



GO-GLOBAL

FOR WINDOWS

Host Release Notes ***Version 4.8.2.21477***

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Notes:

- Version 4.8.2 will run with any version 4.8 license.
- There were incompatibilities with several Microsoft Windows updates on Windows 8.1 and Windows Server 2012 R2 only. No other supported operating systems are affected. This version is compatible with the following updates: KB2919355, KB2993651, KB2975719, KB2982791, KB2984006, KB2994897, KB3000850, KB3035131.

1. Enhancements

| Description |
|---|
| Support for Office 2013 on Windows 8, Windows 8.1, Windows Server 2012, and Windows Server 2012 R2 |
| Support for DirectX Applications on Windows 8, Windows 8.1, Windows Server 2012, and Windows Server 2012 R2 |
| Support for Norton Antivirus, Symantec Endpoint Protection, F-Secure Internet Security, and eScan Internet Security |
| Support for Internet Explorer 11 running in GO-Global sessions |
| Support for Windows Server 2012 R2 Datacenter Edition |
| Faster session startup |
| New Google Chrome Add-on (Requires Windows client and only supports "loose window" mode) |

Note: Registry values under the HKEY_LOCAL_MACHINE\SOFTWARE\GraphOn\GO-Global\Loader\Processes key are now QWORD values. Existing values under this key will be automatically converted from DWORD to QWORD values when earlier versions of GO-Global are upgraded to Version 4.8.2, but any values that are manually added after an upgrade must be added as QWORD values, not DWORD values.

2. Issues Fixed Since 4.8.1.21223

| Bug ID | Case ID | Description |
|--------|---------|---|
| 13522 | 33816 | A .NET 3.5 WPF application does not display correctly when session is run with 24 or 32 bit color. |
| 14044 | | Program Window Help does not display on Windows 8 and Windows Server 2012. |
| 14116 | 36980 | Visio 2013 displays as a blank window. |
| 14244 | 38051 | Goldmine email does not display on Windows 8 and Windows Server 2012. |
| 14332 | 38411 | Sessions fail to start when Symantec Endpoint Protection is installed. |
| 14333 | 38433 | Arabic language is not supported. |
| 14430 | 38662 | HTML Help files fail to display on Windows 8 and Windows Server 2012. |
| 14432 | 38951 | Checkboxes fail to display on web pages in Internet Explorer on Windows 8 and Windows Server 2012. |
| 14447 | 39059 | Extra characters are displayed in some situations (e.g., after pressing arrow keys). |
| 14518 | 39554 | Display problem with Internet Explorer on Windows Server 2012. |
| 14582 | 39953 | Firefox ESR 24 takes 2 minutes to start in a GO-Global session on some systems. |
| 14649 | 40270 | Screens that use MSHTML do not display on Windows 8 and Windows Server 2012. |
| 14666 | 40503 | High memory usage in the Application Publishing Service. |
| 14672 | 40261 | Sessions fail to start when eScan Internet Security Realtime File Scanning is enabled. |
| 14686 | 40655 | Radio buttons are not displayed properly in Internet Explorer on Windows 8 and Windows Server 2012. |
| 14704 | 40708 | Sessions fail to start when the F-Secure Management Agent service is enabled. |
| 14705 | 40750 | Microsoft Outlook freezes on Windows 8 and Windows Server 2012. |

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| 14719 | 40546 | A Web page fails to display in Internet Explorer 10 on Windows Server 2012. |
| 14729 | 40823 | .NET application fails to run in more than one session. |
| 14757 | 40960 | Plug-in often fails to connect to session when run in embedded mode. |
| 14760 | 40774 40934 41300 | Performance is slow when using a relay server. |
| 14767 | 41022 | Performance is poor when running browser Add-ons in embedded mode. |
| 14796 | 40933 | An application hangs on Windows Server 2012 R2. |
| 14807 | | Clients fail to reconnect to sessions via a relay server when Integrated Windows Authentication is enabled. |
| 14815 | 41370 | Not all pages print when a document has more than approximately 50 pages. |
| 14491 | 39362 | Client printers may not be accessible in sessions started from Ubuntu clients. |
| 14563 | 39804 | Windows Live Mail 2012 does not work in GO-Global sessions. |
| 14964 | 42154 | Application hangs during startup unless the session is shadowed. |
| 13204 | 31132 | Cannot enter text after switching focus between a local application and a remote application that is running embedded in Firefox. |
| 14567 | 42429 42598 42683 42805 | Provide a replacement for the Chrome NPAPI Add-on. |
| 14664 | 39644 | Some keys on Brazilian keyboard do not work on Linux. |
| 14920 | 42061 | Changed the name of the Firefox Add-on from "Netscape Client" to "GraphOn GO-Global." |
| 15023 | 42191 | Cannot enter text in a specific application after switching focus. |
| 15184 | 43100 43202 | Redirection of client serial and parallel ports does not work on Windows 8 and Windows Server 2012. |

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| 5292 | | The Linux client displays a security warning when the client computer trusts the Certificate Authority (CA) that issued the host's SSL certificate. |
| 14921 | 42067 | Server crashes when displaying a large Excel spreadsheet. |
| 15121 | 42847 | The server crashes intermittently when applications are started via a chain of two or more services. |
| 15124 | 42852 | The host fails to start a new session when a client reconnects to a host and the session to which the client was previously connected is no longer running. |
| 15232 15256 | 43271 43474 | The server crashes when a large number of top level windows are created in a session. |
| 15263 | 42933 | Application windows may be painted black when clients with multiple monitors are connected to Windows 8, Windows Server 2012 and later hosts. |
| 15144 | 42937 | Server crashes intermittently in ggse.sys. |
| 14619 | 40216 | Server may crash when processes are started by third party services. |
| 15287 | 43643 | When sessions are closed because they could not be suspended, user profiles are not unloaded. |
| 15246 | 43425 | Passwords that are specified via the client's command line, URL parameters or mobile clients are recorded in the host's log file when the log output level is set to Level 6. |
| 15193 | 43132 | Cannot type in application after locking and unlocking the display using the CTRL and ALT keys. |
| 14984 | 42210 | Some applications fail to communicate with serial devices. |
| 14850 | 41581 | Cannot shadow sessions when the user authenticates using Integrated Windows Authentication. |
| 14842 | 41509 | Provide a method to obtain the version number of the ActiveX control from JavaScript. |
| 14729 | 40823 | Unable to run .NET application in more than one session. |
| 15288 | | Computer crashes during startup when GO-Global and Kaspersky Anti-Virus 2015 are installed on Windows 8.1. |
| 13423 | 38822 | Processes from GO-Global sessions intermittently fail to close and cannot be terminated. |

3. Known Issues

| Description |
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| <p>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.</p> <p>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.</p> |
| <p>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.</p> |
| <p>The ActiveX Control cannot be installed on a 64-bit GO-Global host via the browser.</p> |
| <p>Encrypted PDF documents cannot be printed via the Universal Printer Driver.</p> |
| <p>GO-Global does not support Windows Themes.</p> |
| <p>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.</p> |
| <p>The GO-Global Client cannot be run in Apple Safari on Windows.</p> |
| <p>The IME window may not display in the usual location.</p> |
| <p>When explorer.exe is run in the background of the session, the session will take longer to start.</p> |
| <p>Windows Server 2012 Essentials is not supported. Sessions will not start on this operating system.</p> |
| <p>Avast Free Home Antivirus is not supported on 64-bit hosts.</p> |
| <p>Bitdefender Antivirus is not supported on 32-bit hosts.</p> |
| <p>Radmin is not supported.</p> |
| <p>On Mac OS X 10.8 Mountain Lion, users need to disable Gatekeeper in order to install the native Mac OS X Client.</p> |
| <p>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.</p> |
| <p>When Integrated Windows Authentication is enabled, client printers may be listed twice in Notepad and WordPad.</p> |
| <p>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.</p> |

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.

When using multi-monitors and connecting to hosts running Windows 8, 8.1 or Windows Server 2012 and 2012 R2, display issues might occur when moving windows across the monitors and off-screen.

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.

The ActiveX Control fails to upgrade automatically if Internet Explorer's Compatibility View option is enabled.

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.

Remoteclip.exe process must be added to ProgramsRequiredWhiteList for client clipboard to work when program sandbox is enabled.

Time stamps on non-English clients may be off when "Use client's time zone" is enabled on Windows 8/2012 hosts.

The language bar may appear on Mac clients. To work around this issue, rename or delete the HKLM\SOFTWARE\GraphOn\GO-Global\System\Run\LocalMachine\ctfmon.exe registry entry on the host.

On hosts running Windows 8.1/2012 R2, Internet Explorer 64-bit cannot be launched in a GO-Global session with explorer.exe running in the background.

To run the Chrome Add-on, users must allow popups from the GO-Global server.

Cannot print from the 32-bit versions of Notepad and Wordpad on Windows 8.1 when BitDefender Endpoint Security is installed.

The installer fails to upgrade the host on Windows Server 2003. To work around this issue, uninstall and re-install the host.