

Quest®



KACE® GO Mobile App 7.0

Release Notes



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Quest® KACE® GO 7.0 Mobile App Release Notes

These release notes provide information about version 7.0 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.

Capabilities for KACE Systems Management Appliance users

The KACE GO app gives the KACE Systems Management Appliance user the following capabilities, when accessing a KACE Systems Management Appliance system (version 7.0 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.
- 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 Systems Management Appliance user credentials. For more information on how to configure SAML on the appliance, see the KACE Systems Management Appliance *Administrator Guide*.

Capabilities for KACE Systems Management Appliance administrators

The KACE GO app gives the KACE Systems Management Appliance 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 Systems Management Appliance user credentials. For more information on how to configure SAML on the appliance, see the KACE Systems Management Appliance *Administrator Guide*.

- Archive assets.
- Access Live Chat.

Like earlier versions Quest KACE GO 7.0, 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 Systems Management Appliance 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 includes the following feature.

- **Ticket approvals.**
 - **Process approvals.** Starting in this release, KACE GO Administrators and end users can manage approval requests for a given process or workflow. In the Service Desk Home page, the ticket list now classifies tickets as process parents, process children, regular parent ticket, or a regular ticket.

Viewing ticket details of a process parent shows a *Process Information* section, with the process title, process status, and process approvals.
If the ticket is marked using the process status, the status field no longer appears.
If the user is an approver for the current approval step, an **Approve** or **Reject** button, and the current approval note appear in the *Process Information* section. Tapping **Approve** or **Reject** displays a dialog where the logged-in user can type in an approval note, and tap **Approve** or **Reject**. Once approved or rejected, the ticket is marked as being ready to be saved, and any other ticket updates can be done at the same time, as applicable.

Viewing ticket details of a process child also displays a *Process Information* section, which shows the process title. The ticket includes a process parent link, that when tapped, displays the ticket details of the parent process. No other process information is displayed for a child ticket.

- **Legacy ticket approvals.** Support is added for legacy Service Desk ticket approvals. When a ticket is enabled for legacy approval, the *Approver* field appears in the *Details* section, under *CC List*. If the user is an actual approver, the *Approval Status* and *Approval Note* rows are displayed just below the *Approver* row. Tapping *Approval Status* displays a dialog box. The actual approval occurs when changes to the ticket are being saved.

If the approval status of a ticket is *Approved* or *Rejected*, approvers can long press to clear the approval status for a legacy approval. The change the ticket is saved.

- **Ability to see all approvals for a given user.** A new quick view, *My Approvals* is added to KACE GO. It can be accessed through the Service Desk page and Service Desk Summary section of the Home page. The view displays a count of all open approvals assigned to the selected user. The list displays all tickets that requires approval from the user, allowing them to open each ticket and approve it.
- **HTML editing.** KACE GO now includes an HTML editor that allows you to format the text in the ticket Summary, Resolution, and Comments fields. The editor allows you to apply common HTML tags, such as bold, italic, superscript, strikethrough, subscript, and underline text, to create unordered and numbered lists, three levels of headings, to apply text indents and change the text alignment (left justify, right justify, center paragraph).
- **Bulk editing improvements.** On Android devices, when performing a bulk modify operation, it is now possible to search for any asset type, on any barcode tag, as long as the asset type supports barcodes.

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.

iOS and Android Resolved Issues

Resolved issue	Issue ID
If a queue had an owner-only field visible to users, or owner-only field hidden from users that was also marked as required, end users could create a ticket.	K1-20951

iOS Resolved Issues

Resolved issue	Issue ID
Crash reported while scanning the barcode of a known asset and rotating the phone while the asset details was loading.	K1-21088
Users could not scroll when editing a single select field with a very large number of possible values.	K1-20989
It was not possible to copy from or paste into a ticket custom field.	K1-20988
<i>Created</i> and <i>Modified</i> fields were displayed when creating a new ticket.	ESMAS-4872

Resolved issue	Issue ID
Unexpected behavior was reported if the user used the camera for adding an attachment to a ticket, took away camera permissions from KACE GO, and then tried to use the camera again in the app.	ESMAS-4857
Ticket work items did not show all details.	ESMAS-4840
There was no way to clear a single-select custom field on a ticket.	ESMAS-4839

Android Resolved Issues

Resolved issue	Issue ID
Unique names were enforced for non-device assets	K1-20939
Long pressing a ticket custom field that supports clearing (such as asset or device), two navigation bars appeared on the screen at the same time.	ESMAS-4918
Viewing ticket details, switching to the ticket work tab and back to ticket comments caused ticket comments to disappear.	ESMAS-4845
When logging on to a KACE Systems Management Appliance, the Home page's create ticket button appeared to not function for a while.	ESMAS-4837
Device custom fields were truncated to a single line.	ESMAS-4769

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
Tickets only show a maximum of 50 comments.	K1-21098
Tickets always show change text in English, regardless of the locale setting of the appliance.	K1-20953
Adding a photo to a ticket is silently ignored if the queue does not allow images.	K1-20862
The first time a user types a server name for a KACE Systems Management Appliance 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 (Security Assertion Markup Language) 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.	K1-20858

Known issue	Issue ID
<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.	K1-20510
Any ticket attachments past the fifth on a single comment are not saved correctly.	ESMAS-5006
Single- or multi-select fields that have commas as part of the value are not supported. This is fixed in the KACE Systems Management Appliance version 11.0 (issue ID K1-20668). For more information, see the KACE Systems Management Appliance <i>Release Notes</i> .	ESMAS-4934 ESMAS-4933
Trying to create a ticket from an asset or device, using a queue or ticket template that does not include an asset or device field causes an error.	ESMAS-4871
Android only. Bulk operation report generation is not supported.	ESMAS-4606
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 Software Catalog.	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 Systems Management Appliance, 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 Systems Management Appliance, 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 7.0 of KACE GO](#)
- [Installing and accessing KACE GO](#)
- [Procedural and interface notes](#)
- [Enabling KACE GO users to access the KACE Systems Management Appliance](#)
- [Enabling to be used inside a network](#)
- [Accessing the KACE Systems Management Appliance in some secure environments](#)

Updating to version 7.0 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 7.0, 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 Systems Management Appliance 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 Systems Management Appliance 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 Systems Management Appliance 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 Systems Management Appliance 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 Systems Management Appliance administrator for options.
5. Log in using your existing KACE Systems Management Appliance 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 Systems Management Appliance.

- The ticket sorting order options in KACE GO are different from those available in the KACE Systems Management Appliance 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 Systems Management Appliance

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

1. Enable Mobile Device Access for the KACE Systems Management Appliance.
 - 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 Systems Management Appliance Administrator Console:
`http://appliance_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 Systems Management Appliance 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 creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit 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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