

Oracle® Virtual Desktop Infrastructure

Release Notes for Release 3.4.1

ORACLE®

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Oracle® Virtual Desktop Infrastructure: Release Notes for Release 3.4.1

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Preface

The *Oracle Virtual Desktop Infrastructure Release Notes* provides a summary of the new features, changes, and known issues in Oracle Virtual Desktop Infrastructure (VDI) release 3.4.1.

Audience

This document is written for system administrators who want to install and configure Oracle VDI in order to deploy desktops to users. It is assumed that readers are familiar with web and virtualization technologies and have a general understanding of operating systems such as UNIX (including Linux) and Windows.

Document Organization

The document is organized as follows:

- [Chapter 1, *New Features and Changes*](#) contains a summary of the new features and changes in this release.
- [Chapter 2, *Known Issues*](#) contains the known issues with the software.
- [Chapter 3, *Feedback and Support*](#) contains information about how to provide feedback and contact support for the Oracle Virtual Desktop Infrastructure (VDI) product.

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Related Documents

The documentation for this product and related products is available at:

- Oracle Virtual Desktop Infrastructure: <http://www.oracle.com/technetwork/server-storage/virtualdesktop/docs/index.html>.
- Oracle VM VirtualBox: <http://www.oracle.com/technetwork/server-storage/virtualbox/documentation/index.html>.
- Sun Ray Software and Hardware Products: <http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/index.html>.
- Oracle Secure Global Desktop: <http://www.oracle.com/technetwork/server-storage/securedesktop/docs/index.html>.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

Convention	Meaning
<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.

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Chapter 1. New Features and Changes

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1.1. New Features in Release 3.4.1

Storage Enhancements on Oracle Solaris Platforms

Support has been added for two new storage types for Oracle VM VirtualBox desktop providers on Oracle Solaris platforms:

- Local storage: Enables you to use any local directory on the virtualization host.
- Network file system storage: Enables you to use any distributed file system that can be mounted or shared on the virtualization hosts.

For the new storage types, the virtual disks are cloned using the VirtualBox command line (linked cloning). For the existing Sun ZFS storage types (OpenStorage and Solaris ZFS Storage), ZFS cloning is still used. For a desktop provider, you cannot mix Sun ZFS storage with either local storage or network file system storage.

See [Storage](#) for more information.

1.2. Changes in Release 3.4.1

Changes to Supported Platforms

Ubuntu 12.04 (Precise Pangolin) and SUSE Linux Enterprise Desktop 11 are now supported desktop platforms.

1.3. New Features in Release 3.4

Storage Enhancements on Oracle Linux Platforms

Support has been added for three new storage types for Oracle VM VirtualBox desktop providers on Oracle Linux platforms:

- Local storage: Enables you to use any local directory on the virtualization host.
- Network file system storage: Enables you to use any distributed file system that can be mounted or shared on the virtualization hosts.
- iSCSI storage: Enables you to use any storage that supports the iSCSI protocol.

The existing storage types, OpenStorage and Solaris ZFS Storage, are still supported and are now referred to as Sun ZFS storage.

On Oracle Linux platforms, virtual disks are now cloned using the VirtualBox command line (linked cloning). On Oracle Solaris platforms, ZFS cloning is still used.

Due to the differences in the availability of the storage types and the way they are used, the virtualization hosts for an Oracle VM VirtualBox desktop provider must now use the same operating system. You can no longer mix Oracle Solaris and Oracle Linux virtualization hosts.

See [Storage](#) for more information.

Automatic Desktop Resizing

When users hotdesk from one Sun Ray Client to another, desktop sessions are now automatically resized to the correct resolution.

1.4. Changes in Release 3.4

Changes to Supported Platforms

The following are the changes to supported platforms for this release:

- **Oracle VDI and Oracle VM VirtualBox on Oracle Linux (64-bit) on x86 platforms:** Oracle Linux release 5.7 is now supported.

Due to [Bug ID 13974640](#), you must use the Unbreakable Enterprise Kernel if you use Oracle Linux as the platform for your VirtualBox hosts. The Red Hat kernel is not supported.

- **Oracle VDI and Oracle VM VirtualBox on Oracle Solaris (64-bit) on x86 platforms:** The minimum supported release is now Solaris 10 release 09/10 (update 9).
- **VMware vCenter desktop provider:** VMware vCenter server 5.0 is now supported.

Sun Ray Operating Software (Client Firmware)

Starting with Sun Ray Software release 5.3, the Sun Ray Operating Software (formerly known as Sun Ray Client firmware) is no longer included with Sun Ray Software and must be downloaded separately from [My Oracle Support](#).

You should update the firmware on your Sun Ray Clients in order to take full advantage of the enhancements in the release of Sun Ray Software that is included with Oracle VDI. Also new Sun Ray Clients might not contain the latest firmware and might need to be updated.

See the [Sun Ray Software 5.3 Release Notes](#) for details about the latest Sun Ray Operating Software.

See the [Sun Ray Software 5.3 Administration Guide](#) for details of how to update the Sun Ray Operating Software on Sun Ray Clients.

For support-related questions about Sun Ray Operating Software, see [knowledge document ID 1448410.1](#) on My Oracle Support.

Login Dialog and Desktop Selector Changes

The following are the changes to the Login Dialog and Desktop Selector for this release:

- The Login Dialog and Desktop Selector screens now display somewhat differently depending on how multiple Oracle VDI Centers are configured. The differences are described in [About Global Oracle VDI Centers](#).

- You can now control, on a per-pool basis, whether users need to enter a NetBIOS domain name (the default) or a Fully-qualified Domain Name (FQDN) in the Login Dialog when they connect to a Windows desktop. You might need to change this setting, for instance, for a pool of Windows XP desktops if the NetBIOS name is not identical to the shortened domain name used by the kiosk session. To change this setting, select or deselect the Use Fully Qualified Domain Name check box in the Login panel under Pool Settings > Login in the Oracle VDI Admin GUI.

Pool Sun Ray RDP Settings

In pool Sun Ray RDP settings, the Global Locale option (-l) has been removed and replaced with the Session Language (-G) and Keyboard Layout (-Y) options.

When you upgrade, the Session Language and Keyboard Layout options are set to the previous value of the Global Locale option.

Removing a Storage From a Desktop Provider

To remove a storage from a desktop provider, the storage must now first be placed into maintenance mode. This enables Oracle VDI to migrate the desktops to a different storage host and, if required, to unmount the storage from the provider host. Once the storage is in maintenance mode, it can be removed. For similar reasons, you must now remove the storage before you can delete a desktop provider.

Sun Ray Kiosk Desktop Provider

By default, Oracle VDI user passwords can no longer be read from standard input when using a Sun Ray Kiosk Desktop Provider. Passwords can only be read from standard input by the kiosk session process if the `VDA_SSO_AWARE` environment variable is set to `true` in the kiosk session descriptor.

VirtualBox Guest Additions Version Information

The version of Oracle VM VirtualBox guest additions installed in a desktop is now displayed in Oracle VDI Manager and on the command line, but only while the desktop or template is running.

Multiple Email Domains for Companies

The E-Mail Domain Name setting for a company enables users to log in with their email address. You can now specify a comma-separated list of domain names so that more than one domain name can be associated with a company.

New domain-cleanup Property for Pools

There is a new `domain-cleanup` property for pools. If this is set to disabled, Oracle VDI does not remove the computer object from Active Directory when a desktop is deleted.

New Properties for Configuring Oracle VDI Centers

There are two new properties for configuring Oracle VDI Centers:

- The `srs.primary.host` property enables you to specify the Sun Ray primary server in an Oracle VDI Center.
- The `srs.primary.autoconfig` property enables you to control the automatic reconfiguration of the Sun Ray primary server during failover.

See [Configuring the Sun Ray Primary Server in an Oracle VDI Center](#) for details.

SSL Connections to the Embedded Oracle VDI MySQL Server Database

The Oracle VDI service now uses Secure Sockets Layer (SSL) to connect to the embedded Oracle VDI MySQL Server database.

Apache Web Server No Longer Required for Oracle VM VirtualBox

Oracle VDI no longer uses the Apache web server as a proxy for SSL and HTTP authentication to the VirtualBox web service. The VirtualBox web service now supports SSL and authentication natively and this is configured automatically when you install VirtualBox with the `vb-install` script.

A side effect of this change is that if you select a non-root user as the VirtualBox user, the SSL port number must be port 1024 or higher because of the operating system constraint that prevents non-root users from binding to a restricted port. By default, port 18083 is used.

The `vda provider-add-storage` Command is Deprecated

As a result of the storage changes in this release, the `vda provider-add-storage` command is now deprecated. Use one of the following commands instead:

- `vda provider-add-storage-zfs`: add a Zettabyte File System (ZFS) storage pool for an Oracle VM VirtualBox or Microsoft Hyper-V desktop provider.
- `vda provider-add-storage-iscsi`: add an iSCSI storage for an Oracle VM VirtualBox desktop provider.
- `vda provider-add-storage-networkfs`: add a network file system storage for an Oracle VM VirtualBox desktop provider.
- `vda provider-add-storage-local`: add a local disk storage for an Oracle VM VirtualBox desktop provider.

New Commands for Managing Peak Times

It is now possible to manage the peak times for a desktop provider from the command line. The following are the new commands:

- `vda provider-getpeaktimes`: List the peak times properties for a desktop provider.
- `vda provider-setpeaktimes`: Edit the peak times properties for a desktop provider.

The commands are valid only for Oracle VM VirtualBox, VMware vCenter and Microsoft Hyper-V desktop providers.

1.5. About the Oracle VDI Software

Oracle VDI is a layered software solution that uses virtualization, user directory, database, and desktop access software.

The software package includes the following components:

- Oracle VDI release 3.4.1
- Sun Ray Software release 5.3.1
- MySQL Server release 5.1.50

- Oracle VM VirtualBox release 4.1.18

Oracle VDI Requirements and Platform Support

For details of the requirements for this release of Oracle VDI and what is supported, see the following:

- [Oracle VDI installation requirements](#)
- [Oracle VDI update requirements](#)
- [Supported user directories](#)
- [Oracle VM VirtualBox requirements](#)
- [Microsoft Hyper-V requirements](#)
- [Microsoft Remote Desktop Services requirements](#)
- [VMware vCenter requirements](#)
- [Supported storage types](#)
- [Supported desktop operating systems](#)

For the latest list of peripherals tested to work with Sun Ray Software, see the [Sun Ray Peripherals List](#).

Additional Supporting Software

Additional software that can be used with Oracle VDI can be downloaded using the following links:

- [Oracle Linux](#)
- [Oracle Solaris 10](#)
- [Oracle Virtual Desktop Client](#)
- [Oracle Secure Global Desktop](#)

Supporting Documentation

Further information about additional software can be found using the following links:

- [Sun Ray Software products documentation](#): release note, installation, configuration, and administration information for Sun Ray Software, Sun Ray Windows connector ([uttsvc](#)), and Oracle Virtual Desktop Client.
- [Oracle VM VirtualBox documentation](#): user and developer documentation for VirtualBox.
- [Oracle Secure Global Desktop documentation](#): release note, installation, configuration, and administration information for Oracle Secure Global Desktop.

1.6. Bugs Fixed in Release 3.4.1

The following table lists bugs that have been fixed in Oracle VDI release 3.4.1.

Bug ID	Description
13725337	production monitor thread continuously dumps nullpointerexception

Bugs Fixed in Release 3.4.1

Bug ID	Description
13827545	vda-center gives success message for srs pwd, even though it is not configured
13827959	password visible on terminal during password reset
13859424	sun desktop access clients is mentioned instead of ovdc, in vdi bui
13891350	multiple pool observers running after a failover
13914962	importing of the template is failing when template file is in root directory
13924474	replace storage spawns two "resuming storage" jobs
13926137	sometimes cloning fails with corrupt files on the floppy image
13944414	domain field is seen when user directory is none and authentication is disabled
13945774	prevent host/storage from being added while add_storage job is in progress
13959086	non-root user can stop the vdi apache tomcat
13970448	if umount fails when putting storage into maintenance mode, it will try forever
14005186	nla should be configurable
14008012	severe audio echo with mulit monitor setups and vrpd
14011119	typo in vb-install message
14017769	bui login is failing after migration
14036137	automatic download of virtualbox base pack fails
14061568	error: cannot install java runtime environment. message is seen while installing
14068554	unable to add second local or nfs storage to dp both through cli and bui
14075242	esc: "duplicate desktops" doesn't seem to behave as per the manual
14107154	vdi center may be thrown off track, if center agent receives a signal during upd
14111277	can't contact ldap server error message seen in vdi primary server log messages
14112922	unable to add the second nfs storage in the dp wizard
14156838	prevent sun zfs and networked storage in the same dp
14161563	able to combine local storage and nfs storage in linux vbox dp through cli
14249903	migration fails with vbox desktop provider and local/nfs storage

Chapter 2. Known Issues

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2.1. System Hangs When Installing VirtualBox on Oracle Solaris Platforms (Sun Bug ID 7116094)

In some circumstances, when you install Oracle VM VirtualBox, the system hangs.

The issue affects large servers, such as Sun Fire X4470 M2, that run Oracle Solaris 10 8/11 (update 10).

In order to install VirtualBox, an IDR (Interim Diagnostics and Relief) must applied to the system. See [knowledge document ID 1451285.1](#) on My Oracle Support for details.

2.2. Templates Cannot be Imported for Hyper-V Desktop Providers on Oracle Linux Platforms (Bug ID 12307034)

For Oracle VDI on Oracle Linux platforms, the `iscsi-initiator-utils` package is a required package. This package is used to create the iSCSI initiator file `/etc/iscsi/initiatorname.iscsi`. If this file is missing, or it is empty, it results in a database entry with an empty value in a non-empty constrained field and this causes a `NullPointerException` when importing a template for Hyper-V desktop providers.

The workaround is as follows:

1. Check that the iSCSI initiator file exists and that it is not empty.

Use the `cat` command to check the contents of the file. The following is an example of a correctly configure file.

```
# cat /etc/iscsi/initiatorname.iscsi
InitiatorName=iqn.1994-05.com.redhat:bd25643d1f24
```

2. Create the iSCSI initiator file.

You can create the iSCSI initiator file by installing or re-installing the `iscsi-initiator-utils` package, or it can be generated on the command line.

If you install the `iscsi-initiator-utils` package from a separately-provided `.rpm` file, do not use the `--noscript` option when you install it, as this prevents some required files from being installed. Install the package by running the following command as root:

```
# rpm -ivh --nosignature iscsi-initiator-utils-<version>.rpm
```

To generate the file on the command line, run the following command as root:

```
# printf "InitiatorName=`iscsi-iname`\n" > /etc/iscsi/initiatorname.iscsi
```

3. Restart the iSCSI daemon.

Run the following commands as root:

```
# /etc/init.d/iscsi stop
# /etc/init.d/iscsi start
```

2.3. "Console Already in Use" Warning Does Not Display When Expected (Bug ID 12364760)

When you open a second console on a given desktop, a warning used to state, "Console Already in Use". This message does not appear when expected. For instance, assuming you have created a VirtualBox desktop provider and a pool, and imported and cloned a desktop, then when you take the kiosk session of a desktop and launch that desktop's console from the Admin GUI, you see the `ctrl+alt+del` screen, but the warning is not displayed.

2.4. Virtualization Hosts Crash if a Storage is Shut Down (Bug ID 13557337)

If a storage host is shut down (or crashes) and the associated Oracle Cluster File System version 2 (OCFS2) file systems are still mounted on the virtualization hosts, the virtualization hosts crash.

If you need to reboot a storage host, enable [maintenance mode](#) for the storage first. This enables Oracle VDI to unmount the OCFS2 file systems. Once the storage is in maintenance mode, it can be rebooted.

The problem affects VirtualBox hosts on Oracle Linux platforms if you use either Sun ZFS storage or iSCSI storage.

2.5. Strange Bash Prompt Breaks SSH Connections (Bug ID 13572569)

The default shell for `root` in Oracle Enterprise Linux is bash, so when VDI issues ssh commands, it receives any other characters generated by the user's bash environment, such as scripts and aliases in `$HOME/.bashrc`. If it interprets any of them as an escape character, it breaks the SSH connection. For example, trying to add an OEL 5.7 host as a VirtualBox provider in the GUI generates an `Error adding host` message.

2.6. Storage Host is Shown as Unresponsive During Template Import (Bug ID 13639979)

A storage host can be shown as unresponsive and a critical alarm is displayed during a template import job even though the storage is available.

Particularly with slow networks, the storage utilization can reach 100% when importing a template and no other jobs can be performed. When the template import job is complete, the storage host status returns to enabled.

2.7. Adding a Storage Fails if the VirtualBox User is Not Root (Bug ID 13681074)

When you install VirtualBox, you specify the user that runs VirtualBox on the host. On Oracle Linux platforms, if you do not specify root as the VirtualBox user, you cannot add a Sun ZFS or iSCSI storage to the desktop provider.

The Cacao log messages show errors with executing the `iscsiadm` command, for example:

```
com.sun.vda.service.api.ServiceException: Error executing command
'iscsiadm -m node -T ign.1986-03.com.sun:02:ca4afc97-4ffc-67ba-bac6-e8992567cf34
-p 191.168.1.100:3260 -o new' on host '192.168.1.100': iscsiadm: Maybe you are not root?
```

On Oracle Linux platforms, if you want to use Sun ZFS or iSCSI storage, the VirtualBox user must be root.

2.8. The `vb-install` Script Does Not Check VMs for All Users (Bug ID 13732353)

When the `vb-install` script is executed for an upgrade or uninstall, it first does a check for registered and running VMs to see if they need to be stopped and/or unregistered. Within this script, `VBoxManage` checks for VMs, however it is always executed as root and will always only return VMs configured for the root user. `VBoxManage` should be executed as the user that VirtualBox was previously installed with to list VMs, power-off, or to perform any other similar functions.

2.9. Storages Larger Than 16TB Are Shown With a Capacity of Only 16TB (Bug ID 13824735)

If you have a storage that is larger than 16 terabytes (TB), Oracle VDI shows the storage as having a capacity of only 16TB.

Versions of Oracle Cluster File System version 2 (OCFS2) earlier than version 1.8 only support partitions up to 16TB. When Oracle VDI formats the OCFS2 partition on a storage, it restricts the partition size to 16TB to avoid configuration errors.

This issue affects Oracle VM VirtualBox desktop providers on Oracle Linux platforms if you use either Sun ZFS storage or iSCSI storage.

2.10. `uttsc` Does Not Work with the RDP Broker with NLA Enabled (Bug ID 13924760)

`uttsc` supports Network Level Authentication (NLA) but the RDP broker does not. Consequently, you can install and configure Oracle VDI, create an Active Directory company and a pool, import a template, clone

virtual machines and assign desktops to users -- that is, you can do everything correctly -- and yet not get a session.

The workaround is to disable NLA with the `uttsc -N off` option.

```
# /opt/SUNWuttsc/bin/uttsc -u username -d domain -p -N off Server_ip_address_or_host_name
```

2.11. Problems Adding a VirtualBox Host to a Desktop Provider While an Add Operation is in Progress (Bug ID 13944126)

Given an Oracle VM VirtualBox Desktop Provider with a host added, if you try to add another VirtualBox host while an existing Add Storage job is still in progress, no storage mount point is created on the second host, and an exception is printed to the Cacao log.

To avoid this condition, do either of the following:

- Make sure the Add Storage job has completed successfully before trying to add another storage host.
- Add all VirtualBox hosts before adding a storage host to the Desktop Provider.

2.12. Windows 7 Desktops Fail to Start on Oracle Linux Hosts That Use the Red Hat Kernel (Bug ID 13974640)

Windows 7 virtual machines require asynchronous I/O to operate correctly.

When Oracle Linux is used as the platform for Oracle VM VirtualBox virtualization hosts, the iSCSI and Sun ZFS storage types are configured using Oracle Cluster File System version 2 (OCFS2). Due to a bug, OCFS2 does not support asynchronous I/O when used with the Red Hat kernel. The bug does not affect OCFS2 when using Oracle's Unbreakable Enterprise Kernel.

As a result, in this release you must use the Unbreakable Enterprise Kernel if you use Oracle Linux as the platform for your VirtualBox hosts. The Red Hat kernel is not supported.

This has the following consequences:

- The `vb-install` script can only be used to install the bundled release of VirtualBox if you use the Unbreakable Enterprise Kernel.
- The [Single Oracle VDI Host Configuration](#) model is only supported if you use the Unbreakable Enterprise Kernel.

2.13. SGD Broker Connections Fail After Upgrading or Reconfiguring Oracle VDI (Bug ID 14026511)

After you upgrade Oracle VDI, users might not be able to connect to their Oracle VDI desktops using Oracle Secure Global Desktop (SGD). This issue only affects the SGD Virtual Server Broker for Oracle VDI 3.3, which uses the Oracle VDI Client web service. The Oracle VDI Broker is not affected.

Connections to the Oracle VDI Client web service are secured with SSL. The web service uses a self-signed certificate that is automatically generated when you configure Oracle VDI on a host. The certificate is stored in a Java keystore located at `/etc/opt/SUNWvda/webserver/keystore` and this keystore is managed using the Java `keytool` application.

Whenever you reconfigure or upgrade Oracle VDI on a host, the web services self-signed certificate is regenerated and the existing SSL certificate is not preserved. In addition, when you upgrade, the

host name (subject) used in the web services SSL certificate might change. Depending on your host configuration, the certificate might use an unqualified host name before the upgrade and a fully-qualified host name after the upgrade.

If you want to preserve the existing SSL certificate so that clients, such as the SGD Virtual Server Broker for Oracle VDI 3.3, do not have to be reconfigured after an upgrade or a reconfiguration, you must back up the keystore file before making any changes to the Oracle VDI installation. Perform the following steps to upgrade or reconfigure:

1. Back up the `/etc/opt/SUNWvda/webserver/keystore` file.
2. Reconfigure or upgrade Oracle VDI on a host.
3. Replace the `/etc/opt/SUNWvda/webserver/keystore` file with the backup copy.
4. Restart the Oracle VDI web server.

The change only takes effect once you restart the web server.

Run the following command as root.

```
# /opt/SUNWvda/sbin/vda-webserver restart
```

If you have already reconfigured or upgraded Oracle VDI and you cannot restore the keystore from a backup, you might have to re-configure the SGD Virtual Server Broker for Oracle VDI 3.3 as follows:

- Import the web services SSL certificate for *each Oracle VDI host* into the certificate truststore on *each SGD server*. Depending on your SGD configuration, the truststore is either the CA certificate truststore or a dedicated truststore.
- Reconfigure the SGD Virtual Server Broker for Oracle VDI 3.3 to use the host names that appear in the web services SSL certificates.

2.14. Small-Capacity Storages Are Shown With a Reduced Capacity (Bug ID 14127765)

If you use a small-capacity storage, for example 20 gigabytes (GB), Oracle VDI shows the storage as having a significantly reduced capacity, for example 15GB.

This issue affects Oracle VM VirtualBox desktop providers on Oracle Linux platforms if you use either Sun ZFS storage or iSCSI storage. For these storage types, Oracle VDI formats the storage with the Oracle Cluster File System version 2 (OCFS2). The reduction in capacity is due to the requirements of the OCFS2 file system.

The workaround is to use a bigger storage. The storage capacity should be at least 50GB, depending on the number of desktops you want to run.

2.15. Sessions Disconnect Unexpectedly With Ubuntu 12.04 Desktops (Bug ID 14254390)

When using Ubuntu 12.04 as the desktop platform, and Unity as the desktop environment, users might be disconnected unexpectedly from their desktop sessions.

The workaround is to use the Gnome Classic desktop environment instead.

2.16. After Updating Oracle VDI, Users Cannot Connect to Their Windows Desktops (Bug ID 14272752)

After you update Oracle VDI to release 3.4 or later, users might find that they can no longer connect to their Windows desktops. The problem affects desktops that are configured for automatic logons (auto-logon) and is known to particularly affect Windows XP desktops in pools that use Microsoft RDP (MS-RDP) as the desktop protocol.

In order to log users on automatically, Oracle VDI provides a user name, password, and domain name. In previous releases, Oracle VDI used a shortened domain name that was usually identical to the NetBIOS name. Oracle VDI release 3.4 and later uses a fully-qualified domain name (FQDN) by default and, because this is can be different to the NetBIOS name, automatic logons can fail.

The workaround is to configure the pool to use the NetBIOS name for the domain name. In Oracle VDI Manager, select a pool, go to the Settings tab, and deselect the **Use Fully Qualified Domain Name** option. On the command line, use the `vda pool-setprops --properties=fqdn-login=disabled <pool-name>` command. This option only applies to pools that are linked to Active Directory type companies.

Chapter 3. Feedback and Support

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This chapter provides information about how to provide feedback and contact support for the Oracle Virtual Desktop Infrastructure (VDI) product.

3.1. Providing Feedback and Reporting Problems

To ask a question or provide feedback, please contact the Oracle VDI Team and Community at the [Virtual Desktop Infrastructure and Sun Ray Clients General Discussion](#). Posting on the Oracle VDI Team and Community does not guarantee a response. If you need a fix for a bug, and have an Oracle Software Premier Support Agreement, you should open a case with Oracle Support at <https://support.oracle.com>.

If you are reporting a bug, 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 release, browser type and version, locale and product release, 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. 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.
- Any logs or support bundles you have, see [Section 3.3, "Support Bundles"](#) for details.

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.

3.3. Support Bundles

Oracle VDI can generate support bundles containing log files and system configuration from each host in an Oracle VDI Center. This information can be used by Oracle Support to analyze and diagnose system issues.

Administrators generate support bundles using the `vda-center bundle-create` command. The support bundle files can be uploaded for further analysis by Oracle Support.

Generating a Support Bundle

To generate a new support bundle, run the following command, as root, on any host in an Oracle VDI Center:

```
# /opt/SUNWvda/sbin/vda-center bundle-create

Creating support bundle for Oracle VDI Center "VDI Center"
A support bundle will be created on each host before collecting them together.
+ Start support bundle creation on vdi1.example.com...
+ Start support bundle creation on vdi2.example.com...
+ Done (vdi1.example.com)
+ Done (vdi2.example.com)

Collecting support bundles
+ Get support bundle from vdi2.example.com...
+ Done (269714541 Bytes moved.)

Creating archive of support bundles
+ Creating tarball...

The support bundle is located at '/var/tmp/VDI-Center-11_05_29_17-09-22.tar.'
```

By default, this command creates a support bundle on each host in the Oracle VDI Center. It might take several minutes for each support bundle to be created. Once all the support bundles are created, they are copied to the host on which the command is run. All the support bundles are then combined into a single tar archive, which is stored in `/var/tmp` by default.

Support bundles use the Oracle VDI Center Agent for remote communication with the hosts in an Oracle VDI Center. If a host cannot be contacted, for example because of network issues, a warning is displayed and support bundles are created only for the hosts that can be contacted.

The behavior of the `vda-center bundle-create` command can be adapted using one or more of the following options:

```
vda-center bundle-create [-l | --localhost]
                        [-h <host1>,<host2> | --host=<host1>,<host2>]
                        [-d <directory> | --directory=<directory>]
                        [-v | --verbose]
                        [-g | --get]
                        [-b | --backup]
                        [<file name>]
```

Option	Description
<code>-l</code>	Generates a support bundle only for the host on which the command is run. This option works even if the Oracle VDI Center Agent is no longer running on the host.
<code>-h <host1>,<host2> ...</code>	Generates support bundles for the specified hosts only.

Option	Description
<code>-d <directory></code>	Specifies a different directory for storing the support bundles. The specified directory must exist on all hosts. For security reasons, this must be a directory or subdirectory in <code>/tmp/</code> , <code>/var/tmp/</code> , <code>/var/run/</code> , or <code>/var/opt/SUNWvda/</code> .
<code>-v</code>	Prints out additional information messages when the support bundle is created.
<code>-g</code>	Gets the support bundles from the hosts, but they are not combined into a single tar archive.
<code>-b</code>	Includes full Oracle VDI backup data in the support bundle. This option exports the entire content of the Oracle VDI database and includes it in the support bundle.
<code><file name></code>	Specifies the name of the tar archive. If no name is specified, the name <code><center name>-<date></code> is used by default.

Uploading a Support Bundle

Support bundles are uploaded using the file transfer service from Oracle support at supportfiles.sun.com. Oracle Support might request that you upload using a different mechanism. For files up to 2 GB, use a standard browser and either the HTTP or HTTPS protocol to upload the files. For larger files, use the FTP protocol.

1. Using a browser or FTP client, go to supportfiles.sun.com.
2. Select the support bundle file to upload.
3. Select a destination for the file.

Unless Oracle Support request otherwise, select the `cores` directory.

4. Enter a case number for the file.

Oracle Support provide you with a case number when you open a service request is opened. Providing a case number ensures that the file is correctly associated with service request.

5. Click the Upload button to upload the file.

Some browsers do not show the progress of the upload.

Do not click the Upload button multiple times, as this restarts the transfer.

When the upload is complete, a confirmation message is displayed.

The confirmation message contains the full path of the uploaded file. Write down the full path to the file, so that you can provide this information to Oracle Support, if the file is not associated with the correct case number.

