

## GO-Global Release Notes

Version 6.2.4.32657

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### Notes

1. Older GO-Global clients can connect to GO-Global 6.2.4 hosts, but some enhancements and fixes will only be supported with GO-Global 6.2.4 clients. Users should upgrade their clients to version 6.2.4.
2. Upgrading version 6.0 systems using cloud trial licenses to version 6.2 is not supported.
3. GO-Global 6.2 cannot be used with a version 6.0, or 6.1 license. If you are upgrading to GO-Global 6.2 from an earlier version, you will need a new version 6.2 license file. You can request a new license file via the License Change Request (LCR) page on the Customer Portal.
4. The GO-Global Host 6.2 does not support and will not install on Windows 7, Windows 8, Windows 8.1, Windows Server 2008 R2, Windows 10 Enterprise Long-Term Servicing Channel (LTSC) versions other than 1809, and Windows 10 Semi-Annual Channel (SAC) version 1909 and earlier.
5. GO-Global manages licenses from the Application Host Manager by default.

## Supported Platforms

### GO-Global Host

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

- Windows Server 2022 — Standard and Datacenter
- Windows Server 2019 — Standard and Datacenter
- Windows Server 2016 — Standard and Datacenter
- Windows Server 2012 R2 — Standard and Datacenter
- Windows 11 — Professional and Enterprise
- Windows 10 (latest and prior SAC releases) — Professional and Enterprise
- Windows 10 (latest and prior LTSC releases) — Enterprise

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

## **GO-Global Client**

GO-Global supports the following client platforms:

- Windows 11 Professional and Enterprise (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 7 and 8 (64-bit)
- CentOS 7 and 8 (64-bit)
- Ubuntu 19 and 20 (64-bit)
- SUSE Linux Enterprise 12 and 15 (64-bit)
- iOS 12.0 and later
- Android 9.0 and later on ARM processors, including Chromebooks manufactured in or after 2019

## **Browsers**

GO-Global supports the following browsers:

- Mozilla Firefox
- Apple Safari 12 and later on macOS
- Google Chrome
- Microsoft Edge

## Antivirus Software

The following antivirus products have been tested and verified to be compatible with GO-Global:

- Sophos Endpoint Protection
- 360 Total Security
- Adaware Antivirus 12
- Avira Security
- Bitdefender Agent Antivirus Free Edition
- eScan Anti-Virus (AV) Edition for Windows
- Eset Security
- McAfee Total Protection
- Norton 360
- TotalAV Antivirus 2021
- Vipre
- Panda Free Antivirus
- ZoneAlarm Next Gen
- Cortex XDR
- F-Secure
- Acronis Cyber Protect Cloud (included with Acronis backup solutions)
- CrowdStrike Falcon

GO-Global and antivirus products use similar techniques to extend Windows functionality. This can result in incompatibilities between GO-Global and antivirus products. It is not sufficient to deactivate an incompatible antivirus product. Incompatible antivirus products must be completely removed from the system.

The following products are incompatible with GO-Global:

- AVG
- Kaspersky (32-bit applications fail to start)
- Sentinel One
- Avast
- Webroot (*Note:* The Webroot uninstall may fail to fully remove Webroot from the computer. To fully remove Webroot, uninstall it, reboot in Safe Mode, and then delete all the files in C:\Program Files\Webroot\Core. Then delete C:\Windows\System32\drivers\dbcm.bin to re-enable GO-Global. Then reboot the computer.)
- Trend Micro (*Workaround:* Add logon.exe, pw.exe, and any other programs that need to run in GO-Global sessions under Trend Micro's Protection Settings | Exception Lists | Programs/folders.)

## Fixed Issues

Case ID	Bug ID	Description
64597 64600 64616	20322	GO-Global Hosts do not see changes to cloud licenses (e.g., seat limit or expiration date changes) until the Application Publishing Service (APS) is restarted. This can cause GO-Global to erroneously treat a renewed license as expired after the grace period for the prior term elapses.
58589 61009	19098 19580	When Video Replay is enabled, the screen is blurry when scrolling. To resolve this, GO-Global now disables the H.264 video protocol when scrolling occurs, and renders the scrolled areas of the screen using GraphOn's RXP protocol.
62948 63012 63786	20042 20057 20220	Copying large files or many files at one time to a client drive fails and corrupts the copied files.
63460	20131	Kerberos authentication (e.g., Integrated Windows Authentication) does not work in applications running in GO-Global sessions when OpenID Connect authentication and "Automatically sign users in to their Windows domain accounts" are enabled.
	20290	License checkouts and check-ins are not recorded in the APS log.
64344	20298	Windows hot keys do not work in version 6.2.3.
64416	20325	A GO-Global Application Host began crashing after being upgraded to version 6.2.3.
64529	20360	A GO-Global Application Host with Video Replay enabled crashed.
64606	20375	.NET 7 applications fail to run in GO-Global sessions.

## Known Issues

The Sign In dialog and its associated session remain running forever if the user does not sign in. By default, this is still the case, but administrators can now limit the amount of time that users have to sign in by changing the value of the **SignInTimeLimit** property in HostProperties.xml from -1 (no limit) to the number of minutes users will have to sign in. When this limit is exceeded, the session will close after briefly displaying a message that informs the user why the session is closing.

Windows Explorer (File Manager) does not run in GO-Global sessions on Windows 11.

Client Sound does not work on Windows 11 or Windows Server 2022.

The latest versions of Microsoft Edge (version 101 later) and Google Chrome (version 102 and later) do not run in GO-Global sessions on Windows 11 or Windows Server 2022. To work around these issues, use Firefox (64-bit) in GO-Global sessions on Windows 11 and Windows Server 2022.

Type 4 printer drivers are not supported.

Task Manager crashes in console and RDS sessions on Windows 10 and Windows 11 when the GO-Global Host is installed.

The GO-Global Host and AppController 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 installed on a computer running the GO-Global Host, GO-Global sessions will not start. If it is not installed on a Windows client computer, AppController may not run. If either occurs, you can resolve the issue by downloading the certificate from DigiCert's website and installing it on the affected computer.

## Known Issues

Version 6.2.1 may fail to install via GO-Global's Host Update feature on systems that a) have November 2021 Windows Updates installed and b) do not have December 2021 or later Windows Updates installed. This is due to a Microsoft bug in some November 2021 Windows Updates which is fixed in its December 2021 Windows Updates.

When this issue occurs, GO-Global's Host Update feature appears to successfully install the GO-Global 6.2.1 host update, but most of GO-Global's binary files are not upgraded to version 6.2.1. In addition, after the computer is restarted, the Admin Console continues to report: "A GO-Global host update has been installed on [computer\_name]. Please restart the computer for the update to take effect." Restarting the computer, however, fails to resolve the issue.

This issue does not occur when GO-Global is upgraded to version 6.2.1 by running the full GO-Global Host installer that is available in the GraphOn Customer Portal. This is true regardless of whether the problematic Windows Updates are installed on the computer. If, however, GO-Global is first upgraded to version 6.2.1 via the Host Update feature and this issue occurs, the issue cannot be resolved by thereafter running the full GO-Global Host 6.2.1 installer. This is because it appears to the installer that version 6.2.1 is already installed.

If you encounter this issue, contact GraphOn Customer Support to obtain a utility that resolves the issue.

32-bit Chrome is not supported as a published application. Only 64-bit Chrome can be run in GO-Global sessions.

When Open File Redirection is enabled for a given document type (e.g., a Microsoft Word document), the document's normal icon will be replaced with a generic icon when files of the document type are viewed within Windows Explorer or a File Open dialog in a GO-Global session. Also, if a Microsoft Office application is run in a GO-Global session, it will display a message to the user indicating that the application (e.g., Microsoft Word) is not the default application for viewing and editing documents. Therefore, if users need to run Microsoft Office applications on the host, the Open File Redirection feature should be disabled for Microsoft Office document types.

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

## Known Issues

The Video Replay option:

- Is only supported by AppController for Windows
- Requires that Window Media Foundation be installed on Windows Server 2012 R2 hosts
- Consumes more memory and CPU than the standard RapidX Protocol
- Is slower when the screen size of the video is larger

Regardless of whether the video option is enabled:

- Videos do not play when Chrome version 80 is run in a GO-Global session
- Videos do not play in Internet Explorer unless the Windows Audio Service is enabled
- Videos are not displayed when Windows Media Player is run in a GO-Global session

To work around the Windows Media Player issue, customers can use a different media player.

The Open File Redirection feature is only supported by AppController for Windows.

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

Clients may bypass third-party load balancers and connect to Farm Hosts indirectly via Farm Managers. Similarly, clients may connect directly to Dependent Hosts.

When a user connects to a Farm Host, the Admin Console does not list the IP address of the client device.

When **Notify users when connections are secure is** enabled, the “secure connection” notifications can interfere with automatic reconnect.

When a host is configured to use a cloud license, the **Seats in use** value in the Admin Console displays the number of License Seats that are in use on the selected host. If more than one host is configured to use the same cloud license, **Seats in use** will not display the total number of the license's seats that are in use.



## Known Issues

If AppController has been uninstalled from a client system, browsers do not subsequently prompt users to re-install it.

The GO-Global Host installer does not support downgrades or repairs. To downgrade or repair a GO-Global Host installation, use the GO-Global migration utility (migrate.exe) as described in the *Administrator Guide*.

Firefox 64 as a published application might hang after browsing web pages.

When the Web App is used by itself (without AppController), the Cut, Copy, and Paste menu options of applications running in GO-Global sessions cannot be used to transfer data between local and remote applications. To cut, copy, or paste data between local and remote applications, users must use the respective keyboard shortcuts, Ctrl+X, Ctrl+C, and Ctrl+V.

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

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

Server-side Input Method Editors (IMEs) do not work in GO-Global sessions on Windows Server 2019 or Windows 10.

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.

## Known Issues

AppController may not start automatically after it is installed. If this happens, click the Reload link.

The Client Sound feature is not supported on Apple Safari 15 when using the GO-Global Web App.

JPG, PNG, BMP, and JPEG files fail to open in GO-Global sessions. To work around this issue, specify the editor for these file types for all users via Group Policy (<https://techcommunity.microsoft.com/t5/ask-the-performance-team/how-to-configure-file-associations-for-it-pros/ba-p/1313151>).

When F-Secure Antivirus 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 Enhanced Client-Side IME is enabled, the IME composition might appear in the wrong location initially when the user starts typing in some applications.

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