

# **G/On USB**

*User Guide*

G/On 5.5

Document revision 1.0

2011-06-03

## About this document

This document gives an introduction to the basic functionality of the G/On USB clients.

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:

<http://www.giritech.com/int/Support-Download/Product-Download/G-On-5.5-Product-Download>

For details please see the chapter for the computer, you use:

Windows 7

Windows Vista

Windows xp

Mac

Linux

If you are using iPad, iPhone or G/On OS, please refer to the other manuals:

G/On iPad – User Guide

G/On iPhone – User Guide

G/On OS – User Guide



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# 1 PLUG IN

Insert the G/On USB. Start G/On

# 2 LOG IN

Enter your User name and Password, and log in

# 3 WORK

Open applications to start working

# 4 DONE

When finished, close G/On and remove the G/On USB

**G/On Security Rules**

- 1 Never reveal your password to others
- 2 Never leave the PC unattended when using G/On USB
- 3 Always remove G/On USB from the computer when finished
- 2 Always report missing or stolen G/On USB as soon as possible

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# Windows 7

# 1 PLUG IN

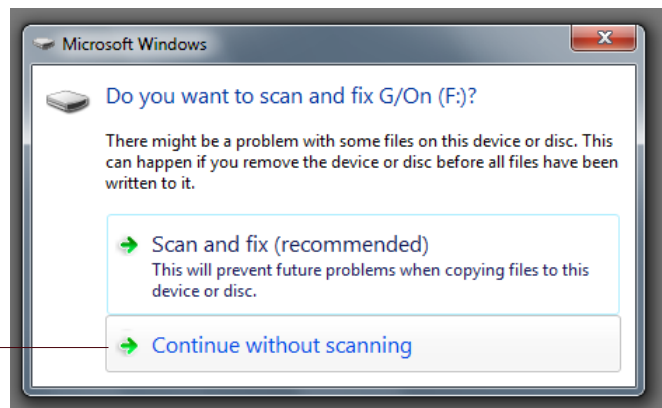
Insert the G/On USB into the computer.

## If

Windows 7 asks  
Do you want to scan and fix G/On?

## Then

This is an error in Windows 7, and when using G/On USB you should always click Continue without scanning.

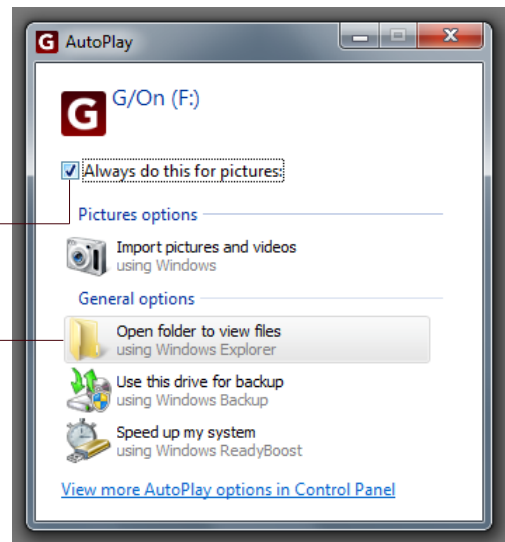


## If

Windows 7 shows you this window.

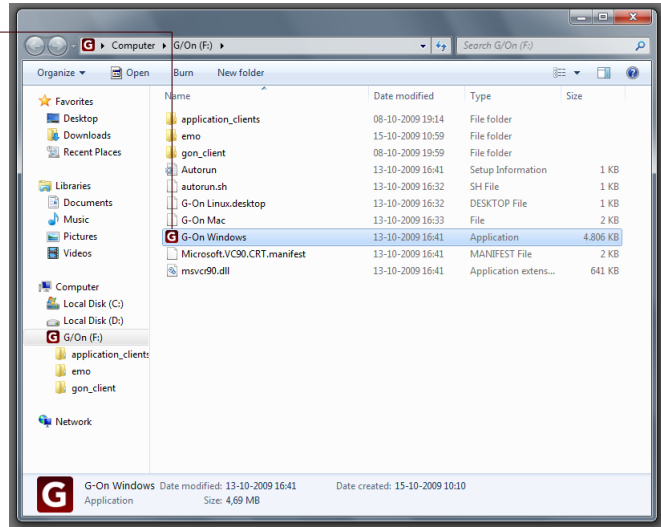
## Then

Check Always do this for pictures, and click Open folder to view files.



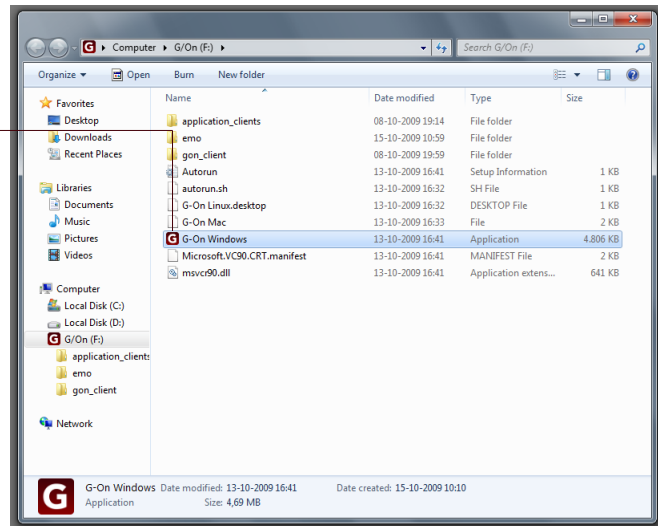
[continues...]

Double-click the G-On Windows icon, and wait while the G/On USB connects to the server.



Now you are ready to log in, please turn to the next page.

Choose Start menu > Computer, then double-click on the Giritech icon, and then double-click the G-On Windows icon.



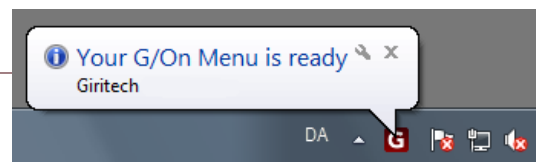
Wait while the G/On USB connects to the server.

## 2 LOG IN

When the Login screen appears, enter your normal User name and Password, and click OK



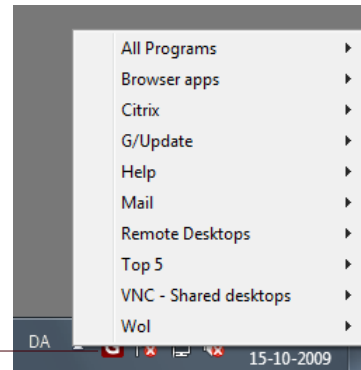
When you have logged in successfully, a Your G/On Menu is ready message appear above the Windows Task Bar.



## 3 WORK

Click the "G" icon in the Windows Task Bar and choose the application you want to use.

Start working.



### Tip

The contents of the menu can change depending on where you are connecting from and which computer you are using. This is a security feature.

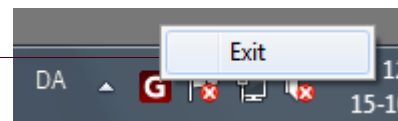
### Tip

If you have a menu item giving you a Remote Desktop Connection to MyPC (for example named "RDC to MyPC"), this will connect you to your own PC in the office. Remember to lock your PC when you leave the office, but do not turn off the PC.

## 4 DONE

When you are finished working, you can close down the applications and sessions as you normally do.

Then right-click the "G" icon in the Windows Task Bar and choose Exit.



Eject the USB drive.

### Tip

If you are in a hurry or you don't want to close down the sessions, you can just pull out the G/On USB. Don't worry, your Citrix and Desktop applications will remain available in their sessions when you login again.

## TROUBLESHOOTING TIPS

*For information on how to change your password, update your G/On USB or install new packages on it, please refer to page 51 and 53.*

### **Why some PCs may prevent G/On from working properly**

Using G/On from your own PC, say, at home, will normally not cause you any problems. Most of us have full access to our own PC at home, but when you are traveling, you will experience that PCs in public places such as hotels and airports will impose limitations on G/On. This is also true if you are using a PC owned and managed by your employer (a Laptop, for instance) or another corporate PC. Most companies have certain IT-security policies applied to company owned PCs that may prevent G/On from working fully as expected.

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**I can not find the application I need**

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete application from the menu, please contact your IT administrator.

**I am logged in but nothing happens when I select a menu item**

If you get a notification about a G/On package which needs to be installed, click the "G" icon in the Windows Task Bar, and select G/Update > G/On Package Management, Install, to install the missing package. For more information on how to install, please refer to page 53.

**There is no G/On icon in Computer**

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

**Menu item MyPC is asking me to re-enter my Login and Password**

This will happen on PCs where you do not have full access or where certain IT-security policies have been implemented. Re-enter your Login and Password and you will be connected to your office desktop.

**G/On USB cannot connect to the G/On Server**

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or PC firewall could be blocking the G/On connection. If it's your PC firewall, Windows will typically ask if you want to unblock the connection. If it doesn't, try choosing Start > Control Panel. Select Windows Firewall (located under System and Security), and then select Allow a program or feature through Windows Firewall. If G/On Client for Windows is not listed, add this program to the exceptions list.

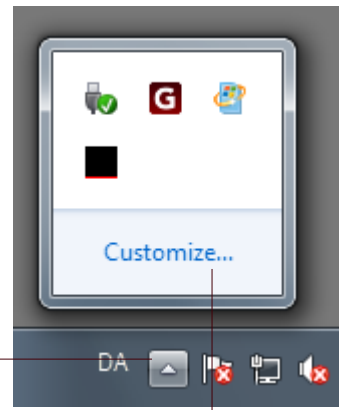
Be aware that if you are using G/On from a corporate PC or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

## I cannot see the “G” icon in the Windows Task Bar

First check if Windows 7 has hidden the icon in the Windows Task Bar.

Click on the little arrow next to the other icons.

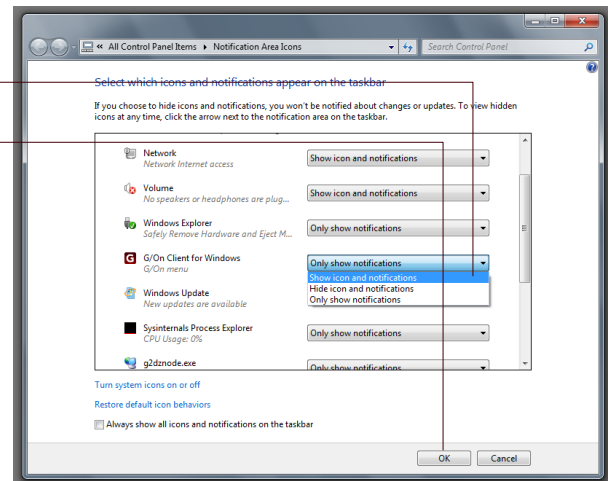
Click Customize...



To the right of G/On Client for Windows, Select Show icon and notifications.

Click OK.

If you can still not find the “G” icon, try log in again.



For security reasons, the “G” icon will disappear and you will get a notification: “Insufficient authorization”, if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

If this is not the case:

G/On USB has a drive “G/On”, and your PC will attempt to assign it a drive letter between “A” and “I”. If all of these are occupied (by hard drives, disc drives, network drives etc.), the G/On USB will not be visible.

Try removing other USB devices which have already been assigned one of the drive letters or temporarily disable a couple of the network drives.

If drive letters are available but not found by G/On, choose Start, right-click Computer, and choose Manage. Select Disk Management. Locate and Right-click the G/On drive and choose Change Drive Letter and Paths. Click Change... Assign an available drive letter to the G/On USB drive.

**I am using MyPC and minimized the Desktop. What happened to it?**

When MyPC starts, it will give you a full screen session on your office PC. A little curtain comes down in the top of the screen that allows you to turn this full screen session into a windowed session on the PC you are working from. The G/On Desktop can be minimized and if you do that, you open it again via the Windows Task Bar on the PC you are using.

**Can I also use G/On when I am inside the offices?**

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.

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# Windows Vista

# 1 PLUG IN

Insert the G/On USB into the computer.

## Tip

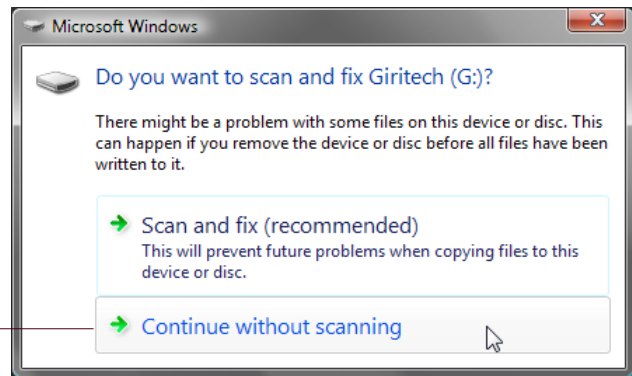
The very first time you plug your G/On USB key into any PC, Windows takes a few seconds to recognize the new USB device and prepare it for use.

## If

Windows Vista asks  
Do you want to scan and fix G/On?

## Then

This is an error in Windows Vista,  
and when using G/On USB you  
should always click Continue  
without scanning.

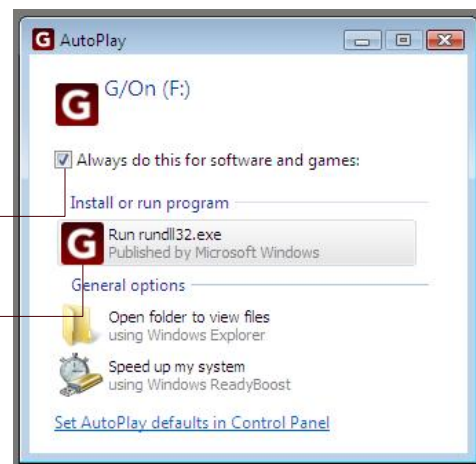


## If

Windows Vista shows you this  
window.

## Then

Check Always do this for software  
and games,  
and click the "G".



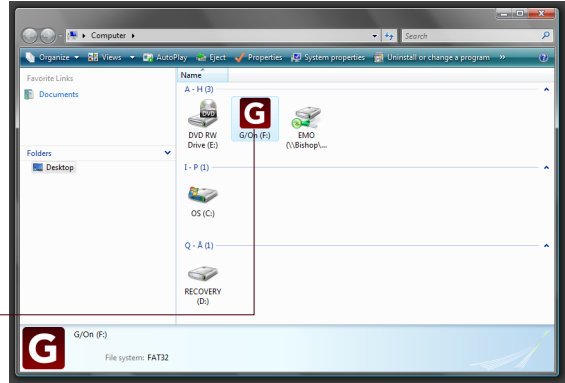
**If**

Windows Vista did not show you the previous window.

**Then**

Choose Start > Computer

Double-click the G/On icon



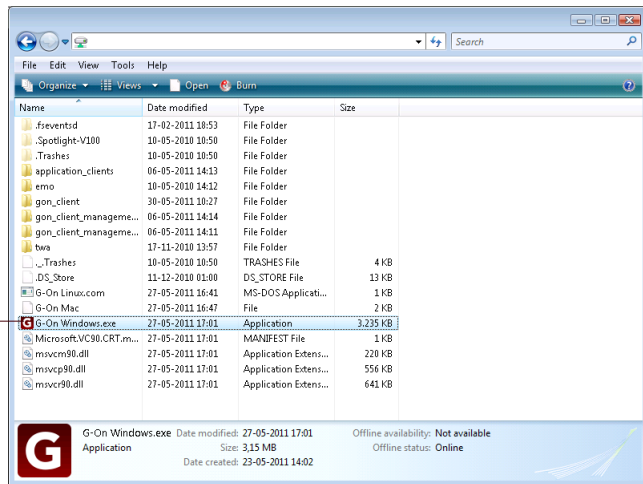
**If**

Still nothing happens

**Then**

Right-click the G/On icon,  
choose Explore

Then double-click G-On Windows



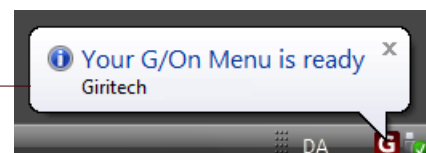
Wait while the G/On USB connects to the server

## 2 LOG IN

When the Login screen appears, type your normal Login and Password

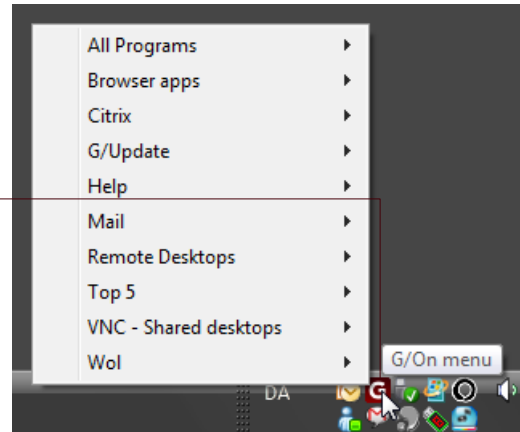


When you have logged in successfully, a "Your G/On Menu is ready" message appear above the Windows Task Bar.



## 3 WORK

Click the "G" icon in the Windows Task Bar and choose the application you want to use.



### Tip

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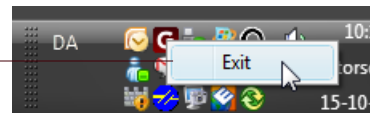
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**When I have logged in, the "G" icon in the Windows Task Bar disappears**

For security reasons, the "G" icon will disappear and you will get a notification: "Insufficient authorization", if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

**I can not find the application I need**

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete application from the menu, please contact your IT administrator.

**Nothing happens when I plug G/On USB key into the PC**

If AutoPlay is disabled on the PC, G/On USB can not start automatically. To check if this is the problem, choose Start > Computer. Then right-click the G/On icon and choose Open AutoPlay...

Check Always do this for software and games: and click Run gon\_client.exe

**Menu item MyPC is asking me to re-enter my Login and Password**

This will happen on PCs where you do not have full access or where certain IT-security policies have been implemented. Re-enter your Login and Password and you will be connected to your office desktop.

**I am logged in but nothing happens when I select a menu item**

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### **G/On USB cannot connect to the G/On Server**

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or PC firewall could be blocking the G/On connection. If it's your PC firewall, Windows will typically ask if you want to unblock the connection. If it doesn't, try choosing Start > Control Panel. Select Control Panel Home. Select Allow a program through Windows Firewall (located under Security). If "gon\_client.exe" is not listed, add this program to the exceptions list.

Be aware that if you are using G/On from a corporate PC or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

### **There is no G/On icon in Computer**

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

G/On USB has a drive "G/On", and your PC will attempt to assign it a drive letter between "A" and "I". If all of these are occupied (by hard drives, disc drives, network drives etc.), the G/On USB will not be visible.

Try removing other USB devices which have already been assigned one of the drive letters or temporarily disable a couple of the network drives.

If drive letters are available but not found by G/On, choose Start, right-click Computer, and choose Manage. Select Disk Management. Locate and Right-click the G/On drive and choose Change Drive Letter and Paths. Click Change... Assign an available drive letter to the G/On USB drive.

### **Can I also use G/On when I am inside the offices?**

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.

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**Windows xp**

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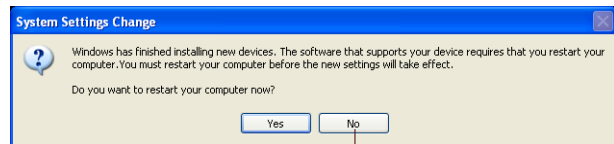
# 1 PLUG IN

Insert the G/On USB

## TIP

The very first time you plug your G/On USB key into any PC, Windows takes a few seconds to recognize the new USB device and prepare it for use.

The PC might prompt you to restart. This is not necessary. Click No

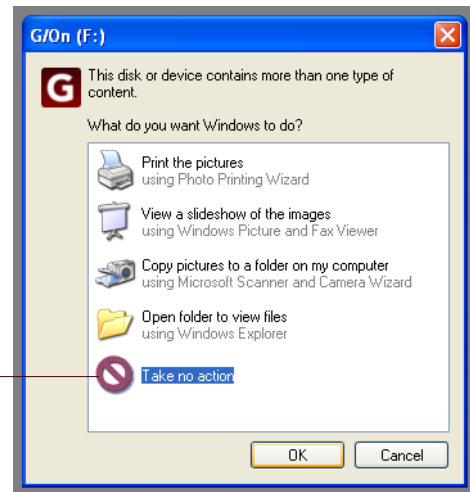


## If

Windows xp asks you what you want to do

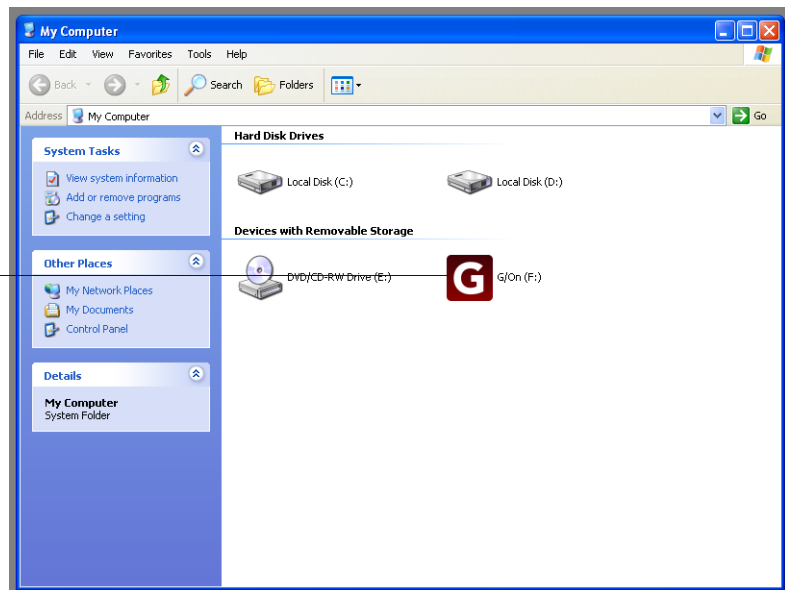
## Then

Select Take no action, and click OK



To start the program, choose  
Start > My Computer.

Double-click the G/On icon

**If**

Nothing happens

**Then**

Right-click the G/On icon, choose Explore

Then double-click the G-On Windows icon

Wait while the G/On USB connects to the server

## 2 LOG IN

When the Login screen appears, type your normal Login and Password

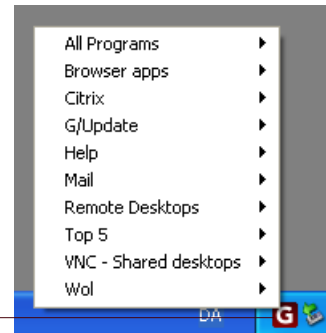


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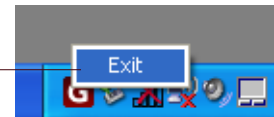
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If you do not have access, a network or PC firewall could be blocking the G/On connection. If it's your PC firewall, Windows will typically ask if you want to unblock the connection. If it doesn't, try choosing Start > Control Panel. Select Security Center, and then Select Windows Firewall. If G/On Client for Windows is not listed under the Exceptions tab, add this program to the exceptions list.

Be aware that if you are using G/On from a corporate PC or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

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**Mac**

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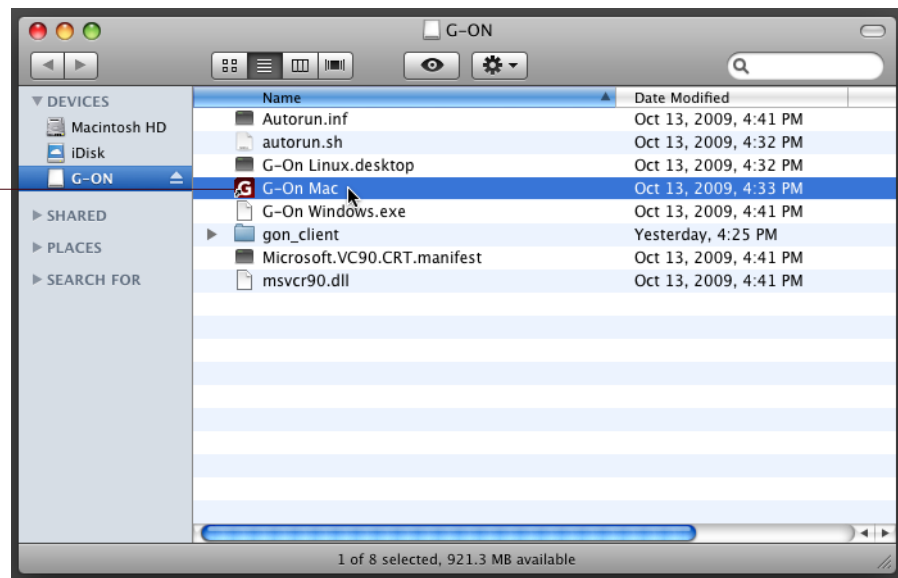
# 1 PLUG IN

Insert the G/On USB

Double-click the G-ON USB



Then double-click on  
G-On Mac



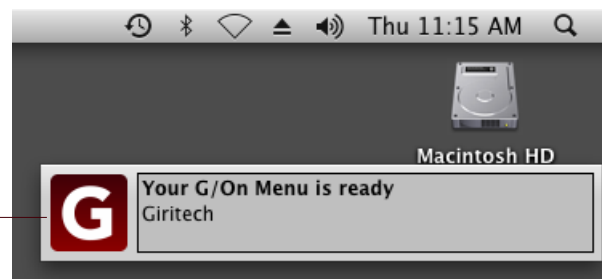
Wait while the G/On USB connects to the server

## 2 LOG IN

When the Login screen appears, type your normal Login and Password

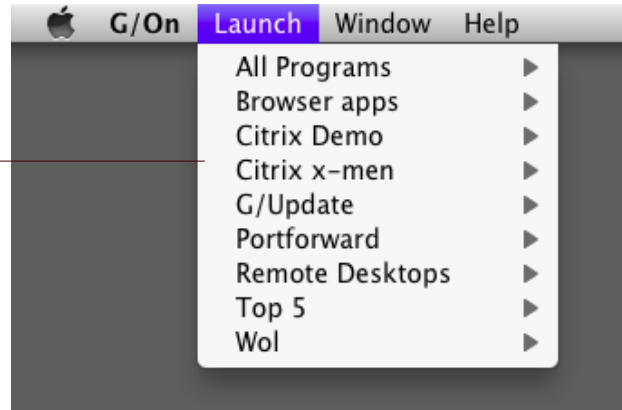


When you have logged in successfully, a "Your G/On Menu is ready" message appear in the top right corner.



## 3 WORK

Choose the Launch menu and choose the application you want to use.



### Tip

The contents of the menu can change depending on where you are connecting from and which computer you are using. This is a security feature.

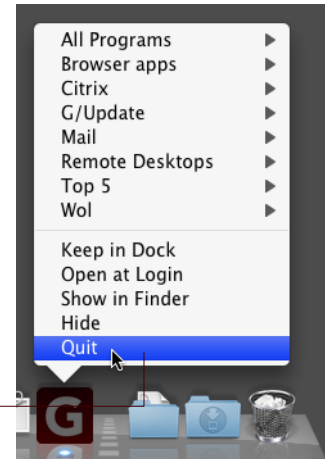
### Tip

If you have a menu item giving you a Remote Desktop Connection to MyPC (for example named "RDC to MyPC"), this will connect you to your own PC in the office. Remember to lock your PC when you leave the office, but do not turn off the PC.

## 4 DONE

When you are finished working, you can close down your sessions as you normally do, and then quit G/On.

You can quit G/On just like any other application, e.g. by choosing G/On > Quit or by control-clicking (right-clicking) the "G" icon in the Dock and then choosing "Quit".

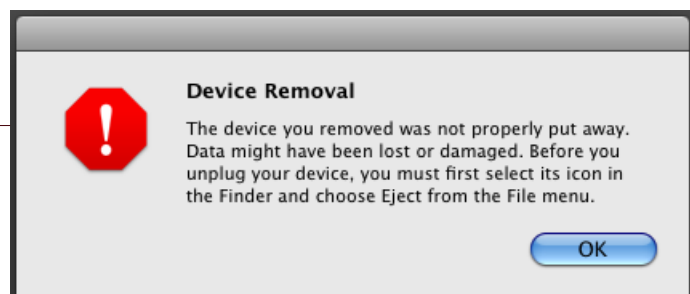


Then drag the G-ON USB icon to the Trash.

### Tip

If you are in a hurry or you don't want to close down the sessions, you can just pull out the G/On USB. Don't worry, your Citrix and Desktop applications will remain available in their sessions when you login again.

Your Mac will probably display this warning, but there is no reason to be alarmed.



## TROUBLESHOOTING TIPS

*For information on how to change your password, update your G/On USB or install new packages on it, please refer to page 51 and 53.*

### **Why some computers may prevent G/On from working properly**

Using G/On from your own computer, say, at home, will normally not cause you any problems. Most of us have full access to our own computer at home, but when you are traveling, you will experience that computers in public places such as hotels and airports will impose limitations on G/On. This is also true if you are using a computer owned and managed by your employer (a Laptop, for instance) or another corporate computer. Most companies have certain IT-security policies applied to company owned computers that may prevent G/On from working fully as expected.

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### The G/On USB causes my Mac to freeze

G/On USB can only be used on Intel Macs, not on PowerPC Macs. If your Mac freezes, do not try to drag the G/On USB icon to the Trash, but just physically pull out the G/On USB instead.

If you want to check which type of Mac, you have, please see below.

### The G/On program is not working

G/On USB can only be used on Intel Macs, not on PowerPC Macs.

If you want to check which type of Mac, you have, choose Apple menu > About This Mac.



### When I have logged in, the "G" icon in the Dock disappears

For security reasons, the "G" icon will disappear and you will get a notification: "Insufficient authorization", if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

### There is no G/On device icon on the desktop

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

### There is no G-On Mac on the G/On USB

G/On for Mac is not installed on your G/On USB. You need to plug in the G/On USB in a Windows PC, log in, and then follow directions in the G/On USB User Reference, in the section Install package on the G/On USB

### I can not find the application I need

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete application from the menu, please contact your IT administrator.

**G/On USB cannot connect to the G/On Server**

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or Mac firewall could be blocking the G/On connection.

Make sure, that the operating systems firewall does not block the G/On client.

Be aware that if you are using G/On from a corporate computer or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

**I am logged in but nothing happens when I select a menu item**

If you get a notification about a G/On package which needs to be installed, click the "G" icon in the Dock, and choose G/Update > G/On Package Management, Install, to install the missing package. For more information on how to install, please refer to page 53.

**Menu item MyPC is asking me to re-enter my Login and Password**

This will happen on computers where you do not have full access or where certain IT-security policies have been implemented. Re-enter your Login and Password and you will be connected to your office desktop.

**Can I also use G/On when I am inside the offices?**

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.

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**Linux**

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# 1 PLUG IN

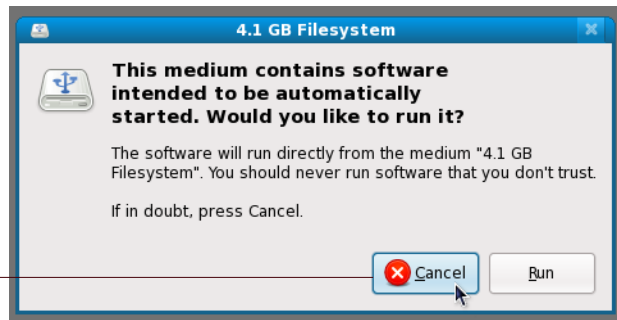
Insert the G/On USB

## If

Linux ask you if you want to run it?

## Then

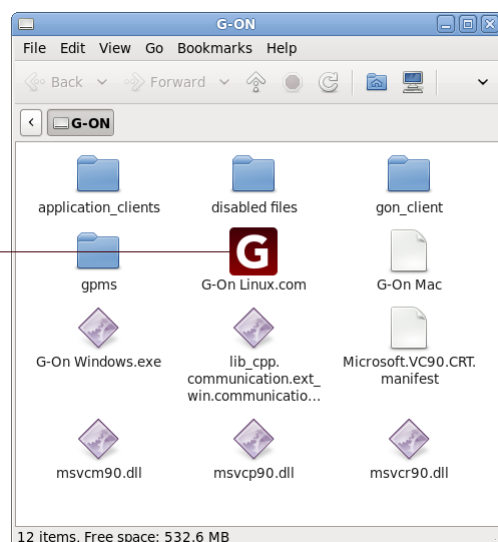
Click Cancel to start G/On yourself.



Double-click the G-On USB on the desktop



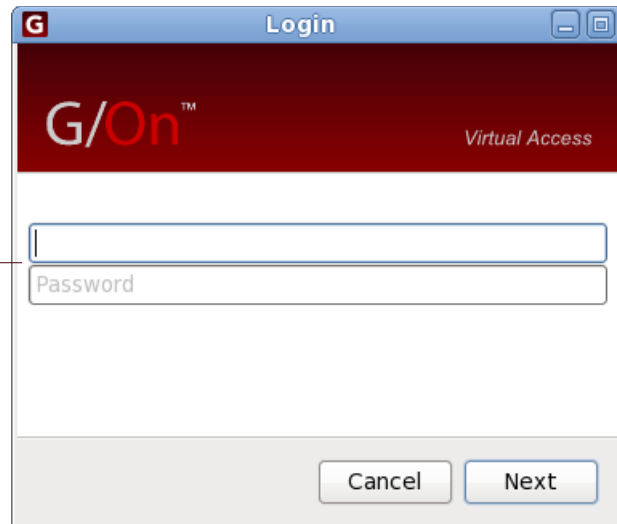
When the window opens, double-click G/On Linux



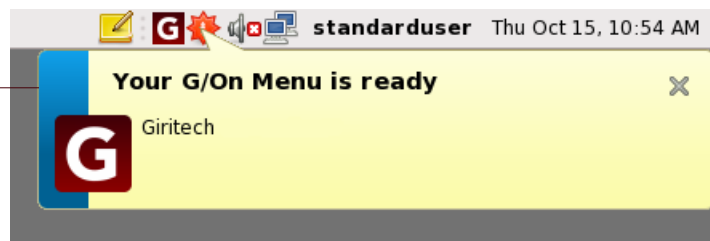
Wait while the G/On USB connects to the server

## 2 LOG IN

When the Login screen appears, type your normal Login and Password

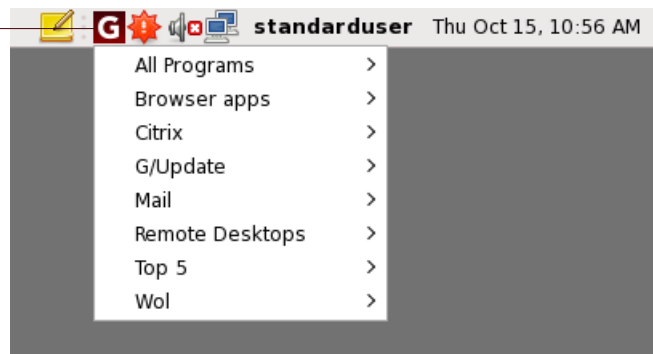


When you have logged in successfully, a "Your G/On Menu is ready" message appear in the top right corner



## 3 WORK

Click and hold the "G" icon in the right side of the menu and choose the application you want to use



### Tip

The contents of the menu can change depending on where you are connecting from and which computer you are using. This is a security feature.

### Tip

If you have a menu item giving you a Remote Desktop Connection to MyPC (for example named "RDC to MyPC"), this will connect you to your own PC in the office. Remember to lock your PC when you leave the office, but do not turn off the PC.

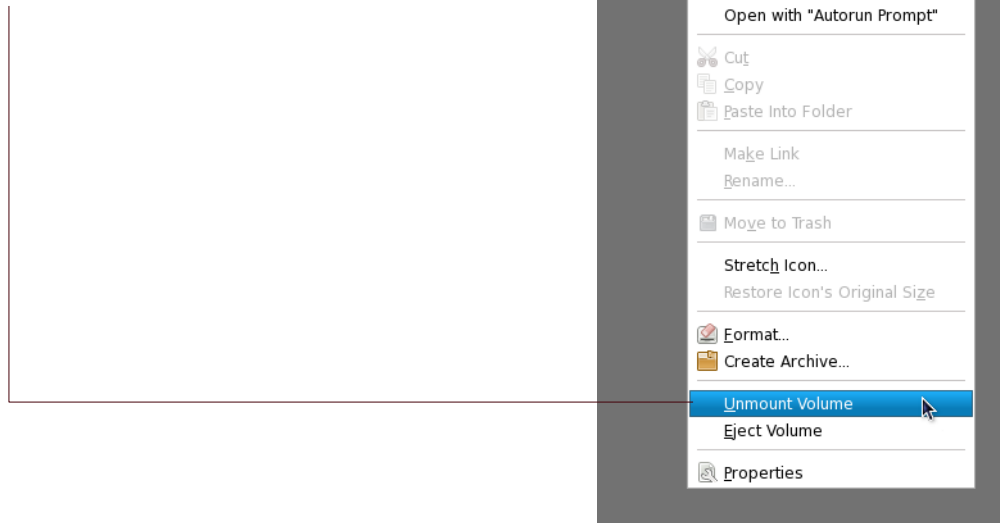
## 4 DONE

When you are finished working, you can close down your sessions as you normally do.

Then right-click and hold the "G" icon in the Menu and choose Exit



Then right-click the G/On USB icon and choose Unmount Volume



### Tip

If you are in a hurry or you don't want to close down the sessions, you can just pull out the G/On USB. Don't worry, your Citrix and Desktop applications will remain available in their sessions when you login again.

## TROUBLESHOOTING TIPS

*For information on how to change your password, update your G/On USB or install new packages on it, please refer to page 51 and 53.*

### **Why some computers may prevent G/On from working properly**

Using G/On from your own computer, say, at home, will normally not cause you any problems. Most of us have full access to our own computer at home, but when you are traveling, you will experience that computers in public places such as hotels and airports will impose limitations on G/On. This is also true if you are using a computer owned and managed by your employer (a Laptop, for instance) or another corporate computer. Most companies have certain IT-security policies applied to company owned computers that may prevent G/On from working fully as expected.

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**There is no G/On device icon on the desktop**

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

**There is no linux folder on the G/On USB**

G/On for Linux is not installed on your G/On USB. You need to plug in the G/On USB in a Windows PC, log in, and then follow directions on page 53.

**When I have logged in, the "G" icon in the Menu disappears**

For security reasons, the "G" icon will disappear and you will get a notification: "Insufficient authorization", if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

**I can not find the application I need**

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete an application from the menu, please contact your IT administrator.

**G/On USB cannot connect to the G/On Server**

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or Linux firewall could be blocking the G/On connection. Make sure, that the operating systems firewall does not block the G/On client.

Be aware that if you are using G/On from a corporate computer or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

**Can I also use G/On when I am inside the offices?**

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.

**I am logged in but nothing happens when I select a menu item**

It may be the case, that use of the G/On menu item requires a linux package, which has not been installed on your system. This could e.g. be rdesktop, filezilla, or citrix. In this case, install the missing package, using the Linux package install system, or ask someone to help you do this.

**Menu item MyPC is asking me to re-enter my Login and Password**

This will happen on computers where you do not have full access or where certain IT-security policies have been implemented. Re-enter your Login and Password and you will be connected to your office desktop.

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# Change Password

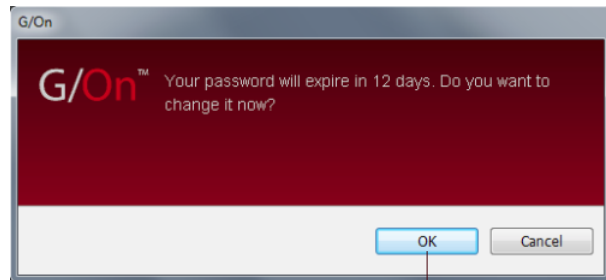
# CHANGE PASSWORD

## If your password is about to expire

When your password is about to expire, after the normal login, you will be prompted with a change password screen.

If you do not want to change your password at this time, click Cancel.

If you do want to change your password, click OK.



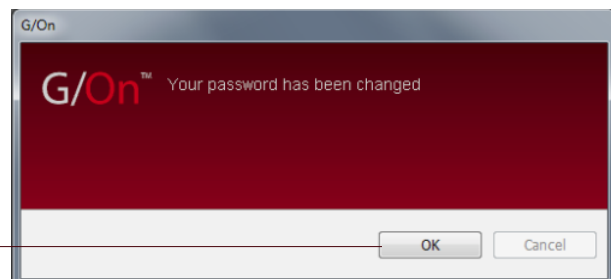
Enter your current password, and then your new password in the two next fields.



Click OK.

Your password has now been changed.

Click OK.

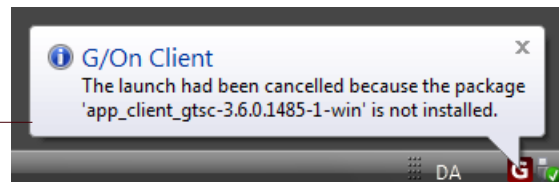


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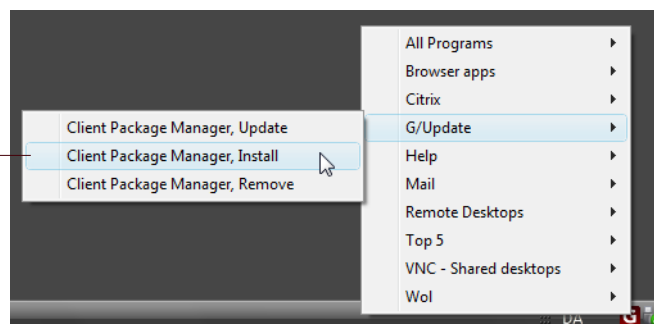
# **Install, Update, and Remove**

## INSTALL PACKAGES

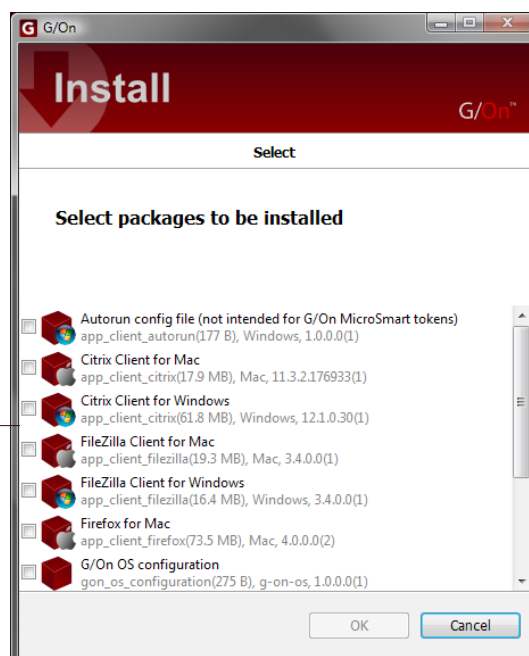
Sometimes you need a new package to launch a program from the "G" menu (like the example shown here)



To install a new package, click the "G" icon, and select G/Update > Client Package Manager, Install



Select the packages you need from the list, and click Next.

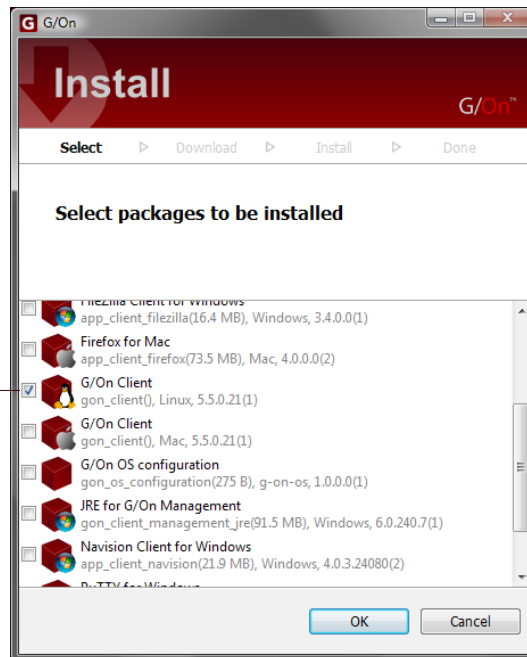


Follow any instructions.

When the installation is complete, click OK

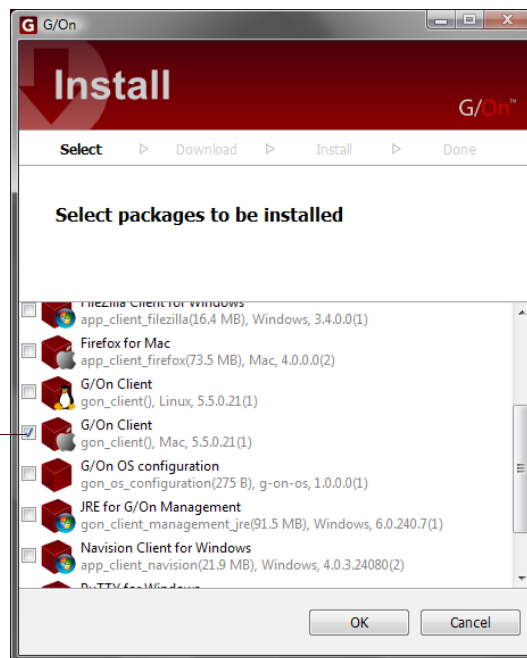
## Install G/On for Linux

If you need to use the G/On USB on Fedora, and it is not already installed, select G/On Client for linux



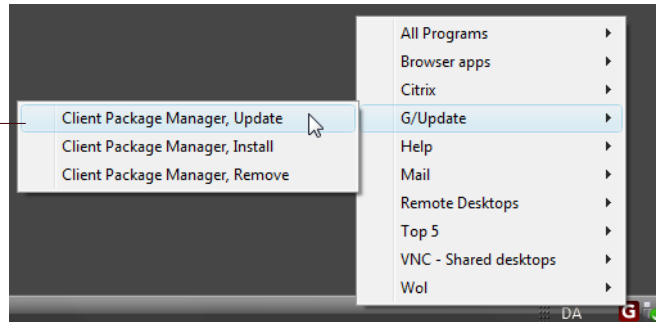
## Install G/On for Mac

If you need to use the G/On USB on Mac, and it is not already installed, select G/On Client for mac

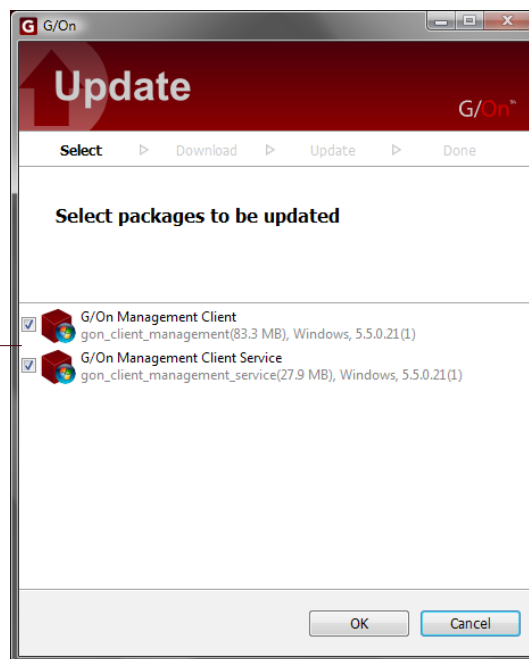


## UPDATE PACKAGES

If you need to install an update,  
click the "G" icon,  
and choose G/Update > Client  
Package Manager, Update



Select the packages you need from  
the list, and click Next



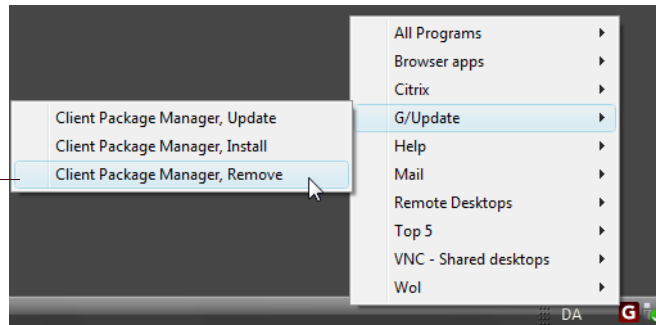
Follow any instructions.

When the update is complete, click OK

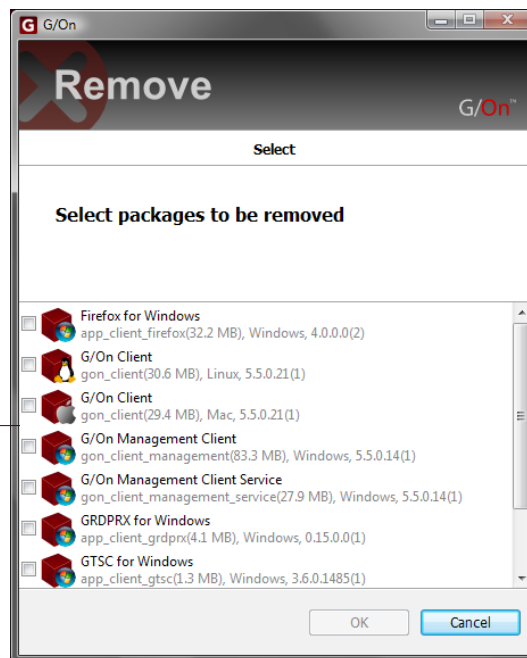
After the update is complete, you may have to log in again.

## REMOVE PACKAGES

If you need to remove (uninstall) a package from the G/On USB, click the "G" icon, and select G/Update > Client Package Manager, Remove



Select the packages you need from the list, and click Next.



Follow any instructions.

When the remove is complete, click OK