

KACE® GO Mobile App 3.1

## Getting Started Guide



# Table of Contents

Using the KACE GO Mobile App.....	3
Getting Started.....	3
What features are included in this version of the KACE GO Mobile App?.....	3
How do I access the KACE Systems Management (K1000) appliance?.....	3
Enable Mobile Device Access for the appliance.....	3
Enable Mobile Device Access for an authorized user.....	3
How do I enable KACE GO to work inside a network?.....	4
What credentials should I use to log in?.....	4
Frequently asked questions.....	4
Can I prevent notifications at certain times?.....	4
Can I get access to the Dell™ Quick Resource Locator (QRL) app?.....	4
Which Managed Installations can I see on my device?.....	5
Does KACE GO store my data?.....	5
What is the best way to secure my KACE GO app?.....	5
Can I attach files to a ticket in KACE GO? Can I view attached files?.....	5
How do I define what a "recent ticket" is?.....	5
I want to provide feedback. How can I do it?.....	5
What languages does the KACE GO app support?.....	6
Troubleshooting.....	6
I get a message that the K1000 certificate received is invalid. What does this mean?.....	6
I received a message stating that the K1000 is out of reach.....	6
I cannot log in, and I received a message that my login was incorrect.....	6
I cannot log in, and I received a message that I could not log in.....	7
Some fields show overlapped title and detail text when the title is long.....	7
I have a problem that I cannot solve with the information presented here.....	7
About us.....	8
We are more than just a name.....	8
Our brand, our vision. Together.....	8
Contacting Quest.....	8
Technical support resources.....	8
Legal notices.....	9

# Using the KACE GO Mobile App

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## Getting Started

### What features are included in this version of the KACE GO Mobile App?

Of the components of the KACE Systems Management (K1000) appliance, KACE GO focuses on inventory, managed installations, server monitoring alerts, and the service desk. The KACE GO Mobile App feature set enhances interoperability across these four components. KACE GO also allows you to view, edit, create and delete assets. You can use it to scan barcodes and associate them with specific assets, or to look up an asset by a barcode.

In addition, KACE GO users can start the Dell™ Quick Resource Locator (QRL) from within KACE GO.

### How do I access the KACE Systems Management (K1000) appliance?

This is a two-stage process. First you enable mobile device access on the appliance, then you enable mobile device access for K1000 users.

#### Enable Mobile Device Access for the appliance

1. On the *K1000 Settings: Control Panel* page, click **General Settings**.
2. Select the **Enable mobile device access** check box.
3. Click **Save** at the bottom of the page (if the Organization component is enabled on the appliance), or click **Set Options** (if the Organization component is not enabled on the appliance).

When Mobile Device Access is successfully enabled, a *Get Mobile App* link appears, allowing you to quickly scan and download the KACE GO app from the Apple® App Store® or Google® Play™ store.



**NOTE:** These QR codes are also available for the technicians on the slide-out *Help* panel in the KACE Systems Management (K1000) Administration Console.

#### Enable Mobile Device Access for an authorized user

1. On the *K1000 Settings: Users* page, click the name of an existing user to display the *User Detail* page for that user.
2. Select the **Mobile Device Access** check box.
3. Click **Save**. For more information, see "Configuring Mobile Device Access" in the KACE Systems Management (K1000) appliance *Administrator Guide*.

## How do I enable KACE GO to work inside a network?

Add `notify.kace.com` to the list of whitelisted URLs if you want to use the KACE GO Mobile App inside a Wi-Fi® network.

## What credentials should I use to log in?

You use the same K1000 authorized administrator or user credentials you would use to log in to the K1000 appliance.

## Frequently asked questions

### Can I prevent notifications at certain times?

Yes. You can confine push notifications to particular times of day, and to particular days of the week.

By default, the setting for this feature is *Off*, which means that no schedule is in place and your device will receive all notifications. The feature can be turned on in the *Settings* window, and you can select the start and stop times for getting push notifications.



**NOTE:** If you travel to a different time zone, you must log out and log back in to a K1000 from the new time zone in order for the system to recognize the change. Otherwise the push server might send a notification at an unwanted time.

### Can I get access to the Dell™ Quick Resource Locator (QRL) app?

Yes. If you already have the Dell QRL app loaded on your device, you can gain access to it from two places within KACE GO. If you do not have the app already loaded on your device, KACE GO opens the App Store or the Playstore to enable you to download it.



**NOTE:** The Dell QRL app is independent of KACE GO and there is no data integration between the two.

To open the Dell QRL app:

- Access the Help window from the Login page, and click Quick Resource Locator.
- Access the Help window from the action menu, and click Quick Resource Locator.
- Go to the inventory detail page for a Dell-manufacturer device, and click Quick Resource Locator.

## Which Managed Installations can I see on my device?

Only active Managed Installations (enabled = Yes) appear in KACE GO.

## Does KACE GO store my data?

The KACE GO Mobile App encrypts and stores username, password, org preference as well as the domain name of the K1000 appliance if you have set *Save Password* to **ON** on the login page. Otherwise, the KACE GO app does not store any user data.

## What is the best way to secure my KACE GO app?

Quest recommends configuring the K1000 server with SSL, and enabling a passcode in the app settings.

KACE GO first attempts to log in through HTTPS. If SSL is not available for the server, the application logs in through HTTP. When a server has both port 80 and port 443 enabled, KACE GO always logs in through HTTPS (port 443).

Three failed attempts result in the erasure of any saved credentials. Authentication is mandatory when the app is put in the background.

## Can I attach files to a ticket in KACE GO? Can I view attached files?

In versions 2.1 and higher, you can open and view attachments in any format as long as you have the necessary applications on the device to view the format. However, you cannot attach them using the app. That must be done on the K1000 appliance.

For versions lower than 2.1, you can view .jpg, .jpeg, .png, and .gif files from the app. Other file types, such as text files and ZIP files, cannot be viewed from the app.

## How do I define what a "recent ticket" is?

In the *Settings* window, you can set *Hours As Recent* to a number of hours between 1 and 72.

## I want to provide feedback. How can I do it?

Access the *Help* window from the action menu, and click **Report a Problem**. You must be logged in to the app to be able to do this.

To report a problem, visit our Support portal and create a service request at <https://support.quest.com/create-service-request>.

If you want to provide feedback or suggest an enhancement, visit our customer feedback portal at <https://kace.uservoice.com>.

# What languages does the KACE GO app support?

KACE GO is English-only.

## Troubleshooting

### I get a message that the K1000 certificate received is invalid. What does this mean?

There are a number of reasons that the SSL certificate for the K1000 might prompt this message, including:

- an expired certificate
- a certificate that has been updated on the K1000
- a compromised network
- an unfamiliar K1000
- others, depending on whether the K1000 is configured with a self-signed certificate, or one from a certificate authority.

Compare the SSL certificate against the original. If there is a discrepancy that cannot be explained by a benign reason (for instance, expiration, update), do not log in. Contact your K1000 administrator for options.

### I received a message stating that the K1000 is out of reach.

Check to see if SSL is enabled and that you are connected through VPN.

### I cannot log in, and I received a message that my login was incorrect.

There are a number of conditions that might lead to you not being able to log in. Check the following to see if one might be the cause:

- Mobile device access is not enabled properly from the K1000.
- Your user role is not enabled in the K1000 for mobile access.
- Network is not connected properly. For example, VPN is not turned on.
- Incorrect server IP address.
- Incorrect username or password.
- Incorrect SSL.
- Incorrect organization setting.

## I cannot log in, and I received a message that I could not log in.

Only administrator and user accounts with appropriate permissions set from the K1000 can log in to KACE GO. You can receive this message if your account does not have that permission.

For those using version 1.x , only administrator accounts could have the permission set. K1000 account holders whose role is *User* or *Login not allowed* cannot use KACE GO to gain access to a K1000, even if their accounts are enabled for Mobile Device Access on the K1000.

## Some fields show overlapped title and detail text when the title is long.

Try landscape mode.

## I have a problem that I cannot solve with the information presented here.

Return to the previous menu and select **Report a Problem** from the list. You must be logged in to the app to be able to do this.

## We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

## Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

## Contacting Quest

For sales or other inquiries, visit [www.quest.com/company/contact-us.aspx](http://www.quest.com/company/contact-us.aspx) or call 1-949-754-8000.

## Technical support resources

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product.



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## Legend



**CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.



**WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death.



**IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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Updated - April 2017

Software Version - 3.1