Oracle® Secure Global Desktop

User Guide for Release 5.1

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Oracle® Secure Global Desktop: User Guide for Release 5.1

Abstract

User Guide for Oracle Secure Global Desktop (SGD) software. This manual covers the basics of using SGD. It describes how to log in and log out of SGD, run applications, and print out documents. Configuration information suitable for advanced users is included, as well as a glossary of terms used in SGD.

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Preface

The *Oracle Secure Global Desktop User Guide* provides an introduction to using Oracle Secure Global Desktop (SGD). The manual provides information on how you can use SGD to run applications. This document is intended for both new and existing users of SGD.

1. Audience

This document is intended for new users of SGD. It is assumed that readers are familiar with Web technologies and have a general understanding of Windows and UNIX platforms.

2. Document Organization

The document is organized as follows:

- Chapter 1, *Using Oracle Secure Global Desktop* describes how to use SGD to run applications from your computer.

- Chapter 2, *Using a Tablet Device* describes how to use SGD with a tablet device.

- Appendix A, *Installing the SGD Client Manually* describes how to install the SGD Client manually on your computer.

- Appendix B, *Advanced Configuration* discusses configuration settings for advanced users of SGD.

- Appendix C, *Profile Settings* describes the available profile settings.

- A Glossary of words and phrases and their definitions is also included.

3. Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

4. Related Documents

The documentation for this product is available at:

http://www.oracle.com/technetwork/documentation/sgd-193668.html

For additional information, see the following manuals:

- *Oracle Secure Global Desktop Administration Guide*

- *Oracle Secure Global Desktop Installation Guide*

- *Oracle Secure Global Desktop Gateway Administration Guide*

- *Oracle Secure Global Desktop Platform Support and Release Notes*

- *Oracle Secure Global Desktop Security Guide*

5. Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 1. Using Oracle Secure Global Desktop

Secure Global Desktop (SGD) provides you with secure, remote access to applications and desktops running on application servers.

You can be writing a report on a computer in the office, administering UNIX platform servers on your laptop at home, or checking share prices with a tablet on the train. SGD enables you do all of this.

SGD also enables you to run applications over a secure network connection to safeguard corporate and private data.

With SGD, you access all the applications and desktops that you can run from a single place, the *workspace.* To access your workspace, all you need is a browser.

This chapter guides you through the basics of using SGD. It describes how to log in and log out of the software, as well as how you can use SGD to run applications and desktops.

> **Note**
>
> This chapter describes how to use SGD with a desktop computer. For information on using SGD with a tablet device, such as an iPad or Android device, see Chapter 2, *Using a Tablet Device.*

1.1. Logging In

This section describes how to log in to SGD and display the SGD workspace.

1.1.1. User Names and Passwords

When you use SGD, you need to know your user name and password for the following servers:

• The SGD server

• The application servers that run your applications

The following table describes the user names and passwords you might require when using SGD.

User Name and Password	Description
SGD server	When you log in to SGD, you need to type a user name and password so that the SGD server knows who you are and can display your workspace. You do not need to type this password again until the next time you log in to SGD.
	You might also be able to log in to SGD anonymously, that is, without typing a user name and password.
	If your password has expired or is about to expire, you might be prompted to change your password.
Application servers	When you start an application, you might need to supply a password for the application server that runs it. The SGD server can remember these passwords, so you do not need to type them every time. Use the Save This Password option, if available, when you type your user name and password.
	If you want to use a different user name and password to run an application, you can force SGD to prompt you.

1.1.2. How to Log In to SGD

Before you log in to SGD, ensure that the following requirements are met:

- JavaScript software is enabled in your browser

- Cookies are enabled for your browser

- Java technology is enabled in your browser

  Note

  If Java technology is not enabled in your browser, you can download the SGD Client program to your computer. See Section A.1, "Installing the SGD Client" for more details.

- You have a user name and password for the SGD server. Contact your SGD Administrator if you do not know your user name and password.

- You know the login URL for the SGD server. Contact your SGD Administrator if you do not know the URL for the SGD login page.

1. Using your browser, go to the SGD login URL.

   The SGD login URL is usually `https://server.example.com/sgd`, where `server.example.com` is the name of the SGD server.

   Note

   If Java technology is not enabled in your browser, a warning message is shown. You must enable Java technology in your browser before proceeding.

   The SGD Login dialog box is shown. See Figure 1.1, "SGD Login Dialog Box".

Figure 1.1. SGD Login Dialog Box

> **Note**
>
> If JavaScript is not enabled in your browser, a warning message is displayed beneath the login dialog box.

2. Type in your SGD user name and password.

3. Click the Login button.

   While SGD is starting up, the splash screen is shown. See Figure 1.2, "SGD Splash Screen".

Figure 1.2. SGD Splash Screen
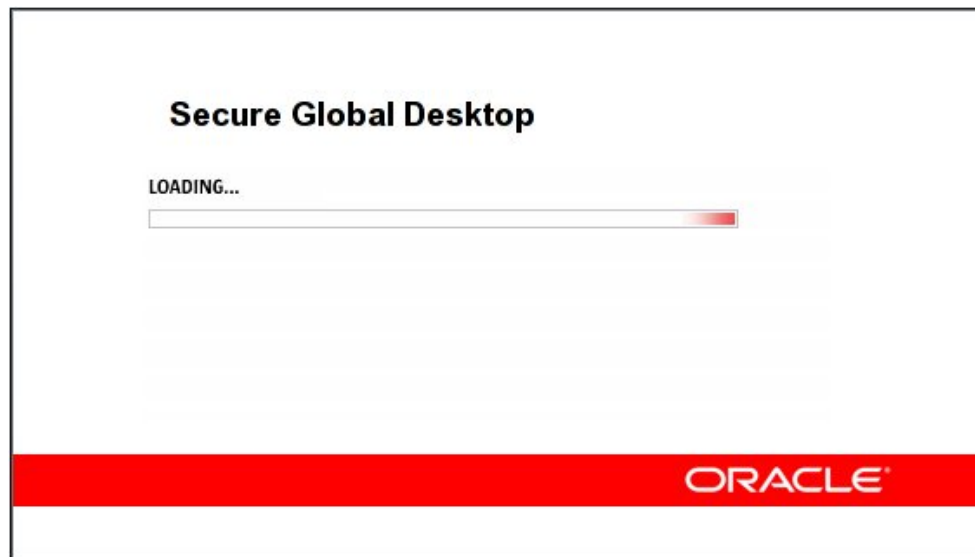
A Java technology security warning is shown. This is a security message that is shown the first time you connect to an SGD server. See Figure 1.3, "Java Technology Security Warning Dialog Box".

Figure 1.3. Java Technology Security Warning Dialog Box
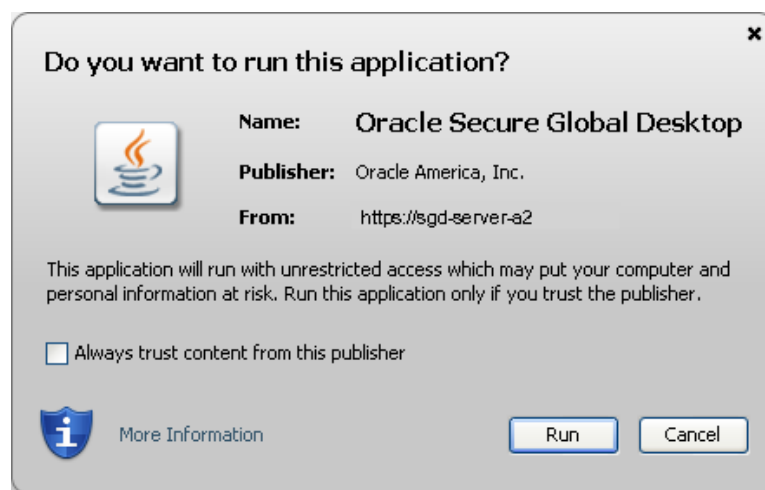
Select the Always Trust Content From This Publisher option and click Run.

The Initial Connection dialog box is shown. This is a security message that is shown the first time you connect to an SGD server. See Figure 1.4, "Initial Connection Dialog Box".

Figure 1.4. Initial Connection Dialog Box

4. (Optional) Click the View Certificate button.

    The Certificate Details dialog box is shown. This screen enables you to view security certificate details, to ensure that the server you are connecting to can be trusted. See Figure 1.5, "Certificate Details Dialog Box".

Figure 1.5. Certificate Details Dialog Box
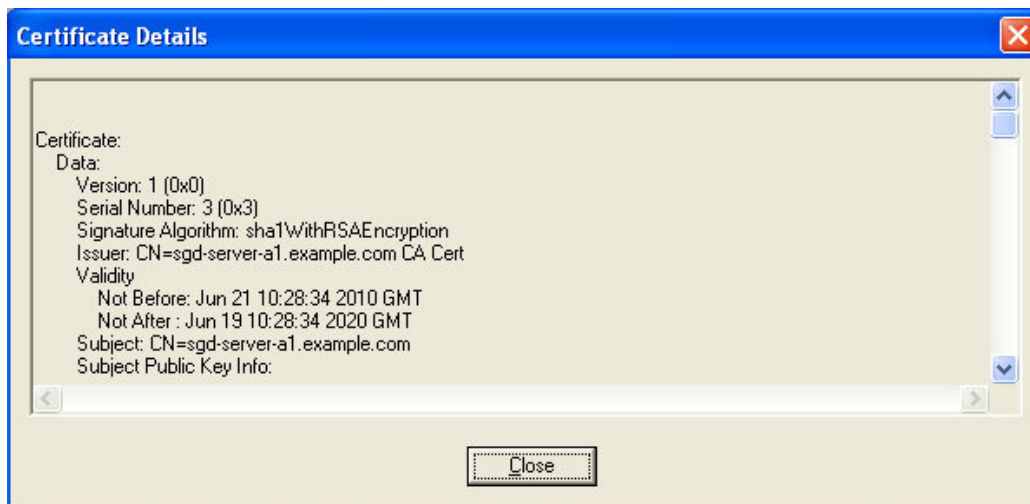
a. Check that the Validity and Subject fields are correct.

b. Click Close.

    The Initial Connection dialog box is redisplayed.

5. If the certificate details are correct, click Yes to agree to the connection.

Once you have clicked Yes, you do not see the security message again unless there is a problem with the connection.

The SGD Client icon is displayed in the task bar, as shown in Figure 1.6, "SGD Client Task Bar Icon".

Figure 1.6. SGD Client Task Bar Icon

The SGD workspace is displayed. See Figure 1.8, "SGD Workspace".

1.1.3. Security Warning Messages

When you connect to an SGD server using an `https://` URL, you may see some or all of the following security warnings. The warning messages you see depend on whether your browser and client device are configured to work with the Secure Sockets Layer (SSL) certificate installed on the SGD server.

- **Browser and Java Plug-in software security warnings.** These warnings are shown if the CA or root certificate used to sign the SSL certificate is not available in the browser's certificate store. You may also need to import the CA or root certificate using the Java Plug-in software.

- **SGD server SSL certificate security warnings.** You see security warnings about the SSL certificate if the certificate date is invalid, has an incorrect host name, or is issued by an unknown Certificate Authority (CA).

- **Untrusted initial connection warnings.** This warning is shown the first time that you connect to an SGD server. You should check the certificate details and agree to the connection. If there is a problem with the connection, for example because the SSL certificate has changed, a Potentially Unsafe Connection message is displayed. See Section 1.1.3.1, "Potentially Unsafe Connection Message".

Contact your SGD Administrator for more information about why security warnings occur and what you can do about them.

1.1.3.1. Potentially Unsafe Connection Message

If there is a security problem with the connection to the SGD server, a Potentially Unsafe Connection message is displayed, as shown in Figure 1.7, "Potentially Unsafe Connection Message" .

Figure 1.7. Potentially Unsafe Connection Message

If you see a Potentially Unsafe Connection message, do the following.

How To Deal With a Potentially Unsafe Connection Message

1. Click the View Certificate button and make a note of the certificate details.

2. Do one of the following:

   • Click the Accept button to accept the certificate and connect to the SGD server.

     Do this only if you are certain that the reason for the certificate change is not malicious. Contact your SGD Administrator if you need advice on whether to accept the certificate.

   • Click the Reject button to cancel the connection.

     Contact your SGD Administrator for more advice.

1.2. The SGD Workspace

Your workspace is a special web page that lists the applications and desktops that you can run through SGD and enables you to run them.

Figure 1.8, "SGD Workspace" shows the different areas of the workspace.

Figure 1.8. SGD Workspace
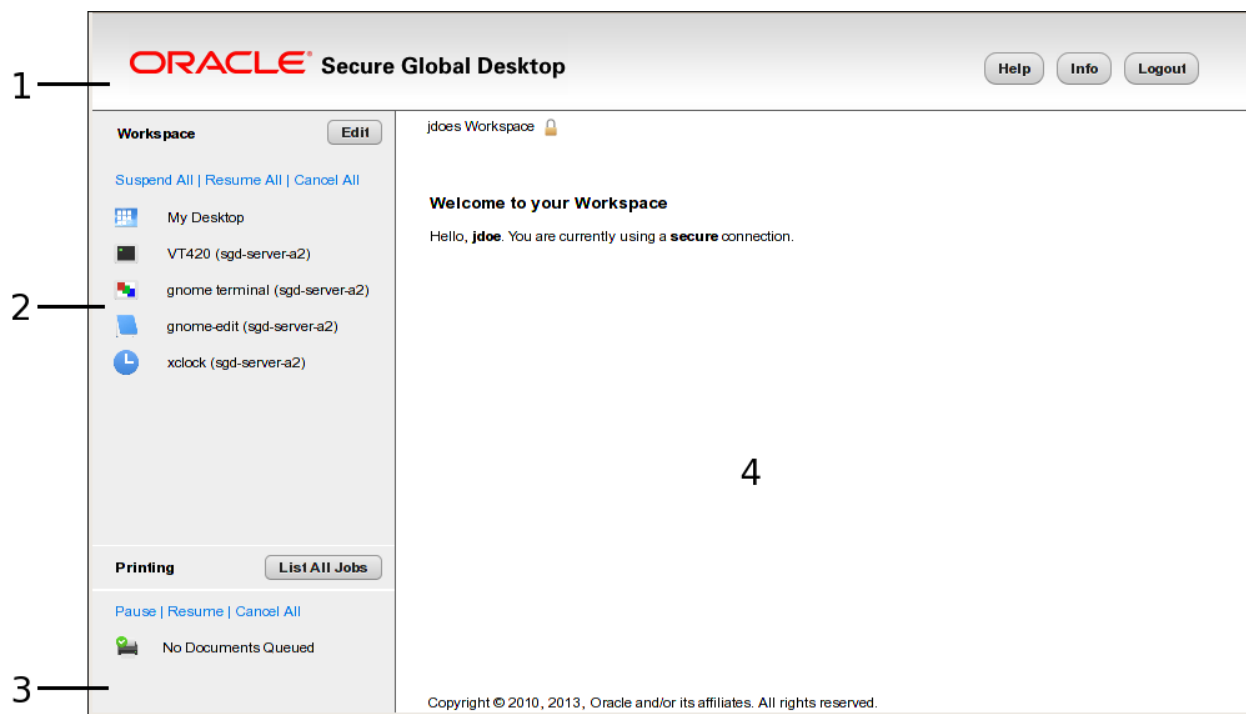
#	Name	Description
1	Menu bar	Includes Logout, Help, and Info buttons
2	Applications area	Lists the applications that you can run
3	Printing area	Enables you to manage your print jobs
4	Information area	Displays error messages and system information

The different areas of the workspace are described in the following sections.

1.2.1. Menu Bar

This area of the workspace includes buttons for logging out and for displaying help and diagnostics information.

See Section 1.7, "Logging Out of the SGD Workspace" for more information about logging out of SGD.

From the workspace, you can display a page containing diagnostics information. This is useful if you need to contact Support.

Click the Info button ![Info] on your workspace and then click the Detailed Diagnostics link in the Information area.

1.2.2. Applications Area

The Applications area of the workspace is used to display the list of applications that you can run through SGD.

See Section 1.3, "Using Applications" for more information about running applications.

Only an SGD Administrator can add an application to, or remove an application from, the list of applications that you can run. If you want more applications, contact an SGD Administrator. However, you can choose how and when your applications display on your workspace. You do this by creating workspace groups. See Section 1.5.2, "Application Groups".

1.2.3. Printing Area

The Printing area of the workspace includes links that enable you to list and control your print jobs.

See Section 1.4, "Printing" for more information about printing.

1.2.4. Information Area

The Information area is used to display error messages and system information. The information displayed includes the following:

- User name

- Secure connection status

- Password expiry messages for LDAP and Active Directory accounts

1.2.4.1. User Name

Your SGD user name is displayed on the workspace toolbar, next to the padlock symbol, as shown in Figure 1.9, "User Name Displayed on the Workspace Toolbar".

Figure 1.9. User Name Displayed on the Workspace Toolbar
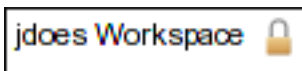
If the toolbar says you are logged in as "Guest user" then you either logged in without typing a user name and password, known as an anonymous login, or you are using a workspace that is shared with other users.

These details also display on the workspace when you first log in.

1.2.4.2. Secure Connection Status

If you have a secure connection, the locked padlock symbol is displayed below the workspace menu bar. Also, when you first log in, the page that is displayed on the workspace tells you whether you have a secure or a standard connection.

Usually, you will receive a secure connection. Standard connections to SGD are available only if an SGD Administrator has specifically enabled them.

Contact your SGD Administrator if you do not get a secure connection when you need one.

1.3. Using Applications

Use the Applications area of the workspace to start, stop, and manage your applications.

1.3.1. Running Applications

To start an application, you click its link on your workspace, as shown in Figure 1.10, "Workspace Link for Running an Application". In a few moments the application is shown, ready for you to use.

Figure 1.10. Workspace Link for Running an Application
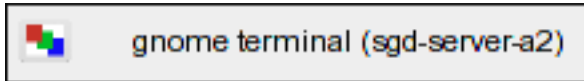
When you start an application, you might be asked for a user name and password. This is your user name and password for the application server that runs the application.

You do not have to exit an application before starting another. Just click another link.

SGD Administrators configure how the applications display.

If you have difficulties, contact your SGD Administrator.

1.3.1.1. Number of Instances of an Application

When an application is running, a triangle appears in front of the application's name on the workspace and a number appears in brackets after it. The session toolbar also appears below the application name. The session toolbar is used to suspend, resume, or end an application. Figure 1.11, "Workspace Link When the Application is Running" shows the workspace link when two instances of an application are running.

Figure 1.11. Workspace Link When the Application is Running
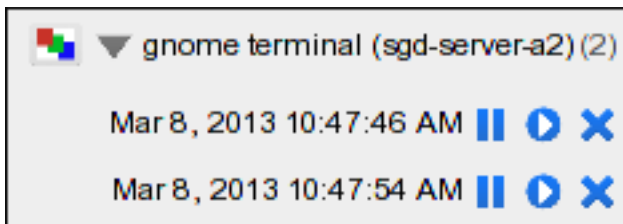
The number in brackets is the number of separate instances of the application that you have started. SGD Administrators configure how many instances of an application you can start.

To find out how many instances of an application you are allowed, point to its link on the workspace. The popup that is displayed states the number of sessions allowed.

See Section 1.3.2, "Suspending and Resuming Applications" for more details.

1.3.1.2. What If I Get an Error Message When Starting an Application?

If an error message is shown when you click a link to start an application, try one of the following:

- Make sure you supplied the correct user name and password for the application server. If SGD does not prompt you for this information, hold down the Shift key and click the link to force the prompt to appear.

- Log out of SGD and exit your browser, then restart it and log in to SGD again. Click the application's link.

- Contact an SGD Administrator, supplying all the information shown in the error message.

1.3.1.3. What If a Chooser Page is Displayed When I Start an Application?

When you click the link to start an application, a chooser page might be shown in the Information area.

Depending on how the application is configured, you can use the chooser page to select the application server that runs the application, or to select the application that is started, or both.

Figure 1.12. Chooser Page, Selecting an Application Server

The chooser page is not displayed automatically for all applications. It must be configured by your SGD Administrator.

1.3.2. Suspending and Resuming Applications

Some applications can be configured to keep running, even when they are not displayed. These are called *resumable* applications.

To close an application's window without ending the application, you *suspend* the application. To display the window again and start using the application, you *resume* the application.

As an application is still running even though it is not displayed, you can start writing an urgent report in the office and then log out of SGD at the end of the day. The application is suspended. When you get home, you can log in to SGD again, resume the application and carry on writing the report.

Suspending and resuming applications is done using the session toolbars on the workspace.

1.3.2.1. Session Toolbars for Controlling an Application

There is a separate session toolbar for each running instance of the application:

- Click ▮▮ to suspend an application

- Click ▶ to resume an application

- Click ✖ to end an application

Click the triangle to hide and show the session toolbars for the application sessions, as shown in Figure 1.13, "Session Toolbar when Hidden".

Figure 1.13. Session Toolbar when Hidden
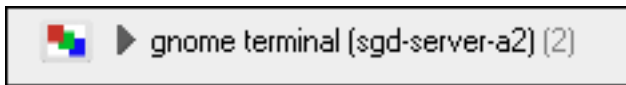
You can manage all your application sessions at once, using the following links at the top of the Applications area:

- Click the Suspend All link to suspend all running applications

- Click the Resume All link to resume all suspended applications

- Click the Cancel All link to end all running or suspended applications

Figure 1.14. Links for Managing All Application Sessions
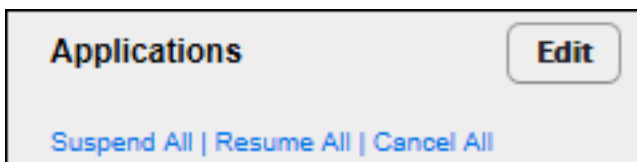
1.3.2.2. Resumability Settings for Applications

To see if an application is resumable or not, point to its link on your workspace and look at the popup window that is displayed.

The available resumability settings for an application are described in the following table.

Resumability Settings	Description
Not Resumable	This application exits when you log out of SGD. You cannot suspend or resume non-resumable applications. **Note** Non-resumable applications only have a Cancel button in the session toolbar.
Resumable Until Log Out	This application continues running until you log out of SGD. While you are logged in, you can suspend and resume these applications.
Always Resumable	This application continues running even after you have logged out of SGD. When you log in again, click the Resume button to display the running application again.

Note

If you log in to SGD without typing a user name and password, resumable applications are only resumable until you log out.

1.3.2.3. Do I Lose My Work If I Close My Browser?

No, you do not lose any work if you accidentally close your browser without logging out, or if your browser crashes. You can restart your browser and log in to SGD to display your workspace.

However, if the SGD Client exits unexpectedly, or if you close down the SGD Client, your ability to resume an application depends upon how your SGD Administrator configured the application and how you logged in to SGD.

- If an application is configured to be "Not Resumable", then it exits when the SGD Client exits or is closed down. Typically, applications are configured to be Not Resumable if they are used only for short periods at a time, and are not business-critical functions.

- Applications configured to be "Always Resumable", or "Resumable Until Log Out", continue to run for a period of time after an SGD Client exits or is closed down. Simply restart your browser, log in to SGD again and resume the applications that are still running.

- If you logged in to SGD anonymously, in other words you did not supply a user name and password, or you are using a shared workspace, where more than one person logs in using the same user name and password, then your applications exit if the SGD Client exits or is closed down. In both cases, the reason for this is that SGD cannot tell when you log in to SGD again that you are the same user as before, because you are not using a unique user name and password. See also Section 1.2.4.1, "User Name".

1.3.3. Changing the Way an Application is Displayed

Your SGD Administrator defines how an application is displayed on your desktop. For example, if the application is displayed full-screen or in a desktop window.

A graphical application that is displayed in a desktop window can be scaled to fit the size of the window. If you resize the window, SGD rescales the application to fit the new window size, without displaying any scroll bars.

You can switch the application between being scaled and not being scaled by pressing the Scroll Lock key.

To see if an application is displayed in a scalable window, point to its link on your workspace and look at the popup that is shown. Alternatively, look in the status bar at the bottom of the window.

1.3.4. Copying Information Between Applications

For *Windows applications and X applications*, use the normal method for the application you are copying from, and then the usual method for the application you are pasting to. You might not be allowed to copy and paste information from particular applications. This is configured by your SGD Administrator. If you are not allowed to copy and paste between an application, the following message is pasted instead of the information you copied:

```
Oracle Secure Global Desktop Software: Copied data not available to this
application
```

For *character applications*, click with the right mouse button, and then click Copy or Paste as appropriate. To select a column of text, hold down the Shift key while selecting the text.

You can copy information between different types of application, for example from an xterm running on an application server to a text editor running on your computer.

You can only copy and paste *graphics* to or from Windows applications.

1.3.5. Running Applications Using a Different User Name and Password

To force SGD to prompt you for a user name and password when you start an application, hold down the Shift key when you click the application's link on your workspace. This is called forced authentication.

Forcing SGD to prompt you for a user name and password in this way means that SGD does not use any user name and password that has already been saved for the application server. This is useful if you want to run an application as another user.

If the Save This Password check box is selected, the new user name and password are saved, replacing any previously saved user name and password for you on this application server. This user name and password is used for any other applications you run on this application server.

Holding down the Shift key has no effect when you are logged in to SGD anonymously, or as a shared user.

To use forced authentication on the tablet workspace, see Section 2.4.1.1, "Using Forced Authentication on the Tablet Workspace".

1.3.6. Using a Single-Button Apple Macintosh Mouse

Many Microsoft Windows applications and X applications make use of a middle mouse button or a right mouse button. To use these applications from an Apple Macintosh mouse with one button, click the button while holding down one of the following keys on the keyboard:

- To simulate a *middle* mouse button click, press Alt while clicking the mouse button

- To simulate a *right* mouse button click, press Command while clicking the mouse button

> **Tip**
>
> Ensure that three-button mouse emulation is enabled in the X11 Preferences settings for your computer.

1.4. Printing

SGD enables you to print from your applications to a printer attached to your computer.

Usually, you can choose the printer you want to print to. However, for some applications you might only be able to print to your default printer.

1.4.1. Managing Your Print Jobs

You use the Printing area of the workspace to manage your print jobs. The Printing area shows the number of jobs currently in the print queue and includes controls for managing your print jobs, as shown in Figure 1.15, "Printing Area of the SGD Workspace".

Figure 1.15. Printing Area of the SGD Workspace
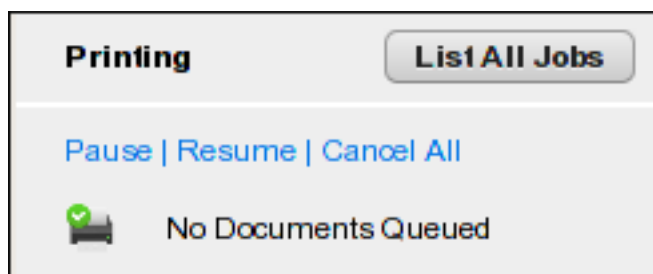
When documents are printing, the workspace tells you how many print jobs are in the queue.

Click the Pause link to temporarily stop printing. The printer icon changes to show you when printing is paused, as shown in Figure 1.16, "Printing Paused Icon" .

Figure 1.16. Printing Paused Icon

If you pause printing, any print jobs that are pending are held in a queue until you either cancel them or resume printing.

Click the Resume link to start printing again after you have paused printing.

> **Note**
>
> If you using a tablet device, only PDF print jobs can be resumed.

Click the Cancel All link to delete all your print jobs.

To manage print jobs individually, click the List All Jobs button. The workspace displays a list of all the print jobs in the queue, along with information about the job. For example, the number of copies and the printer to use.

If you have paused printing, click to print just that one print job.

To cancel a print job, click .

1.4.2. Printing From UNIX Platform Applications

SGD enables you to print from UNIX platform applications to a printer attached to your computer.

1.4.2.1. Printing from UNIX Platform Applications to UNIX, Linux, or Mac OS X Platform Computers

From a terminal window on the application server, you can print a file to your default printer by typing the following command:

```
$ lp file
```

Alternatively, you can specify any client printer that your SGD Administrator has configured.

For example, if a client printer named `salesprinter` has been configured by your SGD administrator, you can use the following command:

```
$ lp -d salesprinter file
```

1.4.2.2. Printing from UNIX Platform Applications to a Windows Computer

The following command prints `file` to your default printer on the Windows computer:

```
$ lp file
```

You can also print to a port on the computer. For example:

```
$ lp -d LPT1: file
```

You can also print by specifying the universal naming convention (UNC) name of a network printer that is accessible from the computer. To use a UNC name, you must enclose the printer name in quotes and escape backslashes as appropriate for the shell. For example:

```
$ lp -d '\\\\PRTSERVER\\HPLJ5' file
```

To avoid problems with UNC names, you can print using a "friendly" name such as:

```
$ lp -d label-printer file
```

In this case, the friendly name must be configured by your SGD Administrator.

1.4.3. Printing From Windows Applications

SGD enables you to print from Windows applications to a printer attached to your computer.

1.4.3.1. Printing from Windows Applications to UNIX, Linux, or Mac OS X Platform Computers

If you print from a Microsoft Windows application to a UNIX, Linux, or Max OS X platform computer, you see the client printers that have been configured by your SGD Administrator.

See Section B.2.1, "Configuring Your Client Printers" for more information on how you can configure your own client printers.

1.4.3.2. Printing from Windows Applications to a Windows Computer

If you print from a Microsoft Windows application to a Microsoft Windows computer, you see some, all, or none of the printers that are attached to the client and also the printers that are attached directly to the application server.

1.4.4. PDF Printing

With SGD you can also use PDF printing. This avoids many problems with print drivers by using the Adobe PDF format.

SGD has two PDF printers: *Universal PDF Printer* and *Universal PDF Viewer*.

On Microsoft Windows computers, the Universal PDF Printer printer displays the print job as a PDF file in Adobe Reader, which then prints the PDF file to your default printer. The Universal PDF Viewer printer displays the print job as a PDF file in Adobe Reader. You can then decide whether to print or save the PDF file.

On UNIX, Linux, and Mac OS X platform computers, there is no difference between the Universal PDF Printer and Universal PDF Viewer printers, as the print job is always displayed as a PDF file in a PDF viewer. You can then decide whether to print or save the PDF file.

1.4.4.1. Using PDF Printing

From a Windows application, you print in the normal way and select either the Universal PDF Printer or the Universal PDF Viewer printer in the application's Print dialog box.

From an application running on a UNIX or Linux platform application server, you print in the normal way, specifying a PDF printer as part of the print command. For example:

```
$ lp -d "Universal PDF Printer" file
```

```
$ lpr -P "Universal PDF Viewer" file
```

The *file* must be a PostScript file, so the application must be able to output PostScript.

On Windows computers, the PDF file is displayed in the Adobe Reader. Depending on the printer you select, either of the following applies:

- If the Universal PDF Printer printer is selected, the PDF file is printed automatically to your default printer. The Adobe Reader runs minimized and does not exit when the print job has finished.

- If the Universal PDF Viewer printer is selected, the PDF file is displayed in the Adobe Reader window. You can then decide whether to print or save the file.

On UNIX, Linux, and Mac OS X platform computers, the PDF file is displayed in a PDF viewer. You can then decide whether to print or save the PDF file. There is no difference between the Universal PDF Printer and the Universal PDF Viewer printers, as the print job is always displayed in a PDF viewer.

1.4.5. Printing Troubleshooting

If you print from an application and the output does not appear, use the following table to check for possible causes.

Possible Cause	More Information
Have You Paused Printing?	Make sure that your workspace indicates that printing is not paused. See Figure 1.16, "Printing Paused Icon".
Is Your Printer Set Up Correctly?	Make sure your printer is set up correctly. For example, by printing a web page to the printer from a browser.
Have You Printed To the Correct Printer?	You can choose a printer to print to. If you do not select a printer, output is sent to your default printer. To see which printer is your default printer, point to the printer icon on your workspace. A message shows the name of your default printer. If you want to change your default printer, you must log out of SGD, change the default printer, then log in to SGD again.
Is the Message "No Client Printer Available" Displayed?	Make sure that your workspace does not display a "No Client Printer Available" message and that the printer icon does not contains a red X. This means that SGD does not support printing for your computer or for your printer. Your SGD Administrator might be able to help enable printing.

If none of the above solves your printing problem, contact your SGD Administrator.

1.5. Changing Your Settings

You can configure the following settings by clicking on the Edit button in the Applications area:

- Client settings

- Application groups

1.5.1. Client Settings

Each time the SGD Client starts it uses a profile. A profile is a group of configuration settings that control the SGD Client. The settings in a profile define the following:

- **How the SGD Client connects to an SGD server.** For example, the URL to connect to and the proxy server to use.

- **How the SGD Client behaves.** For example, if it loses a connection to an SGD server.

You have one profile for each SGD server you connect to.

The available client settings are described in Appendix C, *Profile Settings*.

1.5.1.1. Editing Profiles

You can only edit profiles if your SGD Administrator has configured SGD to let you do this.

You can only edit profiles from a workspace. On your workspace, click the Edit button in the Applications area of the workspace, and then click the Client Settings tab.

You can only edit your own profiles, and you can only edit the profile for the SGD server you are currently connected to.

When you first edit a profile, the settings are the ones that your SGD Administrator has configured for you.

To restore a profile to the system default settings, click the Reset button.

> **Note**
>
> You must log out of SGD and log in again for changes to your profile to take effect.

1.5.2. Application Groups

Only an SGD Administrator can add an application to, or remove an application from, the list of applications that you can run. However, you can choose how and when those applications display on your workspace. You do this by creating groups.

Groups are useful for grouping similar applications together or for hiding applications you do not use very often. How you use groups is up to you.

1.5.2.1. How To Create a Group

1. On the workspace, click the Edit button.

2. Click the Edit Groups tab.

3. Click the Add New Group button.

   Type a name for the group.

   In Choose Your Content, select the check boxes for the applications and documents you want to include in the group.

4. Set the display options for the group.

   To hide the applications *and* the group so that they do not display on your workspace, you deselect the check box next to I Want to See This Group on My Workspace When I Log In.

   To hide the contents of the group so that only the group name is displayed when you first log in, you deselect the check box next to I Want to See the Contents of This Group When I Log in.

   Figure 1.17. Creating a New Group Using the Edit Groups Tab

5. Click the Save Group button.

6. Click the Update button.

   The names of the workspace groups you create are displayed on the workspace.

   Figure 1.18. Group Displayed on a Workspace, Showing Group Contents
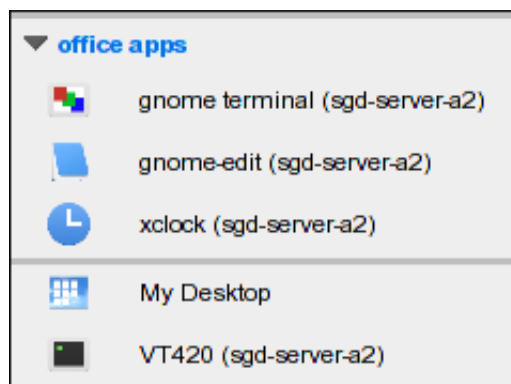
   A separator line to show you which applications are in the group is also displayed.

7. Click the triangle to hide and show the applications in the group.

Figure 1.19. Group Displayed on a Workspace, Hiding Group Contents
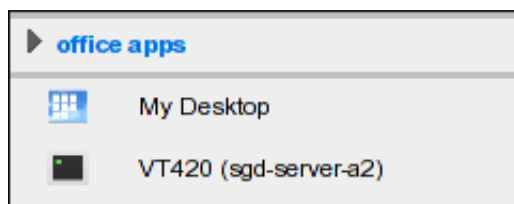
You can add as many groups as you like. You can change or delete a group whenever you like. After making a change you must click Update.

1.6. Using My Desktop

My Desktop is a feature that enables you to log in and display a full-screen desktop application, without displaying your workspace.

My Desktop displays the desktop application configured for you by an SGD Administrator, for example, a Microsoft Windows desktop.

You start My Desktop by clicking the My Desktop link on the SGD web server Welcome page, at `https://server.example.com`. This link displays the SGD Login page. Once you have logged in, the My Desktop full-screen desktop application is displayed.

An alternative way to start My Desktop is by going to `https://server.example.com/sgd/mydesktop`.

After starting My Desktop, you can close the browser window.

Note

You cannot suspend or resume your My Desktop application. You must log out of the desktop application as normal.

If you have paused print jobs, a message which enables you to resume printing is displayed in the browser window when you log in.

1.7. Logging Out of the SGD Workspace

Always log out of SGD before closing your browser.

Click the Logout button on your workspace and click OK when prompted for confirmation. See Figure 1.20, "Log Out Button on the Workspace".

Figure 1.20. Log Out Button on the Workspace

Chapter 2. Using a Tablet Device

When you use a tablet device such as an iPad or Android device to log in to Secure Global Desktop (SGD), the user experience is slightly different compared to when you use a desktop computer.

On a tablet device the workspace, called the *tablet workspace*, may look different and how you interact with applications is changed. You can use gestures and the on-screen keyboard on the tablet device to enter text, navigate the workspace, and start applications. Toolbars are available for interacting with applications.

You can also use the tablet workspace on some desktop computers. See Section 2.8, "Using the Tablet Workspace on a Desktop Computer".

> **Note**
>
> Some features of SGD may be unavailable when using the tablet workspace. See Section 2.6, "Limitations of Using the Tablet Workspace".

This chapter describes the features that are changed when you use the tablet workspace. Chapter 1, *Using Oracle Secure Global Desktop* describes how to use SGD on a desktop computer.

2.1. Using Gestures and the On-Screen Keyboard

You can use the built-in gestures and on-screen keyboard on your tablet device to enter text, navigate the workspace, and start applications A *gesture* is a finger motion that is used to interact with the touch screen on the tablet computer.

When you are displaying an application, you can use the gestures shown in Table 2.1, "Supported Gestures and Their Equivalent Mouse Actions".

Table 2.1. Supported Gestures and Their Equivalent Mouse Actions

Gesture	Action
Tap with one finger	Left mouse button click
Double tap with one finger	Double-click left mouse button
Tap with two fingers	Right mouse button click
Tap with three fingers	Display or hide the on-screen keyboard. To position the keyboard, tap the desired position on screen with one finger before you display the keyboard. Panning up or down the screen using the three-finger drag gesture is supported when the keyboard is displayed, and you are not zoomed in.
Touch and hold, then drag	Left mouse button click + drag
Pinch fingers together	Zoom out
Pinch fingers apart	Zoom in Panning across the screen using the three-finger drag gesture is not supported when you

Gesture	Action
	are zoomed in, and the on-screen keyboard is visible.
Drag with three fingers	When zoomed in: Pan across the screen. When the on-screen keyboard is shown: Scroll the display up or down.
Drag up or down with two fingers	Scroll the display using the middle scroll wheel on a mouse

Supported gestures are listed on the Settings screen. To display the Settings screen, tap the Settings icon on the drop-down toolbar when you are displaying an application. See Section 2.4.2, "Using the Application Toolbars".

2.1.1. Displaying the On-Screen Keyboard

The on-screen keyboard for your tablet device is displayed automatically when you tap in the SGD login dialog.

When you are using an application, you can display the on-screen keyboard by doing either of the following:

- Tap the Keyboard icon on the side toolbar. See Table 2.4, "Icons on the Side Toolbar".

- Use the three-finger tap gesture. See Table 2.1, "Supported Gestures and Their Equivalent Mouse Actions".

To provide access to keys that are not available on a standard tablet device keyboard, some additional keys have been added at the top of the on-screen keyboard. See Figure 2.1, "Keyboard Extender, Showing Additional Keys for SGD Applications".

The toolbar containing the additional keys is called the *keyboard extender*.

Figure 2.1. Keyboard Extender, Showing Additional Keys for SGD Applications

The additional keys on the keyboard extender are described in Table 2.2, "Additional Keys for SGD Applications".

Table 2.2. Additional Keys for SGD Applications

Key	Description
Main	Common modifier keys: Esc, Ctrl, Alt, Shift, Delete, Tab, Windows key
Cursor	Cursor keys: Up, Down, Left, Right
Fn	Function keys: F1 to F12
Ext	Extra keys:

Key	Description
	PageUp, PageDown, Insert, Home, End
	Snap key: Hides the keyboard extender. To redisplay the keyboard extender, display the on-screen keyboard. When you are using an external keyboard, this key docks the keyboard extender at the bottom of the screen. See Section 2.1.2, "Using an External Keyboard". This key is only shown on iOS devices.

2.1.2. Using an External Keyboard

You can use an external keyboard, such as a Bluetooth wireless keyboard, to interact with SGD applications.

To use an external keyboard with SGD applications, do the following:

1. Tap the Keyboard icon on the side toolbar.

   Alternatively, use the three-finger tap gesture. See Table 2.1, "Supported Gestures and Their Equivalent Mouse Actions".

   The keyboard extender is shown, providing access to additional keys.

   > **Note**
   >
   > The main on-screen keyboard is not shown when you are using an external keyboard.

2. (Optional) Dock the keyboard extender at the bottom of the screen.

   This step is only required for iOS devices. On Android devices, the keyboard extender is docked automatically at the bottom of the screen.

   Tap the snap key.

   Extended keys, such as Ctrl and Esc, are still available when the keyboard extender is docked.

2.2. Logging In Using a Tablet Device

Security warning messages may be different on a tablet device, compared to when you use a desktop computer, and the user experience is changed.

Before you log in to SGD ensure that JavaScript software and cookies are enabled for your browser.

> **Note**
>
> You do not have to enable Java technology in your browser when using a tablet device.

1. Using your browser, go to the SGD login URL.

   The SGD login URL is usually `https://server.example.com/sgd`, where `server.example.com` is the name of the SGD server.

2. Enter your SGD user name and password.

   Tap in a field on the login dialog to show the on-screen keyboard.

3. Tap Login to log in to SGD.

   While SGD is starting up the Client Setup screen is displayed, showing the progress of the login process. See Figure 2.2, "Client Setup Screen, Shown When Logging In".

Figure 2.2. Client Setup Screen, Shown When Logging In
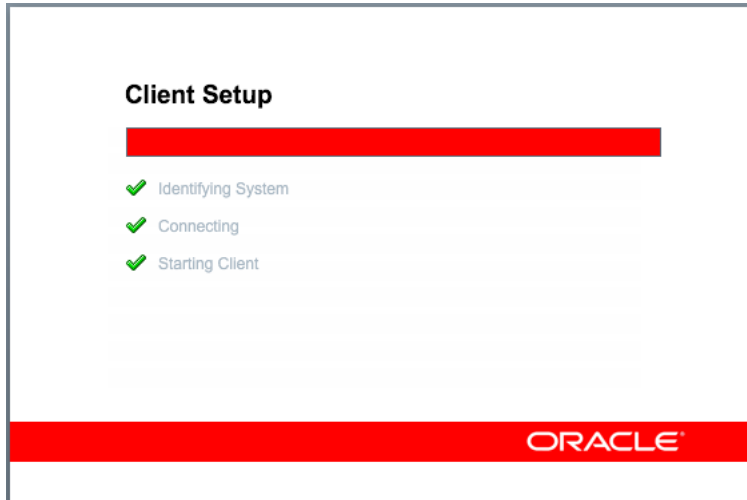
4. (Optional) Install the SGD server certificate on the browser.

   This step is usually only needed the first time that you log in to SGD. The process varies, according to the type of tablet you are using.

   On Android platforms. The certificate can be installed after logging in, using a link on the Info page on the tablet workspace. See Section 2.3, "The Tablet Workspace".

   On iOS platforms. The steps to install the certificate are as follows:

   a. The Install Server Certificate dialog is shown. See Figure 2.3, "Install Server Certificate Dialog".

   Figure 2.3. Install Server Certificate Dialog
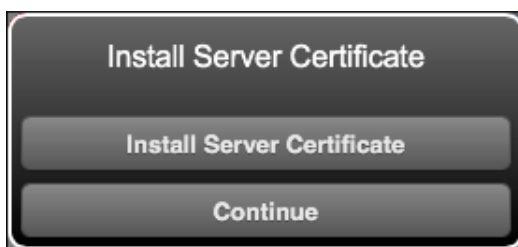
   > **Note**
   >
   > Depending on how your Administrator has configured SGD, you may not always see this prompt.

   b. Tap Install Server Certificate on the Install Server Certificate screen.

Details of the security certificate are shown. If the certificate details are correct, tap Install to install the security certificate on the browser.

c. A confirmation screen indicates that the certificate has been installed. See Figure 2.4, "Certificate Install Confirmation Screen, Shown on iOS Devices".

Figure 2.4. Certificate Install Confirmation Screen, Shown on iOS Devices
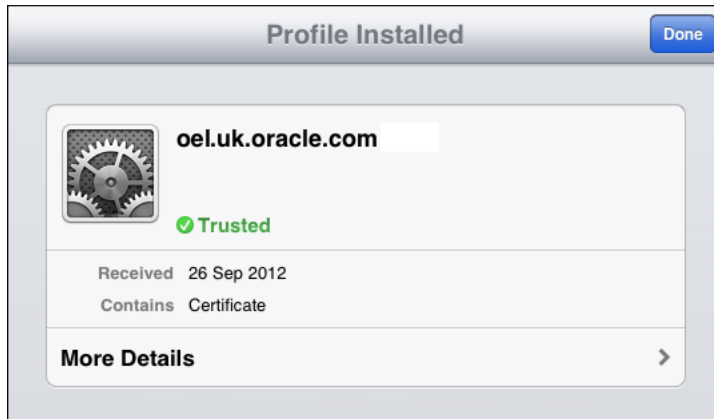
5. The tablet workspace is displayed. See Section 2.3, "The Tablet Workspace".

Note

The SGD Client icon is not shown on the client device. When you are using a tablet device, the SGD Client software is not downloaded and installed on the client device.

2.3. The Tablet Workspace

When you use a tablet device, the tablet workspace is shown. This workspace is very similar to the workspace shown when you use a desktop computer. See Figure 2.5, "Tablet Workspace Displayed on a Tablet Device".

The applications that you can run are listed on the workspace.

Figure 2.5. Tablet Workspace Displayed on a Tablet Device
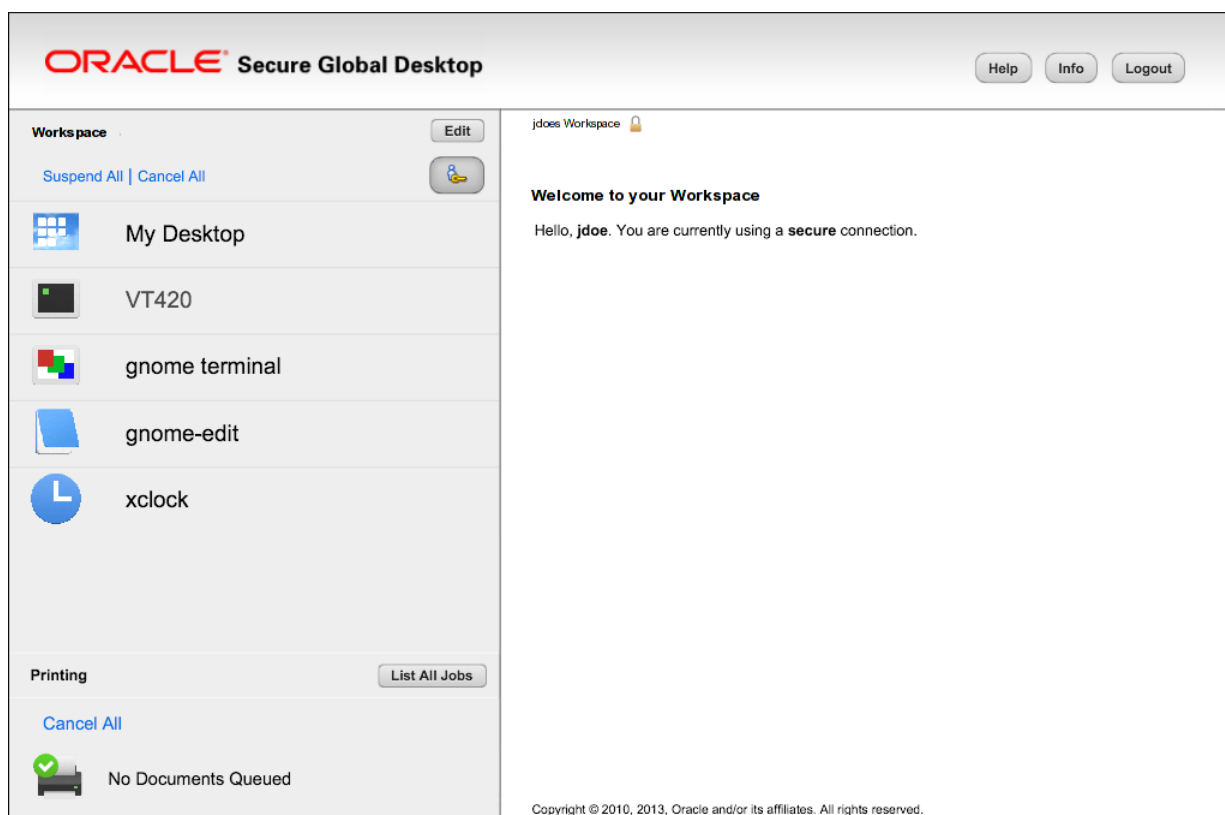
Tapping the Info button on the workspace displays a link that enables you to download an SGD server certificate to your tablet device. You might need to download the certificate if the SGD server has an untrusted certificate. Contact your Administrator if you need advice.

2.4. Running Applications on a Tablet Device

When you start an application on the tablet workspace, the application is displayed in a new browser tab, instead of an application window.

> **Note**
>
> You can only run a single application at any one time. When you start an application, any running applications are suspended automatically.

Toolbars are available to help you to interact with the application. See Section 2.4.2, "Using the Application Toolbars".

2.4.1. Starting an Application

To start an application, tap the application link on the workspace.

The application is displayed in a new browser tab, as shown in Figure 2.6, "Application Displayed in a New Browser Tab on an iPad" and Figure 2.7, "Application Displayed in a New Browser Tab on an Android Device".

Figure 2.6. Application Displayed in a New Browser Tab on an iPad

Figure 2.7. Application Displayed in a New Browser Tab on an Android Device

The following gestures can be used to start an application.

Table 2.3. Supported Gestures For Starting Applications

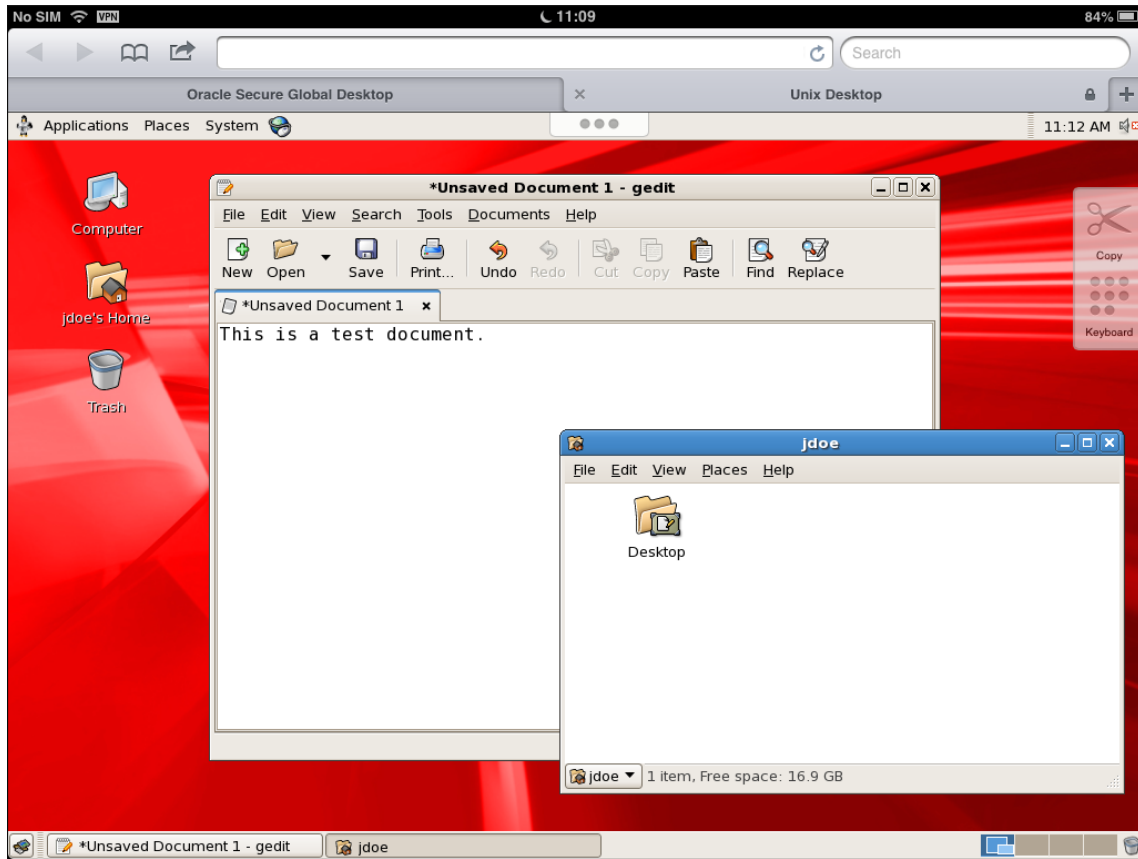| Gesture	Equivalent Mouse Action
Tap with one finger	Left mouse-button click.
	Starts the application.
![icon] + Tap with one finger	Shift + left mouse-button click.
	Displays the Application Authentication dialog, enabling you to run applications using a different user name and password.
	This is called *forced authentication*. See Section 2.4.1.1, "Using Forced Authentication on the Tablet Workspace".

2.4.1.1. Using Forced Authentication on the Tablet Workspace

Forced authentication is when SGD prompts you for a user name and password when you start an application. On a desktop computer, you can show the prompt by holding down the Shift key when you click the application's link on your workspace. See Section 1.3.5, "Running Applications Using a Different User Name and Password".

Forced authentication is disabled by default on the tablet workspace. To use forced authentication, do the following:

1. Enable forced authentication for the next application launch.

   Tap the Force Authentication icon on the workspace.

   The icon becomes highlighted and active.

   Figure 2.8. Force Authentication Icon

2. Start the application.

   Tap the application link on the workspace.

   An authentication prompt dialog is shown by SGD.

   Enter the user name and password to start the application.

   The Force Authentication icon becomes grayed out and inactive.

   > **Note**
   >
   > Forced authentication only applies for a single application start. You must repeat these steps each time you want to start an application using a different user name and password.

Your Administrator can configure whether to display the Force Authentication icon on the tablet workspace.

2.4.2. Using the Application Toolbars

When you are displaying an application, the following toolbars are available for controlling and configuring applications:

• Side toolbar

• Drop-down toolbar

Side Toolbar

The side toolbar is shown on the right side of the browser tab.

Figure 2.9. Side Toolbar, Showing Tool Icons

Table 2.4, "Icons on the Side Toolbar" describes the icons on this toolbar.

Table 2.4. Icons on the Side Toolbar

Icon	Description
Copy	Copies the selected text to the clipboard. See Section 2.4.4, "Copy and Pasting Between Applications".
Keyboard	Displays the on-screen keyboard. See Section 2.1, "Using Gestures and the On-Screen Keyboard".

Drop-Down Toolbar

The drop-down toolbar is at the top of the browser tab.

Figure 2.10. Drop-Down Toolbar, Showing Tool Icons

To show the drop-down toolbar, tap the ⠒⠒ icon at the top of the browser tab.

To hide the drop-down toolbar tap the ⠒⠒ icon under the toolbar.

Table 2.5, "Icons on the Drop-Down Toolbar" describes the available icons on this toolbar.

Table 2.5. Icons on the Drop-Down Toolbar

Icon	Description
● ● ● Show/Hide	Shows or hides the drop-down toolbar.
✄ Clipboard	Shows the contents of the clipboard. See Section 2.4.4, "Copy and Pasting Between Applications"
⑦ Diagnostics	Shows diagnostic information about the application session and the client device.
⚙ Settings	Displays configuration settings for displaying and working with applications. See Section 2.5, "Changing Your Settings on a Tablet Device".
⊗ Close	Closes the browser tab. This closes down or suspends the application, depending on the application's resumability settings. See also Section 2.4.6, "Closing Down an Application".

2.4.3. Suspending and Resuming Applications

The session toolbar is available on the workspace for suspending and resuming applications, as described in Section 1.3.2, "Suspending and Resuming Applications".

> **Note**
>
> The Resume All option of the session toolbar is not available on the tablet workspace.

You can only run one instance of an application at one time. When you start an application, any running instances are suspended automatically.

When you start an application, running applications with an Application Resumability setting of Never are switched dynamically to a setting of During the User Session. This prevents such applications from closing down when they are suspended automatically.

The number of instances of an application are shown in the Applications area, next to the application name.

2.4.4. Copy and Pasting Between Applications

You can copy and paste text to and from your tablet device, and between applications.

When you use a tablet device, SGD is not allowed to access the local device's clipboard directly. This means that when you copy and paste using a tablet device there are extra stages, compared to when you use a desktop computer.

The following changes apply when using a tablet device:

- You must place data on to the tablet workspace clipboard first, before you can paste to a remote application or to the tablet device. Use the Copy button in the side toolbar to retrieve the data you copy from an application and place it on the workspace clipboard.

- Use the Show Clipboard screen to display the contents of the workspace clipboard, and to copy data to the tablet computer's clipboard.

The following procedures describe how you use copy and paste for some typical scenarios.

2.4.4.1. Copying From an SGD Application to a Tablet Device

1. Select and copy the text in the application.

   Use the normal method for the application you are copying from.

2. Retrieve the text from the application.

   Tap the Copy button in the side toolbar.

3. View the copied text on the tablet workspace clipboard.

   Display the application toolbar and tap the Clipboard icon.

   The copied text is shown on the Clipboard Contents screen.

4. Copy the text to the tablet device.

   Highlight the copied text on the Clipboard Contents screen and tap Copy.

5. Paste the copied text into to an application on the tablet computer.

   Use the normal method for the application you are pasting to.

2.4.4.2. Copying from a Tablet Device to an SGD Application

1. Select and copy the text in the application running on the tablet device.

   Use the normal method for the application you are copying from.

2. Retrieve the text from the tablet device.

   Display the application toolbar and tap the Clipboard icon.

   The Clipboard Contents screen is displayed.

   Paste the copied text into the text field on the Clipboard Contents screen.

3. Copy the text to the SGD application.

Tap the Send to Application icon. This sends the copied text to the SGD application.

The SGD application is displayed automatically.

4. Paste the data into the SGD application.

Use the normal method for the application you are pasting to.

2.4.4.3. Copying Between SGD Applications

1. Select and copy the text in the first application.

Use the normal method for the application you are copying from

2. Retrieve the text from the application.

Click the Copy button in the application toolbar.

3. Switch to the second application.

The copied text is sent automatically to the second application.

4. Paste the copied text into the second application.

Use the normal method for the application you are pasting to.

2.4.5. Printing From an Application

You can print from your applications to a printer connected to your tablet device.

Note

Only PDF printing is supported for the tablet workspace. See Section 1.4.4, "PDF Printing".

After printing from the application, the New Printable Document dialog is displayed. Tap Open to display the print job as a PDF file in the PDF viewer on your tablet device.

Figure 2.11. New Printable Document Dialog
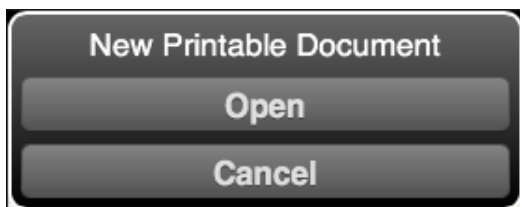
You can then decide whether to print or save the PDF file.

The following changes apply for the Printing area of the tablet workspace:

• You cannot pause and resume your print jobs from the Printing area. When you are using the tablet workspace, you can only cancel print jobs.

• Only PDF print jobs can be managed from the Printing area.

2.4.6. Closing Down an Application

You can use any of the following ways to close down an application:

- Tap the close window decoration on the application window. The Application Disconnected dialog is shown. See Figure 2.12, "Application Disconnected Dialog".

Figure 2.12. Application Disconnected Dialog
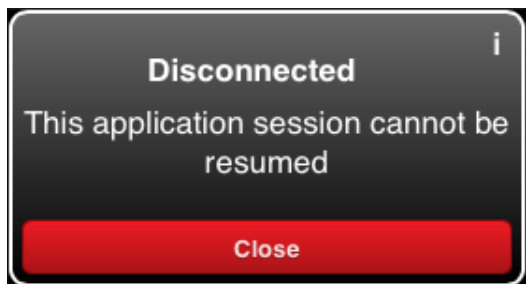
Tap Close to close down the application and close the browser tab.

- In the application list on the workspace, use the session toolbar for the application.

Doing any of the following will *suspend* the application:

- Closing the browser tab.

- Tapping the Close icon on the drop-down toolbar.

- Starting another instance of an application

2.5. Changing Your Settings on a Tablet Device

Note

Profile settings are not supported for tablet devices.

The following settings are available when using the tablet workspace:

- **Application groups.** Tap the Edit button in the Applications area of the workspace.

  These settings are described in Section 1.5.2, "Application Groups".

- **Tablet device settings.** To show settings for tablet device users, tap the Settings icon in the drop-down toolbar.

  The Settings screen is displayed. Table 2.6, "Tablet Settings for SGD" describes the available settings.

Table 2.6. Tablet Settings for SGD

Setting	Description
Keyboard Extender	Displays additional keys for the on-screen keyboard. See Section 2.1.1, "Displaying the On-Screen Keyboard".
Show Cursors	When you tap in the application, a mouse cursor is shown, instead of the tablet cursor.

Setting	Description
Remote Input Locale	Sets the language used by the keyboard on the tablet computer. The same language is used automatically for the SGD application. Changes made to this setting take effect for new application sessions only.
Toolbar Color	Sets the color of the application toolbars. The Automatic option adjusts the toolbar color automatically to suit the displayed application.
Client Information	Shows client details, such as a Unique Device Identifier (UDID) string which identifies your tablet device, the SGD server it is connected to, and the locale setting used by the tablet device.
Gestures	Describes the gestures that you can use with SGD applications.

2.6. Limitations of Using the Tablet Workspace

The following limitations apply when you connect to SGD from a tablet device, or when you use the tablet workspace on a desktop computer:

- **Manual installation.** Manual installation of the SGD Client is not supported on a tablet device.

- **Client profiles.** Client profiles are not available when you are using the tablet workspace.

- **Firewall forwarding.** You cannot use a tablet device to access an SGD server that has been configured for firewall forwarding. Tablet devices can be used with the SGD Gateway.

- **Character applications.** Starting and running of character applications, such as a VT420 terminal, is not supported.

- **Feature support.** The following features are *not supported* when running SGD applications on the tablet workspace:

  - Printer-direct printing. Use PDF printing where possible.

  - Client drive mapping

  - Audio output and recording

  - Smart card authentication for Windows applications

  - Keyboard locales. Only en-us keyboards are supported.

  - Serial port redirection

  - Resuming of Client Window Management applications

See the *Oracle Secure Global Desktop Platform Support and Release Notes* for details of supported platforms and browsers for the tablet workspace.

2.7. Logging Out on a Tablet Device

Always log out of SGD before closing your browser.

Tap the Logout button on your workspace and tap OK when prompted for confirmation.

2.8. Using the Tablet Workspace on a Desktop Computer

The tablet workspace is displayed automatically when you log in to SGD from a tablet device, such as an iPad or Android device. This workspace uses an HTML5 web page to display and run your applications, and has been designed to work well on the tablets supported by SGD.

You can also display the tablet workspace if you log in from a Windows or Mac OS X desktop computer and use a Chrome browser. Go to the following URL:

```
https://server.example.com/sgd/index.jsp?clienttype=h5c
```

where *server.example.com* is the name of the SGD server.

> **Note**
>
> Before going to the URL, ensure that you are logged out of SGD.

Your Administrator can configure SGD to display the tablet workspace automatically when you log in using a certain type of browser, such as Chrome.

Appendix A. Installing the SGD Client Manually

To use Oracle Secure Global Desktop (SGD) with a browser that does not have Java technology enabled, you must download the SGD Client manually and install it on your computer. You then start the SGD Client manually, and configure it to connect to an SGD server.

> **Note**
>
> Manual installation of the SGD Client is not supported if you are using a tablet device.

A.1. Installing the SGD Client

The SGD Client is usually installed automatically when you connect to an SGD server using a browser with Java technology enabled. Follow these instructions only if you want to install the SGD Client *manually*.

For a manual installation of the SGD Client the following default locations are used. On platforms other than Mac OS X, you can choose a different installation directory when you install the software.

- **Microsoft Windows platforms:** `C:\Program Files\Oracle\Secure Global Desktop Client\clients`

  A shortcut for the SGD Client is added to the Windows Start Menu.

- **UNIX and Linux platforms:** `$HOME/Oracle Secure Global Desktop/clients`

- **Mac OS X platforms:** `/Applications/Oracle Secure Global Desktop Client`

A.1.1. How to Install the SGD Client Manually on Microsoft Windows Platforms

1. In a browser, go to an SGD web server.

   For example, `https://server.example.com`.

   The SGD web server Welcome page is displayed, as shown in Figure A.1, "SGD Web Server Welcome Page" .

Figure A.1. SGD Web Server Welcome Page
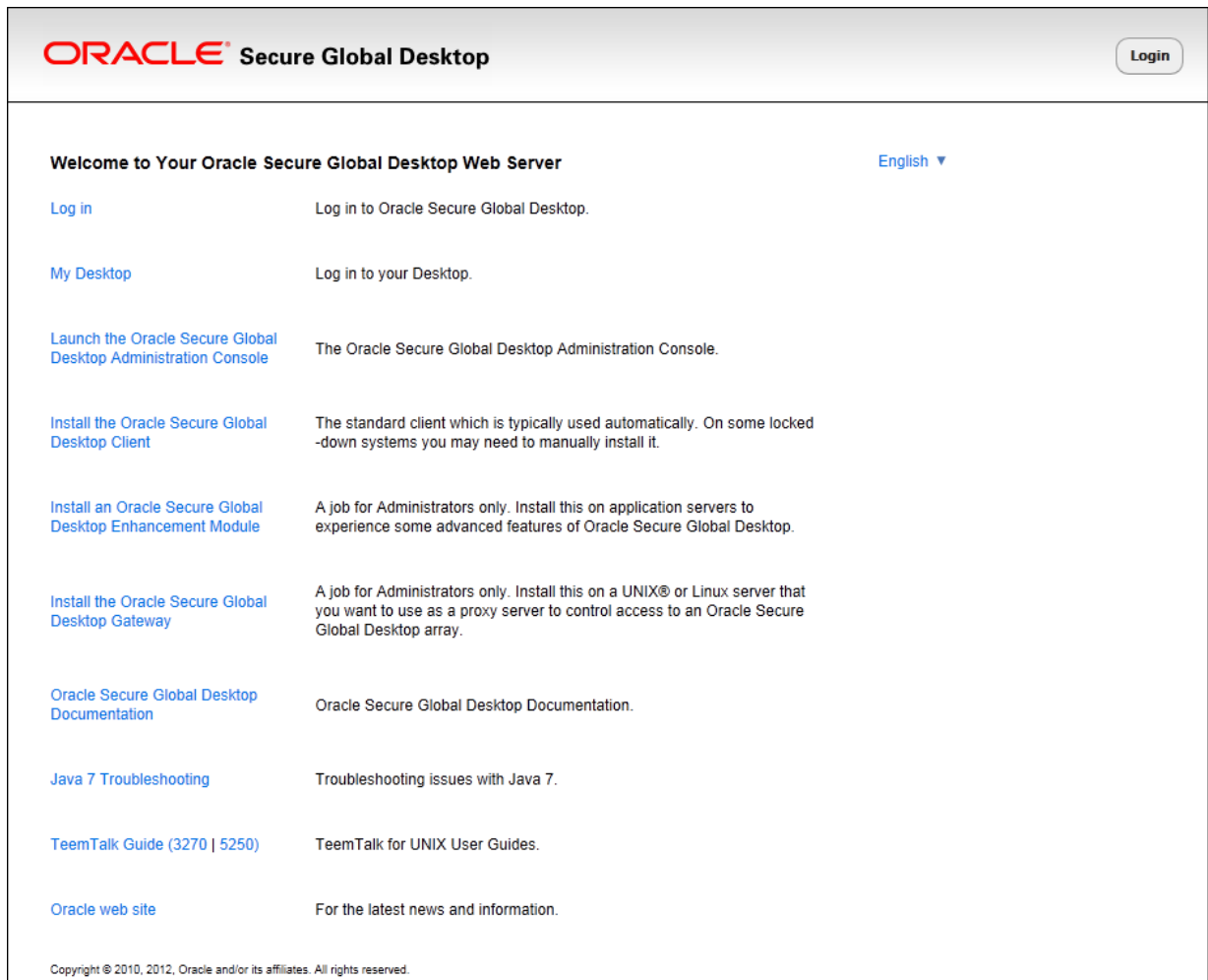
2. (Optional) Select your preferred language.

   Select a language from the language list.

   The Welcome page is displayed in the selected language.

3. Click Install the Oracle Secure Global Desktop Client.

   The Oracle Secure Global Desktop page is displayed.

4. Download the SGD Client installation program.

   Click Download the Secure Global Desktop Client for Microsoft Windows.

   Save the installation program to a temporary directory on the PC.

   The SGD Client installation program is `sgdcwin-lang.msi`, where `lang` is the selected language.

5. Change to the temporary directory and install the SGD Client.

   Double-click `sgdcwin-lang.msi` and follow the instructions on the screen.

A.1.2. How to Install the SGD Client Manually on Oracle Solaris and Linux Platforms

1. In a browser, go to an SGD web server.

   For example, `https://server.example.com`

   The SGD web server Welcome page is displayed, as shown in Figure A.1, "SGD Web Server Welcome Page" .

2. (Optional) Select your preferred language.

   Click a language from the language list.

   The Welcome page is displayed in the selected language.

3. Click Install the Oracle Secure Global Desktop Client.

   The Oracle Secure Global Desktop Client page is displayed.

4. Download the SGD Client tar file.

   Click Download the Secure Global Desktop Client for `platform`, where `platform` is the operating system for your computer platform.

   Save the tar file to a temporary directory on your computer.

   Tar file names indicate a platform, as follows:

   - `sgdci3so.tar` for Oracle Solaris on x86 platforms

   - `sgdcspso.tar` for Oracle Solaris on SPARC technology platforms

   - `sgdci3li.tar` for Linux platforms

5. Change to the temporary directory and extract the tar file.

   ```
   $ cd /tempdir
   $ tar xvf tarfile
   ```

6. Install the SGD Client.

   ```
   $ sh sgdc/install
   ```

   Follow the instructions on the screen.

A.1.3. How to Install the SGD Client Manually on Mac OS X Platforms

1. In a browser, go to an SGD web server.

   For example, `https://server.example.com`

   The SGD web server Welcome page is displayed, as shown in Figure A.1, "SGD Web Server Welcome Page" .

2. (Optional) Select your preferred language.

Click a language from the language list.

The Welcome page is displayed in the selected language.

3. Click Install the Oracle Secure Global Desktop Client.

The Oracle Secure Global Desktop Client page is displayed.

4. Download the SGD Client installation program.

Click Download the Secure Global Desktop Client for Mac OS X.

Save the installation program to a temporary directory on the Mac.

The SGD Client installation program is `OracleSecureGlobalDesktopClient.dmg`.

5. Change to the temporary directory and install the SGD Client.

Double-click `OracleSecureGlobalDesktopClient.dmg` to open the installer disk image.

In the window that appears, double-click the `Oracle Secure Global Desktop Client.pkg` package to install the SGD Client.

Follow the instructions on the screen.

A.2. Starting the SGD Client

On UNIX and Linux platforms, you start the SGD Client manually with the `ttatcc` command.

On Mac OS X platforms, you click the Oracle Secure Global Desktop Client application icon.

On Microsoft Windows platforms, you click Start → All Programs → Oracle Secure Global Desktop → Oracle Secure Global Desktop Client to start the SGD Client manually.

A.2.1. How to Configure the SGD Client

The first time you start the SGD Client, it asks for the following information:

- The URL of the SGD server to which it connects. This is usually `https://server.example.com/sgd`, where `server.example.com` is the name of an SGD server.

- The proxy settings to use. The settings can be determined from your default browser, requiring Java technology, or you can type them in.

1. Start the SGD Client for the first time.

   - On UNIX and Linux platforms:

     ```sh
     sh
     $ cd $HOME/Oracle Secure Global Desktop/clients/arch/version
     $ ./ttatcc
     ```

     where `arch` is the client architecture and `version` is the SGD Client version.

   - On Mac OS X platforms:

     Go to the `$HOME/applications/Oracle Secure Global Desktop/version` folder, where `version` is the SGD Client version.
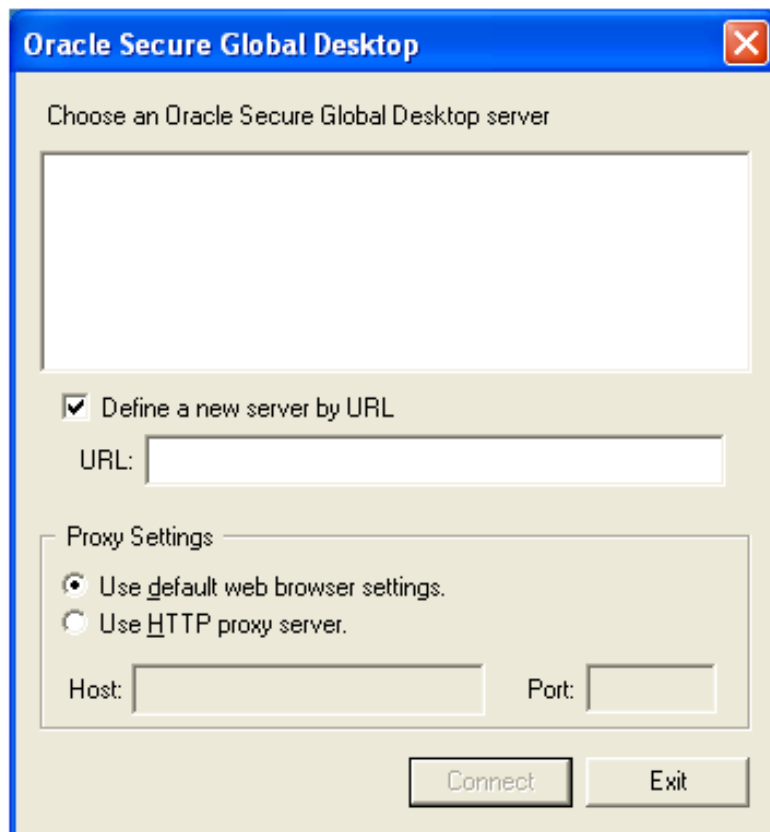
Click the Oracle Secure Global Desktop Client application icon.

- On Microsoft Windows platforms:

Click Start → All Programs → Oracle Secure Global Desktop → Oracle Secure Global Desktop Client.

The Client Connection Settings dialog box is shown. See Figure A.2, "Client Connection Settings Dialog Box".

Figure A.2. Client Connection Settings Dialog Box

Note

On Microsoft Windows platforms, the Client Connection Settings dialog box is shown every time that you start the SGD Client using the link in the Start Menu. On all other platforms, the dialog box is only shown the first time that you start the SGD Client. For these platforms, use the `-prompt` command option if you need to redisplay the Client Connection Settings dialog box.

2. Type in the URL for the SGD server.

Always use the fully-qualified domain name, such as `https://server.example.com`. Do not use short names, such as `server` or `server.example`.

3. Select a Proxy Settings option.

If you select the Use HTTP Proxy Server option, type the proxy server host name and port in the fields provided.

4. Click the Connect button to connect to the SGD server.

   Your default browser is loaded and the SGD Login dialog is displayed.

5. Log in to SGD.

   Type in your SGD user name and password at the SGD Login dialog. Click the Login button to log in to SGD.

6. Log out of SGD.

   Click the Logout button on the SGD workspace menu bar.

   The Client Connection settings you have entered are used by the SGD Client for any subsequent connections to this SGD server.

Appendix B. Advanced Configuration

This appendix includes configuration information for advanced users of Oracle Secure Global Desktop (SGD).

The following advanced configuration topics are described:

- Section B.1, "Client Settings"

- Section B.2, "Printing"

- Section B.3, "Accessing the Drives on Your Computer"

> **Note**
>
> These advanced configuration topics do not apply if you are using the tablet workspace.

B.1. Client Settings

You can change some of the following settings for your SGD Client:

- Login page URL

- Language

- Proxy settings

- PDF viewer

To display the Client Settings tab, you click the Edit button in the Applications area of the workspace. You can only edit client settings for the SGD server you are currently connected to.

> **Note**
>
> Your SGD Administrator determines if you are allowed to change your own client settings.
>
> Client settings are not available if you are using the tablet workspace.

B.1.1. Changing the Login Page URL

You use the Login URL setting to specify the location of the login page on the SGD server.

The Login URL is usually `https://server.example.com/sgd/index.jsp`, where `server.example.com` is the name of an SGD server.

B.1.2. Changing the Language

You use the Preferred Language setting to specify the language used for the login page and on-screen messages.

B.1.3. Changing Proxy Settings

You use the settings in the Proxy section of the Client Settings tab to specify the proxy servers used by the SGD Client.

The default setting is to use the same proxy server settings as your browser. But you can enter manual settings for an HTTP proxy server.

B.1.4. Specifying an Alternative PDF Viewer

When printing PDF files on UNIX, Linux, and Mac OS X platform computers, the PDF file is normally displayed using the default PDF viewer for the computer.

You can override this by specifying another PDF viewer for the Alternative PDF Viewer setting. Type in the application command for the alternative PDF viewer. If the application is not on your `PATH`, type the full path name for the application.

B.2. Printing

If you are using a UNIX, Linux, or Mac OS X computer, you can override the settings made by the SGD Administrator and configure printers on the computer.

B.2.1. Configuring Your Client Printers

Typically, your SGD Administrator configures the available client printers for you to use. However, if you are printing from a UNIX, Linux, or Mac OS X platform computer, you can override these settings and configure your own client printers. You do this by defining them in a client printer configuration file in your home directory at `$HOME/.tarantella/printerinfo.txt`. This file is not installed by default. You must create this file, or ask your SGD Administrator for a template file that you can install and edit.

The format of the printer configuration file is as follows:

```
[UNIX]
"printer_name"="windows_driver" printer_type
"printer_name"="windows_driver" printer_type...
```

`printer_name` is the name of the printer as it is known to the `lp` or `lpr` system on the computer.

`windows_driver` is the name of the printer driver to use when printing from a Microsoft Windows application server.

`printer_type` is the format to be used for the print job. The values can be PostScript, PCL, or Text.

An example of a client printer configuration file is as follows:

```
[UNIX]
"drafts"="HP DeskJet 970Cxi" PCL
"salesprinter"="HP LaserJet 5/5M" PostScript
```

This defines two client printers: `drafts` and `salesprinter`. You can then use the following command to print from a UNIX platform application to `salesprinter`:

```
$ lp -d salesprinter file
```

B.3. Accessing the Drives on Your Computer

Your SGD Administrator configures whether you can access the drives on your computer from applications running through SGD.

> **Note**
>
> Accessing the drives on your computer is not available if you are using the tablet workspace.

If you are using a UNIX, Linux, or Mac OS X platform computer, by default your home directory is mapped to a drive called "My Home". But you can configure the drives you want to use with applications. This is done by editing your client configuration file, `$HOME/.tarantella/native-cdm-config`. This file is automatically created when the SGD Client is installed. The file contains detailed instructions on how to create mapped drives.

The configuration file contains entries of the form `<path> <type> <label>`, where:

* `<path>` is the absolute path name of the client file system

* `<type>` is either unknown, fixed, floppy, cdrom, or remote

* `<label>` is the name used in the application session

Use a separate line for each drive and separate each of the fields with a space or a tab. If either the `<path>` or the `<label>` fields contains spaces or tabs, enclose the field in quotes.

You can use environment variables in the `<path>` or `<label>` fields. You delimit these with a dollar sign ($). To use a literal $, escape it with another $.

The following is an example configuration file.

```
[CDM]
$HOME$ fixed "My Home"
/tmp/$USER$ fixed Temp
"/mnt/win/My Documents" fixed "My Local Documents"
[/CDM]
```

> **Note**
>
> Changes to the configuration file only take effect when you log out and then log in to SGD.

The access rights for a mapped client drive are shown in brackets after the drive name: `(rw)` means read-write access, `(ro)` means read only access.

B.3.1. Using Removable Drives

If you attach a removable drive such as a Universal Serial Bus (USB) memory stick while using SGD, the device is detected automatically and made available to you.

To use a removable drive, your SGD Administrator must enable support for removable drives.

On UNIX and Linux platform client devices, if the removable drive is not detected automatically, the locations listed in the `[DYNAMICSTORAGE]` section of the `$HOME/.tarantella/native-cdm-config` configuration file are monitored for removable devices. Depending on the client platform, the following default system locations are listed in the `[DYNAMICSTORAGE]` section of this file.

Client Platform	Default Location	Type
Linux	`/media`	`removable`
Oracle Solaris	`/rmdisk`	`removable`

Client Platform	Default Location	Type
	/cdrom	cdrom
Sun Ray	$DTDEVROOT/mnt	removable
Mac OS X	/Volumes	removable

If your removable drive uses a different location, add one or more entries to the [DYNAMICSTORAGE] section. For example, the following entry causes SGD to monitor the /opt directory for removable drives, in addition to the default location for the client platform.

```
[DYNAMICSTORAGE]
...
/opt removable
[/DYNAMICSTORAGE]
```

Appendix C. Profile Settings

This appendix describes the settings you can configure in a profile.

Note

Profile settings are not available if you are using the tablet workspace.

C.1. Description of Profile Settings

Each time the SGD Client starts it uses a *profile*. A profile is a group of configuration settings that control the SGD Client.

Table C.1, "Profile Settings for the SGD Client" lists the settings available in a profile, with a description of what they do.

If you are unsure about a setting, ask your SGD Administrator for help.

Table C.1. Profile Settings for the SGD Client

Setting	Description
Login URL	The SGD URL to use for the profile. This is usually `https://server.example.com/sgd`, where *server.example.com* is the name of an SGD server. If you use a browser to display the SGD workspace, the URL is loaded automatically in your default browser so that you can log in and access your workspace. The default Login URL is `https://server.example.com/sgd/index.jsp`.
Alternative PDF Viewer	The application command for an alternative PDF viewer to use with PDF printing. If the application is not on your `PATH`, type the full path to the application. This setting only applies to UNIX, Linux, and Mac OS X platform computers.
Logging	Controls the amount of information that is output to the SGD Client log file. On Windows platforms, output is logged to the user's application data folder. On UNIX, Linux, and Mac OS X platforms, output is logged to the system log location. The default is Errors only.
Preferred Language	The default language to use when the SGD Client is started from the command line. The language selected is used for messages displayed by the SGD Client, the login dialog, and the workspace. The default is English.

Setting	Description
Span Multiple Monitors (Kiosk Mode)	Enables X applications to be displayed in kiosk mode on a multihead or dual head monitor. When enabled, the kiosk mode display is spanned across all monitors. When disabled, the kiosk mode display is displayed using the primary monitor only. This is the default setting.
Allow Applications to Warp the Client Pointer	Enables applications to take control of the mouse pointer.
Try to Match the Client Keyboard Layout	When enabled, SGD attempts to detect the locale and keyboard layout for the client keyboard automatically. For some client keyboards, you may still need to configure these settings manually. Disable the Try to Match the Client Keyboard Layout setting and configure the layout and locale appropriate for your keyboard. By default, this setting is enabled and should work well with most keyboards. Contact your SGD Administrator if you encounter issues when using the default setting.
Proxy Settings	Settings that control how the SGD Client determines what proxy servers to use. Use Default Web Browser Settings means use the proxy server settings configured in your default browser. Manual Proxy Settings enable you to define the proxy server settings in the profile. You can specify a HTTP proxy server. If the proxy settings are determined from a browser, the settings are stored and used the next time the SGD Client starts. If Establish Proxy Settings on Session Start is enabled, the SGD Client obtains the proxy settings from the browser every time it starts. The stored proxy settings are not used. By default, the Use Default Web Browser Settings check box is selected and the Establish Proxy Settings on Session Start check box is not selected.
Connection Failure	Settings that control what the SGD Client does if the connection to an SGD server is lost: Whether to always reconnect, to never reconnect or to ask you what to do. If the SGD Client reconnects, these settings control how many attempts are made to reconnect and the time in seconds between each attempt. If the SGD Client is unable to reconnect, the user session ends and any running applications are ended or suspended, depending on how they have been configured for you. The default settings are: Always Attempt to Reconnect, Number of Attempts: 6, and Interval: 10.

Setting	Description
Clipboard Synchronisation	Settings that control how data on the SGD clipboard is synchronized with the clipboard on the client device.
	For some client platforms, such as Mac OS X, you might need to use these settings to configure copy and paste to and from SGD applications.
	CLIPBOARD selection refers to data that is copied and pasted using menu options. PRIMARY selection refers to data that is copied and pasted by highlighting and using the middle mouse button.
	These settings only apply to UNIX, Linux, and Mac OS X platform computers.
Keyboard Shortcuts	Enables you to configure the following keyboard shortcuts for use with SGD applications:
	• **Current Desktop Snapshot:** Places a snapshot of the entire desktop area on to the client clipboard.
	• **Active Window Snapshot:** Places a snapshot of the active window area on to the client clipboard.
	• **Full Screen Toggle:** Toggles between a full screen (kiosk mode) display and an independent window display.
	• **Scale to Fit Toggle:** Only for applications where the Window Size: Scale to Fit Window attribute is enabled. Toggles between a scaled display and an unscaled display.
	• **Iconify Kiosk Window:** Minimizes the active window. Only applies for kiosk mode applications.
	These settings only apply to UNIX, Linux, and Mac OS X platform computers.

Glossary

application
> A program running on a server. SGD lets you access your applications using a browser on any computer.

browser
> Software you run on your computer to access SGD. For example, Microsoft Internet Explorer or Mozilla Firefox.

link
> Provides access to documents and applications on your workspace. Usually an icon with a label.

password
> A secret set of characters that, together with your user name, proves your identity to a server. You can have different passwords, and user names, on different servers.

profile
> A group of configuration settings that control the SGD Client.

server
> A computer, or software, that provides services to other computers. The SGD server enables you to see your workspace. Other servers might run the applications that are listed on your workspace.

SGD Administrators
> The people who can configure SGD, put links on user's workspaces and set up applications.

SGD server
> The SGD software you log in to using your browser to see your workspace.

user name
> The unique name by which servers identify you. You can have different user names on different servers.

workspace
> The special web page you see when you log in to SGD. The workspace provides access to your applications and desktops. In previous releases, this was called a *webtop*.

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