

Oracle® Virtual Desktop Client for iPad

Release Notes for Release 1.2



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Oracle® Virtual Desktop Client for iPad: Release Notes for Release 1.2

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Oracle Virtual Desktop Client software is an included component of Oracle's Sun Ray Software and Oracle Virtual Desktop Infrastructure software products that must be separately downloaded from Oracle Software Delivery Cloud (<https://edelivery.oracle.com>). Use of Oracle Virtual Desktop Client is subject to the Oracle software license agreement provided with and/or applying to Sun Ray Software and Oracle Virtual Desktop Infrastructure.

Abstract

This manual provides information about system requirements and new features for this version of Oracle Virtual Desktop Client for iPad.

Instructions for installing, upgrading, and uninstalling Oracle Virtual Desktop Client for iPad are also included.

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Preface

The *Oracle Virtual Desktop Client for iPad Release Notes for Release 1.2* provide information about system requirements and new features for this version of Oracle Virtual Desktop Client for iPad. The manual provides information on how you can install, upgrade, and uninstall Oracle Virtual Desktop Client for iPad.

Audience

This document is intended for new users of Oracle Virtual Desktop Client. It is assumed that readers are familiar with Web technologies.

Document Organization

The document is organized as follows:

- [Chapter 1, *New Features and Supported Platforms*](#) describes the new features and supported platforms for this version of Oracle Virtual Desktop Client.
- [Chapter 2, *Installing and Upgrading Oracle Virtual Desktop Client for iPad*](#) describes how to install, upgrade, and uninstall Oracle Virtual Desktop Client.
- [Chapter 3, *Known Issues and Providing Feedback*](#) describes the known issues for this version of Oracle Virtual Desktop Client. Details on providing feedback and reporting bugs are also included.

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

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Related Documents

The documentation for this product is available at:

<http://www.oracle.com/technetwork/documentation/virtualdesktopclient-411777.html>.

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.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 1. New Features and Supported Platforms

This chapter describes the new features of Oracle Virtual Desktop Client for iPad. Details of supported platforms are also included.

1.1. New Features in Release 1.2 for iPad

Oracle Virtual Desktop Client for iPad 1.2 includes the following new features.

1.1.1. Clipboard Support

The clipboard service introduced in Sun Ray Software version 5.3 enables you to copy and paste text between applications running on the remote server and applications running on the iPad.

For example, you might be using a text editor application in a Sun Ray desktop session. You can copy text from this application and paste it into an application running on your iPad. Alternatively, you can copy text from an application running on your iPad and paste it into the text editor application running in your Sun Ray desktop session.

Oracle Virtual Desktop Client supports the copy and paste of Unicode characters. Copy and paste is not supported for non-text data, such as graphics.



Note

To be able to use the clipboard service, the feature must be enabled on the server. To use the clipboard service in Sun Ray or Oracle Virtual Desktop Infrastructure sessions, your administrator must enable the Oracle Virtual Desktop Client Clipboard option on the **Advanced, Security** tab in the Sun Ray Software Admin GUI.

To use the clipboard service in a Sun Ray or Oracle Virtual Desktop Infrastructure session, the remote server must be running at least Sun Ray Software version 5.3 or Oracle Virtual Desktop Infrastructure version 3.4.

The clipboard service is enabled by default. Note that copy and paste has no effect if the clipboard service is not enabled on the server.

1.1.2. User Interface Changes

The following user interface changes have been introduced:

- **On-screen keyboard.** Usability improvements have been made for the on-screen keyboard. The user experience is better when using the split keyboard feature of iOS. A double-tap gesture now "locks" the function keys.
- **iPad Settings.** The iPad Settings app now includes a section called **Virtual Desktop**. Here you can configure settings for Oracle Virtual Desktop Client, such as the keyboard locale, session size, and VPN settings.

The per-server configuration in previous releases has been replaced by these global settings, which apply for all connections.

- **Gestures.** [Table 1.1, "New Gestures For Release 1.2 for iPad"](#) shows the new gestures that have been introduced for this release.

Table 1.1. New Gestures For Release 1.2 for iPad

Gesture	Action
Drag upwards with three fingers	Display the on-screen keyboard
Drag from the left side of the screen with three fingers	Display the Oracle Virtual Desktop Client side bar
Drag down with three fingers	Display the Sun Ray Windows connector (uttsc) toolbar

To view help on supported gestures, tap the **Gestures** link on the connect screen or on the side bar.

- **Session Size.** A new Session Size setting enables users to configure a larger resolution session size. This gives an improved user experience when viewing a desktop session on a high resolution iPad display.

1.1.3. Dynamic Session Resizing

A new **Dynamic Resize** setting has been introduced that allows you to enable dynamic resizing of sessions.

If you are displaying a remote session and you rotate your tablet between landscape and portrait display, the session is resized automatically. This feature is called *dynamic session resizing*.



Note

To use dynamic session resizing, the feature must be enabled on the server. See the [Sun Ray Software Administration Guide](#) for details.

1.2. Supported Platforms

This release of Oracle Virtual Desktop Client is supported on the client platforms shown in [Table 1.2, "Supported Client Platforms for Oracle Virtual Desktop Client"](#).

Table 1.2. Supported Client Platforms for Oracle Virtual Desktop Client

Supported Device	Operating System
Apple iPad 1	iOS 5.1
Apple iPad 2 or later	iOS 6.x

1.3. Product Requirements

Oracle Virtual Desktop Client works with the following server platforms:

- Sun Ray Software release 5.1 or later



Note

You must enable access for Oracle Virtual Desktop Client before you can use it with Sun Ray Software. See the [Sun Ray Software Administration Guide](#) for details.

To use the clipboard service, Sun Ray Software version 5.3 or higher is required.

- Oracle Virtual Desktop Infrastructure release 3.2.2 or later

To use the clipboard service, Oracle Virtual Desktop Infrastructure version 3.4 or higher is required.

Chapter 2. Installing and Upgrading Oracle Virtual Desktop Client for iPad

This chapter describes how to install, upgrade, and uninstall Oracle Virtual Desktop Client for iPad.

Because Oracle Virtual Desktop Client is an iPad application, installing, upgrading, and uninstalling are done in the same way as for other iPad applications.

2.1. How to Install Oracle Virtual Desktop Client on iPad Platforms

Download and install the Oracle Virtual Desktop Client application from the App Store.

You can download the application to your iPad, or to another computer such as a Mac or a PC.

1. On your iPad, or another computer, search the App Store for the Oracle Virtual Desktop Client application.
2. Download the application from the App Store.
3. (Optional) If you download the application to another computer, connect your iPad to the computer and follow the iTunes instructions on screen.

When the Oracle Virtual Desktop Client application is installed on iPad, an Oracle Virtual Desktop Client application is added to the Home screen.

See also your iPad documentation for details of how to install applications on iPad.

2.2. How to Uninstall Oracle Virtual Desktop Client on iPad Platforms

Delete the Oracle Virtual Desktop Client application from iPad.

1. Touch and hold the Oracle Virtual Desktop Client application icon until the icon starts to wiggle.
An **X** icon appears.
2. Tap the **X** icon to delete the application.
3. (Optional) If you have the Oracle Virtual Desktop Client application stored in your iTunes library on another computer, delete the application from iTunes.

See also your iPad documentation for details of how to delete an application from iPad.

2.3. How to Upgrade Oracle Virtual Desktop Client on iPad Platforms

Update the Oracle Virtual Desktop Client application on iPad.

1. Go to the App Store.

The App Store automatically checks for updates to your iPad applications.

2. Follow the on screen instructions to update the Oracle Virtual Desktop Client application.

See also your iPad documentation for details of how to update applications on iPad.

Chapter 3. Known Issues and Providing Feedback

This chapter contains information about known issues for Oracle Virtual Desktop Client. Details on providing feedback and reporting bugs are also included.

3.1. Known Issues For This Release

This section describes the known issues for this release of Oracle Virtual Desktop Client for iPad.

3.1.1. Using `utswitch` When the Sun Ray Server is Unavailable (Bug ID 15837302)

Problem: If you use the `utswitch` command to redirect a Sun Ray session to a Sun Ray server which is unavailable, the behavior is not the same as when you are using a Sun Ray Client.

Oracle Virtual Desktop Client displays a Failed to Find Server error dialog. Closing this dialog closes down the Oracle Virtual Desktop Client session.

A Sun Ray server might be unavailable if there is a connection problem, or if Sun Ray services are not running on the server.

Solution: This is a known difference between how Oracle Virtual Desktop Client for iPad and Sun Ray Clients work when attempting to redirect to an unavailable server.

3.1.2. Non-Working Keys on the On-Screen Keyboard

Problem: Some of the keys on the Oracle Virtual Desktop Client on-screen keyboard may have no effect when you are working in a session.

The issue is seen when the iPad key does not have a corresponding entry in the keyboard map used by the server. iPad keys that do not exist on a physical keyboard may not work correctly.

Solution: No known solution. Using an external keyboard may enable you to input one or more of the non-working keys.

3.2. Providing Feedback and Reporting Problems

This section provides information about how to provide feedback and contact support for the Oracle Virtual Desktop Client product.

To provide feedback or to ask a general question, you can post to the Oracle VDI and Sun Ray Software Community Forum at the [Virtual Desktop Infrastructure and Sun Ray Clients General Discussion](#). Forums are Community-monitored and posting to the Oracle VDI and Sun Ray Software Community Forum does not guarantee a response from Oracle. If you need to report an issue and have an Oracle Premier Support Agreement, you should open a case with Oracle Support at <https://support.oracle.com>.

If you are reporting an issue, please provide the following information where applicable:

- Description of the problem, including the situation where the problem occurs, and its impact on your operation.
- Machine type, operating system version, browser type and version, locale and product version, including any patches you have applied, and other software that might be affecting the problem.

- Detailed steps on the method you have used, to reproduce the problem.
- Any error logs or core dumps.

3.2.1. Contacting Oracle Specialist Support

If you have an Oracle Customer Support Identifier (CSI), first try to resolve your issue by using My Oracle Support at <https://support.oracle.com>. Your Oracle Premier Support CSI does not cover customization support, third-party software support, or third-party hardware support.

If you cannot resolve your issue, open a case with the Oracle specialist support team for technical assistance on break/fix production issues. The responding support engineer will need the following information to get started:

- Your Oracle Customer Support Identifier.
- The product you are calling about.
- A brief description of the problem you would like assistance with.

If your CSI is unknown, find the correct Service Center for your country (<http://www.oracle.com/us/support/contact-068555.html>), then contact Oracle Services to open a non-technical service request (SR) to get your CSI sorted. Once you have your CSI, you can proceed to open your case through My Oracle Support.