GO-GLOBAL®

Release Notes

Version 6.2.0.31099

CONTENTS

Notes:

1. Upgrading version 6.0 systems using cloud trial licenses to version 6.2 is not supported.
2. Version 6.2 cannot be installed via the Host Update feature on Version 6.1 Dependent Hosts and Farm Hosts. It must be installed manually on these systems.
3. GO-Global 6.2 cannot be used with a version 6.0 or version 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 The GO-Global App has been replaced by AppController, an application that can be personalized with a customer's own corporate brand.
5. The GO-Global 6.2 Host does not support Windows 7, Windows 8, Windows 8.1, Windows Server 2008 R2, or Windows 10 Version 1803 and earlier.
6. With version 6.1 and version 6.2, GO-Global manages licenses from the relay server by default.
7. An **Authentication** tab has been added to the Host Options dialog.

1. New Features in Version 6.2

OpenID Connect

GO-Global support for OpenID Connect (OIDC) enables enterprises and SMBs to provide their users with single sign-on support via OIDC identity providers such as Okta and Active Directory Federated Services (ADFS). For example, it enables users who sign in to an enterprise web application or portal using an identity provider such as Okta or ADFS, to access GO-Global Hosts from their browsers without having to re-enter their credentials. In addition, it enables users to authenticate to GO-Global Hosts using a wide variety of third-party smart cards and multi-factor authentication devices and products.

Once a user has authenticated via OIDC, GO-Global gives administrators several options for authenticating the user automatically on Windows. For example, if the identify provider is integrated with the organization's Active Directory, GO-Global can automatically sign the user in to user's domain account. Alternatively, if Active Directory integration is not required or desired, GO-Global can automatically create a local Windows account for the user.

Web App Support for Mobile Sense

Web App Support for GO-Global's Mobile Sense technology makes Windows applications behave more like mobile apps when they are accessed from a mobile browser.

Integrated Web Server

GO-Global's Integrated Web Server greatly simplifies browser-based deployments by allowing browsers to connect directly to the Application Publishing Service (APS) on its standard port (491, by default) and download the GO-Global Web App and associated HTML files. This eliminates the need to use a separate web server (e.g., IIS) to enable browser-based access to GO-Global hosts. Administrators no longer need to configure SSL/TLS on both the APS and the web server or route traffic to different ports and servers based on the protocol.

Administrator Messages

The Administrator Messages feature allows administrators to send messages to connected users and alert them of system maintenance and other events.

File Open Redirection Support from Windows Explorer

File Open Redirection enables users to open specified file types in applications running on the client. In earlier versions of GO-Global, this feature was not supported when files were opened from Windows Explorer. File Open Redirection now supports files that are opened from Windows Explorer.

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 SAC release) —Professional and Enterprise
- Windows 10 (latest LTSC release) — 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
- 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:

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

3. Issues Fixed

Bug ID	Case ID	Description
16121	53835 58779 59787	Microsoft Edge does not run in GO-Global sessions.
18060	54497 55710	Performance problems can occur in AppController on macOS after some time.
18307 19430	54719 60420	Some errors result in repeating log messages that fill up log files and cause rapid log file creation.
19252	58953	Intermittently, the Application Publishing Service does not accept connections following a computer reboot and must be restarted manually.
19409 19531	60340 60763	Sometimes sessions are not fully released on Relay Load Balancers and Farm Managers and cannot be terminated from the Admin Console.
19349	60092	A server crash occurs intermittently in ggse.sys.
19398	60223	When applications running in GO-Global sessions call the MessageBeep Windows function, no sound is played when the session is displayed within the browser using the Web App.
19330	59985	Environment variables set via a PowerShell logon script are not available in applications until the user signs out and signs back in.
19362	60127	An application window fails to display and thereby prevents the application from being closed.
19468	60534 60636	TLS cannot be enabled on Farm Hosts when licenses are managed from the Farm Manager.
19439	60423	A blank screen is displayed in the Web App after printing to a local printer.
19450	60480	GO-Global does not install on any Long-Term Servicing Channel edition of Windows 10.

18897	58013	It is not possible to disable support for vulnerable versions of SSL and TLS.
19296	59895	Intermittently, client drives are not mapped.
17385	52300	Sessions fail to release and cannot be terminated due to a problem in the Print Spooler.
19215	58972	In a relay server environment, the sign-in dialog may be displayed after the user signs out.
19300	59938	Session reconnect does not work on Farm Hosts when the hosts are configured to accept connections on a different port than the port that clients use to connect to the load balancer.
19391	60202	Sessions are sometimes not released on a relay server. When this occurs users cannot connect if Maximum sessions per user is set to 1.
19393		Sessions are not released in the Farm Manager when a Farm Host disconnects from the Farm Manager.
19524	60706	Clients are disconnected when the Farm Host to which they are connected is disconnected from its Farm Manager.
19057	60250	When the TLS Protocol is selected, the certificate warning dialog is displayed on iOS unless the user imports the host's TLS certificate.
19374	60176	A server crash occurs intermittently in ggdd.dll.
18205	55307	It is not possible to change the virtual directory in the Application Link dialog.
19287	59909	The Branding feature does not support changing the text of the **Remember me on this computer** label in the Sign-in dialog.
18721	57312 58517 59049 59992	The Sophos Antivirus file scanner fails to run on GO-Global Hosts.

19291 19356 19094	59890 60097 58535	Applications that rely on the Chromium Embedded Framework (CEF) fail to display windows and/or run properly.
18716	57301	When a third-party load balancer is used, GO-Global Hosts relay connections between hosts even when MayRelayConnections in HostProperties.xml is false.
19040	58417	The host's cursor is not displayed on Android as it is on iOS.
19123	58726	Some special characters are not processed correctly on Android and iOS when a password is specified in a URL.
19257	59017	Auto Zoom is not disabled when AppController is started from a URL on Chrome OS.
19428	60270	When the WinThor application is run in a GO-Global session from Ubuntu 16, the cursor is offset, and the application can get into a state where it cannot be restored after being minimized.
19314	59956	Some obsolete parameters are included in logon.html.
19482	60605	A large increase in memory usage occurs on the Relay Load Balancer.

4. Known Issues

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

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.

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.

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.

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.

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.

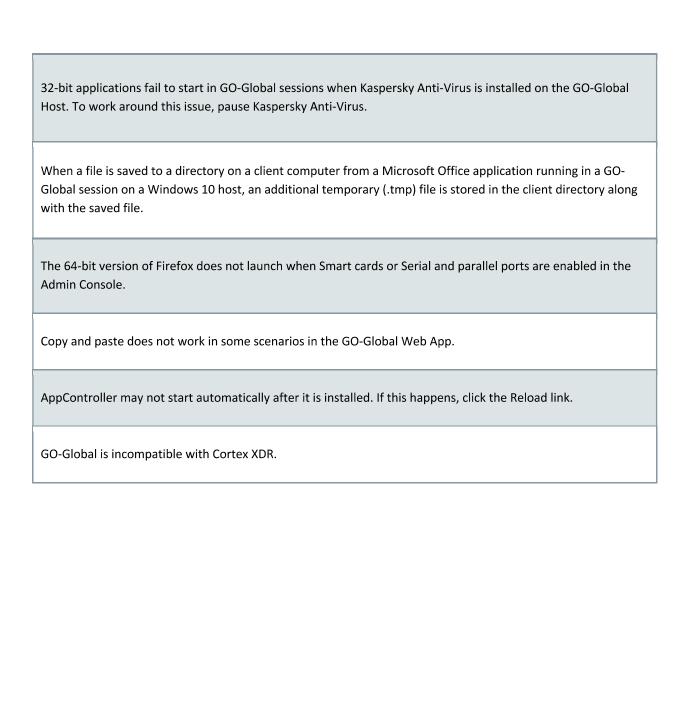CrowdStrike Falcon antivirus solutions are not supported on GO-Global Hosts.

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.

On Windows 10, when browsing with Internet Explorer as a published application, the user is directed to use Microsoft Edge. Edge is not supported as a published application in GO-Global. Use an alternative browser such as Firefox or Chrome (64-bit).

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

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

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

32-bit applications fail to start in GO-Global sessions when Kaspersky Anti-Virus is installed on the GO-Global Host. To work around this issue, pause Kaspersky Anti-Virus.

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.

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

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

GO-Global is incompatible with Cortex XDR.