

## GO-Global Release Notes

Version 6.4.2.186

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### Notes:

1. Windows 10 and Windows 11 are no longer supported as GO-Global Hosts.
2. Older GO-Global clients can connect to GO-Global 6.4 hosts, but some enhancements and fixes will only be supported with GO-Global 6.4 clients. Users should upgrade their clients to version 6.4.2
3. GO-Global version 6.4.2.186 includes an update to logon.html. If you have customized any files in the /web/ directory, you must merge your changes into the new versions after upgrading. For more information, see [Editing Files in the GO-Global Web Directory](#).
4. When upgrading version 6.2.6 relay environments to version 6.4, upgrade the Relay Load Balancer before upgrading any Dependent Hosts.
5. GO-Global 6.4 cannot be used with a lower-version license (e.g., with a version 6.2 license). All cloud subscription licenses have been upgraded to version 6.4, but if you are upgrading to GO-Global 6.4 from an earlier version and you are using an on-premises license, you will need a new version 6.4 license file. You can request a new license file via the [License Change Request](#) (LCR) page on the Customer Portal.
6. The 4th number in GO-Global's version number (6.4.2.**186**) is a smaller number than in version 6.4.0 and prior releases. GraphOn recently reset this number to zero due to internal process changes. The build number will increase in future releases, as it has in prior releases.

## 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

The GO-Global Host is supported on computers that have the latest Windows Updates (released via the Windows Updates service) installed. GO-Global does not support out-of-band (OOB) Windows updates.

Users must be a member of the computer's Administrators group to install and administer the GO-Global Host.

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.

The GO-Global Host does not support systems that have Virtualization-based security (VBS) enabled. When VBS is enabled, System Information reports that Virtual-based security is *Running*. If the GO-Global Host is installed on a system where VBS is running, the system will crash or the GO-Global System Extensions Driver will fail to load. For more information or to disable VBS, see [Tech Note 224](#).

### 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)
- macOS 13 and later
- Ubuntu 20 and 24.04.3 LTS (64-bit)
- iOS 15 and later
- Android 14 and later on ARM processors, including Chromebooks manufactured in or after 2019

### Browsers

For browsers running in GO-Global sessions, GO-Global supports the following:

- Mozilla Firefox (Latest Extended Service Release)
- Apple Safari 15 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:

- 360 Total Security
- Acronis Cyber Protect Cloud (included with Acronis backup solutions)
- Adaware Antivirus 12
- Avira Security
- Bitdefender Agent Antivirus Free Edition
- CrowdStrike Falcon
- eScan Anti-Virus (AV) Edition for Windows
- Eset Security
- F-Secure
- McAfee Total Protection
- Norton 360
- Sophos Endpoint Protection
- Symantec Endpoint Protection
- TotalAV Antivirus 2023
- Vipre
- ZoneAlarm Next Gen

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:

- Akamai Guardicore
- Avast
- AVG
- Cortex XDR
- Dynatrace OneAgent — See the [workaround](#).
- Kaspersky (32-bit applications fail to run.) See the [workaround](#).
- Panda Endpoint Agent and Panda Antivirus
- PC Matic
- SentinelOne (32-bit applications fail to run.) See the [workaround](#).
- Trend Micro — See the [workaround](#).
- Webroot (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.)

## New Features in 6.4.2

### **Independent Host Manager Server Role**

The new Independent Host Manager server role makes it easier to manage large numbers of Independent Hosts.

Like Farm Managers and Relay Load Balancers, Independent Host Managers centralize license management. GO-Global only needs to be activated on Independent Host Managers. Independent Hosts that are connected to an Independent Host Manager (Managed Independent Hosts) do not need to be activated individually. They obtain their licenses from the Independent Host Manager.

Unlike Farm Managers and Relay Load Balancers, however, Independent Host Managers do not synchronize published applications and settings across the connected Independent Hosts. Each Managed Independent Host has its own published applications and settings. Administrators can manage the sessions and settings of Managed Independent Hosts from the Admin Console running on the Independent Host Manager, but only after selecting a specific Managed Independent Host in the Admin Console's tree view.

Managed Independent Hosts can be located on the same network as their Independent Host Manager or on one or more different networks. They do not rely on broadcast messages to communicate with the Independent Host Manager.

### **File Copy and Paste Support**

GO-Global supports copying and pasting files between applications running in a GO-Global session and the applications running locally on the client computer. (Supported on AppController for Windows only.)

## Enhancements in Version 6.4.1

### Improved Shared Account Control

GO-Global's Shared Account feature enables administrators to specify user accounts that are shared by multiple users. In prior releases, these accounts could only be specified via the Admin Console, and it was not possible to configure GO-Global to treat all user accounts as Shared Accounts. In GO-Global 6.4.1, administrators can configure GO-Global to treat all user accounts as Shared Accounts by setting the value of the **isSharedAccount** property in `DefaultWorkspaceProperties.xml` to true.

### Background

Normally, when a user signs in to a GO-Global Host, GO-Global checks to see if there is a disconnected session running under the user account and, if so, reconnects the user to the session. When user accounts are shared by multiple users, however, this behavior allows users to connect to other users' sessions. The Shared Account feature prevents this. When a user signs in to Shared Account, GO-Global does not reconnect the user to any disconnected sessions running under the Shared Account. In effect, the Shared Account feature disables session reconnect for the specified accounts.

Administrators can, however, enable automatic session reconnect support for Shared Accounts by setting the value of the **SessionTimeoutBrokenConnection** property in `HostProperties.xml` to a value greater than zero (i.e., to the number of minutes they want sessions that are disconnected from their clients due to network disruptions to remain running on the host). With this value set, when a user who is signed in to a Shared Account is disconnected from a GO-Global Host (e.g., due to a network disruption), the GO-Global client will attempt to automatically reconnect to the host. If the user closes the client, the user will not be able to reconnect to his or her session, but if the running instance of the client is able to reconnect to the host, the user will be reconnected to his or her session.

## Enhancements in Version 6.4.0

### Invoke-GGSendMessage PowerShell Function

The [Invoke-GGSendMessage](#) function allows administrators to send messages to connected users via PowerShell.

### Bi-Directional Communication Between JavaScript and Remote Applications

Using the Browser Component SDK, administrators can enable two-way communication between applications running in a GO-Global session on the host and JavaScript in the browser.

## Fixed Issues

Case ID	Bug ID	Description
71569 71839	GO-1932	OpenID Connect Authentication does not work with Entrust IDaaS.
71328	GO-1859	Edge case that can cause applications with many windows to crash.
69564 68161 71838	GO-782 GO-1325	Caps Lock key does not work on Windows touch screen devices.
67665 71186 69284 69256 68080	GO-557	Cannot copy and paste files between applications running in a GO-Global session and applications running locally on the client computer. (Now supported only when using AppController for Windows.)
	GO-2054	Support Request Wizard zip files to not contain the expected APS log files.
71593 71813 71978	GO-1950	Cannot switch between applications without first minimizing them.
70077 70493 70379 70588 70450 70701 70465 70587 71631 71732 71128 71599 71449 70140	GO-1443	Applications running in GO-Global sessions may fail to create Excel COM objects.

## Fixed Issues

71624	GO-1860 GO-1985 GO-1869	<p>When using the GO-Global Web App, copying and pasting text between local and remote applications fails in some scenarios. For example:</p> <ul style="list-style-type: none"> <li>Pressing CTRL+C in some applications (e.g., Microsoft Office applications) running remotely in a GO-Global session fails to copy the selected text onto the client device's clipboard and thereby prevents the copied text from being pasted into applications running locally on the client device.</li> <li>Text copied from an application running locally on the client device cannot be pasted into an application running remotely in a GO-Global session via the remote application's <b>Paste</b> menu option.</li> </ul> <p>These issues existed due to a combination of browser security restrictions and weaknesses in the way that prior versions of the GO-Global Web App handled copy and paste events. Chromium browsers (e.g., Google Chrome, Microsoft Edge, etc.) provide greater access to the client device's clipboard when web applications are run via HTTPS. The GO-Global Web App now utilizes the greater access that Chromium browsers provide and resolves the above issues when the Web App is run in a Chromium browser and is downloaded over HTTPS. The above issues still exist, however, when the Web App is run in a non-Chromium browser (e.g., Firefox) or is downloaded over HTTP.</p>
71452	GO-1908 GO-2138	AppController on iOS crashes when the user switches screen orientation between portrait and landscape.
71999 71476 71648	GO-2086 GO-1905 GO-1978	Some applications fail to print using the new Universal Printer Driver.
71357 71982	GO-1922 GO-2082	The Printer Applet's <b>Remove</b> and <b>Driver</b> buttons are disabled for printers using the Universal Printer Driver.

## Known Issues

Microsoft OneDrive is not supported on GO-Global Hosts. For workarounds, see the following [Knowledge Base article](#).

When using the GO-Global Web App, copying and pasting text between local and remote applications fails in the following scenarios when either: a) the Web App is running in a non-Chromium browser (e.g., Firefox), or b) the Web App is downloaded over HTTP (not HTTPS):

- Pressing CTRL+C in some applications (e.g., Microsoft Office applications) running remotely in a GO-Global session fails to copy the selected text onto the client device's clipboard and thereby prevents the copied text from being pasted into applications running locally on the client device. Users can work around this limitation by copying text via the remote application's **Copy** menu option.
- Text copied from an application running locally on the client device cannot be pasted into an application running remotely in a GO-Global session via the remote application's **Paste** menu option. Users can work around this limitation by activating (clicking on) the remote application and pressing CTRL+V.

These issues exist due to browser security restrictions that prevent direct access to the client device's clipboard.

Errors are reported when AppController is downloaded on Ubuntu 24 LTS from a GO-Global Host. GraphOn recommends that administrators install AppController on users' systems rather than having users download and install AppController.

Shadowing a GO-Global session via the **Sessions** tab of the Admin Console is not supported from Independent Host Managers.

Windows Server 2025 is not supported as a host platform.

The Copy Progress dialog appears after reconnecting to a dropped client connection during a file transfer.

Users may encounter issues when upgrading to AppController version 6.4 when TCP connections are not available. To avoid this, provide the AppController installer with a URL to the installer files on the GO-Global Host.

To download the **Single User AppController** installer, append **Clients/AppController.exe** to your logon URL. For example: <https://host1.example.com:491/Clients/AppController.exe>

To download the **All User AppController** installer, append **Clients/AppController.AllUsers.exe** to your logon URL. For example, <https://host1.example.com:491/Clients/AppController.AllUsers.exe>

To download the **MacOS App** installer, append **Clients/AppController.dmg** to your logon URL. For example, <https://host1.example.com:491/Clients/AppController.dmg>

## Known Issues

When launching Adobe Acrobat in a GO-Global session, users are presented with an *AppContainer Incompatibility in Protected Mode* dialog. To resolve this incompatibility, see the following [Knowledge Base article](#).

The enhancement to the Universal Printer Driver that enables users to edit all the settings of their client printers from AppController for Windows does not work from within Google Chrome or Mozilla Firefox running in a GO-Global session. From within these browsers, users can only configure the standard settings of printers that are configured to use GO-Global's Universal Printer Driver.

When the GO-Global Host is upgraded to version 6.4 from version 6.3.2 and earlier, GO-Global will continue to use the Universal Printer Driver libraries from the earlier version. To enable the use of the new Universal Printer Driver libraries that were first released in version 6.3, change the values of the PDFConverter and PDFPrinter properties in HostProperties.xml from 1 to 2.

When a user connects to a GO-Global Host from a browser and a session fails to start, the browser may continue to display **Session starting...** and fail to report the reason the session failed to start. Users can press **F5** to retry.

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 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.

## Known Issues

**Dynatrace OneAgent** is not supported on GO-Global. The following workaround can be used to resolve this:

1. Stop the **Application Publishing Service**.
2. Install **Dynatrace Windows OneAgent**, if it's not already installed.
3. Navigate to **Hosts Classic** in the Dynatrace cloud console.
4. Select your GO-Global Host name.
5. Select **Settings**.
6. Select **Host Monitoring**.
7. Select **Advanced Settings**.
8. Disable **ProcessAgent injection**.
9. Click the **Save** button. Wait 5 minutes to be sure the new setting applies to the Dynatrace Windows OneAgent.
10. Reboot the GO-Global Host.

Perform these steps for **all** GO-Global Hosts. Do not apply this setting to computers that are not GO-Global Hosts. Do not apply this setting at the environment or group layer; only at the specific host's settings.

Google Chrome and Microsoft Edge fail to run or print in GO-Global sessions on most supported platforms. For workarounds, see the following [Knowledge Base article](#).

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.

Client Sound does not work on Windows Server 2022.

Type 4 printer drivers are not supported.

Task Manager crashes in console and RDS sessions on Windows Server 2022 when the Performance tab is selected.

## Known Issues

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.

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

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

Display problems may occur in multi-monitor configurations when a monitor that is scaled has monitors that abut it on both its left or right and its top or bottom.

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

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

## Known Issues

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).

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

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

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>).

## Known Issues

When **F-Secure Antivirus** is installed together with the GO-Global Host, 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.

32-bit applications fail to launch in a GO-Global session when ZoneAlarm Extreme Security is installed on the GO-Global Host. To allow 32-bit applications to launch, turn off **Enable behavioral scanning** under ZoneAlarm's Advanced Settings.

Client printing is not supported on GO-Global Hosts running Remote Desktop Services. Printing to redirected printers in the RDS session does not work if GO-Global is installed.

Microsoft Office 365 applications cannot be activated in GO-Global sessions. The following workarounds can be used to resolve this:

- Use versions of Office that can be activated using a product key/volume licensing (e.g., Microsoft Office 2021) on GO-Global Hosts.
- Provide a way for users to activate Office applications outside of GO-Global (e.g., in a console or RDS session) on a one-time or periodic basis. By using *licensing token roaming*, user activation can be propagated across different hosts, enabling seamless transition. This process could be automated for larger deployments.

Publish Office 365 web apps via a supported browser, as these do not require activation. If users only need access to Microsoft Office applications to open files (e.g., spreadsheets, Word documents, etc.), enable GO-Global's **Open Files on Client** feature to allow users to open Microsoft Office files directly on their local device (rather than in the GO-Global session).

## Known Issues

An application (e.g., Windows File Explorer) or an application's features only work for members of the Administrators group when Integrated Windows Authentication or OpenID Connect Authentication are used.

*Root Cause:* By default, Windows does not grant *Launch and Activation* COM rights to standard users who have not signed in to Windows interactively by entering a username and password.

To resolve this, grant users *Launch and Activation* rights as follows:

1. Run `dcomcnfg`.
2. Navigate to Component Services | Computers | My Computer.
3. Right-click **My Computer** and click **Properties**.
4. Select the **COM Security** tab.
5. Under **Launch and Activation Permissions**, click the **Edit Default...** button.
6. Click the **Add** button. (*Note:* The default permissions grant full rights to the INTERACTIVE and Administrators groups. This is why this works for all users authenticated via a username and password (INTERACTIVE users) and members of the Administrators group when Integrated Windows Authentication or OpenID Connect Authentication is used.
7. Add the **Domain Users Group** or the **AD Group** that needs access.
8. Click the **Allow** checkboxes next to **Local Launch** and **Local Activation**.
9. Click **OK**.
10. Click **OK**.

GO-Global provides limited support for client-attached USB devices. Specifically, it supports client-attached USB printers, drives, and some smart cards. It does not support general-purpose USB-redirectation of other types of USB devices.

When AppController for Windows is run on Windows 10 N or Windows 11 N without the Media Feature Pack, sessions will fail to start and the AppController.exe process will exit soon after it starts. Users can work around this issue by installing the Windows 10 or Windows 11 Media Feature Pack.

On Chinese GO-Global Hosts that have server-side IME enabled, the IME composition window does not appear the first time a user signs in. When this occurs, the user can work around the issue by signing out and signing back in.

To use client-side IME on an Arabic OS, the KeyReportingMethod property in the HostProperties.xml file must be set to 0. For instructions, see [Key Reporting Method](#).

## Known Issues

GO-Global Web App users must use the 3-finger tap to activate the keyboard.

When the GO-Global Host installer is run on Windows Server 2019 or Server 2022, clicking the installer's **Restart** button will not restart the computer. When this occurs, restart the computer from the Start menu. Alternatively, run the host installer as Administrator.

An image of a rectangular blue bar is displayed instead of the **Sign In** dialog. To resolve this issue, upgrade the version of the Visual C++ Redistributables on the GO-Global Host by following the instructions at <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>.

A user running a GO-Global session via the Web App should not use the Follow Me feature to reconnect via AppController, and vice versa. Attempting this cross-client reconnect will cause unintended behavior, and the session may need to be manually terminated via the host. When using the Follow Me feature, use the same client type to reconnect to sessions.

32-bit applications fail to run when **SentinelOne** is installed on the GO-Global Host. Add an Interoperability exclusion for any 32-bit processes that will run in GO-Global sessions, as follows:

1. Log in to the **SentinelOne** web portal.
2. Select your site or group.
3. Select **Sentinels**, then **Exclusions**.
4. Select **New Exclusion and/or Create Exclusion**.
5. Select **Path** as the **Exclusion Type**.
6. Type the full path of the 32-bit application's executable file (e.g., C:\Windows\System32\notepad.exe).
7. Select **As File**.
8. Enable **Exclude path for alerts and mitigation**.
9. Select **Interoperability** as the **Exclusions Mode**.
10. Click **Save**.

**Trend Micro** is incompatible with GO-Global. Use the following 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/files.

## Known Issues

32-bit applications fail to run when **Kaspersky** is installed on the GO-Global Host. Use the following workaround:

1. Edit the appropriate security profile settings.
2. Go to Security settings | Behavior Detection.
3. Disable **Behavior Detection, Exploit Prevention, and Remediation Engine**.
4. Click **Save**.

The User Sandbox feature does not support blocking access to a user's Desktop folder.

## GraphOn Corporation

189 North Main Street, Suite 102 • Concord, NH 03301 USA • [sales@graphon.com](mailto:sales@graphon.com)

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