



GO-GLOBAL

Host Release Notes Version 6.0.5.32115

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Download and Installation

Version 6.0.5.32115 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 6.0.5.32115 hosts, but many enhancements and fixes will only be supported with GO-Global 6.0.5.32115 clients. Users should upgrade their clients to version 6.0.5.32115.
2. Version 6.0.5 gives customers who are not yet ready to upgrade to version 6.2 a way to install a version of GO-Global that is fully compatible with the latest Windows Updates via a single installer. Specifically, it eliminates the need, on some platforms, for customers using version 6.0 to install both GO-Global 6.0.4 and the GO-Global 6.0.4.a Compatibility Update.
3. When GO-Global is upgraded to version 6.0.5, administrators will continue to be notified that version 6.2 is available. Administrators will only be able to upgrade to version 6.2, however, if the host is using a version 6.2 license.
4. Windows 11 is not supported as a GO-Global Host.
5. GO-Global Host 6.0.5 does not support and will not install on Windows 7, Windows 8, or Windows Server 2008 R2.
6. If the Support contract on *any* of the licenses available to a GO-Global Host has expired before version 6.0.5.31674 was built (2022-02-02), 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 6.0.5.31674.

1. Supported Platforms

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

- Windows Server 2019 — Standard and Datacenter
- Windows Server 2016 — Standard and Datacenter
- Windows Server 2012 R2 — Standard and Datacenter
- Windows 8.1 — Professional and Enterprise
- Windows 10 (latest SAC release) — Professional and Enterprise
- Windows 10 (latest LTSC release) — Enterprise

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

GO-Global supports the following client platforms:

- Windows 11 Professional and Enterprise (32-bit/64-bit), Windows 10 Professional and Enterprise (32-bit/64-bit), Windows 7 Professional, Ultimate, and Enterprise (32-bit/64-bit).
- macOS 10.13 and later
- Red Hat Enterprise Linux and 7 and 8 (64-bit), CentOS 7 and 8 (64-bit), SUSE Linux Enterprise Desktop 12 (64-bit), Ubuntu 20 (64-bit)
- iOS 12.0 and later
- Android 9.0 and later on ARM processors, including Chromebooks manufactured in or after 2019

GO-Global supports the following browsers:

- Internet Explorer 11 (32-bit)
- Mozilla Firefox 80 and later
- Apple Safari 12 and later on macOS
- Google Chrome 80 with Windows 7, Windows 10, and Chromebook
- Microsoft Edge

2. Issues Fixed

Bug ID	Case ID	Description
20015 20016		GO-Global is incompatible with the following Windows Updates released in June 2022: <ul style="list-style-type: none">• KB5014669 on Windows Server 2019 and Windows 10 Enterprise LTSC 2019• KB5014666 on Windows 10, version 21H1 and Windows 10, version 21H2
20015 20016		GO-Global is incompatible with the following Windows Updates released on July 12, 2022: <ul style="list-style-type: none">• KB5015811 on Windows Server 2019 and Windows 10 Enterprise LTSC 2019• KB5015807 on Windows 10, version 21H1 and Windows 10, version 21H2

3. Known Issues

<p>When the GO-Global Web App is run in Chrome 77 and later with useApp=true (default setting), the user is prompted to approve the GO-Global App every time it runs. Chrome no longer gives users the option to bypass the approval dialog and always run an application.</p>
<p>Users cannot access client-side smart cards from Chrome or Firefox running in a GO-Global session.</p>
<p>The GO-Global Host fails to check out licenses if the LM_LICENSE_FILE environment variable:</p> <ol style="list-style-type: none">1. Does not exist2. Is set to nothing3. Does not match the value of the HKLM\SOFTWARE\FLEXlm License Manager\GGLicenseManager\License registry value
<p>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.</p>
<p>Mapping drives and printers via Group Policy is not supported. To work around this limitation, perform the mapping in a logon script.</p>
<p>When ClientSideIMEEnabled is set to true in the HostProperties.xml file (the default value), Ctrl-Z and Ctrl-Y can produce abnormal behavior in some applications. To work around these issues, set ClientSideIMEEnabled to false.</p>

When users connect from iOS or Android to a GO-Global Host that has the SSL Transport enabled, an SSL warning dialog is displayed. To work around this issue, administrators must concatenate both the intermediate and root certificates to the server certificate, and users must inspect the certificate when they first connect to the host and, if it is correct, click Install to install the certificate on their device.

When Adobe Reader is run in a GO-Global session on Windows Server 2012 R2, it reports that there is an "AppContainer System Incompatibility." To work around this issue and prevent the message from appearing, users can uncheck the option to "Enable Protected Mode at startup" in Adobe preferences.

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.

The host computer crashes when Adobe Acrobat Pro is run in a GO-Global session. To work around this issue, disable the Adobe Genuine Monitor Service and Adobe Genuine Software Integrity Service.

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.

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.

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.

The 64-bit version of Firefox may hang when displaying some web pages while running in a GO-Global session.

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 does not support the GO-Global Gateway.

Chrome 78 (64-bit) is not supported on Windows Server 2008 R2 and Windows 7.

Performance Auto-Tuning must be enabled in order to successfully use Chrome on any platform other than Windows Server 2008 R2 or Windows 7 (64-bit). For more information, see Chapter VII of the *Administrator Guide*.

Microsoft Office applications won't run in GO-Global sessions when either Sentinel One Antivirus or Kaspersky EndPoint Security is installed.

Server-side IME does not work on Windows Server 2019 or Windows 10.

Saving files to client drives does not work in some applications on Windows Server 2019 and Windows 10.

The Windows Audio service must be running for the client sound feature to work.

Microsoft Edge and 32-bit Chrome cannot be run in GO-Global sessions.

Copy and paste does not work in some scenarios in the GO-Global Web App.

Sessions fail to start when Trend Micro Antivirus is installed on GO-Global Hosts. To work around this issue, exclude `aps.exe` and `logon.exe` from Trend Behavior Monitoring.

CrowdStrike Falcon antivirus solutions are not supported on GO-Global Hosts.

Some applications may fail to start in GO-Global sessions when Kaspersky Antivirus is installed on the GO-Global Host. To work around this issue, pause Kaspersky Antivirus.

When a file is saved to a directory on a client computer from a Microsoft Office application running in a GO-Global session on a Windows 10 host, an additional temporary (`.tmp`) file is stored in the client directory along with the saved file.

The 64-bit version of Firefox does not launch when **Smart cards** or **Serial and parallel ports** are enabled in the Admin Console.

Dependent hosts cannot be upgraded via the Host Update feature when the **ManageLicensesFrom** property is set to Relay. To resolve this issue, customers should download the full version 6.0.4 host installer and run it on the dependent hosts. Once the dependent hosts are upgraded to version 6.0.4, administrators will be able to upgrade to later releases using the Host Update feature.

The GO-Global Host and GO-Global Client for Windows are digitally signed using a certificate issued by DigiCert. The root certificate of GraphOn's signing certificate is the "DigiCert Trusted Root G4" certificate. DigiCert's certificate is normally installed on Windows systems, but it may not be installed on systems where Windows has been freshly installed from an ISO or image. If the certificate is not available, you can download the certificate from DigiCert's website and install it on the computer.