


Next enter your preferred administrator password and confirm this for a second time.



Next go to the Advanced\Networking\Static and give the VA a fixed IP address, and click apply.

Now that a default password and network settings have been configured, all further configuration is done via the web browser.



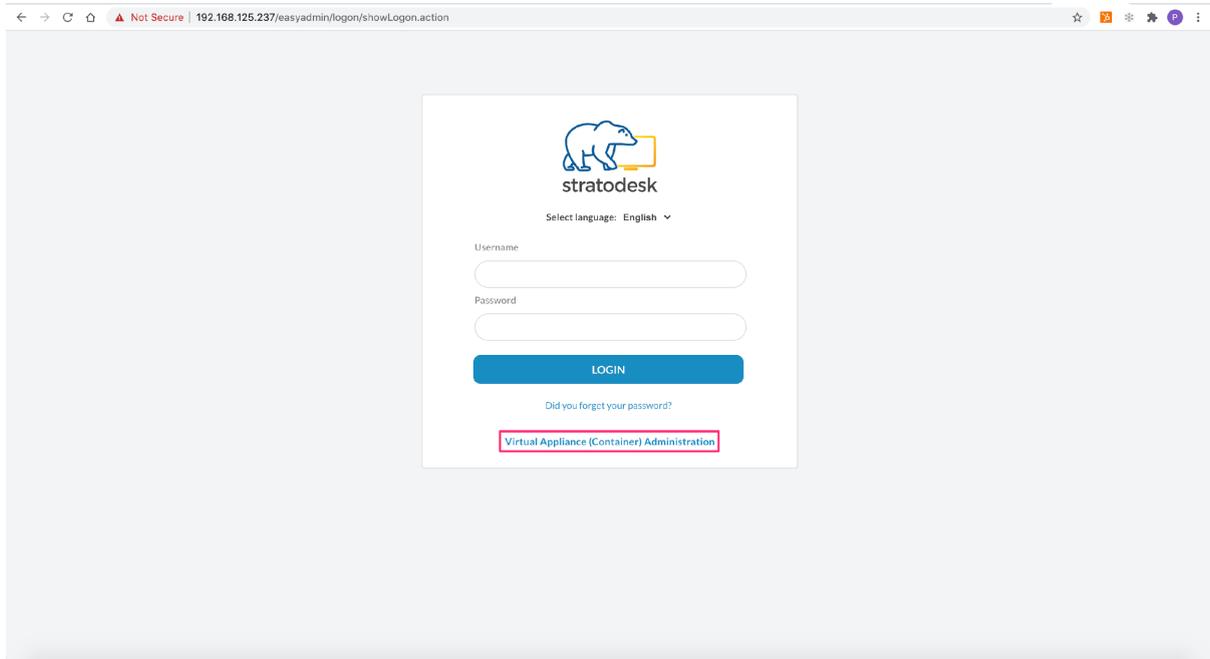
Web Based Administration

The Stratodesk Virtual Appliance comes with an easy-to-use browser-based administration interface. Simply point the browser to the Virtual Appliance - the IP address is shown in the hypervisor console. So, for example when your IP address is 192.168.125.237, then point your browser to <https://192.168.125.237>.

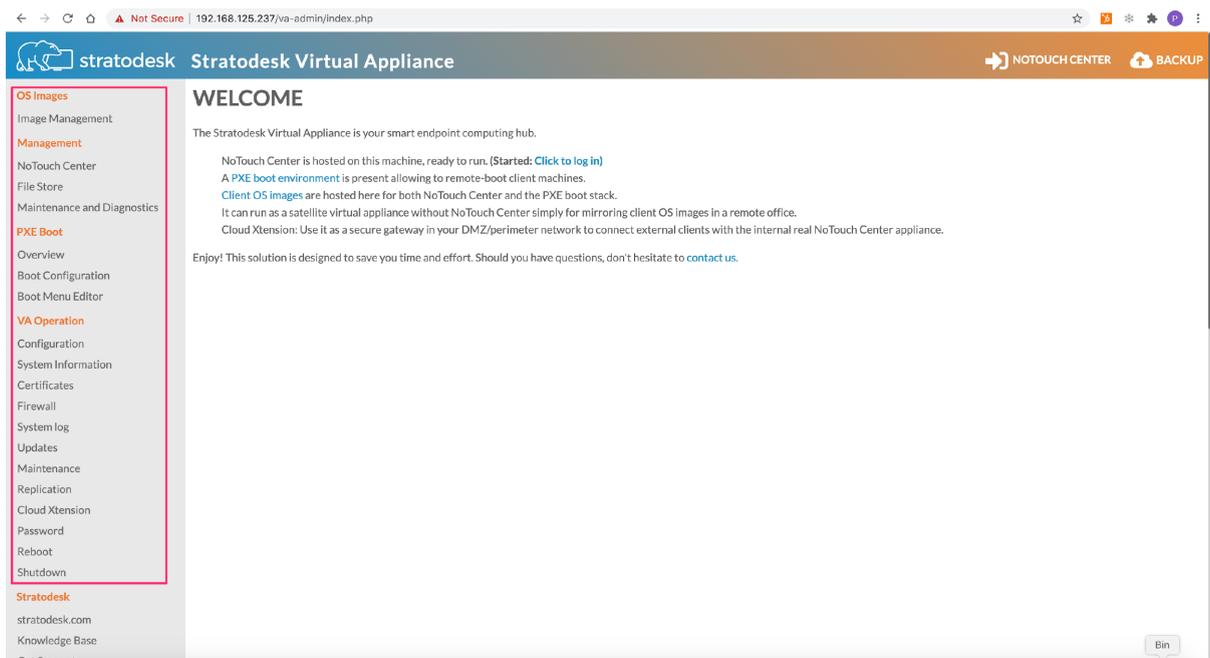
When making a first connection to Stratodesk Virtual Appliance, a trusted SSL certificate will not have been installed, therefore the browser will display the usual certificate warning in more or less dramatic fashion. This is expected. Since you just set up the other system and most probably "own" the network, you can ignore this warning. You may of course buy a certificate from any trusted vendor and install in the VA.

Virtual Appliance Container Administration

The first task to complete is to update NoTouch Center. To do this use the link highlighted and enter the user 'admin' followed by the password you created when deploying the virtual appliance. Please note that only the admin account can access the Virtual Appliance Container Administration page.



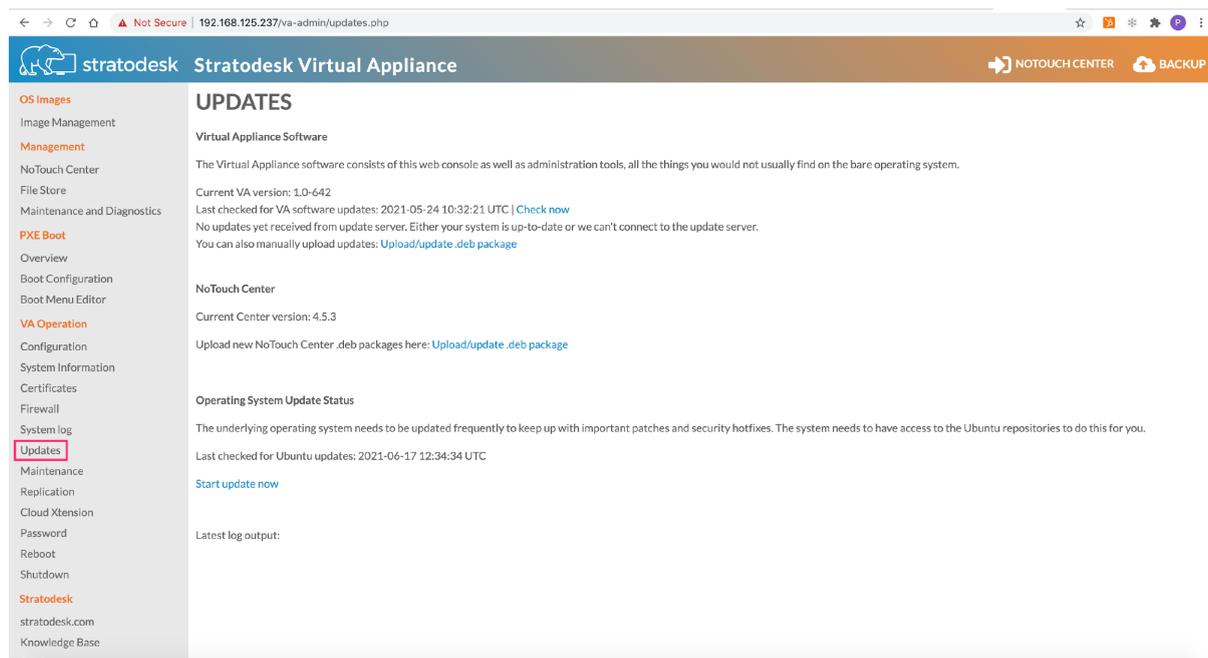
The Virtual Appliance Container Administration is typically the backend and is where you can add updates, create a backup, configure PXE, Configure the Cloud Xtension, firewall settings & power functions. These options are navigated by the menu on the left side of the screen.



To update NoTouch Center click 'Updates' under 'VA Operation' There are 3 possible updates that can be applied.

The first is the 'VA Update' and typically includes security updates. These updates are free to all customers regardless of whether an active maintenance subscription is in place or not. Select either the 'Check now' feature or download the update from the Stratodesk [Portal](#) To apply the update use the 'Upload/update .deb package option.

The next option is 'NoTouch Center' updates and are only available to customers with an active software subscription, and again are available to download from the Stratodesk [Portal](#) This is where Stratodesk add new features or performance improvements, and therefore more noticeable. To apply the update, use the 'Upload/update .deb package option.



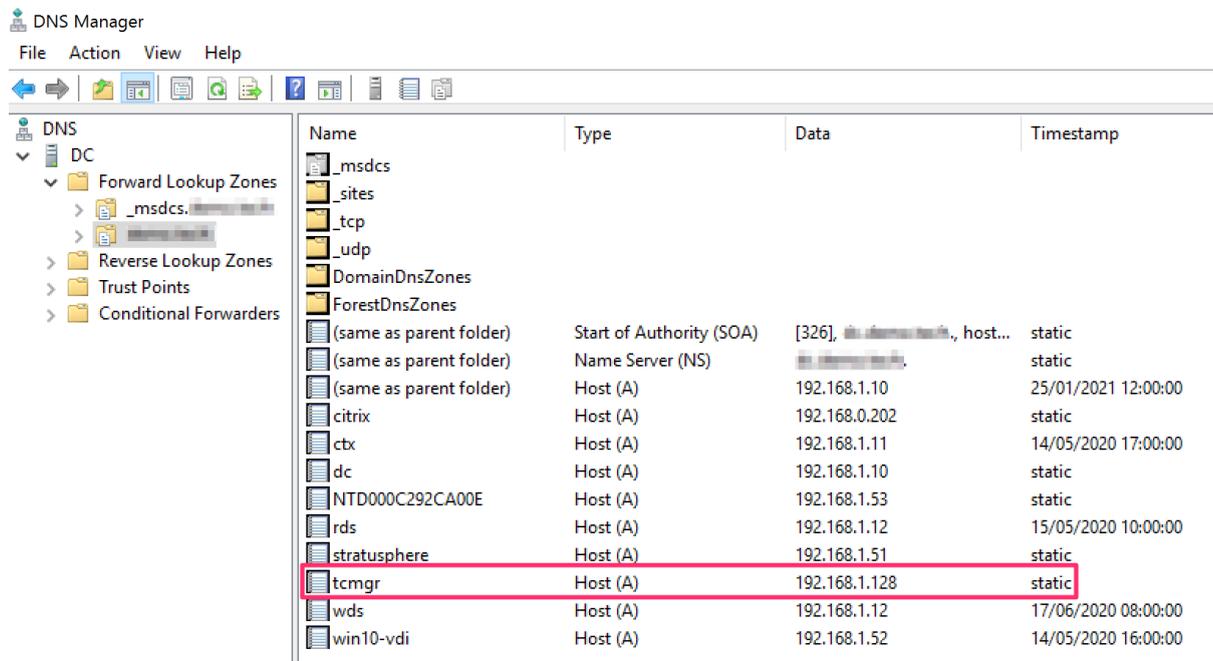
The screenshot shows a web browser window displaying the 'Stratodesk Virtual Appliance' management interface. The page title is 'UPDATES'. The left sidebar contains a navigation menu with categories: OS Images, Management, PXE Boot, VA Operation, and Stratodesk. The 'Updates' link in the 'VA Operation' section is highlighted with a red box. The main content area is divided into three sections: 'Virtual Appliance Software' (showing current VA version 1.0-642 and a 'Check now' link), 'NoTouch Center' (showing current version 4.5.3 and an 'Upload/update .deb package' link), and 'Operating System Update Status' (showing the last checked time for Ubuntu updates and a 'Start update now' link). The browser's address bar shows the URL '192.168.125.237/va-admin/updates.php'.

For further detailed information on configuring PXE, then we've created the following [video](#) that walks through the PXE configuration in more detail.

If you wish to deploy the NoTouch Cloud Xtension the following [video](#) provides detailed information on how to do this.

Network Considerations/Requirements

When NoTouch endpoints boot for the first time they are looking for the hostname 'TCMGR' which is the default hostname of the virtual appliance. To speed up this process you will need to create a DNS 'A' record that can resolve the hostname 'TCMGR' to the IP of your Stratodesk virtual appliance. If you are using a Windows domain then a DNS server is likely to be in place. Creating a DNS 'A' record is straightforward and must be created on the DNS forward lookup zone.



The screenshot shows the DNS Manager interface. The left pane shows the hierarchy: DNS > DC > Forward Lookup Zones > [redacted]. The right pane shows a list of DNS records:

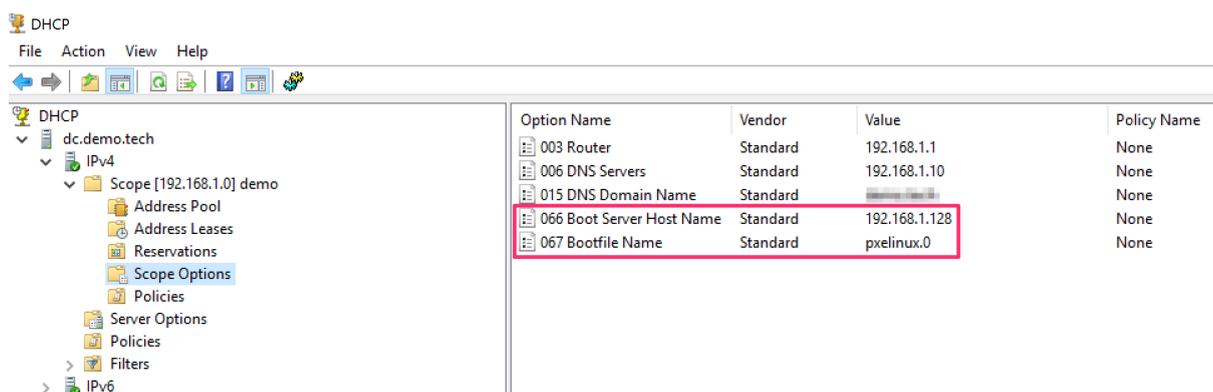
Name	Type	Data	Timestamp
._msdcs			
._sites			
._tcp			
._udp			
DomainDnsZones			
ForestDnsZones			
(same as parent folder)	Start of Authority (SOA)	[326], [redacted], host...	static
(same as parent folder)	Name Server (NS)	[redacted]	static
(same as parent folder)	Host (A)	192.168.1.10	25/01/2021 12:00:00
citrix	Host (A)	192.168.0.202	static
ctx	Host (A)	192.168.1.11	14/05/2020 17:00:00
dc	Host (A)	192.168.1.10	static
NTD000C292CA00E	Host (A)	192.168.1.53	static
rds	Host (A)	192.168.1.12	15/05/2020 10:00:00
stratusphere	Host (A)	192.168.1.51	static
tcmgr	Host (A)	192.168.1.128	static
wds	Host (A)	192.168.1.12	17/06/2020 08:00:00
win10-vdi	Host (A)	192.168.1.52	14/05/2020 16:00:00

You can test if this has been setup correctly by sending a ping request to TCMGR. If successful, this should resolve to the correctly assigned IP address of the Stratodesk virtual appliance.

If you are planning to either live boot or install over PXE then you will also need to create DHCP scope options. There are only two options that need to be configured here.

Option 66 – IP address of the virtual appliance

Option 67 – Boot filename, which will either be pxelinux.0 for legacy BIOS or x64/syslinux.efi for UEFI based systems.

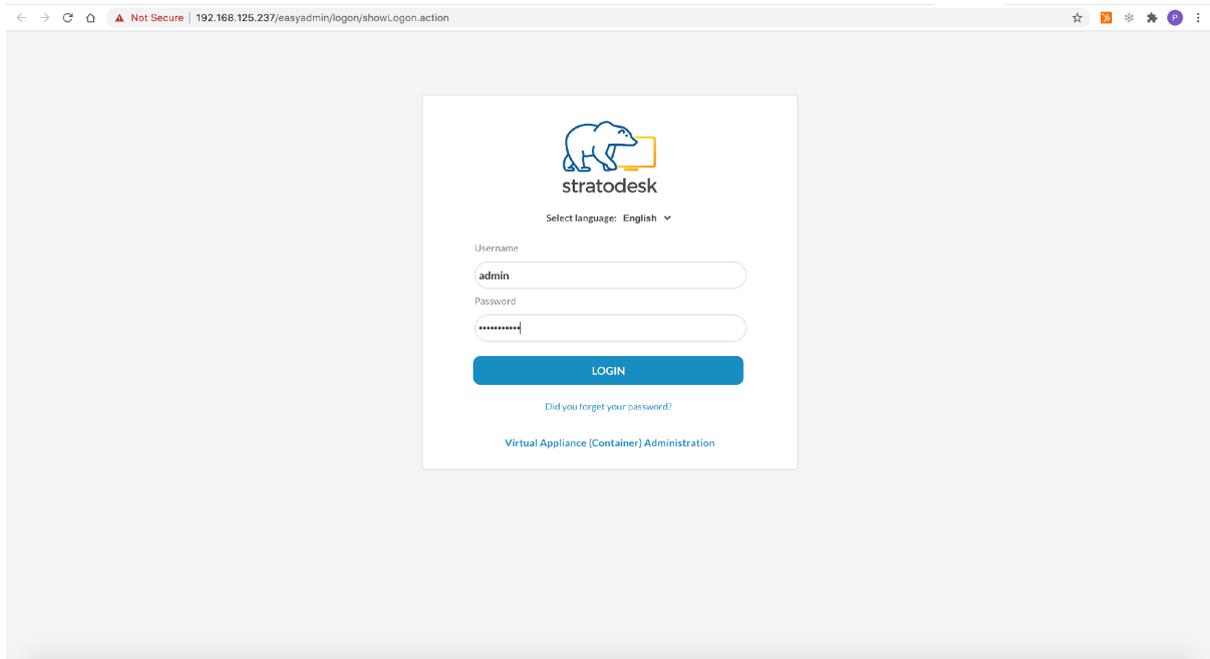


The screenshot shows the DHCP Manager interface. The left pane shows the hierarchy: DHCP > dc.demo.tech > IPv4 > Scope [192.168.1.0] demo > Scope Options. The right pane shows a list of DHCP options:

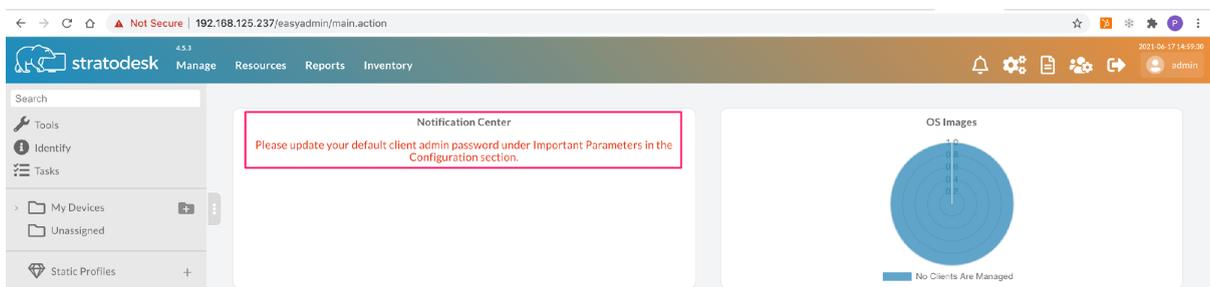
Option Name	Vendor	Value	Policy Name
003 Router	Standard	192.168.1.1	None
006 DNS Servers	Standard	192.168.1.10	None
015 DNS Domain Name	Standard	[redacted]	None
066 Boot Server Host Name	Standard	192.168.1.128	None
067 Bootfile Name	Standard	pxelinux.0	None

NoTouch Center Configuration

NoTouch Center is where you configure our NoTouch OS endpoints but putting them into groups, configuring group settings & connections. To login for the first time, use the user 'admin' followed by the password you created when deploying the virtual appliance.

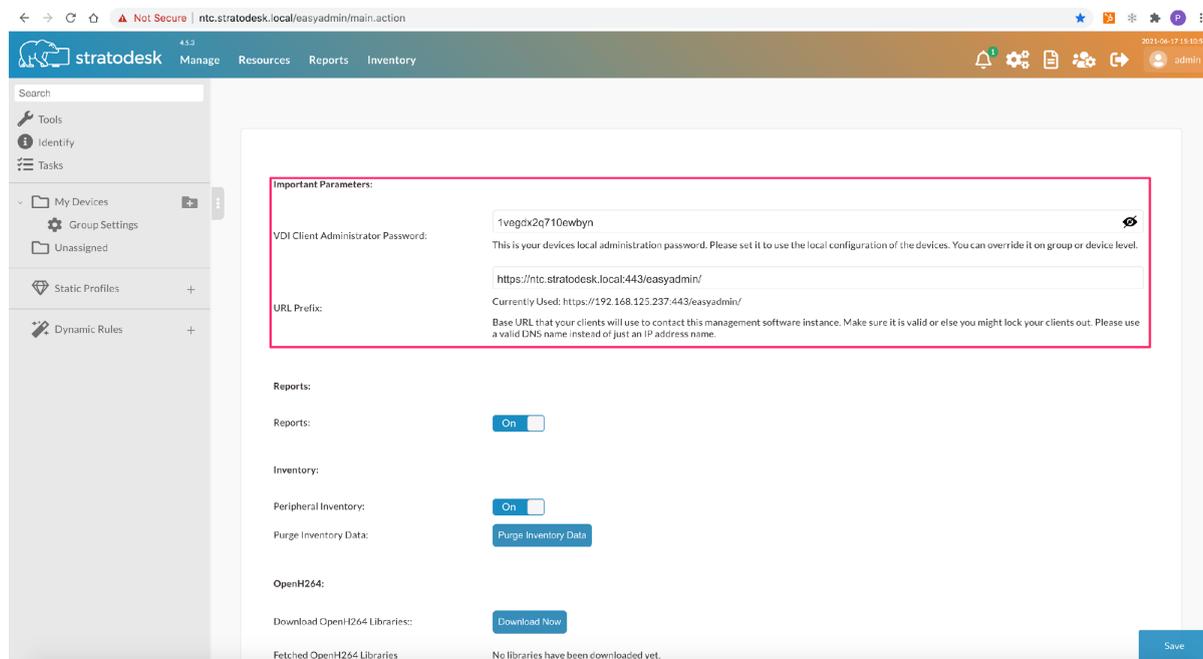


The first thing that should be done is to update the default client admin password. To do this click the red text shown in the example below.



This password should be different from what has previously set when deploying the virtual appliance, and is the password used to access the configuration of the NoTouch OS endpoints. You can of course choose to keep this the same as the NoTouch Center login, or to change it to a different password.

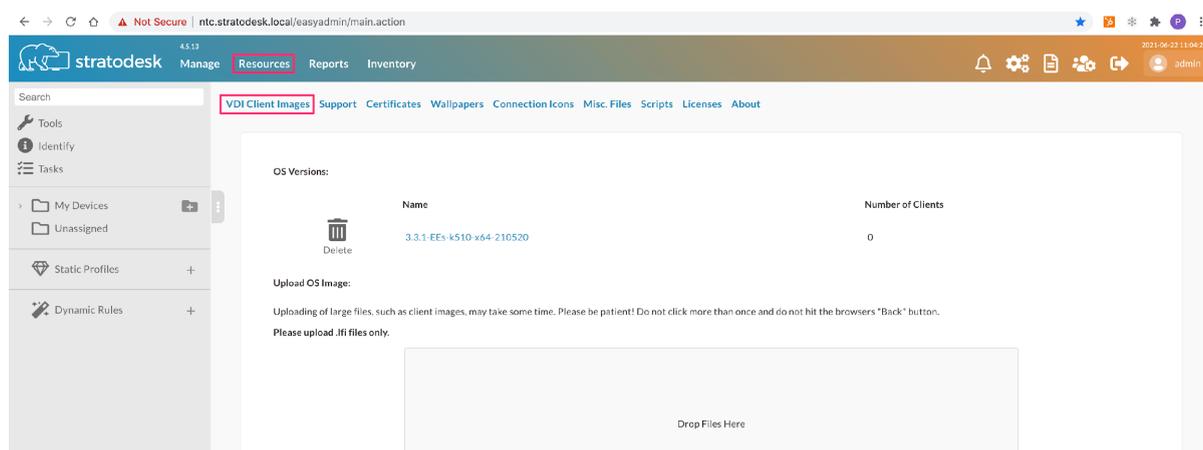
It's also recommended that you change the 'URL Prefix' from being IP address based to a valid DNS name as shown in the example below. Once finished click 'Save'



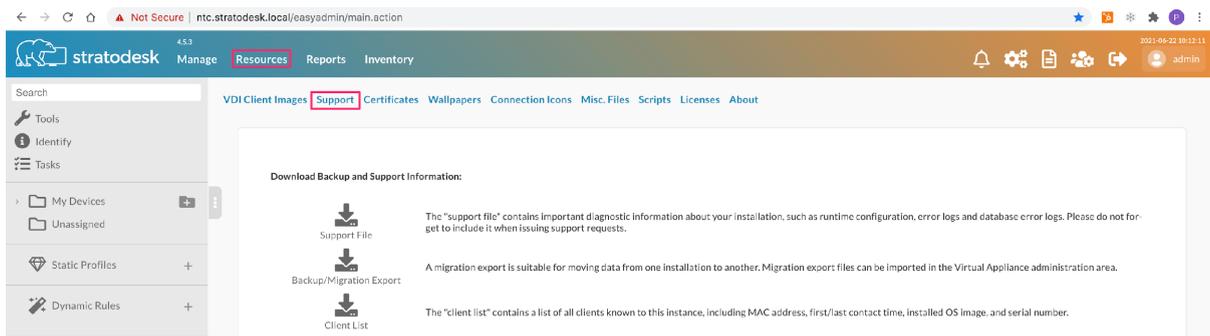
NoTouch Center Resources

This is an area of NoTouch Center where it is possible to upload items to NoTouch Center that can then be deployed automatically to NoTouch OS endpoints or is where you can view information about your NoTouch Center environment. These typically are as follows:

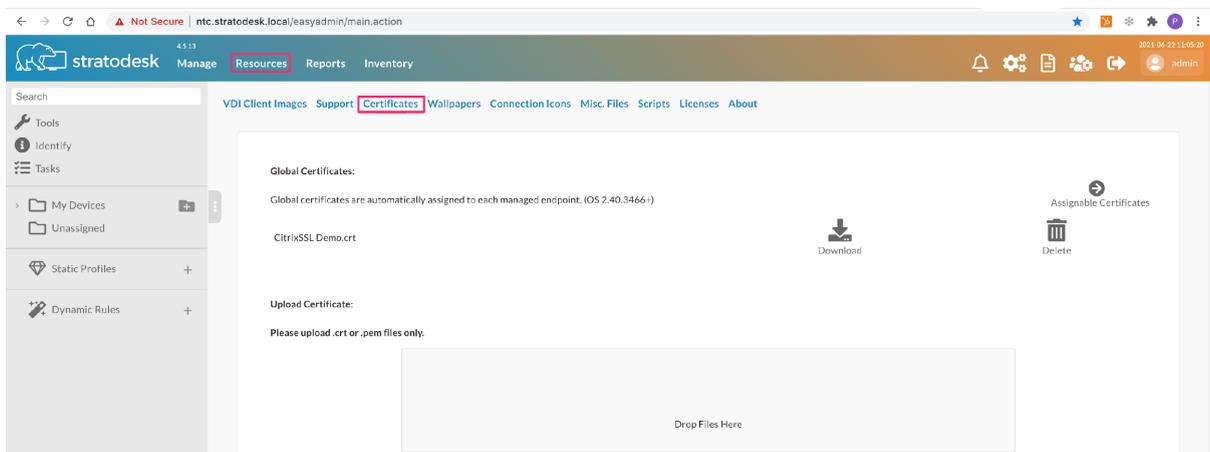
VDI Client Images – This is the area of NoTouch Center where you can upload firmware images that can then be pushed out to NoTouch OS endpoints. These replace the entire OS whilst maintaining the configuration, and these updates can be downloaded from the Stratodesk customer [portal](#).



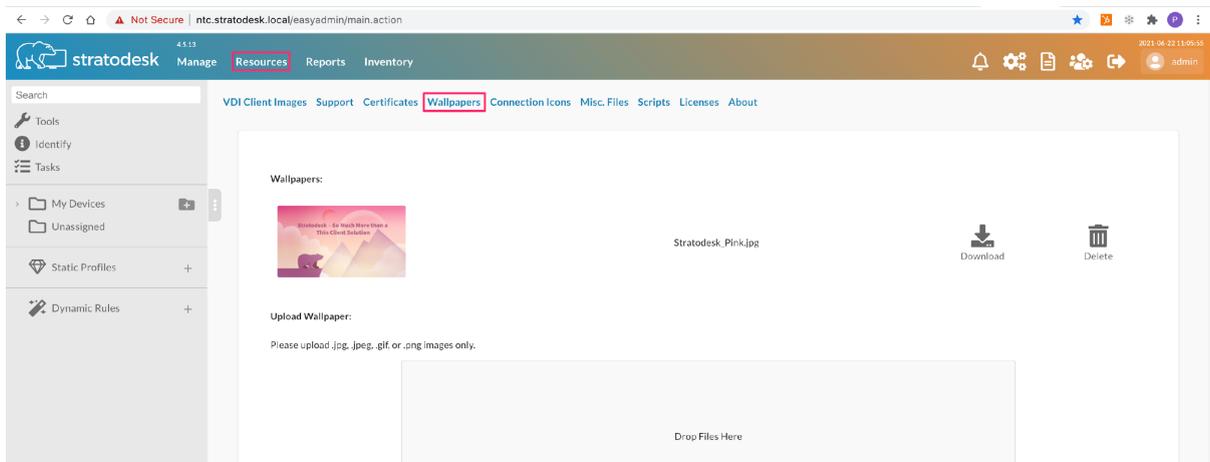
Support – This allows you to retrieve a NoTouch Center support file, backup/migration export or retrieve a client list of all devices connected to NoTouch Center.



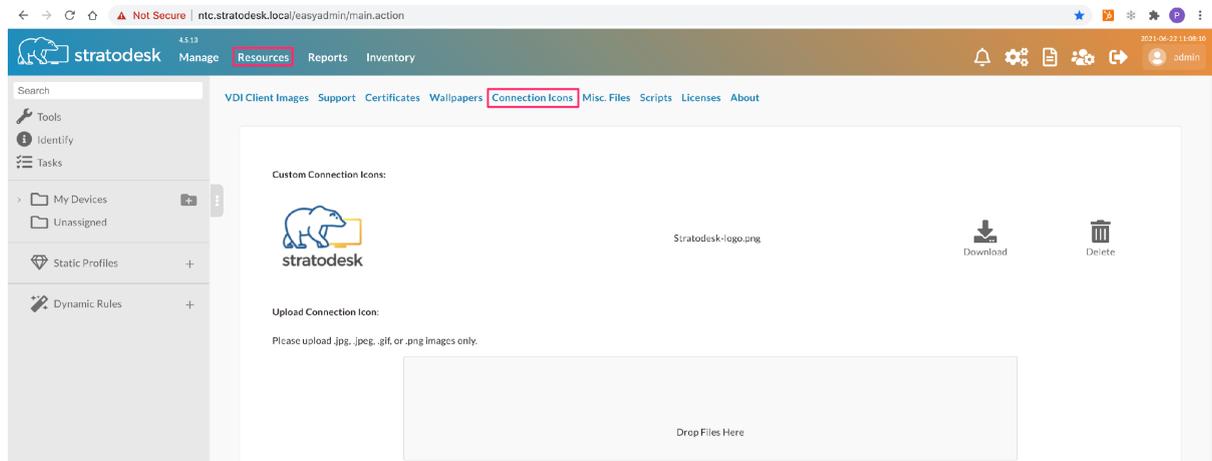
Certificates – VDI technologies like Citrix & VMware Horizon require the use of certificates, and NoTouch Center can be used to automatically distribute these to NoTouch OS endpoints. We've created a dedicated knowledge base [article](#) covering this topic. Simply upload the certificate files to NoTouch Center as shown below.



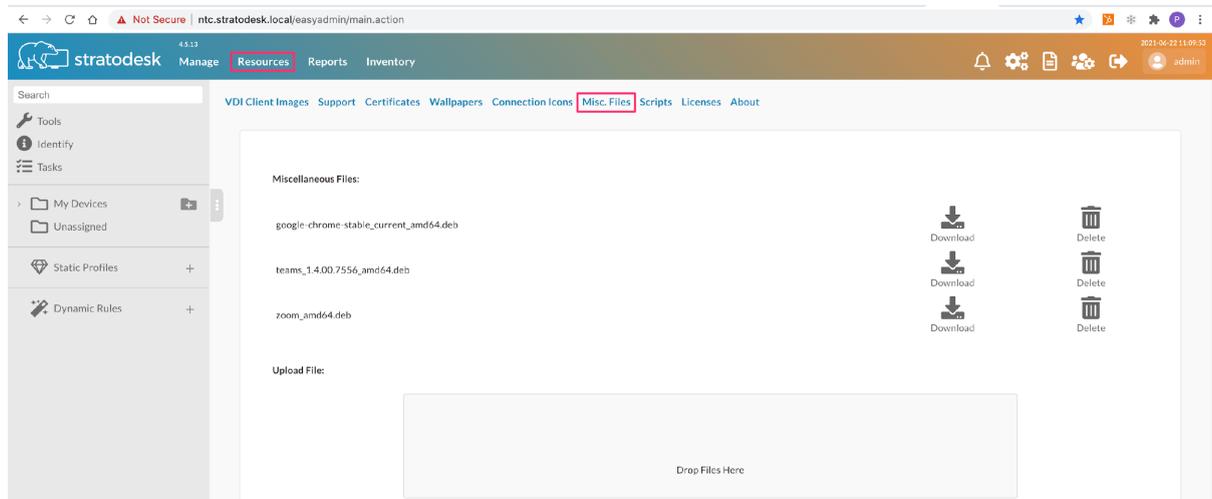
Desktop Wallpaper – Should you wish to use a custom desktop wallpaper then upload the file, and then select the 'Uploaded Wallpaper' option in the 'Display' group settings.



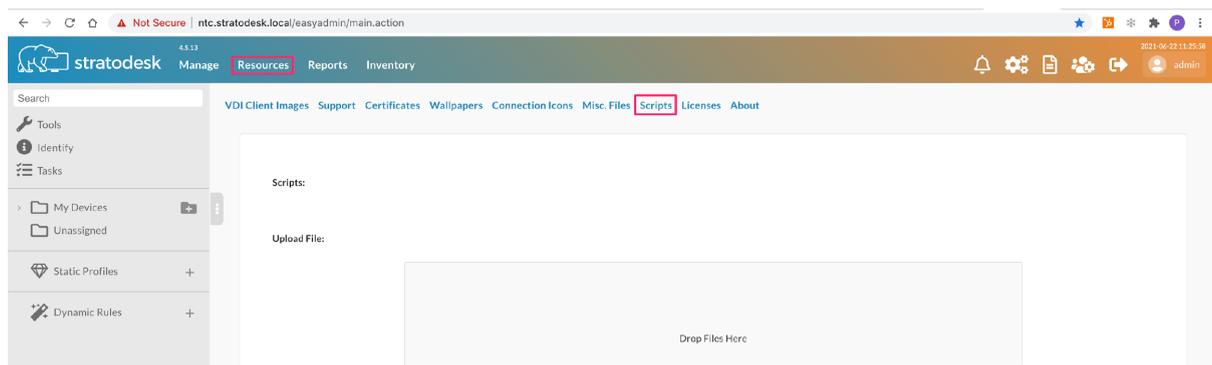
Connection Icons – This allows you to use a non-standard image for any connection icon that is shown on the desktop. To use this feature, upload the image and in the connection that you wish to use this feature on, configure the ‘Connection Icon Mode’ to ‘Favicon’ ‘Connection Icon Uploaded’ to the icon you wish to use.



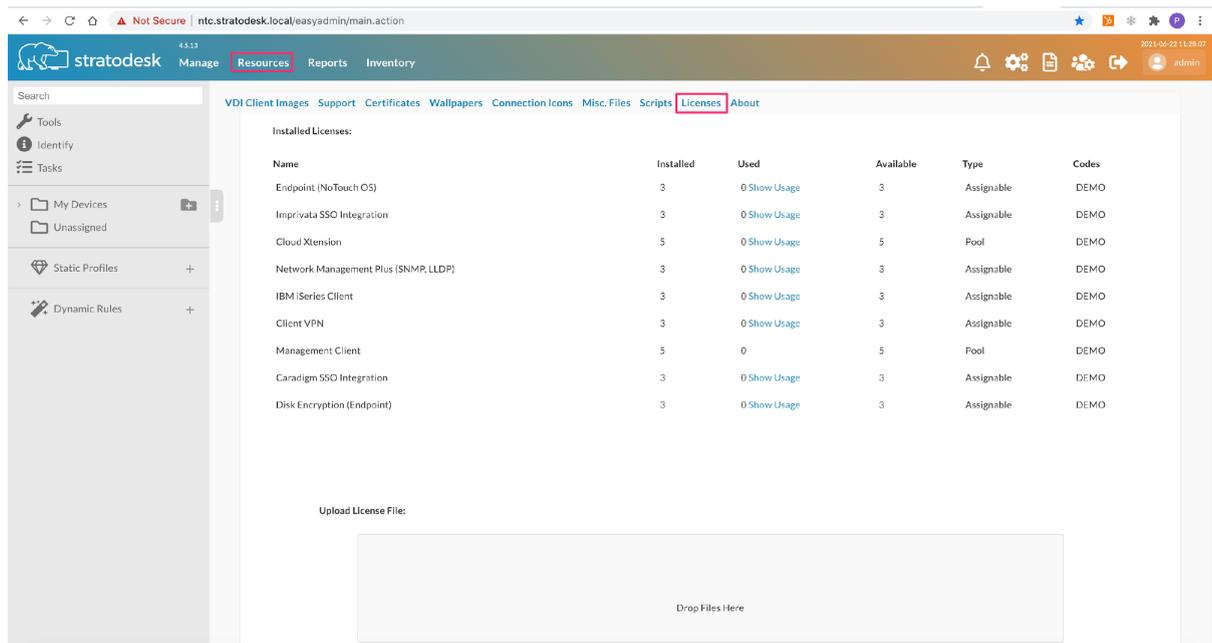
Misc. Files – Stratodesk NoTouch Center supports the distribution of a limited number of complimentary 3rd party applications. These are typically applications like Citrix Workspace App, Firefox, Google Chrome, Microsoft Edge for Linux, Microsoft Teams, Zoom & Zoom VDI plugins for Citrix & VMware Horizon, and are deployed using the ‘Extension’ options in the ‘Group Settings’ Typically these files will be in a .deb format.



Scripts – Should you need to run a script on your NoTouch OS endpoints then you can update the script under this setting.

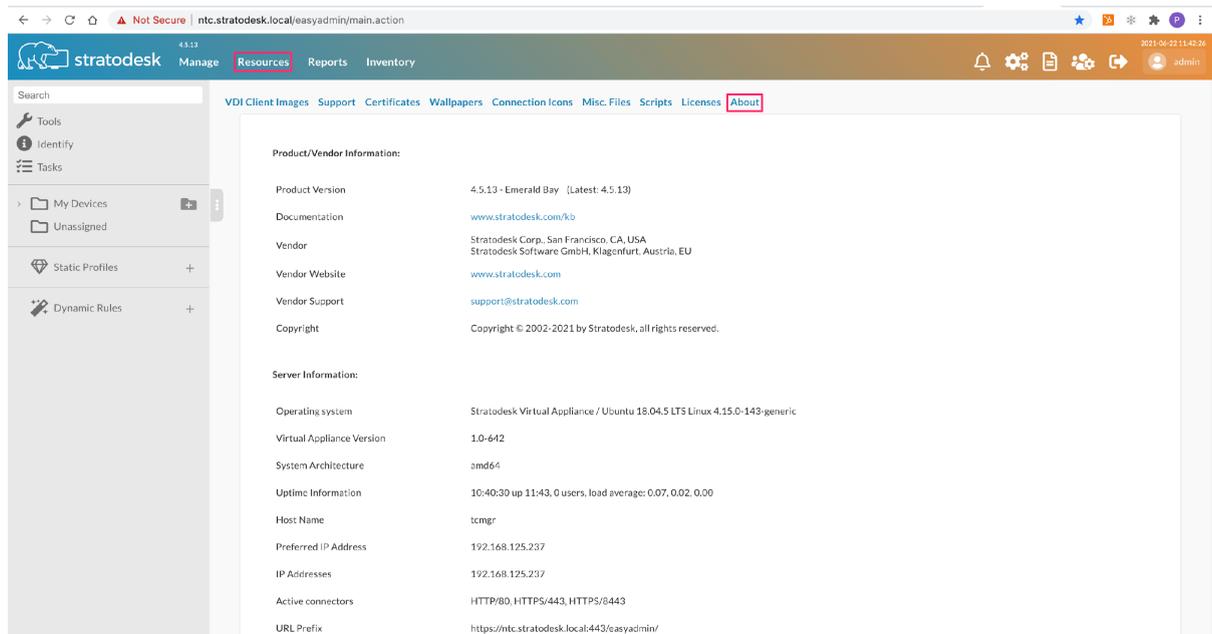


Licences – This is where you can upload new licence files and get an overview of available licences in NoTouch Center.



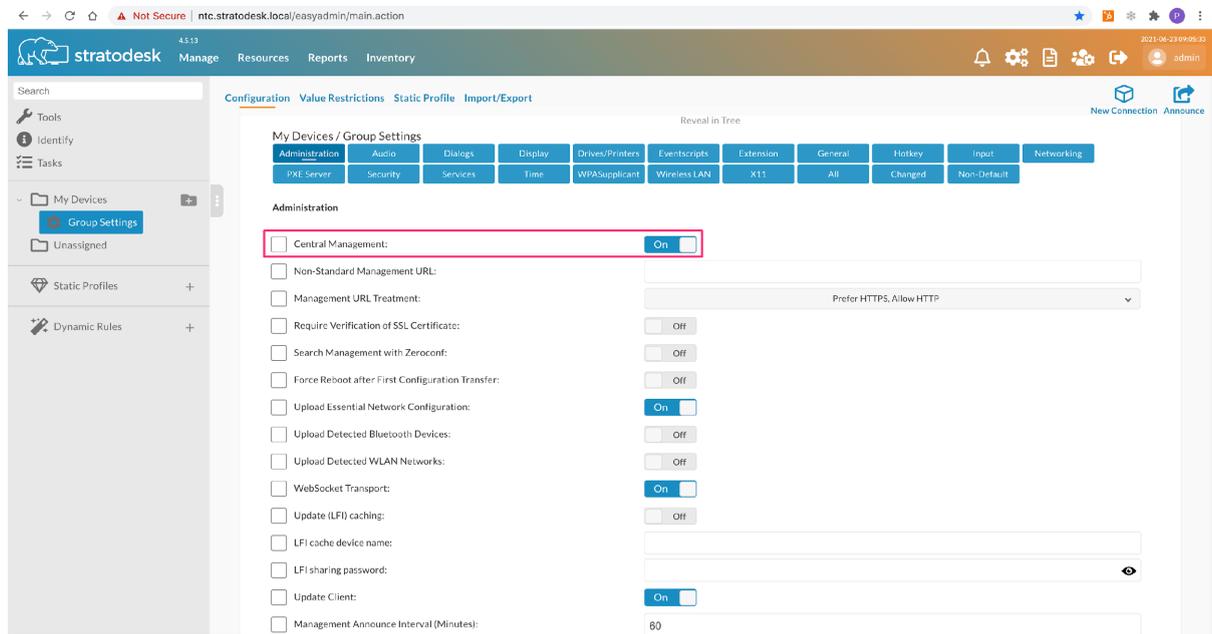
Licences are not bound to the MAC address or serial number of the endpoint, so can be reused. Simply delete any licenced device from NoTouch Center, and its licence will become available for use on another device.

About – This gives you an overview of your NoTouch Center environment including software versions, hardware information and allows you to download the latest NoTouch Center SDK giving you access to the Rest API.



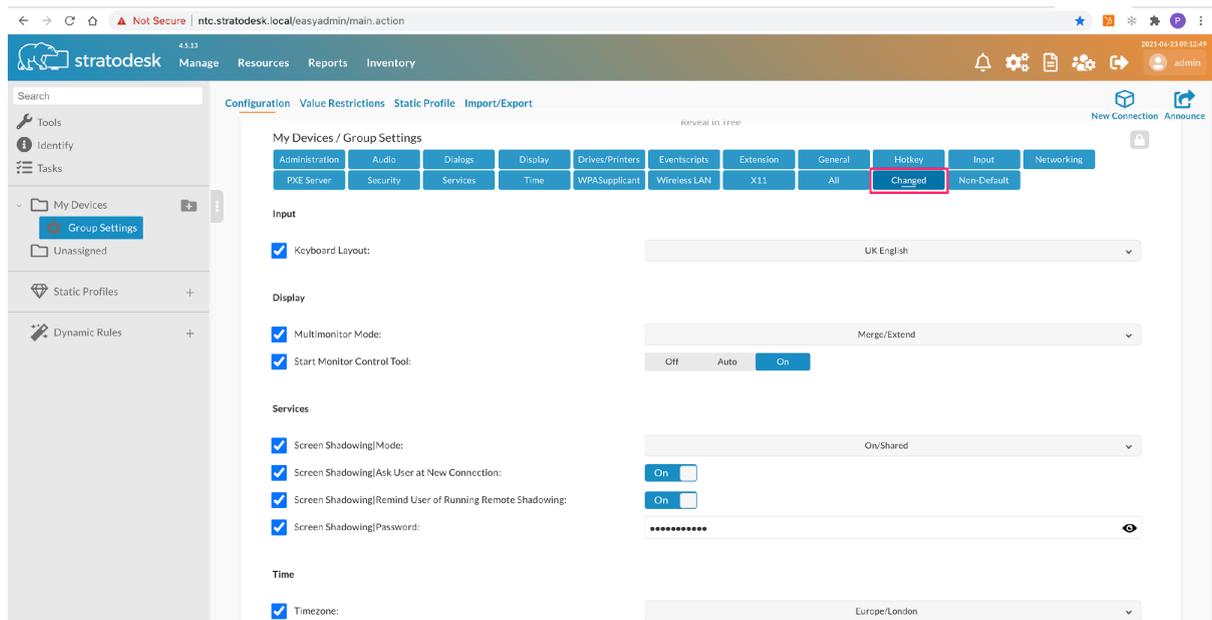
NoTouch Center Group Settings

This is where the settings that will be applied to the device are configured, so typically include, keyboard layout, time zone & printer configuration etc. As there are a significant number of parameters that can be set, the optimum parameters have been enabled by default as shown in the example below.

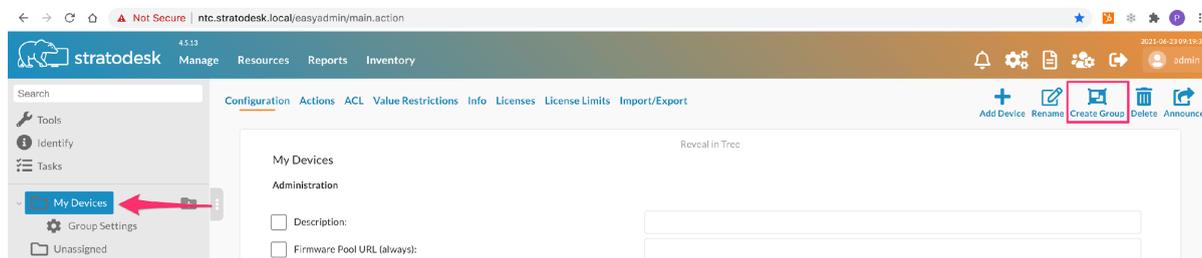


To turn a parameter on, click the slide bar and it will turn it on. To disable it, untick the checkbox next to the item, and the settings are automatically saved. We have also grouped the settings to make the settings easier to find.

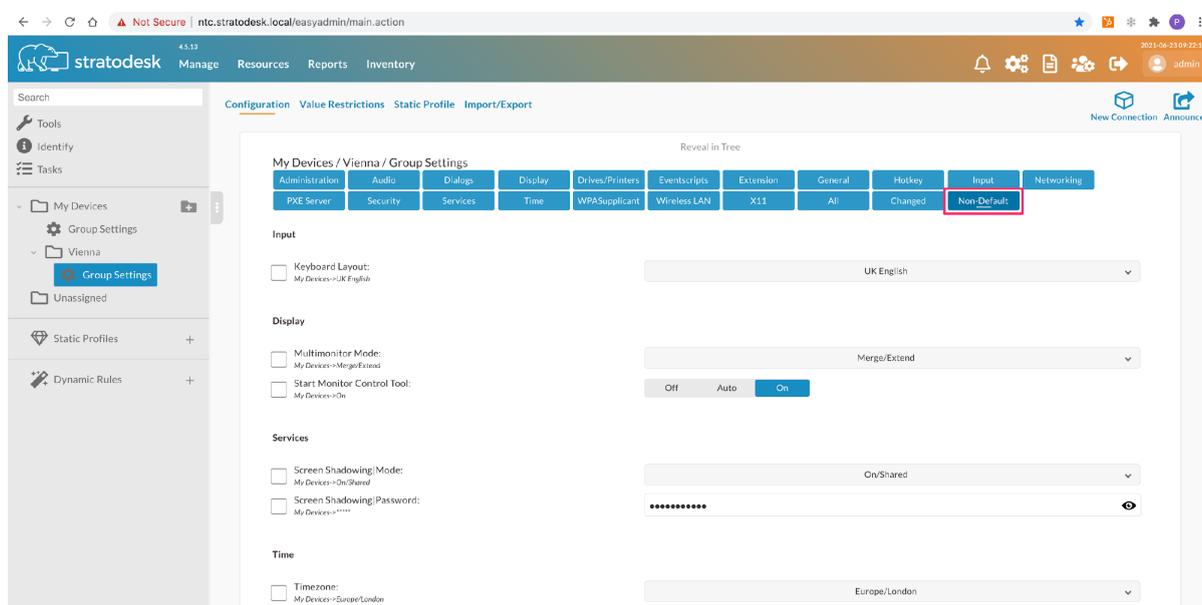
If you wish to see the settings that have been applied, click the 'Changed' button to see what changes have been made beyond the default settings.



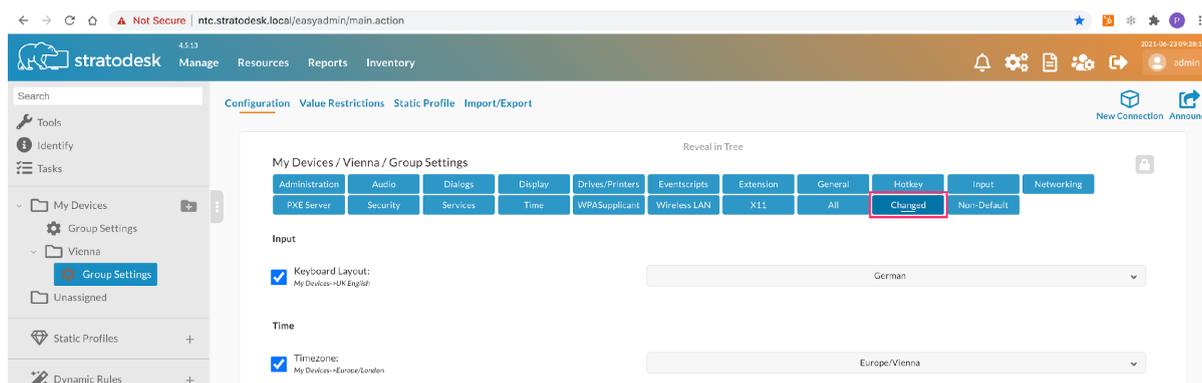
Most organisations won't put all their devices into a single group, but will instead put devices into groups based on country, city, office or department etc. In view of this it's possible to create subgroups that inherit the group settings from the parent group. To do this select the group from which you'd like to copy the group settings from and select 'Create Group' as shown in the example below.



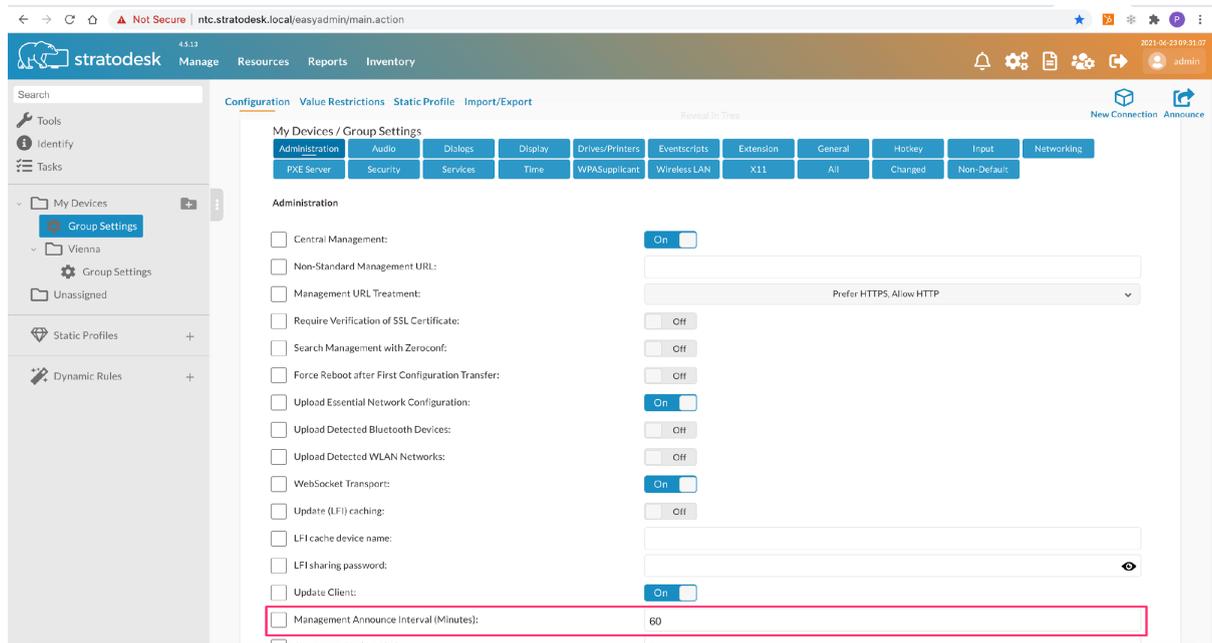
The example below shows the 'Non-Default' settings for the group and displays where the inheritance has come from.



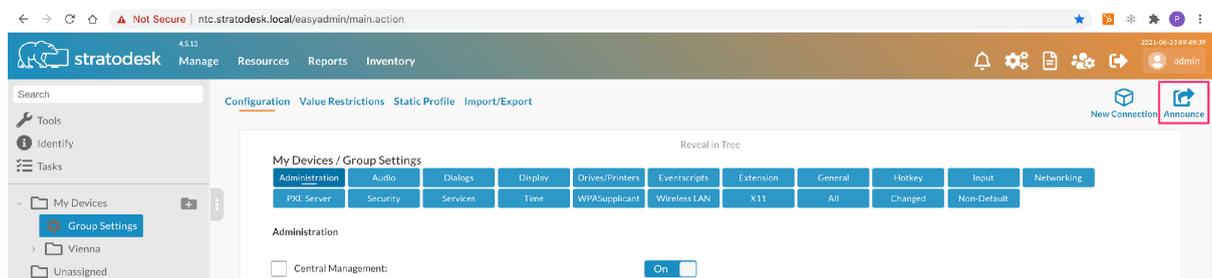
It is also possible to make changes to the settings in this group and overwrite the inherited settings. Typically, you might do this to regional settings like keyboard layout & time zone. Once the changes have been made, click either 'Changed' or 'Non-Default' to review your changes.



Changes are not automatically pushed out to NoTouch OS endpoints. The default announcement interval is 60 minutes and is set under **'Administration'** in the group settings. For larger deployments you might want to consider increasing this number to reduce the amount of network traffic.

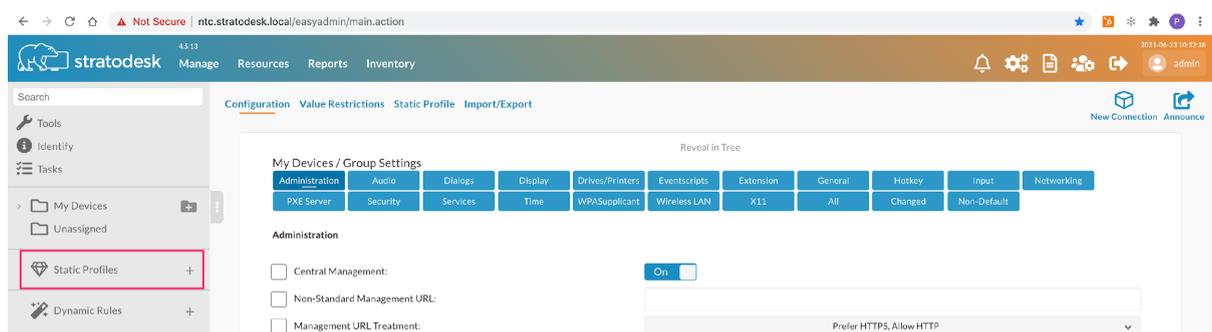


In the event you want to announce changes to NoTouch endpoints outside of the normal announcement interval then this is possible by using the announce function as shown in the example below.

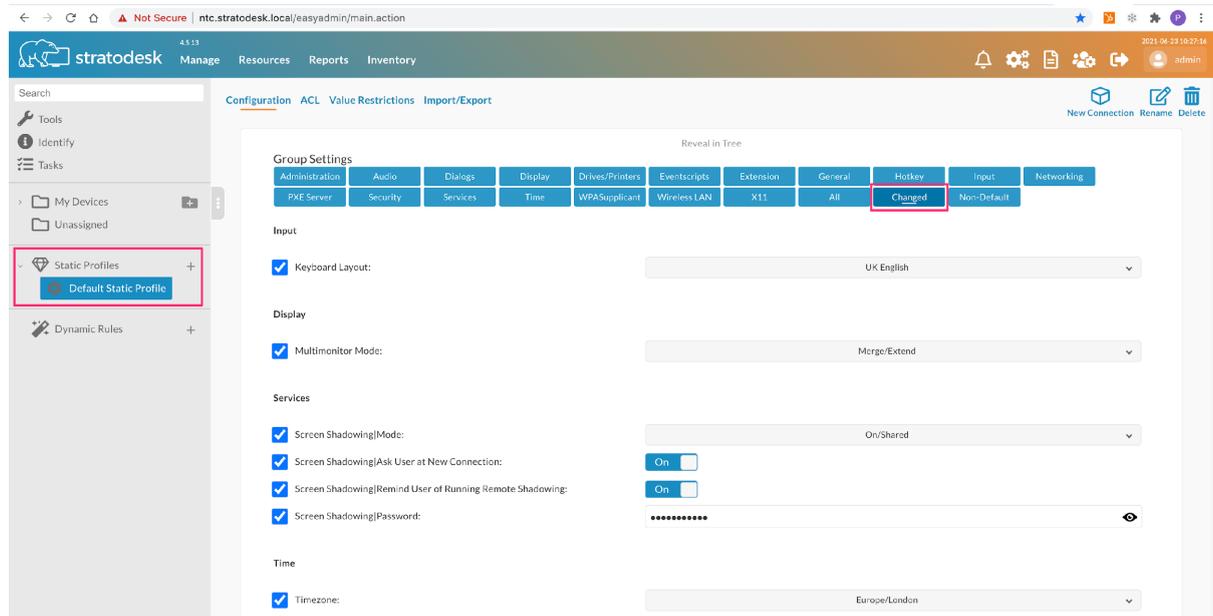


Static Profiles

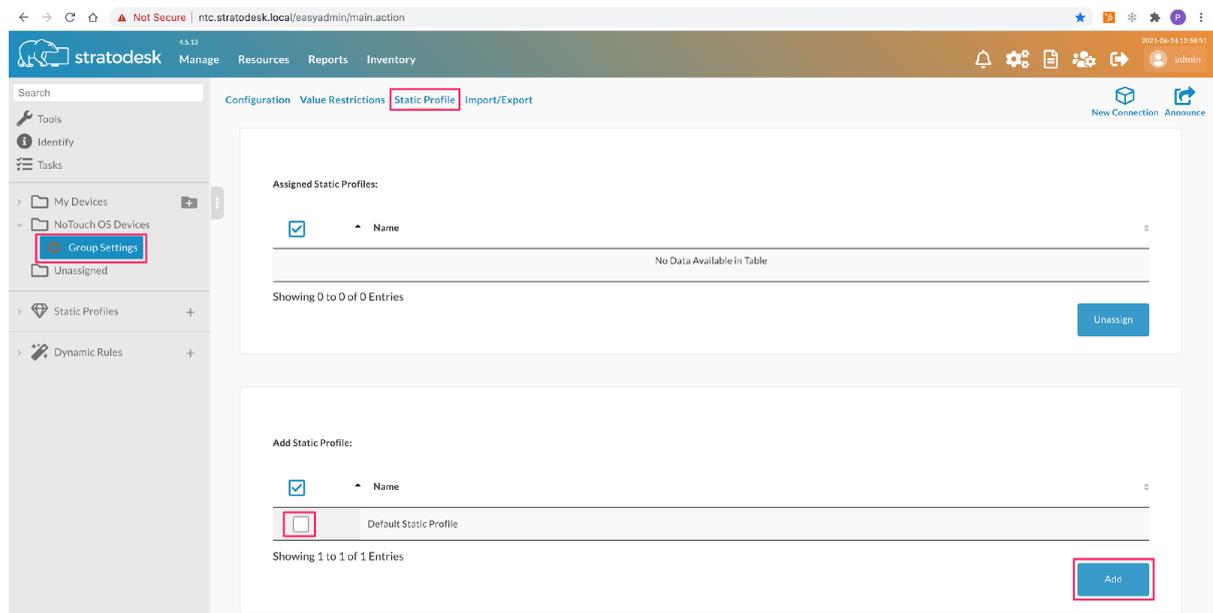
Another way to apply group settings is with 'Static Profiles' and can be useful if you have multiple top-level groups and means that you don't have to keep creating your default settings and can also be applied to sub-groups. To create a 'Static Profile' click the + button and give the profile a friendly name.



Just like with the standard group settings, you can make the changes you need and view them using the 'Changed' option.

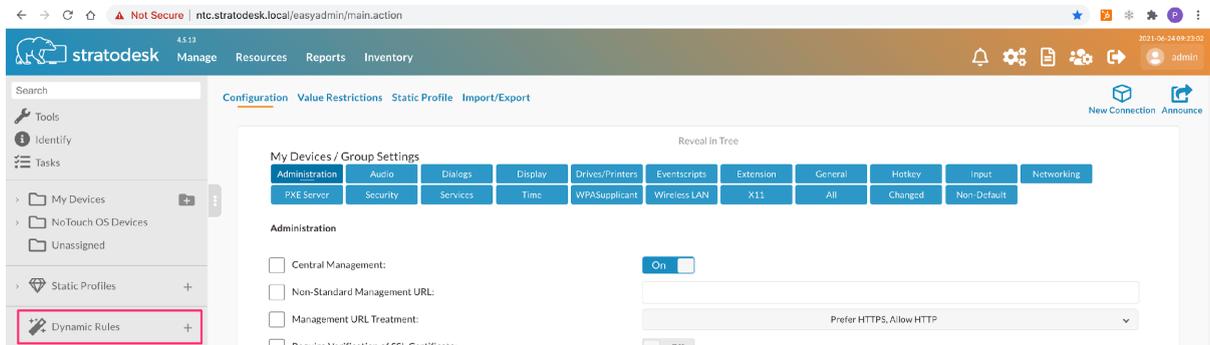


To apply a 'Static Profile' to a group, go to the 'Group Settings' of the group you wish to apply it to and select the 'Static Profile' you wish to apply and click 'Add'

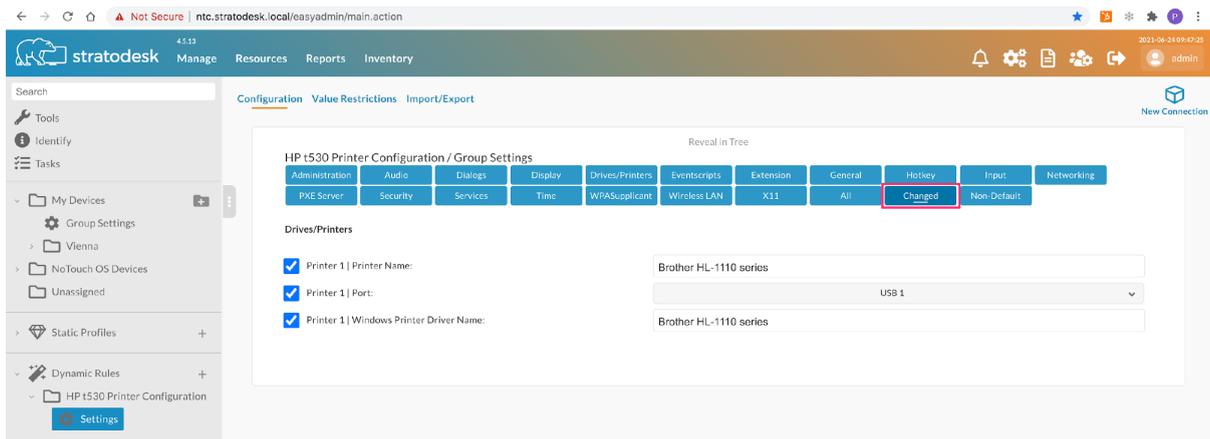


Dynamic Rules

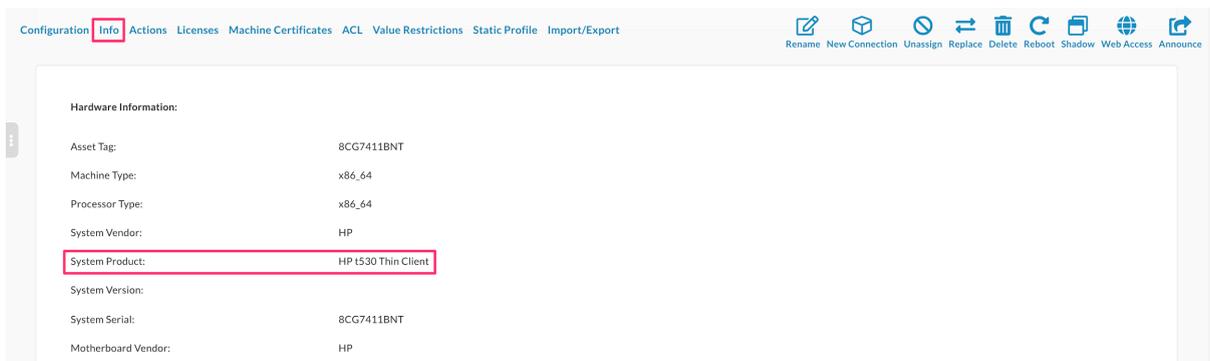
Dynamic Rules are like virtual groups and will assign a configuration to any managed device provided it matches the specified criteria. Unlike 'Static Profiles' that are assigned to a group, 'Dynamic Rules' are applied automatically. To create a 'Dynamic Rule' click the + sign and give it a friendly name.



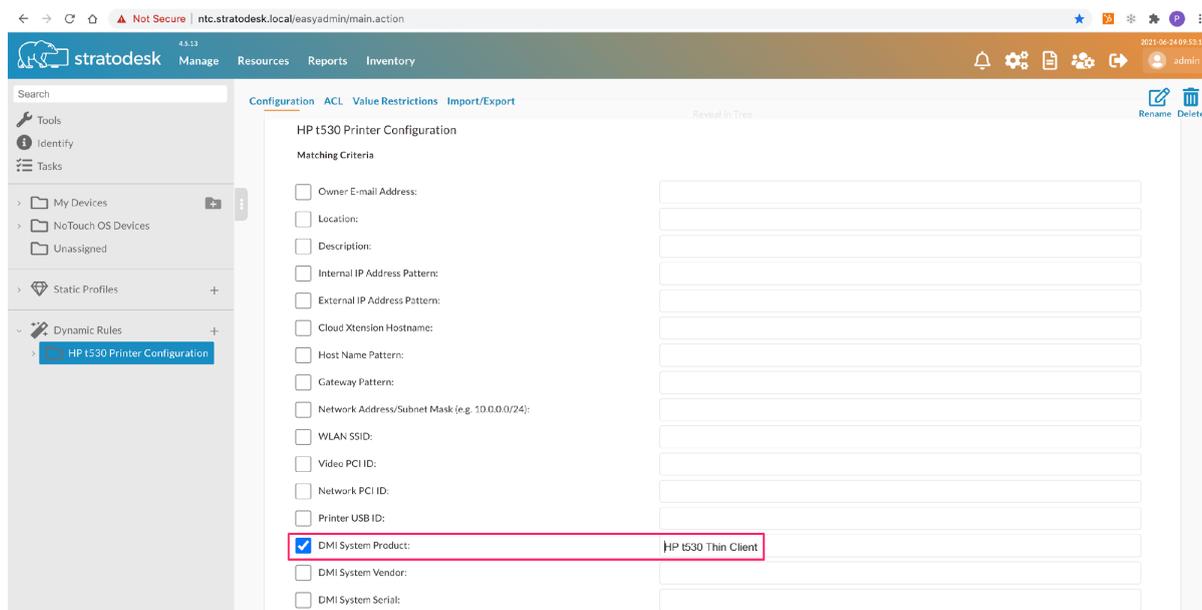
Just like with the standard group settings, you can make the changes you need and view them using the 'Changed' option.



Dynamic Rules are applied automatically if matching criteria is met. In the example below, we are automatically adding printers to HP t530 thin clients based on its 'DMI System Product' This information can be obtained by selecting the device in NoTouch Center, and then select 'Info' and then scroll down to the Hardware Information where you can locate the System Product information.



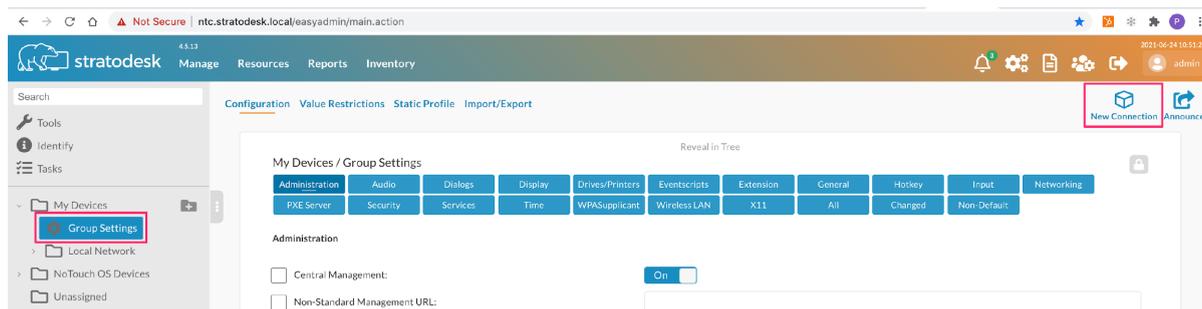
Next apply that value to the 'DMI System Product' parameter. Once announced the value will then add a printer to all HP t530 thin clients.



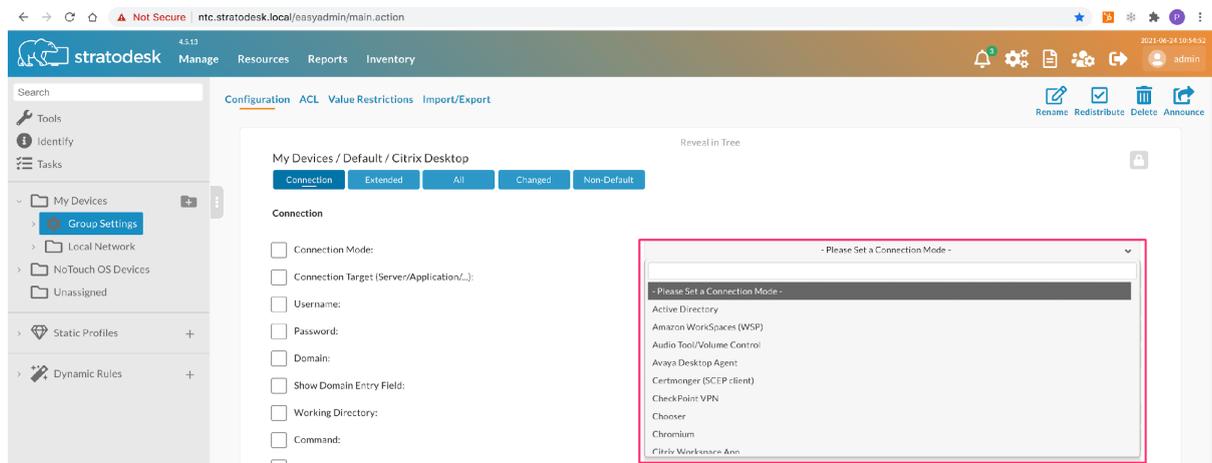
Connections

Stratodesk NoTouch Desktop can connect most popular VDI technologies including [Citrix](#), [VMware Horizon](#), [Azure Virtual Desktop](#), [Nutanix Frame](#), [Amazon Workspaces](#) & many others. We also include browsers like Firefox & Chromium, with options to deploy Google Chrome & Microsoft Edge for Linux using the 'Extension Module' More detailed connection configuration can be found on our knowledge base https://www.stratodesk.com/kb/Main_Page

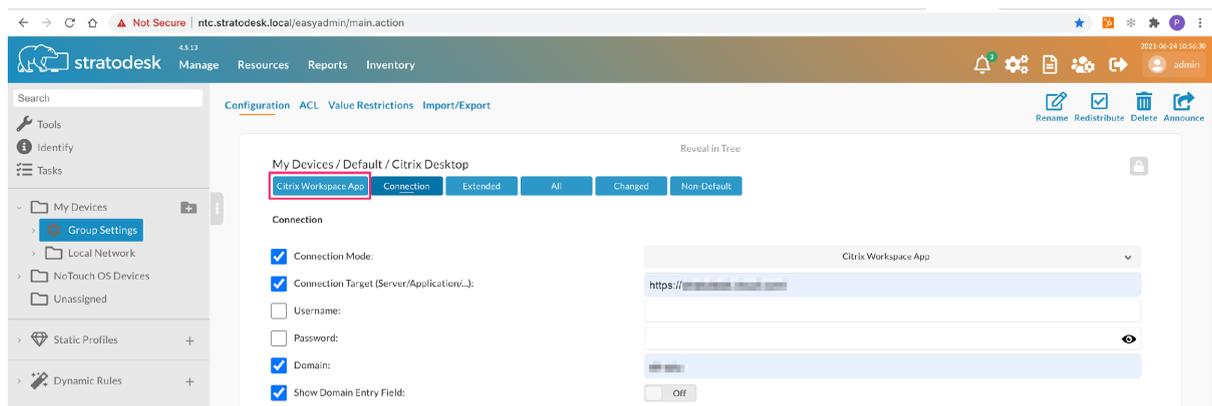
To create a new connection click into the 'Group Settings' of the group you want to create the connection for, click 'New Connection' and give it a friendly name.



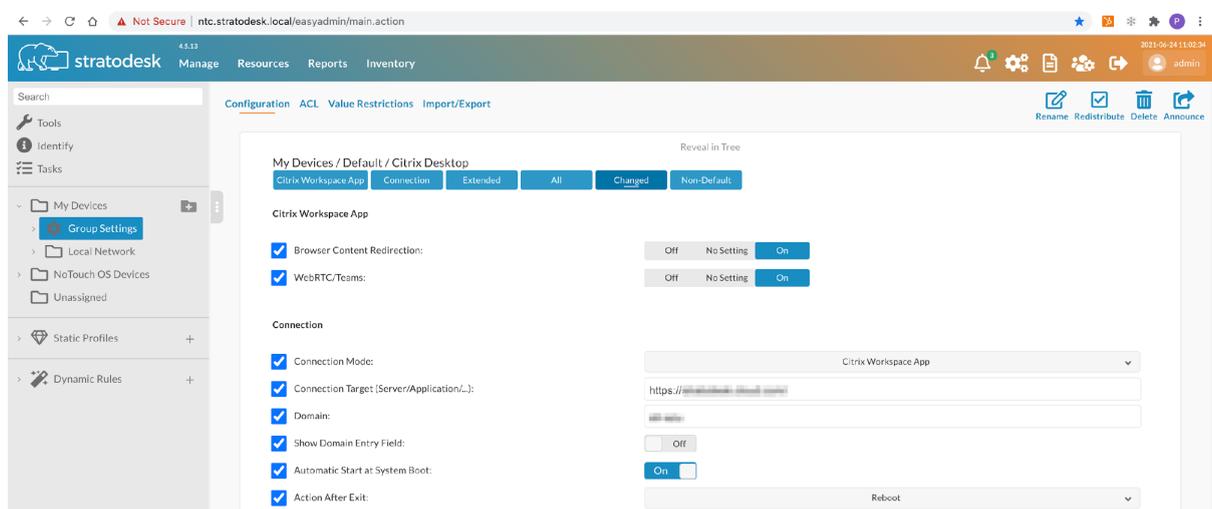
Next, set a connection mode for the VDI technology you'd like to connect to.



The example below shows how to configure a Citrix connection, but for most connection types, you will configure a 'Connection Target' & domain so that the user only has to enter their username & password. It's also possible to configure additional parameters so in the example below, there's the option to configure 'Citrix Workspace App' specific parameters.

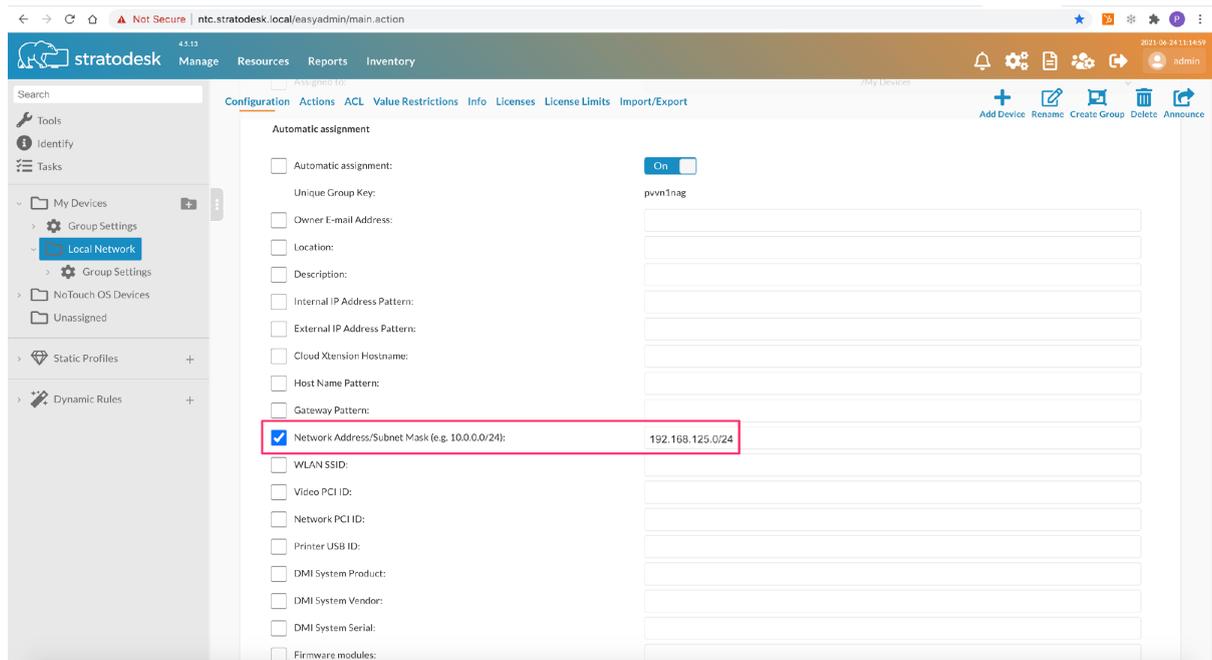


It's also possible to set any connection to automatically start at system boot and set an 'Action After Exit' parameter. To view all configured parameters, click the 'Changed' button.

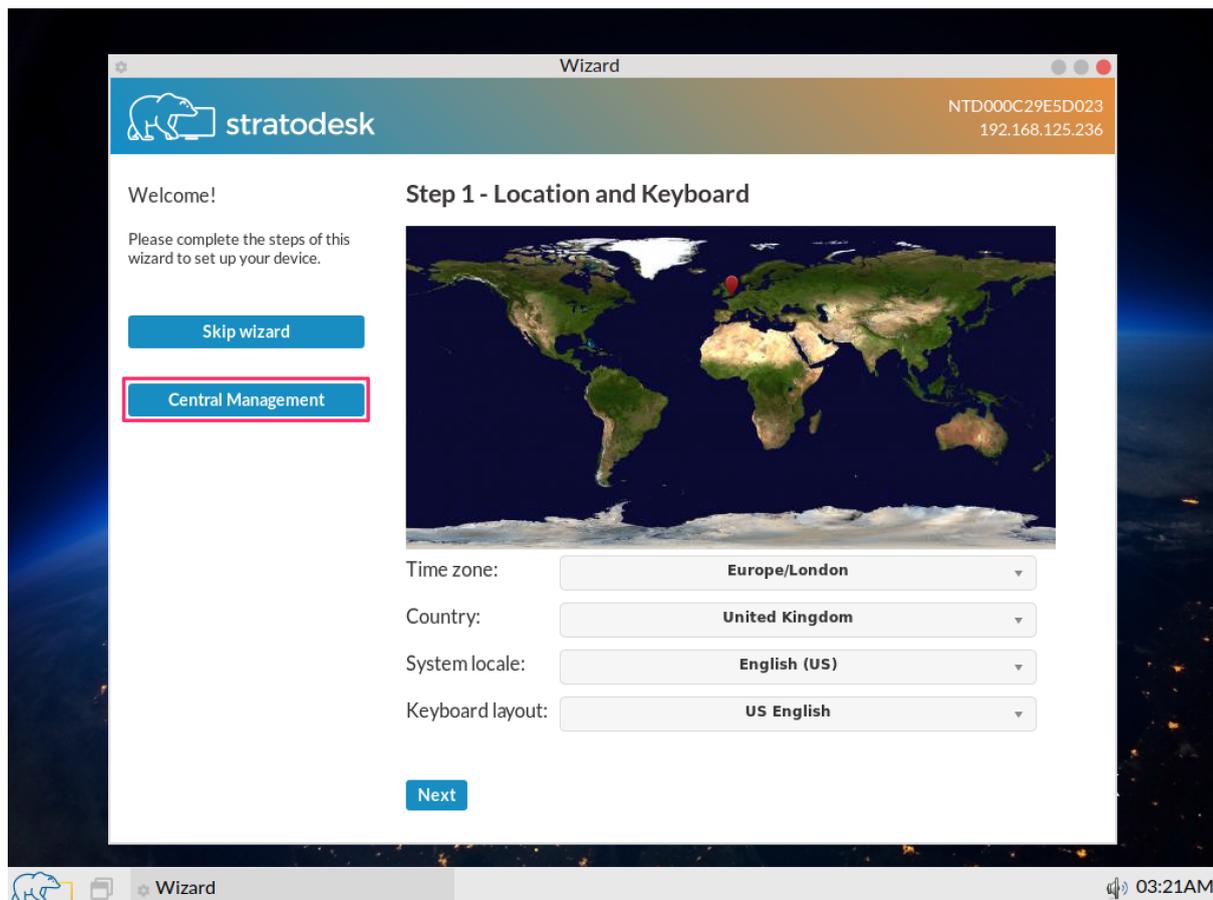


Connecting Devices to NoTouch Center

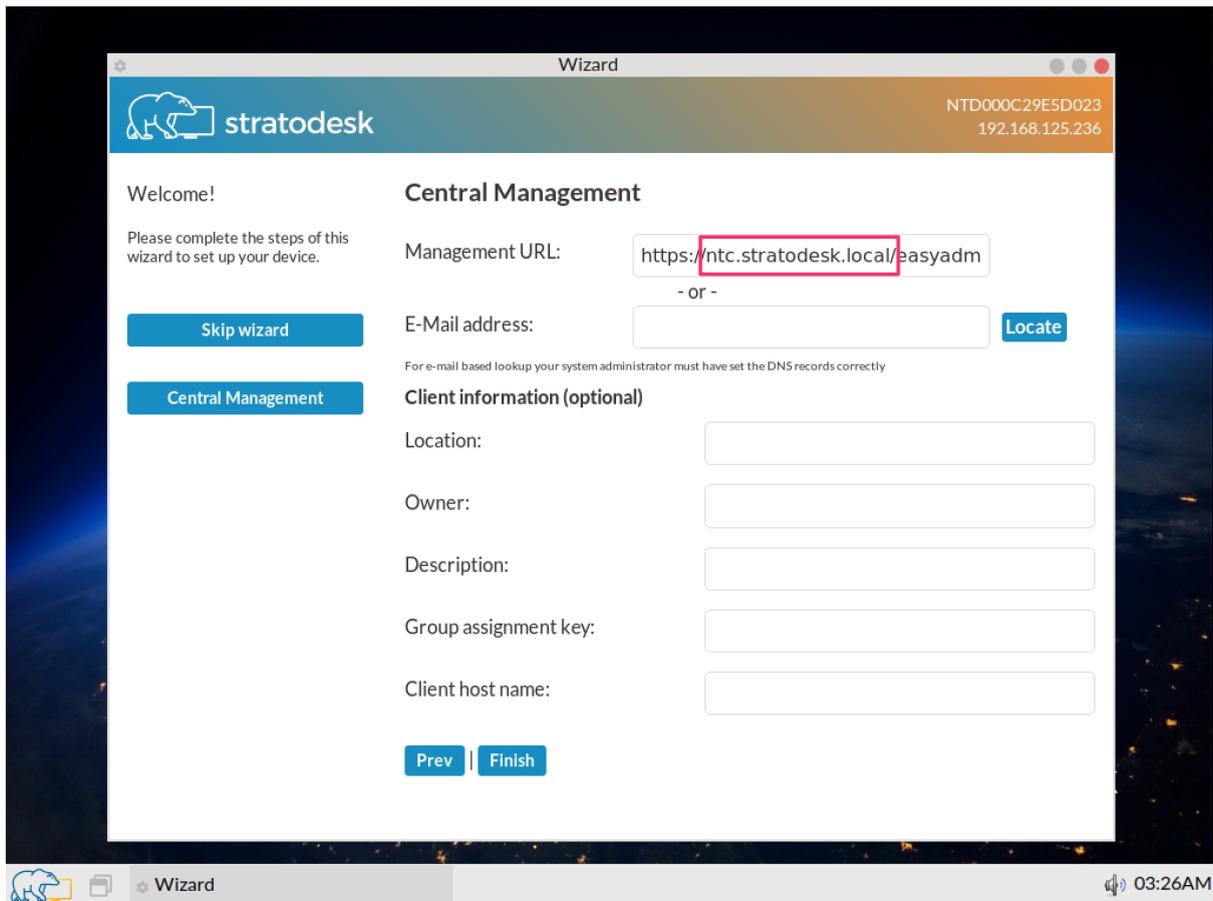
If you've followed the steps in the earlier chapter for [Network Considerations/Requirements](#), then newly installed NoTouch endpoints will automatically discover NoTouch Center using DNS and by default put themselves into the 'Unassigned' folder and can then be manually moved into the preferred group. However, it is possible to automate the process even more with the use of 'Automatic Assignment Rules'. If a matching criterion is met, then the device will be placed into a group automatically and get its configuration. There are many different 'Assignment Rules', but the example below shows the 'Network Address/Subnet Mask' rule so is particularly useful with organisations that use VLANs.



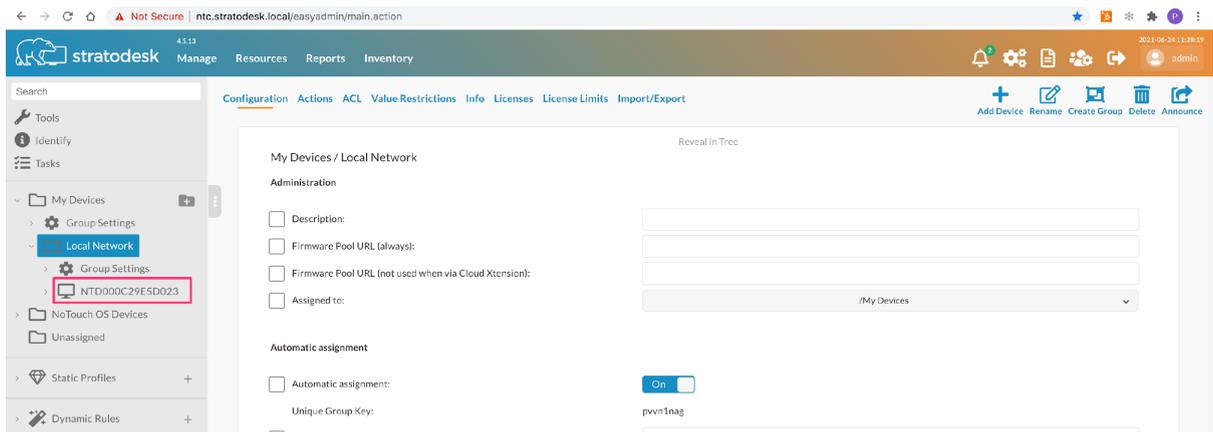
It's also possible to manually configure new devices to NoTouch Center using the first boot wizard. Firstly, Click 'Central Management'.



Next replace the 'tcmgr' part of the management URL with either the hostname or IP address of NoTouch Center and click 'Finish'.



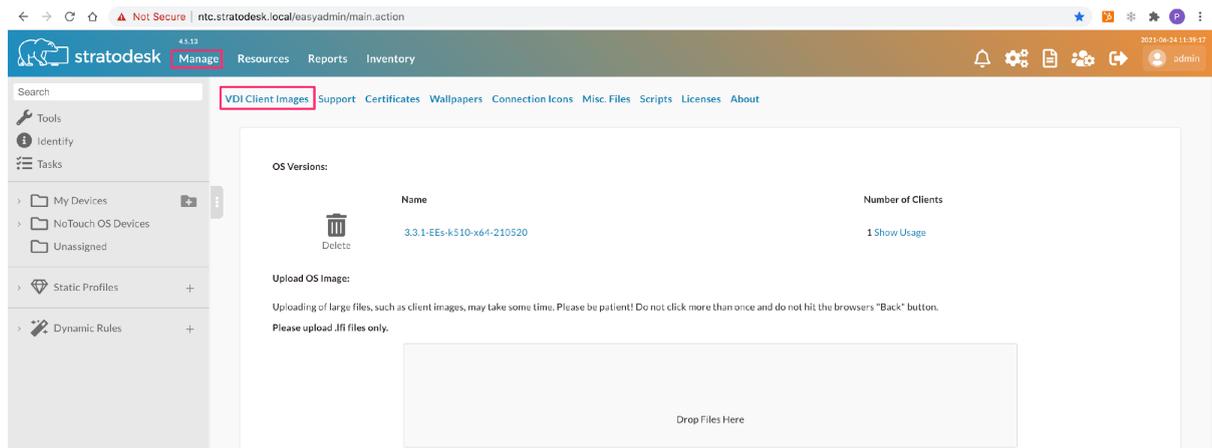
If you've correctly configured the 'Automatic Assignment Rules' the device will appear in the correct group to get its configuration.



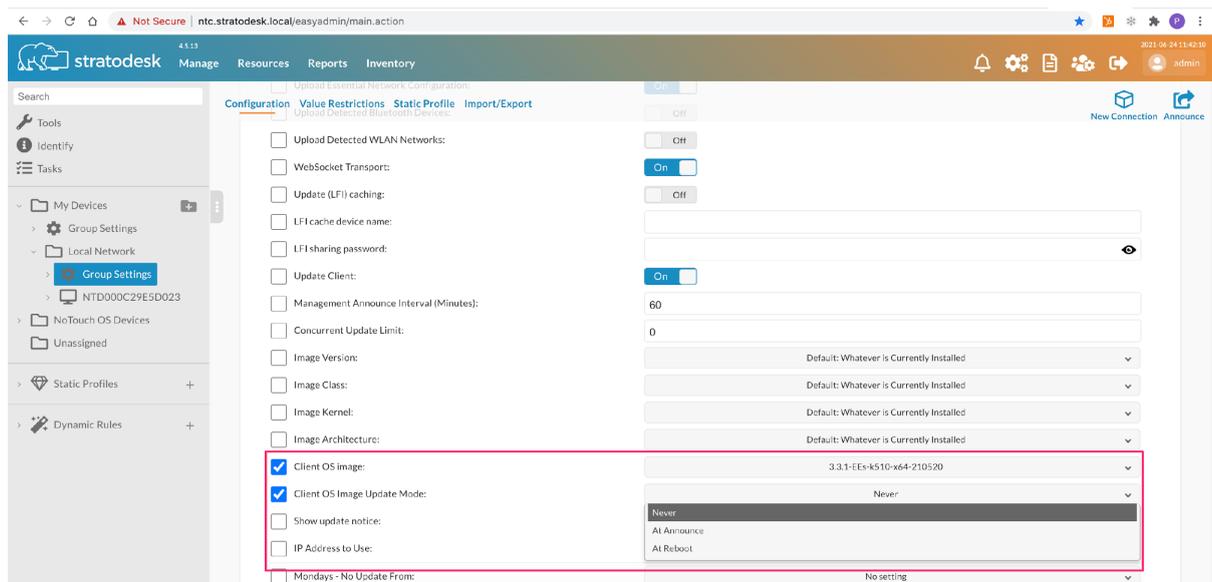
Firmware Updates

Stratodesk regularly creates new firmware so our customers can take advantage of the latest features introduced by our technology partners. Customers with an active software subscription in place can download firmware from our customer [portal](#). Please be aware that there are options for both x64 or ARM depending on the hardware as well as kernel versions which might vary depending on the hardware age.

Firmware uses the .lfi extension and is a complete OS update rather than in component format. This file can then be uploaded into NoTouch Center under 'Resources\VDI Client Images'.



Firmware can be deployed either directly to a NoTouch OS endpoint or to a group of devices, but the process is the same. In the group settings scroll down to 'Client OS Image' and choose the image you wish to deploy. Next select the 'Client OS Image Update Mode' and announce the changes to begin the update process.



In the event you are running different kernel or hardware architecture versions like x64 or ARM, then you might want to consider using the 'Image Version' instead. With this option NoTouch Center will automatically work out which firmware version needs to be sent to each device. However, you will need all firmware types uploaded to NoTouch Center for this to work correctly.

Other firmware deployment methods are available including Peer & Cascading updates. Please refer to the following technical [blog](#) for further information.

Other Resources

[What is TCMGR and How do You Configure It?](#)

[How Stratodesk Software Works from a Helpdesk Perspective](#)

[Stratodesk Introduces MFA to NoTouch Center](#)

[REST API and the SDK Package in NoTouch Center 4.5 “Emerald Bay”](#)

Please visit our [Knowledge Base](#) for more information.