

# KACE® GO Mobile App 3.1

## Release Notes



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# Quest® KACE® GO 3.1 Mobile App Release Notes

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These release notes provide information about the version 3.1 update of the Quest® KACE® GO mobile application for Google® Android™ and Apple® iOS, and about the application in general.

## About the KACE GO Mobile App

KACE GO is the mobile interface of the Quest KACE Systems Management Appliance (K1000).

## Capabilities for KACE Systems Management Appliance (K1000) administrators

The KACE GO app gives the K1000 administrator the following capabilities.

- Create, review, update, clone, delete, and resolve a service desk ticket.
- Search for a ticket or a computer system.
- Sort tickets by age, priority, owner, and status.
- View ticket history, including ticket history for machine and submitter.
- Add comments to a service desk ticket.
- Add work entries to a ticket.
- View attachments on tickets.
- Attach photos to ticket comments.
- Search for Knowledge Base articles.
- Include a Knowledge Base article while troubleshooting an issue.
- Receive real-time alerts of ticket events through push notifications.
- Set what times of day to receive push notifications.
- Receive server monitoring alerts from the K1000.
- View monitoring alert details and sort alerts.
- Create service desk tickets from monitoring alerts.
- Search and distribute active managed installations.
- Deploy a script to target devices from KACE GO.
- View and update ticket history and various fields.
- Launch phone dialer or email client from within service desk tickets.

- View detailed inventory information.
- View tickets associated with a machine.
- View systems associated with a ticket.
- View other tickets associated with the same asset as a ticket.
- View, create, update, and delete assets.
- Scan barcodes and associate them with assets.
- Launch Dell™ Quick Resource Locator from within KACE GO.

## Capabilities for KACE Systems Management Appliance (K1000) users

The KACE GO app gives the K1000 user the following capabilities, when accessing a K1000 system (v6.0 or later).

- Create, review, or update a service desk ticket.
- Search for a previously submitted ticket.
- Sort tickets by age, priority, owner, and status.
- View attachments on tickets.
- Attach photos to ticket comments.
- Receive real-time alerts of ticket events through push notifications.
- Set what times of day to receive push notifications.
- Launch phone dialer or email client from within service desk tickets.

Quest KACE GO 3.1, like earlier versions, is English-only and not localized. For English speaking users in countries outside of the U.S., see regional privacy statements by navigating to <https://www.quest.com/legal/privacy-policy-by-country.aspx>, and selecting your language.



**IMPORTANT:** Because KACE GO is an English-only application, using it requires that both the mobile device and the K1000 server have English as the language setting.

## Privacy policy

### Collected information

The KACE development team collects the following information, for internal use:

- The mobile device make and model and the operating system version.

### Mobile device permissions

KACE GO requires access to the camera on your mobile device to support uploading image attachments to Service Desk tickets.

The Android version of KACE GO also requires the Android `GET_ACCOUNTS` permission which was required for Google Cloud Messaging push notifications. For Ice Cream Sandwich and newer versions of Android, this permission is no longer required for push notifications, and will be removed in a future version of KACE GO for Android.

## Use of personal information

The collected data is used by the KACE development team to make product improvements. Apart from the information required by the Apple and Google push notification services, none of this information is ever shared with a third party.

If you have any questions about this policy, you can contact Support at <https://support.quest.com/create-service-request>.

# New features

This release does not include any new features that require documentation.

# Resolved issues

The following is a list of issues resolved in this release.

## iOS resolved Issues

| Resolved issue  | Issue ID   |
|---|------------|
| The barcode scanner was not detecting the Data Matrix style barcode.  | ESMAS-3819 |
| Viewing the user of a device asset resulted in a crash.   | ESMAS-3810 |
| Barcodes generated by the KACE GO mobile app were not displayed in the web interface when the associated asset type name had empty space in it. | ESMAS-3798 |
| Users could not view attachments associated with a ticket when the attachment name included spaces.   | ESMAS-3377 |
| Credentials were prompted too often if user did not save the KACE GO password.  | ESMAS-3339 |
| Users were not able to link assets with tickets using the mobile app.   | ESMAS-3293 |
| The mobile app crashed when user attempted to search Managed Installations.   | ESMAS-3250 |
| Adding work to a ticket with an iOS 9 device crashed the mobile app.  | ESMAS-2001 |
| The list submitters in the <i>Ticket Details</i> was not restricted based on the label.   | ESMAS-1210 |

## Android resolved Issues

| Resolved issue   | Issue ID   |
|--|------------|
| Users could not view attachments associated with a ticket when the attachment name included spaces.                            | ESMAS-3377 |
| Comments without attachments were also displayed after switching tabs, if the <b>Show Attachment Only</b> option was enabled . | ESMAS-3300 |
| Users were not able to link assets with tickets using the KACE GO mobile app.  | ESMAS-3298 |
| The <b>Owners Only</b> check box was not available while adding comments to a ticket.  | ESMAS-3297 |
| The search option for Knowledge Base articles was not available.   | ESMAS-3289 |

## Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

### General known issues

| Known issue   | Issue ID   |
|---|------------|
| Push notifications may not work on certain Android devices running OS version 5.01 or earlier. Problems are not reported on devices running Android version 5.1 or later.   | ESMAS-3237 |
| Certain type of custom Asset fields are not fully supported in KACE GO. The following custom fields appear as read-only fields: <i>Label, Locale, Asset-Multiple Select, Asset-Parent</i> and <i>Software Catalog</i> . | N/A        |
| Asset attachments are not supported at this time.   | N/A        |
| Some limitations are identified when upgrading from version 2.4 or earlier. For more information, see <a href="#">Upgrading from K1000 GO 2.4 or earlier versions on iOS</a> .  | N/A        |

## System requirements

Before installing KACE GO, ensure that your system meets the following minimum hardware and software requirements.

**KACE GO for iOS** is compatible with iPhone, iPod touch®, and iPad, and requires iOS 8.0 or later.

**KACE GO for Android** is compatible with Android phones and tablets, and requires Android 4.4 or later. Users of Android 4.4+ devices might experience occasional errors.

Both versions of KACE GO require access to a K1000 appliance, version 6.3 or later. Some features (such as Asset Management and Barcode Scanning) are only available with KACE appliance version 7.0 or later.

## Product licensing

This product does not require licensing.



**NOTE:** Although no license is required for you to use the KACE GO app, to receive push notifications from a K1000 appliance, the appliance must have a valid license. If the license expires, you can no longer receive push notifications from that K1000 appliance.

## Installation instructions

For instructions on how to update to this version and get started with the KACE GO mobile app, see the following topics:

- [Updating to version 3.1 of KACE GO](#)
- [Installing and accessing KACE GO](#)
- [Procedural and interface notes](#)
- [Enabling KACE GO users to access the K1000 appliance](#)
- [Enabling KACE GO to be used inside a network](#)
- [Accessing the KACE in some secure environments](#)

## Updating to version 3.1 of KACE GO

If you are currently using KACE GO version 2.4 or lower, the update process depends on the device operating system, and is no different from updating your other mobile device apps.

For Android users, if you have auto-update set on your device, the application is updated automatically. If you do not have auto-update set, you are notified in the status bar that KACE GO is waiting for approval to install.

For iOS users, an update available notification appears on the Apple App Store icon, unless you are an iOS 7 user with automatic updates enabled, in which case the device is updated without manual intervention.

## Upgrading from K1000 GO 2.4 or earlier versions on iOS

Due to the recent changes in the app's ownership, the app update loses access to the old app's keychain data. As a result of this, any K1 server password and certificate preferences stored in the device are lost.

## Installing and accessing KACE GO

The KACE GO app is available from the Apple App Store and the Google Play Store.

- Quest recommends that you configure SSL on the K1000 server.

Store access for iOS: <https://itunes.apple.com/us/app/kace-go/id680443651?mt=8>

Store access for Android: <https://play.google.com/store/apps/details?id=com.dell.kace.k1mobile>

1. Install as you would any app.
2. Accept the license agreement before you log in.

After you install the app, clicking input text boxes on the login screen displays the license agreement. The agreement has **Accept** and **Decline** options. Clicking **Accept** enables you to type in login credentials, and clicking **Decline** closes the app and redirects you to the device's home screen.

You need to accept the agreement only once after installation.

3. Enter the URL or IP for the K1000 server.

KACE GO first attempts to connect 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 connects through HTTPS (port 443).

**If SSL is enabled:** If SSL is enabled on the K1000 server, you are prompted to accept the self-signed cert or the CA cert for SSL.

4. **If SSL is enabled:** Compare the SSL certificate against the original. If there is a discrepancy that cannot be explained by a benign reason (benign reasons can include, for instance, expiration or update), do not log in. Contact your K1000 administrator for options.
5. Log in using your existing K1000 administrator account.

## Procedural and interface notes

Because of differences in operating systems for mobile devices and other design considerations, sometimes KACE GO performs operations and displays information in ways different from what one would expect from the K1000.

- The ticket sorting order options in KACE GO are different from those available in the K1000 Administrator Console.

In KACE GO, you can sort tickets by:

- Tickets, latest (created) to oldest
  - Priority
  - Ticket number, oldest to newest
  - Owner
  - Status
- The option to clone or delete a ticket is not available when you have accessed that ticket through the *See Also* field of a cloned ticket.
  - When users do not have permission to view an asset such as a printer or copier, they will not be able to assign that asset to the *Asset* field of a ticket. In this case, users need to use the K1000 web UI to assign the asset.



**NOTE:** Administrators should ensure that the *Asset* field is not a required field for any queues that are exposed to users.

- In the *Settings* menu, only Administrators can see and set the *Recent Ticket* field.



# Enabling KACE GO users to access the K1000 appliance

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

1. Enable Mobile Device Access for the K1000 appliance.
  - a. On the *K1000 Settings: Control Panel* page, click **General Settings**.
  - b. On the *K1000 Settings: General* page, click **Edit Mode**.
  - c. Select the *Mobile Device Access* check box.
  - d. Click **Set Options**.
2. Enable Mobile Device Access for an authorized user.
  - a. Log in to the K1000 adminui: `http://K1000_hostname/admin`.
  - b. Click **Settings > Users**.

The *Users* page appears.

- c. Click the name of an existing user.
- d. Select the *Mobile Device Access* check box.
- e. Click **Save**.

For more information, see "Configuring Mobile Device Access" in the KACE Systems Management Appliance *Administrator Guide*. Go to <https://support.quest.com/kace-systems-management-appliance/technical-documents> to view documentation for the latest release.

## Enabling KACE GO to be used inside a network

If KACE GO is used on a device employing Wi-Fi® for internet connectivity, `notify.kace.com` must be whitelisted on any internet filters that might be in place in order for KACE GO to function properly.

## Accessing the KACE in some secure environments

KACE GO might require a VPN tunnel to gain access to the K1000, if made necessary by the presence and configuration of a firewall, for instance.

The preferred VPN applications and the configuration of the VPN would be determined and supplied by your IT department.

## More resources

Additional information is available from the following:

- Online product documentation: <https://support.quest.com/kace-systems-management-appliance/technical-documents>
- For information regarding the latest available updates or additional assistance, contact Quest Support at <https://support.quest.com/create-service-request>.

# Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release was not enabled and tested for international operation. Only U.S. English configurations of this product and U.S. English datasets are fully supported. Support for non-ASCII characters or non-English configurations may work appropriately, but these configurations have not been tested and this release should be used with caution in these environments.

# About us

## 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.

KACE GO Mobile App Release Notes

Updated - April 2017

Software Version - 3.1