



GO-GLOBAL

Host Release Notes Version 6.0.1.28446

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CONTENTS

1. New Features in Version 6
2. Supported Platforms
3. Issues Fixed Since 6.0.1.28103
4. Known Issues

Download and Installation

Version 6.0.1.28446 can be downloaded and installed from the [GraphOn Customer Portal](#). Simply sign in, download the GO-Global 6.0 Host, and run the installer.

Notes

1. Older GO-Global clients can connect to GO-Global 6.0.1.28446 hosts, but enhancements and fixes may only be supported with GO-Global 6.0.1.28446 clients. Users should upgrade their clients to 6.0.1.28446.
2. GO-Global 6 cannot be used with a version 5.0 license.
3. On GO-Global 6 hosts, license files are stored in the \Program Files\GraphOn\GO-Global\Licensing directory, not in the \Program Files\GraphOn\GO-Global\Programs directory.
4. When upgrading from an earlier version (e.g., version 5), you must replace the existing GO-Global license with a version 6 license (e.g., in the GraphOn\Programs directory) before you run the GO-Global 6 Host installer. Then, when you run the installer, it:
 - a. Checks to ensure there is a valid version 6 license on the computer
 - b. Backs up GO-Global's configuration and license files
 - c. Uninstalls the earlier version of the GO-Global Host
 - d. Prompts the administrator to restart the computerAfter the computer restarts, the installer restarts automatically and:
 - e. Guides the administrator through the version 6 GO-Global Host installation
 - f. Restores GO-Global's configuration files and copies the v6 license to the Licensing directory
 - g. Prompts the administrator to restart the computer a second timeIf the installer is run silently and there is no GO-Global 6.0 license on the system, version 6 will not be installed.
5. The GO-Global 6 Trial cannot be installed on a computer that has GO-Global 5 installed.
6. If the Support contract on *any* of the licenses available to a GO-Global Host has expired before version 6.0.1.28446 was built (2019-08-29), you must either renew the expired Support contract(s) or remove the license(s) associated with the expired Support contract(s) before you can upgrade the host to version 6.0.1.28446.
7. Version 6 uses client-side IMEs by default. Server-side IMEs are disabled by default.
8. Version 6 relay servers will not work with version 5 dependent hosts, and vice versa.

1. New Features in Version 6

GO-Global 6 provides new features and enhancements that improve both system administration and end-user experience. It has updated native, web, and mobile clients, and improved administrator control of licensing, Windows Updates, and installation.

GO-Global Web App

Developed with JavaScript and HTML5, the GO-Global Web App is a zero-install client that allows users to run Windows applications from popular web browsers on Windows, Mac, and Linux computers. The GO-Global Web App supports copy and paste between local and remote applications, client-side password caching, and printing to local printers via GO-Global's Preview PDF printer. The GO-Global Web App is documented in Chapter V of the *Administrator Guide*.

GO-Global App

The new GO-Global App combines the functionality of GO-Global 5's native clients and browser add-ons into a single application that can be started from a computer's desktop, a mobile device, or a web browser. The GO-Global App is documented in Chapter V of the *Administrator Guide*.

By default, users running the GO-Global Web App are prompted to download and install the GO-Global App so they will have access to GO-Global's full functionality. For example, when the GO-Global App is installed on a Windows, Linux, or Mac computer, users running the GO-Global Web App on the computer can access local drives, print directly to local printers, and run applications outside their browsers' windows. Together, the GO-Global Web App and the GO-Global App support all the features that GO-Global 5's browser add-ons supported. Users with version 5 browser add-ons can connect to version 6 hosts, but GO-Global 6 does not include any browser add-ons.

Support for Chromebooks

The GO-Global Web App is supported on Chromebooks, running in Google Chrome.

New GO-Global App for Mac OS X

The GO-Global App for Mac OS X has been completely re-written to use modern Mac OS X APIs. It provides simplified installation, multi-monitor support, and Mac OS X Gatekeeper support, which helps protect against malware and misbehaving apps downloaded from the Internet. For more information, see Chapter V of the *Administrator Guide*.

Mobile Sense

Mobile Sense makes Windows applications accessed from mobile devices behave more like mobile apps. For example, with Mobile Sense, the application window that has the focus is automatically sized and positioned to fit the screen of the user's device, and the keyboard automatically opens when a Windows application is able to receive text input. This feature is documented in the Mobile App User Guides.

Mobile Sense is supported by the version 5 GO-Global Mobile Apps for iOS and Android that are currently available in the App Store and Google Play. When a version 5 GO-Global Mobile App connects to a version 6 GO-Global Host, Mobile Sense is automatically enabled.

Mobile Toolbar Editor

With the new Mobile App Toolbar Editor, administrators can create custom toolbar buttons and menus that appear at the bottom of the GO-Global App when a Windows application is accessed from a mobile device. Custom toolbars greatly improve the usability of Windows applications when they are accessed from mobile devices such as iPads, iPhones, and Android tablets. The Toolbar Editor is documented in Chapter VI of the *Administrator Guide*.

Quality Improvements and Bug Fixes

GO-Global 6 includes numerous bug fixes and quality improvements, including improvements to its support for high resolution devices.

Licensing Summary

A new tab in the Admin Console lists the GO-Global licenses that are available to a host and displays each license's product code, number of seats, maintenance expiration date, and status. In addition, GO-Global notifies administrators when license expiration dates are approaching or have been exceeded. This feature is documented in Chapter IV of the *Administrator Guide*.

Windows Compatibility Assurance

Windows Compatibility Assurance gives administrators the option to automatically defer installation of Windows Updates until GraphOn has verified that the updates are compatible with GO-Global. To support this, GraphOn continuously monitors Microsoft's Windows Update service for new updates. When Microsoft releases one or more Windows Updates, GO-Global suspends installation of all Windows Updates on affected GO-Global hosts until GraphOn has verified that the newly-released Windows Updates are compatible with GO-Global.

If an update is incompatible, GO-Global prevents installation of all Windows Updates on the affected hosts until GO-Global has automatically downloaded and installed an update that is compatible with all Windows Update releases. Through this process, Windows Compatibility Assurance minimizes the risk of incompatibilities and relieves administrators of the burdens of managing Windows Updates on GO-Global hosts. This feature is documented in Chapter IV of the *Administrator Guide*.

New GO-Global Installers

The version 6 host installer allows administrators to selectively install the product's host, licensing, and web components. This is documented in Chapter II of the *Administrator Guide*.

Version 6 provides two installers for the GO-Global App for Windows: **go-global.exe**, which installs the GO-Global App for a single user and does not require administrator rights to install, and **go-global.windows.exe**, which installs the GO-Global App for all users and requires administrator rights to install.

When users run GO-Global from a web browser, they are prompted to download and install the GO-Global App if it is not already installed. On Windows, GO-Global will download the single-user installer.

Application Link Sharing

The Admin Console's Applications tab has a new **Get Link** option that provides a URL that administrators can copy and share with users to allow them to access a selected application from a browser.

Limited Support for Session Reconnect with Third-Party Load Balancers

If a user connects to a host via a third-party load balancer and later gets disconnected, GO-Global automatically reconnects the user to the host even if the load balancer fails to connect the user to the host on which the user's session is running. For example, if a user with a session running on Host A gets disconnected, the user's GO-Global client will automatically attempt to reconnect to Host A via the load balancer. If the load balancer routes the connection to Host B, Host B will open a connection to Host A and relay the data between the user's client and Host A.

This feature is only supported if the user's client remains running. If a user closes the client or explicitly disconnects from the host via the Program Window's Disconnect option, the user will be unable to reconnect to his or her session if the load balancer routes the user's subsequent connections to any host other than the one on which the user's session is running.

Support for Windows Server 2019 and Ubuntu 18.04 LTS (64-bit)

The GO-Global Host supports Windows Server 2019 (Standard and Datacenter), and the GO-Global App for Linux supports Ubuntu 18.04 LTS (64-bit).

2. Supported Platforms

The GO-Global Host requires one of the following 64-bit Windows operating systems:

Windows Server 2019

- Standard
- Datacenter

Windows Server 2016

- Standard
- Datacenter

Windows Server 2012 R2

- Standard
- Datacenter

Windows Server 2008 R2

- Standard
- Enterprise

Windows 10

- Professional
- Enterprise

Windows 8.1

- Professional
- Enterprise

Windows 7

- Professional
- Ultimate
- Enterprise

*GraphOn recommends Windows Server for multi-user environments.

The GO-Global Host is supported on computers that have the latest Windows Updates installed.

Users can connect to a GO-Global Host from any computer that supports a GO-Global client.

The GO-Global App supports the following operating systems:

- Windows 10 Professional and Enterprise (32-bit/64-bit), Windows 8.1 Professional and Enterprise (32-bit/64-bit), Windows 7 Professional, Ultimate, and Enterprise (32-bit/64-bit). GO-Global is supported on computers that have the latest Windows Updates installed.
- Mac OS X 10.10 and later
- Red Hat Enterprise Linux 6 and 7 (64-bit), CentOS 6 and 7 (64-bit), SUSE Linux Enterprise Desktop 12 (64-bit), Ubuntu 16.04 and 18.04 LTS (64-bit).
- iOS 9.0 or later
- Android 5.0 or later on ARM processors

The GO-Global Web App supports the following browsers and operating systems:

- Internet Explorer 11 (32-bit)
- Mozilla Firefox 52 and later (standard and ESR, 32-bit and 64-bit)
- Apple Safari 9 or later on Mac OS X
- Google Chrome on Windows 7, Windows 8.1, Windows 10, and Chromebook
- Microsoft Edge

3. Issues Fixed Since 6.0.1.28103

Bug ID	Case ID	Description
16105 17982	54011	Internet Explorer fails to run in GO-Global sessions.
17625		When the primary relay server fails, users are intermittently unable to reconnect to their sessions via the failover relay server.
17964	53911	GO-Global Add-ons developed using the Component SDK are not notified when users disconnect and reconnect to their sessions.
18044	54614 54692	The browse dialog for logon scripts only looks for .CRT and .PEM files.
18050	54613	In a relay server environment, client printers are duplicated on the dependent hosts when users disconnect and reconnect to their sessions. When this occurs, the original printers are not deleted when users sign out.
18068	54650	After a specific Java application prints, the GO-Global session sends screen updates only once every 10 seconds until the Java application is closed.
18090		GO-Global is incompatible with Windows Updates released on August 13, 2019 for the following operating systems: <ul style="list-style-type: none">▪ Windows Server 2019▪ Windows Server 2016▪ Windows Server 2012 R2▪ Windows 10▪ Windows 8.1
18091	54787	The host parameter does not work in 6.0.1.28103 hosts when the GO-Global App is launched from a browser.

4. Known Issues in Version 6.0.1.28446

Description

In some license configurations (e.g., when a central license server is used), the APS logs messages stating: "Failed to obtain a [application_process_name] license for the following reason: License server system does not support this feature..." These messages are benign.

If the Web MSI is installed via the Updates tab of the Host Options dialog box and the corresponding Host MSI is not installed, the contents of the GO-Global\Web directory are updated, but the Updates tab does not include the Web MSI in the list of installed updates.

Users running Microsoft Office applications in GO-Global sessions cannot save files to MyWorkDrives mapped on their local computer.

Files that have not changed are not replaced when an earlier release of the version 6 GO-Global Host is upgraded to the latest release. This is by design.

The GO-Global Host fails to install on some systems that are not up-to-date with Windows Updates. This occurs when the prerequisites for Microsoft's Visual Studio Redistributables are not installed. To work around this issue, apply Windows Updates.

Windows Explorer File Manager does not run on Windows Server 2019 or Windows 10, versions 1809 and 1903.

When users run the GO-Global Web App and the GO-Global App is either not installed or not enabled (e.g., the useApp URL parameter is set to false), only text can be cut, copied, or pasted between local and remote applications. In addition, users must type CTRL+X, CTRL+C, and CTRL+V to cut, copy, and paste text between local and remote applications. In this configuration, the Cut, Copy, and Paste menu options of applications running in a GO-Global session cannot be used to transfer data between local and remote applications; they can only be used to transfer data between applications that are running within the GO-Global session.

When a user runs the GO-Global Web App in Internet Explorer and the GO-Global App is either not installed or not enabled, the first time the user types CTRL+X, CTRL+C, or CTRL+V, Internet Explorer may display the following message:

"Do you want to allow this webpage to access your Clipboard?"

After the user dismisses this message by clicking either **Allow access** or **Don't allow**, double characters may be displayed every time the user presses a key. To work around this issue, press and release the CTRL key.

In addition, in the case where the user types CTRL+C, the selected text may be replaced by a "c." To work around this issue, use the application's Undo function (e.g., type CTRL+Z) to restore the deleted text.

The above message is only displayed once per session. These issues do not occur when the user subsequently presses CTRL+X, CTRL+C, or CTRL+V to cut, copy, or paste text within an instance of the GO-Global Web App.

When a user runs the GO-Global Web App in Google Chrome or Mozilla Firefox and types CTRL+N or CTRL+T, the browser opens a new window or a new tab, respectively. Similarly, when a user runs the GO-Global Web App in Internet Explorer and types CTRL+O or CTRL+P, Internet Explorer opens its File Open or Print dialog, respectively. In these, and other cases, browsers do not allow the GO-Global Web App to suppress their default behavior.

When the GO-Global Web App is moved to a background tab on Safari on Mac OS X, the client is disconnected from the session.

Client Sound does not work when the GO-Global Host is installed on Windows 10, versions 1803, 1809 and 1903.

When users browse to GO-Global Hosts from Internet Explorer 11 on Windows 7, they are prompted to install the GO-Global App even if the app has been installed. Users can ignore this prompt.

DPI Scaling may not work in the GO-Global Web App.

When the version 6 GO-Global Host is installed silently, the GO-Global Audio Driver will not be installed or upgraded. To work around this issue, install the GO-Global Audio driver from Device Manager after running the GO-Global Host installer.

The GO-Global App may not start automatically after it is installed. If this happens, click the Reload link.

The GO-Global Host installer prompts the administrator to copy a license file to the host even when the Licensing component is not installed. Administrators can ignore this prompt.

When GO-Global has been activated on a computer using a cloud trial license and a license file is later copied into the \Program Files\GraphOn\GO-Global\Licensing directory on the computer, the license file will not be used until one of the following is done:

1. The computer is restarted.
2. The Application Publishing Service is restarted *after* the GO-Global License Manger service is started.

When the GO-Global Host installer is run on Windows Server 2019, the computer may not restart when the installer's Restart button is clicked. If this occurs, simply restart the computer from the Start menu.

The Microsoft Remote Desktop Client is not supported in GO-Global sessions.

No content is displayed in the browser when 64-bit Chrome or 64-bit Firefox is run in a GO-Global session.

Files cannot be saved on the local computer from Microsoft Word running in a GO-Global session on a Windows 10 host.

When Avast Antivirus is installed together with the GO-Global Host on Windows 10, version 1803, sessions will not start.

When McAfee Total Protection 16.0 R1 is installed together with the GO-Global Host on Windows 10, version 1803, sessions may fail to start. If this occurs, restart the computer and sessions will start.

When F-Secure Anti-Virus is installed together with the GO-Global Host on Windows 10, sessions take more than two minutes to start. To work around this issue:

1. Open F-Secure.
2. Select the AntiVirus tab on the right pane.
3. Click **Settings**.
4. Select **DeepGuard**.
5. Click **View excluded files**.
6. Click **Add new**.
7. Add C:\Windows\System32.
8. Add C:\Program Files\GraphOn\GO-Global\Programs.
9. Close all F-Secure windows.
10. Restart the computer.

When running the GO-Global Web App, and specifying **https://** in the Location box, the **SSL Transport** must be enabled on the Security tab of the Admin Console's Host Options dialog, and the common name of the SSL Certificate specified on the tab must match the host name specified in the URL. These are new requirements in GO-Global 6. With earlier versions, GO-Global's browser plug-ins and add-ons (which used technologies most browsers no longer support) could connect to GO-Global Hosts using TCP Transport even when they were run from web pages that were downloaded to the browser over HTTPS. GO-Global's Web App, however, is subject to browser security restrictions, which require web apps to use WebSocket Secure connections when they are loaded over an HTTPS connection. For more information, see the **Selecting SSL Transport** section of the *Administrator Guide*.

When the GO-Global Web App opens a secure (HTTPS/WSS) connection to a host and the "Notify users when connections are secure" option is enabled on the host, no message is displayed to the user indicating that the connection is secure. Only the browser's indicator that the connection is secure (e.g., the browser's "lock" icon) is displayed.

On Windows 10, version 1803, folders or files created with Windows Explorer running in a GO-Global session do not appear. To work around this issue, press the F5 key.

GO-Global 6.0.1.28446 does not support the GO-Global Gateway. Support for the Gateway will be added in a subsequent release.