GO-GLOBAL

Release Notes
Version 6.1.0.30001

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Notes:

1. GO-Global 6.1 cannot be used with a version 6.0 license. If you are upgrading to GO-Global 6.1 from an earlier version, you will need a new, version 6.1 license file. You can request a new license file via the License Change Request (LCR) page on the Customer Portal.
2. The GO-Global App has been replaced by AppController, an application that can be personalized with a customer's own corporate brand.
3. The Host Options dialog includes the following changes:
   - The **Use client's time zone** option has been moved to the **Client Access** tab.
   - The **Shared account** option has been moved to the **Session Shutdown** tab.
   - The **General** tab has been removed.
   - A **Configuration** tab for designating server roles for GO-Global Hosts has been added.
4. The GO-Global 6.1 Host does not support Windows 7, Windows 8, Windows 8.1, Windows Server 2008 R2, or Windows 10 Version 1803 and earlier.
5. GO-Global can be installed and run on guest operating systems that are managed by hypervisor products such as VMware ESXi, Microsoft Hyper-V, and Citrix Hypervisor. GO-Global is not supported on computers that have the Hyper-V role or feature enabled.
6. Prior to version 6.1, GO-Global managed licenses from dependent hosts by default, which required administrators to configure each dependent host to use a central license manager. With version 6.1, GO-Global manages licenses from the relay server by default. This allows administrators to add and remove dependent hosts from the relay server without having to make any licensing configuration changes. Please note that with 6.1, a relay server is now referred to as a Relay Load Balancer, and is configured via the new **Configuration** tab of the Host Options dialog.

1. New Features in Version 6.1

Two-Factor Authentication (2FA) provides an extra layer of security by optionally requiring end users to enter a 6-digit code from an authenticator app (GraphOn recommends Google Authenticator and Authy) on a smart phone, in addition to their username and password. This renders brute force and dictionary password searches useless–which is especially critical as more end users access corporate work computers while working from home, driving an increase in brute force attacks. 2FA also reduces the burden of forcing a complex password policy.

Branding allows customers to replace GraphOn's GO-Global branding on end user interface elements (e.g., Sign In dialog, Program Window, etc.) with the customers' own corporate images, logos, and names.

AppController is a next-generation replacement of the GO-Global App that can be started from a computer's desktop, a mobile device, or a web browser.

The **Strong Encryption Certificate Wizard** allows administrators to easily generate and apply trusted SSL certificates for GO-Global Hosts, enabling strong encryption and SSL/TLS security without purchasing a certificate from a third-party Certificate Authority.

Cloud Licensing is a simple, high-availability alternative to GO-Global's license files that does not require on-premises license servers or product codes, and eliminates the need to redeem, rehost, or upgrade license files. Instead, administrators simply run the Activation Wizard on a host, sign in to their GraphOn account, and select the license they want the computer to use. Thereafter, no changes are required on the computer. Changes to a license's version, seat count, and expiration date are made in GraphOn's Cloud Licensing Service and are immediately and automatically enforced by the GO-Global Hosts using the license. If the computer's MAC Address changes (e.g., in a cloud environment), the cloud license continues to work without issue. And if a customer wishes to use a cloud license on a different computer (or multiple computers simultaneously), the administrator simply runs the Activation Wizard on the new computer and selects the license. There is no need to submit a request to rehost a license and wait to receive a new license file.

One of the major advantages of cloud licenses is their ability to support subscription-based pricing models. In addition to allowing customers to pay for usage on a short-term, recurring basis, cloud subscription licenses enable customers to only pay for what they use. Unlike on-premises licenses that require customers to pay for the maximum usage that *may* occur, cloud licenses support pricing models that allow customers to pay for the maximum usage that *actually* occurs. Customers still specify an upper limit on concurrent usage for their cloud subscription licenses, but they are only billed for what they actually use.

File Open Redirection streamlines workflow by allowing end users to open specified file types in applications running on the client. Administrators can enable the feature for select file types (e.g., XLSX, PDF, DOCX, etc.) so that when a user attempts to access a file of a specified type from a host application that does not directly support it (e.g., opening an XLSX in Outlook), the file will instead be opened on the client with the relevant client application (e.g., Excel).

URL Redirection allows end users to click web links that open in the default browser on the client rather than the default browser on the host, so end users can efficiently access web content and videos running in GO-Global sessions.

Video Replay enables applications and browsers running in GO-Global sessions to replay video content on GO-Global clients.

Third-Party Load Balancer Support Improvements let administrators centrally manage hosts and sessions that are accessed via third-party load balancers. Using the new Farm Manager and Farm Host roles, administrators can configure settings on all hosts in a farm at once, and they can manage and shadow sessions running on any host in the farm. In addition, these new roles enable end users connecting to GO-Global Hosts via third-party load balancers to start sessions on one device (e.g., a computer in an office), disconnect, and then reconnect to their sessions from a different device (e.g., a home computer). GO-Global automatically reconnects users to their sessions, even when the load balancer fails to connect a user to the host on which the user's session is running.

2. Supported Platforms

GO-Global Host

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 10 (latest version) – Professional and 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 10 Professional and Enterprise (32-bit/64-bit) with the latest Windows Updates installed
- Windows 7 Professional, Ultimate, and Enterprise (32-bit/64-bit) with the latest Windows Updates installed
- Mac OS X 10.13 and later
- Red Hat Enterprise Linux 7 and 8 (64-bit)
- CentOS 7 and 8 (64-bit)
- Ubuntu 18.04 LTS and 19 (64-bit)
- SUSE Linux Enterprise 12 and 15 (64-bit)
- iOS 11.0 and later
- Android 8.0 and later on ARM processors

Browsers

GO-Global supports the following browsers:

- Internet Explorer 11 (32-bit)
- Mozilla Firefox 60 and later
- Apple Safari 11 and later on Mac OS X
- Google Chrome 67 and later with Windows 7, Windows 10, and Chromebook
- Microsoft Edge

3. Known Issues in Version 6.1.0.30001

Microsoft Edge and Chrome (32-bit) are not supported as published applications. (Both are supported browsers for running GO-Global.)

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

The new video 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.

Irrespective of whether the new 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.

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

The Open File Redirection feature is not supported from Windows Explorer or any application that opens files via Windows' "Open With" feature. For example, if a user right-clicks a file in an application's File Open dialog box and selects Open, the file will open in an application on the host, even when the file is of a type that is checked under Host Options | Client Access | Open files on client | File Types. This limitation will remain in the production release of version 6.1.

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.

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.

When the Web server address is changed in the Admin Console's Get Link dialog, the URL continues to include a /6.1 subdirectory, which is not correct. To work around this issue, edit the URL in the Link field and remove the /6.1 subdirectory.

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, GO-Global must be uninstalled and re-installed. The procedure for doing this and maintaining GO-Global's configuration settings is documented in the *Administrator Guide*.

Office 2019 and Office 365 do not run in GO-Global sessions on Windows 10, version 2004.

Users cannot save files to client drives from some Office 2019 applications on Windows Server 2019 and Windows 10, versions 1809, 1903 and 1909.

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