



THE CLOUD STRATEGY COMPANY™

DaaS 3.0

Administrator Quick Reference Guide

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Getting Started

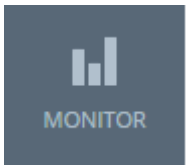
This guide overviews the general components of your DaaS environment. For the complete administrator guide that provides in-depth documentation for all setup, configuration, and features of DaaS 3.0 see the Additional Help section at the bottom of this document.

Main Menu

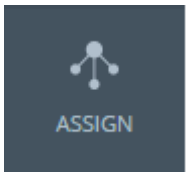
The Main Menu contains all the options to configure and monitor your environment. The main menu is divided into the following sections:



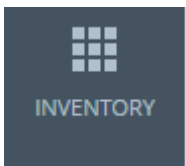
Dashboard- This tile provides the at-a glance overview of the desktop Connections, the Connection State and the Capacity Allocation of your deployed desktops.



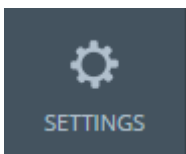
Monitor- This tile provides the dashboard view of the environment, an activity view that displays the last 24 or 48 hours, the previous week, and the previous 30 days of activity for Admin and Users alike.



Assign- This tile is where you assign or place your new desktops into users and groups. For instance, a new helpdesk user can be placed into a helpdesk group within this section.

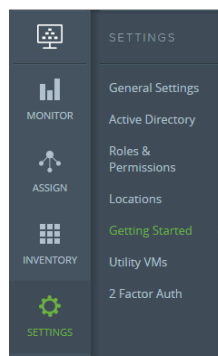


Inventory- This tile lists the Applications and Images available for your desktops. Your Preloaded Evolve IP desktop image will appear in this section.



Settings- This tile provides the General Settings, Active Directory, Roles and Permissions, Locations, Getting Started, Utility VMs, and 2 Factor Authentication Settings for your organization.

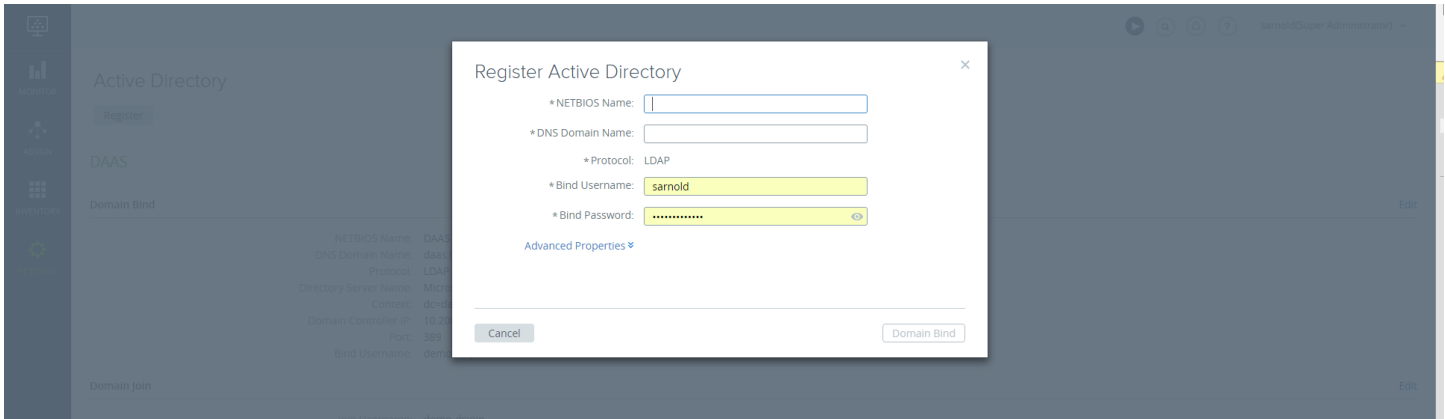
There is a green play button located at the top right of the Settings page (see image below). The Getting Started tool provides an overview of the DaaS setup processes that you will need to complete and allows you to visualize your setup progress. Getting Started can also be reached from within the Settings tile.



Active Directory Preparation

Authentication in the Evolve IP DaaS product is handled via Microsoft Active Directory. There are two accounts that need to be configured prior to the DaaS install. First, an LDAP bind account / service account is required for read only access to the AD. Second, a domain join account should be setup to automatically join new DaaS desktops to your corporate domain. Questions about this process can be discussed during the DaaS Implementation process. Go to Settings → Active Directory to access this configuration screen.

When you click the Register button under the Active Directory option, the Register Active Directory screen (shown below) will pop up.



Gather the information below to register an existing domain. Make sure you have created the needed accounts & groups before registering the domain.

Field	Example	Notes
Name	DAAS	NETBIOS name of the domain to be registered
Domain Suffix	daas.local.com	
Protocol	LDAP	LDAP or LDAPS
Port	389	Typically 389 or 636. This must be opened in your firewall.
Domain Controller IPs	10.1.1.1	This is optional
Context	dc=daas,dc=local,dc=com	
Domain Bind Account	CN=daasldap,CN=Users	Used for LDAP bind/query. This account can be read only.
Domain Bind Account Password	*****	
Joining Account Name	user1	This account needs to have privileges to do unlimited domain joins.
Joining Account Password	*****	
Super Admin Groups	CN=DaaSAdmins, OU=groups	This group has access to the admin portal. Must be at least one user setup here to access the admin portal.
User Groups	CN=DaaSUsers,OU=groups	This group has access to the desktop portal.

Domain Registration

1. Refer to your Evolve IP Account Access QRG for your specific log-in credentials. Ask your project manager if you need this information.
2. Open browser, load the provided URL for the DaaS Admin Portal / Enterprise Center, <https://eip8.evolvedaas.com/appblast/webclient/index.html#/> and enter your log-in credentials. A dialog box with the Terms of Service will pop up, click **I agree** and Submit to accept. **It will only come up the first time and only if your system admin configured a Terms of Service URL.*
3. The Domain Bind section is the first field under the Active Directory view. Enter the needed information. Click **Domain Bind**. If you need to access this information in the future, go to Settings -> Active Directory.
4. The Domain Join section is directly underneath Domain Bind. Enter required information and Click **Save**. A message will display confirming that your domain registration was successful. After saving, all future access will be handled via the DaaS admin portal login screen.

Configuration

The Settings tile provides access to General Settings, Active Directory, Roles & Permissions, Locations, Getting Started, Utility VMs and 2 Factor Authentication.

Networks, the DaaS domain configuration, Session Timeout, User Portal Configurations, quota information, admin roles and multi-factor authentication. The general tab contains settings to control timeouts, all the defaults can be accepted on this page. Additional definitions of the various configuration areas can be found to the right, the domains page is the most frequently used function as it controls the groups that are seen by the DaaS system.

General Settings

Network

This section provides a list of your networks that are being used.

Default Domain

This section is where you register your domain(s) and edit domain information.

Session Timeout

Lists the timeout settings for the Client and the User Portal.

User Portal Configuration

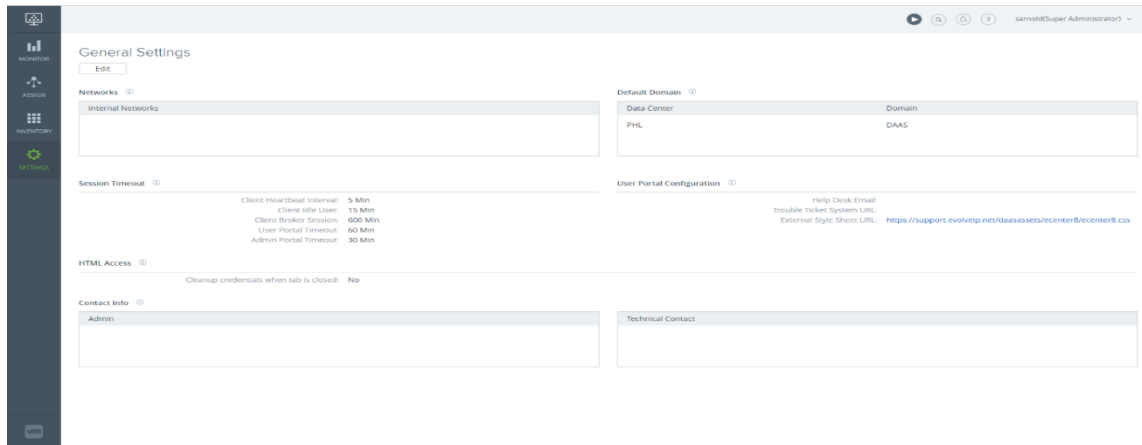
This section is where you list your Help Desk email address, Trouble Ticket System URL, and the External Style Sheet URL.

HTML Access

If you use Blast, this section controls if you delete credentials of the broker session after a HTML connection is closed.

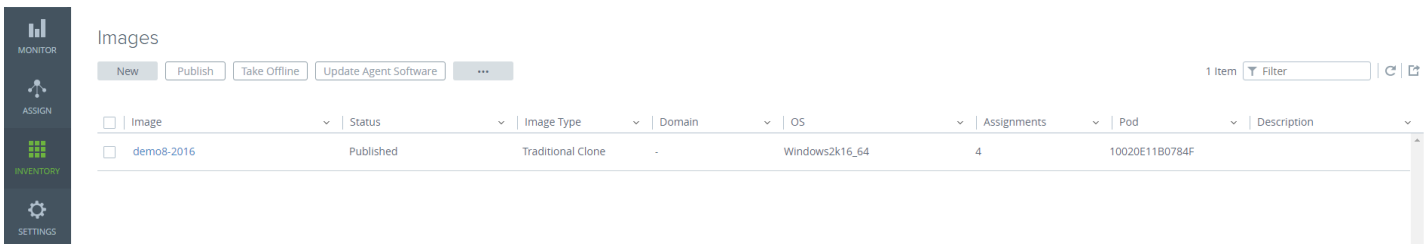
Contact Info

This section is where you list the Admin and Technical contacts for your organization.

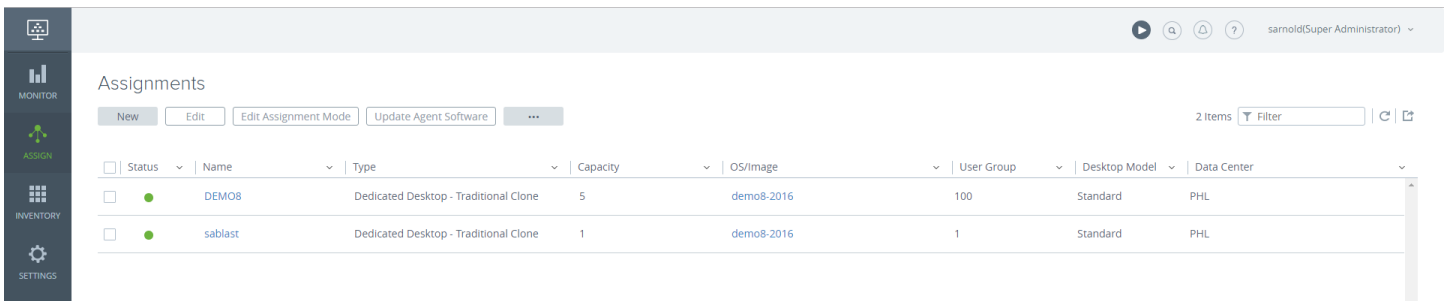


Deploying Desktops

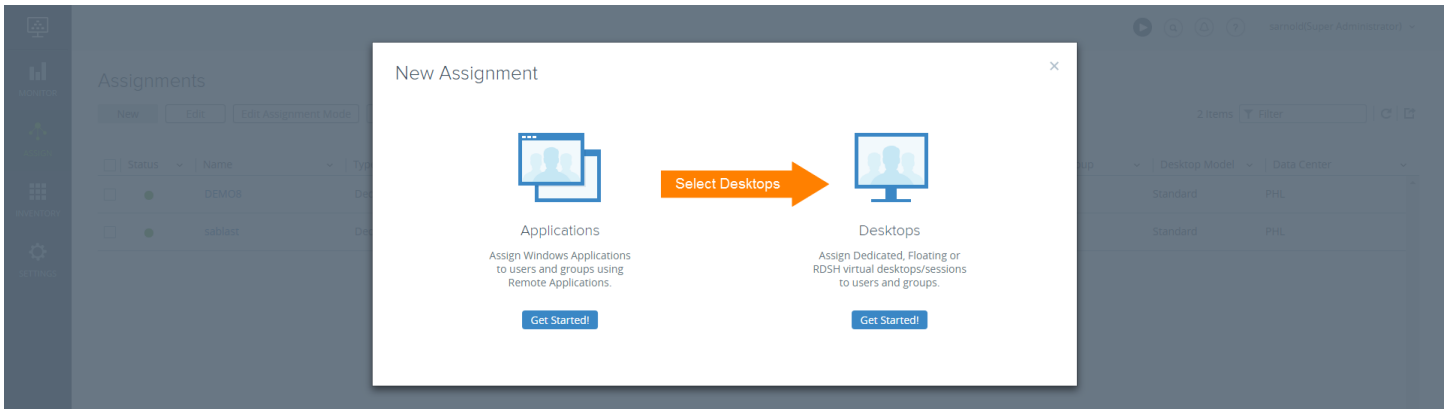
Two desktop images are included with every account, one image will be preloaded for you in the Images section of your Inventory. If additional images are needed contact Evolve IP support for assistance.



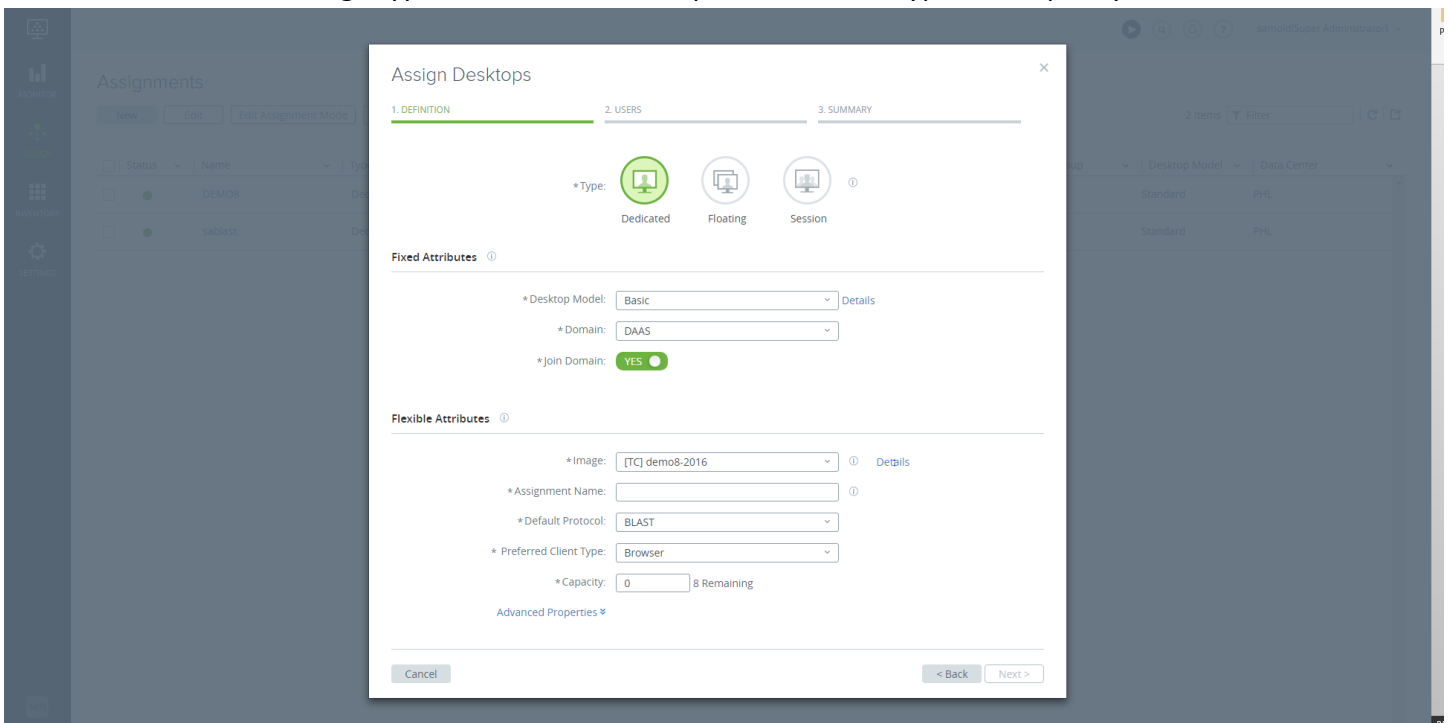
Begin by selecting the 'Assign' tile. Next click 'New' under Assignments.



The New Assignment screen will appear. This allows you to deploy desktops or applications, choose the desktop option.



You will be taken to the Assign Desktops screen. There you will define both fixed and flexible attributes for your desktop. Fixed attributes include the type (standard, premium, ultimate) and domain. Flexible attributes include the image type, name, connection protocol, client type and capacity.



Begin by selecting the desktop type. Unless otherwise instructed, select Dedicated.

Input the details for your organization's domain and leave the green join domain toggle set to Yes.

Under flexible attributes, the Assignment Name is the group or pool that you want this desktop to join. You can create a new assignment or add the desktop to an existing assignment.

For PCoIP desktops, change the default protocol to 'PCOIP' and change the Preferred Client Type to 'Horizon Client'. Once you populate the capacity, click 'Next' and you will be taken to the Users step.

Flexible Attributes ⓘ

* Image: [TC] demo8-2016 ⓘ Details

* Assignment Name: ⓘ

* Default Protocol: PCOIP

* Preferred Client Type: Horizon Client

* Capacity: 0 7 Remaining

Advanced Properties ▾

Cancel < Back Next >

Adding a User to the Desktop

In Active Directory search and populate the name of the user that you want to assign to the desktop.

Assign Desktops ×

1. DEFINITION 2. USERS 3. SUMMARY

Users/User Groups:

DAAS User ×

If you cannot locate the user try the Search Active Directory which will list your organizations entire AD list.

Assign Desktops ×

1. DEFINITION 2. USERS 3. SUMMARY

Users/User Groups:

DAAS Active Directory Search

- lcorsi1
CN=Landman Corsi1,CN=Users,DC=daas,DC=local
- sarnold
CN=Scott Arnold,CN=Users,DC=daas,DC=local
- Testerson1
CN=Testerson CWS,CN=Users,DC=daas,DC=local
- test401svc
CN=Test 401 Service Account,CN=Users,DC=daas,DC=local

Click this to search your entire org's Active Directory Search Active Directory

Cancel Save & Exit < Back Next >

Select the user that you want to assign by clicking on their name. Click 'Next' and you will be taken to the Summary Screen.

Assign Desktops



1. DEFINITION

2. USERS

3. SUMMARY

Definition

Assignment Name: Support
Default Protocol: PCOIP
Preferred Client Type: Horizon Client
Type: Dedicated
Image Type: Traditional Clone
Data Center: PHL
Desktop Model: Basic
Pod: 10020E11B0784F
Domain: DAAS
Join Domain: Yes
Capacity: 1

Advanced Properties

Image

Image: demo8-2016

Users

DAAS / sarnold

Cancel

< Back

Submit

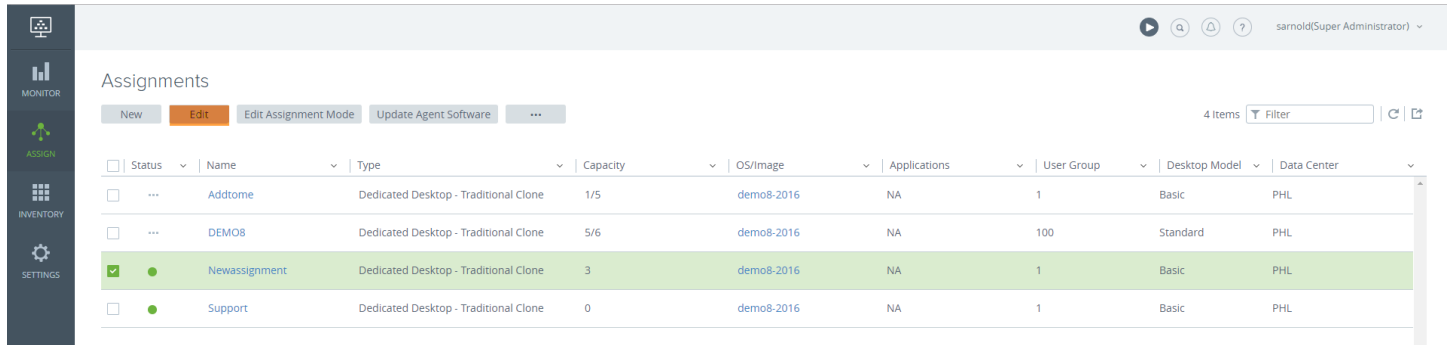
Click 'Submit' and your desktop will begin to build within the assignment.

Editing Desktop Assignments

An assignment is a group of desktops based on the same image pattern with same specs and configurations. Also, each DaaS assignment is mapped back to an Active Directory group so administrators can easily manage users and security policies.

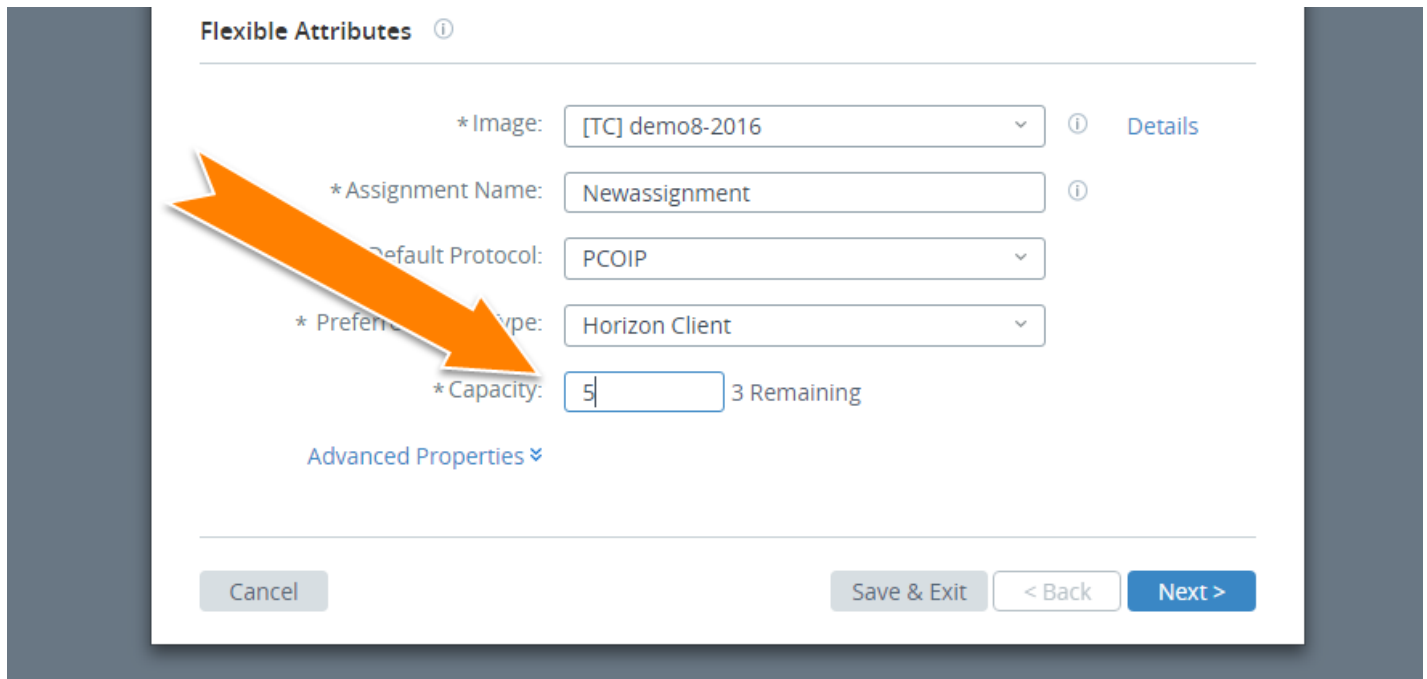
Editing a Desktop Assignment to add more desktops

1. On the Assignments page, select the assignment to edit and click 'Edit'.



Status	Name	Type	Capacity	OS/Image	Applications	User Group	Desktop Model	Data Center
...	Addtome	Dedicated Desktop - Traditional Clone	1/5	demo8-2016	NA	1	Basic	PHL
...	DEMO8	Dedicated Desktop - Traditional Clone	5/6	demo8-2016	NA	100	Standard	PHL
✓	Newassignment	Dedicated Desktop - Traditional Clone	3	demo8-2016	NA	1	Basic	PHL
●	Support	Dedicated Desktop - Traditional Clone	0	demo8-2016	NA	1	Basic	PHL

2. To change the size, enter desired number of desktops.



Flexible Attributes ⓘ

* Image: [TC] demo8-2016 ⓘ [Details](#)

* Assignment Name: Newassignment ⓘ

* Default Protocol: PCOIP

* Preference Type: Horizon Client

* Capacity: 5 3 Remaining

[Advanced Properties](#) ⌵

[Cancel](#) [Save & Exit](#) [< Back](#) [Next >](#)

3. Click 'Save and Exit'.

4. Your assignment will expand.

Type	Description	Status	% Completion	Time
Admins	Expanding assignment Newassignment	Queued	0%	12:14 PM
Admins	Expanding assignment Newassignment	Queued	0%	12:14 PM
Admins	Expanding assignment Newassignment	Successful	100%	6/28/18 3:5...

5. Assign a user to the new desktop following the same procedure described earlier in the guide.

Creating a New Assignment (Pool) of Desktops

1. Click on the Assign tile. Directly under Assignments click the ‘New’ button.
2. You will be taken to the Assign Desktops screen. Select the desktop type (dedicated), model, and select your domain. Select the image for the desktop that you want to deploy. The Assignment Name field is where you will give your pool a name. It is a good idea to have the name reflect the type of users in the assignment, for instance: Light User, Heavy User, Corporate, Sales, and Accounting.

Flexible Attributes ⓘ

* Image: [TC] demo8-2016 ⓘ [Details](#)

* Assignment Name:

* Default Protocol: PCOIP

* Preferred Client Type: Horizon Client

Name your Assignment Here

3. Set the capacity of your assignment, change the default protocol to ‘PCOIP’ and change the Preferred Client Type to ‘Horizon Client’. Once you populate the capacity, click ‘Next’ and you will be taken to the add users step. Follow the same process to add users described earlier in the guide and this will complete the process of configuring your assignment. Click “Submit” and your assignment will be deployed and visible within the Assign tile.

Deleting Desktops, Assignments and Images

1. Select the Assignment that you want to delete. Note that the assignment must not contain any desktops or it will not be able to be deleted until the desktops are deleted from the assignment. You need to unassign or remove the user from the desktop before you can delete the desktop.

i Unable to delete this assignment.
✕

Assignment that contains desktops/servers cannot be deleted. Please edit your assignment and set the capacity to zero to delete all desktops/servers from the assignment and try again.

Cancel

2. Select the checkbox by the desktop name. Once you check the box click on the grey button containing three dots and select Unassign. This will remove the user from the desktop. Once there is no user associated with the desktop, you can delete the desktop. When there are no desktops in the assignment, you can delete the assignment.

Assignments > DEMO8

SUMMARY | **DESKTOPS** | SYSTEM ACTIVITY | USER ACTIVITY

5 Items Filter

Status	Desktops	Image...	DaaS Agent	Assigned User	Session State
<input type="checkbox"/>	DEMO8-2016-100	1001	ACTIVE(8.0.0)	eipadmin	Disconnected
<input type="checkbox"/>	DEMO8-2016-102	1001	ACTIVE(8.0.0)	sarnold	Disconnected
<input type="checkbox"/>	DEMO8-2016-103	1001	ACTIVE(8.0.0)	jdougherty	Disconnected
<input checked="" type="checkbox"/>	DEMO8-2016-104	1001	ACTIVE(8.0.0)	jdougherty	Disconnected
<input type="checkbox"/>	DEMO8101	1001	ACTIVE(8.0.0)	-	-

3. Select the checkbox by the assignment name. Once you check the box click on the grey button containing three dots and select Unassign.

Assignments

New | Edit | Edit Assignment Mode | Update Agent Software | **...**

5 Items Filter

Status	Name	Type	Capacity	OS/Image	Applications	User Group	Desktop Model	Data Center
<input type="checkbox"/>	Addtome	Dedicated Desktop - Traditional Clone	4	demo8-2016	NA	1	Basic	PHL
<input type="checkbox"/>	DEMO8	Dedicated Desktop - Traditional Clone	5	demo8-2016	NA	100	Standard	PHL
<input checked="" type="checkbox"/>	Newassignment	Dedicated Desktop - Traditional Clone	5	demo8-2016	NA	1	Basic	PHL
<input checked="" type="checkbox"/>	Support	Dedicated Desktop - Traditional Clone	0	demo8-2016	NA	1	Basic	PHL
<input type="checkbox"/>	ted	Floating Desktop - Traditional Clone	1	demo8-2016	NA	1	Basic	PHL

4. This will delete the assignment. Click 'Delete'

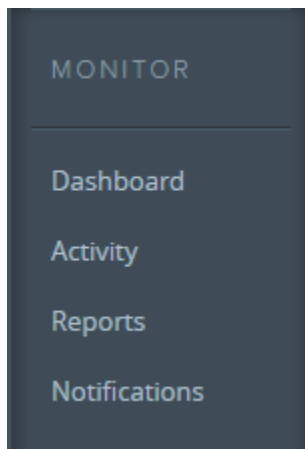
? Are you sure you want to delete this assignment?
✕

This will permanently delete the assignment.

Monitoring

Use the Monitor icon to access desktop information, administrator and user activity, view reports detailing user and desktop mapping, and view notifications.

There are four selections available from the Monitor tile.



- Dashboard Page shows statistical information about connections and desktop capacity allocation.
- Activity Page shows data regarding current and past events in the system.
- Reports Page shows mapping data for users and desktops in the system.
- Notifications Page shows information regarding system notifications.

View system and user activity for desktop and application assignments.

1. Click the Assign icon.
2. Click the name of an assignment of the list. The assignments detail page displays.
3. Click System Activity or User Activity at the top of the page.

The activity tab displays, showing a list of recent activity for the assignment. You can select from the Shown drop-down menu to adjust the time frame for the list, or filter, refresh, and export the list using the controls on the top right of the page.