



# GO-GLOBAL

FOR WINDOWS

## Host Release Notes Version 5.0.3.30173

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### Notes:

1. 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 in the GraphOn Customer Portal.
2. GO-Global 5.0.2.23814 and later use OpenSSL 1.0.2j.
3. Earlier version GO-Global clients can connect to GO-Global 5.0.3 hosts, but many of the fixes and enhancements are only supported with GO-Global 5.0.3.30173 clients.
4. GO-Global contains license enforcement mechanisms that prevent voided licenses from being used. Voided licenses include licenses that have been upgraded or rehosted.

## 1. Issues Fixed Since 5.0.2.28613

Bug ID	Case ID	Description
18795	57592	Automatic client update fails in scenario where multiple users use the same client computer.
18862 18894		September 2020 Windows Updates are incompatible with GO-Global on Windows 10.
18726	57314	Zebra printers stop and skip tags on large print jobs.
18568	56900	The system can crash when a timer procedure executes in the kernel after a session has closed.
18149		GO-Global is incompatible with Windows 10, version 2004.
18228 18340	55672 55810 55997 56269 56398	Chrome x64 version 78 and later and the Chromium-based version of Microsoft Edge fail to run, or fail to display web pages, in GO-Global sessions.
17269	54431 55202	Sounds played by applications running in GO-Global sessions on Windows 10 hosts are not played on client devices.
18435	56159	Prior to version 5.0.2.29458, the GO-Global Update Client service contains a privilege escalation vulnerability.
18260	55525	On Window 10, Windows Server 2016, and Windows Server 2019, Internet Explorer's Basic Authentication dialog is not displayed when Internet Explorer is run in a GO-Global session.
16105 17982	54011	Internet Explorer fails to run in GO-Global sessions.
18207	55315	The host computer may crash in a rare situation where a process in a GO-Global session terminates immediately after it is created, before it is allowed to run.
18201	55171	A delay of approximately 15 seconds occurs when closing certain windows in a specific application.
18152	55096	Print Spooler crashes intermittently.

## 2. Known Issues

Description
Apple Safari 12 is not supported.
No warning is displayed to users when they use an IP address to connect to a host that is configured to use the SSL Transport.
Some client printers may not be available immediately after a user signs in to a host.
Clients may fail to reconnect to sessions when the Smart cards option is enabled in the Host Options dialog box.
On some clients, printing to client printers fails when the Windows Printer Drivers and Automatically Install Drivers options are both enabled in the Cluster Manager's Host Options dialog box. To work around this issue, disable the Automatically Install Drivers option.
Specifying "--clientdpi 1" on the client's command line does not enable client-side DPI scaling when the value of the ClientDPIScalingEnabled property in the HostProperties.xml file on the host is set to false.
The Application Publishing Service may have to be started manually when the GO-Global Host is installed on an iSCSI drive on Windows 10 or Windows Server 2016. Customers can work around this issue by making the GO-Global Application Publishing Service and the GO-Global License Manager services dependent on the MSiSCSI service.
When the bInBrowser option is set to true in Internet Explorer, printing to client printers does not work.
If User A has a Print dialog box open while User B signs in to a GO-Global host, User B's client printers may appear in User A's Print dialog. User A will not, however, be able to print to User B's printers.
When the GO-Global client is run on Mac OS X High Sierra, the following warning may be displayed: "GO-Global' may affect the performance of your Mac. The developer of this app needs to update it to improve its compatibility." No performance issues have been reported when the GO-Global client is run on Mac OS X Sierra.
When a user opens the Printers Applet or a Print dialog box immediately after signing in to a host, GO-Global may not have finished configuring the user's client printers, and some of the user's printers may not be listed. If this occurs in a Print dialog box, the user's client printers will generally appear in the dialog box within a few seconds. If this occurs in the Printers Applet, the user may need to close and re-open the Printers Applet to work around the issue.
No content is displayed in the browser when 64-bit Chrome is run in a GO-Global session on Windows Server 2008 R2 or Windows 7. The same issue occurs in 64-bit Firefox on all operating systems. To work around this issue in Firefox, set browser.tabs.remote.autostart and browser.tabs.remote.autostart.2 to false in about:config. There is no known workaround for this issue in Chrome.
When the gg-client.linux.deb package is opened on Ubuntu Linux 16.04 LTS, the client fails to install. To work around this issue, install the client from the command line using the following command: dpkg -i gg-client.linux.deb
Paint.NET fails to start in GO-Global sessions on Windows Server 2008 R2.
Firefox x64 fails to start in GO-Global sessions, and if Kaspersky Total Security 18.0 is installed on a host computer, attempting to start Firefox x64 in a GO-Global session will cause the computer to crash. Also, Firefox x86 fails to start in GO-Global sessions when Zone Alarm Pro Antivirus 15.x is installed on the host computer.

When F-Secure Anti-Virus is installed on a computer together with the GO-Global host, sessions may take approximately 2 minutes to start. To work around this issue, under Security Settings | DeepGuard, add C:\Windows\System32 and C:\Program Files\GraphOn\GO-Global\Programs to the folders that are excluded.

When an administrator enables the Sound option on the Client Access tab of the Cluster Manager's Host Options dialog, the Windows Audio Service may fail to start. If this happens, sounds will not play on GO-Global clients. To work around this issue, start the Windows Audio Service manually, or restart the host computer.

On Windows 10 and Windows Server 2016 hosts, the message that notifies a user that his or her password is about to expire is clipped.

Sessions fail to start on GO-Global hosts after the operating system is upgraded.

To work around this issue, uninstall and reinstall the GO-Global Display Driver:

1. Run CMD as administrator.
2. Type: **cd C:\Program Files\GraphOn\GO-Global\Programs**
3. Press the **Enter** key.
4. Type: **DriverSetup "C:\Program Files\GraphOn\GO-Global\Programs\Driver\GGDD.inf" -r**
5. Press the **Enter** key.
6. Reboot the computer.
7. Run CMD as administrator.
8. Type: **cd C:\Program Files\GraphOn\GO-Global\Programs**
9. Press the **Enter** key.
10. Type: **DriverSetup "C:\Program Files\GraphOn\GO-Global\Programs\Driver\GGDD.inf" -i**
11. Press the **Enter** key.
12. Reboot the computer.

Client drives may not appear in applications running in GO-Global sessions. To work around this issue, double-click the PC icon to refresh its list of drives.

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 and other problems can occur in the console session.

It may take five minutes or more for a session to close when the session was started using the `-a` 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 `gg-host.windows_x64.exe` 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 `gg-client.chrome.exe` installer is run in silent mode.

The installers downloaded via the Upgrade Add-on option may fail to upgrade the add-on on Windows computers. To work around this issue, install the GO-Global Add-ons using the `gg-client.windows.exe` installer.

On hosts running Taiwan Traditional Chinese (HK) Windows, PDF files may fail to load in Internet Explorer. To work around this issue, disable Protected Mode in Internet Explorer.

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.

Smart card authentication does not work with Aladdin smart cards.

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 or Windows Server 2016 or Windows Server 2019.

The cursor may appear larger than normal when DPI scaling is in use on high resolution clients.

The old (non-Chromium) version of 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 and Windows Server 2016. 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.

Context menus fail to display properly in the Cluster Manager on Windows 10 and Windows Server 2016.

Smart card authentication does not work on Windows 10 or Windows Server 2016 or Windows Server 2019.

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 -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 and later, 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 Antivirus 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.

Mapping drives and printers via Group Policy is not supported. To work around this limitation, perform the mapping in a logon script.

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.

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.

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

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

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

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

The Mac Client is not supported on macOS 10.15 Catalina.