



An Oracle White Paper
July 2011

Oracle Desktop Virtualization – Simplified Client Access for Oracle Applications

Overview

Oracle has the world's most comprehensive portfolio of industry-specific applications and suites such as Oracle Fusion, Oracle E-business Suite, JD Edwards EnterpriseOne, Primavera, and Oracle's Siebel CRM that support businesses end-to-end. Oracle Applications enable a broad spectrum of businesses to reach their full potential, yet one of the challenges has been to enable employees to access those applications seamlessly no matter where the user may be or what device they may be using. Learn how Oracle's desktop virtualization portfolio, when used as an access layer for Oracle Applications, makes enterprise and industry applications easier to deploy, manage, and access.

Introduction

Many global businesses need uninterrupted access to Oracle Applications and related data to operate. As businesses deploy new Oracle applications, they need to do so with little downtime and no loss of productivity. This is not easy, as administrators often need to integrate new Oracle Applications into existing environments. These legacy environments may differ significantly from the recommended environment for a brand new application, yet IT needs to support both types of applications optimally. In addition, different Oracle Applications have varying sets of client access requirements and each individual Oracle Application may also offer different user experiences based on the user's job function. This makes it difficult for administrators to standardize on a single set of client device configurations for all users.

For large-scale, global businesses that enable access to Oracle Applications for thousands of employees worldwide, there are a number of important design goals:

- The ability to access applications without requiring any software updates to the client device.
- Ensuring the solution works for both existing and new applications.
- Choosing a single access tool that supports both web-based and native application user interfaces.
- Providing fast and reliable access to Oracle Applications to maximize productivity, regardless of device or location.
- Simplifying and speeding application deployment by minimizing or eliminating complex dependencies on client side software.
- Providing easy access to multiple application environments from anywhere, including those that may have direct client conflicts with each other.

Oracle's desktop virtualization's products help solve these problems by allowing businesses to remotely access server-hosted Oracle Applications. Specifically, the following Oracle desktop virtualization products can be used to address the stated design goals:

- Oracle Secure Global Desktop
- Oracle Virtual Desktop Infrastructure and Sun Ray Clients

Accessing Oracle Applications – Client Configuration Challenges

On client devices, Oracle Applications are typically accessed using either a supported Internet browser or an Oracle Forms based component. Both the Internet browser and Oracle Forms access methods present challenges to administrators:

- 1) Internet browser: Oracle Applications (e.g.: Oracle E-Business Suite) require the use of certified browser versions for a specific operating system. In addition to browser versions, Oracle Applications may additionally require the use of Microsoft ActiveX plug-ins, and/or a certified version of an Adobe Flash plug-in. In the case of the Adobe Flash plug-in, the version certified for an Oracle Application may or may not be the latest version currently being shipped by Adobe.
- 2) Oracle Forms component: Oracle Forms components require the use of certified Java Runtime Environment (JRE) versions. In certain cases, certified versions of Oracle JInitiator may also be required.

In the case where users need to access only one Oracle Application, the administrator must still ensure that client devices for all users are configured with certified versions and the correct combinations of potentially all of these components: 1) operating system, 2) Internet browser 3) Adobe Flash plug-in, 4) Java Runtime Environment and 5) Oracle JInitiator. The administrator also needs to manage the risk of unsupported updates that may be automatically applied via the Internet for these components. Any unsupported update may cause the Oracle Application to exhibit unexpected behavior, resulting in loss of productivity and increased support costs.

In the case where users need to access multiple Oracle Applications from the same client device, the administrator needs to ensure that the users' devices are capable of running the certified versions of the above mentioned components for each Oracle Application. Since the application requirements may differ, the client devices may need to be configured with multiple Internet browser environments, along with the correct plug-ins and frameworks to operate properly. Thus, client device configuration complexity and risk increase when multiple Oracle Applications need to be accessed from the same device. In some cases, the required component versions for different applications may even directly conflict with each other. For this reason, it may be literally impossible to support all of the required applications on a particular client device.

Oracle Desktop Virtualization Simplifies Application Access

Oracle desktop virtualization helps with application deployment and maintenance challenges by centralizing client side applications and displaying them over the network using a single piece of client software on the end user's device. This allows administrators to choose client devices based on the client requirements for Oracle desktop virtualization products, which tend to be less complex and easier to manage, rather than the often more demanding requirements of individual Oracle Applications. This architecture completely eliminates the need to install multiple environments on the end user's device, delivering access to Oracle Applications from diverse sources on a single pane of glass.

Oracle offers two desktop virtualization products to assist users in simplifying application client deployment, maintenance and access:

- 1) Oracle Secure Global Desktop: In the Oracle Secure Global Desktop architecture, Oracle Applications are deployed on centrally managed application servers and are accessed with an Internet browser that is also hosted on a centrally managed server. This model shifts the complexity of management away from client devices and into the datacenter, where applications and data are more-easily controlled and monitored. By simply modifying a few central application servers, administrators can instantly introduce new Oracle Applications or upgrade existing ones. Environments for existing Oracle Applications and new applications can be created, and managed separately. Users can access both existing and new environments seamlessly without installing any software on their client devices.

With Oracle Secure Global Desktop, a wide variety of client devices can access a diverse set of applications, whether the devices are full desktop PCs, laptops or thin clients, even if those devices aren't supported natively by the Oracle Applications. Using Oracle's advanced Adaptive Internet Protocol (AIP), Oracle Secure Global Desktop optimizes for available bandwidth and intelligently adapts the amount of data sent to the client device. This provides a consistent user experience, no matter if the user is accessing applications on a LAN or remotely via the Internet. Finally, Oracle Secure Global Desktop supports not just Oracle Applications but also general-purpose Windows, Linux, Oracle Solaris, and legacy operating system applications as well. This ensures that administrators can rely on one access solution for their complete set of enterprise applications. Oracle Secure Global Desktop is simple and reliable, offers high performance, and supports a diverse set of data-intensive applications, all accessible from a single client device.

- 2) Oracle Virtual Desktop Infrastructure: Oracle Virtual Desktop Infrastructure is a complete solution for managing and providing access to virtualized desktop environments.. These virtual desktop environments are virtual machines hosted in the datacenter running standard client operating systems such as Windows XP or Windows 7 and also include the client components of Oracle Applications and other general purpose applications, as installed by an administrator. Oracle

Virtual Desktop Infrastructure allows users to access the same desktop and application environments from many different client devices and locations, enabling disaster recovery, remote office, and work from home scenarios. For ongoing administration, updating the virtual desktop user environment (including application environments) becomes a simple matter of modifying a few central servers rather than thousands of clients, so upgrades and updates are done within minutes, not days or months.

Users have a choice of client devices when connecting to their virtual desktop sessions. They can take advantage of Oracle's highly secure, easy to manage, and energy-efficient Sun Ray Clients or install the included Oracle Virtual Desktop Client and use an existing Windows PC, Mac OS X system, or Linux PC. Oracle Virtual Desktop Infrastructure provides a seamless user experience, integration and mobility between Sun Ray Clients and traditional PCs, and enables end users to instantly move their desktop sessions to and from any Sun Ray Client and any supported client device. Using Oracle's high performance Appliance Link Protocol (ALP), Oracle Virtual Desktop Infrastructure delivers unmatched performance and a superior application experience, even over low bandwidth and high latency connections. Oracle Virtual Desktop Infrastructure enables highly secure access to enterprise applications, supports rich application experiences, and delivers superior performance over WANs.

Peace of Mind: Certified Access Using Oracle Desktop Virtualization

Oracle officially certifies Oracle's desktop virtualization products in connection with any/all other Oracle application software that is supported to run within an internet browser environment.

- 1) *By default, for current and all new Oracle application software releases going forward, any internet browser and operating system combination certified by the Oracle application itself is certified for use with desktop virtualization products unless the combination is not supported by the desktop virtualization product in question.*
- 2) *In addition, the support experience for Oracle customers when using Oracle desktop virtualization products, such as Oracle Virtual Desktop Infrastructure or Oracle Secure Global Desktop software, is equivalent to the support experience for Oracle customers when using a personal computer/device with local browser execution.*

Oracle customers with access to My Oracle Support can read the detailed statement here.:

<https://support.oracle.com/>

Login and search for Knowledge Base ID 1325300.1

Conclusion

Only Oracle offers the industry's most complete and integrated virtualization, from desktop to the datacenter. Oracle's desktop virtualization portfolio is a key component of the Oracle offering as it provides the access layer for the complete stack of Oracle hardware and software. The powerful combination of Oracle desktop virtualization and Oracle Applications enables simplified deployment, management, and access for the world's most comprehensive portfolio of best-in-class enterprise and industry-specific applications.



Oracle Desktop Virtualization – Simplified
Client Access for Oracle Applications

July 2011

Mohan Prabhala, Chris Kawalek

Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200

oracle.com



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2011, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. UNIX is a registered trademark licensed through X/Open Company, Ltd. 1010

Hardware and Software, Engineered to Work Together