

G/On Release Note

*The latest information
regarding the G/On software*

G/On 5.4
Document revision 20
2011-03-29

G/OnTM 5

About this document

This document provides the release information about the G/On Software, version 5.4.

If you do not find the information you need in this document, you may want to look in the other documents in the G/On software documentation suite:

- G/On User Guide – Getting started – Fedora
- G/On User Guide – Getting started – Windows XP
- G/On User Guide – Getting started – Windows Vista
- G/On User Guide – Getting started – Windows 7
- G/On User Guide – Getting started – Mac
- G/On User Reference
- Getting started with G/On Setup and Configuration
- Getting started with G/On Management
- Getting started with Field Deployment
- Getting started with Secure Desktop
- G/On Setup and Configuration Reference
- G/On Management Reference
- G/On Customization Reference
- G/On Secure Desktop Release Note

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Version History

Version	Date	Changes
5.4.0-15	2010-03-22	First release of version 5.4
5.4.1-6	2010-07-06	Error corrections: see the section: "Fixed Issues in Version 5.4.1" Minor enhancements: <ul style="list-style-type: none">• Performance improvements for the Gateway Server (lower cpu load for the same data throughput).• Support for automatically replicating the Citrix application folder structure in a G/On sub-menu. Works for menu actions made from the "Citrix XML Service" templates.• Official support for SQLserver 2008• Multi select in Rule-panes in G/On Management• An option has been added to always to require a fully qualified login name of the form: nn@domain. The option must be set manually by editing the "gon_server_gateway.ini" file. Add the line: <code>require_full_login = True</code> in the <code>authorization</code> section in order to require fully qualified login.

Upgrade Notes

5.3.0 to 5.3.1

- Please be aware that several menu action templates will be changed during the upgrade, in order to correct errors in the templates. If there are menu actions, which were created from the previous version of the templates, these must be processed manually, in order to include the corrections:
 - For menu actions based on the templates `linux_rdesktop` and `linux_rdesktop_my_pc`:
Change `'%(user.domain)'` to `'%(user.netbios)'` in the advanced field: Command, or delete and re-create the menu action.
 - For menu actions based on the templates `mac_rdc` and `mac_rdc_my_pc`:
Change `'%(user.domain)'` to `'%(custom_template.domain)'` in the advanced field: "RDC parameter file template", or delete and re-create the menu action.
 - For menu actions based on the templates `win_gtsc` and `win_gtsc_my_pc`:
Delete and re-create the menu action.

5.3.1 to 5.4.0

- **OBS:** It is *not* supported to upgrade directly from 5.3.0 to 5.4.0. If you have a 5.3.0 installation, upgrade it first to 5.3.1, then upgrade from 5.3.1 to 5.4.0.
- TightVNC is replaced by TigerVNC as the standard VNC client to use with G/On on Windows. If you have menu actions based on the TightVNC template from 5.3, you can and re-create them using the TigerVNC template. Do not delete the old menu actions before you are sure that the new ones, based on TigerVNC function in a satisfactory way. If you cannot make the new menu actions work the way you want, you always have the option of copying the TightVNC package and templates from the 5.3 installation, and use these in the 5.4 installation.
- Menu actions that were made using the "Windows mstsc template" before the upgrade, need to be manually corrected after the upgrade, in order to work on 64 bit versions of Windows 7 and Vista. Update the following fields, to the values indicated:
 - RDP File Lifetime: -1
 - Lock to Process PID: No
 - - or its sub processes: No
 - Close with Process: No
 - Kill on Close: Yes
- Menu actions that were made using the "Windows G/On Management template" before the upgrade, need to be manually corrected after the upgrade, in order to

enable that the management client can be used for enrolling computer user tokens, which have been installed on the PC where the management client is running. Add the following option to the command in the Command field:

```
-gateway_server_session_id %(session.gateway_session_id)
```

5.4.0 to 5.4.1

- **OBS:** It is *not* supported to upgrade directly from 5.3.0 to 5.4.1. If you have a 5.3.0 installation, upgrade it first to 5.3.1, then upgrade from 5.3.1 to 5.4.1.
- If upgrading from 5.4.0 and the experimental template for “Window MSTSC with Server Side SSO” has been used in 5.4.0, it is necessary to perform a manual step after the upgrade, in order to complete the upgrade of this template:
 - Copy the template file: win_mstsc_rdp_con.xml from the folder:
gon_5.4.1-??\gon_server_management_service\win\templates\experimental
to the folder:
gon_5.4.1-??\gon_server_management_service\win\templates
- In 5.4.0, the variable %(user.login) expanded to whatever the user had written in the “User name” field during login to G/On. It could, e.g., expand to: nn@company.com, if this was the user's input. In 5.4.1 the variable expands to the part of the user name that precedes the @-sign. So if the user has input: nn@company.com, the variable %(user.login) will expand to: nn. This change does not affect the menu action templates supplied by Giritech, but there could be custom templates, which rely on the “old” way of expanding the variable, and therefore need to be changed during the upgrade.

Known Issues in 5.4.1

The following issues are known, and have not yet been fixed.

General

Issue	Description
-	<p><i>Features from G/On 3.x that are not implemented in G/On 5</i></p> <p>There are many new features in G/On 5, but there are also a few features from G/On 3.x, that have not been implemented in G/On 5. See the Product Announcement document for details.</p>
-	<p><i>Experimental packages and menu action templates are included in G/On 5</i></p> <p>The following packages and menu action template included in the installation program are experimental. They are unsupported, and may be removed in later versions.</p> <p>Experimental package definitions in gon_server_management_service\win\gpm\gpmdefs:</p> <ul style="list-style-type: none"> • app_client_gauge-win.gpmdef.xml • app_client_gipie-win.gpmdef.xml • app_client_grdprx-win.gpmdef.xml <p>Experimental template definition in gon_server_management_service\win\templates:</p> <ul style="list-style-type: none"> • linux_rdesktop_rdp_con.xml • mac_rdc_rdp_con.xml • win_mstsc_rdp_con.xml • win_grdprx.xml • generic_gauge.xml <p>When doing a fresh installation, the experimental packages and templates are placed in a sub-folder called “Experimental”, so they are not automatically deployed. If they are to be used, they must be moved to the parent folder.</p>
0001756	<p><i>The Windows client sometimes crashes when pulling out the token</i></p> <p>As a workaround for issue 0001755, the DLLs used with G/On are no longer packed together with the G/On client exe file.</p> <p>This has the consequence that DLLs are loaded from the token (by Windows) instead of being loaded from memory.</p> <p>Therefore, it may happen that the Windows client crashes when pulling out the token. The reason is that Windows tries to read a DLL from the token, after it has been removed.</p> <p><i>Workaround:</i> Exit the G/On client before pulling out the token.</p>
0001884	<p><i>Lock to process name does not always work on Windows 7 and Vista, 64bit</i></p> <p>On Windows 7 and Vista, in the 64bit editions, when using “lock to process name” no 64 bit processes will be allowed to connect, only 32 bit processes with the specified name.</p> <p><i>Workaround:</i> Do not use lock to process name with processes that may be 64 bit</p>

Issue	Description
0002041	<p><i>Client update may fail because autorun.inf is locked</i></p> <p>Update of the G/On Windows client may fail, because the file autorun.inf on the token is locked by another program.</p> <p>This has been seen when updating a G/On Soft Token on an IronKey, and it has been seen with some versions of the F-Secure antivirus.</p> <p><i>Workarounds:</i></p> <p>A) If caused by F-Secure: Disable F-Secure while doing the update, or do it on another PC without F-Secure.</p> <p>B) If caused by IronKey, or workaround A is not acceptable: Make a new package definition: gon_client_win_no_autorun.gpmdef.xml with the same contents as gon_client-current-win.gpmdef.xml, except: <ul style="list-style-type: none"> • the line with autorun.inf is removed • the header name is changed to gon_client_no_autorun • the summary is changed to: "G/On Client, no autorun" And then make a new package collection, which contains the gon_client_win_no_autorun package instead of gon_client-current-win and use this new package collection for installing software to tokens.</p>
0001903	<p><i>G/On Client Uninstaller does not remove all files if G/On Client is in use</i></p> <p>If the G/On Client is in use, the G/On Client Uninstaller will not remove all files and folders.</p> <p><i>Workaround:</i> Exit the client and then manually delete the folder which did not get removed. This is the "Installation folder", which you specified/accepted during the installation. The default installation folder on Windows XP is: \Documents and Settings\<user name="">\Application Data\Giritech\G-On Client</user></p>
0002078	<p><i>Cannot enroll computer user token on PC with a name with a non-ascii character</i></p> <p>If a PC has non-ascii characters in the computer name, it is not possible to enroll a G/On Computer User Token on this PC. Trying to do so will give rise to an error: Enrollment of this token failed. Message from server: 'Internal error during enrollment - details are logged on server'</p> <p><i>Workaround:</i> Rename the PC to something with only ascii characters.</p>

Issue	Description
0002080	<p><i>Too high latency through G/On, when client connection has low bandwidth</i></p> <p>When the connection between G/On client and gateway server has low bandwidth, traffic through G/On may be extraordinarily delayed. This has been observed with RDP traffic through G/On, in cases fulfilling both of the following conditions:</p> <ul style="list-style-type: none"> • The bandwidth from gateway server to client was around 1Mbit - or less • Animations/movies were shown on the remote desktop <p><i>Workarounds:</i></p> <ol style="list-style-type: none"> Do not view anything with animations or movies on the remote desktop Ensure high bandwidth client connections (more than 2Mbit download) The problem might be reduced by putting a bandwidth limiter on individual TCP connections from the G/On gateway server to the terminal server. This would mean that less data can be read from the terminal server by the G/On server and put into queue, thereby possibly reducing the latency. In some cases, use of menu actions based on "Windows MSTSC, without SSO", or "Windows GTSC" may cause less latency than use of "Windows MSTSC with Server Side SSO". There are, however, also cases where there is no difference between the three options.
0002087	<p><i>Gateway Server may "hang", if connection to SQL-Server database is lost</i></p> <p>If the G/On Gateway Server is connected to an SQL-Server database, which stops responding, the Gateway Server may enter a state where it still runs, but cannot serve traffic and logins.</p> <p>The Gateway Server log may contain a message like this: [HYT00] [Microsoft][ODBC SQL Server Driver]Timeout expired (0) (SQLDriverConnectW)</p> <p><i>Workaround:</i> Kill the Gateway Server process in task manager, and restart the service.</p>
0001944	<p><i>Long delay from login till the user gets the menu</i></p> <p>In some configurations, with many authorization rules, it may take a long time before the user gets the menu of authorized actions.</p>
0001961	<p><i>Messages: (OperationalError) database is locked in Gateway Server log</i></p> <p>Messages of type "crit crash" mentioning "(OperationalError) database is locked" may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications of these database locks.</p>
0002072	<p><i>Case sensitive login</i></p> <p>In the login dialog the user name must be specified with the right casing, which is usually not expected for AD users.</p> <p>Furthermore if the AD dns name is specified as ABC.com in the setup of the system, then the user name must also be specified with this casing, e.g.: user@ABC.com. This is also unexpected for the users.</p>

Issue	Description
0002055	<p><i>Cannot update client software when there is too little free space on the token</i></p> <p>When updating client software such as the G/On client itself, other application clients and the Secure Desktop linux image, the packages containing the software are downloaded to a temp folder on the token.</p> <p>However, there may not be enough free space left on the token, so the packages can be downloaded.</p> <p><i>Workaround:</i> Use the management client for deploying an updated package collection to the token. Note: This will reset the registration of which packages are installed on the token.</p>
0002114	<p><i>Excessive memory consumption in the Gateway Server under special circumstances</i></p> <p>Under special circumstances, the Gateway Server may consume excessive amounts of RAM. This may be triggered when having a large number of Computer User Tokens.</p> <p><i>Workaround:</i> Restart the Gateway Server to release the memory. If this does not work for you, contact Giritech for a hotfix.</p>
0002115	<p><i>Gateway Server may crash under special circumstances</i></p> <p>Under special circumstances, the Gateway Server may crash. This may be triggered by the use of Citrix XML connections to a Citrix server which is slow in responding.</p> <p><i>Workaround:</i> Restart the Gateway Server (or set the service to automatically restart). If this does not work for you, contact Giritech for a hotfix.</p>
0002116	<p><i>Failure to connect through RDP connections with server side SSO, after installing Windows 7 SP1</i></p> <p>After installing Windows 7 SP1 on the client PC it may be experienced that it is no longer possible to connect to certain Terminal Servers. The problem has been seen with Windows Server 2008 and 2008 R2, but not with Windows Server 2003.</p> <p>This is caused by Microsoft no longer fulfilling their own specification of the RDP protocol. So the G/On RDP protocol inspection fails to parse the data. Unfortunately this was missed in Giritech's review of a pre-release of Windows 7 SP1.</p> <p><i>Workaround:</i> Create a menu action which provides access but does not do RDP protocol inspection. In order to do this, use the launch specification wizard: "Windows MSTSC, without SSO". Note, however that: (1) This does not work with a TS farm with redirection between the servers, only with a single TS, and (2) This does not support single sign-on, so the user has to log on, again. If this does not work for you, contact Giritech for a hotfix.</p>

Issue	Description
0002117	<p><i>Error message in menu items for Citrix XML connection: ...'ascii' codec can't encode character</i></p> <p>When a Citrix farm has a non-ascii character in its name, the menu items shown to the user for Citrix XML connections to this farm may contain an error message:</p> <p>...'ascii' codec can't encode character ... ordinal not in range(128)</p> <p><i>Workaround:</i> Avoid non-ascii characters in the farm name. If this does not work for you, contact Giritech for a hotfix.</p>

G/On Setup and Configuration

Issue	Description
0001924	<p><i>Explorer like view appears, when refreshing Welcome page</i></p> <p>In the "Welcome to G/On Configuration" view, pressing the "here" link after updating license file, may open an explorer like view, showing a folder called "css" and two xhtml files.</p> <p><i>Workaround:</i> You can get the proper view if you close and reopen the welcome page or if you go back and forward a few times using the arrow buttons in the explorer view.</p>
0001980	<p><i>Change wizard may hang for certain SQL server configurations</i></p> <p>If the username/password/hostname in the SQL server setup contains '@' or ':', the change wizard may "hang" after clicking on 'Prepare System Change' and 'Next'.</p> <p><i>Workaround:</i> Use a username/password/hostname without '@' or ':'</p>
0002056	<p><i>Specifying port number for SQL Server host does not work</i></p> <p>When specifying a port number in the "Server" field of the SQL Server database setup, clicking on "Test connection" results in an error '08001' from the Microsoft ODBC SQL server driver.</p> <p><i>Workaround:</i> Setup SQL Server to use the default port number (1433) and leave out the port number from the "Server" field in G/On Setup and Configuration.</p>
0002057	<p><i>Changing SQL Server database configuration may fail to take effect</i></p> <p>If you change something in SQL server configuration using the Change Wizard, and the database connection test fails with the new settings, then the Change Wizard will continue without reporting an error and the new settings will <i>not</i> be saved.</p> <p><i>Workaround:</i> Always hit the "Test Connection" button before after making changes to the database settings. Only continue if the database connection is reported to be ok.</p> <p><i>Note:</i> Changes to the SQL server configuration should under normal circumstances only involve username, password and encoding. You cannot create a new G/On database using the Change Wizard.</p>

Issue	Description
0002058	<p><i>Database is unintentionally created by the "Test Connection" button in the Change wizard</i></p> <p>As a side-effect of clicking the "Test Connection" button in the Change Wizard, a new database will be created, if the database specified does not exist.</p> <p>This may be confusing, because the new database is empty and cannot immediately be used as a G/On database.</p> <p><i>Workaround:</i> Manually delete new databases, which were unintentionally created by the "Test Connection" button.</p> <p><i>Note:</i> You cannot create a new G/On database using the Change Wizard.</p>
0001722	<p><i>There is no GUI for configuring multiple LDAP and AD directories</i></p> <p>Multiple LDAP and AD directories can be configured by manually editing the ini files, but there is no GUI for this.</p>

G/On Management

Issue	Description
0001704	<p><i>IntegrityError column user_login is not unique</i></p> <p>All users, which are referred to in G/On decision rules, are automatically "cached" in the G/On database. They remain in the cache, even if the rules that refer to them, are deleted.</p> <p>In this cache, it is not allowed to have two users with the same login name.</p> <p><i>Workaround:</i> Do not re-use the same login name for a new user, in the user directory.</p>
0002051	<p><i>Error when updating rules involving LDAP users or groups with non-ascii characters in the DN</i></p> <p>When a rule refers to a user, group or organizational unit from an LDAP user directory, and the DN of that user, group or organizational unit includes non-ascii characters, attempts to update the rule will result in the error:</p> <pre>UnicodeEncodeError: 'ascii codec can't encode character ...</pre> <p>This could happen, e.g., when trying to toggle the activation status of a personal token rule.</p> <p><i>Workaround:</i> Instead of trying to update an existing rule, delete that rule, and create a new rule with the same contents. Note, however, that it is not possible to create a rule with activation status: inactive.</p>
0001922	<p><i>No Automatic refresh of Menu structure element panes</i></p> <p>When a menu action is created or changed, the Tag and Menu Action panes in Menu Structure Management are not refreshed automatically.</p> <p><i>Workaround:</i> Refresh manually.</p>

Issue	Description
0001770	<i>No error message in Management Client, when there are errors in templates</i> When there is an error in a template, this is written to the management server log, but it is not displayed to the user of the management client.
0002070	<i>No variables with AD properties for use in launch specs</i> In version 3.6, a chosen group of AD properties were available for use in launch strings. The same should be possible in version 5.
0001715	<i>Opening Menu Actions for edition is slow</i> When opening a menu action in the perspective for User Action Authorization, it may take a long time before it is actually shown.
0001958	<i>Fetch of many elements is slow</i> It may take a long time to open perspective which shows many elements or rules. During this, the management client is unresponsive.
0001557	<i>Missing "Cancel" button in Token Software Management</i> When installing packages to tokens, there is no cancel button.
0001558	<i>Missing scroll bar in Token Software Management</i> The contents of large package collections (e.g. the collection of all Windows packages) cannot be read because there is no scrolling possible.

AD Plugin

Issue	Description
0001695	<p><i>A maximum of 1000 users and groups can be shown in G/On Management</i></p> <p>In 5.4.1 and onward, when using the AD plugin to connect to Active directory, only a limited number of users and groups are shown in the Management client. The default (controlled by AD) is 1000. Note that the options "users_returned_limit" and "groups_returned_limit" in the "gon_server_management.ini" file, should always be set to something less than this limit, in order for searches in G/On Management to work properly.</p> <p><i>Workaround:</i> The limit in Active Directory is called MaxPageSize. See http://support.microsoft.com/?kbid=271088 for information on how to change this property.</p> <p>Alternatively, add the line: <pre>override_max_page_size = True</pre> in the domain section(s) of the file: <pre>gon_management_service\win\plugin_modules\ldap\server_gateway\config.ini.</pre></p>

LDAP Plugin

<i>Issue</i>	<i>Description</i>
0001695	<p><i>A maximum of 1000 users and groups can be shown in G/On Management</i></p> <p>When using LDAP to connect to Active Directory, only a limited number of users and groups can be shown in the Management client. The default (controlled by AD) is 1000. Note that the options "users_returned_limit" and "groups_returned_limit" in the "gon_server_management.ini" file, should always be set to something less than this limit, in order for searches in G/On Management to work properly.</p> <p><i>Workaround:</i> The limit in Active Directory is called MaxPageSize. See http://support.microsoft.com/?kbid=271088 for information on how to change this property.</p>

Reports

<i>Issue</i>	<i>Description</i>
0001693	<p><i>Current User Activity: User name not shown for an online user</i></p> <p>It may happen that an online user is shown in the report Current User Activity, but the user name has been left out.</p> <p>In this case, the user's info is also not updated in the report Latest User Activity.</p>

Application Packages and Templates

<i>Issue</i>	<i>Description</i>
0001694	<p><i>Filezilla crashes on Mac OS 10.4</i></p> <p>FileZilla version 3.2.7 does not work on Mac OS 10.4.</p> <p>Reason: Incompatible library version: filezilla requires version 7.0.0 or later, but libconv.2.dylib provides version 5.0.0</p> <p><i>Workaround:</i> It may work, with an older version of FileZilla.</p>
0001883	<p><i>TigerVNC to Mac freezing when "Send clipboard changes to the server" is enabled</i></p> <p>After establishing a connection to a Mac you can work fine. But if "Send clipboard changes to the server" is enabled and you do a "Copy to clipboard" operation on the client, the VNC window freezes.</p> <p><i>Workaround</i> Disable "Send clipboard changes to the server", when you use TigerVNC to connect to a Mac.</p>

Issue	Description
0002088	<p><i>Cannot launch Citrix application with non-ascii character in the application name</i></p> <p>When selecting a G/On menu action made from the template: "Windows Citrix XML Service", or "Windows Citrix XML Service Auto Settings", the user may receive an error message if the Citrix application to be launched has a name with a non-ascii character.</p> <p>The error message may mention a corrupt ICA file, where a certain key has no associated value.</p> <p>Workaround: In the ICA File Template field in the menu action, change the line: InputEncoding=UTF8 to InputEncoding=ISO8859_1</p>
0002089	<p><i>Missing settings in win_mstsc and win_mstsc_rdp_con templates</i></p> <p>The template win_mstsc and the experimental template win_mstsc_rdp_con do not have fields for the following settings:</p> <ul style="list-style-type: none"> • Use all monitors (Win 7, Server 2008 and later) • Display Connection Bar, when in Full Screen • Show Desktop Background • Show Font Smoothing • Allow Desktop Composition • Show Window Contents while Dragging • Show Menu and Window Animation • Show Visual Styles • Show Cursor Blinking • Enable Persistent Bitmap Caching <p>Workaround: Change the settings in the RDP parameter file template, instead.</p>
0002090	<p><i>Remote Desktop Connection on Mac cannot connect to Terminal Server on Windows 2008R2</i></p> <p>When using a menu action based on the experimental template: "Mac RDC, with Server Side SSO" (mac_rdc_rdp_con.xml), and connecting to a terminal server running on Windows 2008R2, the connection may fail, with the following error being reported to the user:</p> <p style="padding-left: 40px;">Remote Desktop Connection cannot verify the identity of the computer that you want to connect to...</p> <p>The window, which presents this error, does not give the user the option of ignoring the error. When clicking the "Ok" button, no connection is established.</p> <p>Note: Updating the RDC client from 2.0.1 to 2.1.0 does not solve the problem. When using RDC 2.1.0, there is no error message displayed to the user, but RDC "hangs", and in the G/On Gateway Server log, there is an error: "message=AssertionError module=tunnel_endpoint".</p>

Issue	Description
0002158	<p><i>Starting GTSC may yield error 193: "%1 is not a valid Win32 application"</i></p> <p>This issue concerns menu actions created from the templates:</p> <ul style="list-style-type: none">• Windows GTSC• Windows GTSC My PC <p>If the path to gtsc.exe contains a blank, then selecting the menu action will lead to an error which is recorded in the report: Usage Error Log. The error is number 193, and has a description in the local language of the client PC. In English it reads:</p> <p style="text-align: center;">%1 is not a valid Win32 application</p> <p>The error is likely to occur when the G/On client is started from Computer User Tokens, since these by default are installed in a folder with a blank in the name.</p> <p><i>Workarounds:</i></p> <ul style="list-style-type: none">• Use another template for defining the remote desktop menu action: either "Windows MSTSC, without SSO", or "Windows MSTSC, with Server Side SSO".• Edit the template that was used and insert double quotes around the path to the executable: "%(cpm.ro_root)/application_clients/win/GTSC/gtsc.exe". Then create a new menu action based on the updated template and use the new menu action instead of the erroneous one.

Fixed Issues in Version 5.4.1

General

<i>Issue</i>	<i>Description</i>
0001939	<p><i>Slow download of packages to SoftToken on IronKey</i></p> <p>When a G/On Soft Token is stored on the encrypted partition of an IronKey, the download of G/On packages to the token may take up to 3 times as long as manually copying the packages to the token.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001990	<p><i>AdminMessageSinkBase.dispatch.error in Gateway Server log</i></p> <p>Messages of type AdminMessageSinkBase.dispatch.error mentioning "UnicodeDecodeError: 'ascii' codec can't decode byte..." may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001991	<p><i>Access_log_close.session_do_not_exist error in Gateway Server log</i></p> <p>Messages of type Access_log_close.session_do_not_exist error may appear in the gon_server_gateway.log.</p> <p>The messages can be ignored, as there are no significant implications.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001992	<p><i>"Insufficient authorization" is not displayed long enough time</i></p> <p>If the user does not get access to any menu actions, a notification is displayed to the user, and then the client is closed fairly quickly thereafter, so the user may not get enough time to read it.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001993	<p><i>Slow copying software to token during package installation</i></p> <p>Installing packages to a token can be considerably slower than simply copying the files, using the OS' copy functionality. This can occur during package installation and update and also during field installation.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Issue	Description
0001996	<p><i>Missing error message when Citrix Servers are not available</i></p> <p>When choosing a menu item for starting Citrix, and the Citrix server is not available, the notification: "Waiting for Citrix Server" is displayed, and then nothing more happens.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001998	<p><i>G/On Client Launcher may crash</i></p> <p>On some PCs with Windows OS, the G/On launcher program, located in the root folder of the tokens, may crash.</p> <p><i>Workaround:</i> Go to the folder: gon_client\win and start the program: gon_client.exe</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002000	<p><i>Gateway server crash - too many file descriptors in select()</i></p> <p>The Gateway server may crash with messages in the log: "ValueError: too many file descriptors in select()". This happens when many users are connected, using HTTP encapsulation.</p> <p><i>Workaround:</i> Disable HTTP encapsulation, or set up the system so HTTP encapsulation will not be used so often.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002001	<p><i>Computer User Token is not recognized after field enrollment</i></p> <p>On some PCs it may happen that after successful enrollment of a Computer User Token, when the user logs in, the notification "Insufficient Authorization" is displayed.</p> <p>When this happens, an entry is also written to the Gateway server log, mentioning: "Requested serial not found in the database".</p> <p><i>Workaround:</i> Enroll an additional Computer User Token on the PC, and use that. (only the first token will have the problem.)</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002012	<p><i>Computer User Token cannot be uninstalled</i></p> <p>On some PCs it may happen that a Computer User Token cannot be uninstalled, because the token is incorrectly registered in the Windows registry so the uninstaller cannot find it.</p> <p><i>Workaround:</i> Correct the entry in the Windows registry (The casing of the drive letter of the installation folder is incorrect). Or use the uninstaller program from 5.4.1, when that becomes available.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Issue	Description
0002027 0002029	<p><i>Gateway Server crash if no access to SQLserver</i></p> <p>If G/On is configured to use SQLserver and there is no access to the SQLserver service, the Gateway server may crash.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002032	<p><i>Memory leak on Gateway Server</i></p> <p>The RAM memory consumption of the Gateway server may increase to a level where the server machine starts swapping and performing badly.</p> <p><i>Workaround:</i> Restart the Gateway Server service.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002039	<p><i>Error connecting to Citrix XML service, if using fully qualified login name</i></p> <p>When using a fully qualified G/On login name, e.g., nn@company.com, the login to Citrix XML service fails.</p> <p>In the Gateway server log, the failure is documented with message=Error connecting to XML service.</p> <p><i>Workaround:</i> Do not use fully qualified login names.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0002040	<p><i>Gateway server may stop if portforward server side fails to connect</i></p> <p>In some cases, if a portforward cannot connect to the specified application server, this may lead to the Gateway server stopping at some later time.</p> <p><i>Workaround:</i> Correct the portforward or application server issue, and then restart the Gateway server.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

G/On Setup and Configuration

<i>Issue</i>	<i>Description</i>
0001936	<p><i>Error during Software Packages (GPM) Generation: Unable to generate checksum</i></p> <p>If the G/On Management client is running on the server, Software Packages (GPM) Generation in the G/On Configuration client will give the following error:</p> <p>"Error: Unable to generate checksum for ..."</p> <p>It happens because one of the packages to be generated contains the Management client files, and one of these gets locked, when the Management client is running.</p> <p><i>Workaround:</i> Exit G/On Management client (if running on the server), before starting to generate packages.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

G/On Management

<i>Issue</i>	<i>Description</i>
0001807	<p><i>G/On Management may hang while finishing installation of package collection "Secure Desktop"</i></p> <p>During installation of package collection "Secure Desktop" to a SoftToken, the Management client hangs in the very last stage, with the progress info showing 100%.</p> <p><i>Workaround:</i> Close the management client, and start it again. Then install the collection to the token.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001734	<p><i>Feedback re. progress of token software management mentions wrong token</i></p> <p>In token software management, during installation of a package collection to a token, the progress info at the bottom right may show an incorrect token id.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001736	<p><i>No way to see the current serial number of a MicroSmart token</i></p> <p>If enrolling a token, and then later opening the "Add a new token" window, to view the serial number of a different token, the window shows the serial number of the last token that was enrolled - not the serial number of the token that is actually in the PC.</p> <p>Clicking the "Refresh" button does not help.</p> <p><i>Workaround:</i> Restart the management client. Alternatively, kill the gon_client_management_service.exe process in task manager, and then click the "refresh" button.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Issue	Description
0001976	<p><i>Cannot enroll more than one token using the management client</i></p> <p>After enrolling one MicroSmart token, and inserting a second one, the “Enroll” button is greyed out, so you cannot enroll the second token. It does not help to click the “refresh” button.</p> <p>This is because the gon_client_management_service caches information about the previous token, and this is not cleared, when you click the “refresh” button. So the management client thinks that the previous token is inserted, and since this is already enrolled in the server, the “Enroll” button is greyed out.</p> <p><i>Workaround:</i> Restart the management client. Alternatively, kill the gon_client_management_service.exe process in task manager, after the first token has been enrolled, and then click the “refresh” button.</p> <p>Also, instead of using the management client, the field enrollment process can be used for enrolling tokens.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
-	<p><i>The “Enroll” button is grey, when trying to enroll a Computer User Token</i></p> <p>In 5.4, it is possible to use the G/On Management Client to enroll a computer user token, that has been installed but not enrolled. This is done by running the G/On Management client, through G/On, on the PC where the computer user token has been installed, and then using the “Add token” function.</p> <p>However, if the system has been upgraded from 5.3, and the menu action for starting the G/On Management client was made before the upgrade to 5.4, this does not work. The “Enroll” button will be grey and cannot be clicked.</p> <p><i>Workaround:</i> The menu action to start the G/On Management client must be manually updated, to enable this functionality. See the Upgrade Notes in the beginning of this document.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

AD Plugin

Issue	Description
0001599	<p><i>Bad performance when opening user or group pane for very large AD's</i></p> <p>When opening the user or group element pane in a setup where the AD has a large number of users/groups, the Management client may “hang” for a long time.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1. The AD plugin now by default only returns a maximum of 1000 users or groups by default. See issue 0001695 above, regarding ways of changing this limit.</p>

Issue	Description
0001116	<p><i>Error fetching group membership information</i></p> <p>In some installations, the local system account running the Gateway Server may not have sufficient privileges for reading user group memberships.</p> <p><i>Resolution:</i> Make sure that the account under which the Gateway Server service is running has sufficient privileges, as described in the Setup and Configuration Reference.</p> <p>Alternatively, it is possible to use a new, but not fully tested, way of finding group memberships, which has been developed for 5.4.1. In order to activate it, the following line must be added to the gon_server_gateway_service\win\plugin_modules\ldap\server_gateway\config.ini file:</p> <pre>use_query_for_group_members = False</pre> <p>in relevant domain section(s)</p>

Reports

Issue	Description
0001899	<p><i>Report: "Amount of usage" shows different results, depending on the client machine</i></p> <p>It may happen on some client PCs that the amount of usage reported is up to 24 hours larger than the actual usage.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001911	<p><i>User name gets truncated in "Latest User Authorization" report</i></p> <p>In the "Latest User Authorization" report, the user name in the headline may get truncated.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Application Packages and Templates

<i>Issue</i>	<i>Description</i>
0001920	<p><i>Menu actions of type 6 (Experimental RDP Connection) may buffer too much data from the Remote Desktop server</i></p> <p>When using the experimental templates:</p> <ul style="list-style-type: none"> • Linux rdesktop, with server side SSO • Mac RDC, with Server Side SSO • Windows MSTSC, with Server Side SSO <p>the user may experience slow responses, and screen updates that are not smooth.</p> <p>This occurs when the RDP server is generating data (screen images) faster than can be delivered to the RDP client. For instance, when the bandwidth between G/On client and server is limited, and/or high high-quality graphics are streamed from the RDP server (video watching etc.).</p> <p>In such cases the screen images may get buffered on the G/On server and delivered with delay to the RDP client.</p> <p><i>Workaround</i> Setup and use the RDP connection i a way that does not make the RDP server produce so much data. For instance, switch to a lower graphics mode, do not use applications on the RPD server with video playing, animations, etc. If the delay gets too big in a session, close windows that have quickly changing contents, and wait a while to allow the buffered screen images to be transmittet, and the buffer getting emptied.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>
0001977	<p><i>win_mstsc and win_mstsc_rdp_con templates do not support the screen mode: Windowed</i></p> <p>The template win_mstsc and the experimental template win_mstsc_rdp_con give the impression of supporting non-fullscreen, i.e. windowed sreen mode. This is a mode where a fixed screen size is chosen on the host, which may be different than the actual client screen size. Because of the difference in sizes, the remote desktop is always shown in a separate window.</p> <p>However, due to an error in the templates, they always implement fullscreen mode, even if the option "Fullscreen: No" has been chosen. So they do not support "Windowed" screen mode.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Issue	Description
0001979	<p><i>Menu actions with multiple port forwards do not launch the command in the Command Field</i></p> <p>It is possible to make menu actions that start more than one port forward, for instance by using the generic template for mail ports. This works fine, for making port forwards that do not start any application client.</p> <p>But menu actions with more than one port forward are currently not able to start an application client, even if the correct command has been specified in the Command field.</p> <p><i>Workaround</i> Make two separate menu actions:</p> <ol style="list-style-type: none"> 1. a menu action, which makes the port forwards (auto launched), and 2. a menu action, which starts the client program (manually launched) <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.1.</p>

Fixed Issues in Version 5.4.0

General

Issue	Description
0001701	<p><i>When a user logs in, other users may experience a 1-2 seconds "Freeze"</i></p> <p>When a user logs in, this may cause the server to "hang" for 1-2 seconds.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.0.</p>

G/On Management

Issue	Description
0001609	<p><i>Token Software Management may hang, while downloading package</i></p> <p>It may happen that Token Software Management hangs, after it has downloaded a part of a package. This has been seen for very large packages, when running the Management client remotely, through G/On.</p> <p><i>Workaround:</i> Copy the GPM file manually from the Management Server folder: gon_server_management_service\win\gpm\gpms to the following folder, next to where the Management client is (e.g., on the token): gon_client_management_service\win\download_cache</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.0.</p>

Issue	Description
0001699	<p><i>Package installer does not select newest version of package when installing a collection</i></p> <p>If two versions of a package exist in the Management server folder for packages: gon_server_management_service\win\gpm\gpms the installation of a package collection (using the Management client) may result in the older of the package versions being installed.</p> <p><i>Workaround:</i> Manually delete the all but the newest version of the GPM file from the Management server folder: gon_server_management_service\win\gpm\gpms Thereafter, re-generate packages and re-start the Management client.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.0.</p>

Application Packages and Templates

Issue	Description
0001645	<p><i>TightVNC from PC to Mac freezes</i></p> <p>After establishing a connection to a Mac, you can work for some time, but suddenly the TightVNC viewer freezes - typically after having had some other window in the foreground. Both 10.5 and 10.6 have this problem.</p> <p>Other VNC implementations: RealVNC, UltraVNC, TigerVNC all show this behaviour - however, TigerVNC seems to freeze less frequently.</p> <p>Others have reported the same problem on the internet.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.0.</p>
0001700	<p><i>Windows mstsc template does not work on Windows 7 and Vista 64 bit versions</i></p> <p>On the 64 bit version of Windows Vista and Windows 7, the launch of menu actions based on the "Windows mstsc template" do not work properly. The error message says that the parameter file is invalid.</p> <p>OBS: When upgrading from 5.3, some manual steps are necessary, if you want to fix menu actions that were made before upgrading. See the section on upgrade notes.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.4.0.</p>

Fixed Issues in Version 5.3.1

General

<i>Issue</i>	<i>Description</i>
0001714	<p><i>False virus alert regarding gon_hagi.exe</i></p> <p>When running or updating the G/On client, some antivirus systems may give an alert to the user, concerning the file: gon_hagi.exe – even though there definitely is no malware in this file, in the release from Giritech.</p> <p><i>Workaround:</i> The file is not used in the current release, and can be removed without affecting the functionality of G/On. Either remove the file from this folder on each of the individual tokens: gon_client\win\plugin_modules\hagiwara\client_runtime or remove it from the folder on the server: gon_client\win\plugin_modules\hagiwara\client_runtime After removing it from the server, increase the field “version_release” in the file: gon_client-current-win.gpmdef.xml located in the server folder: gon_server_management_service\win\gpm\gpmdefs Then re-generate packages and remove the old package from: gon_server_management_service\win\gpm\gpms Now, users can update their client to a version that does not contain the file, and new tokens prepared with software in the Management client will get the updated client.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1. The file gon_hagi.exe is no longer included in G/On</p>
0001717 0001718	<p><i>Problems with Http encapsulation</i></p> <p>On the server side, certain situations may cause the Gateway server to terminate when Http encapsulation is enabled. The log shows an error in “ToH”.</p> <p>On the client side, Http encapsulation may also cause a problem. If the client cannot connect to the server at all (neither directly, nor through Http encapsulation), the client may terminate in such a way that Windows puts up a dialog box informing that “G/On client for Windows has encountered a problem and needs to close – Please tell Microsoft about this problem”. In this case, the client does not inform the user that “No servers are available”.</p> <p><i>Workaround:</i> Disable Http encapsulation will prevent the problem from arising on the server side. In order to prevent the problem on the client side, it is moreover necessary to also re-enroll the tokens.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>

Issue	Description
0001755	<p><i>Windows client sometimes crashes on Windows Server 2008 and some Vista and 7 installations</i></p> <p>The Windows client sometimes crashes when being started on Windows Server 2008. It also sometime crashes on Windows Vista and Windows 7 (this has been observed, especially in Germany).</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>
0001728	<p><i>Windows message: "Do you want to scan and fix G/On?"</i></p> <p>When plugging in a G/On 5 token on Windows Vista, the user may be presented with a prompt: "Do you want to scan and fix G/On?".</p> <p>This is caused by the token having been removed at an earlier time, while a file was open for writing. For instance, this could be the gon_client.log file.</p> <p>NOTE: Answering "Yes, Scan and fix" to the question above may not be sufficient to actually fix the error. To fix the error, run the following command in a command prompt (assuming that it has drive letter E:)</p> <pre>chkdsk E: /f /v</pre> <p><i>Workaround:</i> To avoid open log files, disable logging in the client. To do this, insert the following lines in the file \gon_client\win\gon_client.ini, on each token: [log] enabled = False</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1. The G/On client now closes the log file after each write, so the problem should occur less often. Note, however, that it may happen, e.g. if other files residing on the token are open when the token is pulled out. Note also that it may be necessary to run the chkdsk command mentioned above, to fix tokens, that already have this error.</p>

G/On Management

<i>Issue</i>	<i>Description</i>
0001727	<p><i>Old file: gon_in_use_mark blocks from re-enrollment and token software management</i></p> <p>When a G/On client is running, it creates a file: gon_client\gon_temp\gon_in_use_mark The file is automatically deleted when the client exits, and it also has a time stamp in order to discover old files, that for some reason have not been deleted.</p> <p>However, the time stamp functionality does not always work, so there are cases where an old gon_in_use_mark file has the consequence that the token does not show up in the list of tokens for enrollment and management of token software.</p> <p><i>Workaround:</i> Delete the file: gon_client\gon_temp\gon_in_use_mark</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>

AD Plugin

<i>Issue</i>	<i>Description</i>
0001757	<p><i>Pre-Windows 2000 user names are not accepted for login</i></p> <p>In AD, there may be defined a so-called pre-windows 2000 user name, for some users. This user name may be different from the "normal" user name.</p> <p>G/On does not accept the pre-Windows 2000 user name in the G/On login prompt.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1. G/On now accepts the pre-Windows 2000 user name in the G/On login prompt.</p>

LDAP Plugin

<i>Issue</i>	<i>Description</i>
0001696	<p><i>Error if "." is used in LDAP Directory name</i></p> <p>If the directory name contains a period, users cannot be edited and it will not be possible to make rules referring to the users and groups in the LDAP user directory.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>

G/On Secure Desktop

<i>Issue</i>	<i>Description</i>
0001709	<p><i>Error: "Bootable devices can only be created on Windows"</i></p> <p>When trying to install or update a package by using the G/Update menu actions in the linux client of a G/On Secure Desktop, the following error is displayed:</p> <p>"Bootable devices can only be created on Windows"</p> <p>Because of the error, it is not possible to update or install any package when running on the G/On Secure Desktop.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>

Application Packages and Templates

<i>Issue</i>	<i>Description</i>
0001713	<p><i>Citrix Web templates only work with Citrix Web Interface version 4.6</i></p> <p>All Citrix Web templates work with Citrix Web Interface version 4.6 – but <i>not</i> with Citrix Web Interface 5.</p> <p><i>Workaround:</i> Create a Citrix Web Interface version 4.6, for use with G/On. There have been different reports as to whether this can co-exist with Citrix Web Interface version 5, on the same server. Some say it can, others say that the two versions must be installed on separate servers.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1. The G/On Citrix integration has been extended to and tested with XenApp 5 Feature Pack 2.</p>
0001716	<p><i>Error regarding Windows domain in the templates: linux_rdesktop and linux_rdesktop_my_pc</i></p> <p>In the template: Linux rdesktop, the field "Command" contains a command line option:</p> <p>-d '%(user.domain)'</p> <p>This should have been:</p> <p>-d '%(user.netbios)'</p> <p>When using the template, this has the consequence that single sign-on does not work: the user name gets prefixed with fully qualified domain name instead of the netbios domain name.</p> <p><i>Workaround:</i> When using the template, change the command line option as described above</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>

Issue	Description
0001720	<p><i>Variables %(user.domain) and %(user.netbios) do not get defined when using LDAP</i></p> <p>When using LDAP access to the user directory, the variables %(user.domain) and %(user.netbios) do not get defined - even if using LDAP to contact an AD.</p> <p>This has the consequence that single sign-on does not work in the templates:</p> <ul style="list-style-type: none"> * mac_rdc * mac_rdc_my_pc * mac_fz * win_gtsc * win_gtsc_my_pc * win_fz * linux_rdesktop * linux_rdesktop_my_pc * linux_fz <p>... and the pre-filled in domain the following template also does not work:</p> <ul style="list-style-type: none"> * win_mstsc <p><i>Workaround:</i> Edit the file: gon_server_gateway_service\win\plugin_modules\ldap\server_gateway\config.ini Locate the section: [directory ...] and add the following lines to this section, with appropriate values inserted for domain and netbios names:</p> <pre>domain = mydomain.com netbios = MYDOMAIN</pre> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1. The domain and netbios variables can now be defined in the GUI of the G/On Configuration program, when configuring the use of LDAP.</p>
0001721	<p><i>In RDC templates, the field "Logon to (domain/server name)" does not work</i></p> <p>In the templates, mac_rdc and mac_rdc_my_pc, values entered into the field "Logon to (domain/server name)" are not actually used.</p> <p>Instead, the variable %(user.domain) is always used.</p> <p><i>Workaround:</i> When using these templates, make the following change in the default contents of the field "RDC parameter file template": change %(user.domain) to %(custom_template.domain)</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>
0001741	<p><i>GTSC template cannot handle user name with blanks</i></p> <p>The GTSC template cannot handle user name with blanks, because the command line parameter for the user name is not enclosed in quotes.</p> <p><i>Resolution:</i> The problem has been fixed in G/On 5.3.1.</p>