

GO-Global

QUICK START

SETTING UP A GATEWAY AND HOST

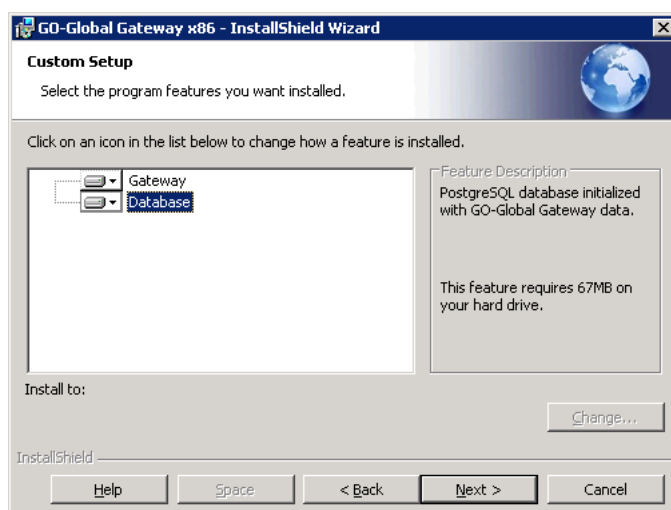
This guide provides instructions for setting up a gateway and configuring a host so it can be accessed from the gateway. For alternative configurations, and for more information, see the *Gateway Administrator Guide*.

1 INSTALL THE GATEWAY

The gateway is supported on the x86 and x64 versions of Windows Server 2003 (Standard Edition and Enterprise Edition) and Windows Server 2008 (Standard Edition and Enterprise Edition) and the 64-bit versions of Red Hat Enterprise Linux 5, Red Hat Enterprise Linux 6, and SUSE Linux Enterprise Server 11. The gateway setup program installs the Java Runtime Environment (JRE) from Sun Microsystems, Apache Tomcat, PostgreSQL, and the GO-Global Gateway.

To install the gateway on Windows

1. Log on to the computer on which you plan to install the gateway as an administrator (i.e., log on using an account that is a member of the Administrators group)
2. Run the gateway setup program. On 32-bit systems, run **go-global.windows_x86.exe**; on 64-bit systems, run **go-global.windows_x64.exe**.
3. If the **User Account Control** dialog is displayed, click **Continue**.
4. If prompted to install **Microsoft Visual C++ Redistributable Package (x64)**, click **Install**.
5. On the **InstallShield Wizard** dialog, click **Next**.
6. Accept the terms in the license agreement and click **Next**.
7. By default, the setup installs the Gateway and Database. Click **Next**.



8. Type a password that will be used for Apache Tomcat and PostgreSQL. (If a PostgreSQL user already exists on the host, enter the existing PostgreSQL password.) Depending on the password complexity requirements of the computer, a complicated password may be required.

Note: The setup program creates administrator accounts for Apache Tomcat and PostgreSQL. The user name for the Apache Tomcat administrator account is `admin`. The PostgreSQL administrator account is a Windows account, and the user name is `postgres`. The password for both of these accounts is the password entered above.

9. Click **Next**.
10. Click **Install** to run the installation program.
11. In the **Active Directory Configuration** dialog, type an active directory user's login credentials, then click **OK**. Enter the user name and password of a normal user (i.e., a non-administrator) account that has rights to query the Active Directory. GO-Global uses this account to query the Active Directory for user and group information. This user name and password is stored in plain text on the gateway (in a directory that only members of the computer's Administrators group can access) to allow the gateway to query Active Directory. *Therefore, do not enter your own credentials or the credentials of the domain admin.* GraphOn recommends creating a special domain user with limited rights that is used *only* to search the domain.
12. Select the Organization Unit that contains the users and groups who will sign in to the gateway, then click **OK**. You can grant additional organizational units access to the gateway after installation. See the **Gateway Administrator Guide** for instructions.
13. Click **Finish** to exit the wizard.

To install the gateway on Linux

1. Import GraphOn's public key into your RPM database:
`rpm --import ftp://ftp.graphon.com/RPM-GPG-KEY-graphon`
2. Install the package as root:
 On Red Hat systems, type `yum install go-global_gateway-4.5.x-xxxx-linux-x86_64.rpm`
 On SUSE systems, type `zypper install go-global_gateway-4.5.x-xxxx-linux-x86_64.rpm`

On Linux, the installer does not automatically configure the gateway to use Active Directory. For instructions on how to configure the gateway for Active Directory, please see Chapter 2 of the **Gateway Administrator Guide**.

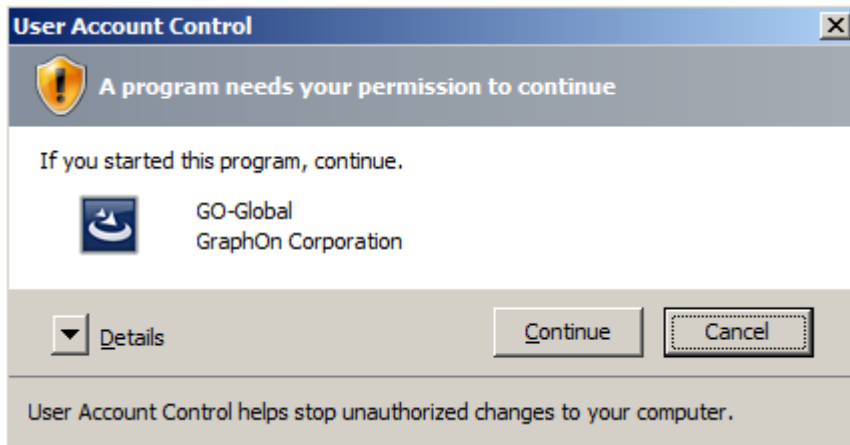
2 INSTALL THE HOST

The host can be installed on the same computer as the gateway, or on a separate computer. The host setup program installs the GO-Global Host, ActiveX Control, and Firefox Plug-in, and optionally installs the GO-Global Gateway Connector, the Gateway Client, and Adobe AIR.

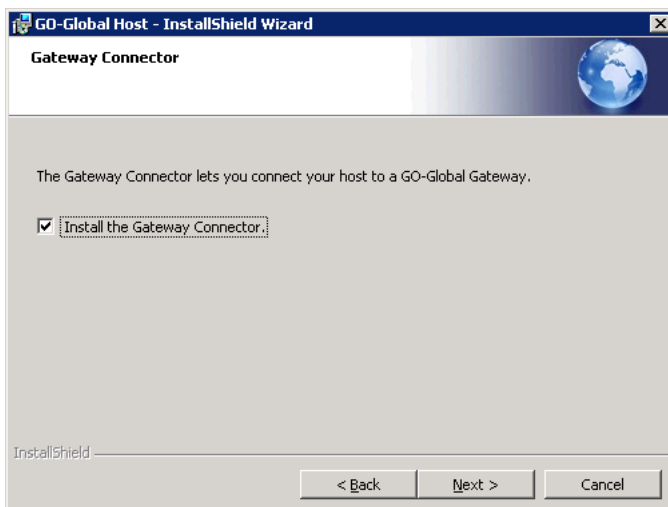
Important: When running the host setup program, you must be logged in to the computer as "administrator" (i.e., under the computer's local administrator account). It is not sufficient to be logged in to an account that is a member of the computer's **Administrators** group; you must be logged in as the local administrator (`[computer name]\administrator`).

To install the host

1. Run the host setup program. On 32-bit systems, run **gg-host.windows_x86.exe**; on 64-bit systems, run **gg-host.windows_x64.exe**.
2. If the following **User Account Control** dialog is displayed, you are not logged in to the computer as the local administrator. Click **Cancel**, log out of the computer, and log back in as the local administrator.

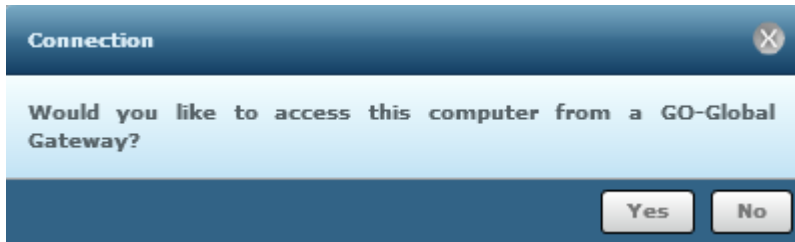


3. In the **InstallShield Wizard** dialog, click **Next**.
4. Accept the terms in the license agreement and click **Next**.
5. Click **Install the Gateway Connector** and click **Next**.



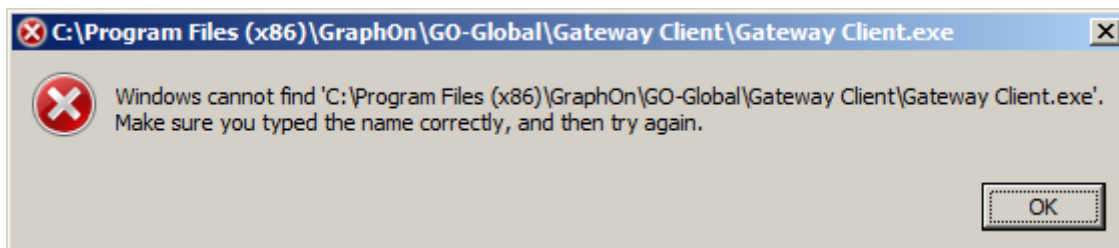
6. Note the destination folder and click **Next**.
7. Click **Install** to begin the installation.
8. If a message appears cautioning that the GO-Global Display Driver has not passed Windows Logo testing, it is safe to ignore. Click **Continue Anyway**.
9. The setup includes a **License Retrieval Wizard** which will automatically retrieve and install a license for GO-Global if there is no existing license. If you already have a valid license, the License Retrieval Wizard will not launch. You will need the Product Code supplied by your GraphOn sales representative in order to complete the License Setup. The License Retrieval Wizard will copy the license to the Programs directory. After typing the Product code, click **Next**.
10. Review the license agreement and click **I accept**.

11. Complete the User Information and click **Next**.
12. Click **Next** to install the license.
13. Click **Close** to exit the license setup.
14. Click **Finish**.
15. Click **Yes** to restart the computer.
16. When the computer restarts, the GO-Global Gateway Connector will start automatically and display the following message:



17. Click **Yes** and follow the steps described below to connect the host to the gateway.

If at step 16, the following message is displayed, it is likely that you are not logged in to the computer as the local administrator. If this occurs, you can work around the issue by manually starting the Gateway Connector.



To manually start the Gateway Connector

1. Click **OK** to the above error message.
2. Click Start | All Programs | GraphOn GO-Global 4 | Tools | Gateway Connector | Run as administrator.
3. Run the host setup program. On 32-bit systems, run **gg-host.windows_x86.exe**; on 64-bit systems, run **gg-host.windows_x64.exe**.
4. In the **User Account Control** dialog, click **Continue**.

If you do not have a Product Code and wish to obtain a temporary demo license, please go to the following web page: <http://marketing.graphon.com/what-to-try.html>.

3 CONNECT THE HOST TO THE GATEWAY

When you run the host setup program as described in the previous section and check the **Install the Gateway Connector** option, the setup program installs the Gateway Connector and starts it automatically when the computer restarts at the end of the setup process. If you did not opt to install the Gateway Connector when you ran the host setup program, you can install the Gateway Connector at a later time via the host setup program's **Modify** option:

To add the Gateway Connector to a computer that already has the host installed

1. Run the host setup program. On 32-bit systems run, **gg-host.windows_x86.exe**; on 64-bit systems, run **gg-host.windows_x64.exe**.
2. In the **InstallShield Wizard** dialog, click **Next**.
3. Click **Modify**. Click **Next**.
4. Click **Install the Gateway Connector**. Click **Next**.
5. Click **Install**.
6. Click **Finish**.
7. Click **Yes** to restart the computer.

The gateway setup program automatically grants members of the **Domain Admins** group the right to administer the gateway. If you are not a member of the Domain Admins group, but you are a member of the **Administrators** group on the computer on which the gateway is installed, you can manually grant yourself the right to administer the gateway.

To add gateway administrators

1. Click Start | All Programs | Accessories | WordPad | Run as administrator.
2. If the **User Account Control** dialog is displayed, click **Continue**.
3. Browse to \Program Files\GraphOn\GO-Global\Tomcat\webapps\go-global\WEB_INF\spring\security.
4. In the **File name** text box, type *.*. Press the **Enter** key.
5. Open **iwa-ldap-authentication.xml**.
6. Search for "Domain Admins."
7. Insert a new value after the Domain Admins value with the distinguished name of your user account. When you are done, there should be two values. For example,

```
<value>CN=Domain Admins,CN=Users,DC=[yourdomainname],DC=[com]</value>
<value>CN=[yourusername],CN=Users,DC=[yourdomainname],DC=[com]</value>
```

Note that the distinguished name of your user account may have a different structure than the distinguished name in the example. You can obtain the distinguished name of user and group accounts in your domain using a tool such as ADSI Edit.(<http://technet.microsoft.com/en-us/library/cc773354%28ws.10%29.aspx>).

8. Click **File | Save**.
9. Restart the **GO-Global Gateway** service.

To connect a host to the gateway

- At the end of the host setup process, when the Gateway Connector opens after restarting the computer, click **Yes** to connect the host to a gateway. Alternatively, if you are connecting a host to a gateway at a later time, run the Gateway Connector from the **Start** menu:
 - On Windows Server 2003, click Start | All Programs | GraphOn GO-Global 4 | Tools | Gateway Connector.
 - On Windows Server 2008, click Start | All Programs | GraphOn GO-Global 4 | Tools | Gateway Connector | Run as administrator.
- If the **User Account Control** dialog is displayed, click **Continue**.
- In the **Connection** dialog, type the network address (e.g., wilson.graphon.com) of the gateway you are connecting to in the **Address** box. Click **Connect**.
- In the **Sign in** dialog, type the user name and password of a gateway administrator. This may be an account that is a member of the Domain Admins group, or an account that you added to the iwa-ldap-authentication.xml file described above. Click **Sign In**.
- In the **Name Your Computer** dialog, type a name for the computer in the **Name** box. This name is displayed in the gateway. Type the computer's hostname (e.g., wilson.graphon.com) in the **Address** box. The full domain address is required when the gateway and host are on different domains.
- Click **Ok**. An icon for the host will appear in the window. Initially, the icon is gray, indicating that the host is offline. Within about 30 seconds, the icon will turn blue, indicating that it is now online and can be accessed from GO-Global Gateway.

In addition to the icon for the host, an icon for the domain should also be displayed. If there is no icon for the domain, you are either not signed in to the gateway as a gateway administrator or there is a problem with the specification of gateway administrators in the iwa-ldap-authentication.xml file. Review the section above that describes how to add gateway administrators, then verify the configuration in the iwa-ldap-authentication.xml file.

5 PUBLISH APPLICATIONS

Applications can be published to specific users and groups.

To publish applications to users and groups

- If you are not already signed in to GO-Global Gateway, click Start | All Programs | GraphOn GO-Global 4 | GO-Global Gateway and sign in using the same account you used to connect the host to the gateway. Alternatively, start a web browser, browse to [http://\[gateway address\]:8080/go-global](http://[gateway address]:8080/go-global), and sign in.
- Double-click the host computer.
- If the application you want to publish is not displayed, create a new shortcut:
 - Click the **Add** button.
 - Click **Browse**. The programs available on the host's Start menu will be displayed.
 - Select a program.
 - Click **Select**.
 - Type the name of the program into the **Name edit** box.
 - Click **Create**.
- Click the **Toggle navigation pane** on the toolbar to display the **Navigation Pane** on the left side of the window.
- Drag the application shortcut you created from the main window and drop it on **Home** in the **Navigation Pane**.
- Click **Home**.

7. Select the application's icon.
8. Click **Edit Properties**.
9. Click the **Security** tab.
10. From the list on the left, select the user(s) and/or group(s) you would like to grant access to. Search for users or groups by typing all or part of the group or user's name in the Search box, then clicking the **Search** button.
11. Select the user/group, and click **Add**.
12. Optionally, repeat steps 10 and 11 to add additional users/groups.
13. Click **Save**.

Alternatively, you can publish applications to groups via simple drag-and-drop.

To publish applications to groups via drag-and-drop

1. Click the **Toggle navigation pane** button on the toolbar.
2. Expand the domain node in the Navigation Pane to view groups.
3. Drag an application shortcut from the main window and drop it onto a group in the Navigation Pane. You can only publish applications to groups; you cannot publish them to organizational units. If you try to drop an application on an organizational unit, a red X will be displayed.

With the above methods, the published applications are displayed to users when they sign in to the gateway. These methods provide a good way to publish multiple applications to a user. If, however, you simply want to share a single application or document with a user, you can do this using the **Share** feature.

To share a specific application or document

1. Sign in to the gateway.
2. Select an application or document. You can select a link to an application or document on the home page, a shortcut to an application or document under a host, or a document under a host's Files folder.
3. Click the **Share** button on the toolbar.
4. From the **Share** dialog, click the **Email** button to email the link or click the **Copy** button to copy it. Paste the link into an email message or instant message.
5. Send the email or instant message.

4 PUBLISH HOSTS TO USERS

In addition to publishing applications and documents to users, you can publish hosts to users. You can do this, for example, when you want users to have access to all of the applications on a host.

To publish a host to users or groups

1. Sign in to the gateway as a gateway administrator.
2. Double-click the host to start a session.
3. Click the **Toggle Navigation Pane** on the toolbar.
4. Select the host from the Content Pane or the Navigation Pane.
5. Click the **Edit Properties** button on the toolbar.
6. Click the **Security** tab.
7. From the list on the left, select the user(s) and/or group(s) you would like to grant access to. Search for users or groups by typing all or part of the group or user's name in the Search box, then clicking the **Search** button.

8. Select the users/groups, and click **Add**.
9. Click **Save**.

When an authorized user signs in to the gateway, the host will be displayed and the user can connect to the host by double-clicking it.

7 RUN APPLICATIONS

Users can run applications from browsers that have Adobe Flash installed, but users should install a GO-Global Add-on to get the best performance and to gain access to all of GO-Global's features. Administrators can optionally distribute GO-Global Add-ons to Windows computers using group policy. For more information, see the following article, <http://support.microsoft.com/kb/816102>.

To run GO-Global from a browser

1. Browse to [http://\[gateway address\]:8080/go-global](http://[gateway address]:8080/go-global).
2. Type the user name and password and click **Sign in**.
3. Click **Install GO-Global Add-on** on the right-hand side of the title bar to allow applications to run outside of the browser's windows, to access local printers and drives, and to maximize overall performance. (A browser restart is required after installing the Add-on.)
4. Double-click an application icon.

Users can also run GO-Global from the Windows Start menu.

To run GO-Global from the Windows Start menu

1. Install the client using the **gg-gateway-client.exe** setup program. This setup program installs the GO-Global client, ActiveX Control, Firefox Plug-in and Adobe AIR.
2. From the Start menu, click Start | Programs | GraphOn GO-Global 4 | GO-Global Gateway.
3. In the **Connection** dialog, type the name of the gateway into the **Address** box.
4. Click **Connect**.
5. Type the user name and password and click **Sign in**.
6. Double-click an application icon.

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