



GO-GLOBAL TRAINING

Use this document as self-guided help, or schedule a one-on-one online training session with GraphOn by emailing presales@graphon.com.

Training Prerequisite

Install new Windows Operating System (Virtual or Physical) including all Microsoft updates.

Training Agenda

1 Download 30-day trial from the GraphOn website

- Activation Wizard and Cloud Licensing
- Creating new portal account
- Activating a trial license

[\[Admin Guide Chapter 3: Activating GO-Global with a Cloud License\]](#)

2 Complete the installation of the GO-Global trial

[\[Admin Guide Chapter 3: Completing the Installation\]](#)

3 Publish and share applications via the Quick Start

- Add applications
- Application link
- Share URL to access applications

[\[Admin Guide Chapter 3: Publishing Applications and Sharing a Link to Published Application\]](#)

- Accessing the Quick Start from the Start Menu

[\[Admin Guide Chapter 3: Completing the Installation\]](#)

4 Access GO-Global externally

- Port forwarding in the router
[\[Admin Guide Chapter 3: Enabling Access for Remote Users\]](#)
<https://youtu.be/ZRI5fAltUrM>
- Changing URL for Get Link to use Public IP address or DNS Name
[\[Admin Guide Chapter 3: Editing the Web Server Address\]](#)

5 Downloading GO-Global via the Portal for Resellers & Distributors

- Activation Wizard from Start Menu
[\[Admin Guide Chapter 2: Activating GO-Global with a Cloud License\]](#)

6 Connecting with the Clients

- Native client and command-line options
[\[Admin Guide Chapter 4: GO-Global Startup Parameters\]](#)
- Web App
[\[Admin Guide Chapter 4: Running the GO-Global Web App with AppController\]](#)
- AppController
[\[Admin Guide Chapter 4: AppController\]](#)

7 Using GO-Global's Integrated Web Server

- Location of GO-Global Web Files
[\[Admin Guide Chapter 4: Web Files\]](#)
- Modifying logon.html
[\[Admin Guide Chapter 4: Modifying the Logon HTML Page\]](#)

8 GO-Global Admin Console

- Host Options
- Printing
[\[Admin Guide Chapter 11: *Printing*\]](#)
- Auto Updates
[\[Admin Guide Chapter 9: *Automatic Client Updates*\]](#)
- Licensing tab
[\[Admin Guide Chapter 6: *Managing GO-Global Licenses*\]](#)
- Software updates
[\[Admin Guide Chapter 6: *GO-Global Updates*\]](#)
- Branding
[\[Admin Guide Chapter 12: *Branding*\]](#)
https://youtu.be/nG4Qw_KA2ho
- Two-Factor Authentication
[\[Admin Guide Chapter 8: *Two-Factor Authentication*\]](#)
<https://youtu.be/dZ8NirpdWIs>
- OpenID Connect Authentication (Add-on option)
[\[Admin Guide Chapter 8: *OpenID Connect Authentication*\]](#)
ADFS — https://youtu.be/5luV_SHBJQo
Okta — <https://youtu.be/DuVb9vBLwY4>
- Strong Encryption Certificate Wizard
[\[Admin Guide Chapter 9: *Strong Encryption Certificate Wizard*\]](#)
- File Open Redirection
[\[Admin Guide Chapter 6: *File Open Redirection*\]](#)
<https://youtu.be/ydYQtYyIRD4>
- URL Redirection
[\[Admin Guide Chapter 6: *URL Redirection*\]](#)
<https://youtu.be/ydYQtYyIRD4>
- Sending Messages
[\[Admin Guide Chapter 6: *Sending Messages to Users*\]](#)

9 Load Balancing

- Load Balancing
[\[Admin Guide Chapter 7: Load Balancing\]](#)
- Independent Hosts
[\[Admin Guide Chapter 7: Independent Hosts\]](#)
- Relay Load Balancer
[\[Admin Guide Chapter 7: Relay Load Balancer\]](#)
- Dependent Hosts
[\[Admin Guide Chapter 7: Dependent Hosts\]](#)
- Farm Manager
[\[Admin Guide Chapter 7: Farm Manager\]](#)
- Farm Host
[\[Admin Guide Chapter 7: Farm Host\]](#)
- Support for Third-Party Load Balancers
[\[Admin Guide Chapter 7: Support for Third-Party Load Balancers\]](#)

10 On-Premises Licenses

- Install On-Premises license, then restart service
[\[Admin Guide Chapter 2: On-Premises Licenses and Activating GO-Global\]](#)
- How to extend On-Premises license

11 Cloud Licenses

- Increase users and seats for an existing Cloud trial
[\[Admin Guide Chapter 2: Cloud Licenses and Adding and Removing Seats\]](#)
- Adding new computers to an existing Cloud trial

12 License Models

- Perpetual
- Subscription
[\[Admin Guide Chapter 2: GO-Global Licensing\]](#)

13 Tour of Customer Portal

- Documents: <https://portal.graphon.com/resources/Documentation>
- Downloads: <https://portal.graphon.com/resources/Downloads>
- License Management: <https://portal.graphon.com/resources/License%20Management>
- Activations: <https://portal.graphon.com/resources/License%20Management/On-Premises%20-%20Activate%20License>
- License Change Requests (LCRs): <https://portal.graphon.com/resources/License%20Management/On-Premises%20-%20License%20Change%20Request%20%28LCR%29>
- Emergency Keys:
<https://portal.graphon.com/resources/License%20Management/Emergency%20License%20Request>

14 Product Support

- Reviewing procedure for opening support cases:
<https://portal.graphon.com/resources/Product%20Support/Support%20Case%20Requests>
- Support Request Wizard
[\[Admin Guide Chapter 13: Support Request Wizard\]](#)

15 Resources

- Managing Trials: <https://portal.graphon.com/resources/Resources/Managing%20Trials>
- Request for On-Premises Trial License: <https://portal.graphon.com/resources/Resources/On-Premises%20-%20Trial%20License%20Request>

Q&A Session

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