



G/On Release Note

The latest information regarding the G/On software

G/On Version: 5.3

Document revision: 6

About this document

This document provides the release information about the G/On Software, version 5.3.

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 Set-up and Configuration
- Getting started with G/On Management
- G/On Set-up and Configuration Reference
- G/On Management Reference
- G/On Customization Reference

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Version History

Version	Date	Changes
5.3.0-16	2009-10-19	First release of version 5.3
5.3.1-5	2009-12-23	Fixing of bugs that made G/On crash on some PCs. Fixing of bug that made G/On fail with Citrix Web Interface version 5 Other bug fixes – see separate section below.

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.

Known Issues in 5.3.1

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

General

<i>Issue</i>	<i>Description</i>
-	<p><i>Features from version 3, that are not implemented in version 5</i></p> <p>There are many new features in version 5, but there are also a few features from version 3, that have not been implemented in version 5. See the Product Announcement document for details.</p>
-	<p><i>Experimental packages and menu action templates are included in version 5</i></p> <p>The following packages and menu action template included in the 5.3.0 installation program are experimental. They are unsupported, and may be removed in later versions.</p> <p>Experimental package definitions in <code>gon_server_management_service\win\gpm\gpmdefs</code>:</p> <ul style="list-style-type: none"> • <code>app_client_gauge-win.gpmdef.xml</code> • <code>app_client_gipie-win.gpmdef.xml</code> • <code>app_client_grdprx-win.gpmdef.xml</code> <p>Experimental template definition in <code>gon_server_management_service\win\templates</code>:</p> <ul style="list-style-type: none"> • <code>win_grdprx.xml</code> <p>When doing a fresh installation of version 5.3.1 or later, 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>
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>
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>

G/On Management

<i>Issue</i>	<i>Description</i>
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>
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>
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>

LDAP Plugin

<i>Issue</i>	<i>Description</i>
0001695	<p><i>Only 1000 users and groups are 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.</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 libiconv.2.dylib provides version 5.0.0</p> <p><i>Workaround:</i> It may work, with an older version of FileZilla.</p>
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>Workaround</i> Run another VNC server on the Mac, e.g. Vine server.</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><i>Workaround</i> Make a menu action that does not use a parameter file, but instead transfers options on the command line</p>

Fixed Issues in Version 5.3.1

General

Issue	Description
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 Giritex.</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 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 problems have been fixed</p>
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>

Issue	Description
	<p><i>Resolution:</i> The problem has been fixed.</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 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

Issue	Description
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.</p>

AD Plugin

Issue	Description
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</p>

user name may be different from the "normal" user name.

G/On does not accept the pre-Windows 2000 user name in the G/On login prompt.

Resolution:

G/On now accepts the pre-Windows 2000 user name in the G/On login prompt.

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.</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.</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 G/On Citrix integration has been extended to and tested with XenApp 5 Feature Pack 2.</p>

Issue	Description
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> <pre>-d '%(user.domain)'</pre> <p>This should have been:</p> <pre>-d '%(user.netbios)'</pre> <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.</p>
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 domain and netbios variables can now be defined in the GUI of the G/On Configuration program, when configuring the use of LDAP.</p>

Issue	Description
0001721	<p><i>In RDC templates, the field "Logon to (domain/server name)" does not work</i></p> <p>In the templates, <code>mac_rdc</code> and <code>mac_rdc_my_pc</code>, values entered into the field "Logon to (domain/server name)" are not actually used.</p> <p>Instead, the variable <code>%(user.domain)</code> 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 <code>%(user.domain)</code> to <code>%(custom_template.domain)</code></p> <p><i>Resolution:</i> The problem has been fixed.</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.</p>