

## 技術ノート KGTN 2016051901

### 現 象

[GGH5.X] Windows Server 2008 R2 Datacenter + GGH5.X の環境で BSOD が発生したので、原因を調査して欲しい。

### 説 明

GGH5.X は以下の環境のみをサポートしており、Windows Server 2008 R2 Datacenter の環境はサポートしておりません。GGH5.X がサポートする Windows Server 2012 R2 Datacenter 等の環境をご利用頂き、その環境の下で BSOD が発生した場合に限り GraphOn 社にて解析を行います。

**GO-Global 5.0.1 for Windows Host is supported on the following Windows operating systems:**

- ▶ Windows Server 2012 R2
  - ▶ Standard Edition (64-bit)
  - ▶ Datacenter Edition (64-bit)
- ▶ Windows Server 2012
  - ▶ Standard Edition (64-bit)
- ▶ Windows 8.1
  - ▶ Professional Edition (64-bit)
  - ▶ Enterprise Edition (64-bit)
- ▶ Windows 8
  - ▶ Professional Edition (64-bit)
  - ▶ Enterprise Edition (64-bit)
- ▶ Windows Server 2008 R2 with Service Pack 1
  - ▶ Standard Edition (64-bit)
  - ▶ Enterprise Edition (64-bit)
- ▶ Windows 7 Professional, Ultimate, or Enterprise Edition with Service Pack 1 (x64)\*

\*GraphOn recommends Windows Server for multi-user environments

GO-Global is supported running in virtualized environments including VMware vSphere, Microsoft Hyper-V, and Citrix XenServer.

Microsoft Windows Server 2008 R2 Datacenter is not a supported OS for GO-Global:

<http://www.graphon.com/customer-support/system-requirements>

Once if you are able to reproduce the BSOD on a supported OS, we can reopen this case. We'll need steps to reproduce, Support Request Wizard logs, memory dumps, and license file (valid maintenance is required).

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Status: DRAFT

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