



GO-GLOBAL

FOR WINDOWS

Host Release Notes ***Version 5.0.2.24304***

(C) GRAPHON CORPORATION 1999-2017. ALL RIGHTS RESERVED.

CONTENTS

1. Enhancements in Version 5.0.2
2. Issues Fixed Since 5.0.2.23814
3. Known Issues

Notes:

GO-Global 5.0.2 does not support Windows XP or Windows Server 2003.

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>.

1. Enhancements in Version 5.0.2

Support for Windows 10

The GO-Global for Windows version 5.0.2.24304 host supports Windows 10, including the Windows 10 Creators Update (OS Build 15063). Users can now remotely access applications that are running on Windows 10 computers via GO-Global.

Notes:

1. GO-Global 5.0.2.23814 and later use OpenSSL 1.0.2j.
2. 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 5.0.2.24304 clients.
3. Windows Vista and Windows Server 2008 are not supported host platforms in Version 5. Windows Server 2008 R2 is a supported host platform in Version 5.
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.

2. Issues Fixed Since 5.0.2.23814

Bug ID	Case ID	Description
16273		Sessions fail to start on Windows 10 Creators Update (OS Build 15063).
16410	49168	Smart card feature may cause high CPU usage on the client.
16402	49173	CLIENTCOMPUTERNAME and other client environment variables are not correct when the user name and password are specified on the command line.
16393	49149	Windows client installer displays the Chrome Add-on page when the installer is run in silent mode.
16444 16420 16392 16340	49294 49200 49142 48975	Intermittently sessions do not close and cannot be terminated.
16374	49097	Printer name customization %l token expands to "unknown" when the user name and password are specified on the command line.
16362	49048	Transparent windows are opaque in a specific application.
16312	48918	Some graphic elements are sized incorrectly in a specific application.
16299	48903	Some entries in the readme.txt file are outdated.
16295	48881	USERNAME environment variable is not set when logon.exe fails to obtain information about the user's account from a domain controller.
15445	44339	Application group properties are not applied when applications are started using the -a command line option.
14665	40460	'Keep-alive not received...' messages are intermittently recorded repeatedly in the log file.

3. Known Issues

Description
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.
When BitDefender Antivirus is installed on Windows 8.1, Windows Server 2012 R2 or Windows 10 together with the GO-Global host, users cannot print from 32-bit applications running in GO-Global sessions.
When Sophos Antivirus is installed on a GO-Global host, the GO-Global logon dialog does not appear on the client until two minutes after the user has connected to the host. In addition, the console session of the host is unresponsive during this 2 minute interval. To work around this issue: <ol style="list-style-type: none">1. Run Regedit on the host computer and add the following DWORD registry value: [HKEY_LOCAL_MACHINE\SOFTWARE\GraphOn\GO-Global\AppServer\SandBox] = 02. Restart the host computer
When Norton Antivirus is installed on Windows 10 Version 1607 together with the GO-Global host, and the latest Norton Live Updates are installed, GO-Global sessions may fail to start and the console session may freeze. To work around this issue, re-install the GO-Global host.
It may take five minutes or more for a session to close when the session was started using the <code>-a</code> 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 GO-Global host is installed on a computer running the Windows 10 Creators Update (OS Build 15063).
The Client Sound feature does not work when the <code>gg-host.windows_x64.exe</code> 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 <code>gg-client.chrome.exe</code> installer is run in silent mode.
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.
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.
The cursor may appear larger than normal when DPI scaling is in use on high resolution clients.
The host computer may crash when users connect to the host using GO-Global and F-Secure Server Security is installed and F-Secure's DeepGuard feature is enabled. To work around this issue, create the DWORD registry value [HKEY_LOCAL_MACHINE\SOFTWARE\GraphOn\GO-Global\AppServer\SandBox] and leave it set to zero (0).
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. 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.

Applications that require elevated rights (User Access Control) fail to start on Windows 10.

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

Smart card authentication does not work on Windows 10.

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, 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.