Abstract

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

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

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Preface

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

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 Oracle Virtual Desktop Client for Android describes how to install 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.

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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.

Related Documents

The documentation for this product is available at:


Conventions

The following text conventions are used in this document:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.</td>
</tr>
</tbody>
</table>
Chapter 1. New Features and Supported Platforms

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

1.1. New Features in Release 1.2 for Android

This release introduces support for running Oracle Virtual Desktop Client on an Android tablet.

Oracle Virtual Desktop Client for Android 1.2 includes the following features:

- **Graphical user interface (GUI) support**
  - Simple, intuitive, and accurate gestures and navigation
  - Rich keyboard support, including additional keys for the Android on-screen keyboard, enables enhanced user interactions with your applications
  - Fast and responsive interface
  - Supports screen resolutions compatible with high resolution Android tablet displays
  - Copy and paste of text between the Android tablet and the remote desktop
  - Support for external keyboard and mouse devices, such as docking keyboards and Bluetooth wireless devices

- **Multimedia**
  - Smooth multimedia playback experience on Oracle Desktop Virtualization hosted applications, including Adobe Flash Player and Windows Media Player
  - Bidirectional audio enables clear two-way communication
  - Optimized multimedia delivery to the local client provides enhanced network utilization and scalability

- **Security**
  - Secure remote access, using your existing Virtual Private Network (VPN) software
  - Uses the ultra secure Appliance Link Protocol (ALP) with Sun Ray Software or Oracle Virtual Desktop Infrastructure

- **Multi-tasking**
  - Increase productivity with the ability to instantly switch between virtual and native applications

- **Configuration**
  - Simple configuration of connection settings

- **Connectivity**
  - Click-and-go connectivity to configured and available desktops and applications

- **On-Screen Keyboard Language Support**
  - You can configure international languages for the on-screen keyboard.
The following languages are supported:

- Dutch
- French
- German
- Hebrew
- Italian
- Portuguese
- Russian
- Spanish
- Swiss German
- Turkish
- UK English
- US English

1.2. Supported Platforms

This release of Oracle Virtual Desktop Client is supported on the following devices:

- Tablet devices running Android 4.x.

Note

Oracle Virtual Desktop Client is not supported on Android phones.

Oracle has tested Oracle Virtual Desktop Client with several preferred models of Android tablet devices under specific configurations of Sun Ray Software and Oracle Virtual Desktop Infrastructure. Due to the wide choice of Android tablets available in the market, there may be variations in Oracle Virtual Desktop Client feature availability and functionality due to device vendor specific features and modifications made to the Android operating system that may affect feature compatibility.

We highly recommend that you test Oracle Virtual Desktop Client with your tablet device to ensure that it is compatible with your network and firewall configuration, software, systems, and client device prior to making purchasing decisions.

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 Oracle Virtual Desktop Client for Android

This chapter describes how to install and uninstall Oracle Virtual Desktop Client for Android.

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

2.1. How to Install Oracle Virtual Desktop Client on Android Tablet Platforms

To install the Oracle Virtual Desktop Client application you must enable installation from unknown sources on your Android tablet. Tap Settings, Security, Device Administration, and select the Unknown Sources check box.

1. Download the Oracle Virtual Desktop Client APK file to your Android tablet.
   Tap the APK file in your browser.

2. Tap the downloaded APK file to start the installation.

When the Oracle Virtual Desktop Client application is installed on your Android tablet, an Oracle Virtual Desktop Client application icon is added to the Home screen.

See also your Android documentation for details of how to install applications on an Android tablet.

2.2. How to Uninstall Oracle Virtual Desktop Client on Android Tablet Platforms

Delete the Oracle Virtual Desktop Client application from the Android tablet.

1. Tap and hold the Oracle Virtual Desktop Client application icon.
   Uninstall and Info options appear.

2. Drag the Oracle Virtual Desktop Client icon to the Uninstall option.
   A prompt is displayed to confirm the uninstall.

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

3.1.1. Warning Message Delay When Connecting to an Inactive Sun Ray Server (Bug ID 16067349)

**Problem:** If you attempt to connect to a Sun Ray server where Sun Ray services have been stopped, Oracle Virtual Desktop Client may appear to be in the process of connecting to the server. A “spinning” connection icon is shown.

A “Failed to Find Server” warning message is eventually shown, but this may take longer than expected.

**Solution:** The workaround is to tap the Back button to return to the Oracle Virtual Desktop Client connect screen. You can then specify a different server to connect to.

3.1.2. 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 Android and Sun Ray Clients work when attempting to redirect to an unavailable server.

3.1.3. Custom Keyboards May Not be Compatible With Oracle Virtual Desktop Client (Bug ID 14773620/16017020)

**Problem:** If you use a custom keyboard on your Android tablet, it may not work correctly with Oracle Virtual Desktop Client.

For example, if the ASUS English (US) keyboard is set as the default keyboard on the Android tablet, some keys may not work correctly in a Sun Ray session. The Caps Lock and back tick(`)` keys may be affected.

**Solution:** Ensure that the Android keyboard is set as the default keyboard for the tablet.

Tap Settings, Language & Input, Keyboard & Input Methods, and then tap Default and select the Android keyboard.

3.1.4. Copy and Paste Fails For Large Amounts of Data

**Problem:** Copy and paste operations can sometimes fail if a large amount of text is copied.
**Solution:** A known issue when using an Android tablet. The maximum amount of text you can copy and paste is limited to 500 kilobytes.

A workaround is to use multiple copy and paste operations when you need to copy and paste large amounts of data.

### 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](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](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](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.