Abstract

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

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

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Preface

The Oracle Virtual Desktop Client Release Notes for Release 3.2 provides information about system requirements and new features for this version of Oracle Virtual Desktop Client. The manual provides information on how you can install, upgrade, and uninstall Oracle Virtual Desktop Client.

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 describes the new features and supported platforms for this version of Oracle Virtual Desktop Client.
- Chapter 2, Installing and Upgrading Oracle Virtual Desktop Client describes how to install, upgrade, and uninstall Oracle Virtual Desktop Client.
- Chapter 3, Known Issues, Bug Fixes, and Documentation Issues 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

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>
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<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>monospace</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>
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Chapter 1 New Features

This chapter describes the new features for this release of Oracle Virtual Desktop Client, as well as information on product requirements and supported platforms.

1.1 New Features in Release 3.2

This section describes the new features in the Oracle Virtual Desktop Client 3.2 release.

1.1.1 USB Redirection

You can access local USB devices from within your remote Sun Ray Software or Oracle Virtual Desktop Infrastructure session with Oracle Virtual Desktop Client. This feature enables you to use USB devices such as USB flash drives that are attached to the client computer.

To enable Oracle Virtual Desktop Client to use USB devices, select the Enable USB check box on the USB tab. The available USB devices on the client computer are shown on this tab.

Note

USB redirection is available for virtual hosted desktops provided by Oracle Virtual Desktop Infrastructure.

USB redirection is available for Microsoft Windows session hosted desktops provided by Sun Ray Software. Oracle Virtual Desktop Client does not allow access to USB devices for Solaris or Linux session desktops running on a Sun Ray server.

See the Sun Ray Peripherals List for more information.

On Linux platforms, any user that requires USB access must be a member of the ovdcusers group. This group is created automatically during installation. See Section 2.3, “How to Install Oracle Virtual Desktop Client on Linux Platforms”.

See the Sun Ray Software Administration Guide for more details about using USB devices with Sun Ray Software.

1.1.2 Dynamic Session Resizing

The remote desktop is resized automatically to fit the size of your local Oracle Virtual Desktop Client session, even if you resume a remote desktop session that is a different size to the local session. If you resize a local session in windowed mode using the mouse, or switch between windowed mode and full screen mode, the remote desktop is resized automatically to the local session size.

Note

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

1.1.3 64-bit Client Operating System Support

This release of Oracle Virtual Desktop Client includes support for installation on 64-bit Mac OS X and Oracle Linux operating systems.

1.1.4 Support for Microsoft Windows 8

Microsoft Windows 8 (32-bit and 64-bit) has been added as a supported client platform in this release of Oracle Virtual Desktop Client.
1.2 Product Requirements

The following product requirements apply for this release of Oracle Virtual Desktop Client:

• **Sun Ray Software.** Sun Ray Software version 5.1 or later.
  
  To use the clipboard service and enhanced smart card features of this release, Sun Ray Software version 5.3 is required.

  **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.

• **Oracle Virtual Desktop Infrastructure.** Oracle Virtual Desktop Infrastructure version 3.2.2 or later.
  
  To use the clipboard service and enhanced smart card features of this release, Oracle Virtual Desktop Infrastructure version 3.4 is required.

• **Java Runtime Environment.** The latest version of Oracle Java should be installed on the client computer. During installation of Oracle Virtual Desktop Client, an option is provided to download and install the latest version of Oracle Java.

• **Smart cards for hotdesking.** Oracle Virtual Desktop Client can be used with the smart cards listed in *Smart Cards for Sun Ray Software*.

1.3 Supported Installation Platforms

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

• Microsoft Windows XP (32-bit and 64-bit)

• Microsoft Windows 7 (32-bit and 64-bit)

• Microsoft Windows 8 (32-bit and 64-bit)
  
  Supported in desktop mode only. Microsoft Windows 8 RT is not supported.

• Mac OS X 10.7 and 10.8

• Ubuntu Linux 12.04 (32-bit and 64-bit)

• Oracle Linux 6.3 (64-bit)

Oracle products certified on Oracle Linux are also certified and supported on Red Hat Enterprise Linux due to implicit compatibility between both distributions. Oracle does not run any additional testing on Red Hat Enterprise Linux products.

  **Note**
  Oracle has not certified Oracle Virtual Desktop Client on any third-party thin clients, including those that have an installed supported platform.

  If you have an Oracle Virtual Desktop Client issue on a third-party thin client, the problem must be recreated on a supported platform that is not installed on a...
third-party thin client, such as a standalone PC, in order to obtain Oracle Support services.
Chapter 2 Installing and Upgrading Oracle Virtual Desktop Client

This chapter describes how to install, uninstall, and upgrade Oracle Virtual Desktop Client on all supported platforms.

Note
The latest version of the Oracle Java Runtime Environment (JRE) should be installed on the client computer. During installation of Oracle Virtual Desktop Client, an option is provided to download and install the latest version of the JRE.

2.1 How to Install Oracle Virtual Desktop Client on Microsoft Windows Platforms

Note
To install Oracle Virtual Desktop Client, you must have administrator privileges on the client computer.

1. Copy the Oracle Virtual Desktop Client Windows install program to the client computer. The following install programs are available:
   - ovd-32.msi, for 32-bit Windows platforms.
   - ovd-64.msi, for 64-bit Windows platforms.

2. Double-click the Oracle Virtual Desktop Client Windows install program and follow the instructions.

The Oracle Virtual Desktop Client software is installed on the client computer and entries for Oracle Virtual Desktop Client are added to the Windows Start Menu.

2.2 How to Install Oracle Virtual Desktop Client on Mac OS X Platforms

Note
To install Oracle Virtual Desktop Client, you must have administrator privileges on the client computer.

1. Copy the Oracle Virtual Desktop Client Mac disk image file, Oracle Virtual Desktop Client.dmg, to the client computer.

2. Double-click the Oracle Virtual Desktop Client.dmg disk image file icon.

The Oracle Virtual Desktop Client.mpkg installer file is shown in a Finder window.

3. Double-click the Oracle Virtual Desktop Client.mpkg installer file and follow the instructions.

The Oracle Virtual Desktop Client software is installed on the client computer and an Oracle Virtual Desktop Client application icon is added to the Applications folder.
2.3 How to Install Oracle Virtual Desktop Client on Linux Platforms

Note
To install Oracle Virtual Desktop Client, you must have administrator privileges on the client computer.

1. Copy the Oracle Virtual Desktop Client package to the client computer.
   The Oracle Virtual Desktop Client package is available in .rpm and .deb package format.

2. Install the Oracle Virtual Desktop Client package.
   - On Oracle Linux platforms. Run the following command.
     ```
     # yum install package-name.rpm
     ```
   - On Ubuntu Linux platforms. Run the following command.
     ```
     # dpkg -i package-name.deb
     ```
     To resolve any dependencies, run the following command.
     ```
     # apt-get -f install
     ```
   The Oracle Virtual Desktop Client software is installed on the client computer and an Oracle Virtual Desktop Client application icon is added to the Applications, Internet folder.

3. On Linux platforms, any user that requires USB access must be a member of the ovdcusers group.
   This group is created automatically during installation.
   Use the following command to add a user to the ovdcusers group:
   ```
   # usermod -a -G ovdcusers username
   ```

2.4 How to Uninstall Oracle Virtual Desktop Client

Note
To uninstall Oracle Virtual Desktop Client, you must have administrator privileges on the client computer.

1. Uninstall the Oracle Virtual Desktop Client program.
   - On Microsoft Windows platforms. Choose the All Programs, Oracle Virtual Desktop Client, Uninstall option in the Windows Start Menu and follow the instructions on screen.
     The Oracle Virtual Desktop Client program files and menu entries are removed from the client computer.
   - On Mac OS X platforms. In the Applications folder, right-click the Oracle Virtual Desktop Client icon and choose the Show Package Contents option.
     Go to the Contents, MacOS folder and double-click the OracleVirtualDesktopClient_Uninstall.tool icon.
2.5 How to Upgrade Oracle Virtual Desktop Client

Note

To upgrade Oracle Virtual Desktop Client, you must have administrator privileges on the client computer.

1. Uninstall the current version of Oracle Virtual Desktop Client.

   See Section 2.4, “How to Uninstall Oracle Virtual Desktop Client” for instructions on how to do this.

2. Install the upgraded version of Oracle Virtual Desktop Client.

   • On Microsoft Windows platforms. See Section 2.1, “How to Install Oracle Virtual Desktop Client on Microsoft Windows Platforms”.

   • On Mac OS X platforms. See Section 2.2, “How to Install Oracle Virtual Desktop Client on Mac OS X Platforms”.

   • On Linux platforms. See Section 2.3, “How to Install Oracle Virtual Desktop Client on Linux Platforms”.

• On Oracle Linux platforms. Run the following command.

   # rpm -e ovdc

• On Ubuntu platforms. Run the following command.

   # dpkg -r ovdc

The Oracle Virtual Desktop Client program files are removed from the client computer.
Chapter 3 Known Issues, Bug Fixes, and Documentation Issues

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

3.1 Known Issues

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

3.1.1 Smart Card Issue for Mac OS X Clients (Bug ID 13722269)

**Problem:** Users are unable to log in to a Sun Ray session using a smart card. The issue is seen when using some types of Athena IDProtect smart cards on Mac OS X client platforms.

**Solution:** No known solution. If possible, use a different type of smart card.

3.1.2 Smart Card Reader Disconnect Issue (Bug ID 13913932)

**Problem:** On Mac OS X and Linux client platforms, problems are seen if you disconnect a smart card reader while a smart card is inserted in the card reader. Using smart cards in the session may then stop working completely.

The issue is most often seen when using a USB token device, such as a SafeNet Token.

**Solution:** A known issue on these client platforms. To resume using smart cards, you must disconnect from the session, restart Oracle Virtual Desktop Client, and then reconnect to the session.

Where possible, do not disconnect smart card readers during a session.

3.1.3 Upgrading to Version 3.2 Fails on Oracle Linux (Bug ID 14483098)

**Problem:** After upgrading to Oracle Virtual Desktop Client version 3.2 from version 3.1 or version 3.1.1, Oracle Virtual Desktop Client will not start. The issue is seen on Oracle Linux platforms.

**Solution:** A known issue when upgrading from version 3.1 or version 3.1.1 to version 3.2 on Oracle Linux platforms.

The workaround is to manually remove the previous version of Oracle Virtual Desktop Client before you install the new version, as follows:

```bash
# rpm -e ovdc
```

3.1.4 Login Page Not Shown When Connecting to a Server in Full Screen Mode (Bug ID 14549996)

**Problem:** Oracle Virtual Desktop Client does not display the login page when connecting to a Sun Ray or Oracle Virtual Desktop Infrastructure server in full screen mode. The issue is seen on Oracle Linux 6.3 client platforms.

**Solution:** There are two workarounds for this issue. Do one of the following:

- Press any key when connected to a server. This causes the screen to be refreshed and the login page to be displayed.

- In the Settings, Display tab, switch from Span All Screens to Display 1. You can only use this option if you use one monitor.
3.1.5 User Documentation Access Issue on Windows Platforms (Bug ID 14826233)

**Problem:** On Windows platforms, the Help menu on the menu bar does not contain a link to access the Oracle Virtual Desktop Client user documentation.

**Solution:** User documentation can be accessed from the Windows Start Menu.

Go to **Start Menu, All Programs, Oracle Virtual Desktop Client, User Guides**.

3.1.6 Copy and Paste Issue For Ubuntu Linux Clients (Bug ID 16171117)

**Problem:** On Ubuntu Linux client platforms, copy and paste to the remote session can fail if you try to copy more than 500 kilobytes of text. Copy and paste from the remote session to the client device is unaffected.

**Solution:** A known issue on Ubuntu Linux client platforms.

3.1.7 Copy and Paste Fails For Large Amounts of Data (Bug ID 16192828)

**Problem:** Copy and paste operations can sometimes fail if a large amount of text is copied.

**Solution:** A known issue. The maximum amount of text you can copy and paste in a single operation is limited to 10 megabytes.

3.2 Documentation Issues

This section lists the known documentation issues for this release of Oracle Virtual Desktop Client.

3.2.1 USB Device is Not Available for USB Redirection

The following information about how to ensure USB devices are available for USB redirection is missing from the published documentation.

If a USB device in the Device menu is grayed out, this means that the device is in use on the client computer and is not available for USB redirection. In most cases this can be fixed by unmounting or ejecting the device on the client computer. For example, when using a USB flash drive on Mac OS X platforms, you may need to eject the device to make it available for USB redirection. In other cases, the following procedure may be required.

To release a USB device from the client computer so it can be redirected, do the following:

1. Select the grayed out device in the USB tab. Click OK to save the setting.

2. Unplug the USB device from the client computer.

3. Connect to the remote session and then insert the USB device.

The device should now be captured by Oracle Virtual Desktop Client before the client computer discovers it.

3.3 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.

### 3.3.1 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.