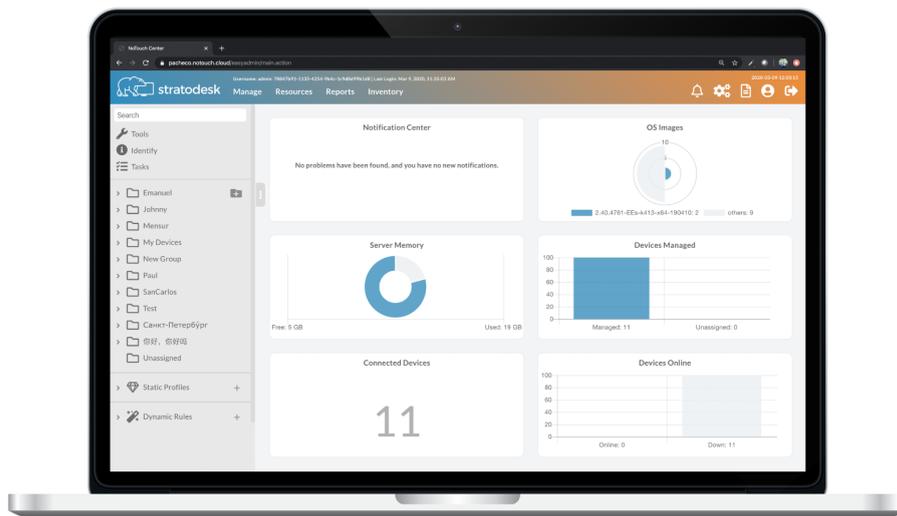




Stratodesk NoTouch Center Quick Start Guide V1.1



Introduction to Stratodesk

Stratodesk is the leading global innovator in EUC management and OS software. Stratodesk NoTouch Center and Stratodesk NoTouch OS together are the leading thin client endpoint software letting organizations transform any PC, thin client, laptop or Raspberry Pi device into a secure and centrally managed VDI/DaaS endpoint.

Stratodesk NoTouch is a proven endpoint software for Citrix, Microsoft Azure Virtual Desktop (formerly WVD), Nutanix deployments and VMware Horizon, as well as many others – on-premises or Cloud. With its minimal hardware requirements, simplified deployment and ease of operation, customers save big by eliminating hardware refreshes, licensing of third-party software, and work hours.

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Stratodesk NoTouch Center Introduction

Stratodesk NoTouch Center is an enterprise endpoint management solution that allows you to manage thousands of Stratodesk NoTouch OS endpoints from one easy-to-use web interface. By supporting inheritance of settings, groups can be easily set, configured and synced. Take advantage of multiple user roles, multi-factor authentication (MFA), automation, monitoring, asset management/inventory, Helpdesk and many other features you expect from an enterprise grade solution.

Stratodesk NoTouch Center can be deployed on-premises, as-a-Service with Stratodesk NoTouch Cloud, from your own preferred cloud service provider, or directly from the Microsoft [Azure Marketplace](#).

For each of these deployment methods, Stratodesk NoTouch Center runs on Stratodesk Virtual Appliance (VA). Stratodesk VA is a 64-bit Linux-based virtual appliance intended to be run on a virtualization platform (hypervisor), not on bare metal. Stratodesk VA 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 VA.

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

Stratodesk VA can be downloaded from the Stratodesk customer [portal](#). The setup of Stratodesk VA is very easy. To set it up, simply download it, import it into your hypervisor, boot it, and then set a password and an IP address. After that, Stratodesk NoTouch Center will be up and running and can be easily used via your browser.

Stratodesk Virtual Appliance Prerequisites

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

Stratodesk Virtual Appliance Deployment

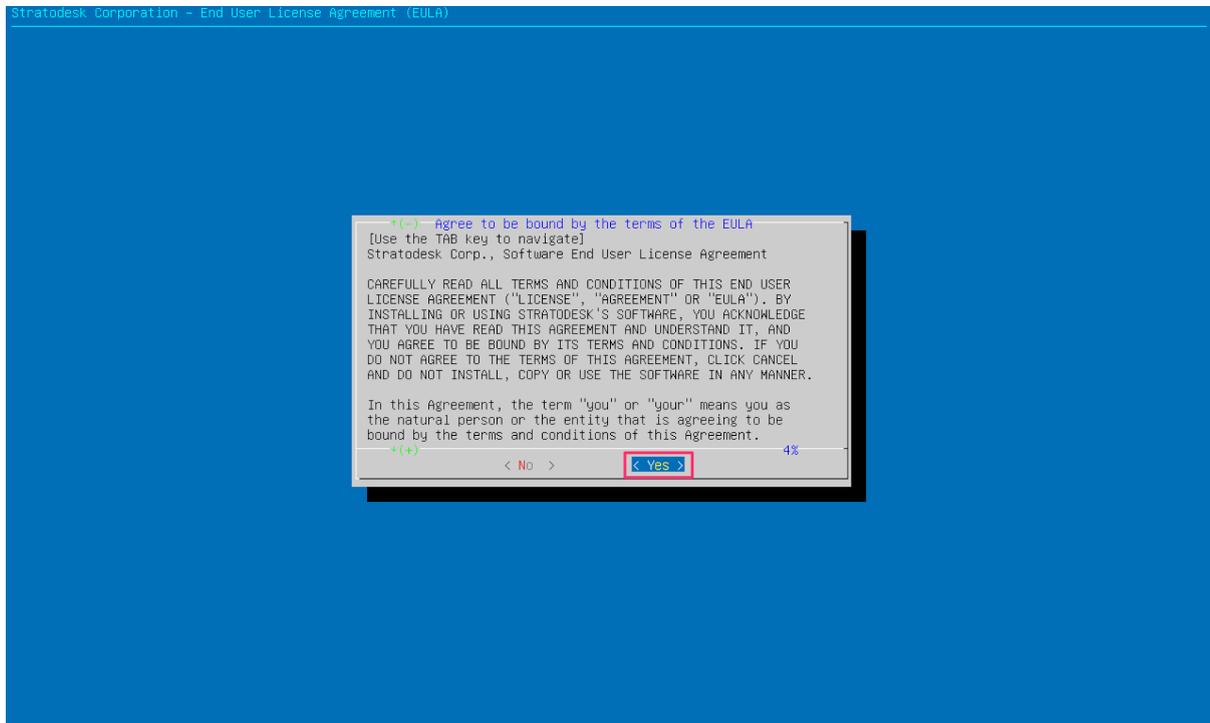
We have created detailed deployment guides for the following:

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

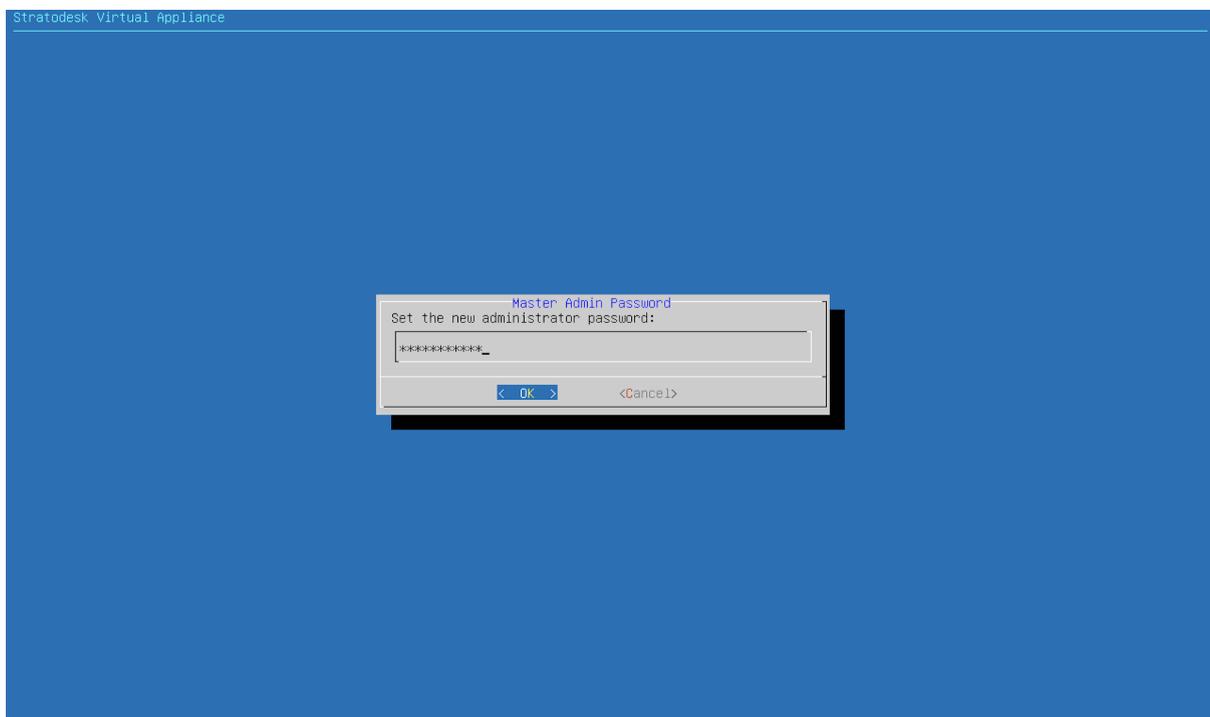
We can also provide a vhd file for those customers using Hyper-v. Once you have the file, you will then need to build a virtual machine around this file, based on the [prerequisites](#).

First Time Boot

On the first boot-up of Stratodesk VA you will be asked to accept the EULA (End User License Agreement). You will need to accept this to proceed.

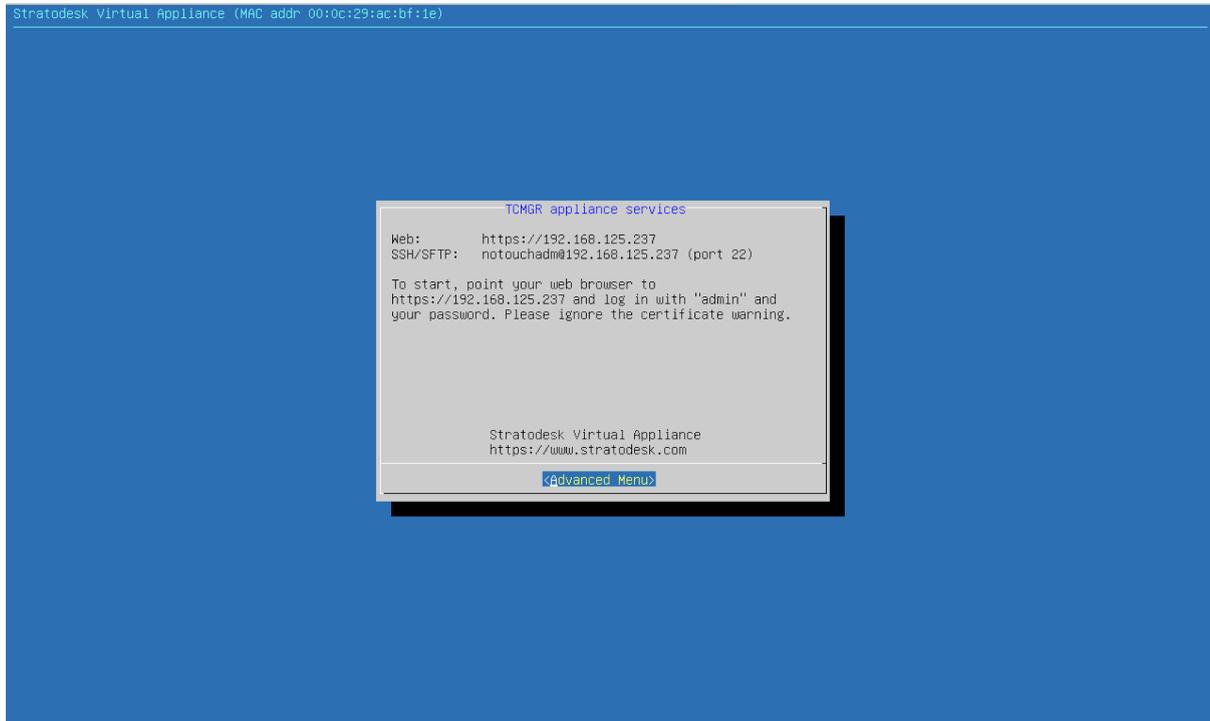


Next, enter your preferred administrator password and confirm this for a second time.



Then, 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.



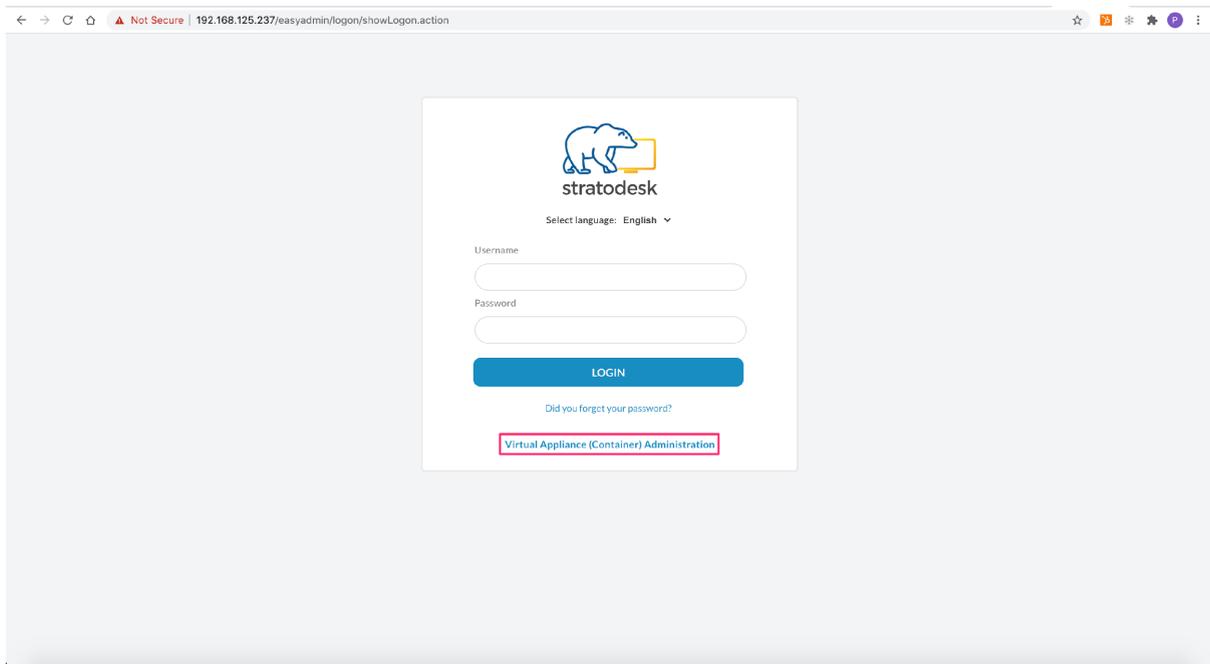
Web Based Stratodesk Virtual Appliance Administration

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

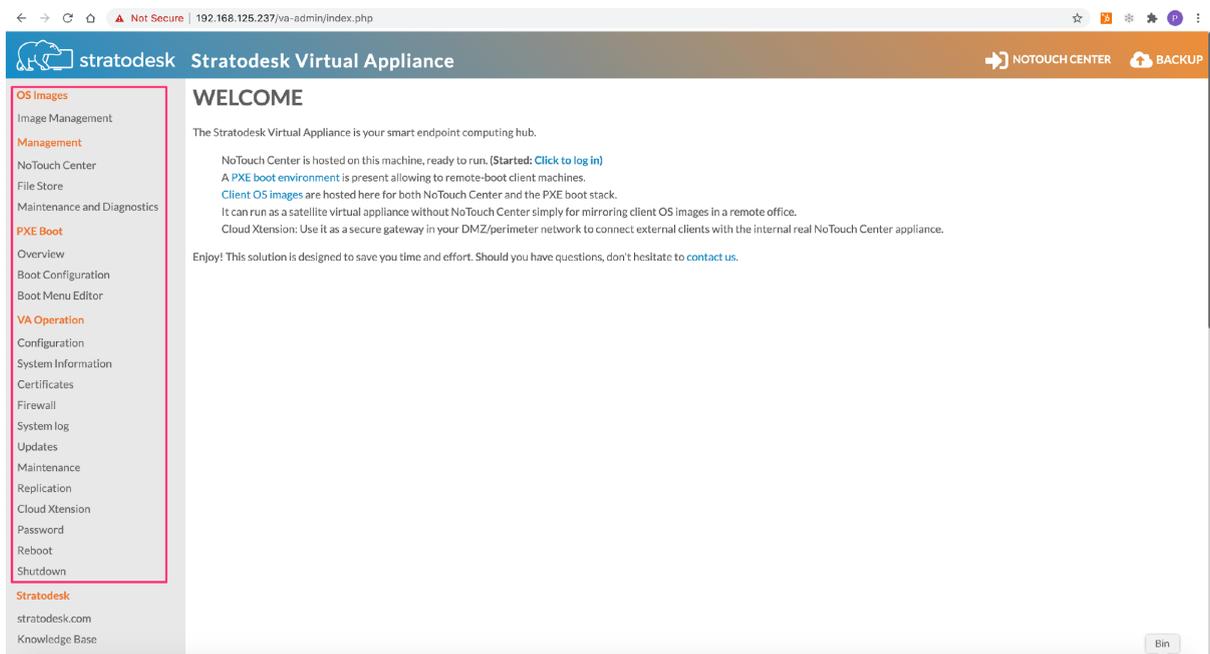
When making a first connection to Stratodesk VA, a trusted SSL certificate will not have been installed, therefore, the browser will display the usual certificate warning in more or less dramatic fashion. This is expected. Since you just set up the other system and most probably "own" the network, you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

Stratodesk Virtual Appliance Container Administration

The first task to complete is to update Stratodesk 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 Stratodesk VA Container Administration page.



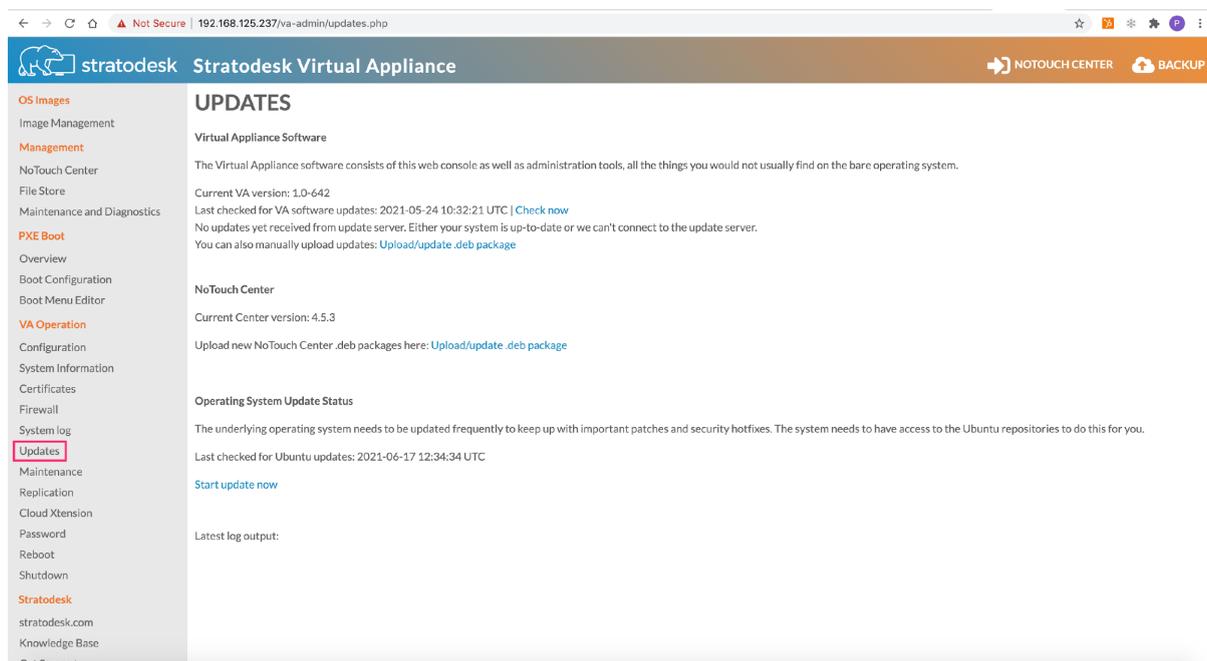
The Stratodesk VA Container Administration is typically the backend and is where you can add updates, create a backup, configure PXE, Configure the Stratodesk Cloud Xtension, firewall settings and power functions. These options are navigated by the menu on the left side of the screen.



To update Stratodesk 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'. These are only available to customers with an active software subscription, and again are available to download from the Stratodesk [Portal](#). The Stratodesk portal is where Stratodesk adds new features or performance improvements. To apply the update, use the 'Upload/update.deb package option.

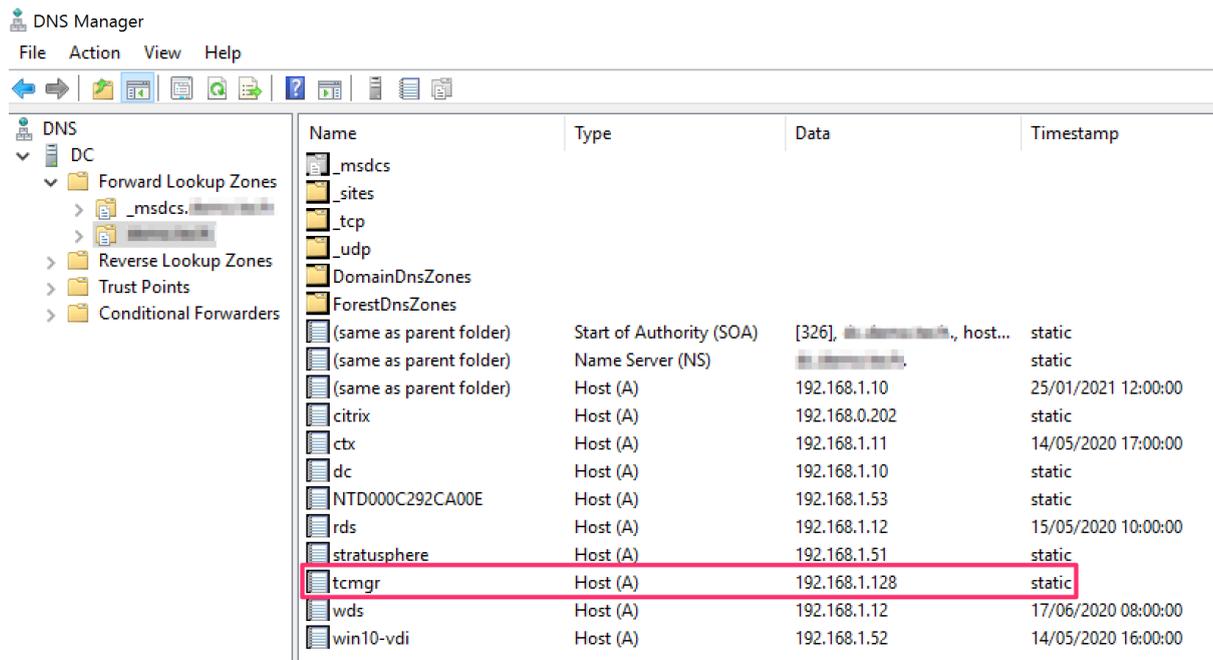


For further detailed information on configuring PXE, watch this [video](#) that will walk you through the PXE configuration in more detail.

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

Network Considerations/Requirements

When Stratodesk NoTouch OS endpoints boot for the first time they automatically search 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 VA. 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.



DNS Manager

File Action View Help

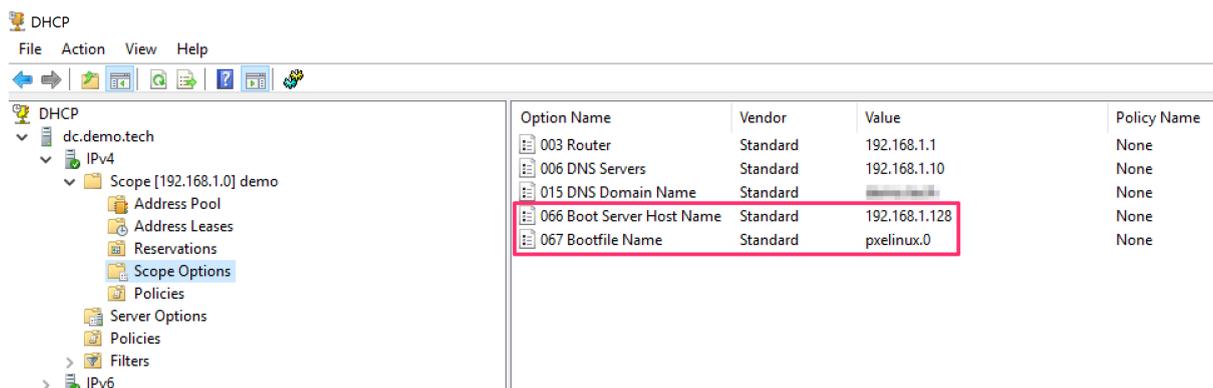
Name	Type	Data	Timestamp
._msdcs			
._sites			
._tcp			
._udp			
DomainDnsZones			
ForestDnsZones			
(same as parent folder)	Start of Authority (SOA)	[326], [...], host...	static
(same as parent folder)	Name Server (NS)	[...]	static
(same as parent folder)	Host (A)	192.168.1.10	25/01/2021 12:00:00
citrix	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 VA.

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 Stratodesk VA

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



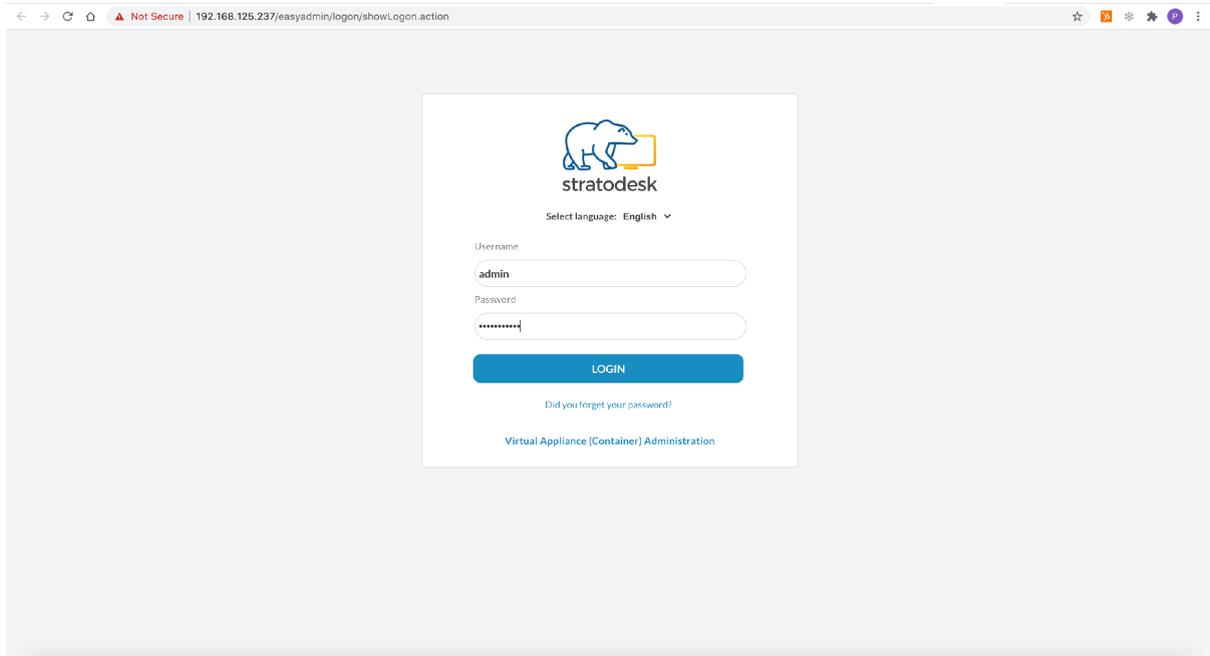
DHCP

File Action View Help

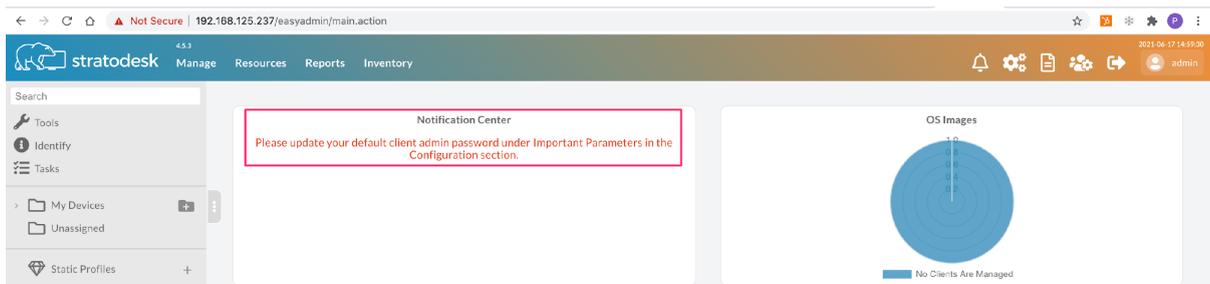
Option Name	Vendor	Value	Policy Name
003 Router	Standard	192.168.1.1	None
006 DNS Servers	Standard	192.168.1.10	None
015 DNS Domain Name	Standard	[...]	None
066 Boot Server Host Name	Standard	192.168.1.128	None
067 Bootfile Name	Standard	pxelinux.0	None

Stratodesk NoTouch Center Configuration

Stratodesk NoTouch Center is where you configure Stratodesk NoTouch OS endpoints by putting them into groups which can then be configured via group settings and connections. To login for the first time, use the user 'admin' followed by the password you created when deploying Stratodesk VA.

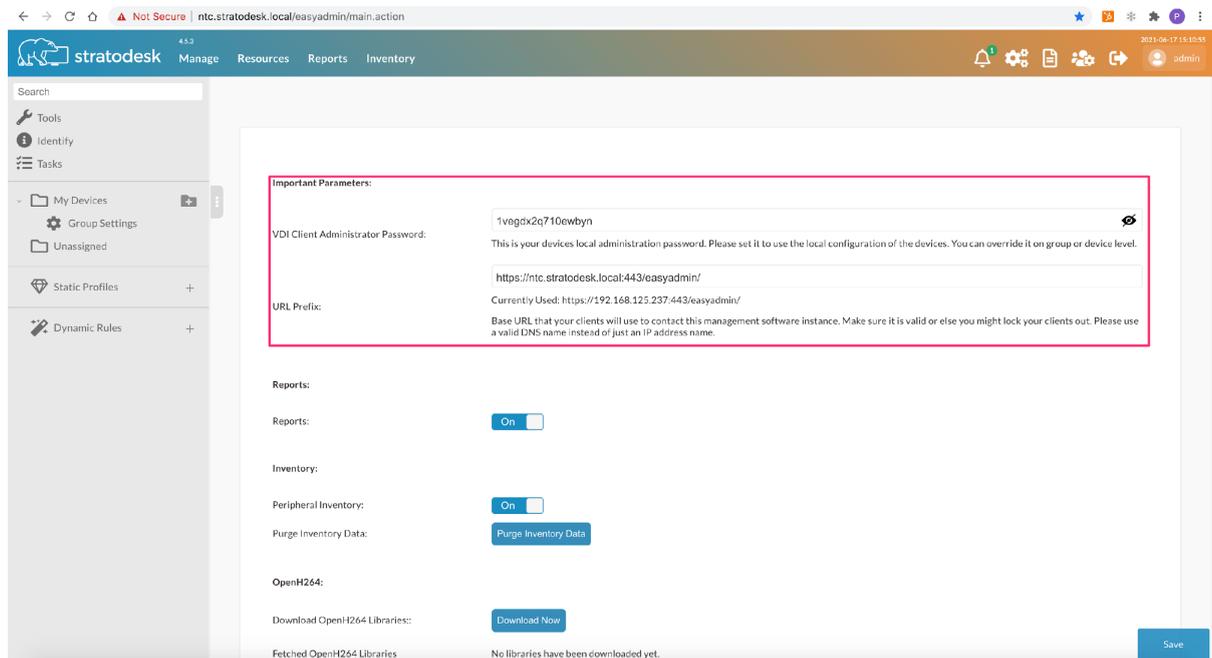


The first thing that should be done is to update the default client admin password. To do this, click the red text shown in the example below.



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

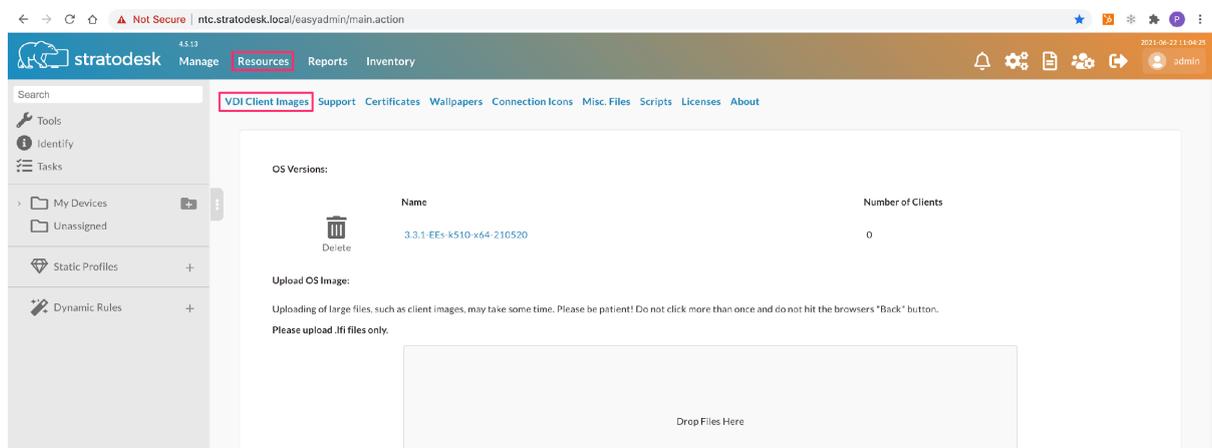
It's also recommended that you change the 'URL Prefix' from being IP address based to a valid DNS name as shown in the example below. Once finished click 'Save'



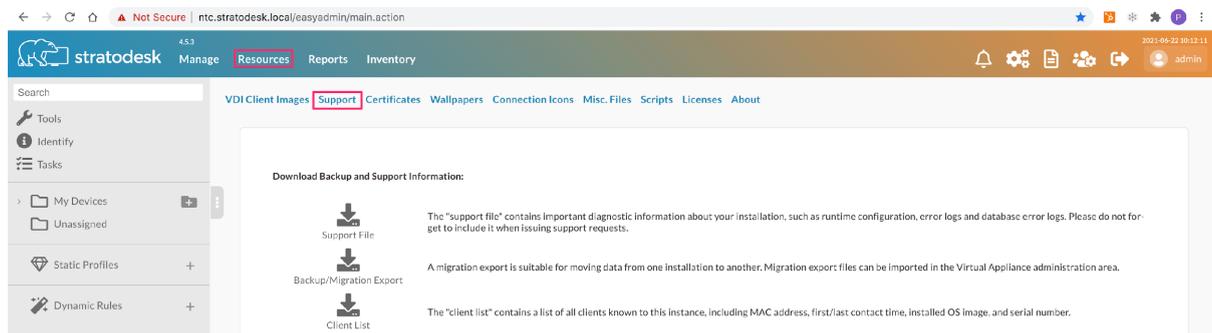
Stratodesk NoTouch Center Resources

This is an area within Stratodesk NoTouch Center where it is possible to upload items to Stratodesk NoTouch Center that can then be deployed automatically to Stratodesk NoTouch OS endpoints. Here you can also view information about your Stratodesk NoTouch Center environment. The kind of information you can expect to find here includes:

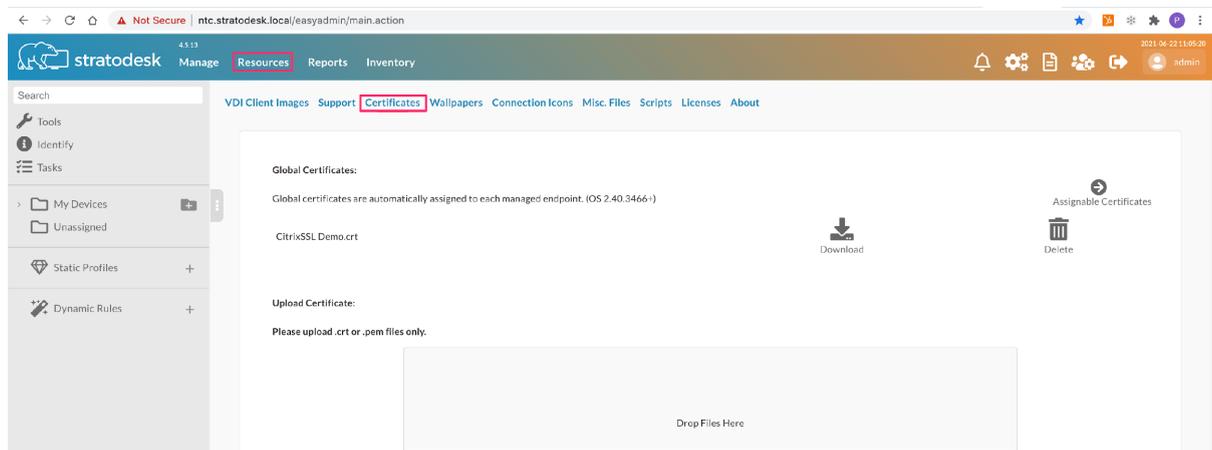
VDI Client Images – Upload firmware images that can then be pushed out to Stratodesk NoTouch OS endpoints. Firmware images replace the entire OS while maintaining the configuration. These updates can be downloaded from the Stratodesk customer [portal](#).



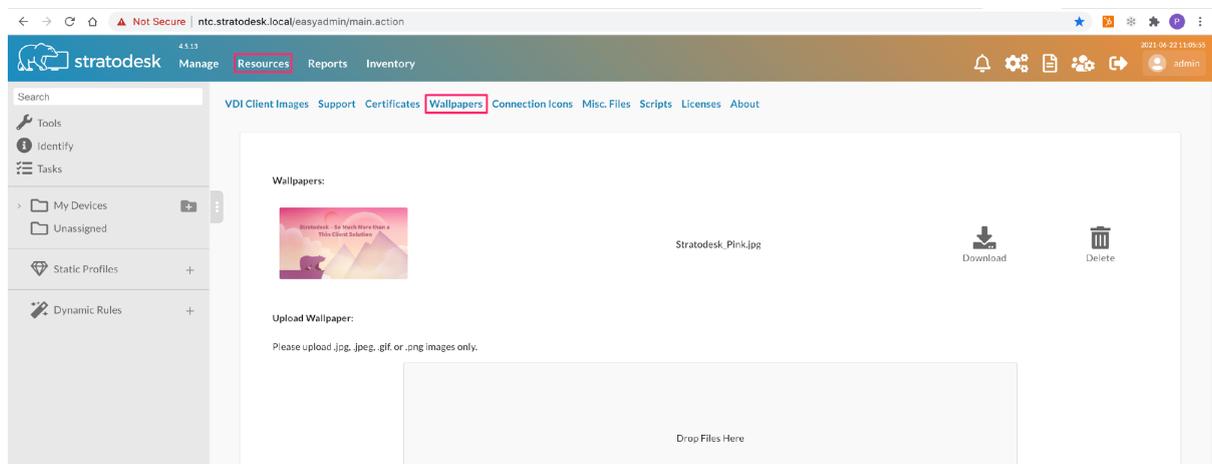
Support – This allows you to retrieve a Stratodesk NoTouch Center support file, backup/migration export or retrieve a client list of all devices connected to Stratodesk NoTouch Center.



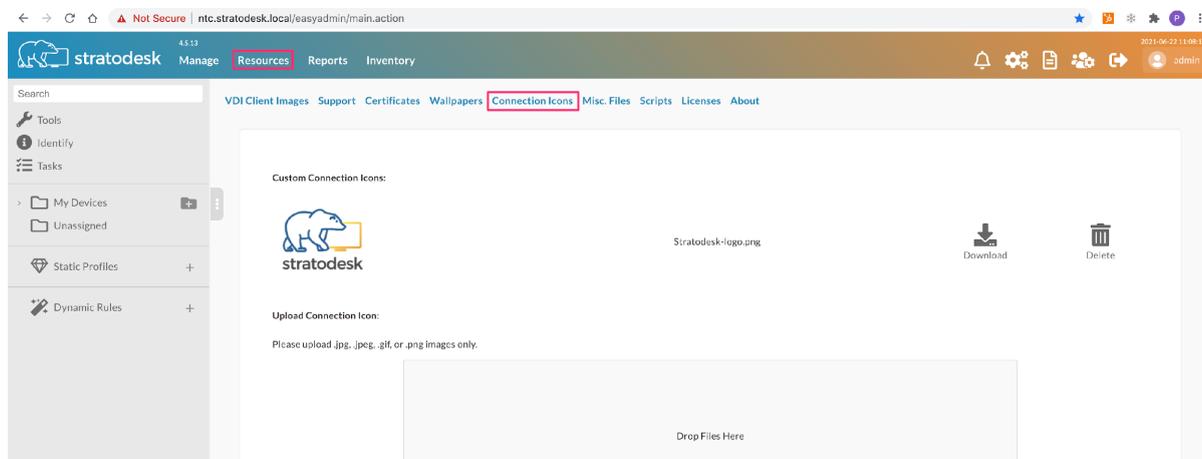
Certificates – VDI technologies like Citrix and VMware Horizon require the use of certificates. Stratodesk NoTouch Center is able to automatically distribute these to Stratodesk NoTouch OS endpoints. We've created a dedicated knowledge base [article](#) covering this topic. Simply upload the certificate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



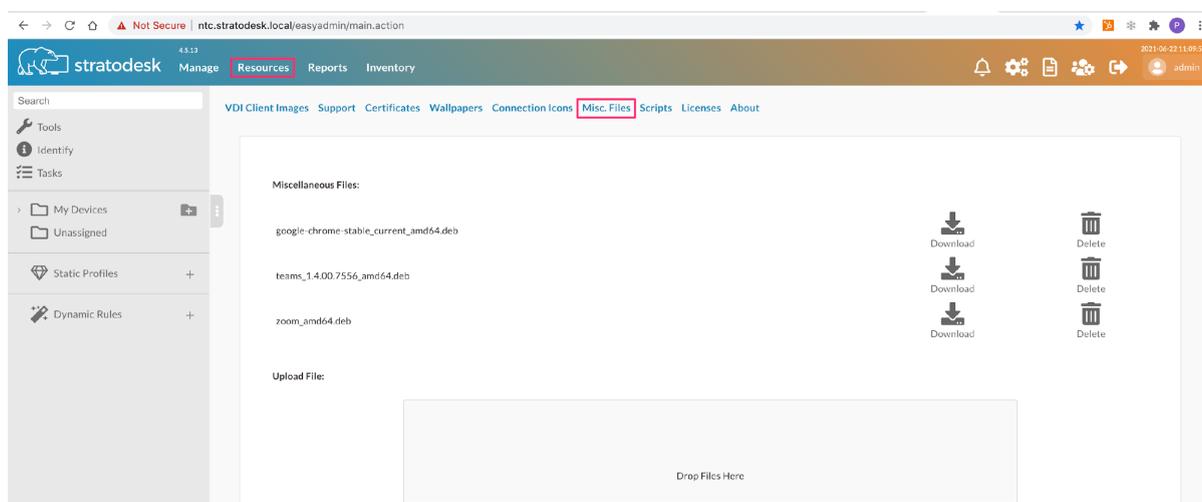
Desktop Wallpaper – Should you wish to use a custom desktop wallpaper, you can upload the file here. Once uploaded, select the 'Uploaded Wallpaper' option in the 'Display' group settings.



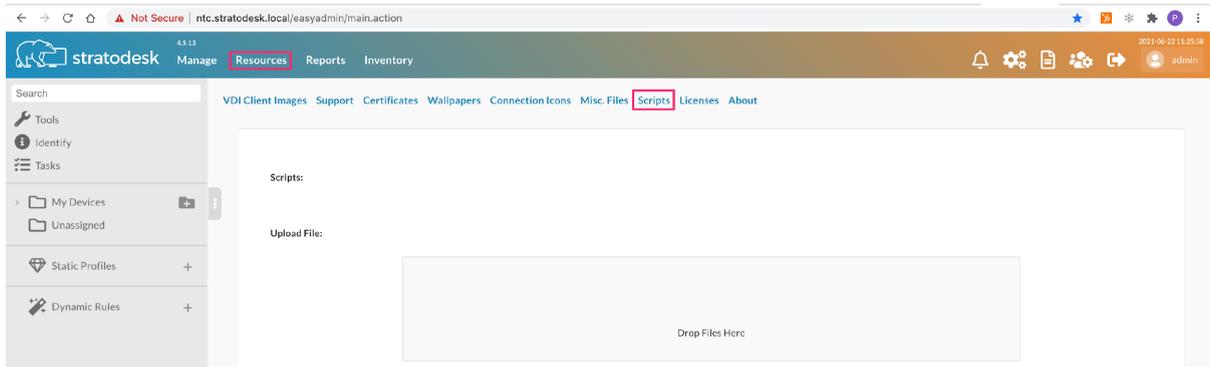
Connection Icons – This allows you to use a non-standard image for any connection icon that is shown on the desktop. To use this feature, upload the image and in the connection that you wish to use this feature on, configure the ‘Connection Icon Mode’ to ‘Favicon’ ‘Connection Icon Uploaded’ to the icon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



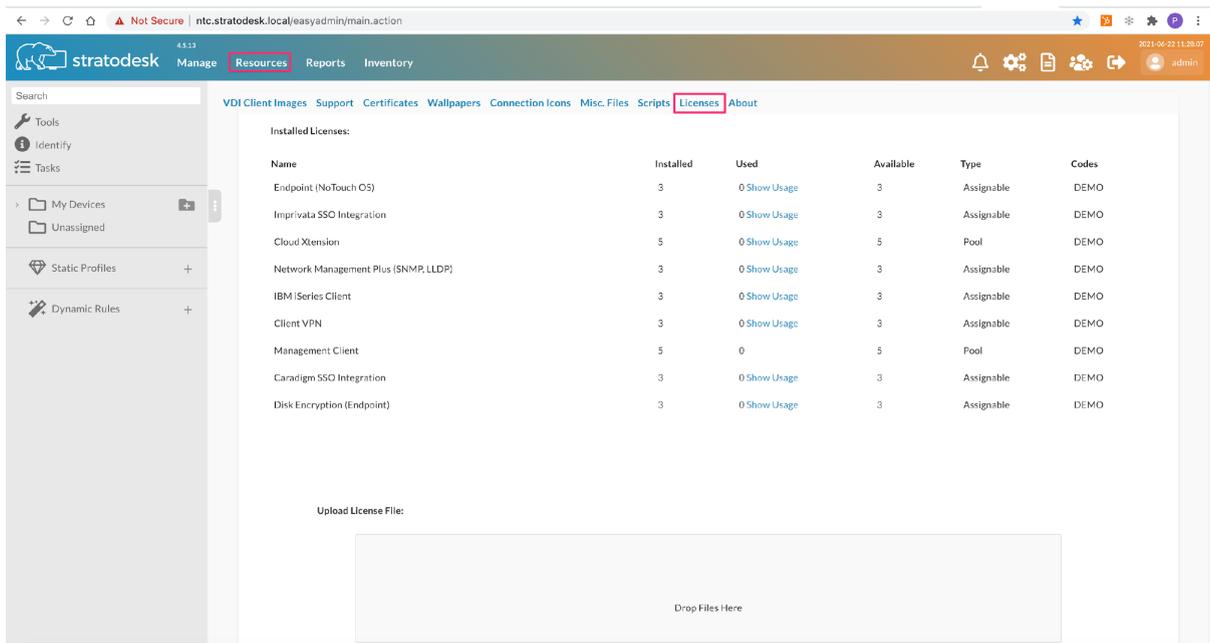
Misc. Files – Stratodesk NoTouch Center supports the distribution of a limited number of complimentary third party applications. These are typically applications like Citrix Workspace App, Firefox, Google Chrome, Microsoft Edge for Linux, Microsoft Teams, Zoom and Zoom VDI plugins for Citrix and VMware 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 Stratodesk NoTouch OS endpoints then you can update the script under this setting.

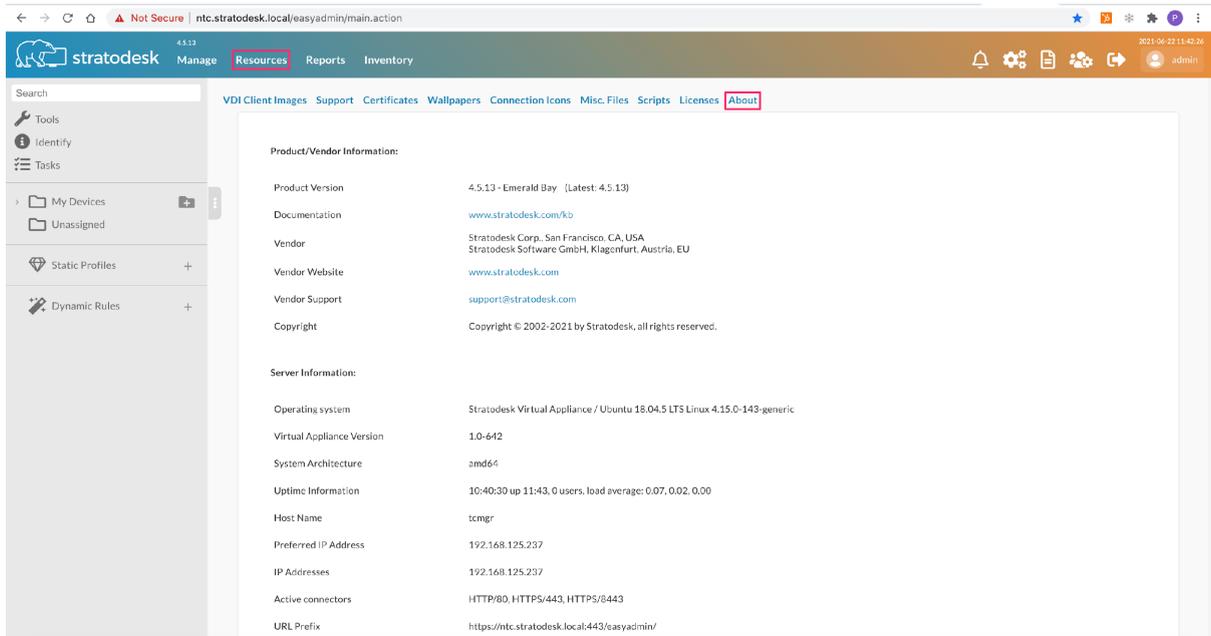


Licences – This is where you can upload new licence files and get an overview of available licences in Stratodesk NoTouch Center.



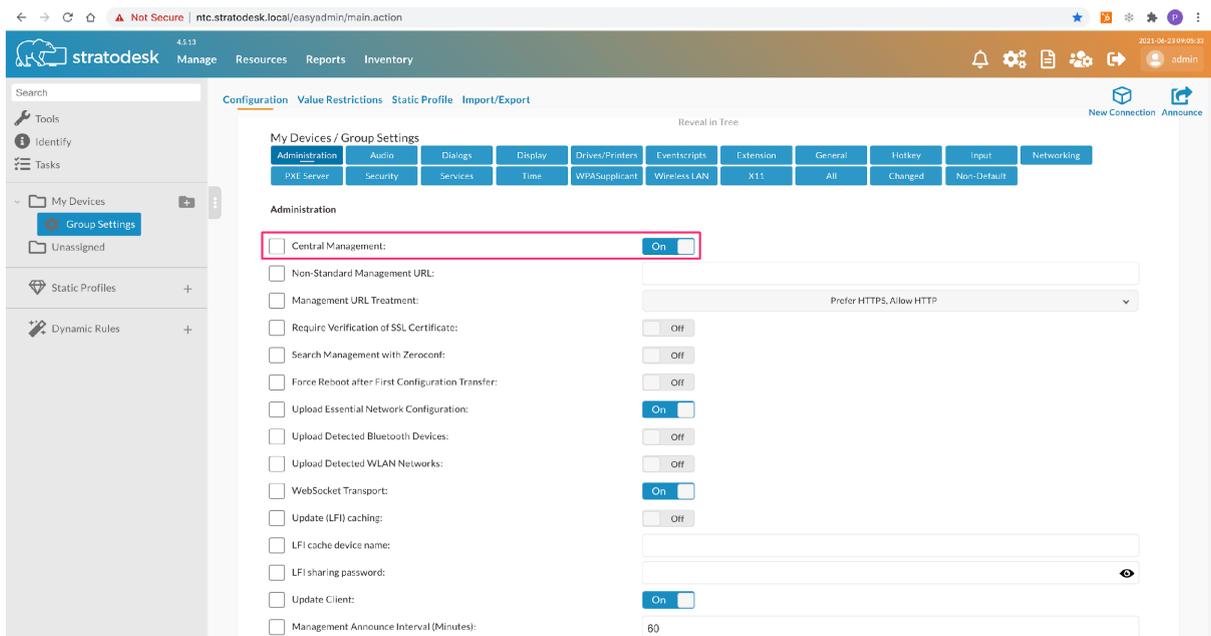
Licences are not bound to the MAC address or serial number of the endpoint, so can be reused. Simply delete any licenced device from Stratodesk NoTouch Center, and its licence will become available for use on another device.

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



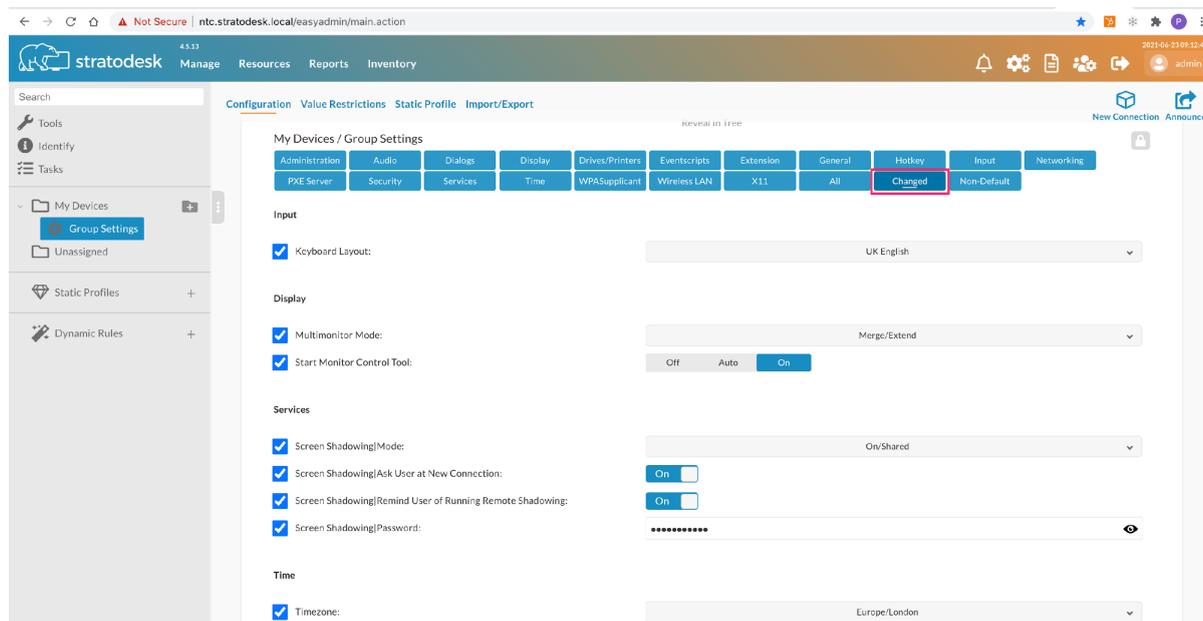
Stratodesk NoTouch Center Group Settings

This is where the settings that will be applied to the device are configured. This includes 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.

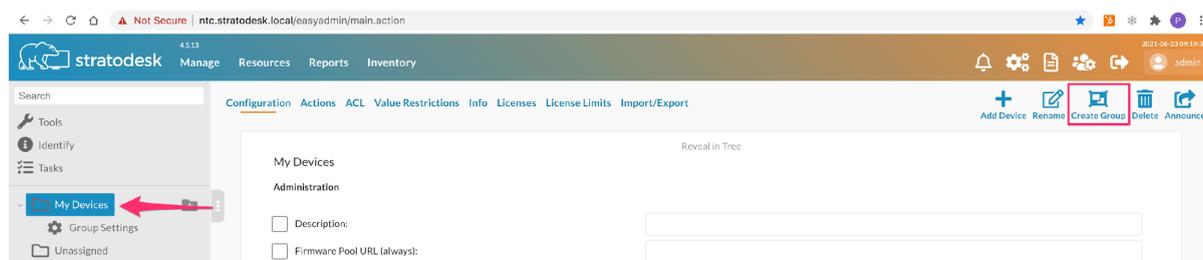


To turn a parameter on, click the slide bar and it will turn it on. To disable it, uncheck the checkbox next to the item and the settings are automatically saved. We have also grouped the settings to make the settings easier to find.

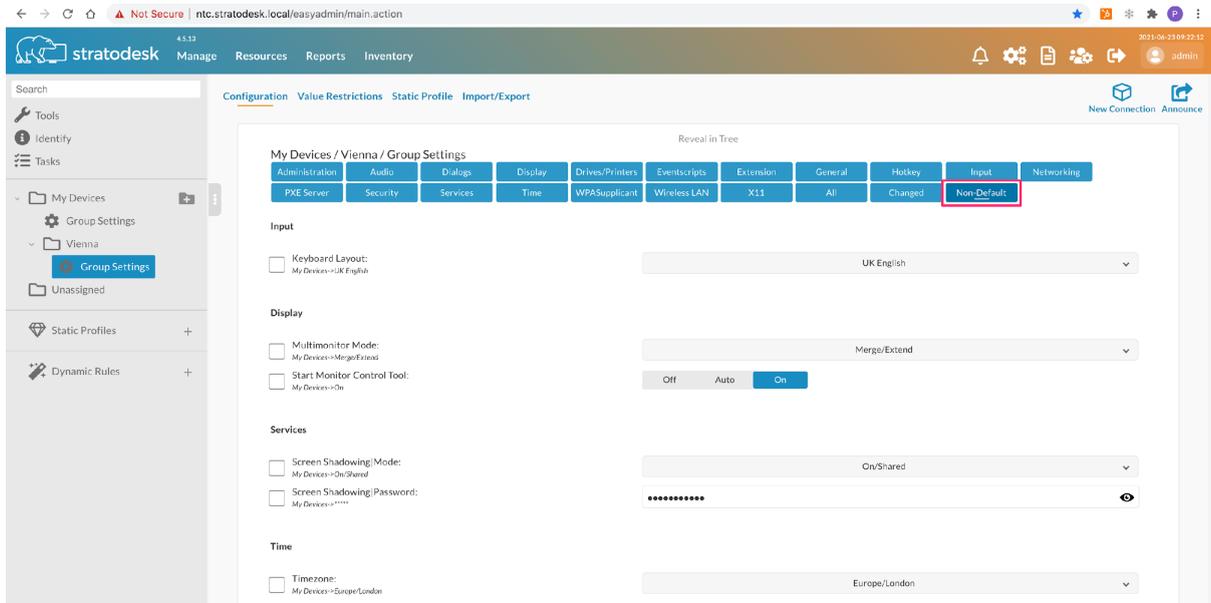
If you wish to see the settings that have been applied, click the 'Changed' button to see what changes have been made beyond the default settings.



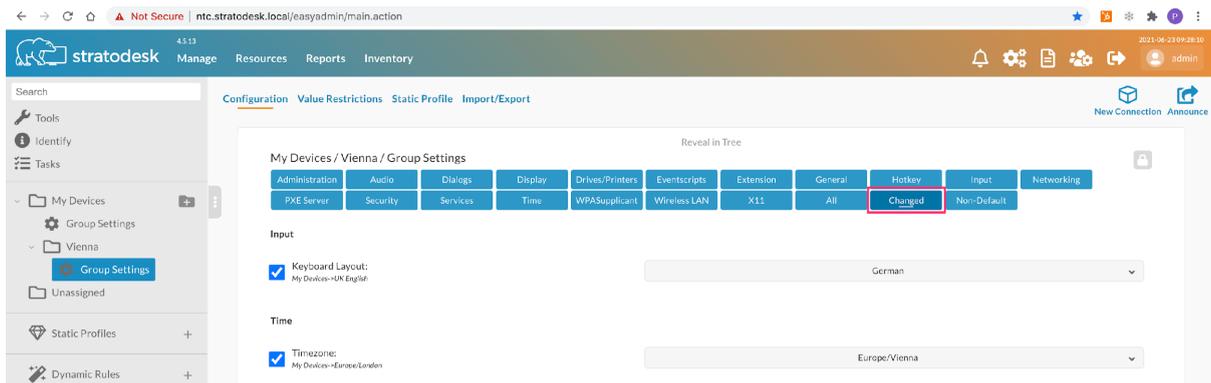
Most organizations won't put all their devices into a single group, but will instead put devices into groups based on country, city, office or department etc. In view of this, it's possible to create subgroups that inherit the group settings from the parent group. To do this select the group from which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



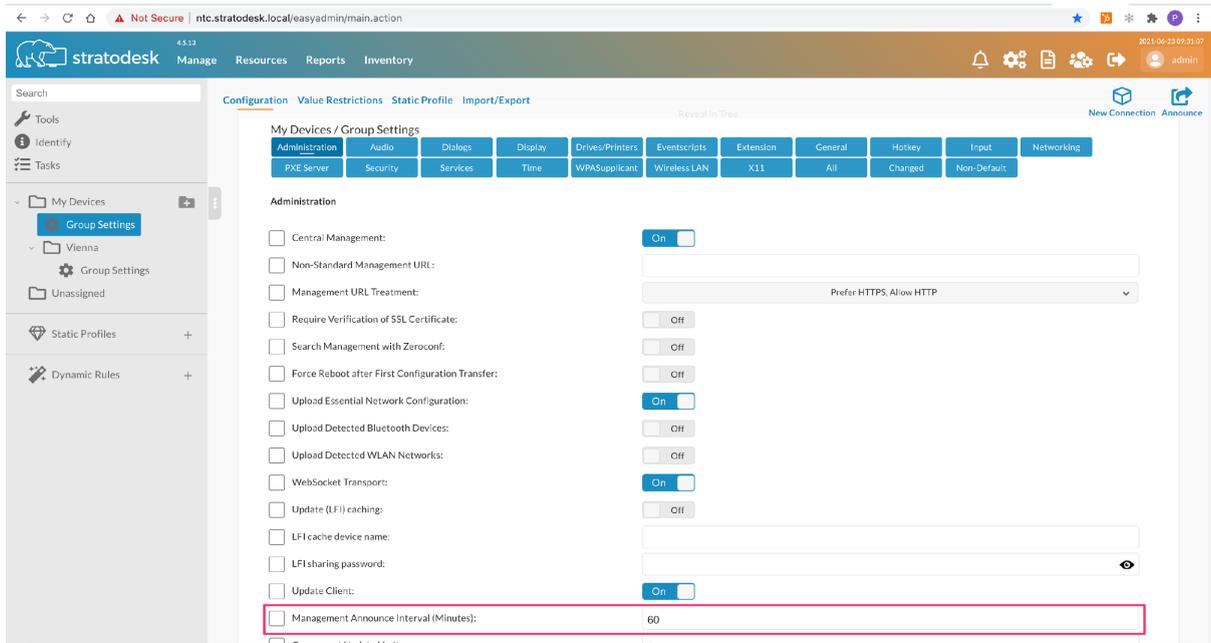
The example below shows the 'Non-Default' settings for the group and displays where the inheritance has come from.



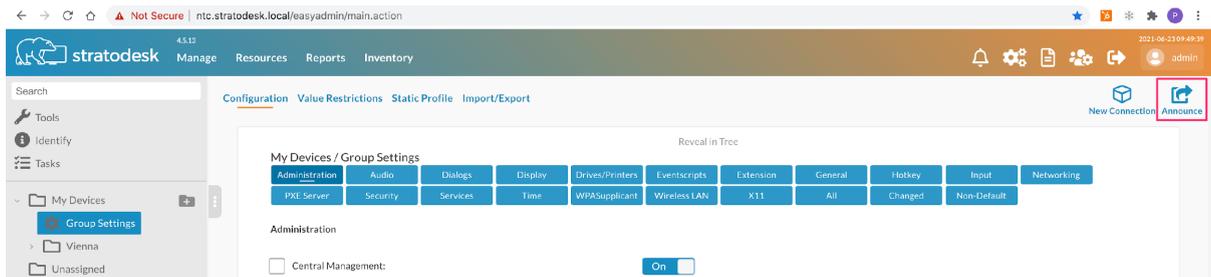
It is also possible to make changes to the settings in this group and overwrite the inherited settings. Typically, you might do this to regional settings like keyboard layout and time zone. Once the changes have been made, click either 'Changed' or 'Non-Default' to review your changes.



Changes are not automatically pushed out to Stratodesk 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.

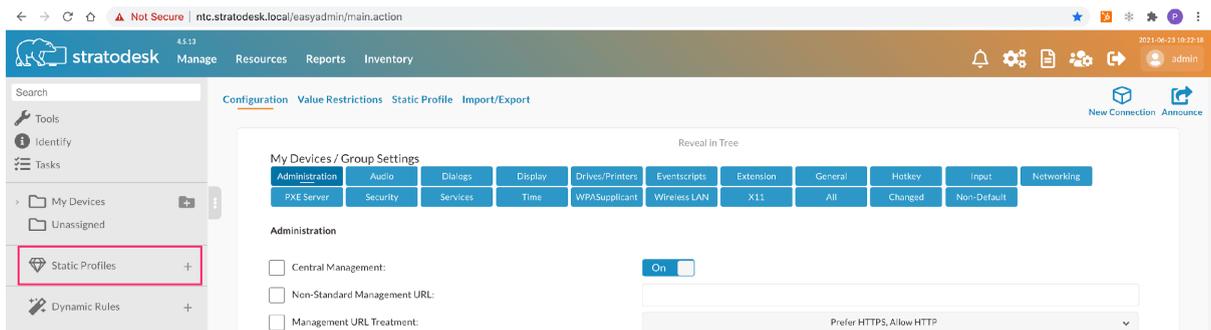


In the event you want to announce changes to Stratodesk NoTouch OS endpoints outside of the normal announcement interval then this is possible by using the announce function as shown in the example below.

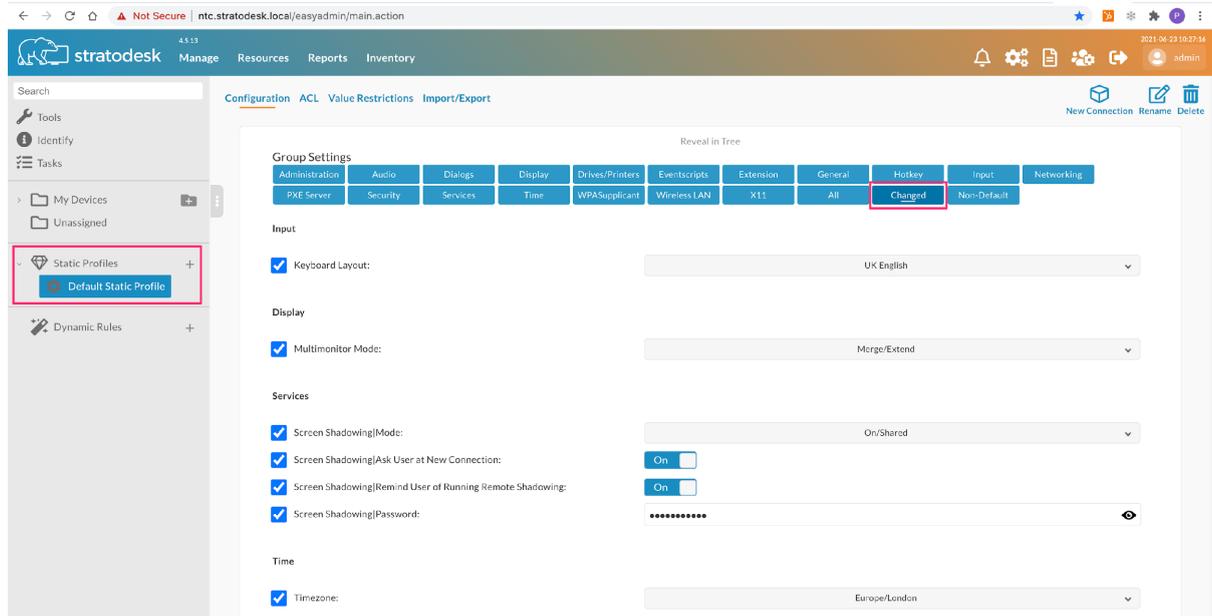


Static Profiles

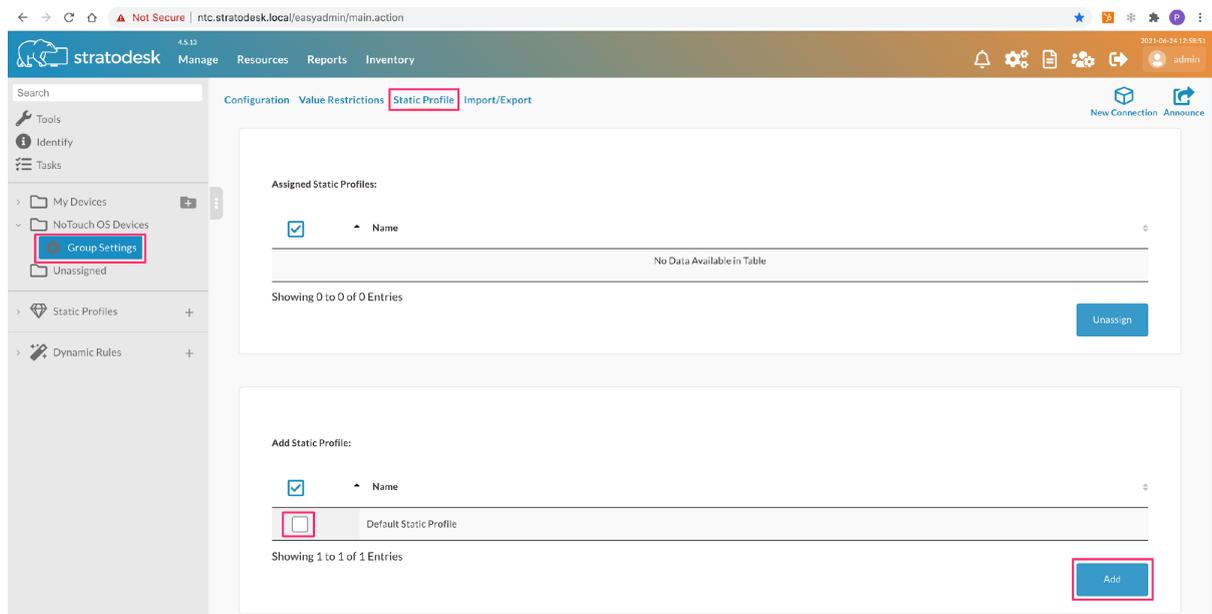
Another way to apply group settings is with 'Static Profiles'. Static profiles can be useful if you have multiple top-level groups. Instead of having to keep creating default settings, the settings you've selected can also be applied to sub-groups. To create a 'Static Profile' click the + button and 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.

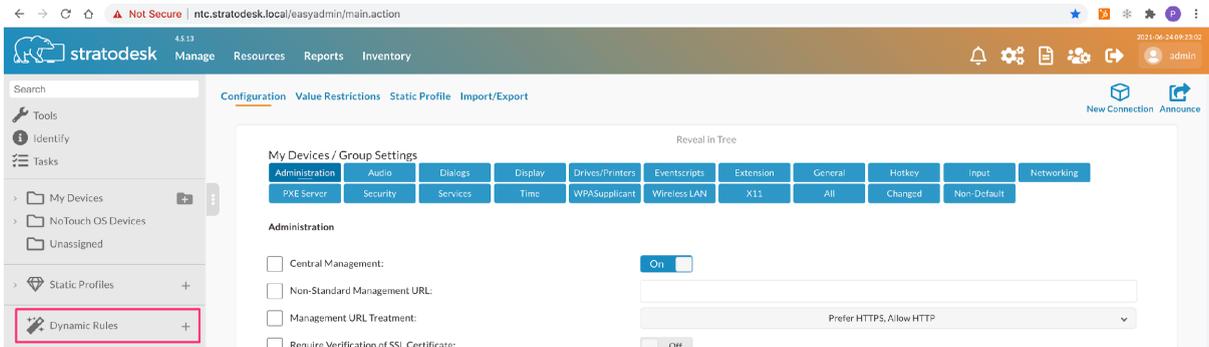


To apply a 'Static Profile' to a group, go to the 'Group Settings' of the group you wish to apply it to and select the 'Static Profile' you wish to apply. Click 'Add'.

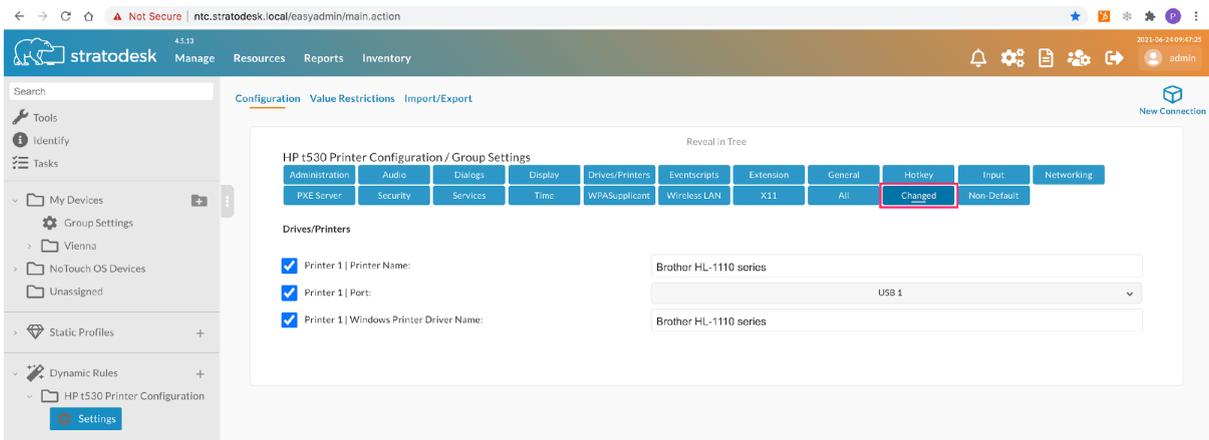


Dynamic Rules

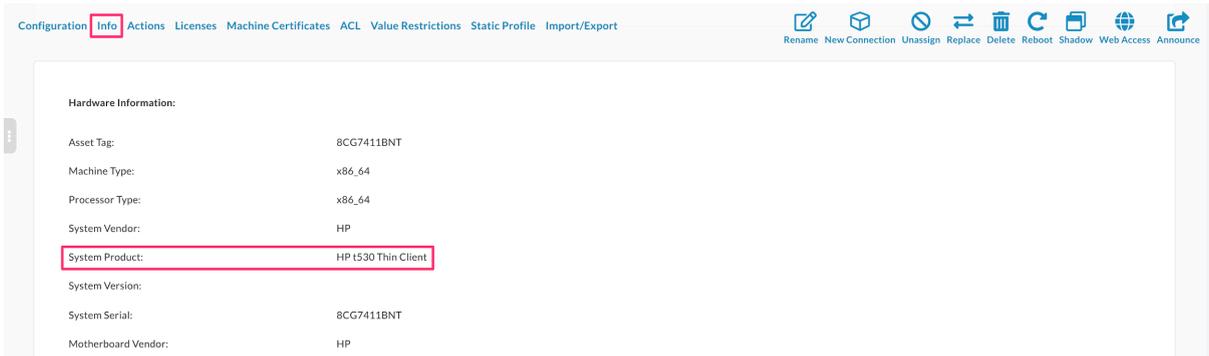
Dynamic Rules are like virtual groups and will assign a configuration to any managed device provided it matches the specified criteria. Unlike 'Static Profiles' that are assigned to a group, 'Dynamic Rules' are applied automatically. To create a 'Dynamic Rule' click the + sign and give it a friendly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



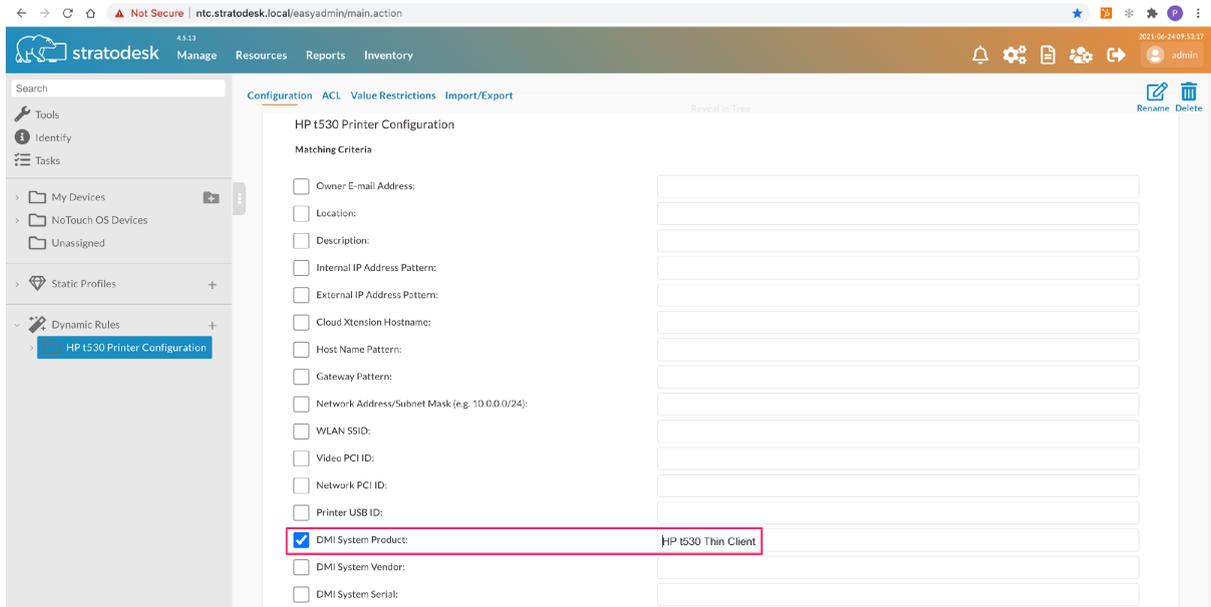
Just like with the standard group settings, you can make the changes you need and view them using the 'Changed' option.



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



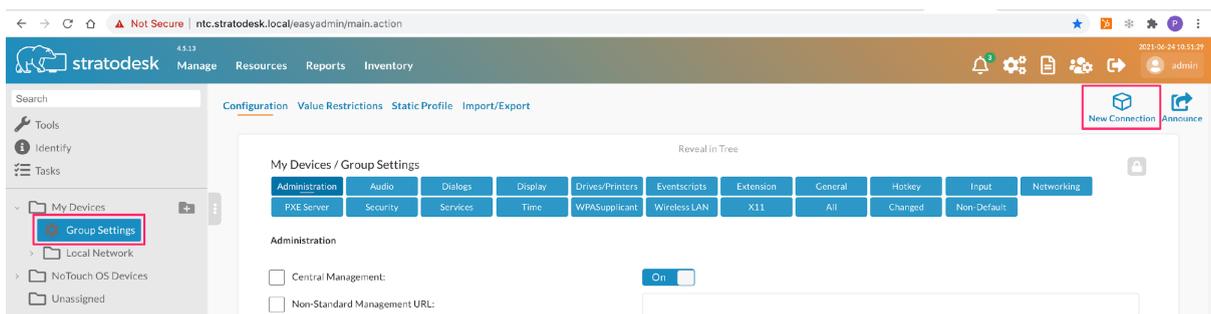
Next apply that value to the 'DMI System Product' parameter. Once announced, the value will then add a printer to all HP t530 thin clients.



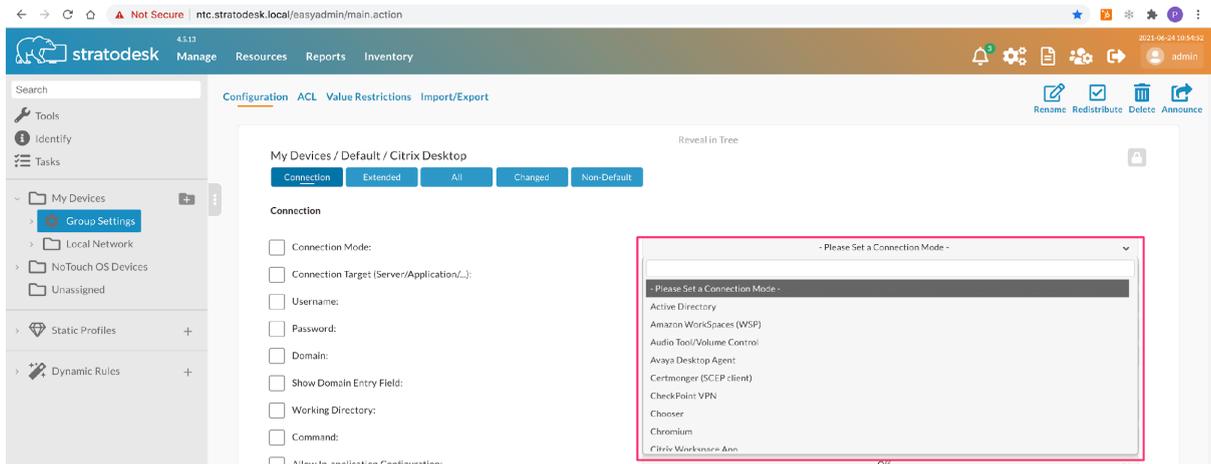
Connections

Stratodesk NoTouch can connect to most popular VDI technologies including [Citrix](#), [VMware Horizon](#), [Azure Virtual Desktop](#), [Nutanix Frame](#), [Amazon Workspaces](#) and many others. We also include browsers like Firefox and Chromium, with options to deploy Google Chrome and 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

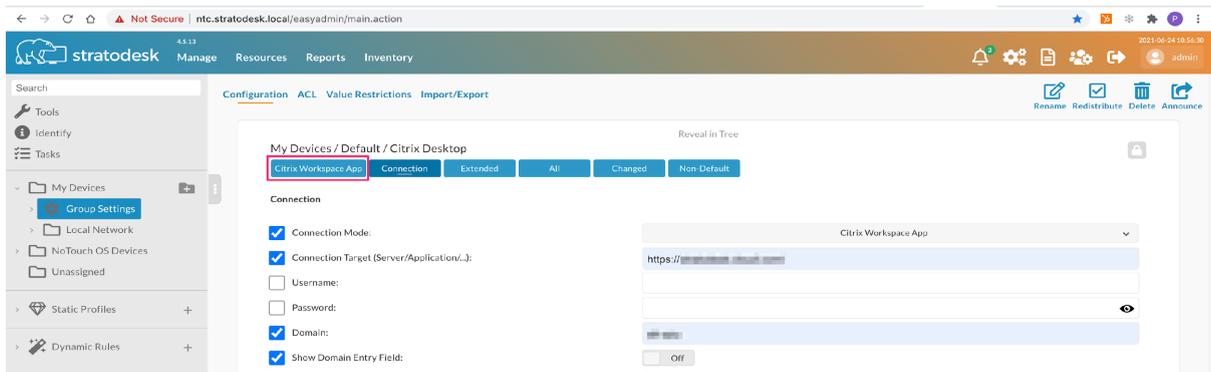
To create a new connection click the 'Group Settings' of the group you want to create the connection for. Click 'New Connection' and give it a friendly name.



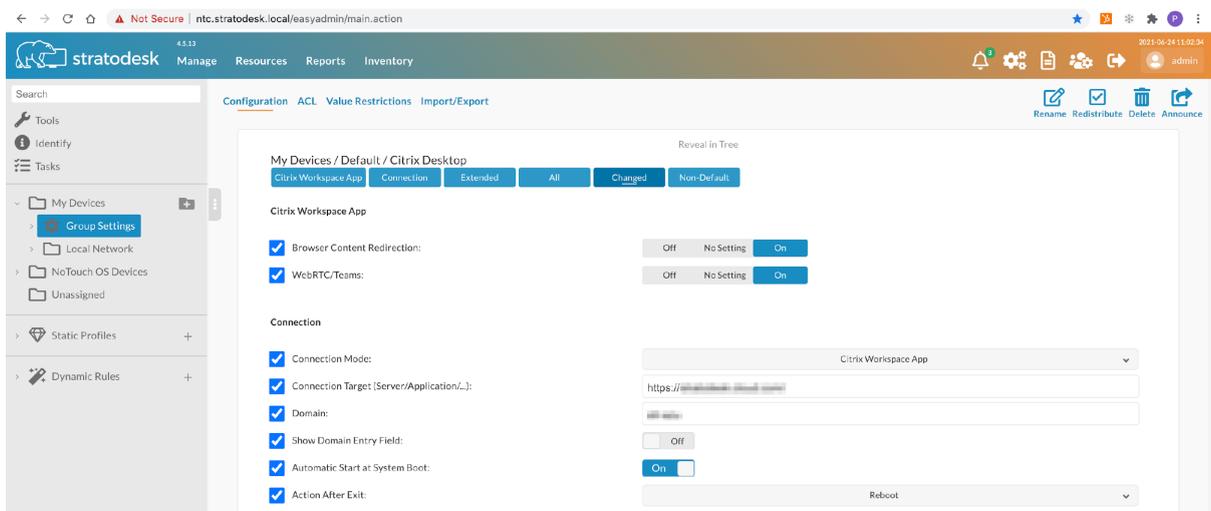
Next, set a connection mode for the VDI technology you'd like to connect to.



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



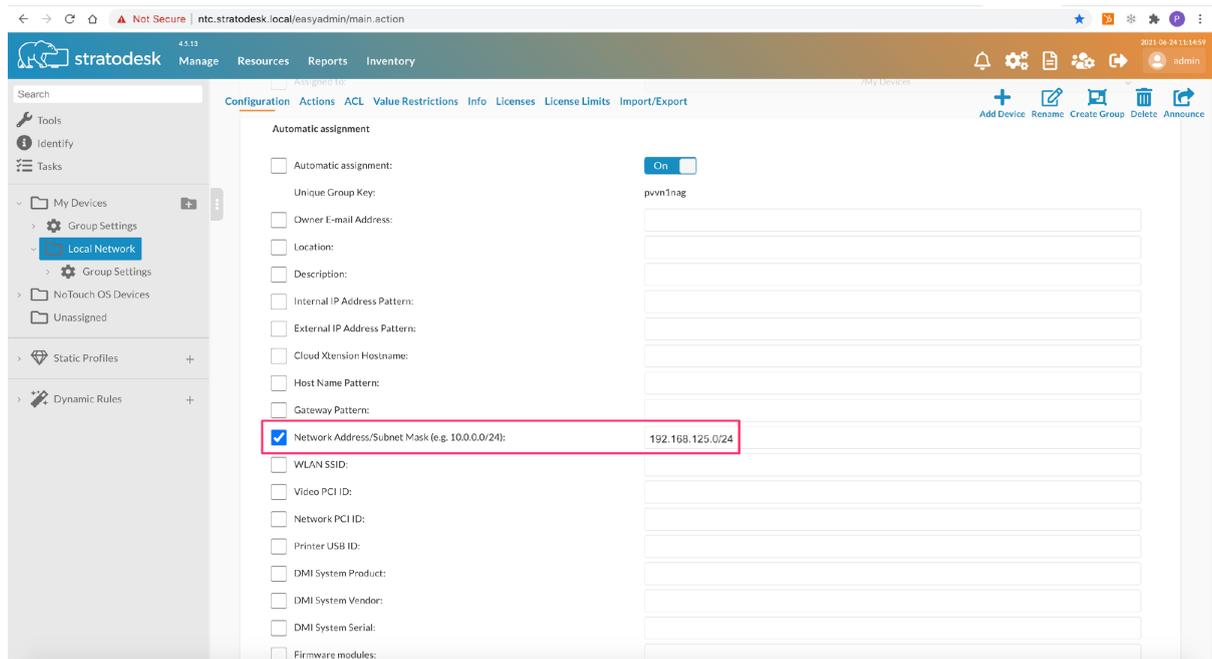
It's also possible to set any connection to automatically start at system boot and set an 'Action After Exit' parameter. To view all configured parameters, click the 'Changed' button.



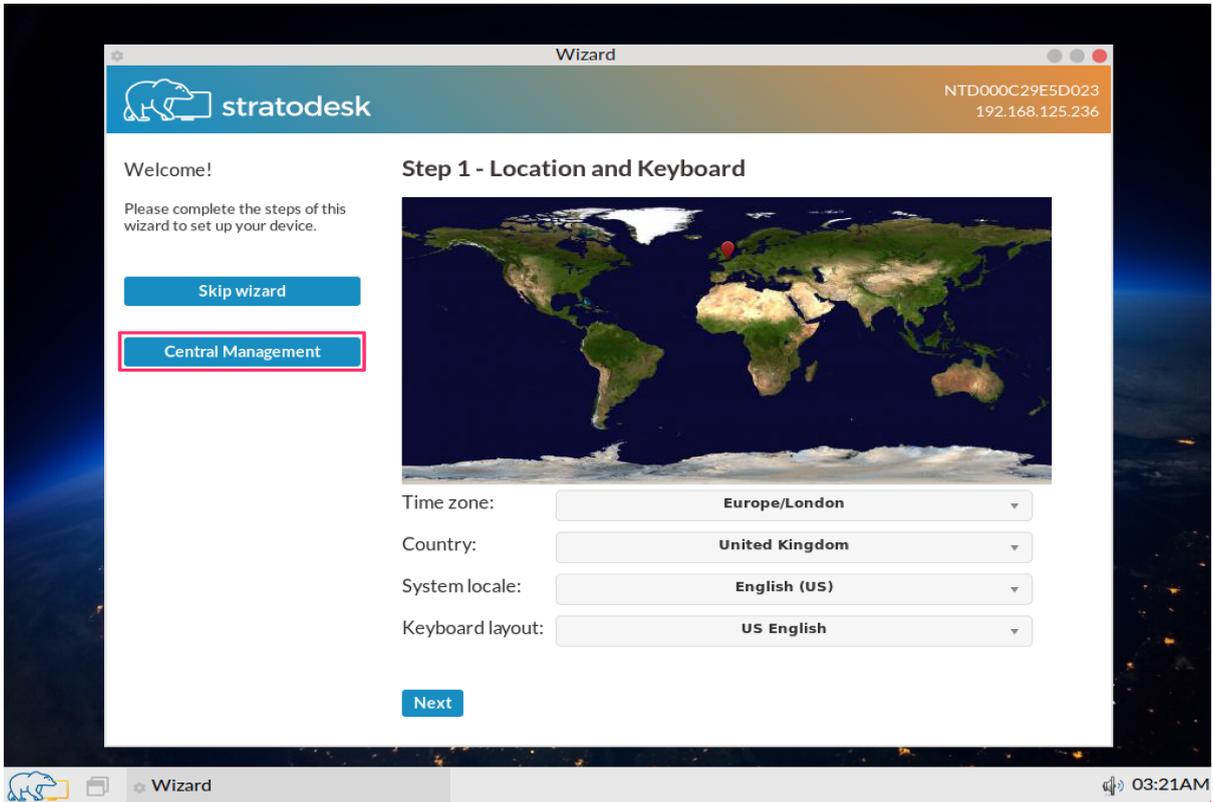
Connecting Devices to Stratodesk NoTouch Center

If you've followed the steps in the earlier chapter for [Network Considerations/Requirements](#), then newly installed NoTouch endpoints will automatically discover Stratodesk NoTouch Center using DNS and by default put themselves into the 'Unassigned' folder and can then be manually moved into the preferred group.

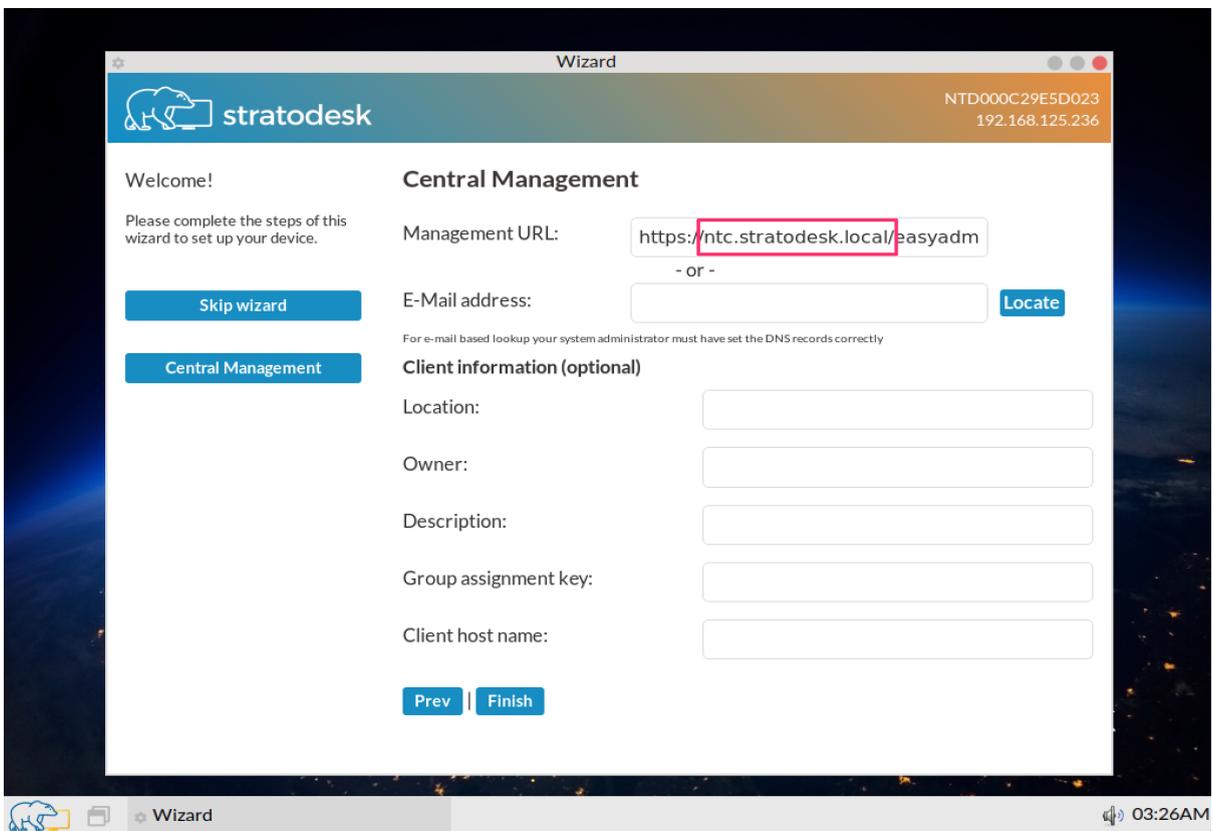
However, it is possible to automate the process even more with the use of 'Automatic Assignment Rules'. If a matching criterion is met, then the device will be placed into a group automatically and get its configuration. There are many different 'Assignment Rules', but the example below shows the 'Network Address/Subnet Mask' rule that is particularly useful with organisations that use VLANs.



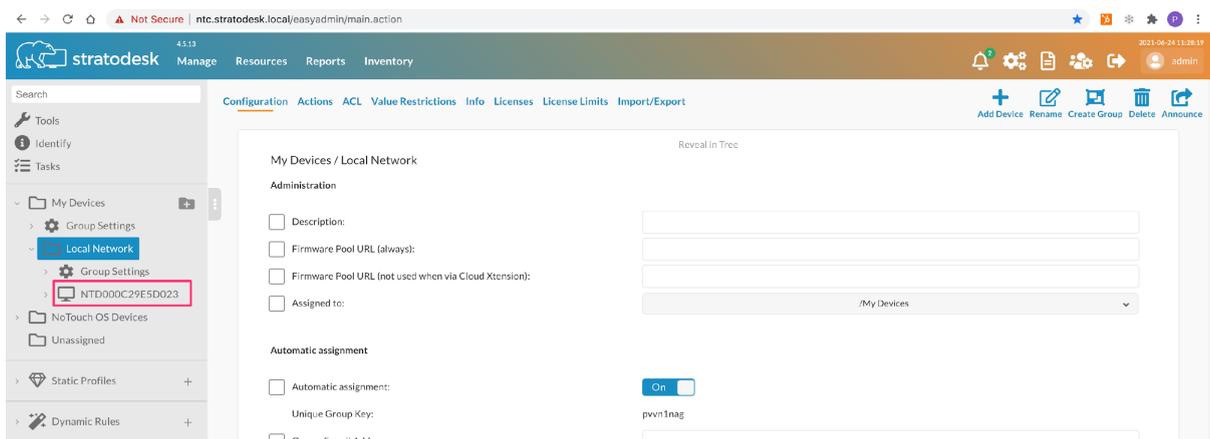
It's also possible to manually configure new devices to Stratodesk NoTouch Center using the first boot wizard. To do this, first, click 'Central Management'.



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



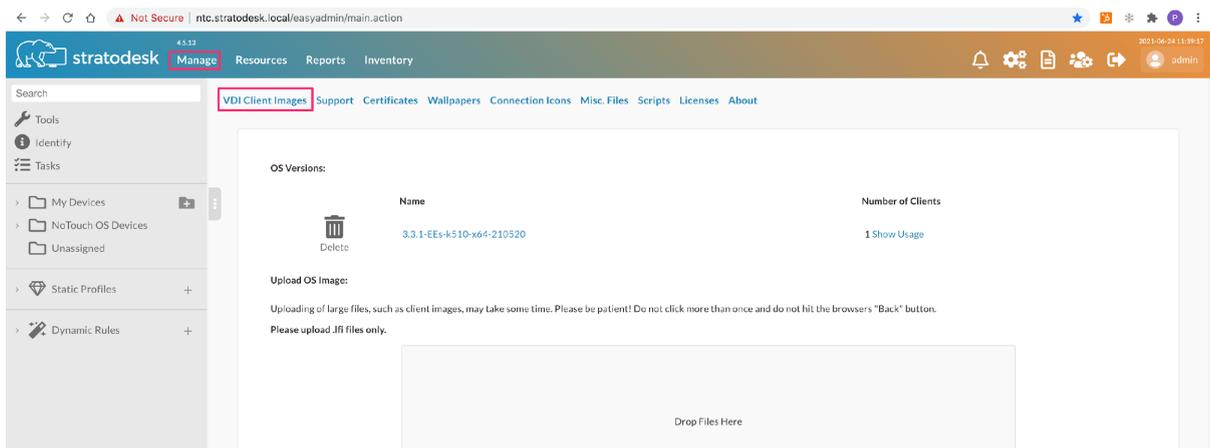
If you've correctly configured the 'Automatic Assignment Rules' the device will appear in the correct group to get its configuration.



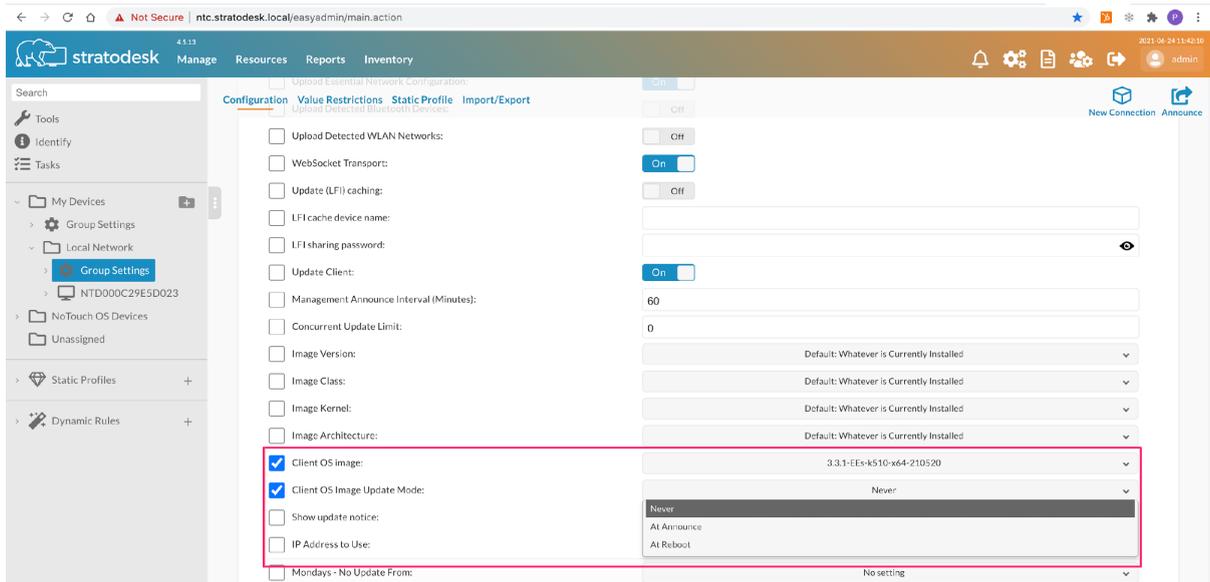
Firmware Updates

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 the Stratodesk customer [portal](#). Please be aware that there are options for both x64 and ARM depending on the hardware as well as kernel versions which tend to vary depending on the hardware age.

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



Firmware can be deployed either directly to a Stratodesk 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, you might want to consider using the 'Image Version' instead. With this option Stratodesk 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 Stratodesk NoTouch Center for this to work correctly.

Other firmware deployment methods are available including Peer and 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 Stratodesk NoTouch Center 4.5 "Emerald Bay"](#)

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