Using VMware View Client for iPad

May 2012
View Client for iPad

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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. VMware also recommends that you set up a View security server so that your iPad clients will not need a VPN connection.

**Managing Server Connections and Desktops** on page 8
Use View Client 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 a Mobile Device** on page 13
On mobile devices, View Client includes additional features to aid in navigation.

**Troubleshooting View Client** on page 18
You can solve most problems with View Client by resetting the desktop or by reinstalling the VMware View app.

**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. VMware also recommends that you set up a View security server so that your iPad clients will not need a VPN connection.

**System Requirements for View Client for iPad** on page 6
You can install View Client for iPad on all models of iPad.

**Preparing View Connection Server for View Client** on page 6
Administrators must perform specific tasks to enable end users to connect to View desktops.
The iPad on which you install View Client, and the peripherals it uses, must meet certain system requirements.

**iPad Model**
- View Client for iPad 1.0: All models of iPad 1
- View Client for iPad 1.2 and later: All models of iPad 1 or iPad 2
- View Client for iPad 1.5 and later: All models of iPad 1, iPad 2, and iPad 3

**Operating systems**
- View Client for iPad 1.0 and 1.1: iOS 4.2
- View Client for iPad 1.2, 1.3, and 1.4: iOS 4.2
- View Client for iPad 1.5: iOS 4.2 and later

(Optional) iPad Keyboard Dock and Apple Wireless Keyboard (Bluetooth)

VMware recommends that you use a security server so that your iPad clients will not require a VPN connection.

**Preparation**

Preparing View Connection Server for View Client

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

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

- If you are using a security server, as VMware recommends, verify that you are using View Connection Server 4.6.1 and View Security Server 4.6.1 or later. See the VMware View Installation documentation for View 4.6 or later.
- If you plan to use a secure connection for client devices and if the secure connection is configured with a DNS host name for View Connection Server or a security server, verify that the client device 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.
To use two-factor authentication with View Client, such as RSA SecurID or RADIUS authentication, you must enable this feature on View Connection Server. RADIUS authentication is available with View 5.1 or later View Connection Server. For more information, see the topics about two-factor authentication in the VMware View Administration documentation.

To allow end users to save their passwords with View Client, so that users do not always need to supply credentials when logging in to a View desktop, configure the policy for this feature on View Connection Server.

This feature is available for View Client 1.5 and later connecting to View desktops through a View 5.1 or later View Connection Server. Users can save their passwords if the policy is configured to allow it and if View Client can fully verify the server certificate that View Connection Server presents. For instructions about configuring this policy, see the topic called "Allow Users to Save Credentials" in the chapter called "Setting Up User Authentication," 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.

Using Embedded RSA SecurID Software Tokens

If you create and distribute RSA SecurID software tokens to end users, they need enter only their PIN, rather than PIN and token code, to authenticate.

Setup Requirements

If you are using View Client for iPad 1.2 or later, you can use Compressed Token Format (CTF) or dynamic seed provisioning, which is also called CT-KIP (Cryptographic Token Key Initialization Protocol), to set up an easy-to-use RSA authentication system. With this system, you generate a URL to send to end users. To install the token, end users paste this URL directly into View Client on their iPads. The dialog box for pasting this URL appears when end users connect to View Connection Server with View Client.

After the software token is installed, end users enter a PIN to authenticate. With external RSA tokens, end users must enter a PIN and the token code generated by a hardware or software authentication token.

The following URL prefixes are supported if end users will be copying and pasting the URL into View Client when View Client is connected to an RSA-enabled View Connection Server:

- viewclient-securid://
- com.rsa.securid.iphone://
- com.rsa.securid://

For end users who will be installing the token by tapping the URL, only the prefix viewclient-securid:// is supported.

For information about using dynamic seed provisioning or file-based (CTF) provisioning, see the Web page RSA SecurID Software Token for iPhone Devices at http://www.rsa.com/node.aspx?id=3651.

Instructions to End Users

When you create a CTFString URL or CT-KIP URL to send to end users, you can generate a URL with or without a password or activation code. You send this URL to end users in an email that must include the following information:

- Instructions for navigating to the Install Software Token dialog box.
  - Tell end users to tap External Token in the View Client dialog box that prompts them for RSA SecurID credentials when they connect to View Connection Server.
- CTFString URL or CT-KIP URL in plain text.
  - If the URL has formatting on it, end users will get an error message when they try to use it in View Client.
Activation code, if the CT-KIP URL that you create does not already include the activation code. End users must enter this activation code in a text field of the dialog box.

If the CT-KIP URL includes an activation code, tell end users that they need not enter anything in the Password or Activation Code text box in the Install Software Token dialog box.

**Supported View Desktop Operating Systems**

Administrators create virtual machines with a guest operating system and install View Agent in the guest operating system. End users can log in to these virtual machines from a client device.

For a list of the supported guest operating systems, see the "Supported Operating Systems for View Agent" topic in the VMware View 4.6.x or 5.x installation documentation.

**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 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 9
  Before you have end users access their virtual desktops, test that you can log in to a virtual desktop from a tablet. To log in, you must specify a URL for View Connection Server and supply credentials for your user account.

- **Certificate Checking Modes for View Client** on page 10
  Administrators and sometimes end users can configure whether client connections are rejected if any or some server certificate checks fail.

- **Manage the Saved List of Servers** on page 11
  When you connect to a View Connection Server instance, the server name is saved to a list on your View Client Home screen. Use the **Servers** button to edit the list.

- **Disconnecting from a View Desktop** on page 11
  You can disconnect from a View desktop without logging off, so that applications remain open on the View desktop.
Log Off from a Desktop on page 12
If you are not connected to a View desktop, you can log off without having to log in first.

Roll Back a Desktop on page 12
Rolling back discards changes made to a virtual desktop that you checked out for use in local mode on a Windows PC or laptop.

Remove a Shortcut from Recent Desktops on page 13
After you log in to a View desktop, a shortcut for the recently used desktop is saved to the View Client Home screen. Use the context menu to remove a shortcut.

Log In to a View Desktop for the First Time
Before you have end users access their virtual desktops, test that you can log in to a virtual desktop from a tablet. To log in, you must specify a URL for View Connection Server and supply credentials for your user account.

Prerequisites
- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- Obtain the domain name for logging in.
- Perform the administrative tasks described in “Preparing View Connection Server for View Client,” 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 client device is set up to use a VPN connection and turn that connection on.

**IMPORTANT** VMware recommends using a security server rather than a VPN.

If your company has an internal wireless network that your tablet can use, you do not have to set up a VMware View security server or VPN connection.
- Verify that you have the fully qualified domain name (FQDN) of the server that provides access to the virtual desktop. You also need the port number if the port is not 443.
- If you plan to use embedded RSA SecurID software, verify that you have the correct CT-KIP URL and activation code. See “Using Embedded RSA SecurID Software Tokens,” on page 7.
- Configure the certificate checking mode for the SSL certificate presented by View Connection Server. See “Certificate Checking Modes for View Client,” on page 10.

Procedure
1. Tap the **VMware View** app icon on the Home screen.
2. Tap the **Add Server** button, enter the name of View Connection Server or a security server, and tap **Connect**.

Connections between View Client and View Connection Server always use SSL. The default port for SSL connections is 443. If View Connection Server is not configured to use the default port, use the format shown in this example: `view.company.com:1443`. 
3 If you are prompted for RSA SecurID credentials or RADIUS authentication credentials, either enter your credentials or, if you plan to use an embedded RSA SecurID token, install an embedded token.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing token</td>
<td>If you use a hardware authentication token or software authentication token on a smart phone, enter your user name and passcode. The passcode might include both a PIN and the generated number on the token.</td>
</tr>
<tr>
<td>New token</td>
<td>(For View Client 1.2 or later) Click External Token. In the Install Software Token dialog box, paste the CT-KIP URL or CTFSString URL that your administrator sent to you in email. If the URL contains an activation code, you do not need to enter anything in the Password or Activation Code text box.</td>
</tr>
</tbody>
</table>

4 If you are prompted a second time for RSA SecurID credentials or RADIUS authentication credentials, enter the next generated number on the token.

Do not enter your PIN and do not enter the same generated number entered previously. If necessary, wait until a new number is generated.

If this step is required, it is required only when you mistype the first passcode or when configuration settings in the RSA server change.

5 When prompted for user name and password, enter the Active Directory credentials of a user who is entitled to use at least one desktop pool, select a domain, and tap Done.

You can also select the Save Password check box if your administrator has enabled this feature and if the server certificate can be fully verified.

6 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 shortcut for the desktop is saved to the View Client Home screen. The next time you want to connect to the View desktop, you can tap the shortcut instead of entering the server’s host name.

**Certificate Checking Modes for View Client**

Administrators and sometimes end users can configure whether client connections are rejected if any or some server certificate checks fail.

Certificate checking occurs for SSL connections between View Connection Server and View Client. Certificate verification includes the following checks:

- Is the certificate intended for a purpose other than verifying the identity of the sender and encrypting server communications? That is, is it the correct type of certificate?
- Has the certificate expired, or is it valid only in the future? That is, is the certificate valid according to the computer clock?
- Does the common name on the certificate match the host name of the server that sends it? A mismatch can occur if a load balancer redirects View Client to a server with a certificate that does not match the host name entered in View Client. Another reason a mismatch can occur is if you enter an IP address rather than a host name in the client.
- Is the certificate signed by an unknown or untrusted certificate authority (CA)? Self-signed certificates are one type of untrusted CA.

To pass this check, the certificate’s chain of trust must be rooted in the device’s local certificate store.

**IMPORTANT** For instructions on distributing a self-signed root certificate that users can install on their iPads, see the instructions on the Apple Web site, at [http://www.apple.com/ipad/business/docs/iPad_Certificates.pdf](http://www.apple.com/ipad/business/docs/iPad_Certificates.pdf).
You can set the certificate checking mode. Go to your iPad Settings app, tap VMware View, and tap Certificate checking mode. You have three choices:

- **Never connect to untrusted servers.** If any of the certificate checks fails, the client cannot connect to the server. An error message lists the checks that failed.

- **Warn before connecting to untrusted servers.** If a certificate check fails because the server uses a self-signed certificate, you can click Continue to ignore the warning. For self-signed certificates, the certificate name is not required to match the View Connection Server name you entered in View Client.

- **Do not verify server identity certificates.** This setting means that View does not perform any certificate checking.

If the certificate checking mode is set to Warn, you can still connect to a View Connection Server instance that uses a self-signed certificate.

If an administrator later installs a security certificate from a trusted certificate authority, so that all certificate checks pass when you connect, this trusted connection is remembered for that specific server. In the future, if that server ever presents a self-signed certificate again, the connection fails. After a particular server presents a fully verifiable certificate, it must always do so.

### Manage the Saved List of Servers

When you connect to a View Connection Server instance, the server name is saved to a list on your View Client Home screen. Use the Servers button to edit the list.

In View Client, whenever you enter a server name and tap Connect, the name or address you enter is saved to a list. Even if you mistype the name or enter the wrong address, this information is saved. You can, however, easily delete server names by editing the list.

**IMPORTANT** You can use the arrows next to the server names in the list to connect to servers.

**Procedure**

1. In View Client, tap Servers in the upper-left corner of the screen.
2. In the dialog box that appears, tap Edit in the upper-right corner and make the desired changes.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To change the name of a server</strong></td>
<td>Tap in the name that is displayed. A cursor appears in the text so that you can edit it.</td>
</tr>
<tr>
<td><strong>To remove a server from the list</strong></td>
<td>Tap the red minus sign icon next to the server name or address and tap Delete. The Recent Desktop shortcuts associated with the server are also deleted.</td>
</tr>
<tr>
<td><strong>To change the order of the servers in the list</strong></td>
<td>Tap and hold the icon to the right side of the server name, and when the row moves, drag the name to the desired location in the list.</td>
</tr>
</tbody>
</table>

3. Tap Done.

### Disconnecting from a View Desktop

You can disconnect from a View desktop without logging off, so that applications remain open on the View desktop.

When you are logged in to the View desktop operating system, you can disconnect by tapping the Disconnect button in the View Client toolbar.

**NOTE** Your View administrator can configure your desktop to automatically log off when disconnected. In that case, any open programs in your desktop are stopped.
Log Off from a Desktop

If you are not connected to a View desktop, you can log off without having to log in first.

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 disconnect from a View desktop without logging off, applications remain open on the View desktop.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- If files are open in the desktop, save and close them.
- To use a Recent Desktops shortcut to log off of a desktop, you must have logged in to the View desktop at least once from the device.
  - 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 9.

Procedure

1. On the View Client Home screen, display the View desktop's context menu.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using a Recent Desktops shortcut</td>
<td>Tap and hold the shortcut for the recently used desktop.</td>
</tr>
<tr>
<td>Using the servers list</td>
<td>a Tap the Servers button in the upper-left corner and tap the arrow (&gt;) next to the server name.</td>
</tr>
<tr>
<td></td>
<td>b If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.</td>
</tr>
<tr>
<td></td>
<td>c Tap the arrow (&gt;) next to the desktop name.</td>
</tr>
</tbody>
</table>

2. Select Log Off from the context menu.

3. If you accessed the desktop from the Recent Desktops area, when prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

Roll Back a Desktop

Rolling back discards changes made to a virtual desktop that you checked out for use in local mode on a Windows PC or laptop.

You can roll back a View desktop only if your View administrator has enabled this feature and only if you checked out the desktop.

CAUTION If changes were made to the local mode desktop and those changes were not replicated back to the View server before rolling back, the changes are lost.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- Back up the desktop 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.
To use a Recent Desktops shortcut to roll back a desktop, you must have logged in to the View desktop at least once from the device.

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 9.

**Procedure**

1. On the View Client Home screen, display the View desktop’s context menu.

<table>
<thead>
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<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Tap and hold the shortcut for the recently used desktop.</td>
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<tr>
<td>Using the servers list</td>
<td>Tap the Servers button in the upper-left corner and tap the arrow (&gt;) next to the server name.</td>
</tr>
<tr>
<td></td>
<td>a If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.</td>
</tr>
<tr>
<td></td>
<td>b Tap the arrow (&gt;) next to the desktop name.</td>
</tr>
</tbody>
</table>

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

3. If you accessed the desktop from the Recent Desktops area, when prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

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

**Remove a Shortcut from Recent Desktops**

After you log in to a View desktop, a shortcut for the recently used desktop is saved to the View Client Home screen. Use the context menu to remove a shortcut.

**Procedure**

1. On the View Client Home screen, in the Recent Desktops area, tap and hold the shortcut for the View desktop.

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

**Using a Microsoft Windows Desktop on a Mobile Device**

On mobile devices, View Client includes additional features to aid in navigation.

- **Feature Support Matrix** on page 14
  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.

- **External Keyboards and Input Devices** on page 14
  View Client for iPad supports iPad Keyboard Dock and Apple Wireless Keyboard (Bluetooth).

- **Gestures and Navigation Aids** on page 15
  VMware has created user interaction aids to help you navigate conventional Windows user interface elements on a non-Windows device.

- **Multitasking** on page 17
  If you have View Client for iPad 1.2 or later, you can switch between a View desktop and other apps without losing the desktop connection.

- **Configure View Client to Support Reversed Mouse Buttons** on page 17
  You can use the **Left Handed Mode** option, available in View Client for iPad 1.2 and later, if the primary and secondary mouse buttons are switched in your View desktop.
Screen Resolutions and Using External Displays on page 18

When you connect the device to an external display or projector, View Client supports certain maximum display resolutions. Also, you can change the screen resolution used on your device to allow scrolling a larger screen resolution.

Internationalization on page 18

For View Client for iPad 1.2 and later, both the user interface and the documentation are available in English, Japanese, French, German, Simplified Chinese, and Korean. You can also input characters for these languages.

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 1-1. Features Supported on Windows Desktops for iPad View Clients

<table>
<thead>
<tr>
<th>Feature</th>
<th>Windows 7 View Desktop</th>
<th>Windows Vista View Desktop</th>
<th>Windows XP View Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSA SecurID or RADIUS</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Single sign-on</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>RDP display protocol</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCoIP display protocol</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>USB access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wyse MMR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual printing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location-based printing</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Smart cards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple monitors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local mode</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

**Note** A feature that is iPad-specific is the Left Handed Mode feature. This feature was introduced with View Client for iPad 1.2. If you have your View desktop configured so that the primary and secondary mouse buttons are switched, use the Left Handed Mode feature. See “Configure View Client to Support Reversed Mouse Buttons,” on page 17.

External Keyboards and Input Devices

View Client for iPad supports iPad Keyboard Dock and 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 first pair the device with the iPad. After the devices are paired, to make the iPad detect the wireless keyboard, either tap the iPad screen with three fingers at the same time or 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**

For View Client for iPad 1.0, only English-language keyboards are supported.

For View Client for iPad 1.2 and later, you can input characters for the following languages: English, Japanese, French, German, Simplified Chinese, and Korean.

**Gestures and Navigation Aids**

VMware has created user interaction aids to help you navigate conventional Windows user interface elements on a non-Windows device.

**View Client Toolbar**

This toolbar has buttons that you can tap to display the onscreen keyboard, the virtual touchpad, configuration settings, and a virtual keypad for arrow keys and Page Up and Page Down.

A small tab for the toolbar appears in the top-center of the iPad screen when a View desktop is open. To display the toolbar, tap the tab.

**Onscreen Keyboard**

The onscreen keyboard in a View desktop has more keys than the standard onscreen keyboard. For example, Control keys and function keys are available. To display the onscreen keyboard, tap the **Keyboard** button on the **View Client** toolbar, or tap the screen with three fingers at the same time.

---

**IMPORTANT** If you use View Client 1.5 or later with a View 5.1 desktop, you can also enable a feature that displays the onscreen keyboard whenever you tap a text field, such as in a note or new contact.

To turn this feature on or off, use the View Client toolbar to display the Options dialog box, and click to toggle the **Enable Auto Keyboard** options to **On** or **Off**.

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**IMPORTANT** To use the three-finger tap, make sure the iPad accessibility feature for zooming is turned off. When the zoom accessibility feature is turned on, you zoom by double-tapping with three fingers, and tapping once with three fingers does nothing.

Even if you use an external keyboard, a one-row onscreen keyboard still appears and contains function keys, and the Ctrl, Alt, Win, and arrow keys. Some external keyboards do not have all these keys.

**Sending a String of Characters**

From the onscreen keyboard, tap the pen icon on the left side of the Ctrl key to display the local input buffer. Text that you type into this text box is not sent to an application until you tap **Send**. For example, if you open an application such as Notepad and tap the pen icon, the text that you type does not appear in the Notepad application until you tap **Send**.

Use this feature if you have a poor network connection. That is, if you type a character and the character does not immediately appear in the application. With this feature, you can quickly type up to 1,000 characters and then either tap **Send** or tap **Return** to have all 1,000 characters appear at once in the application.
If you are using View Client 1.4 or earlier versions, use this feature for entering Korean characters or characters from other languages that require multistage IME support. With View Client 1.5 and later versions, you are not required to use this feature for entering Korean characters.

**Navigation Keys**

Tap the Ctrl/Page icon on the View Client toolbar or onscreen keyboard to display the navigation keys. These keys include Page Up, Page Down, arrow keys, function keys, and other keys that you often use in Windows environments, such as Alt, Del, Shift, Ctrl, Win, and Esc. You can press and hold arrow keys for continuous key strokes.

Use the Shift key on this keypad when you need to use key combinations that include the Shift key, such as Ctrl+Shift. To tap a combination of these keys, such as Ctrl+Alt+Del, first tap the onscreen Ctrl key. After the Ctrl key turns blue, tap the onscreen Alt key. After the Alt key turns blue, tap the Del key.

**Onscreen Touchpad**

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.
- If you are using View Client 1.2 or later, to simulate holding down the left-click button while dragging, double-tap with one finger and then drag.

  To enable this feature, use the View Client toolbar to display the Options dialog box, and click to toggle the Touchpad Tap & Drag option to On.

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

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

To adjust how quickly the pointer moves when you use the touchpad, use the View Client toolbar to display the Options dialog box, and drag the slider in the Touchpad Sensitivity option.

**Clicking**

As in other 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.

**Note** If your View desktop is configured for a left-handed user, see “Configure View Client to Support Reversed Mouse Buttons,” on page 17.

**Right-Clicking**

The following options are available for right-clicking:

- Use the View Client toolbar to display the touchpad and use the touchpad’s right-click button.
- Tap with two fingers at nearly the same time. The right-click occurs where the first finger tapped.

**Scrolling and Scrollbars**

Several options are available for vertical scrolling.

- On the 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.

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

**Zooming In and Out**

As in other 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.

If you use the virtual touchpad, to simulate holding down the left-click button while dragging the corner or side of a window, double-tap with one finger and then drag.

**Sound, Music, and Video**

If sound is turned on for your device, you can play audio in a View desktop.

**Multitasking**

If you have View Client for iPad 1.2 or later, you can switch between a View desktop and other apps without losing the desktop connection.

In a WiFi network, by default View Client runs in the background for up to 10 minutes. In a 3G network, if you have View Client 1.5 or later, the client runs in the background for 10 minutes. If you have View Client 1.4 or earlier versions, the client runs in the background for one minute.

You can copy and paste plain text between an iPad application and a View desktop or between two View desktops. Formatting information is not copied.

If your iPad uses iOS 4.x, 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 Home button or switch to the background.

**Configure View Client to Support Reversed Mouse Buttons**

You can use the **Left Handed Mode** option, available in View Client for iPad 1.2 and later, if the primary and secondary mouse buttons are switched in your View desktop.

If you set the mouse properties inside your View desktop so that the primary mouse button is the one on the right side, as many left-handed people do, you must turn on the **Left Handed Mode** option in View Client for iPad. If you do not turn on this option when mouse buttons are reversed, a single tap acts as a click of the secondary mouse button. For example, a single tap might display a context menu rather than selecting something or inserting a cursor.

**Procedure**

1. To display the View Client toolbar, tap the tab in the top-center of the View desktop.
2. In the View Client toolbar, tap the **Options** button.
3. Tap **Left Handed Mode** to toggle the option on.
4. Tap outside the Options dialog box to close it.

A single tap now acts as a click with the primary mouse button.
Screen Resolutions and Using External Displays

When you connect the device to an external display or projector, View Client supports certain maximum display resolutions. Also, you can change the screen resolution used on your device to allow scrolling a larger screen resolution.

Enlarging the Screen Resolution for a View Desktop

By default, the display resolution is set so that the entire Windows desktop fits inside your iPad, and the desktop icons and task bar icons are a certain size. But you can change the default to a higher resolution. If you do so, the desktop still fits inside the iPad, but the desktop and taskbar icons become smaller. You can pinch your fingers apart to zoom in and make the desktop larger than the iPad. You can then tap and drag to access the edges of the desktop.

Changing the Display Resolution Setting

You can use the Display Resolution setting in the Options dialog box to set the display resolution to a larger value. Tap the Options button in the View Client toolbar.

Screen Resolutions for Using Projectors

Use the Display Resolution setting to set a larger resolution for projectors.

Use the Presentation Mode setting in the Options dialog box to display the keyboard and an expanded onscreen touchpad on the iPad while displaying the View desktop on the projector or attached monitor. The expanded touchpad and keyboard appear when you plug the iPad into the external monitor.

Internationalization

For View Client for iPad 1.2 and later, both the user interface and the documentation are available in English, Japanese, French, German, Simplified Chinese, and Korean. You can also input characters for these languages.

Troubleshooting View Client

You can solve most problems with View Client by resetting the desktop or by reinstalling the VMware View app.

Problem

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

Cause

Assuming that VMware View servers are configured properly and that firewalls surrounding them have the correct ports open, other issues usually relate to the VMware View application on the tablet 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 tablet 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 tablet.
- 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.
- If you get a connection error when you attempt to connect to the server, you might need to change your proxy settings.
Reset a Desktop

Resetting shuts down and restarts the desktop. Unsaved data is lost.
You might need to reset a desktop if the desktop operating system stops responding.

Resetting a View desktop is the equivalent of pressing the Reset button on a physical PC to force the PC to restart. Any files that are open on the View desktop will be closed without being saved first.
You can reset the desktop only if your View administrator has enabled this feature.

Prerequisites

- Obtain the credentials that you need to log in, such as Active Directory user name and password, RSA SecurID user name and passcode, or RADIUS authentication user name and passcode.
- To use a Recent Desktops shortcut to reset a desktop, you must have logged in to the View desktop at least once from the device.
  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 9.

Procedure

1. On the View Client Home screen, display the View desktop’s context menu.

<table>
<thead>
<tr>
<th>Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using a Recent Desktops shortcut</td>
<td>Tap and hold the shortcut for the recently used desktop.</td>
</tr>
<tr>
<td>Using the servers list</td>
<td>a Tap the Servers button in the upper-left corner and tap the arrow (&gt;) next to the server name.</td>
</tr>
<tr>
<td></td>
<td>b If prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.</td>
</tr>
<tr>
<td></td>
<td>c Tap the arrow (&gt;) next to the desktop name.</td>
</tr>
</tbody>
</table>

2. Select Reset from the context menu.
3. If you accessed the desktop from the Recent Desktops area, when prompted, supply your RSA user name and passcode, your Active Directory user name and password, or both.

Uninstall the VMware View App

You can sometimes resolve problems with View Client 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

Reinstall View Client.
See “Install or Upgrade View Client for iPad,” on page 8.
Problem Establishing a Connection When Using a Proxy

Sometimes if you attempt to connect to View Connection Server using a proxy while on the LAN, an error occurs.

Problem

If the View environment is set up to use a secure connection from the View desktop to View Connection Server, and if the tablet is configured to use an HTTP proxy, you might not be able to connect.

Cause

Unlike Windows Internet Explorer, the tablet does not have an Internet option to bypass the proxy for local addresses. When an HTTP proxy is used for browsing external addresses, and you try to connect to View Connection Server using an internal address, you might see the error message Could not establish connection.

Solution

◆ Remove the proxy settings so that the tablet no longer uses a proxy.
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