

Frequently Asked Questions Sun Ray Operating Software

Overview

This document provides answers to frequently asked questions related to Sun Ray Operating Software, including packaging and download changes, and support requirements.

What is Sun Ray Operating Software?

Sun Ray Operating Software is also known as Sun Ray Client firmware. Sun Ray Operating Software provides many Sun Ray Client capabilities, including enhanced multimedia, smart card services, client security, USB redirection, and other firmware enabled features that provide additional flexibility and client performance improvements.

Frequently Asked Questions

What changed in the way Sun Ray Operating Software is delivered?

For Sun Ray Software 5.2.x and Oracle Virtual Desktop Infrastructure 3.3.x and prior versions, the Sun Ray Operating Software is included as part of the product download.

As of Sun Ray Software version 5.3 and Oracle Virtual Desktop Infrastructure version 3.4, Sun Ray Operating Software is no longer included as part of the Sun Ray Software and Oracle Virtual Desktop Infrastructure download packages. To gain full Sun Ray Client feature functionality provided by these releases, you will need to install Sun Ray Operating Software 11.0, which is downloaded separately from [My Oracle Support](#).

The latest Sun Ray Operating Software updates will now only be available for download from [My Oracle Support](#).

How does this impact product licensing and support requirements?

Existing product licensing and support subscription requirements do not change. To obtain the latest full feature capabilities of Sun Ray Clients, you must purchase for your Sun Ray Client, either:

- *Premier Support for Operating Systems* (for Sun Ray Operating Software upgrades/support), or
- *Premier Support for Systems* (for Sun Ray Operating Software upgrades/support and hardware warranty support).

You will still need the appropriate product licenses to use Sun Ray Software or Oracle Virtual Desktop Infrastructure. Also, a subscription to *Premier Support for Software* will be needed to obtain support for these products.

Why should I purchase Premier Support for Sun Ray Clients?

When you purchase *Premier Support for Operating Systems* or *Premier Support for Systems* for your Sun Ray Client, you will be able to take advantage of the latest new enhancements that are provided by Sun Ray Operating Software upgrades.

When you have purchased a new Sun Ray Client, you will need to upgrade to the latest Sun Ray Operating Software AND Sun Ray Software or Oracle Virtual Desktop Infrastructure to gain the full features and benefits of your Sun Ray Client.

Refer to the Release Notes for Sun Ray Software 5.3 and above on the [Oracle Technology Network](#), for a list of Sun Ray Operating Software features that are available by upgrading your default Sun Ray Client firmware.

It is also strongly recommended that you purchase *Premier Support for Software* for Sun Ray Software or Oracle Virtual Desktop Infrastructure as resolution for some client issues may necessitate updates to the server components.

With Oracle Premier Support services, you will also have 24x7 access to My Oracle Support, the one-stop online technical support portal that offers a wealth of resources. You can search knowledge, participate in communities, log/track service requests, sign up for alerts, view product health recommendations, download product updates/patches, take

Frequently Asked Questions

Sun Ray Operating Software

advantage of Oracle Maintenance and Upgrade Advisors, and much more.

To purchase Premier Support, contact Oracle Sales or your Oracle sales representative.

What happens if I have a Sun Ray Client firmware issue?

To obtain support services, you must be subscribed to *Premier Support for Operating Systems* or *Premier Support for Systems* for your Sun Ray Client.

If you have a Sun Ray Operating Software issue, we recommend that you upgrade to the latest Sun Ray Software or Oracle Virtual Desktop Infrastructure release AND Sun Ray Operating Software release. If the problem still persists, contact Oracle Support for assistance.

If you have a Sun Ray Software or Oracle Virtual Desktop Infrastructure issue that is found to be related to the Sun Ray Operating Software on a Sun Ray Client, you will need to have purchased *Premier Support for Operating Software* or *Premier Support for Systems* to receive support.

Where can I get the latest firmware for my version of Sun Ray Software or Oracle Virtual Desktop Infrastructure?

If you are running Sun Ray Software 5.3 or Oracle Virtual Desktop Infrastructure 3.4 or higher versions, you should download and install the latest Sun Ray Operating Software from [My Oracle Support](#).

If you are running Sun Ray Software 5.2.x or Oracle Virtual Desktop Infrastructure 3.3.x or lower versions, the latest Sun Ray Operating Software for these versions is provided in the Sun Ray Software or Oracle Virtual Desktop Infrastructure product download.

Can I get firmware support for Sun Ray 1 Series Clients?

No, *Premier Support for Operating Systems* and *Premier Support for Systems* are no longer available for Sun Ray 1

Series Clients. This also means that Sun Ray Operating Software 11.0 and higher releases are not available for Sun Ray 1 Series Clients.

Refer to the [Oracle Lifetime Support Policy for Hardware and Operating Systems](#) for more information.

How do I download firmware updates for Sun Ray Clients?

Sun Ray Operating Software updates are available to customers that have valid *Premier Support for Operating Software* or *Premier Support for Systems* and have registered with the My Oracle Support (MOS) service portal.

There are two ways to download Sun Ray Operating Software updates:

Using an Update ID

1. From a web browser, go to the **My Oracle Support** site (<https://support.oracle.com>) and login.
2. Click on the **Patches and Updates** tab.
3. In the **Patch Name or Number** field, enter the appropriate **Update ID** (if known) for the firmware update to download.
4. Click **Search**.
5. Click the appropriate Sun Ray Operating Software update in the search results to download.

Using Advanced Search

1. From a web browser, go to the **My Oracle Support** site (<http://support.oracle.com>) and login.
2. Click on the **Patches and Updates** tab.
3. In the **Patch Search** section, click **Product or Family** (Advanced Search).
4. In the **Product is** field, enter **Sun Ray Operating Software** and choose the matching name in the dropdown menu.

Frequently Asked Questions

Sun Ray Operating Software

5. In the **Release is** field, choose the appropriate release for the firmware update to download.
6. Click **Search**.
7. Click the appropriate Sun Ray Operating Software update in the search results to download.

For more information on how to download Sun Ray Operating Software, visit the Oracle Technology Network at:

<http://www.oracle.com/technetwork/server-storage/sunrayproducts/downloads/index.html>.

How do I upgrade firmware on Sun Ray Clients?

The same automated, zero-administration update process for maintaining the best Sun Ray Client user experience continues to apply for Sun Ray Operating Software.

Refer to the Sun Ray Software Administration Guide on the [Oracle Technology Network](#) for instructions on how to upgrade firmware on Sun Ray Clients.

Where can I get more information?

For more product information, visit the following:

- **Desktop Virtualization Products:**
<http://www.oracle.com/us/technologies/virtualization/index.html>
- **Oracle Technology Network:**
<http://www.oracle.com/technetwork/server-storage/sunrayproducts/overview/index.html>
- **Product Documentation:**
<http://www.oracle.com/technetwork/server-storage/sunrayproducts/docs/index.html>
- **Product Downloads:**
<http://www.oracle.com/technetwork/server-storage/sunrayproducts/downloads/index.html>
- **My Oracle Support:** <http://support.oracle.com>

For sales inquiries, contact:

- **Oracle Sales:** Call +1.800.ORACLE1 or your Oracle Sales Representative.

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