



# GO-GLOBAL

FOR WINDOWS

## Host Release Notes *Version 5.0.2.26287*

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### Notes:

1. GO-Global 5.0 cannot be used with a version 4.8 license. Customers who are current on maintenance can upgrade their licenses using the License Wizard or request a license upgrade at <http://www.graphon.com/customer-support/change-request-form>.
2. GO-Global 5.0.2.23814 and later use OpenSSL 1.0.2j.
3. GO-Global 4, GO-Global 5.0.0 and GO-Global 5.0.1 clients can connect to GO-Global 5.0.2 hosts, but many of the fixes and enhancements are only supported with GO-Global 5.0.2.26287 clients.
4. GO-Global versions 5.0.1 and 5.0.2 contain license enforcement improvements that prevent voided licenses from being used. Voided licenses include licenses that have been upgraded or rehosted.

## 1. Issues Fixed Since 5.0.2.26121

Bug ID	Case ID	Description
17050		Provide compatibility with Windows 10 feature release version 1803, which Microsoft is expected to release soon.
17003	51318	The host computer hangs when a specific application is run in a GO-Global session.
16972	51191	The Application Publishing Service fails to start when the GO-Global Host is installed on an iSCSI drive on Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2, Windows 8.1, Windows 8 or Windows 7.
16951	51149	Context help descriptions for the Cluster Manager's Host Options dialog's controls are not correct.
16690	51289	Text quality may be poor when the client computer's display scale factor is greater than 100% and less than 200%.

### 3. Known Issues

Description
On some clients, printing to client printers fails when the Windows Printer Drivers and Automatically Install Drivers options are both enabled in the Cluster Manager's Host Options dialog box. To work around this issue, disable the Automatically Install Drivers option.
Specifying "--clientdpi 1" on the client's command line does not enable client-side DPI scaling when the value of the ClientDPIScalingEnabled property in the HostProperties.xml file on the host is set to false.
The Application Publishing Service may have to be started manually when the GO-Global Host is installed on an iSCSI drive on Windows 10 or Windows Server 2016. Customers can work around this issue by making the GO-Global Application Publishing Service and the GO-Global License Manager services dependent on the MSiSCSI service.
When the blnBrowser option is set to true in Internet Explorer, printing to client printers does not work.
If User A has a Print dialog box open while User B signs in to a GO-Global host, User B's client printers may appear in User A's Print dialog. User A will not, however, be able to print to User B's printers.
When the GO-Global client is run on Mac OS X High Sierra, the following warning may be displayed: "'GO-Global' may affect the performance of your Mac. The developer of this app needs to update it to improve its compatibility." No performance issues have been reported when the GO-Global client is run on Mac OS X Sierra.
When a user opens the Printers Applet or a Print dialog box immediately after signing in to a host, GO-Global may not have finished configuring the user's client printers, and some of the user's printers may not be listed. If this occurs in a Print dialog box, the user's client printers will generally appear in the dialog box within a few seconds. If this occurs in the Printers Applet, the user may need to close and re-open the Printers Applet to work around the issue.
No content is displayed in the browser when 64-bit Chrome is run in a GO-Global session on Windows Server 2008 R2 or Windows 7. The same issue occurs in 64-bit Firefox on all operating systems. To work around this issue in Firefox, set browser.tabs.remote.autostart and browser.tabs.remote.autostart.2 to false in about:config. There is no known workaround for this issue in Chrome.
The 32-bit version of Internet Explorer fails to start in GO-Global sessions on Windows 10 hosts.
When the gg-client.linux.deb package is opened on Ubuntu Linux 16.04 LTS, the client fails to install. To work around this issue, install the client from the command line using the following command: <code>dpkg -i gg-client.linux.deb</code>
Paint.NET fails to start in GO-Global sessions on Windows Server 2008 R2.
Firefox x64 fails to start in GO-Global sessions, and if Kaspersky Total Security 18.0 is installed on a host computer, attempting to start Firefox x64 in a GO-Global session will cause the computer to crash. Also, Firefox x86 fails to start in GO-Global sessions when Zone Alarm Pro Antivirus 15.x is installed on the host computer.
When F-Secure Anti-Virus is installed on a computer together with the GO-Global host, sessions may take approximately 2 minutes to start. To work around this issue, under Security Settings   DeepGuard, add C:\Windows\System32 and C:\Program Files\GraphOn\GO-Global\Programs to the folders that are excluded.
When an administrator enables the Sound option on the Client Access tab of the Cluster Manager's Host Options dialog, the Windows Audio Service may fail to start. If this happens, sounds will not play on GO-Global clients. To work around this issue, start the Windows Audio Service manually, or restart the host computer.

On Windows 10 and Windows Server 2016 hosts, the message that notifies a user that his or her password is about to expire is clipped.

Sessions fail to start on GO-Global hosts after the operating system is upgraded. To work around this issue, uninstall and reinstall the GO-Global Display Driver:

1. Run CMD as administrator
2. Type: cd C:\Program Files\GraphOn\GO-Global\Programs
3. Press the Enter key
4. Type: DriverSetup "C:\Program Files\GraphOn\GO-Global\Programs\Driver\GGDD.inf" -r
5. Press the Enter key
6. Reboot the computer
7. Run CMD as administrator
8. Type: cd C:\Program Files\GraphOn\GO-Global\Programs
9. Press the Enter key
10. Type: DriverSetup "C:\Program Files\GraphOn\GO-Global\Programs\Driver\GGDD.inf" -i
11. Press the Enter key
12. Reboot the computer

Client drives may not appear in applications running in GO-Global sessions. To work around this issue, double-click the PC icon to refresh its list of drives.

The GO-Global host fails to install on computers that have Secure Boot enabled. To work around this issue, disable Secure Boot.

GO-Global is incompatible with AVG Antivirus 1.171.3.211. GO-Global sessions fail to start when AVG Antivirus is installed on a GO-Global host and other problems can occur in the console session.

It may take five minutes or more for a session to close when the session was started using the -a command line option and the session was the user's first session on the host.

The version number of the GO-Global Display Driver is not updated in Device Manager when a GO-Global host is upgraded via GO-Global's Automatic Host Upgrade feature.

The Client Sound feature does not work when the gg-host.windows\_x64.exe installer is run in silent mode.

Intermittently, the Cluster Manager's Tools | Sessions | Terminate option fails to terminate a session. To work around this issue, restart the Cluster Manager.

The user is prompted to install the GO-Global Chrome Add-on when the gg-client.chrome.exe installer is run in silent mode.

The installers downloaded via the Upgrade Add-on option may fail to upgrade the add-on on Windows computers. To work around this issue, install the GO-Global Add-ons using the gg-client.windows.exe installer.

On hosts running Taiwan Traditional Chinese (HK) Windows, PDF files may fail to load in Internet Explorer. To work around this issue, disable Protected Mode in Internet Explorer.

Intermittently, the User name field in the Sign In dialog fails to respond to keyboard input even though the caret is blinking within the field. Users can work around this issue by clicking on the User name field.

Smart card authentication does not work with Aladdin smart cards.

Cannot add a client printer from Windows 8.1 and Windows 10 clients when the Universal Printer Driver and Windows Printers Drivers are both enabled in the Cluster Manager.

The ability to display the Windows Shell/Desktop is not supported on Windows 10 or Windows Server 2016.

The cursor may appear larger than normal when DPI scaling is in use on high resolution clients.

Microsoft Edge fails to run in GO-Global sessions.

The GO-Global Display Driver may no longer appear in Device Manager after Windows Updates are applied on Windows 10 and Windows Server 2016. GO-Global continues to operate normally when this occurs.

After upgrading the operating system (e.g., from Windows Server 2008 R2 to Windows Server 2012 R2), the Application Publishing Service may fail to start, or users may be unable to connect to the host. When this occurs, the APS log file will contain instructions on how to correct the problem.

Context menus fail to display properly in the Cluster Manager on Windows 10 and Windows Server 2016.

Smart card authentication does not work on Windows 10 or Windows Server 2016.

The GO-Global Add-on for Google Chrome does not support running applications embedded within the browser's windows.

Extra copies are printed from FileMaker 13 Pro. To work around this issue, the value of the ignorePrintCopies property in the HostProperties.xml file must be set to true.

Display issues may occur if a user specifies the –desktop option when reconnecting to a session that was started without the –desktop option, and vice versa. To work around this issue, always reconnect to sessions using the value of the –desktop option that was specified when the session was started.

The first time a user signs in to a host, GO-Global runs explorer.exe in the background to initialize the user's user profile. As a result, the session takes longer to start. This feature can be disabled by setting the value of the InitializeProfileWithExplorer property in the HostProperties.xml file to 0.

Client audio does not work in the first session that is started after the version 5.0 host is installed.

On Windows 8.1 and Windows Server 2012 R2 the desktop is painted black if the client does not support 32-bit color.

When the desktop URL parameter is set to true in Apple Safari, the embed parameter must also be set to true.

Artifacts from an application's title bar may appear in the lower-left corner of the client's desktop when an application is minimized and restored.

An SSL security warning dialog may be displayed when users connect from a Mac to a host that is configured to use SSL.

When the GO-Global host is Windows 8.1 or Windows Server 2012 R2 and is run on VMWare, the mouse does not work in the console session while the Windows desktop is running in a GO-Global session.

The GO-Global installer intermittently hangs on Windows 8 and Windows Server 2012 because of an issue with the Microsoft tiworker.exe process. To work around this issue, terminate the tiworker.exe process and restart the GO-Global installer.

Menus in the IME bar may be difficult to close. If you encounter this issue, move the mouse back and forth over the menu, and it will close.

The GO-Global Client cannot be run in Apple Safari on Windows.

Encrypted PDF documents cannot be printed via the Universal Printer Driver.

Avast Free Home Antivirus is not supported on 64-bit hosts.

The IME window may not display in the usual location.

When explorer.exe is run in the background of the session, the session will take longer to start.

Windows Server 2012 Essentials is not supported. Sessions will not start on this operating system.

Applications such as Office 2013 that use DirectX will not run in GO-Global sessions on Windows Server 2008 R2 or Windows 7 when Windows Update KB 2670838 is installed. To work around this issue, uninstall KB 2670838.

**Background:**

Windows Update KB 2670838 replaces the user-mode DirectX runtime with a version that requires display drivers to support DirectX. The GO-Global display driver does not support DirectX in versions 4.8.1 and earlier. Beginning in version 4.8.2, the GO-Global display driver supports DirectX, but only on Windows 8, Windows 8.1, Windows Server 2012 and Windows Server 2012 R2. The GO-Global driver only supports DirectX on these versions of Windows because it relies on a Windows component that is not available in earlier versions of Windows.

Radmin is not supported.

On Mac OS X 10.8 Mountain Lion and later, users need to disable Gatekeeper in order to install the native Mac OS X Client.

The automatic client update feature is not supported if the client modifies the client installer to install the client in a location other than the default location. To work around this issue, install the client in the default client location.

When Integrated Windows Authentication is enabled, client printers may be listed twice in Notepad and WordPad.

The 64-bit version of Mozilla Firefox is not supported on the Linux Client. Install the 32-bit version of Firefox before installing the Linux Client.

Users must disable the firewall from Total Defense Anti-Virus before a client is able to connect to a GO-Global host.

Users must add the GO-Global Application Publishing service (aps.exe) to the exclusion list for Vipre Antivirus before a client is able to connect to a GO-Global host.

The client is unable to connect to a GO-Global host running Windows 8 on port 491 when McAfee Anti-Virus is installed. To resolve this, open a GO-Global port in the McAfee Firewall. For more information, see <http://service.mcafee.com/FAQDocument.aspx?id=TS100887>.

Help files may fail to open when Integrated Windows Authentication is used without server-side password caching.

Object Linking and Embedding (OLE) operations may fail when Integrated Windows Authentication is used without server-side password caching.

Cannot add printers in the Printers applet when the Universal Printer Driver option is *not* enabled and there is no printer driver installed on the host that has the exact same name as the client printer driver. To work around this issue either a) add an entry to the MappedPrinterDrivers.xml file that maps the name of the driver on the client to the name of a driver on the server (as described in Chapter 6 of the Host Administrator Guide) or b) enable the Universal Printer Driver option in the Cluster Manager.

Type 4 printer drivers are not supported, and the Add option in the Printers applet will fail when a Type 4 printer driver is specified. To work around this issue, specify a compatible Type 3 printer driver.

Some keys may generate incorrect characters when using Brazilian keyboards with the Linux client when the client IME option is enabled.

When the web server on the host is IIS, and IIS is configured to only serve documents with file extensions that are registered MIME types, files with the following extensions may not download: .deb, .crx, .dmg, .xpi. For example, Firefox may display the following error message when a user attempts to install the plug-in: "Not a valid install package." To resolve this issue, define a MIME type for the needed extensions as described in Microsoft Knowledge Base article 326965 (<http://support.microsoft.com/kb/326965>). For the Chrome Extension, specify the MIME type as application/gg-chrome.