

vWorkspace Connector for Mac OS X 7.7

Administration Guide

© 2013 Quest Software, Inc.
ALL RIGHTS RESERVED.
Patents Pending.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software, Inc.

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software World Headquarters
LEGAL Dept
5 Polaris Way
Aliso Viejo, CA 92656
www.quest.com
email: legal@quest.com

Refer to our Web site for regional and international office information.

Patents

This product includes patent pending technology.

Trademarks

Quest, Quest Software, and the Quest Software logo, Simplicity at Work, are trademarks and registered trademarks of Quest Software, Inc., and its subsidiaries. See <http://www.quest.com/legal/trademark-information.aspx> for a complete list of Quest Software's trademarks. Other trademarks are property of their respective owners.

vWorkspace Connector for Mac OS X Administration Guide.

December 2013- Software Version - 7.7

CHAPTER 1	
ABOUT THE vWORKSPACE CONNECTOR FOR MAC OS X	5
INSTALLING THE vWORKSPACE CONNECTOR FOR MAC OS X	6
vWORKSPACE CONNECTOR INTERFACES.	7
APPORAL INTERFACE.	7
WEB ACCESS INTERFACE	7
CHAPTER 2	
CONFIGURING THE vWORKSPACE CONNECTOR FOR MAC OS X	9
vWORKSPACE CONNECTOR FOR MAC OS X CONFIGURATION	10
AUTOMATICALLY CONFIGURING THE FARM	10
MANUALLY ADDING A FARM	11
EDITING A FARM	17
DELETING A FARM	17
CHAPTER 3	
USING THE vWORKSPACE CONNECTOR FOR MAC OS X	19
OVERVIEW	20
USING THE TOOLTIPS	20
CONNECTING TO A vWORKSPACE FARM.	21
CONNECTING TO A vWORKSPACE FARM USING WEB ACCESS.	21
LAUNCHING AN APPLICATION	22
MANAGING ACTIVE CONNECTIONS	22
REFRESHING THE APPLICATION LIST.	22
PULL-DOWN MENUS	22
DESKTOP INTEGRATED MODE	24
LOGGING IN AS A DIFFERENT USER	24
CHANGING YOUR PASSWORD	25
MODIFYING THE SETTINGS	25
ABOUT QUEST SOFTWARE	28
CONTACTING QUEST SOFTWARE	28
CONTACTING QUEST SUPPORT	28
THIRD PARTY CONTRIBUTIONS	29

1

About the vWorkspace Connector for Mac OS X

- Overview
- Installing the vWorkspace Connector for Mac OS X
- vWorkspace Connector Interfaces

Overview

This manual includes information on the setup and configuration of the vWorkspace Connector for Mac OS X. After the configuration is complete you can use the Connector to connect and log into a vWorkspace farm.

When you log on, the vWorkspace Connector for Mac OS X will display any virtual desktops or published applications that have been assigned to you in the farm by your IT department. Users of the vWorkspace Connector for Mac OS X can access their virtual desktops or published applications by using two different interfaces, **vWorkspace Connector**, which is installed on a client access device, or **Web Access**, which uses a web browser.

Installing the vWorkspace Connector for Mac OS X

To install the Connector

1. Open the vWorkspace Connector for Mac 7.7.dmg from the download package.
2. On the vWorkspace Connector for Mac OS X page double click **vWorkspace Connector**.
3. Click **Install**.
If any browsers are open, you are prompted to close them and click **Retry**.
4. Enter your user name and password to allow installation of the Connector.
5. Click **Close** to complete the installation.

vWorkspace Connector Interfaces

There are two primary interfaces available for the vWorkspace Connector for Mac OS X, vWorkspace Connector and Web Access.

- [AppPortal Interface](#)
- [Web Access Interface](#)

AppPortal Interface

The vWorkspace Connector for Mac OS X has an interactive interface that allows you, upon successful authentication, to receive a list their desktops and applications. You can then connect to the published desktops and applications from the corresponding shortcuts.

The vWorkspace Connector retrieves information about your published applications, desktops, and other assigned resources available from a vWorkspace infrastructure by communicating with the vWorkspace Connection Broker. vWorkspace Connector must be configured so that it can communicate with the vWorkspace Connection Brokers.

The vWorkspace Connector can also be started in **Desktop-Integrated** mode where the user interface is suppressed, displaying in the menu bar. Application icons shortcuts are placed on the user's Desktop, Start Menu, or All Programs menu, depending on preferences. The vWorkspace Connector must be installed and configured before you can connect.

Web Access Interface

The vWorkspace Web Access interface allows you to retrieve your list of allowed applications or desktops from a web browser. A Web Access web server must be available to use this interface.

You do not need to configure the vWorkspace Connector for Mac OS X when using Web Access. To learn how Web Access is configured from the vWorkspace Management Console, see the vWorkspace Administration Guide.

Configuring the vWorkspace Connector for Mac OS X

- vWorkspace Connector for Mac OS X Configuration
- Automatically Configuring the Farm
- Manually Adding a Farm
- Editing a Farm
- Deleting a Farm

vWorkspace Connector for Mac OS X Configuration

The vWorkspace Connector retrieves information about a user's published applications, desktops, and other assigned resources available from a vWorkspace infrastructure by communicating with the vWorkspace Connection Broker. vWorkspace Connector must be configured to communicate with the vWorkspace Connection Brokers. This process is referred to as managing or configuring connections.

The vWorkspace Connector can be configured in two ways:

- Automatically using a config.xml file (See [Automatically Configuring the Farm](#)).
- Manually, which requires knowledge of the vWorkspace Farms that you want to connect to. (See ["Manually Adding a Farm" on page 11](#)).

Automatically Configuring the Farm

The vWorkspace Connector supports auto-configuration using a config.xml file.

The config.xml file can be used to control the vWorkspace farm and location settings so that a user or a vWorkspace administrator does not have to manually configure vWorkspace farm, and location settings on each end point device.

For additional information about auto-configuration and configuring the config.xml file, refer to the About the Config.xml File chapter in the vWorkspace Administration Guide.

To automatically configure a farm

1. Click on the vWorkspace logo from the toolbar.
2. Click **Add Farm** from the drop down menu.
3. From within the Add Farm dialog, select **Click Here to Auto Configure**. The Auto Configure dialog is displayed.
4. Configure the auto-configuration settings as described in the following table:

Setting	Description
URL	Select the protocol from this combo box; HTTP, HTTPS or FILE.

URL String	Enter the URL to the config.xml file, such as <i>server.domain.com/</i>
File Name	Enter the name of the auto-configuration file here, such as <i>config.xml</i>
Proxy Settings	Select one of the proxy setting options: Use default from Internet settings. Enter address manually. Enter the folder where the auto-configuration file is located, or use the ellipsis to browse to the location.

5. Click **Connect**. The Connector will locate the auto-configuration file using the details provided and store the vWorkspace Farm configuration in the auto-configuration file.

Manually Adding a Farm

To manually add and configure a vWorkspace farm

1. Click on the vWorkspace logo from the toolbar.
2. Click **Add Farm** from the drop down menu.
3. The Add Farm, Basic View dialog box is displayed.
4. Enter the name or IP address of the vWorkspace Connection Broker and your credentials.
5. To configure other options, click **Advanced View**.



You can return to the Basic View by clicking the **Basic View** button in the lower left corner of the Add Farm dialog.

6. Enter the Add Farm fields described in the table below.

Setting	Description
Farm Name	Enter a unique name for the farm. This is what you will select when connecting to the farm.
Automatically connect to this farm on startup	Selecting this option on a farm ensures that it is automatically connected to when the vWorkspace Connector starts. Note: the last farm that this option is checked for becomes the default farm that is connected when the Connector starts.

5. Select **Locations**. Specify the Locations settings.
6. Click **Add Location**. The Location Settings/Firewall & Proxy Settings dialogs are displayed.

You can create multiple locations with different security settings as needed.

Example 1: Create a location, "Work" by selecting HTTP, entering a broker name, and using the default port.

Example 2: Create a location, "Home," by selecting HTTPS, and entering the remote broker name and the remote port. You can provide additional encryption for the RDP connection by enabling RDP over SSL.

Location Settings	Description
Location Name	Enter the name of the location
Make this the default location	Select this option to make the current location the default when selecting a vWorkspace farm.
Ask before using this location	Select this option for the user to be prompted to select the location when connecting to a vWorkspace farm.
Protocol	Select either HTTP or HTTPS.
Port	Select to specify the TCP port in which the vWorkspace Connection Broker listens on for connections.
Connection Brokers	Click Add to enter the host name, FQDN, or IP address for a Connection Broker. Select Delete to remove a Connection Broker from the list of available Connection Brokers.
Test Connection	Click here to test connectivity to a selected Connection Broker.

7. Click the Firewall & Proxy Settings tab to specify the firewall and proxy settings.

Firewall & Proxy Settings	Description
Enable NAT for firewall traversal	Select this option when Terminal Servers/RDSH are located behind a firewall that is using Network Address Translation.

Enable RDP over SSL/TLS	Select this option if the vWorkspace Secure Gateway is to be used, and enter either its hostname, FQDN, or IP address and Port. Note: This option is only available when Enable RDP over SSL/TLS is enabled.
Use the default Internet settings	Use if the proxy settings are the same as those used by the system proxy.
Do not use a proxy server	Select if you do not want to set up a proxy server.
Enter address manually	Select to indicate the address the address as entered. Enter the host name, FQDN, or IP address and the TCP port number.
Excluded proxy server list	Select to enter a list of proxy server exclusions. Note: Use semicolons (;) to separate the entries.

8. Click **Done** to return to the Locations window.
9. Select **Credentials** and complete the Credentials settings.

Credentials Settings	Description
User name	Enter your user name.
Password	Enter the password for the above user name.
Domain	Enter the authenticating domain for the above user name.
Save Credentials (encrypted)	Select this check box to save the above credentials and encrypt them locally.

10. Select **Display** to specify the Display settings.

DISPLAY SETTINGS FIELD	DESCRIPTION
Display Configuration	<p>Sets the remote session window size during a non-seamless window connection.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 640 x 480 pixels • 800 x 600 pixels • 1024 x 768 pixels • 854 x 480 pixels • 1280 x 720 pixels • 1280 x 800 pixels • 720 x 480 pixels • 720 x 576 pixels • 800 x 480 pixels • 1280 x 768 pixels • Full Screen • Custom • Width • Height
Colors	<p>Sets the remote session color depth during a non-seamless window connection.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 256 Colors • High Color (15 bit) • High Color (16 bit) • True Color (24 bit) • Highest Quality (32 bit)
Span multiple monitors when in full screen mode	<p>Select to span multiple monitors when in full screen.</p>
Use seamless windows mode	<p>Use seamless windows mode and display Windows published applications seamlessly on the Mac desktop.</p>

11. Click **Local Resources** to specify the Local Resources settings.

LOCAL RESOURCES SETTINGS FIELD	DESCRIPTION
Remote Audio	<p>Bring to the Local Computer. Runs sound files in your Remote Desktop session and plays them on your local computer.</p> <p>Leave at Remote Computer. Runs sound files in your remote desktop session and plays them only on the remote computer.</p> <p>Don't play. Disables all sound in remote desktop sessions.</p>
Apply Windows Key Combinations	<p>These options apply to Windows shortcut key combinations, such as Alt+Tab.</p> <p>On this computer. Configures your connection so that Windows shortcut keys always apply to your local desktop.</p> <p>On the remote computer. Configures your connection so that Windows shortcut keys always apply to the desktop of the remote computer.</p> <p>In full screen mode only. Configures your connection so that Windows shortcut keys apply to the remote computer only when the connection is in full screen.</p>

LOCAL DEVICES AND RESOURCES

These settings determine which client side devices are available to the remote applications or desktops.

Disk drives	Local disk drives.
Printers	Local printers. Standard RDC printer mappings used for printing, so the appropriate drivers need to be installed on both the client devices and the remote computer.
Clipboard	Enables redirection of copy and paste functionality.
Serial ports	Local serial ports.
Parallel ports	Local parallel ports.
Smart cards	Smart card connections for authentication.

12. Click **Experience** to specify the Experience settings.

Settings	Description
----------	-------------

EOP Graphics Acceleration	Enable graphics acceleration, a graphics compression method that reduces bandwidth.
EOP Xstream	Accelerate RDP and EOP traffic on wide area networks (WANs), which provides faster RDP screen responses and improved performance of all EOP features
Performance	<p>Select your connection speed and other performance settings.</p> <p>When you select a connection type, the recommended Performance Settings will be selected by default. You can change the recommended Performance Settings if needed.</p> <ul style="list-style-type: none">• Persistent Bitmap Caching. Assists in reducing bandwidth requirements.• Desktop Background.• Menu and Window animation.• Show window contents while dragging.• Themes.• Reconnect if connection is dropped. Automatically reconnect to the virtual desktop/published application if the connection is dropped.

13. Select **Password Management** to enter the password management server's name and port number.
14. Click Auto-Launch. Click the ellipsis to select applications from your farm on the Auto-Launch window.

The Auto-Launch feature allows an end user to start an application when the vWorkspace Connector is launched and authentication has occurred.

Click on the arrow to select the application or applications that are to be auto-launched, and then click **Add**.

15. Click **Finish** on the Auto-Launch window to complete the process.

Editing a Farm

To edit an existing farm

1. Click the vWorkspace icon from the top left of the vWorkspace Connector toolbar.
2. Click the name of the farm that you want to edit. If there is more than one location for the farm, click the location you want to edit. The Edit Farm basic view dialog is displayed.
3. Modify the Basic View settings as necessary, or click Advanced View to configure other options such as Secure Gateway or enabling EOP Graphics Acceleration. See ["Manually Adding a Farm"](#) on page 11 for descriptions of the Advanced View settings.
4. Click **Finish** to save the settings

Deleting a Farm

To delete a vWorkspace farm

1. Click the vWorkspace logo from the top left of the vWorkspace Connector toolbar.
2. Click the name of the farm that you want to delete. If there is more than one location for the farm, click either location. The Edit Farm dialog is displayed.
3. Click the **Delete Farm** button at the bottom of the dialog and then click **Delete**. The selected farm, all settings, and all associated locations are removed.

3

Using the vWorkspace Connector for Mac OS X

- Overview
- Using the Tooltips
- Connecting to a vWorkspace Farm
- Connecting to a vWorkspace Farm Using Web Access
- Launching an Application
- Refreshing the Application List
- Pull-down Menus
- Desktop Integrated Mode
- Logging in as a Different User
- Changing Your Password
- Modifying the Settings

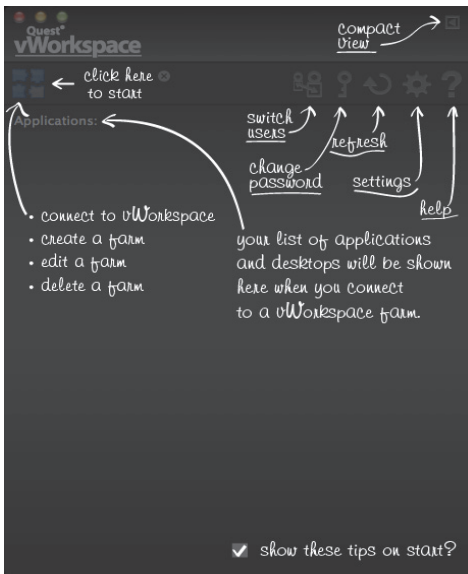
Overview

This chapter describes how to use the vWorkspace Connector for Mac OS X.

Using the Tooltips

After installing the vWorkspace Connector for Mas OS X, the Tooltips are displayed on startup. The Tooltips help familiarize you with the features that are available in the user interface.

Figure 1: Tooltips



The following table describes the functionality provided within the user interface:

Icon	Description
Connect to vWorkspace	Add, edit and delete a vWorkspace farm, or connect to an existing farm if one has already been created.
Switch user	Switch the user credentials that are being used to log on to the vWorkspace farm.
Change password	Use the vWorkspace Password Manager service to change the password for the logged on user.

Refresh	Refresh the current application list.
Settings	View the available settings for the Connector.
Help	View the about dialog, Online help and legal information.
Compact View	Change to a compact view of the Connector.
Show these tips on start?	De-selecting this option hides the Tooltips when the Connector next starts. You can enable this option later from the Settings menu.

Connecting to a vWorkspace Farm

After a vWorkspace farm and a location have been added to the Connector, you can connect to vWorkspace and access your virtual desktop and published applications.

To connect to the farm

1. Click the **vWorkspace** icon.
2. Click the name of the farm you want to connect to.
 - If only one location is defined for a farm, then that location will be used.
 - If multiple locations have been defined for the farm, then the option is provided to select a location.
3. Click the location. Virtual desktops and applications are displayed in the application list.

Connecting to a vWorkspace Farm Using Web Access

To connect to the farm using Web Access

1. Open the Mac OS X browser.
2. Enter the URL for the Web Access site.
3. Open the vWorkspace application.

Launching an Application

After a connection to a vWorkspace Farm is established, all virtual desktops and published applications that you can access are displayed in the main view in the Applications box.

To access a virtual desktop or published application

- Click on its icon.

Virtual desktops and published applications can be grouped as application folders in the application box. This is dependent on the configuration of the virtual desktop or published application in the vWorkspace farm.

Managing Active Connections

The vWorkspace Connector for Mac OS X allows you to connect to multiple virtual desktops and published applications at the same time. You can switch between the active connections.

When a connection is minimized, a thumbnail of the connection is displayed within the active connections.

Single tap an active connection to display it again at full screen. Tap the red cross on the thumbnail of an active connection to disconnect it.

Refreshing the Application List

The Refresh button allows you to update the list of available virtual desktops and applications from the vWorkspace Connection Broker.

To refresh the list of applications

- Tap the **Refresh** icon from the vWorkspace tool bar.

Pull-down Menus

From the pull-down menus at the top of the window, you can perform additional tasks.

vWorkspace Menu

Menu item	Description
About vWorkspace	Opens the About dialog box.
Preferences	Allows you to change various preferences.
Services	Provides the standard Mac OS X Services menu.
Hide vWorkspace	Hides the vWorkspace windows and applications.
Hide Others	Hides all applications that are not associated with vWorkspace.
Show All	Shows all the applications that have been hidden.
Quit vWorkspace	Closes the vWorkspace connector.

View Menu

Menu Item	Description
Switch to DI Mode	Opens up the Desktop Integrated mode of the Connector.
Standard View	Selecting this option changes the Connector's view to the Standard view.
Compact View	Selecting this option changes the Connector's view to the Compact view.

Help Menu

Menu Item	Description
Search	Allows you to search for text.
Help	Opens the Help dialog box.

Desktop Integrated Mode


The vWorkspace Connector can optionally be started in Desktop Integrated Mode, where the user interface shell is suppressed. Instead, vWorkspace runs from the system tray area. Applications icon shortcuts are placed on your Desktop, Start Menu, or All Programs menu, depending on your settings.

To enable Desktop Integrated Mode

1. Click the View menu from the pull-down menu at the top of the screen.
2. Select Switch to DI mode.

Logging in as a Different User

To log into the vWorkspace Connector as a different user


1. Click the Switch User  icon from the vWorkspace toolbar. The Switch User dialog is displayed.
2. Enter the credentials for the new user.

CREDENTIAL	DESCRIPTION
Username	Enter your user name.
Password	Enter the password associated with the user name.
Domain	Enter the domain in which the above username resides.
Save Credentials (encrypted)	Select whether to save the username/password/domain.

3. Click **OK** to log in.


Changing Your Password

To change your vWorkspace Connector password

1. Click the Change Password  icon from the vWorkspace toolbar. The Change Password dialog is displayed.
2. Enter your new password.
3. Click the OK button.

Modifying the Settings

To modify the settings

1. Click the  toolbar icon to display the Settings dialog box.
2. Modify the settings.
3. Click **Close**.

SETTING	DESCRIPTION
Show Startup Tooltips	Use this option to turn on/off the Tooltips that are displayed when the vWorkspace Connector starts.
Show Help Step Boxes	Use this option to turn on/off the Help Step boxes that are displayed when adding or editing a vWorkspace farm.
Enable Application Logging	Select this option to enable application logging. Application logging helps vWorkspace administrators and Technical Support troubleshoot configuration and deployment issues for the vWorkspace Connector. Note: the log files can be found within /var/log/messages.
Ask before close session window.	Select this option if you want to receive a prompt when closing a session window.

About This Guide

- Overview
- About Quest Software
- Contacting Quest Software
- Contacting Quest Support
- Third Party Contributions

Overview

This document has been prepared to assist you in becoming familiar with the vWorkspace Connector for Mac OS X Administration Guide, a the Something Suite product. The User Guide contains the information required to install and use the vWorkspace Connector for Mac OS X Administration Guide. It is intended for network administrators, consultants, analysts, and any other IT professionals using the product.

About Quest Software

Quest Software simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest go to www.quest.com.

Contacting Quest Software

Phone	949.754.8000 (United States and Canada)
Email	info@quest.com
Mail	Quest Software, Inc. World Headquarters 5 Polaris Way Aliso Viejo, CA 92656 USA
Web site	www.quest.com

Please refer to our Web site for regional and international office information.

Contacting Quest Support

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a Quest product and have a valid maintenance contract. Quest Support provides unlimited 24x7 access to SupportLink, our self-service portal. Visit SupportLink at <http://support.quest.com/>.

From SupportLink, you can do the following:

- Retrieve thousands of solutions from our online Knowledgebase

- Download the latest releases and service packs
- Create, update and review Support cases

View the Global Support Guide for a detailed explanation of support programs, online services, contact information, and policy and procedures. The guide is available at: [http://support.quest.com/pdfs/Global Support Guide.pdf](http://support.quest.com/pdfs/Global%20Support%20Guide.pdf).

Third Party Contributions

This product contains the following third party component. Licenses marked with an asterisk (*) may be found at <http://software.dell.com/legal/license-agreements.aspx>. Source code for components marked with two asterisks (**) is available at <http://opensource.dell.com>.

COMPONENT	LICENSE OR ACKNOWLEDGMENT
Curl v7.22	Copyright 1996 - 2012 Daniel Stenberg Curl License*
FreeRDP 1.1	Apache License v2.0*
Libpng 1.2.37	Open Source License v3.0*
OpenSSL 0.9.8h	This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit http://www.openssl.org/ OpenSSL License*
Pugixml 1.2	Copyright 2006-2012 Arseny Kapoulkine Pugixml License v1.2*
Zlib 1.1.4	Copyright 1995-2005 Jean-loup Gailly and Mark Adler Zlib License v1.2.3*

