
GO-Global for Windows
Host Readme
Version 5.0.2
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1. SYSTEM REQUIREMENTS

1.1 GO-Global Host

The GO-Global Host requires one of the following Windows operating systems:

Windows 10*

- Professional Edition (64-bit)
- Enterprise Edition (64-bit)

Windows 8.1*

- Professional Edition (64-bit)
- Enterprise Edition (64-bit)

Windows 8*

- Professional Edition (64-bit)
- Enterprise Edition (64-bit)

Windows Server 2012 R2

- Datacenter Edition (64-bit)
- Standard Edition (64-bit)

Windows Server 2012

- Standard Edition (64-bit)

Windows Server 2008 R2 with Service Pack 1

- Standard Edition (64-bit)
- Enterprise Edition (64-bit)

Windows 7 with Service Pack 1*

- Professional Edition (64-bit)
- Ultimate Edition (64-bit)
- Enterprise Edition (64-bit)

*GraphOn recommends Windows Server for multi-user environments.

Only the above versions of Windows are supported. GO-Global cannot be installed or run on other versions of the Windows operating system

Where applicable, these platforms are supported with or without the Security Rollup Package.

You must have administrative rights on the host to perform the installation and the host must have TCP/IP as a network protocol.

A Web server must also be available in order to set up the host for browser deployment.

GO-Global supports a maximum round-trip latency of 500 milliseconds.

The minimum memory requirement for a GO-Global Host is 2 GB.

1.2 GO-Global Clients

The client is supported on the following platforms:

- Windows 10 Pro and Enterprise (32-bit/64-bit)
- Windows 8.1 Standard and Pro (32-bit/64-bit)
- Windows 8 Standard and Pro (32-bit/64-bit)
- Windows 7 with Service Pack 1 (32-bit/64-bit)
- Windows XP with Service Pack 3 (32-bit)
- Mac OS X 10.6 and later
- Red Hat Enterprise Linux 5 and 6 (64-bit)
- CentOS 5 and 6 (64-bit)
- SUSE Linux Enterprise Desktop 11 (64-bit)
- Ubuntu 12.04 LTS (64-bit).

The following browsers are supported with Adobe Flash Player 9:

- Internet Explorer 10.0 and 11.0 (32-bit)
- Mozilla Firefox 38 (ESR) on Windows and Linux (32-bit)
- Apple Safari 5.0.6 or later on Mac OS X
- Google Chrome with Windows XP, Windows 7, Windows 8, Windows 8.1 and Windows 10.

Clients must have TCP/IP as a network protocol.

2. INSTALLING THE GO-GLOBAL HOST

GO-Global is delivered as a self-extracting executable and can be installed by double-clicking the executable. It can also be unpacked and installed by running `gg-host.windows_x86.exe` or `gg-host.windows_x64.exe` in the root folder where it was unpacked.

If you are upgrading the GO-Global host software and your maintenance contract has expired, you will be notified and directed to a page where you can request assistance in renewing your maintenance contract. Since the upgraded installation will not function without a valid license, GraphOn recommends canceling the upgrade until you have renewed your maintenance contract. When upgrading the host software with a current maintenance contract, the new license is automatically downloaded via the License Retrieval Wizard and copied to the GraphOn Programs folder.

If you plan to access the host via a GO-Global Gateway, click Install Gateway Connector. For more information on the GO-Global Gateway and its features, see the Gateway Administrator Guide.

As part of the setup, the License Retrieval Wizard automatically retrieves and installs a license for GO-Global. After installing GO-Global, restart the host and then verify that the GO-Global Application Publishing Service is running.

The setup installs all of the GO-Global Host files as well as the files necessary to configure the GO-Global Host for browser deployment.

3. RUNNING THE CLUSTER MANAGER

The Cluster Manager allows administrators to add and remove applications and to administer, monitor, and control client access to the GO-Global Host.

>> To run the Cluster Manager

Double-click the Cluster Manager icon on the desktop.

-or-

1. Click the Start button on the Windows taskbar.
2. Click Programs | GraphOn GO-Global | Cluster Manager.

Applications must be published with the Cluster Manager before clients can access them.

>> To publish an application with the Cluster Manager

1. Click the Applications tab.
2. Click the Add button.
3. Browse for the application's executable path.

4. KNOWN ISSUES

GO-Global for Windows 3.2 clients cannot connect to GO-Global 4 and later hosts, and GO-Global 4 and later clients cannot connect to GO-Global for Windows 3.2 Servers.

GO-Global does not support Group Policy logon or logoff scripts.

Microsoft's VBScripts are not supported as logon scripts unless they are run in a batch file.

Client-side password caching does not work when GO-Global is configured with a hardware load-balancer.

Running the Browser Plug-in for Mac OS X in embedded windows mode, when logged in as root, is not supported on GO-Global.

Using the Right-Control - Alt - Delete keyboard combination in Microsoft Excel is not supported.

Copying a file on a GO-Global Host and pasting it to the client, while attempting to overwrite an existing file, may not work.

GO-Global does not support Parallels Virtuozzo.

GO-Global supports Adobe Acrobat 8.0 in a GO-Global session. Previous versions of Acrobat are not supported.

Apple's Preview application is not supported when printing from a Mac. Adobe Reader is required in order to print when running the Mac OS X Client or the Browser Plug-in for Mac OS X.

Japanese keyboards are only supported on Mac OS X with the -kb ClientSideIME option.

Painting problems may occur if a client's Task Manager is set to "Always On Top".

GO-Global's License Manager operates by using a file called "license.lic". This file can be edited, but in doing so, can be made invalid. The contents of this file, therefore, should not be modified. If a user can successfully sign in to a GO-Global Host, but no applications are listed in the Program Window, the license file may be invalid.

If a GO-Global Host experiences low-memory conditions, defined as either less than 2000 available system page table entries or less than 20 MB of available physical memory, the Logon Manager will display the following messages, respectively: "Logon failed. System page table requirement was not met," and "Logon failed. Physical memory requirement was not met."

Colors may display incorrectly when the client's display is set to 256 colors.

Journal record hooks are not supported. As such, macros may fail to record in some applications.

On Macintosh, the "busy" cursor may be displayed in place of the arrow cursor.

No error message is displayed if a user has insufficient rights to install the ActiveX Client.

When running the Windows Client or when running a GO-Global client in loose windows mode via a Web browser, application windows may fail to come to the foreground when clicking on their associated taskbar item. If this occurs, click on any exposed area of the desired window to bring it to the foreground.

The cut and paste shortcut keys (Apple+C and Apple+V) do not work properly on the Macintosh. Use CTRL+C for copy and CTRL+V for paste instead.

OLE objects embedded in a client-side file cannot be edited. If the application required to edit the OLE object is available on the host, copy the file to a drive on the host, edit it, and then, if desired, copy it back to the client.

Data copied to the clipboard from an application deployed via

GO-Global is cleared when a client session is disconnected.

On non-Windows clients, only text and images can be copied and pasted between applications running on the client and applications running on the host.

When a GO-Global Host is connected to a relay server, no warning is displayed that the host's settings (published applications, etc.) will be replaced by those of the relay server.

On GO-Global Hosts running Japanese Windows Server 2003, IME does not appear on the client when the Windows Server 2003 box is locked by the operating system.

Users are unable to reconnect to a disconnected session while the session is being shadowed.

GO-Global does not support running the Application Publishing Service in any account other than the System account.

The keyboard mapping command-line argument `-kb` is case sensitive on the Linux Client and the Mac OS X Client. `-KB` will not work.

GO-Global does not support the `/3GB` switch.

PDFCreator from pdfforge is not supported.

Microsoft's XPS Document Writer is supported as a client printer when using the Universal Printer Driver, but the XPS Printer Driver is not.

64-bit Web browsers are not supported when running GO-Global via the ActiveX Control or the Plug-in.

When Safari is run in 64-bit mode, GO-Global's plug-in will not run on Mac OS X. To resolve this, set Safari to run as a 32-bit application. Select "New Finder Window" from the File menu (when the Finder is active). Choose "Applications" from the Places category on the left side of the Finder window. Right-click Safari from the list of applications and select "Get Info" from the menu. Under the General category, select "Open in 32-bit mode". Install the Mac OS X Client.

When administering GO-Global from a dependent application server, the Cluster Manager cannot be used to connect to the relay server if you are interactively logged on to the two systems with different accounts. Instead, run the Cluster Manager on the relay server.

In the Cluster Manager's Host Options dialog, administrators are able to set the minimum available virtual memory to 100% and users are able to start a GO-Global session. Administrators should not be able to set the minimum available virtual memory to 100%.

GO-Global does not support applications that integrate with the system tray.

Users are unable to restore a minimized Microsoft Office 2007 application when running a GO-Global client that does not have a taskbar (e.g., embedded clients and tablet clients such as the iPad Client and the Android Client). This is an Office 2007 issue and does not occur with Office 2010 applications.

.NET applications cannot access client COM ports or smart cards,

and they cannot use the client's timezone.

Sessions take longer to start when the Apply Group Policy is enabled in the Cluster Manager.

Applications cannot be started in a session using the `-a` client command line option when the client's command line includes the `-desktop` option.

The host's Theme is not applied when users authenticate with Integrated Windows Authentication and server-side password caching is disabled.