Using VMware View Client for iPad

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Contents

Using VMware View Client for iPad

This guide, *Using VMware View Client for iPad*, provides information about installing and using VMware® View software on an iPad to connect to a View desktop in the datacenter.

The information in this document includes system requirements and instructions for installing View Client for iPad. This document also provides tips for improving the user experience of navigating and using Windows desktop elements on an iPad.

This information is intended for administrators who need to set up a VMware View deployment that includes iPad client devices. The information is written for experienced system administrators who are familiar with virtual machine technology and datacenter operations.

- Setup and Installation on page 5

    Setting up a View deployment for iPad clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and iPad clients, and installing the VMware View iPad app from the Apple App Store.

- Managing Server Connections and Desktops on page 7

    Use View Client for iPad to connect to View Connection Server or a security server, edit the list of servers you connect to, and log in to or off of a View desktop. For troubleshooting purposes, you can also reset a View desktop assigned to you and roll back a desktop you checked out.

- Using a Microsoft Windows Desktop on an iPad on page 9

    View Client for iPad supports some of the features included in View Client for Windows. Some features have been added to aid in navigation specifically on an iPad.

- Troubleshooting View Client for iPad on page 13

    You can solve most problems with View Client for iPad by resetting the desktop or by reinstalling the VMware View application on the iPad.

Setup and Installation

Setting up a View deployment for iPad clients involves using certain View Connection Server configuration settings, meeting the system requirements for View servers and iPad clients, and installing the VMware View iPad app from the Apple App Store.

- System Requirements on page 6

    You can install View Client for iPad on all models of iPad.

- Preparing View Connection Server for iPad Clients on page 6

    Administrators must perform specific tasks to enable iPad users to connect to View desktops.

■ Supported View Desktop Operating Systems on page 6

Administrators create virtual machines with one of these guest operating systems and install View Agent in the guest operating system. End users can log in to these virtual machines from an iPad.

■ Install or Upgrade View Client for iPad on page 7

View Client for iPad is an iPad application, and you install it just as you do other iPad applications.

System Requirements

You can install View Client for iPad on all models of iPad.

The iPad on which you install View Client, and the peripherals it uses, must meet certain system requirements.

iPad Model	All models
Operating systems	iOS 4.2 and later
External keyboards	(Optional) iPad Keyboard Dock and Apple Wireless Keyboard (Bluetooth)
View Connection Server and View Agent	4.6 and later
Display protocol for VMware View	PCoIP

Preparing View Connection Server for iPad Clients

Administrators must perform specific tasks to enable iPad users to connect to View desktops.

Before end users can connect to View Connection Server and access a View desktop, you must configure certain pool settings and security settings:

■ If you plan to use a secure tunnel connection for iPad clients and if the secure tunnel connection is configured with a DNS host name for View Connection Server, verify that the iPad client can resolve this DNS name.

To enable or disable the secure tunnel, in View Administrator, go to the Edit View Connection Server Settings dialog box and use the check box called **Use secure tunnel connection to desktop**.

■ Verify that a virtual desktop pool has been created and that the user account you plan to use is entitled to access this View desktop. See the topics about creating desktop pools in the *VMware View Administration* documentation.

■ Verify that the desktop pool is set to use the PCoIP display protocol. See the *VMware View Administration* documentation.

■ If you are using a security server, verify that you are using View Connection Server 4.6 and View Security Server 4.6. See the *VMware View 4.6 Installation* documentation.

Supported View Desktop Operating Systems

Administrators create virtual machines with one of these guest operating systems and install View Agent in the guest operating system. End users can log in to these virtual machines from an iPad.

Table 1. Supported Operating Systems for View Agent on iPad Clients

Guest Operating System	Version	Edition	Service Pack
Windows 7	64-bit and 32-bit	Enterprise and Professional	SP1
Windows Vista	32-bit	Business and Enterprise	SP1 and SP2
Windows XP	32-bit	Professional	SP3

Install or Upgrade View Client for iPad

View Client for iPad is an iPad application, and you install it just as you do other iPad applications.

Prerequisites

If you have not already set up the iPad, do so. See the *iPad User Guide*.

Procedure

1 On your iPad, Mac, or PC, browse or search the App Store for the VMware View application.

2 Download the application.

3 If you downloaded the application to a Mac or PC, connect your iPad to the computer and follow the onscreen instructions in iTunes.

4 To determine that installation succeeded, verify that the **VMware View** application icon appears on one of the desktops of your iPad Home screen.

Managing Server Connections and Desktops

Use View Client for iPad to connect to View Connection Server or a security server, edit the list of servers you connect to, and log in to or off of a View desktop. For troubleshooting purposes, you can also reset a View desktop assigned to you and roll back a desktop you checked out.

Depending on how the administrator configures policies for View desktops, end users might be able to perform many operations on their desktops.

■ Log In to a View Desktop for the First Time on page 8

To log in from an iPad, you must specify a URL for View Connection Server and supply credentials for your user account.

■ Log Off from a Desktop Using View Client on page 8

When you are finished using a View desktop, you can log off and disconnect from it. If you disconnect without logging off, applications remain open on the View desktop.

■ Roll Back a Desktop from View Client on page 9

You can roll back a virtual desktop that you checked out for use in local mode on a different client. Rolling back a checked-out desktop discards changes that you made to the desktop. All changes are lost.

■ Remove a Desktop Screen Capture from the View Client Home Page on page 9

After you log in to a View desktop from your iPad, a screen capture is saved to the View Client home page. You can use the View desktop's context menu to remove a View desktop screen capture.

Log In to a View Desktop for the First Time

To log in from an iPad, you must specify a URL for View Connection Server and supply credentials for your user account.

Prerequisites

- Perform the administrative tasks described in "Preparing View Connection Server for iPad Clients," on page 6.

- If you are outside the corporate network and are not using a security server to access the virtual desktop, verify that your iPad is set up to use a VPN connection and turn that connection on.

  If your company has an internal wireless network that your iPad can use, you do not need to set up a VMware View security server or VPN connection.

- Verify that you have the fully qualified domain name (FQDN) or IP address of the server that provides access to the virtual desktop.

Procedure

1 Tap the **VMware View** application icon on the iPad Home screen.

2 Tap the **Add View Connection Server** button, enter the name or IP address of View Connection Server or a security server, and tap **Connect.**

   The default port for SSL connections is 443. The default port for non-SSL connections is 80. If View Connection Server is not configured to use the default port, enter the name or IP address of the server followed by `:port`. If View Connection Server is not configured to use an SSL connection, enter `http://` before the name or IP address.

3 Enter the credentials of a user who is entitled to use at least one desktop pool, select a domain, and tap **Done**.

4 In the list of View desktops that appears, tap a desktop to connect to it.

After you log in to a desktop for the first time, a screen capture of the desktop is saved to the View Client home page. The next time you want to connect to the View desktop, you can tap the screen capture instead of entering the server's host name or IP address.

Log Off from a Desktop Using View Client

When you are finished using a View desktop, you can log off and disconnect from it. If you disconnect without logging off, applications remain open on the View desktop.

If you are currently connected to and logged in to a View desktop, use the Windows **Start** menu to log off. After Windows logs you off, the desktop is disconnected and View Client closes.

If you are not connected to the desktop and you want to log off of the desktop without having to log in first, use View Client to log off.

Prerequisites

- If files are open in the desktop, save and close them.

- This procedure assumes that you have logged in to the View desktop at least once from the iPad. If you have not logged in at least once, familiarize yourself with the procedure "Log In to a View Desktop for the First Time," on page 8.

Procedure

1 On the View Client home page, display the View desktop's context menu.

- If the desktop appears in the Recent Desktops area, tap and hold the screen capture of the recently used desktop.

- If the desktop does not appear in the Recent Desktops area, use the **Servers** button in the upper-left corner and tap the arrow (>) next to the desktop.

2 Select **Log Off** from the context menu.

Roll Back a Desktop from View Client

You can roll back a virtual desktop that you checked out for use in local mode on a different client. Rolling back a checked-out desktop discards changes that you made to the desktop. All changes are lost.

You can roll back only View desktops that you have checked out.

Prerequisites

- Back up desktops to the server to preserve data or files. You can use View Administrator to replicate data to the server, or, if the policy is set to allow it, you can use View Client with Local Mode on the Windows client where the desktop is currently checked out.

- This procedure assumes that you have logged in to the View desktop at least once from the iPad. If you have not logged in at least once, familiarize yourself with the procedure "Log In to a View Desktop for the First Time," on page 8.

Procedure

1 On the View Client home page, display the View desktop's context menu.

- If the desktop appears in the Recent Desktops area, tap and hold the screen capture of the recently used desktop.

- If the desktop does not appear in the Recent Desktops area, use the **Servers** button in the upper-left corner and tap the arrow (>) next to the desktop.

2 Select **Roll Back** from the context menu.

After the View desktop is rolled back, you can log in to it from the iPad.

Remove a Desktop Screen Capture from the View Client Home Page

After you log in to a View desktop from your iPad, a screen capture is saved to the View Client home page. You can use the View desktop's context menu to remove a View desktop screen capture.

Procedure

1 On the View Client home page, tap and hold the screen capture of the View desktop.

2 Select **Remove** from the context menu.

Using a Microsoft Windows Desktop on an iPad

View Client for iPad supports some of the features included in View Client for Windows. Some features have been added to aid in navigation specifically on an iPad.

- Feature Support Matrix on page 10

  View Client for the iPad supports a subset of the features available on other clients, such as the View Client for Windows desktops and laptops.

- Keyboard and Input Device Support on page 10

  You can use external keyboards with View desktops. View Client for iPad supports iPad Keyboard Dock or an Apple Wireless Keyboard (Bluetooth).

- Gestures and Navigation Aids on page 11

  When you work within a View desktop, you see a Microsoft Windows operating system on your iPad. VMware has created user interaction aids to help you navigate conventional Windows user interface elements on an iPad.

- Screen Resolution and Display Orientation on page 13

  The iPad supports certain maximum display resolutions for View desktops.

- Internationalization on page 13

  The user interface for View Client for iPad is available only in English, and only English-language keyboards are supported.

Feature Support Matrix

View Client for the iPad supports a subset of the features available on other clients, such as the View Client for Windows desktops and laptops.

Table 2. Features Supported on Windows Desktops for iPad View Clients

Feature	Windows 7 View Desktop	Windows Vista View Desktop	Windows XP View Desktop
RSA SecurID	Yes	Yes	Yes
Single sign-on	Yes	Yes	Yes
RDP display protocol			
PCoIP display protocol	Yes	Yes	Yes
HP RGS display protocol			
USB access			
Wyse MMR			
Virtual printing			
Location-based printing			
Smart cards			
Multiple monitors			
Local mode			

For descriptions of these features and their limitations, see the *View Architecture Planning* document.

Keyboard and Input Device Support

You can use external keyboards with View desktops. View Client for iPad supports iPad Keyboard Dock or an Apple Wireless Keyboard (Bluetooth).

The iPad Keyboard Dock external keyboard is automatically detected by View Client. To use the Apple Wireless Keyboard (Bluetooth) with a View desktop, you must either tap the iPad screen with three fingers at the same time or you must tap the Keyboard button on the View Client toolbar.

Also with the Apple Wireless Keyboard (Bluetooth), after the external keyboard is detected, you cannot use the View Client toolbar or three-finger tap to display the onscreen keyboard. You must first deactivate the external keyboard by pressing its Eject key.

Known limitation	Several keys on external keyboards do not work with a View desktop: Function keys, Ctrl, Alt, Command, and arrow keys.
	Workaround: Use the onscreen Ctrl and function keys. To tap a combination of these keys, such as Ctrl+Alt+Delete, first tap the onscreen Ctrl key. After it turns blue, tap the onscreen Alt key. After it also turns blue, press the Delete key.
International keyboards	Only English-language keyboards are supported.

Gestures and Navigation Aids

When you work within a View desktop, you see a Microsoft Windows operating system on your iPad. VMware has created user interaction aids to help you navigate conventional Windows user interface elements on an iPad.

View Client toolbar	This toolbar has buttons you can tap to display the onscreen keyboard, the virtual touchpad, and a virtual keypad for arrow keys and Page Up and Page Down keys.
Onscreen keyboard	The onscreen keyboard in a View desktop has more keys than the standard iPad onscreen keyboard. For example, Control keys and function keys are available. There are several ways to display the onscreen keyboard.

- On the **View Client** toolbar, tap the **Keyboard** button.
- Tap the iPad screen with three fingers at the same time.

Even if you use an external keyboard, a one-row onscreen keyboard still appears. This one-row onscreen keyboard contains function keys, and the Ctrl, Alt, Win, and arrow keys. The Ctrl, Alt, Command, arrow keys, and function keys on external keyboards do not work with View desktops.

Onscreen touchpad	Although the entire iPad screen is a touchpad, you might find it convenient to use the virtual, or onscreen, touchpad in View desktops. The virtual touchpad resembles a touchpad on a laptop computer.

- You can use the onscreen touchpad for single-clicking and double-clicking.
- The touchpad also contains left-click and right-click buttons.

- Moving your finger around the touchpad creates a mouse pointer that moves around the View desktop.

- You can tap with two fingers and then drag to scroll.

You can drag the virtual touchpad to the side of the iPad so that you can use your thumb to operate the touchpad while you are holding the iPad.

Clicking	As in other iPad applications, you tap to click a user interface element. In a View desktop, if you tap and hold for a second, a magnifying glass appears, along with a mouse pointer, for precise placement. This feature is especially helpful when you want to resize a window.
Right-clicking	A couple of options are available for right-clicking.

- Use the View Client toolbar to display the touchpad and use the touchpad's right-click button.

- Tap and hold with one finger where you want the right-click to occur and then tap a second finger.

Scrolling and scrollbars   Several options are available for scrolling.

- On the iPad screen, tap with two fingers and then drag to scroll. The text under your fingers moves in the same direction as your fingers.

- Use the View Client toolbar to display the touchpad, tap the touchpad with two fingers and then drag to scroll. This gesture has the same effect as using a scroll wheel, so that if you scroll down, for example, text under your fingers moves up.

- Use the onscreen touchpad to move the mouse pointer and click scroll bars.

Zooming in and out	As in other iPad applications, pinch your fingers together or apart to zoom.
Window resizing	Tap and hold until the magnifying glass appears at the corner or side of the window. Move your finger around until the resizing arrows appear. Lift your finger off the screen. The magnifying glass is replaced by a resizing circle. Tap this resizing circle and drag it to resize the window.
Editing: cut, copy, and paste	You can copy and paste plain text between an iPad application and a View desktop. Formatting information is not copied.

- Text that you copy to your iPad's Clipboard is automatically copied to your View desktop's Clipboard when you log in to the View desktop.

- If you are logged in to a View desktop, text that you copy to the View desktop's Clipboard is copied to your iPad's Clipboard when you press the iPad Home button.

Sound, music, and video	If sound is turned on for your iPad, you can play audio in a View desktop.
Accessibility	Standard iPad accessibility settings do not work in a View desktop.

Screen Resolution and Display Orientation

The iPad supports certain maximum display resolutions for View desktops.

■ Portrait: 768 X (1024 - 20) pixels, with a persistent 4:3 aspect ratio

■ Landscape: 1024 X (768 - 20) pixels

In these formulas, 20 pixels are used for the status bar at the top of the screen. In addition, when iPad is connected to an external keyboard, the one-row onscreen keyboard uses 44 pixels, so that the resolution is changed to 768 X (1024 - 20 - 44) for portrait and 1024 X (768 - 20 - 44) for landscape.

You can also connect the iPad to an external display or projector and use these display resolutions.

NOTE   If you connect to an external display while in portrait mode, because of the 4:3 aspect ratio, the drawing image in the external display is transformed to (768 * 0.75) X 768. This behavior might cause the image to appear blurry.

Internationalization

The user interface for View Client for iPad is available only in English, and only English-language keyboards are supported.

Troubleshooting View Client for iPad

You can solve most problems with View Client for iPad by resetting the desktop or by reinstalling the VMware View application on the iPad.

Problem

The VMware View application does not work or repeatedly exits unexpectedly or the View desktop freezes.

Cause

Assuming that View Connection Server and security servers are configured properly and that firewalls surrounding them are configured to have the correct ports open, other issues usually relate to the VMware View application on the iPad or to the guest operating system on the View desktop.

Solution

■ If the operating system in the View desktop freezes, use View Client on the iPad to reset the desktop.

This option is available only if your administrator has enabled this feature.

■ Uninstall and reinstall the VMware View application on the iPad.

■ If resetting the View desktop and reinstalling the VMware View app do not help, you can reset iPad, as described in the *iPad User Guide*.

What to do next

See "Uninstall the VMware View App," on page 13 and "Reset a Desktop," on page 14.

Uninstall the VMware View App

Uninstall View Client for iPad by deleting it from the iPad and removing it from your iTunes.

Sometimes if you are having problems with View Client for iPad you can resolve the issue by uninstalling and reinstalling the VMware View app.

Procedure

1. If you have the VMware View app in iTunes on your Mac or PC, browse or search the Apps Library for the VMware View iPad app and remove it.

   Use the same procedure that you would use to remove any iTunes app.

2. Connect your iPad to your computer and allow the iPad to synchronize with iTunes on your Mac or PC.

3. If the VMware View application is not removed from your iPad, touch and hold the **VMware View** application icon until it wiggles, and tap the **X** icon to delete the app.

What to do next

To reinstall View Client, see "Install or Upgrade View Client for iPad," on page 7.

Reset a Desktop

When you reset a desktop, the desktop is shut down and restarted, and unsaved data is lost. Resetting is the equivalent of pressing the Reset button on a physical PC to force the PC to restart.

You can reset the desktop only if your View administrator has enabled this feature.

Prerequisites

- If files are open in the desktop, save and close them.

- This procedure assumes that you have logged in to the View desktop at least once from the iPad. If you have not logged in at least once, familiarize yourself with the procedure "Log In to a View Desktop for the First Time," on page 8.

Procedure

1. On the View Client home page, display the View desktop's context menu.

   - If the desktop appears in the Recent Desktops area, tap and hold the screen capture of the recently used desktop.

   - If the desktop does not appear in the Recent Desktops area, use the **Servers** button in the upper-left corner and tap the arrow (>) next to the desktop.

2. Select **Reset** from the context menu.

Index