

# 2X Manual

---

2X Client for Android  
v10.5





URL: [www.2x.com](http://www.2x.com)  
E-mail: [info@2x.com](mailto:info@2x.com)

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of 2X SOFTWARE Ltd.

2X Client for Android is a copyright of 2X SOFTWARE Ltd. 1999-2012 2X SOFTWARE Ltd. All rights reserved.

Version 10.5 – Last updated December 5, 2012



# Contents

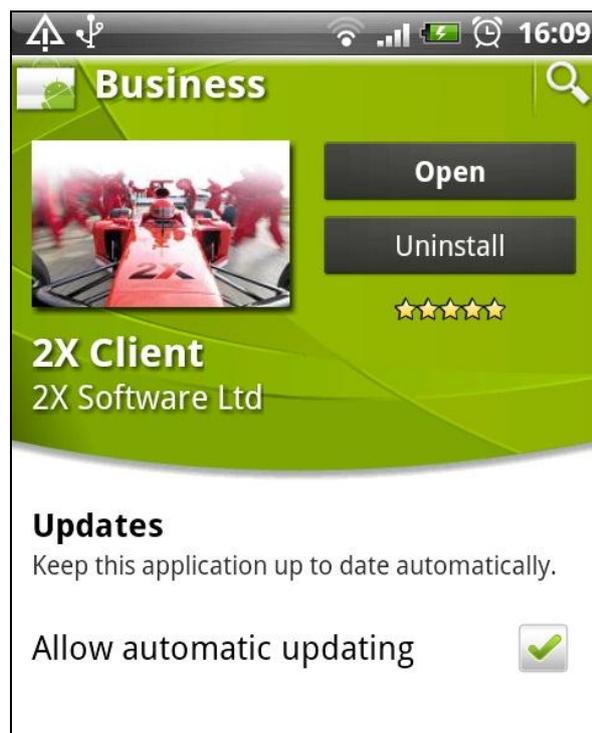
<b>Installing 2X Client for Android</b>	<b>4</b>
Downloading and Installing the 2X Client App .....	4
<b>Connections</b>	<b>5</b>
Adding a New 2X Connection .....	6
Connection Settings .....	6
Display Settings .....	9
Redirection Settings .....	10
Experience Settings .....	11
Working with an existing 2X Connection .....	14
Adding a New RDP Connection .....	17
Connection Settings .....	18
Display Settings .....	18
Redirection Settings .....	18
Experience Settings .....	18
Working with an existing Remote Desktop Connections .....	18
Deleting an Existing Connection .....	20
<b>Device Settings</b>	<b>21</b>
Settings .....	21
About .....	29
<b>Using 2X Client</b>	<b>30</b>
2X Client Connection .....	30
RDP Connection .....	34
<b>2X Custom Mouse and Keyboard for Android</b>	<b>38</b>
Custom Mouse - Dumbo .....	39
Dumbo Mouse Properties .....	40
Satellite Mouse Properties .....	42
Custom Keyboard .....	45
<b>Using 2X Client From 3<sup>rd</sup> Party Applications</b>	<b>48</b>
<b>Troubleshooting and Support</b>	<b>51</b>
Introduction .....	51
Knowledgebase .....	51
Request Support via E-mail .....	51
Request Support via Phone .....	51
<b>About 2X</b>	<b>52</b>



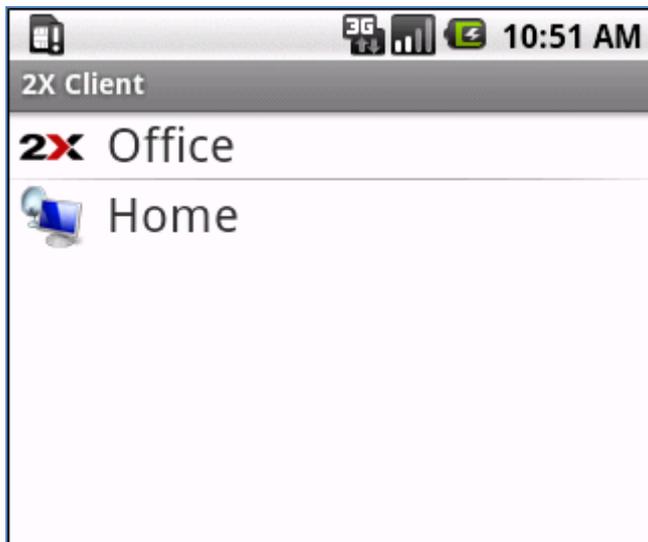
# INSTALLING 2X CLIENT FOR ANDROID

## Downloading and Installing the 2X Client App

Simply go to: <http://market.android.com/details?id=com.tux.client> from your Android device and tap on the 'Install' icon.



# CONNECTIONS



*2X Client for Android - Connections*

The connections screen lists your 2X and RDP connections. You can add, edit or delete existing connections.

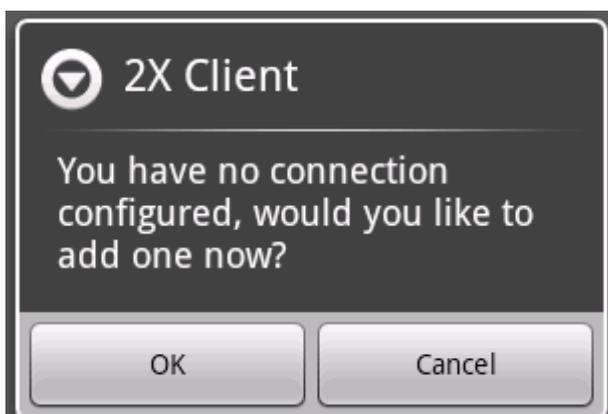
To 'Add' an additional connection, tap on 'Menu', and then tap on 'Add'.

To edit an existing connection, tap and hold the connection and tap 'Edit'.

To delete an existing connection, tap and hold on an existing connection and tap on Delete.

The 2X Client for Android can connect to ApplicationServer v9 or higher

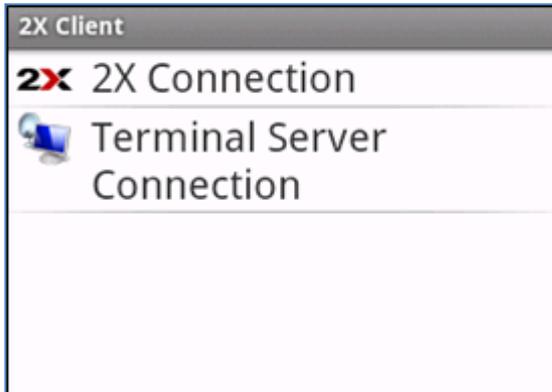
If you do not have any connection configured you will be automatically prompted to add a new one.



*2X Client for Android – Add a Connection*

## Adding a New 2X Connection

---

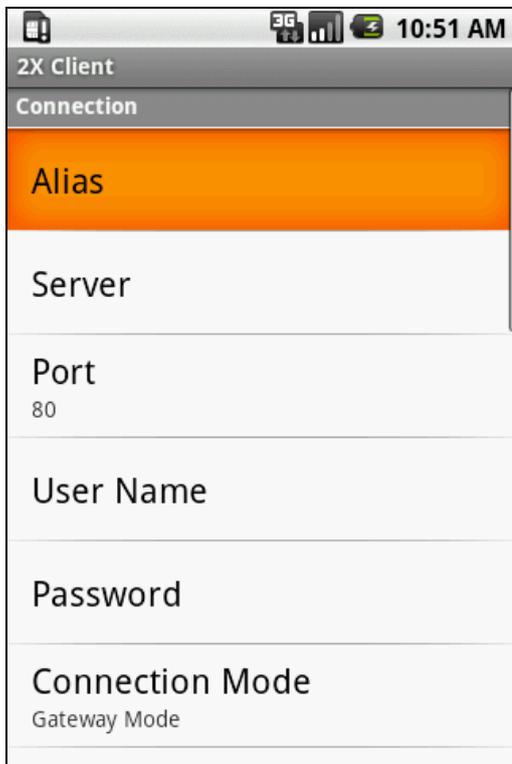


2X Client for Android – Add New Connection

Tap on '2X Connection' to add a 2X Connection.

**Note:** Additional functionality is available when using a 2X Connection. The 'Activate Keyboard', 'URL redirection' and Mail redirection features are available only when using 2X Connection to connect to remote computer.

### Connection Settings



2X Client for Android – Connection Settings

The screen above provides you with the connection settings needed to configure your 2X Connection on your Android device.

When all of the information needed is entered, tap on 'Menu', then tap 'Save'. Tapping on the back button will also save your connection settings.

### Alias

Enter an Alias name that describes your 2X connection. The 'Alias' name gives the connection a display name for better readability.

### \*Server

Enter the primary server name or IP address of the connection. This should be the name or IP where the 2X Secure Client Gateway resides.

### \*Port

Enter the port number. For all 2X Connections the default port is either 80 or 443.

**Note:** In order to connect through the 2X Secure Client Gateway you will need to set the port number that was configured on the 2X Secure Client Gateway Port.

### \*User Name/Password

Enter your account user name, i.e.: user@domain. When setting up a 2X connection, the Password is not required, but for best security you should always enter a password during login. You should not exceed 127 characters.

### Connection Modes

Select a Connection Mode for your 2X Connection. Choose from the following:



2X Client for Android – Connection Mode

**Gateway Mode:** Clients are connected with the 2X Secure Client Gateway and the session connection is tunneled through the first available connection. This mode is ideal for servers which are only reachable via the gateway and do not require a high level of security.

**Gateway SSL Mode:** This connection is created as in the Direct Mode option, but the connection to the 2X Secure Client Gateway is encrypted.

**Direct Mode:** Clients first connect to the 2X Secure Client Gateway for the best available server and then connect directly with that particular server. This is best used when the client and the server are on the same network.

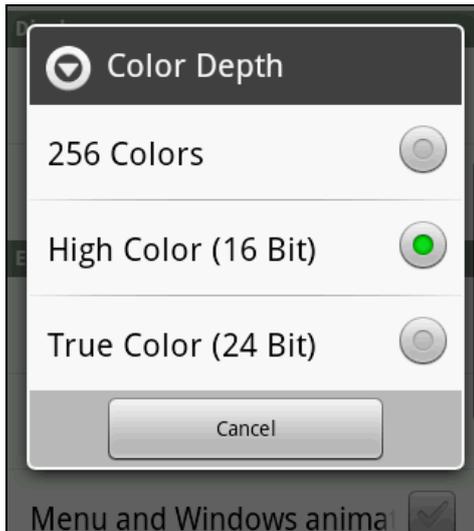
Direct Mode is the most efficient connection mode, since the gateway is temporary with a minimal data load.

**Direct SSL Mode:** Clients first connect to the 2X Secure Client Gateway using SSL for the best available server and then connect directly with that particular server. This is best used when the client and the server are on the same network and high security safeguards are required.



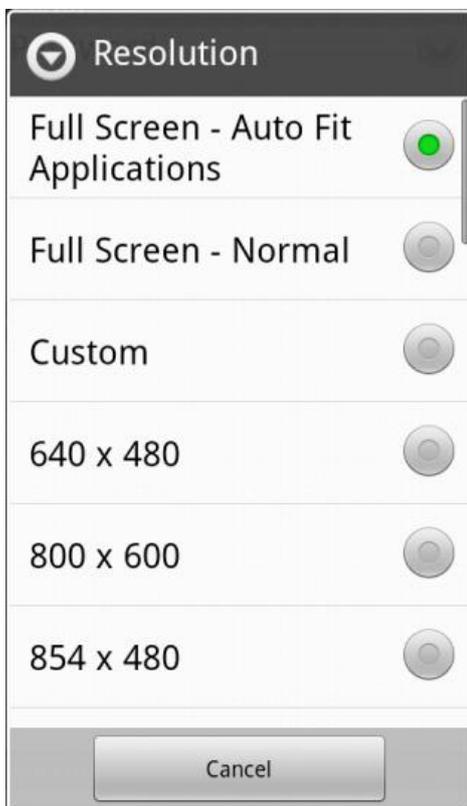
## Display Settings

**Color Depth:** Select your preferred color depth by choosing from the options available. High Color (16 bit) is recommended.



2X Client for Android – Color Depth Settings

**Resolution:** Choose your desired resolution. A larger screen size will require more memory and could result in decreased performance with your device.



2X Client for Android – Resolution Settings

**Custom Resolution:** You can specify a custom resolution other than the ones listed. If you select custom resolution you will have to specify the display width and height from the display settings.

**Full Screen – Auto fit Applications:** Enable this option to be resize the application to the display size when rotating your device.

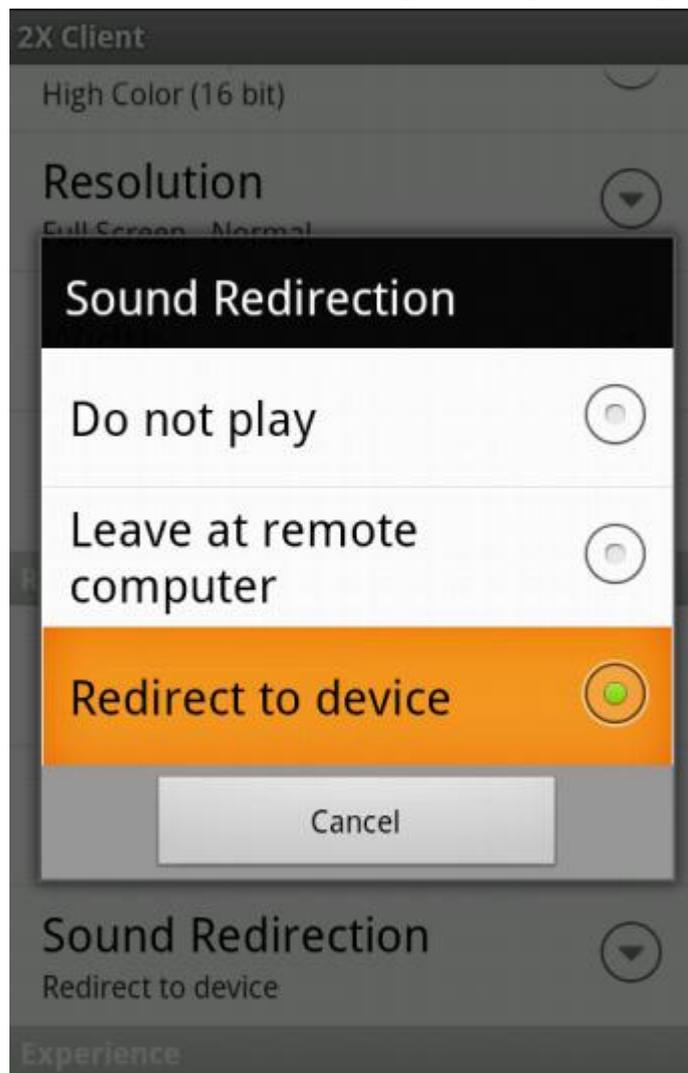
## Redirection Settings

**URL Redirection:** Enable this option to use the local web browser when opening 'http:' links.

**Mail Redirection:** Enable this option to use the local mail client when opening 'mailto:' links.

**Drive Redirection:** Enable this option to redirect storage drives to the remote computer.

**Sound Redirection** can be configured using the settings as shown below:



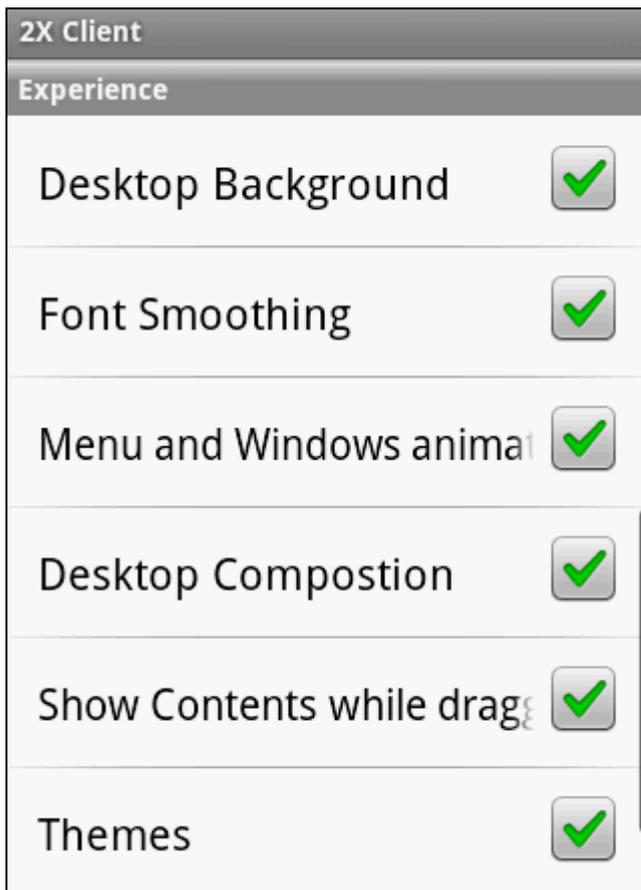
2X Client for Android – Sound Redirection Settings

**Do Not Play:** Choosing this setting will not play sound.

**Leave At Remote Computer:** Enabling this setting, sound would be available on the remote computer.

**Redirect to device:** Choosing this setting will redirect sound played on the remote computer to the Android device.

## Experience Settings



*2X Client for Android – Experience Settings*

**Desktop Background:** When enabled, this setting shows the desktop background image.

**Font Smoothing:** This setting smoothes out all fonts for improved readability.

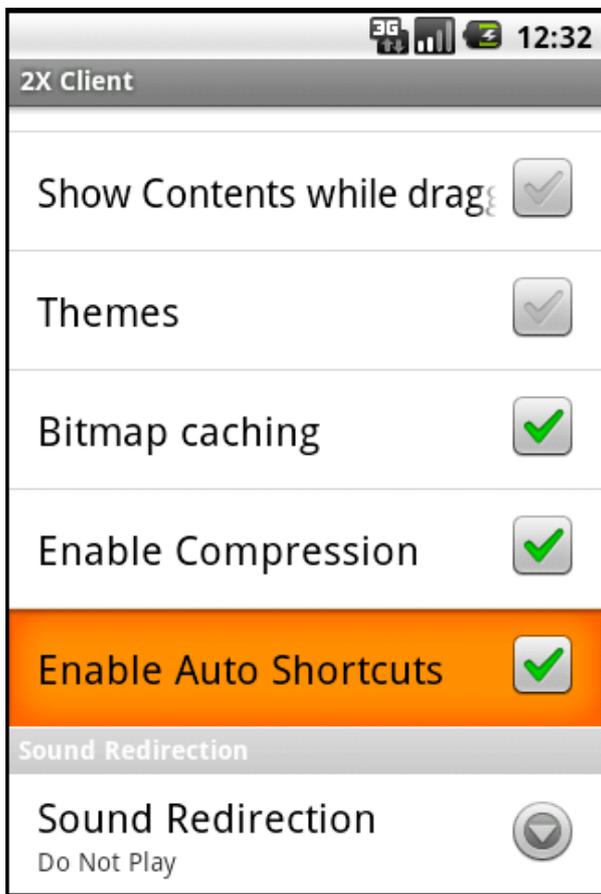
**Menu Animation:** When unchecked, the menus will show instantly.

**Desktop Composition:** Desktop composition changes the way windows are drawn on the screen.

**Show Contents While Dragging:** Enable this option to view contents of entire window when dragging.

**Themes:** Use the Remote Desktop 'themes' when enabled.





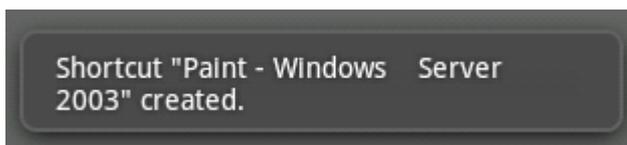
2X Client for Android – Experience Settings

**Bitmap Caching/ Enable Compression:** It is recommended to enable compression and bitmap caching which allows you a more efficient connection.

**Note:** If you are using a connection to a remote computer in a local network that runs at 100MBit or up, it is usually safe to have all of the experience options turned on.

**Enable Auto Shortcuts:** If from the server side the published application is set to 'Create Shortcut on Desktop', when getting application listing from a 2X Connection a short cut of the application is created on the main menu.

To get the shortcut, press refresh to obtain application listing. When the short cut is created, the user will get the following notification.



Short cut created on Home screen

**Override Computer Name:** The 'Override computer name' field would be the name that your computer will use during a Remote Desktop session.

If set, this will override the default computer name. Any filtering set by the administrator with 2X ApplicationServer will make use of the 'Override computer name'.

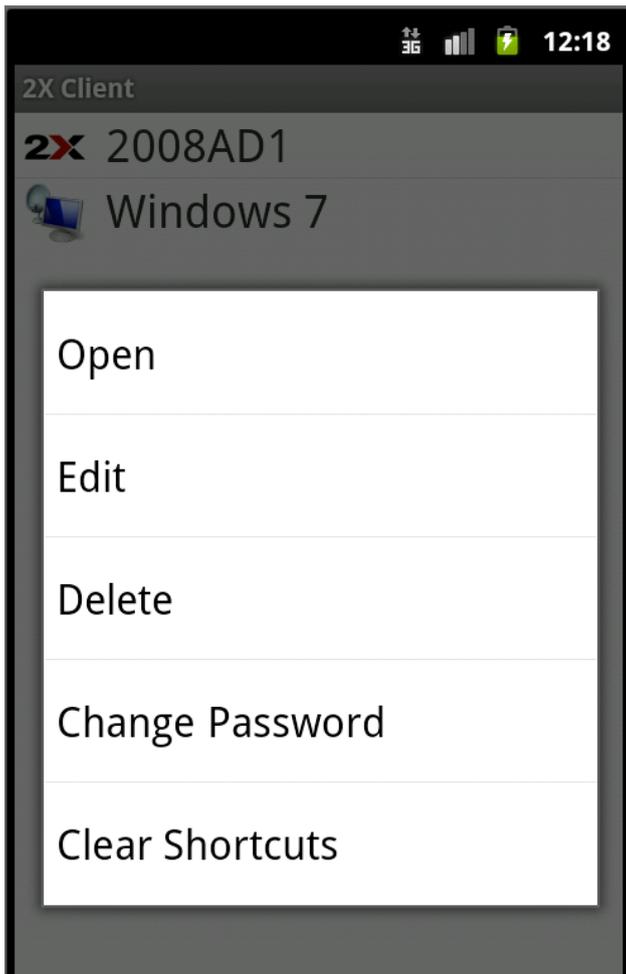
The shortcut for Paint published application as indicated above is created as shown below:



*Short Cut created on Home screen*



## Working with an existing 2X Connection



2X Client for Android – Editing a 2X Connection

Touch and hold the connection that you want to work with. The menu shown above will be displayed.

Choose 'Open', to obtain application listing.

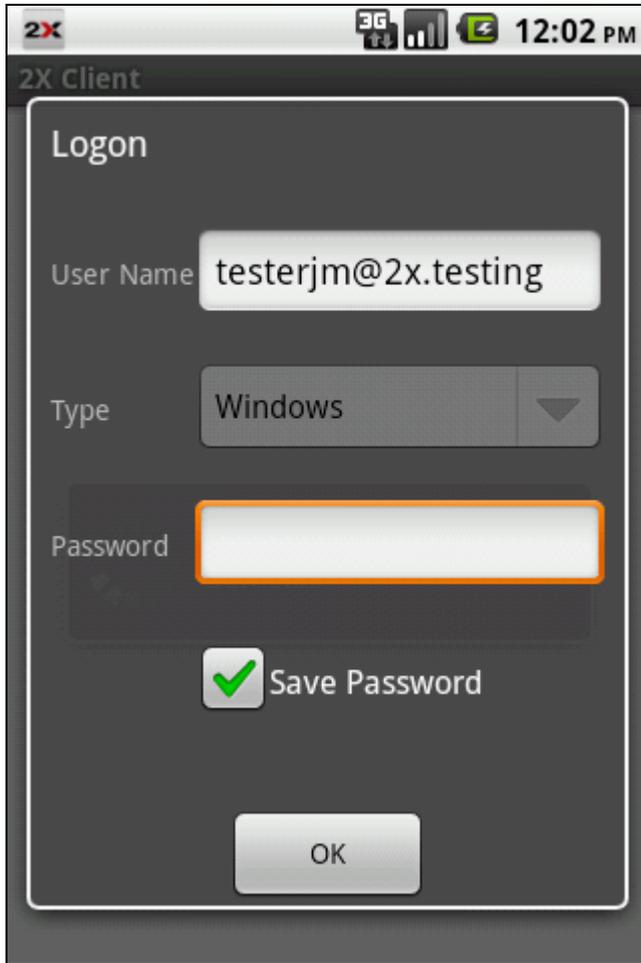
Choose 'Edit'; to modify the connection settings.

Choose 'Delete' to delete the selected 2X Connection.

Choose 'Change Password' to change the 2X connection password.

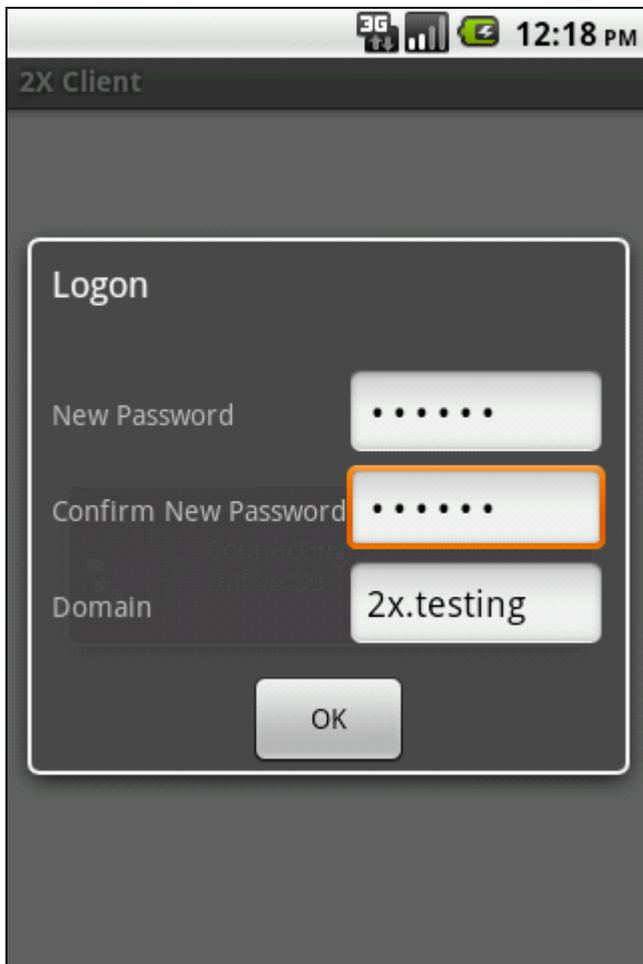
Choose 'Clear Shortcuts' to remove Short cuts from main menu obtained from 2X Connections.

To save any settings changed Tap 'Menu' and select 'Save'.  
If you tap the back button settings will be automatically saved.



Please note that the user needs to authenticate again with current password, before changing the password.





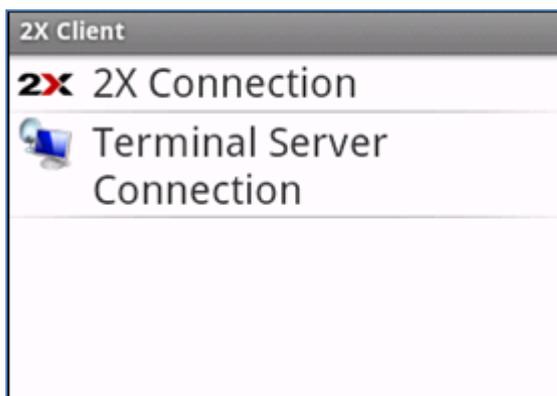
*2X Client for Android – Changing Password*

Enter the 'New Password'. Re-enter the new password in the 'Confirm New Password' field to confirm the new password. Press Ok so that password will be changed.



## Adding a New RDP Connection

---



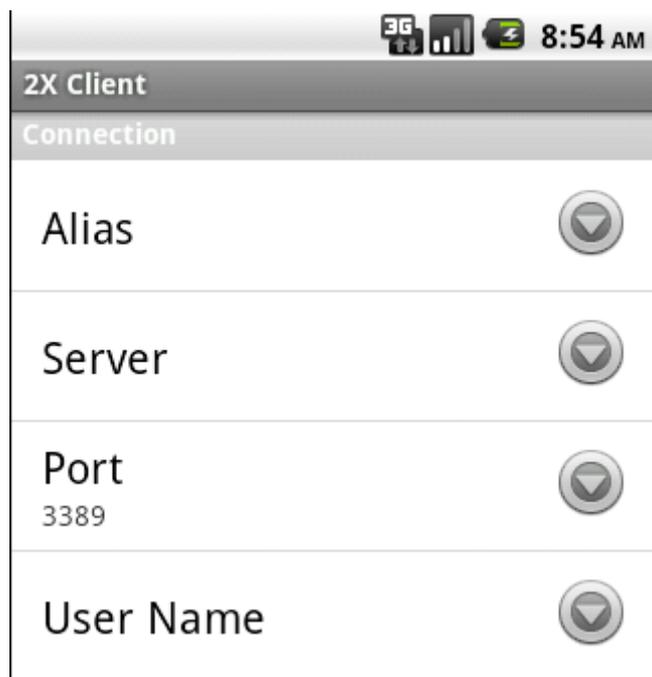
2X Client for Android – Adding a New RDP Connection

**Note:** Using RDP Connection to connect to a remote server, does not have the additional functionality of 'Activate Keyboard', 'Mail and URL' redirection. Please note that for such additional functionality, a 2X Connection is used.

After choosing to add a new connection, Tap on '*Remote Desktop Server Connection*' to add a new RDP connection.

Please note that most settings are the same as when adding a new 2X connection. Click [here](#) to view common settings.

Settings which are different are described here under.



2X Client for Android – Configuring a RDP Connection

## Connection Settings

### Alias

Enter an Alias name that describes your RDP connection. The 'Alias' name gives the connection a display name for better readability.

### \*Server

Enter the primary server name or IP address of the connection.

**Port:** For all RDP connections the default port is 3389.

### \*User Name/Password

Enter your account user name, i.e.: user@domain. Then enter the password of the RDP connection.

**Connection Mode** - Please note that is disabled when using Remote Desktop Connection.

**Connect to Console:** Enable this option to connect to the console session of the terminal server.

## Display Settings

**NOTE:** The settings required to configure Display settings are the same as for 2X Connection. Option with Full Screen with auto fit application is not available for Remote Desktop Connections. Please see the section [Display Settings](#) (found within "Adding New 2X Connection").

## Redirection Settings

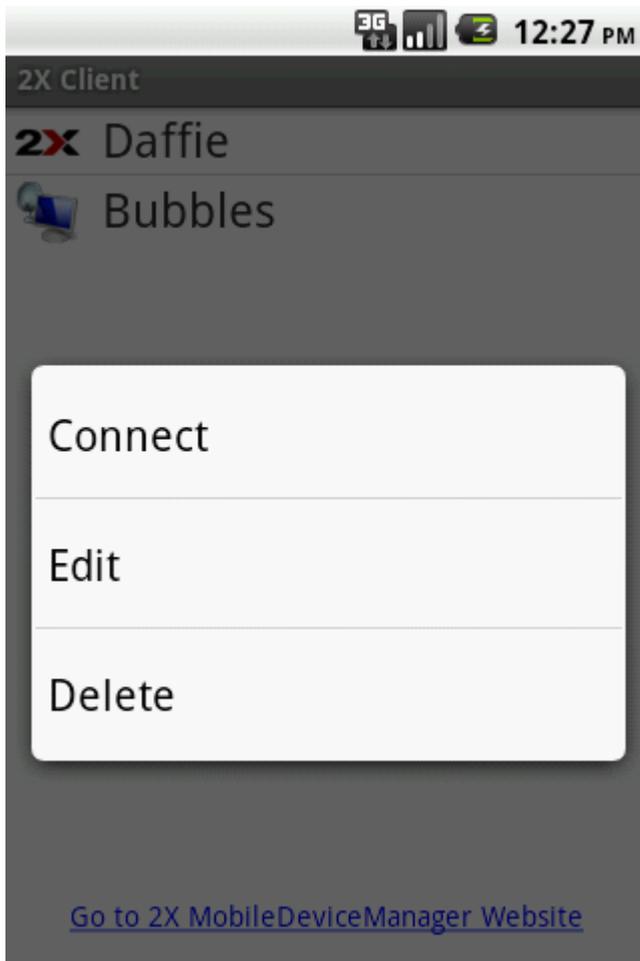
**NOTE:** The settings required to configure Redirection Settings are the same as for 2X Connection except that 'URL' and 'Mail' Redirection are not available for RDP Connection. Please see the section [Redirection Settings](#) to configure Sound Redirection (found within "Adding New 2X Connection").

## Experience Settings

**NOTE:** The settings required to configure Experience Settings are the same as for 2X Connection except that the option '*Enable Auto Shortcuts*' is not available for RDP Connection. Please see the section [Experience Settings](#) to configure any Experience Settings (found within "Adding New 2X Connection").

## Working with an existing Remote Desktop Connections





*2X Client for Android – Editing an RDP Connection*

Touch and hold the connection that you want to work with. The menu shown above will be displayed.

Choose 'Connect', to open the Remote Desktop Connection.

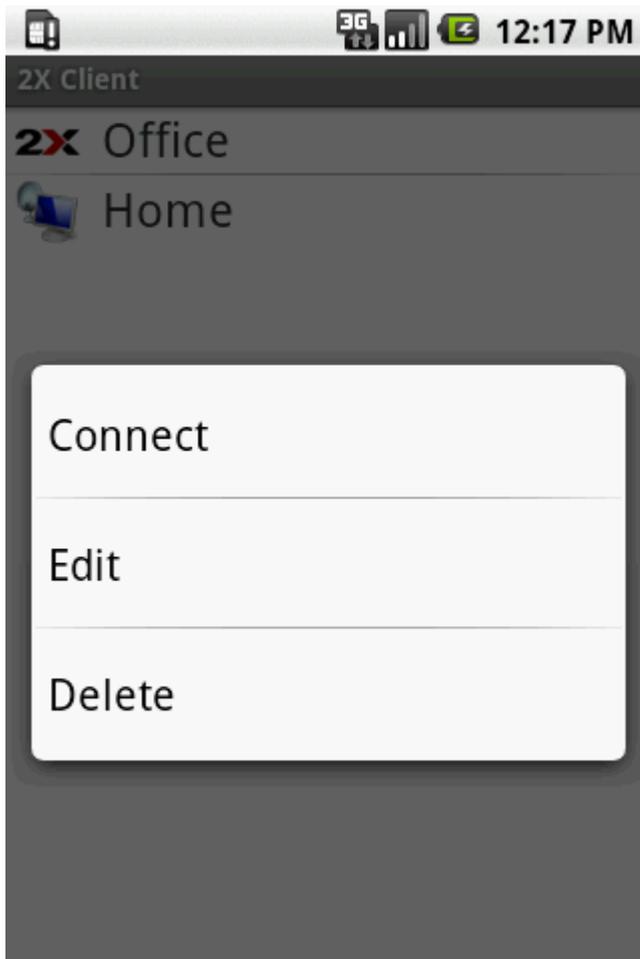
Choose 'Edit'; to modify the connection settings.

Choose 'Delete' to delete the selected connection.

To save any settings changed Tap 'Menu' and select 'Save'.  
If you tap the back button settings will be automatically saved.



## Deleting an Existing Connection



*2X Client for Android – RDP Connection Menu*

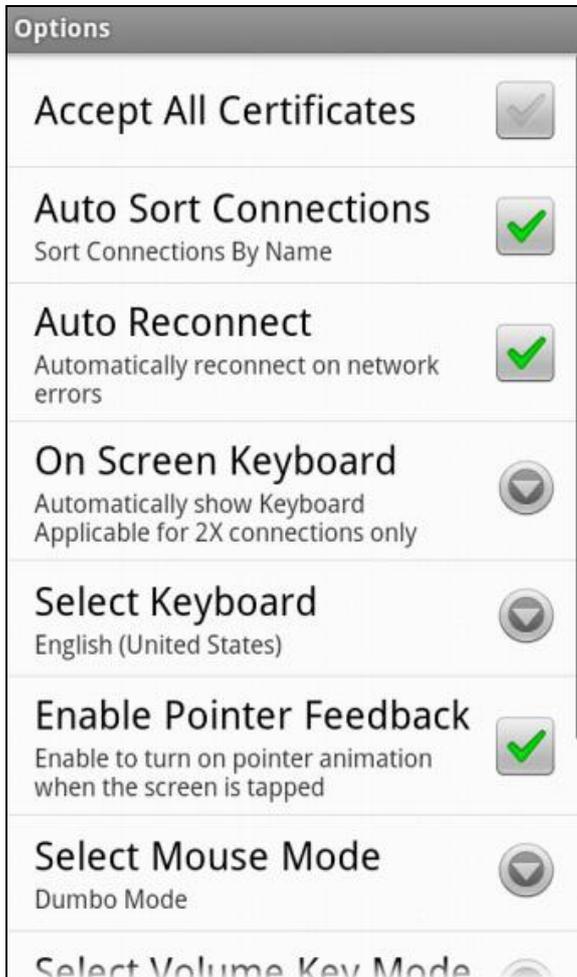
To delete an existing connection, navigate to the connections screen. Touch and hold the connection that you want to delete. The Connect, Edit and Delete menu will appear for RDP connections. In some instances, the device will also vibrate.

Tap on '*Delete*' and that existing connection will be deleted. Tap the back button to exit without connecting, editing or deleting.

**NOTE:** Please keep in mind that as soon as you tap on the '*Delete*' option the connection will be deleted. There is no dialog box asking if you are sure that you want to delete the connection.

# DEVICE SETTINGS

## Settings



2X Client for Android - Device Settings

To access the device Settings menu, tap on the Menu button and then tap on Settings.

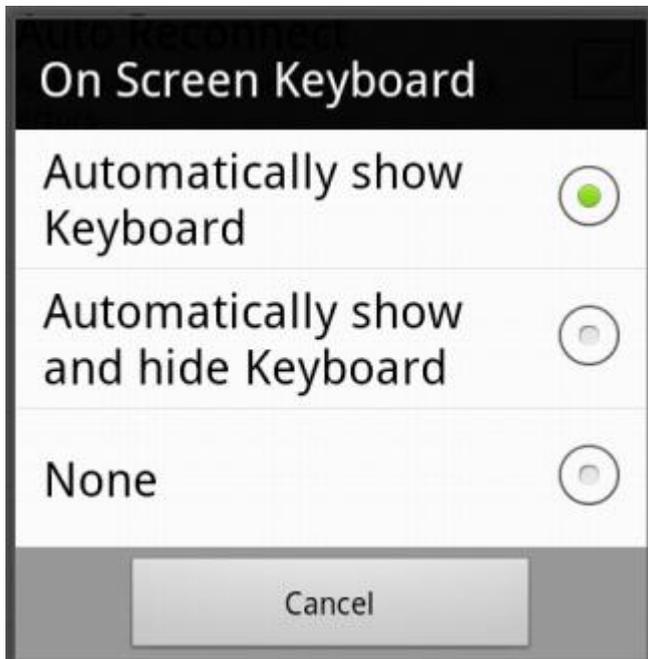
**Note:** Tapping the 'Back' button allows you to exit settings without saving.

**Accept All Certificates** – When selected, all certificates will be accepted automatically.

**Auto Sort Connection** – When selected, all connections will be sorted by name.

**Auto Reconnect** – Select this setting and your device will reconnect automatically if your connection is lost and then the network becomes available.

**On Screen Keyboard** – Tapping this Option would open the following menu:



2X Client for Android - Device Settings – On Screen Keyboard

**Automatically show Keyboard** – Select this option to show the keyboard when the user sets focus on a text box in a remote session. The keyboard will not hide automatically when the focus is set on a non-textbox area.

**Automatically show and hide Keyboard** – Select this option to show the keyboard when the user sets focus on a text box in a remote session. The keyboard will automatically hide when the focus is set on a non-textbox area.

**None** - The keyboard will not be shown automatically when the user sets focus on a textbox in a remote session.

**Activate Keyboard** – Check this setting and the keyboard will be activated automatically when entering information on published applications. This feature is only available if 2X Agents are installed on the server, thus they work only when using 2X Connections.



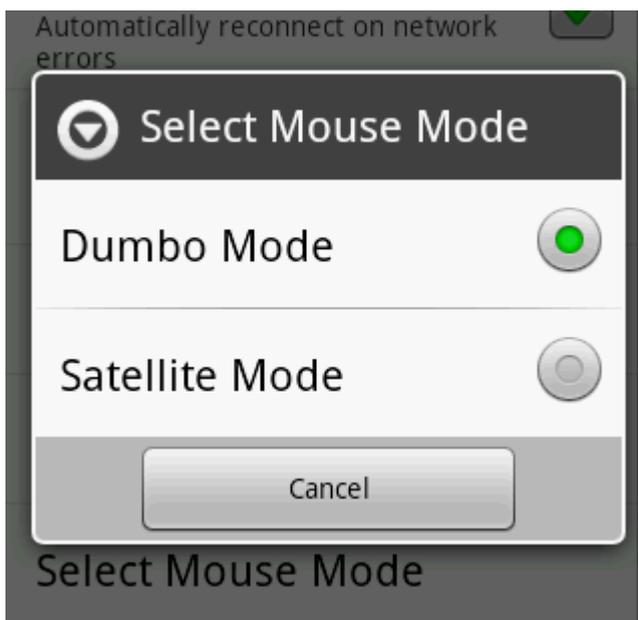
**Use Native Keyboard** - Checking this setting will activate your Android device's keyboard. If unchecked, the 2X custom keyboard will be used as your default keyboard. The [2X keyboard](#) contains custom keys allowing easy access to the Function keys and some pre-programmed shortcut keys.

**On Screen Keyboard** – This option consists of different keyboard layouts which allows you to choose the desired layout.

**Enable Pointer Feedback** – When this setting is checked or enabled, you will see the animation of the screen tap on your device.

### Select Mouse Mode

Tap on the setting for 'Select Mouse Mode' and a new dialog box opens letting you choose between the Dumbo Mode and the Satellite Mode.



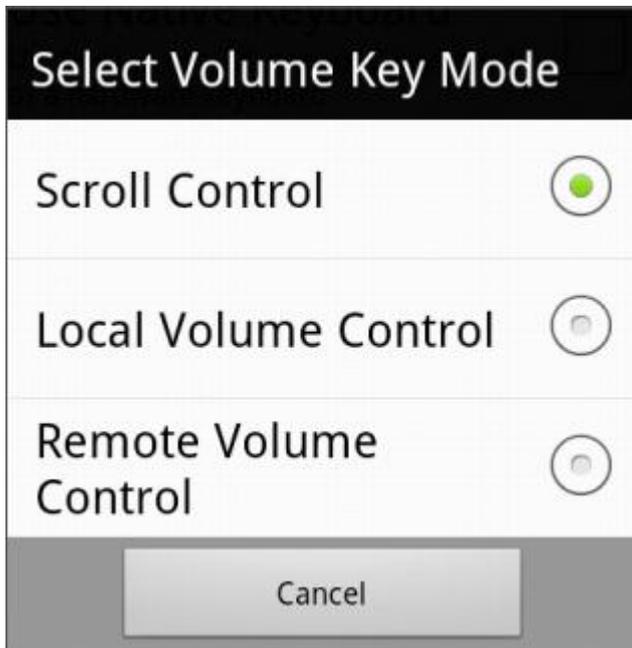
2X Client for Android – Mouse Mode

The Dumbo mode provides the user with right-click and left-click mouse options, as well as the ability to navigate, drag and pan within the entire screen.

The Satellite Mode option includes a right-click and left-click mouse along with a keyboard icon. Either the native keyboard or the 2X custom keyboard is activated depending on your selected keyboard setting.

### Select Volume Key Mode

The 'Select Volume Key Mode' options allow you to modify the action taken when using the device volume controls.



2X Client for Android – Volume Key Mode

**Scroll Control:** Set your device's volume controls to simulate the mouse wheel action when scrolling up and down.

**Local Volume Control:** Use this setting to adjust the volume level for installed applications on the device.

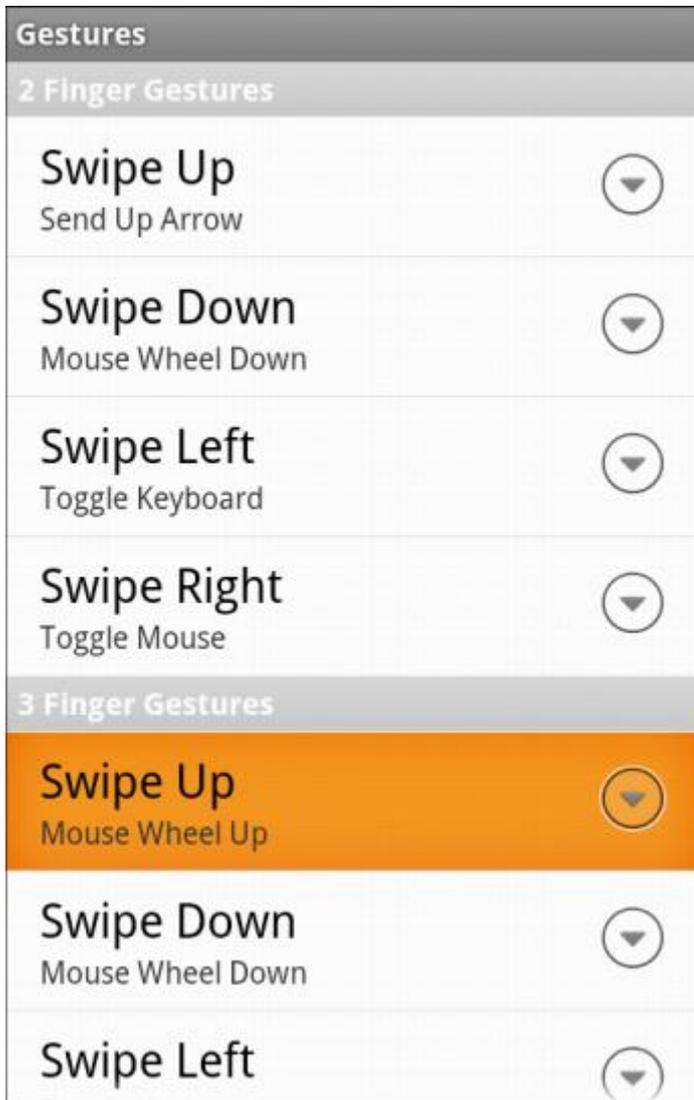
**Remote Volume Control:** Use this setting to adjust the volume level for installed applications on the remote computer.

### **Map Gestures -**

The 'Map Gestures' option shows a list of gestures that can be assigned by the user. The user would select which action can be assigned to the gesture.

The User can configure gestures for 2 finger Gestures and 3 finger gestures as shown below.

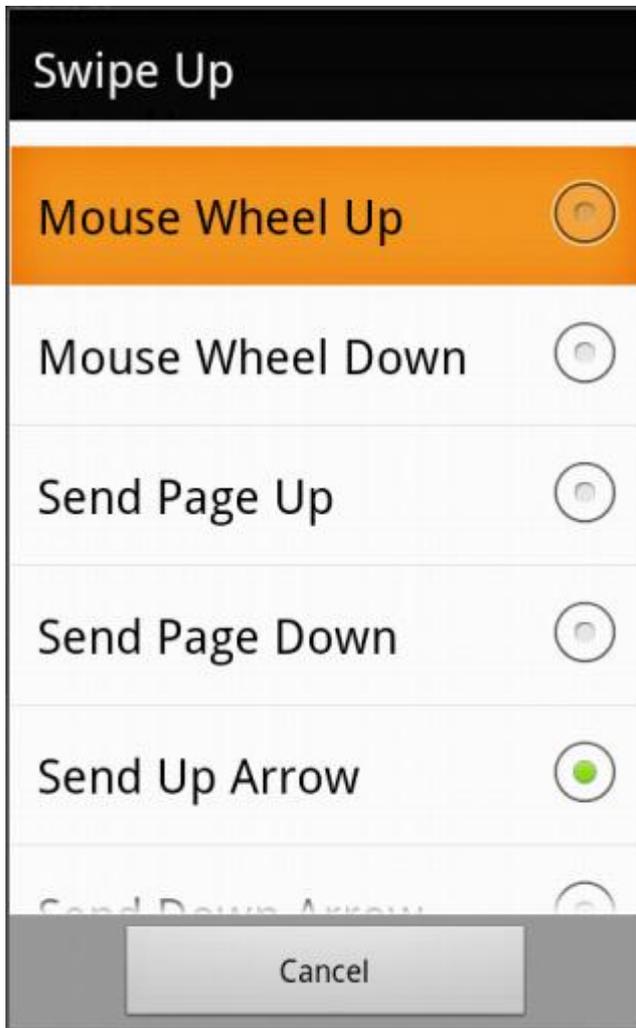




2X Client for Android – 2 and 3 Finger Gestures

Select a gesture to assign an action to it..





*2X Client for Android – Actions to assign to Gestures*

The figure shows that for the 'Swipe Up' gesture, a list of actions is shown. The user can assign one action to the gesture from the list available below:



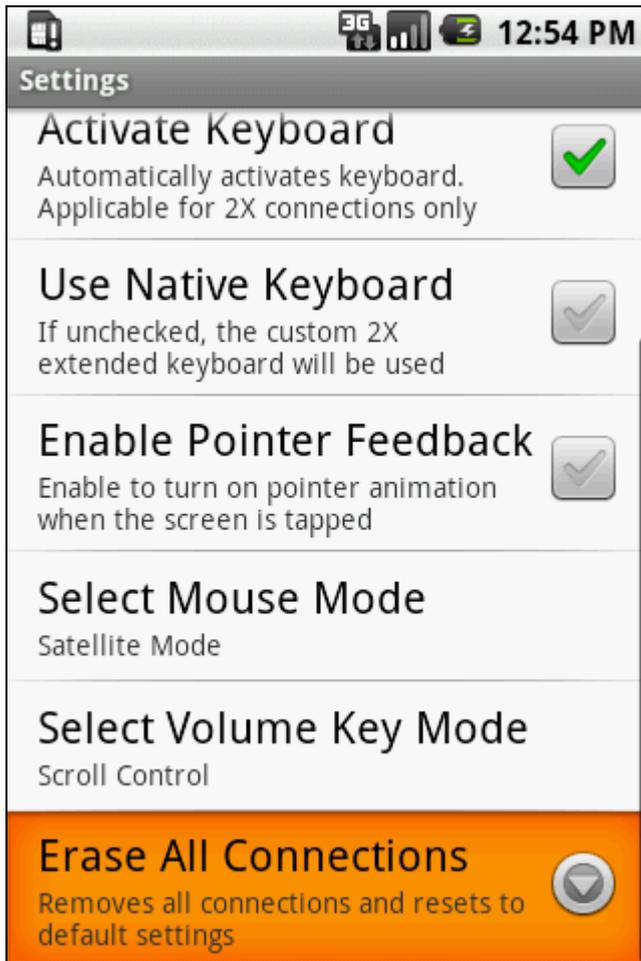
	<b>2 and 3 Finger Gestures</b>			
<b>Action</b>	<b>Swipe Up</b>	<b>Swipe Down</b>	<b>Swipe Left</b>	<b>Swipe Right</b>
No Action				
Toggle Keyboard			Default	
Show Keyboard				
Hide Keyboard				
Toggle mouse				Default
Show Mouse				
Hide Mouse				
Mouse Wheel Up	Default			
Mouse Wheel Down		Default		
Send Page Up				
Send Page Down				
Send Up Arrow				
Send Down Arrow				
Send Left Arrow				
Send Right Arrow				
Alt + Tab				
Alt + Shift + Tab				
Alt + F4				
Ctrl + C				
Ctrl + V				
Ctrl + Alt + Del				
Win + R				

A short cut or action for each of the available gesture may be selected as shown in the table above.



## Erase All Connections

The 'Erase All Connections' setting will permanently delete all of your 2X Client connections, restoring your device to the default general settings.



2X Client for Android – Erase All Connections

This setting clears all of the certificates that you have previously accepted.

## About



2X Client for Android – About 2X

The about screen contains the 2X Client version and copyright information.

### **Email To Sales**

Link to the 2X sales team.

### **Sales Website**

Use this link to the 2X website if you need to order any 2X products.

### **Email To 2X**

Use this link if you need to provide information to 2X.

### **2X Website**

A link is provided to the 2X website.

### **Tell a Friend About 2X**

An email link is provided should you want to let a friend or colleague know about 2X products and services.

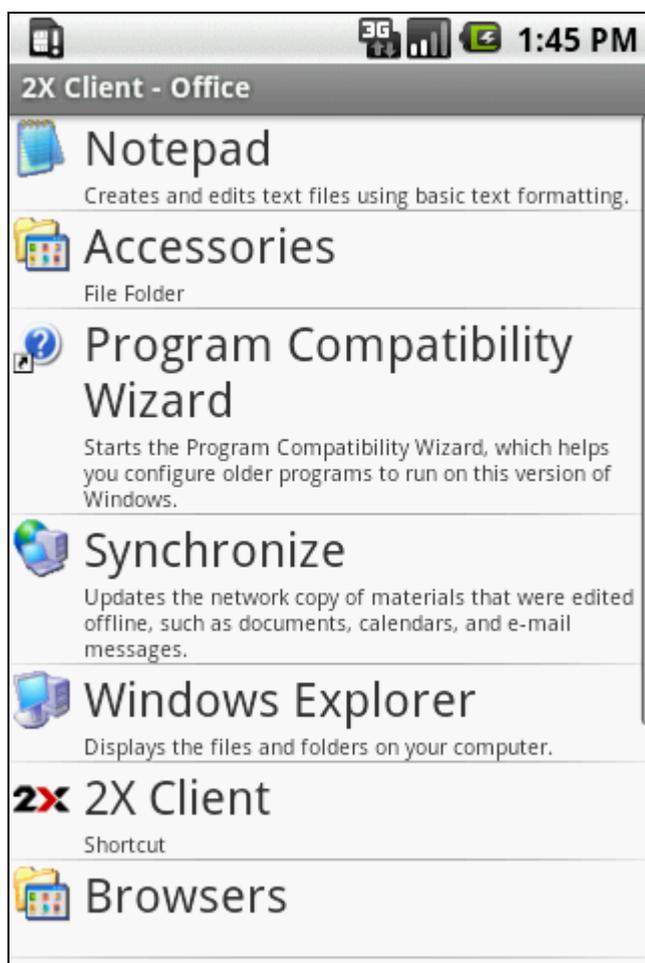
### **Application Help**

The Application Help link directs you to the help section on the 2X website.

# USING 2X CLIENT

## 2X Client Connection

Tap the 2X Client Connection that you have configured on your Android device to open. A list of published applications and desktops will appear.



2X Client for Android – 2X Connection Applications

Note: To create a shortcut for a published application shown above, tap and hold the application and press 'Add Shortcut'.

Tap on any application to open.

To launch another published application, disconnect or logoff, tap the *'Menu'* button and then tap *'More'*.

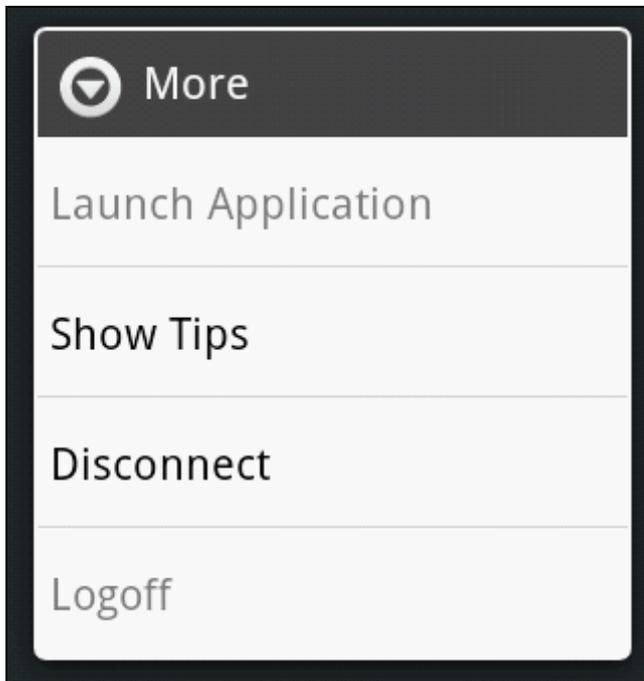
Click on *'Launch Application'* to open an additional published application.

Click on *'Show Tips'* to view some gestures that are available.

Click on *'Disconnect'* to end the 2X Client connection.

Click on *'Logoff'* to close the published application.

Tap the *'Back'* button to exit without disconnecting.



*2X Client for Android – Logoff 2X Connection*



## Show Tips



2X Client for Android – Show Tips

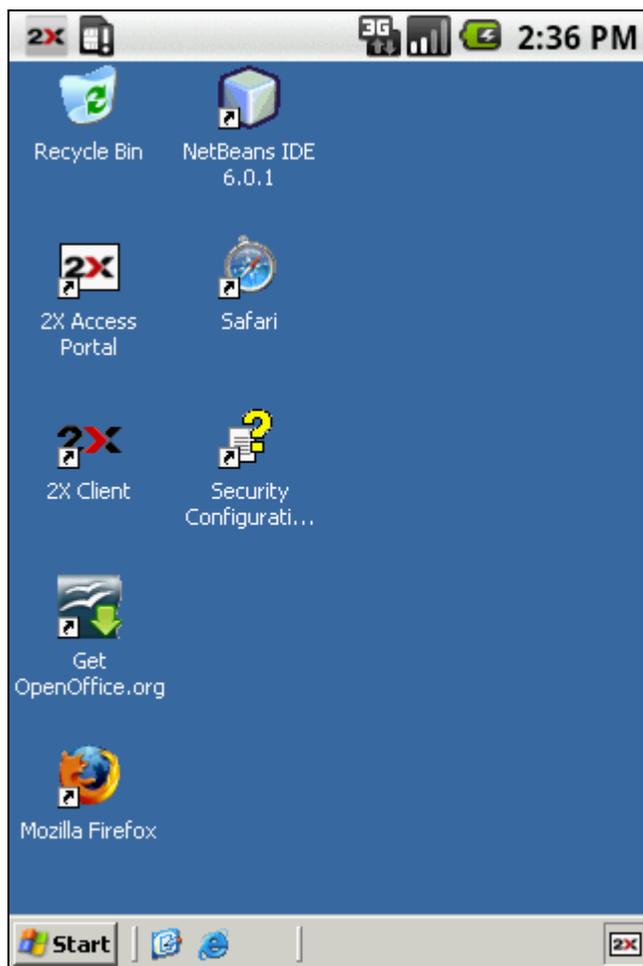


Gestures that are added in the 'Show Tips' are as follows:

Tip for Gestures	Description
	"Pinching" to zoom in and out
	"Tapping" to click on the connection
	Touching screen with two fingers to scroll up and down.
	Tapping with three fingers up, would show/hide the mouse.
	Tapping with three fingers down, would show/hide the keyboard.
	Scrolling can be obtained from the volume buttons (Set from General settings "Select Volume Control")

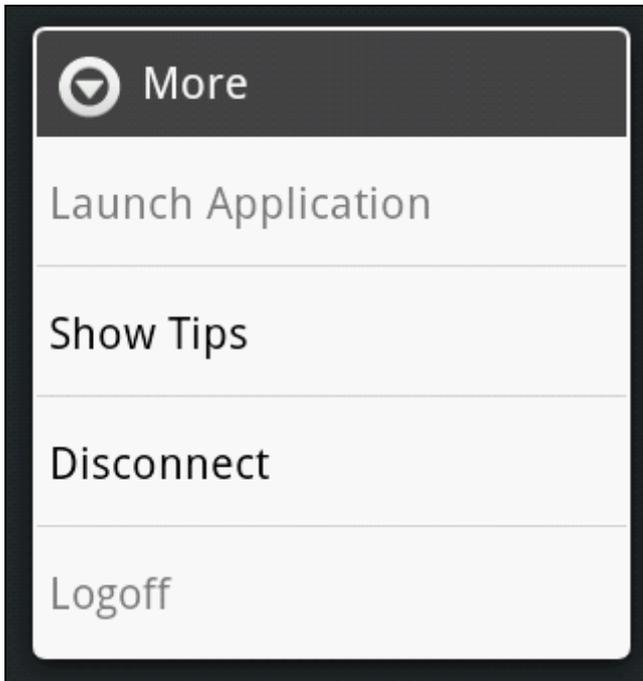


## RDP Connection



*2X Client for Android – RDP Connection*

Select your configured RDP connection to open the interface. Tap on any application on the desktop to open.



*2X Client for Android – Logoff RDP Connection*

To 'Disconnect' from your established RDP connection, simply tap the 'Menu' button and then tap on 'More'. Tap on 'Disconnect' and your current session is ended.

To exit without disconnecting, tap on the 'Back' button.



## Show Tips



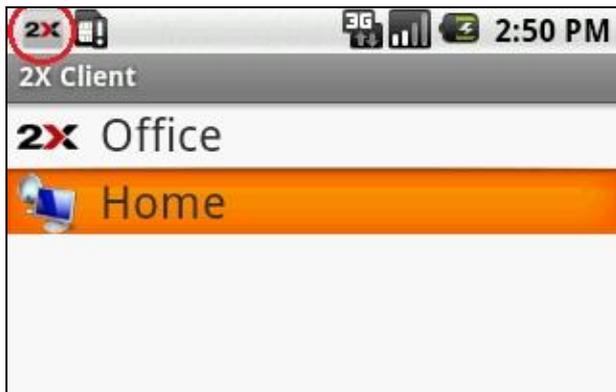
2X Client for Android – Show Tips

Gestures that are added in the 'Show Tips' are as follows:

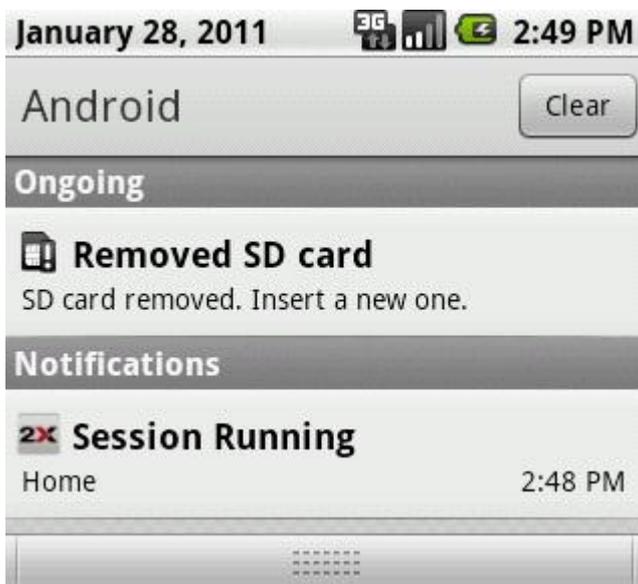
Tip for Gestures	Description
	"Pinching" to zoom in and out
	"Tapping" to click on the connection
	Touching screen with two fingers to scroll up and down.
	Tapping with three fingers up, would show/hide the mouse.
	Tapping with three fingers down, would show/hide the keyboard.
	Scrolling can be obtained from the volume buttons (Set from General settings "Select Volume Control")

## Verifying Active Connections

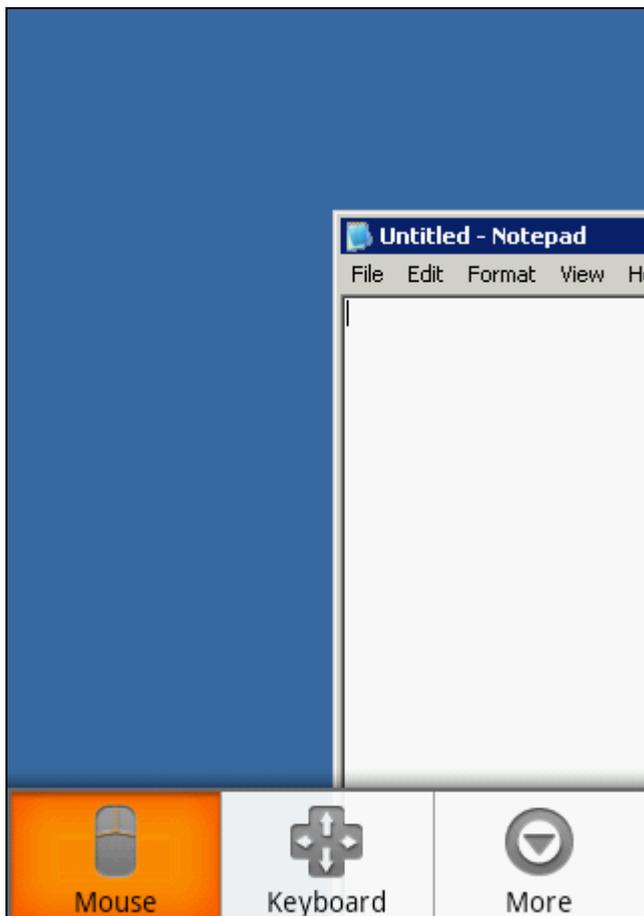
Below we see the 2X icon indicating that you have an active 2X session running on your device.



Tap on the status bar of your device and drag down to view which 2X connection is currently active and running. For 2X Connections you will see the notification when you have an active application running. For RDP Connections, you will see the notification if you have a session running. Tap on the current session running and you will be directed back to your current session.



## 2X CUSTOM MOUSE AND KEYBOARD FOR ANDROID



*2X Client for Android – Custom mouse & keyboard settings*

From the published application list we have opened Notepad. There are three icons located at the bottom of the screen.

Tap on the first icon which represents a mouse; and the 2X custom mouse app opens.

Tapping on the four-headed arrow/keyboard icon opens the 2X custom keyboard.

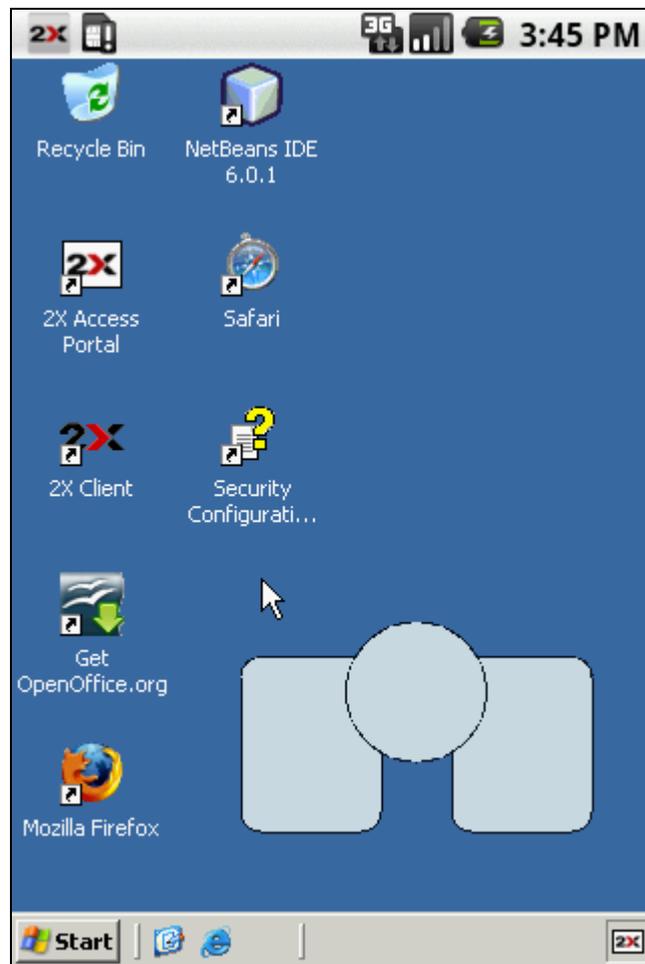
The 'More' icon will display disconnection options.



## Custom Mouse - Dumbo

When you originally set up your 2X Connection or your RDP connection, one of the settings you configure is choosing between the Dumbo mouse option and the Satellite mouse option. To view that setting, click [here](#).

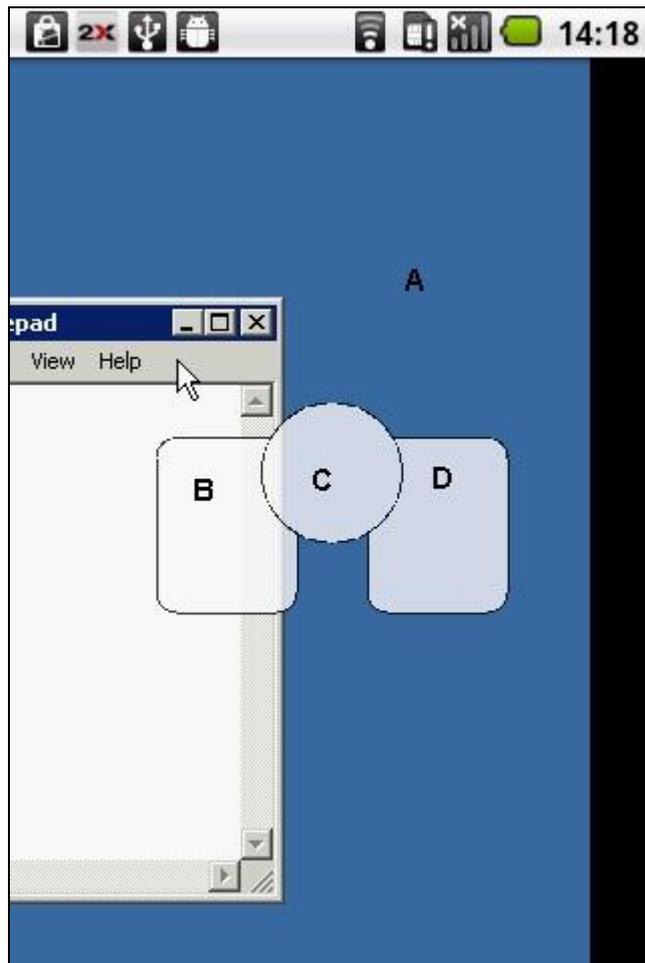
Tap on 'Mouse' (as shown above) and the mouse type you selected in the Device Settings menu will appear.



2X Client for Android – Dumbo Mouse



## Dumbo Mouse Properties



2X Client for Android – Dumbo Mouse Properties

Above is a 2X Connection with Notepad open. The custom 2X Dumbo mouse has been activated.

Position Descriptions	
A	Anywhere on the screen where the mouse cursor is not positioned
B	Left-Click Mouse – tap to left-click in any application
C	2X Custom Mouse Main Area – area used to move on screen without sending any clicks to the server
D	Right-Click Mouse – tap to right-click in any application

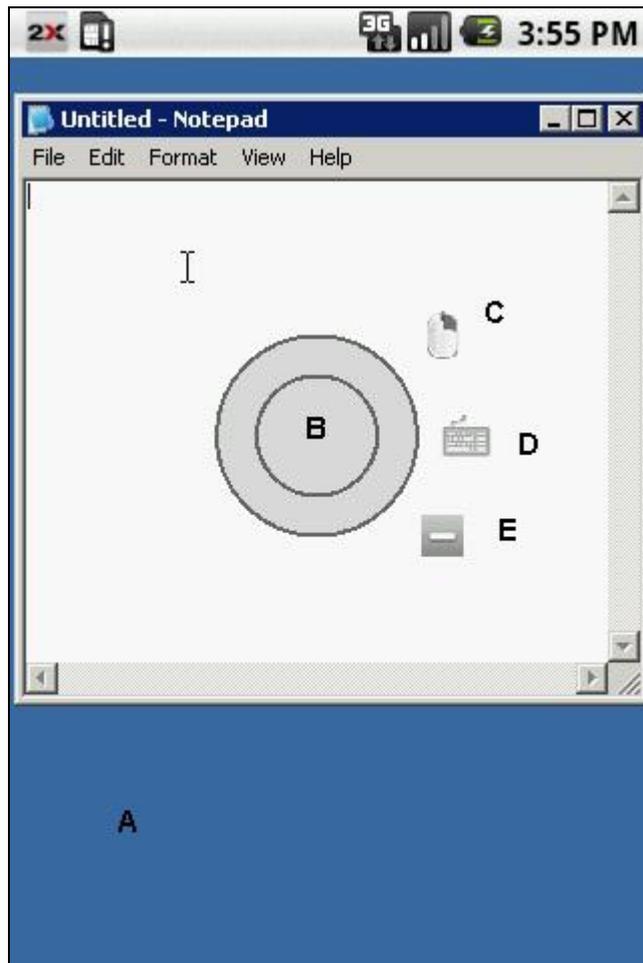


The following table lists each mouse movement as it relates to the positions described above.

Position	Action	Result	Windows Messages
A	Short Press & Move	Pan Screen	N/A
A	Tap	Left Click at Position	Lbutton down + Lbutton up
A	Double Tap	Double Left Click at Position	(Lbutton down + Lbutton up + Lbutton down + Lbutton up)
A	long press	start drag	(LButton down
A	long press move	drag	mouse Move
A	long press release	end drag	Lbutton up
B	Left area press	Left Mouse Down	Lbutton down
B	Left area release	Left Mouse Button Up	Lbutton up
C	Short Press and Move	Move Cursor	N/A
D	Right area press	Right Mouse Down	RButton Down
D	Right Area Release	Right Mouse Button Up	RButton up



## Satellite Mouse Properties



2X Client for Android – Satellite Mouse Properties

Above the same 2X Connection is activated with notepad open, except that now the Satellite mouse has been selected.

Position Descriptions	
A	Anywhere on the screen where the mouse cursor is not positioned.
B	2X Custom Mouse Main Area
C	Right-Click Mouse – tap to right-click in any application
D	Keyboard – Tap on keyboard to show keyboard
E	Open/Close Other Options (Keyboard, R-Mouse)



The following table lists each mouse movement as it relates to the positions described above.

Position	Action	Result	Windows Messages
A	Short Press & Move	Pan Screen	N/A
A	Tap	Left Click at Position	Lbutton down + Lbutton up
A	Double Tap	Double Left Click at Position	(Lbutton down + Lbutton up + Lbutton down + Lbutton up)
A	long press	start drag	(LButton down
A	long press move	drag	mouse Move
A	long press release	end drag	Lbutton up
B	Short Tap	Left Click at Position	Lbutton down + Lbutton up
B	Double Tap	Double Left-Click at Position	Lbutton down + Lbutton up + Lbutton down + Lbutton up
B	Short Press and Move	Move Cursor	N/A
B	Long Press	Start Drag	LButton Down
B	Long Press and Move	Drag	Mouse Move
B	Long Press Release	End Drag	Lbutton up
C	Short Tap	Right Click at Position	Rbutton down + Rbutton up)
C	Double Tap	Double Left Click at Position	Rbutton down + Rbutton up + Rbutton down + Rbutton up
C	Short Press and Move	Move Cursor	N/A
C	Long Press	Start Right Drag	Rbutton down
C	Long Press Move	Drag	Mouse Move
C	Long Press Release:	End Drag	Rbutton Up
D	Tap	Open Keyboard	N/A
E	Tap	Open/Close Other Options	N/A

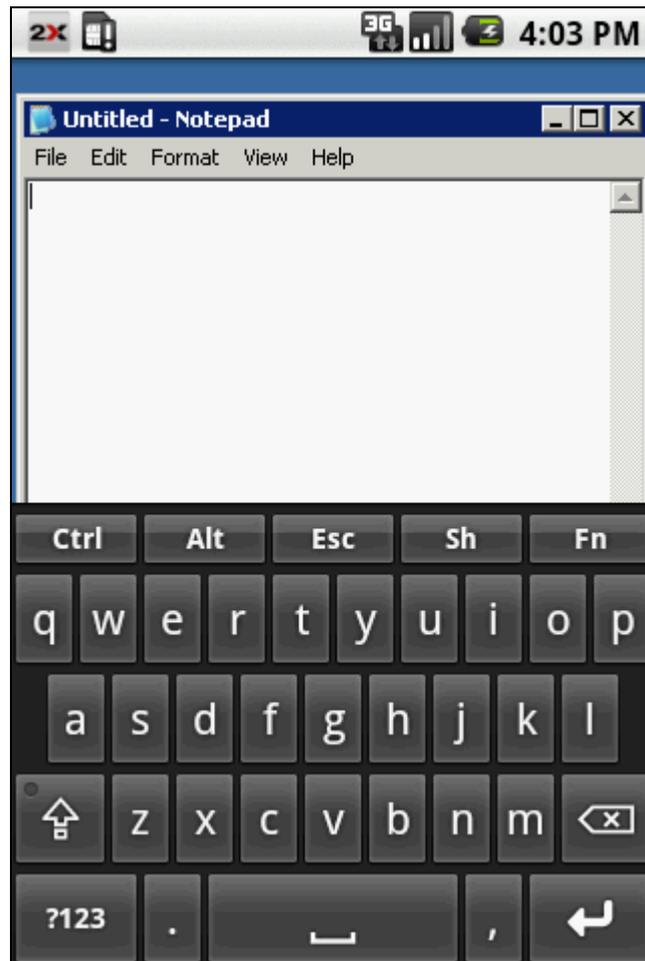


## Pinching-Zooming-Panning

The pinch-zoom gesture is similar to the drag gesture, except it begins when the second finger is pressed to the screen. Using two fingers you can pan out or zoom in, but the gesture will only continue until the desktop fits to the screen of your Android device. Panning gesture is available when no mouse is activated.



## Custom Keyboard



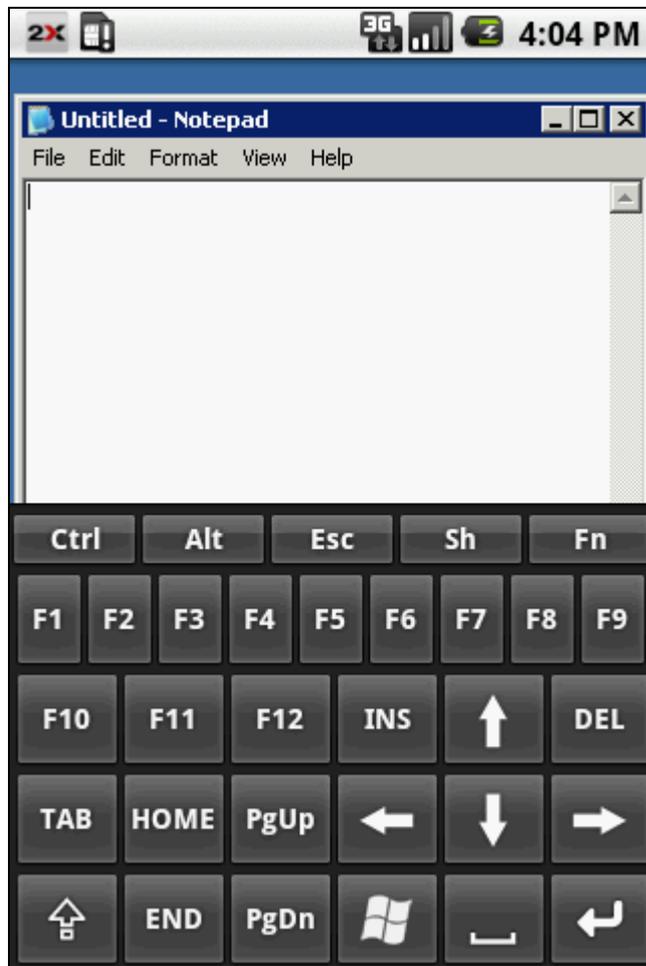
*2X Client for Android – 2X Custom Keyboard*

For ease of entering text or information while using 2X published applications, 2X has incorporated a custom keyboard that can be activated by tapping on 'Menu', then 'Keyboard'.

The entire top row of the 2X Custom keyboard contains non-standard Android functionality. The Control, Alt and Esc key are present as well as two additional custom keys.

The 'Sh' for is for shortcuts and the 'Fn' is for the function keys.

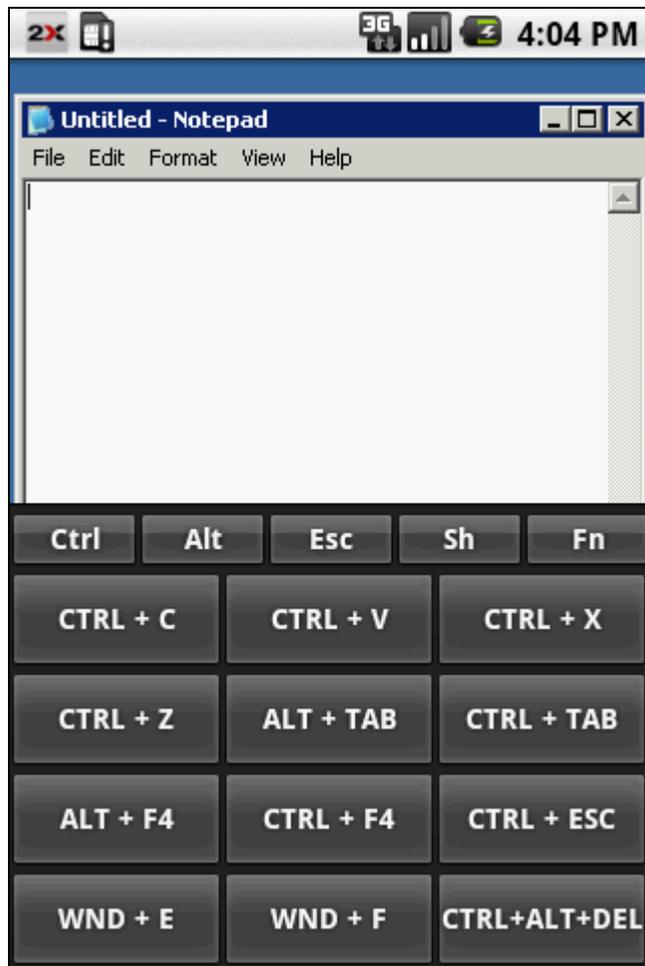
**Note:** To use the 2X custom keyboard by default, please make sure that 'Native Keyboard' is unchecked in the device settings. Click [here](#) to view that setting.



2X Client for Android – 2X Function Keyboard

Tap on the 'Fn' key and the function keyboard displays as shown above. To return to the original keyboard, tap on the 'Fn' key again. To collapse the keyboard, tap on the back button.





2X Client for Android – 2X Custom Keyboard

Tap on the 'Sh' key and the shortcut keyboard displays. To return to the original keyboard, tap on the 'Sh' again. To collapse the keyboard, tap on the back button.



# USING 2X CLIENT FROM 3<sup>RD</sup> PARTY APPLICATIONS

## How to Connect using Intents

In order for a 3<sup>rd</sup> party application to start 2X Client activity, the following guide needs to be followed. An Intent needs to be created with which an Activity needs to be started. The action of the Intent should be set to `Intent.ACTION_MAIN` as shown below:

```
Intent i = new Intent(Intent.ACTION_MAIN);
```

The component name for the intent will need to be that of the activity that needs to be targeted, in particular the `ActFarmsList` activity.

```
ComponentName comp = new ComponentName("com.tux.client",  
"com.tux.client.menus.ActFarmsList");  
i.setComponent(comp);
```

The Intent extras must contain the connection details needed to launch a connection. Not all settings are mandatory.. If we were to send an intent using only the minimum required information it would look something like this.

```
Intent i = new Intent(Intent.ACTION_MAIN);  
ComponentName comp = new  
ComponentName("com.tux.client", "com.tux.client.men  
s.ActFarmsList");  
i.setComponent(comp);  
i.putExtra("External_Launch", true);  
i.putExtra("Save", false);  
i.putExtra("Server", "192.177.1.2");  
i.putExtra("UserName", "myUser@domain ");  
startActivity(i);
```

### Intent Extras:

Key	Value	Note
<code>External_Launch (*)</code>	boolean (Always Set to true)	Always set to true.
<code>Save (*)</code>	boolean	Setting this to true will make the 2X Client launch the session and save the connection to its list of connections while false will only launch the session without saving.
<code>Server (*)</code>	String	Server can be specified by IP or by its local name.
Port	Integer	The Connection port number.
	RDP Connection : 3389	
	2XConnection : 80	

Username (*)	String	Specify username.
Password	String	Specify password.
ConnType	Int	Specify the connection type between RDP or 2X Connection. The default value is Standard RDP.
	0: 2X Connection	
	2: Standard RDP Connection	
ConnMode	Int	This setting will only apply for 2X Connections (and default is 0 - Gateway Mode), standard RDP sessions will ignore this setting.
	0: Gateway Mode	
	1: Direct Mode	
	2: Gateway SSL	
	3: Direct SSL	
ColorDepth	Int	If not included, the default value is 16 bit.
	8: 256 Colors	
	16: High Color (16 bit)	
	24: True Color (24 bit)	
	32: Highest Quality (32 bit)	
ResHeight (**)	Int	Screen Resolution Height.
ResWidth (**)	Int	Screen Resolution width.
DesktopBackground	Boolean	Default is false.
FontSmoothing	Boolean	Default is false.
WindowAnim	Boolean	Refers to Menu and Windows animation. Default is false.
DeskComp	Boolean	Refers to Desktop Composition setting. Defalt is false.
ShowDrag	Boolean	Refers to the show content while dragging setting. Default is false.
Themes	Boolean	Default is false.
BitmapCaching	Boolean	Default is true.
EnableCompression	Boolean	Default is true.
ConnectToConsole	Boolean	Only applicable for standard RDP connections, 2X Connections will ignore this. Default is set to false.
SoundRedirection	Int	Default setting is 'do not play'.
	1: Do not play	
	2: Play on remote computer	
	3: Redirect to device	
UrlRedirection	boolean	Default is false (Applicable for 2X Connections only).
MailRedirection	boolean	Default is false (Applicable for 2X Connections only).
AutoShortcuts	boolean	Default is false (Applicable for 2X Connections only).
ForceCreate (***)	boolean	Default is false (Applicable for 2X Connections only)

(\*) Extras are mandatory.

(\*\*) Set both ResHeight and ResWidth to 0 or don't include them for Full Screen mode.

(\*\*\*) This parameter will force the farm in the intent to be created regardless of whether it exists or not. If not included or set to false then the farm described in the intent will be launched from the list of connections (Search will be made by farm Alias). All parameters of the farm will be overwritten by those from the intent except for the password if it is empty or not included.

## How to Disconnect using Intent

To disconnect a session the following parameter must be added in the intent extras.

Example of a disconnect intent

```
Intent i = new Intent(Intent.ACTION_MAIN);
ComponentName comp = new
ComponentName("com.tux.client", "com.tux.client.menus.ActFarmsLi
st");
i.setComponent(comp);
i.putExtra("External_Launch", true);
i.putExtra("Disconnect", true);
```

**Intent Extras to Disconnect:**

Key	Value	Note
Disconnect	Boolean	Set to 'True' to disconnect

# TROUBLESHOOTING AND SUPPORT

## Introduction

---

The troubleshooting chapter explains how you should go about resolving issues you may have. The main sources of information available to users are:

- The manual – most issues can be solved by reading and referring to the manual.
- The 2X support site – accessible from the 2X website. It includes a knowledge base with the most frequently asked questions.
- Contacting the 2X support department by email at [support@2x.com](mailto:support@2x.com)
- Contacting our support department by telephone.

## Knowledgebase

---

2X maintains a knowledgebase, which includes answers to most commonly asked problems. If you have a problem, please consult the knowledgebase first. The knowledgebase is continuously updated and contains the-most-up-to-date listings of support questions and patches.

The knowledgebase can be found at <http://www.support.2x.com>

## Request Support via E-mail

---

If you are unable to resolve your issue after using the knowledgebase and referring to this manual, please contact the 2X support department.

Contact us via e-mail, and attach any references or examples of the issue you are experiencing. This will enable us to solve your issue quickly and efficiently.

You may be asked to collect some information and you may be asked a number of questions. Please take your time to answer these questions accurately. Without the proper information it will not be possible to diagnose your problem.

We will answer your inquiry within 24 hours or less, depending on your time zone.

## Request Support via Phone

---

You can also contact 2X by phone for technical support. Please check our support website for the correct numbers to call, depending on where you are located, and for our hours of operation.

<http://support.2x.com>

# ABOUT 2X

**ABOUT 2X** | 2X Software Ltd - 2X - is a company developing software for the booming server-based computing market. Thin client computing controls skyrocketing PC management costs, centralizes application and desktop management, improves security and performance and allows users to work remotely. The company's product line includes: 2X ApplicationServer for Windows Terminal Services, 2X ApplicationServer, 2X LoadBalancer for Terminal Services/Citrix and 2X ThinClientServer. 2X is a privately held company with offices in the USA, Germany, France, UK, Australia and Malta. Its management team is backed by years of experience in developing and selling network infrastructure software. 2X is a Microsoft, VMware, IBM and RedHat partner. For more information visit: <http://www.2x.com>. All product and company names herein may be trademarks of their respective owners.



©2011 2X Software Ltd. All rights reserved. The information contained in this document represents the current view of 2X on the issues discussed as of the date of publication. Because 2X must respond to changing market conditions, it should not be interpreted to be a commitment on the part of 2X, and 2X cannot guarantee the accuracy of any information presented after the date of publication. 2X MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. 2X ApplicationServer for Windows Terminal Services, 2X ApplicationServer, 2X LoadBalancer for Terminal Services/Citrix and 2X ThinClientServer and their product logos are either registered trademarks or trademarks of 2X Software Ltd. in the United States and/or other countries. All product or company names mentioned herein may be the trademarks of their respective owners.

---