

Quest®



KACE® GO Mobile App 8.2

## Getting Started Guide



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# Using the KACE GO Mobile App

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## Getting Started

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

Of the components of the KACE Systems Management Appliance (SMA), 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 components.

KACE GO is supported on iOS and Android smart phones and tablets. On tablets, the app supports multi-window display, allowing you to place it next to another app. For example, you can have both KACE GO and an email client app on the same screen, and copy and paste text between the two apps. Depending on how much space you give KACE GO, it can switch between a tablet-like appearance (with a primary/detail view), and a more phone-like experience.

For a complete list of features added to this version of the KACE GO, see the *KACE GO Release Notes*.

### How do I access the KACE Systems Management Appliance?

This is a two-stage process. First you enable mobile device access on the appliance, then you enable mobile device access for KACE Systems Management Appliance (SMA) users.

#### Enable Mobile Device Access for the appliance

1. In the KACE SMA Administrator Console, on the left navigation bar, click **Settings**, and on the *Control Panel*, 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 SMA Administration Console.

## Enable Mobile Device Access for an authorized user

1. In the KACE SMA Administrator Console, click **Settings**, and on the *Control Panel*, click **Users**, and then 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 SMA Administrator Guide*.

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

Add `notify.kace.com` to the list of allowed 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 KACE SMA authorized administrator or user credentials you would use to log in to the appliance.

Two-Factor Authentication (2FA) is supported for both administrators and end users, allowing stronger security for users logging into the KACE GO app. You can enable and configure 2FA for a specific user in the KACE SMA Administrator Console, but not in KACE GO.

KACE GO allows you to specify the 2FA token during login and enables access to the KACE SMA only when a valid 2FA token is provided.

You can also configure KACE GO to authenticate users using a third-party authentication tool. This mechanism uses the Security Assertion Markup Language (SAML) XML-based protocol that involves transferring security tokens between identity and service providers. When SAML is enabled and configured on the appliance, you can log in using this single sign-on method. When SAML is enabled on at least one organization, the **Local Login** option appears on the login screen. If you turn local login off, the app displays a browser window to let you log in through SAML. It is recommended that the user logs in to the appliance's Administrator Console, and to have an Administrator enable the **Mobile Device Access** option for the account.

For more information these features, see the appliance *Administrator Guide*.

## 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 KACE SMA 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.

## 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 user name, password, org preference as well as the domain name of the KACE SMA if you have set *Save Password* to **ON** on the login page. Otherwise, the KACE GO app does not store any user data.



**NOTE:** KACE GO does not back up your user credentials, to prevent malicious attempts from decrypting login credentials from a backup.

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

Quest recommends configuring the KACE SMA 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.

## Which features are accessible from the KACE GO home page?

The KACE GO home page for a provides access to the features available in the app for that user. The set of feature is different for an end user and an administrator.

- An end-user's home page provides access to the following features:
  - **Service Desk:** Links to the Service Desk home page in the KACE GO app. The Service Desk allows you to submit and manage ticket requests. You can, for example, review the tickets associated with your user account. When you are viewing all tickets, you can search for a specific ticket given the location of the associated asset.

Users who own one or more queues can also perform the following ticket-related actions in those queues:

- View tickets in the queue that were submitted by other users.
- View and edit *Owners only comments* in tickets.
- View *Owners only - hidden from users* fields in tickets
- Edit *Owners only - visible to users* and *Owners only - hidden from users* fields in tickets.

Queue owners cannot assign a device or an asset to a ticket in the Service Desk section of the end-user's home page. This can only be done through the administrator's home page.

- **Create Ticket:** Allows you to create a Service Desk ticket using the mobile app.



**NOTE:** Administrators with read-only permissions have write access to the user portal, allowing them to create tickets.

- **Settings:** KACE GO mobile app settings on your device, such as password and push notification configuration, and other settings.
  - **Knowledge Base:** Lists the Knowledge Base (KB) articles, as seen on the the KACE SMA User Console *Home* page. See [Can I review KB articles and other related resources in KACE GO?](#) for more information.
  - **Popular Articles:** Lists the top five articles, as seen on the KACE SMA User Console *Home* page. See [Can I review KB articles and other related resources in KACE GO?](#) for more information.
  - **Help:** Links to some basic self-help resources, such as *About*, *Report a Problem*, and *Terms and Conditions*.
  - **User notifications.** Users that receive notifications through the bell icon panel in the KACE Systems Management Appliance Administrator Console also receive push notifications for them in KACE GO, and the app can be used to view user notifications, mark them as read, or to delete them.
- The administrator's home page provides access to the following features:

- **Service Desk:** Links to the Service Desk home page in the KACE GO app. The Service Desk allows you to submit and manage ticket requests. You can, for example, review the tickets associated with your user account. When you are viewing all tickets, you can search for a specific ticket given the location of the associated asset, device, or the ticket submitter.

On the ticket list page, you can search for tickets by the ticket number, title, owner, or submitter, as needed.

You can sort the ticket list by the date when they are modified, created, or due. If the Service Desk Home screen is associated with a specific queue, you can also sort by a custom field.

Ticket details appear when you select the ticket. Ticket text fields come with a text editor that allows you to format the content of these fields and improve readability. The editor includes a full range of text editing options for formatting your content, such as buttons for bold and italic text, lists, or text alignment. Ticket approvers have an option to approve or reject tickets from the app, as applicable.

If the queue associated with the ticket includes any sub-categories (such as `Hardware::Computer`), they appear in a hierarchical list. To drill down to a sub-category, select its parent category, select the sub-category, and so on. Ticket approvers have the ability to approve or reject tickets.

When you select an inventory device or a device asset on the ticket page, a list of all devices that are visible to the ticket submitter appears. You also have an option to filter that list and display only the devices that are assigned to the submitter.

- **Install:** Allows you to quickly deploy Managed Installations (MIs) to selected devices. Each MI describes a specific application title and version to be installed or removed, including installation commands, installation files, and target devices.
- **Assets:** Provides access to the managed assets. From here, you can view a list of all assets, review the details of a specific asset, add an asset, or scan a barcode to identify an asset. When you are viewing all assets, you can sort them by the asset name, ID, type, assigned user, or location, in either ascending or descending order, or search for assets by providing their name or location. You can also select an asset and create a ticket for that asset (using the action button in the top-right corner). When you are reviewing the details of a specific asset, you see the same type of asset information as on the *Asset Detail* page in the KACE SMA Administrator Console, including its name, location, barcode, any related assets (if applicable), and other details.

You also have an option to archive device assets, as needed. An asset that is pending archival can be restored by cancelling the archive action. The details of an archived device are available in read-only mode.

Bulk asset operations are also available to help you quickly manage multiple assets, instead of one by one. You can perform bulk operations when creating, editing, and archiving assets.

- **Create Ticket:** Allows you to create a Service Desk ticket. You can create a ticket based on a queue, or use a ticket template. A ticket template specifies a set of fields that appear on the *Ticket Detail* page. Each queue can have one or more ticket templates. For more information about ticket templates, see the *KACE SMA Administrator Guide*.
- **Inventory:** Provides access to the managed devices in your KACE SMA inventory. You can, for example, select a device, and create a ticket for that device (using the action button in the top-right corner).
- **Monitoring Alerts:** Use this feature when you want to review the monitoring alerts generated by the appliance. For example, you may see an alert when changes are made to a device configuration, such as adding a disk, a partition change, and so on.
- **Scripts:** Allows administrators to deploy existing scripts to a target device.
- **Scan Barcode:** Use this command when you want to scan a barcode and to associate it with an asset. You can turn on the flashlight on your device while scanning by tapping the icon in the bottom-right corner of the screen. The device vibrates when the barcode is detected and scanned.
- **Live Chat:** Allows you to start a chat with Quest Support.
- **User notifications.** Users that receive notifications through the bell icon panel in the KACE Systems Management Appliance Administrator Console also receive push notifications for them in KACE GO, and the app can be used to view user notifications, mark them as read, or to delete them.

## Can I use the ticket URL in Service Desk emails to view them directly in the KACE GO app?

When you create a Service Desk ticket by email, you will receive an email confirmation indicating that your ticket has been logged. The email will contain links to the Service Desk ticket in the KACE Systems Management Appliance (SMA) Administrator Console, along with a link to the ticket in the KACE GO app.



**NOTE:** You must add the `$mobile_ticket_url` email token to the required email notification templates in order for this link to appear.

If you are using your mobile device which has the KACE GO mobile app installed, you can use the latter to quickly navigate to the ticket page in the KACE GO app. Your mobile device will launch the KACE GO app with the ticket page displayed. In case you do not have KACE GO installed, the link takes you to the KACE GO app page in the app store for your mobile device OS (Apple® App Store® or Google® Play™ store).

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

You can open and view attachments in any format as long as you have the necessary applications on the device to view the format. You can attach up to five photos taken with your mobile device camera using the app, and remove them, if needed.

However, you cannot attach files using the app. That must be done on the KACE SMA.

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.

## Can I review KB articles and other related resources in KACE GO?

Yes, KACE GO provides access to the latest Knowledge Base and popular articles, also accessible from the KACE SMA User Console *Home* page.

- To access these resources in KACE GO, on the home KACE GO page, tap **Knowledge Base** or **Popular Articles**, as required. A list of related articles appears.
- To read an article, in the list that appears, simply tap the article title. The article contents appear in rich HTML, to improve your reading experience.

When you access an article using KACE GO, the article view counts are updated on the appliance, as if you were accessing the same article through the KACE SMA User Console.

## 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 KACE SMA certificate received is invalid. What does this mean?

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

- an expired certificate
- a certificate that has been updated on the KACE SMA
- a compromised network
- an unfamiliar KACE SMA
- others, depending on whether the KACE SMA 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 KACE SMA administrator for options.

## I received a message stating that the KACE SMA 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 KACE SMA.
- Your user role is not enabled in the KACE SMA for mobile access.
- Network is not connected properly. For example, VPN is not turned on.
- Incorrect server IP address.
- Incorrect user name 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 KACE SMA 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. KACE SMA account holders whose role is *User* or *Login not allowed* cannot use KACE GO to gain access to a KACE SMA, even if their accounts are enabled for Mobile Device Access on the KACE SMA.

## 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.

## 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](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.

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