

Oracle® Secure Global Desktop

User Guide for Release 4.7



E26359-01
August 2012

Oracle® Secure Global Desktop: User Guide for Release 4.7

Copyright © 2012, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

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.

Document generated on: 2012-08-03 (revision: 1014)

Table of Contents

Preface	v
1. Audience	v
2. Document Organization	v
3. Documentation Accessibility	v
4. Related Documents	v
5. Conventions	vi
1. Using Oracle Secure Global Desktop	1
1.1. Logging In	1
1.1.1. User Names and Passwords	1
1.1.2. How to Log In to SGD	1
1.1.3. Security Warning Messages	5
1.2. The SGD Webtop	6
1.2.1. Menu Bar	7
1.2.2. Applications Area	7
1.2.3. Printing Area	7
1.2.4. Information Area	7
1.3. Using Applications	8
1.3.1. Running Applications	8
1.3.2. Suspending and Resuming Applications	9
1.3.3. Changing the Way an Application is Displayed	11
1.3.4. Copying Information Between Applications	11
1.3.5. Running Applications Using a Different User Name and Password	12
1.3.6. Using a Single-Button Apple Macintosh Mouse	12
1.4. Printing	12
1.4.1. Managing Your Print Jobs	13
1.4.2. Printing From UNIX Platform Applications	13
1.4.3. Printing From Windows Applications	14
1.4.4. PDF Printing	14
1.4.5. Printing Troubleshooting	15
1.5. Changing Your Settings	16
1.5.1. Client Settings	16
1.5.2. Application Groups	16
1.6. Using My Desktop	18
1.7. Logging Out of the SGD Webtop	18
A. Installing the SGD Client Manually	19
A.1. Installing the SGD Client	19
A.1.1. How to Install the SGD Client Manually on Microsoft Windows Platforms	19
A.1.2. How to Install the SGD Client Manually on Oracle Solaris and Linux Platforms	21
A.1.3. How to Install the SGD Client Manually on Mac OS X Platforms	22
A.2. Starting the SGD Client	24
A.2.1. How to Configure the SGD Client	24
B. Advanced Configuration	27
B.1. Client Settings	27
B.1.1. Changing the Login Page URL	27
B.1.2. Changing the Language	27
B.1.3. Changing Proxy Settings	27
B.1.4. Specifying an Alternative PDF Viewer	27
B.2. Printing	28
B.2.1. Configuring Your Client Printers	28
B.3. Accessing the Drives on Your Computer	28
B.3.1. Using Removable Drives	29

C. Profile Settings	31
C.1. Description of Profile Settings	31
D. Glossary	35
Index	37

Preface

The *Oracle Secure Global Desktop User Guide for Release 4.7* 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.
- [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 for Release 4.7*
- *Oracle Secure Global Desktop Installation Guide for Release 4.7*
- *Oracle Secure Global Desktop Gateway Administration Guide for Release 4.7*
- *Oracle Secure Global Desktop Platform Support and Release Notes for Release 4.7*
- *Oracle Secure Global Desktop Security Guide for Release 4.7*

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.
<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. Using Oracle Secure Global Desktop

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

You can be writing a report on a computer in the office, administering UNIX platform servers on your PC at home, or checking stock databases with a laptop on the train, SGD enables you do all 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 that you can run from a single place, the webtop.

To access a webtop, all you need is a browser with Java technology enabled.

This manual 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.

1.1. Logging In

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

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	<p>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 webtop. You do not need to type this password again until the next time you log in to SGD.</p> <p>You might also be able to log in to SGD anonymously, that is, without typing a user name and password.</p> <p>If your password has expired or is about to expire, you might be prompted to change your password.</p>
Application servers	<p>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.</p> <p>If you want to use a different user name and password to run an application, you can force SGD to prompt you.</p>

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
- 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

Secure Global Desktop

Username

Password

ORACLE

**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



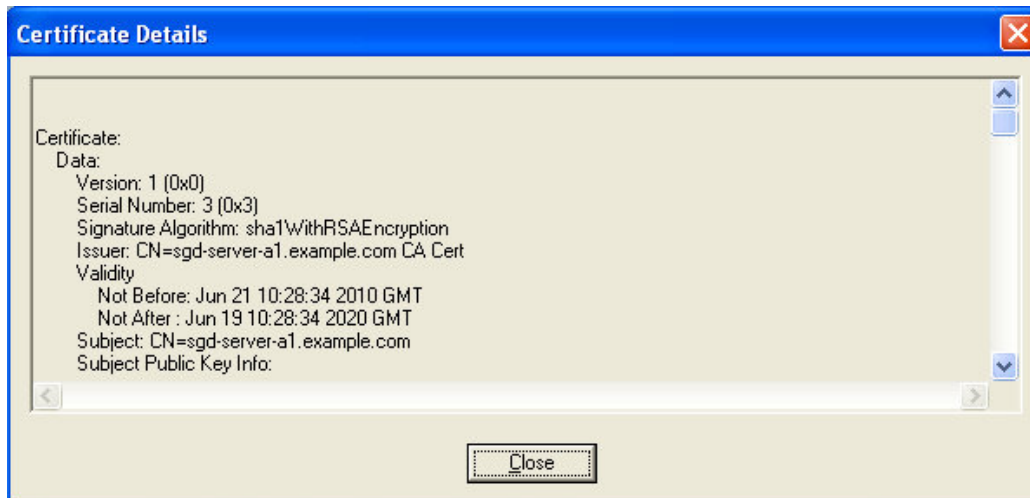
Select the Always Trust Content From This Publisher option and click Run.

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 webtop is displayed. See [Figure 1.8, “SGD Webtop”](#).

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.

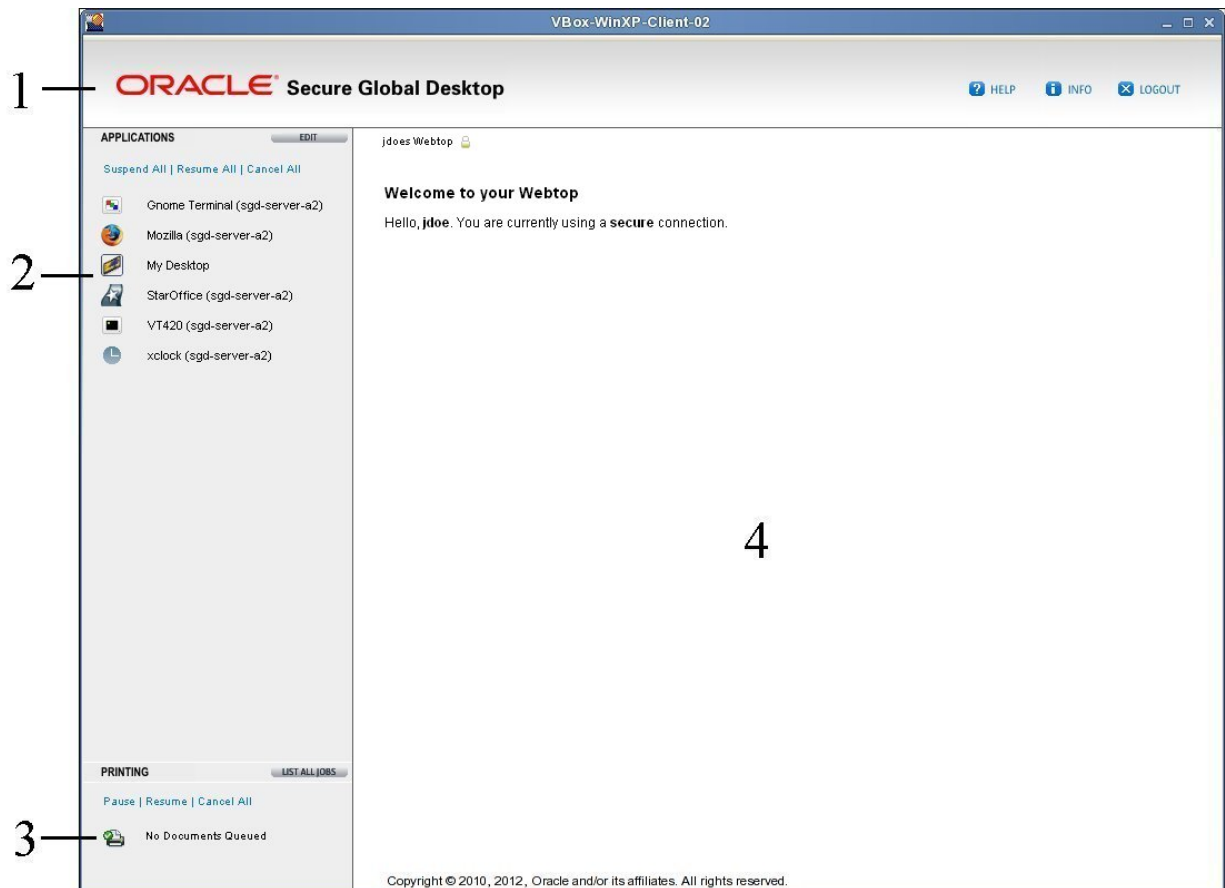
Contact your SGD Administrator for more advice.

1.2. The SGD Webtop

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

Figure 1.8, “SGD Webtop” shows the different areas of the webtop.

Figure 1.8. SGD Webtop



#	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 webtop are described in the following sections.

1.2.1. Menu Bar

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

See [Section 1.7, “Logging Out of the SGD Webtop”](#) for more information about logging out of SGD.

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

Click the Info button  on your webtop and then click the Detailed Diagnostics link in the Information area.

1.2.2. Applications Area

The Applications area of the webtop 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 webtop. You do this by creating webtop groups. See [Section 1.5.2, “Application Groups”](#).

1.2.3. Printing Area

The Printing area of the webtop 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

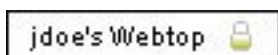
The Information area is used to display error messages and system information. The information displayed includes the following:

- 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 webtop toolbar, next to the padlock symbol, as shown in [Figure 1.9, “User Name Displayed on the Webtop Toolbar”](#).


Figure 1.9. User Name Displayed on the Webtop 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 webtop that is shared with other users.

These details also display on the webtop 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 webtop menu bar. Also, when you first log in, the page that is displayed on the webtop 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.

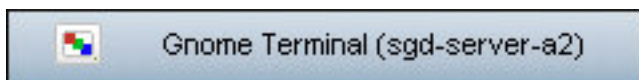
1.3. Using Applications

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

1.3.1. Running Applications

To start an application, you click its link on your webtop, as shown in [Figure 1.10, "Webtop Link for Running an Application"](#). In a few moments the application is shown, ready for you to use.

Figure 1.10. Webtop 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.

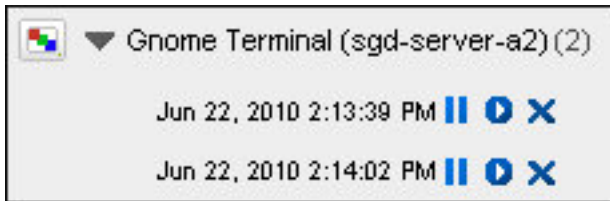
You do not have to exit an application before starting another. Just click another link.

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 webtop 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, "Webtop Link When the Application is Running"](#) shows the webtop link when two instances of an application are running.

Figure 1.11. Webtop 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 webtop. 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

Select an Option:

Server	Description
<input type="radio"/> app-server-1	app-server-1 - app-server-1.example.com
<input checked="" type="radio"/> app-server-2	app-server-2 - app-server-2.example.com

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 webtop.

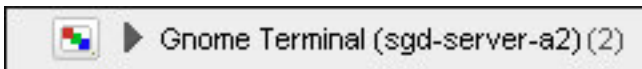
1.3.2.1. Session Toolbars for Controlling an Application

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”](#).

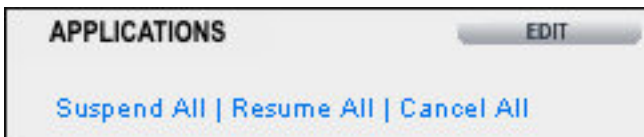
Figure 1.13. Session Toolbar when Hidden



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 webtop 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.

Resumability Settings	Description
	 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 webtop.

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 webtop, 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 webtop 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 webtop.

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.

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

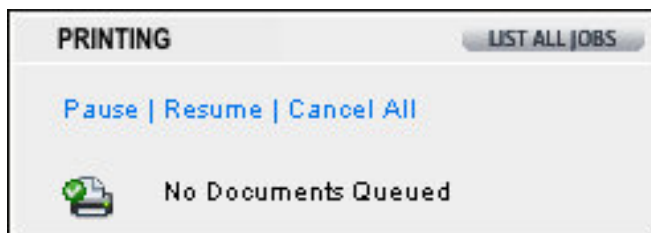
SGD enables you to print from your applications to a printer attached to your computer.

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 webtop 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 Webtop”](#).

Figure 1.15. Printing Area of the SGD Webtop



When documents are printing, the webtop 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.

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

To manage print jobs individually, click the List All Jobs button. The webtop 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 Mac 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 webtop 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?	<p>You can choose a printer to print to. If you do not select a printer, output is sent to your default printer.</p> <p>To see which printer is your default printer, point to the printer icon on your webtop. A message shows the name of your default printer.</p> <p>If you want to change your default printer, you must log out of SGD, change the default printer, then log in to SGD again.</p>
Is the Message "No Client Printer Available" Displayed?	Make sure that your webtop 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.

Possible Cause	More Information
	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 webtop. On your webtop, click the Edit button in the Applications area of the webtop, 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 webtop. 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 webtop, click the Edit button.

- Click the Edit Groups tab.
- 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.

- Set the display options for the group.

To hide the applications *and* the group so that they do not display on your webtop, you deselect the check box next to I Want to See This Group on My Webtop 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

Name

Enter name:

Choose your content

☒ Gnome Terminal (sgd-server-a2) ☒ Mozilla (sgd-server-a2) ☐ My Desktop

☒ StarOffice (sgd-server-a2) ☐ VT420 (sgd-server-a2) ☒ xclock (sgd-server-a2)

Set your display options

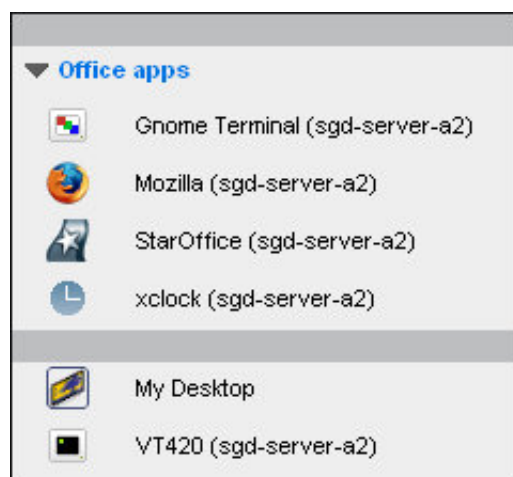
☒ I want to see this group on my webtop when I log in

☒ I want to see the contents of this group when I log in

- Click the Save Group button.
- Click the Update button.

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

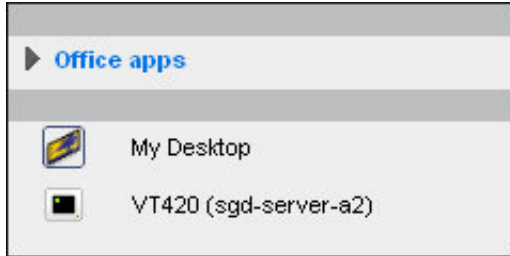
Figure 1.18. Group Displayed on a Webtop, Showing Group Contents



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 Webtop, 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 webtop.

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 Webtop

Always log out of SGD before closing your browser.

Click the Logout button on your webtop and click OK when prompted for confirmation. See [Figure 1.20, “Log Out Button on the Webtop”](#).

Figure 1.20. Log Out Button on the Webtop



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.

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. However, 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:** `$HOME/Oracle Secure Global Desktop/clients`
- **Mac OS X platforms:** `$HOME/Applications/Oracle Secure Global Desktop`

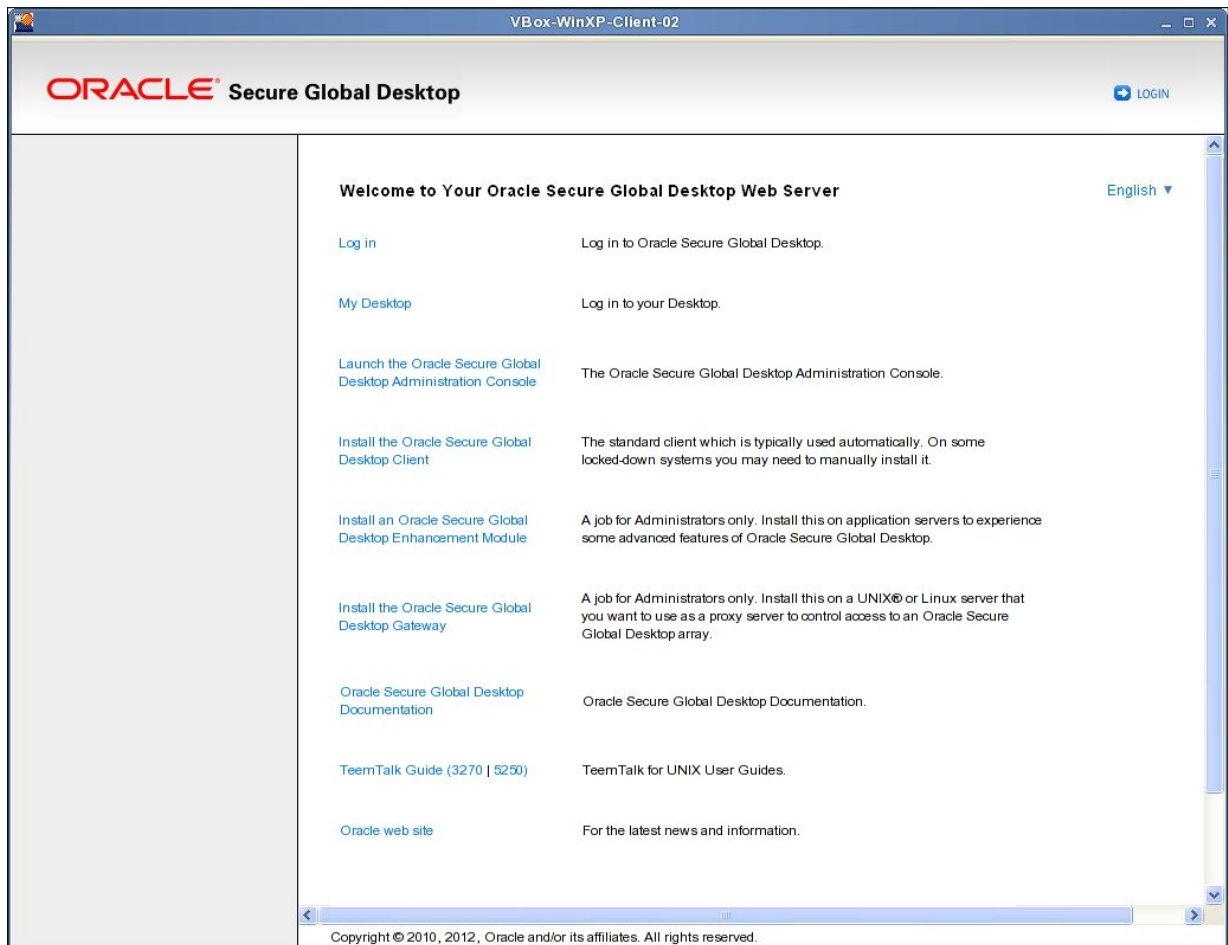
A.1.1. How to Install the SGD Client Manually on Microsoft Windows Platforms

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 Welcome Page"](#).

Figure A.1. SGD 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.

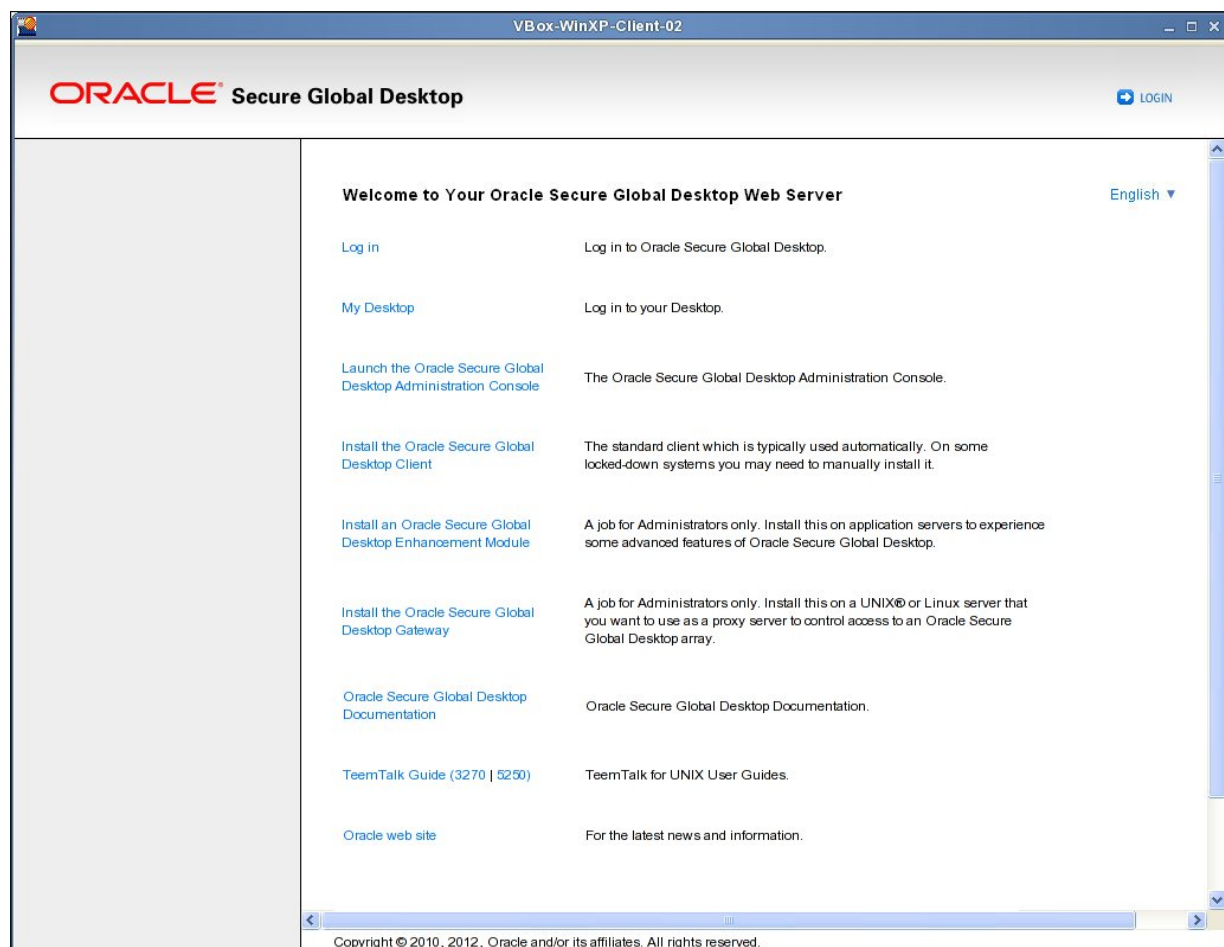
A.1.2. How to Install the SGD Client Manually on Oracle Solaris and Linux Platforms

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.2, "SGD Welcome Page"](#).

Figure A.2. SGD 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 /tmpdir
$ tar xvf tarfile
```

6. Install the SGD Client.

```
$ sh sgdci/install
```

Follow the instructions on the screen.

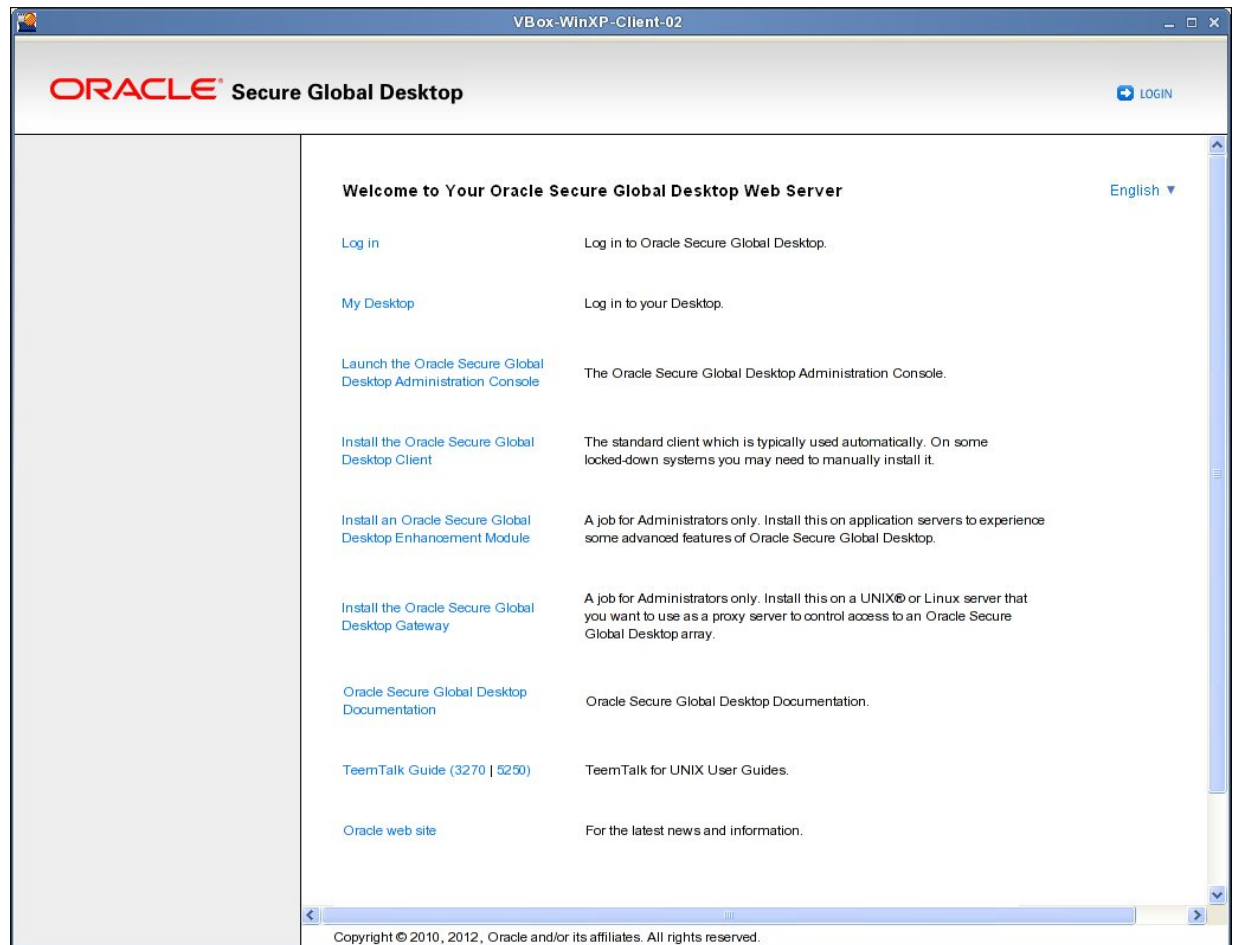
A.1.3. How to Install the SGD Client Manually on Mac OS X Platforms

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.3, “SGD Welcome Page”](#).

Figure A.3. SGD 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 `Oracle Secure Global Desktop Client.dmg` to open the installer disk image.

In the window that appears, double-click the `Oracle Secure Global Desktop Client.mpkg` 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:

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

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

- On Mac OS X platforms:

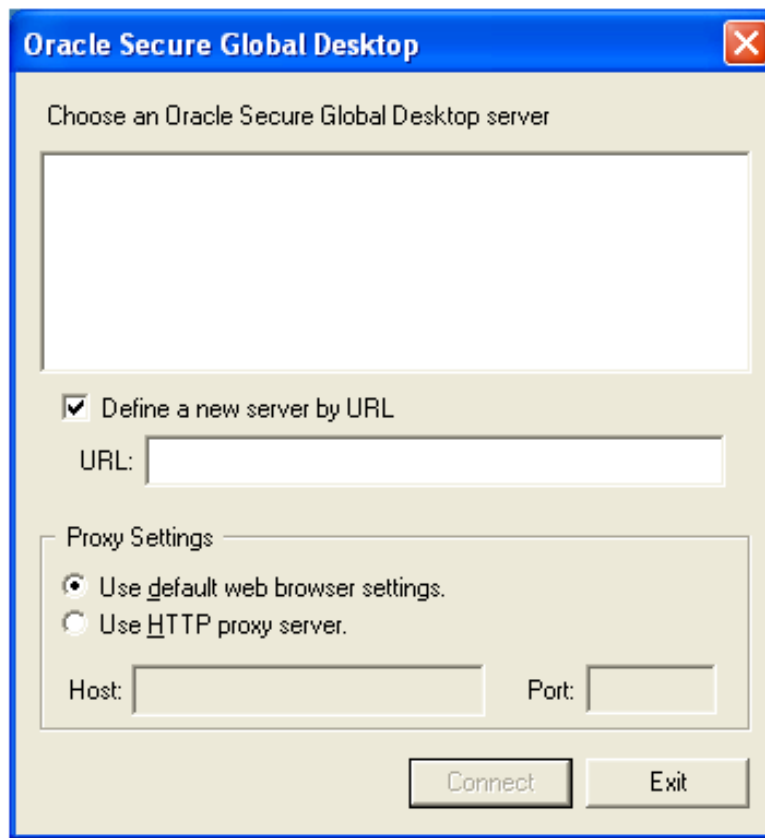
Go to the `$HOME/applications/Oracle Secure Global Desktop/version` folder, where *version* is the SGD Client version.

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.4, “Client Connection Settings Dialog Box”](#).

Figure A.4. 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 webtop 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”](#)

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 webtop. 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.

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.

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	<code>/media</code>	removable
Oracle Solaris	<code>/rmdisk</code>	removable
	<code>/cdrom</code>	cdrom
Sun Ray	<code>\$DTDEVROOT/mnt</code>	removable
Mac OS X	<code>/Volumes</code>	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.

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	<p>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.</p> <p>If you use a browser to display the SGD webtop, the URL is loaded automatically in your default browser so that you can log in and access your webtop.</p> <p>The default Login URL is https://server.example.com/sgd/index.jsp.</p>
Alternative PDF Viewer	<p>The application command for an alternative PDF viewer to use with PDF printing.</p> <p>If the application is not on your PATH, type the full path to the application.</p> <p>This setting only applies to UNIX, Linux, and Mac OS X platform computers.</p>
Logging	<p>Controls the amount of information that is output to the SGD Client log file.</p> <p>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.</p> <p>The default is Errors only.</p>
Preferred Language	<p>The default language to use when the SGD Client is started from the command line.</p> <p>The language selected is used for messages displayed by the SGD Client, the login dialog, and the webtop.</p> <p>The default is English.</p>
Span Multiple Monitors (Kiosk Mode)	<p>Enables X applications to be displayed in kiosk mode on a multihead or dual head monitor.</p> <p>When enabled, the kiosk mode display is spanned across all monitors.</p>

Setting	Description
	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	<p>When enabled, SGD attempts to detect the locale and keyboard layout for the client keyboard automatically.</p> <p>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.</p> <p>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.</p>
Proxy Settings	<p>Settings that control how the SGD Client determines what proxy servers to use.</p> <p>Use Default Web Browser Settings means use the proxy server settings configured in your default browser.</p> <p>Manual Proxy Settings enable you to define the proxy server settings in the profile. You can specify a HTTP proxy server.</p> <p>If the proxy settings are determined from a browser, the settings are stored and used the next time the SGD Client starts.</p> <p>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.</p> <p>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.</p>
Connection Failure	<p>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.</p> <p>If the SGD Client reconnects, these settings control how many attempts are made to reconnect and the time in seconds between each attempt.</p> <p>If the SGD Client is unable to reconnect, the webtop session ends and any running applications are ended or suspended, depending on how they have been configured for you.</p> <p>The default settings are: Always Attempt to Reconnect, Number of Attempts: 6, and Interval: 10.</p>
Clipboard Synchronisation	<p>Settings that control how data on the SGD clipboard is synchronized with the clipboard on the client device.</p> <p>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.</p>

Setting	Description
	<p>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.</p> <p>These settings only apply to UNIX, Linux, and Mac OS X platform computers.</p>
Keyboard Shortcuts	<p>Enables you to configure the following keyboard shortcuts for use with SGD applications:</p> <ul style="list-style-type: none">• 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. <p>These settings only apply to UNIX, Linux, and Mac OS X platform computers.</p>

Appendix D. Glossary

A

application

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

B

browser

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

L

link

Provides access to documents and applications on your webtop. Usually an icon with a label.

P

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.

S

server

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

SGD Administrators

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

SGD server

The SGD software you log in to using your browser to see your webtop.

U

user name

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

W

webtop

The special web page you see when you log in to SGD. The webtop provides access to your applications.

Index

A

- Alternative PDF Viewer, specifying, 28
- anonymous users
 - closing the browser, 11
 - webtop username, 8
- Apple Macintosh mouse, single-button, 12
- applications
 - adding to the webtop, 7
 - authentication, 12
 - cancelling, 10
 - copying and pasting between, 11
 - error messages, 9
 - groups, 16
 - number of instances, 8
 - printing, 13, 14
 - resuming, 9, 10
 - running, 8
 - scaling the display, 11
 - starting, 8
 - suspending, 9, 10
- Applications area, 7
- authentication
 - applications, 12

B

- browser
 - closing, 11
 - Java technology-enabled, 1
 - JavaScript-enabled, 2

C

- cancelling applications, 8
- client drives, accessing, 28
- client install, 19
- client printers, configuration, 28
- clipboard, 12
- copying, 12

D

- desktops, full screen, 18
- diagnostics information, 7

E

- error messages
 - when starting an application, 9

G

- glossary of terms, 35
- groups
 - creating, 16

- Guest user, 8

I

- Info button, 7
- Information area, 7
- Initial Connection dialog, 3

J

- Java technology-enabled web browser, 1
- JavaScript, 2

L

- language, changing, 27
- logging out of SGD, 18
- login URL, 2, 2
 - changing, 27

M

- Menu bar, 7
- My Desktop, 18

P

- pasting, 12
- PDF printing, 14
 - changing the default viewer, 27
- Potentially Unsafe Connection, 5
- printing
 - managing print jobs, 13
 - PDF files, 14
 - troubleshooting problems with, 15
 - UNIX platform applications, 13
 - user configuration, 28
 - Windows applications, 14
- Printing area, 7
- proxy settings, changing, 27

R

- removable drives, using, 29
- resuming applications, 8, 9

S

- scalable windows, 11
- secure connections, 8
- SGD
 - glossary of terms, 35
 - introduction, 1
 - logging out, 18
 - splash screen, 2
- SGD Client
 - manual install, 19
- shared accounts
 - closing the browser, 11

- webtop username, 8
- splash screen, 2
- SSL connections, 8
- standard connections, 8
- suspending applications, 8, 9

U

- Universal PDF Printer printer, 14
- Universal PDF Viewer printer, 14
- user names, 1, 8

W

- webtop
 - adding applications, 7
 - application start links, 8
 - Applications area, 7
 - Information area, 7
 - introduction, 6
 - Menu bar, 7
 - Printing area, 7
 - user name, 8
- Windows applications, 14