

Quest®



KACE® GO Mobile App 6.2

Release Notes



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# Quest® KACE® GO 6.2 Mobile App Release Notes

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These release notes provide information about version 6.2 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 (SMA).

## Capabilities for KACE Systems Management Appliance users

The KACE GO app gives the KACE SMA user the following capabilities, when accessing a KACE SMA system (v6.2 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.
- Log in to KACE GO if your account is configured to use 2FA.
- Use Security Assertion Markup Language (SAML) for single sign on. SAML is an XML-based protocol that passes security tokens between Identity and service Providers. When SAML is enabled and configured on the appliance, and you are logged in to your Identity Provider (IdP), you can log in to KACE GO without providing your KACE SMA user credentials. For more information on how to configure SAML on the appliance, see the *KACE SMA Administrator Guide*.

# Capabilities for KACE Systems Management Appliance administrators

The KACE GO app gives the KACE SMA 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 appliance.
- 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.
- Use barcodes to perform bulk operations, to create or modify multiple assets, and to archive multiple device assets.
- Launch Dell™ Quick Resource Locator from within KACE GO.
- Sort a ticket list by modified, created, and ticket due date.
- Filter a search by submitter or owner name.
- When editing a ticket-related asset or device, restrict the list to submitter-owned assets or device.
- Log in to KACE GO if your account is configured to use 2FA.
- Use Security Assertion Markup Language (SAML) for single sign on. SAML is an XML-based protocol that passes security tokens between Identity and service Providers. When SAML is enabled and configured on

the appliance, and you are logged in to your Identity Provider (IdP), you can log in to KACE GO without providing your KACE SMA user credentials. For more information on how to configure SAML on the appliance, see the *KACE SMA Administrator Guide*.

- Archive assets.
- Access Live Chat.

Like earlier versions Quest KACE GO 6.2, 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 KACE SMA 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 of the KACE Systems Management Appliance (SMA) includes the following feature.

- **Using biometric features as a substitute for PIN:** If your device supports finger print or facial recognition features, you can use them to log in to KACE GO instead of a PIN.
- **Ability to use ticket templates in KACE GO:** A ticket template specifies which fields appear on the Ticket Detail page and their layout. Ticket templates are now available in KACE GO.

For complete information about the features available with the KACE GO mobile app, see the *Getting Started Guide*.

# Resolved issues

The following is a list of resolved issues and product enhancements available in this release.

## Resolved Issues

Resolved issue	Issue ID
After adding a comment to a ticket, the ticket modification time was not updated	K1-20957
iOS: Strange characters appeared when the server was set to English while the app was using the Spanish locale.	K1-20870
iOS: The app crashes if you tried to set the user of a device asset.	K1-20867
SAML (Security Assertion Markup Language): When KACE GO was not running on an Android device, or the user was not logged in to the appliance, tapping a push notification or a ticket URL caused the app to prompt you to log in, but it failed to display the ticket details.	K1-20857 ESMAS-4742

# 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
iOS: When creating a Service Desk ticket from asset details or device details, a Bad Request error appears.	ESMAS-4871
The first time a user types a server name for a KACE SMA that has a self-signed certificate, a dialog box appears, indicating that the certificate is currently untrusted, and allows you to accept it and continue, or stop processing that server. This is expected behavior.  However, if the appliance is also configured for SAML and you attempt to use SAML to log, a browser is shown, to perform the SAML login. At that point, the browser also reports the self-signed certificate, asking you to approve the certificate a second time.	ESMAS-4732 K1-20858
Bulk operations for any asset types are not supported on Android.	ESMAS-4607
Bulk operation report generation is not supported on Android.	ESMAS-4606
<i>My Tickets</i> count is wrong for administrators. This is caused by the fact that the Service Desk API only returns owned tickets in the query, not both owned and submitted tickets, as expected.	ESMAS-4493 K1-20510
If a queue has an <i>owner only - visible to users</i> field or <i>owner only - hidden from users</i> that is also marked required, end users will not be able to create a ticket.	K1-20951

Known issue	Issue ID
Bulk asset create does not allow creation of multiple assets with the same name. This feature should be available for any asset type other than device assets.	K1-20939
If the administrator adds a custom ticket field of single select type, and wraps the possible values in double quotes, KACE GO cannot create or save a ticket.	K1-20668
Certain type of custom Asset fields are not fully supported in KACE GO. The following custom fields appear as read-only fields: <i>Label</i> , <i>Locale</i> , <i>Asset-Multiple Select</i> , <i>Asset-Parent</i> and <i>Software Catalog</i> .	N/A
Asset attachments are not supported at this time.	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 9.0 or later.

**KACE GO for Android** is compatible with Android phones and tablets, and requires Android 5.01 or later.

Both versions of KACE GO require access to a KACE SMA, version 7.0 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 KACE SMA, the appliance must have a valid license. If the license expires, you can no longer receive push notifications from that 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 6.2 of KACE GO](#)
- [Installing and accessing KACE GO](#)
- [Procedural and interface notes](#)
- [Enabling KACE GO users to access the KACE SMA](#)
- [Enabling to be used inside a network](#)
- [Accessing the KACE SMA in some secure environments](#)

## Updating to version 6.2 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.

Starting in version 6.0, the app name is being changed to *KACE GO Client*. This only applies to Android platforms, while the name of the iOS app remains as is. This change was made to address any obsolete application IDs that could be exposed to end users. To upgrade Android devices to version, 6.2, you must install the new *KACE GO Client* app.

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 KACE SMA 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 KACE SMA 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 KACE SMA 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 KACE SMA 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 KACE SMA administrator for options.
5. Log in using your existing KACE SMA 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 KACE SMA.

- The ticket sorting order options in KACE GO are different from those available in the KACE SMA 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 KACE 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 KACE SMA

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

1. Enable Mobile Device Access for the KACE SMA.
  - a. On the *KACE SMA Settings: Control Panel* page, click **General Settings**.
  - b. On the *KACE SMA 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 KACE SMA Administrator Console: `http://KACE_SMA_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 to be used inside a network

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

## Accessing the KACE SMA in some secure environments

KACE GO might require a VPN tunnel to gain access to the appliance, 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

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit [www.quest.com](http://www.quest.com).

# Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

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.

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

## KACE GO Mobile App Release Notes

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