

Quest®



KACE® GO Mobile App 9.0

Release Notes



Table of Contents

Quest® KACE® GO 9.0 Mobile App Release Notes.....	3
About the KACE GO Mobile App.....	3
Capabilities for KACE Systems Management Appliance users.....	3
Capabilities for KACE Systems Management Appliance administrators.....	4
Privacy policy.....	5
New features.....	5
Resolved issues.....	5
Known issues.....	6
System requirements.....	6
Product licensing.....	7
Installation instructions.....	7
Updating to version 9.0 of KACE GO.....	7
Installing and accessing KACE GO.....	7
Procedural and interface notes.....	8
Enabling KACE GO users to access the KACE Systems Management Appliance.....	8
Enabling to be used inside a network.....	9
Accessing the KACE Systems Management Appliance in some secure environments.....	9
More resources.....	9
Globalization.....	9
About us.....	10
Technical support resources.....	10
Legal notices.....	10

Quest® KACE® GO 9.0 Mobile App Release Notes

These release notes provide information about version 9.0 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 13.1 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, status, and by modified, created, and ticket due date.
- 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.
- 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 9.0, 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 GO includes following new feature:

- **UI enhancement** - Support dark mode

You can now change your display to dark background by turning on the dark mode.

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.

Table 1. iOS Resolved Issues

Resolved issue	Issue ID
Service Desk ticket owners list did not get sorted alphabetically.	KGO-1881

Resolved issue	Issue ID
On swiping to left, the location information did not get deleted.	KGO-1866
Custom field with the Multiple Select option did not work.	KGO-1863
The device status icon showed 'Unable to reach this Agent device' for the connected device.	KGO-1837
User name did not display on the Devices list page.	KGO-1912
The Owner list in the Service Desk displayed up to 50 users.	KGO-1873
On swiping to left, the Asset Subtype and Asset status did not get deleted.	KGO-1770

Table 2. Android Resolved Issues

Resolved issue	Issue ID
Incorrect field values display when creating a ticket using ticket template in Service Desk.	KGO-1856
The default value for Multi Select custom field of a queue is blank.	KGO-1862
Getting error while creating a new ticket under a Queue when custom fields have Single Select or Multi Select.	KGO-1864
Service Desk ticket owners list did not get sorted alphabetically.	KGO-1880
The device status icon showing 'Unable to reach this Agent device' for provisioned connected device.	KGO-1884
Getting unknown error 'No Value for DHCP_ENABLED' when clicked on agentless mobile device details.	KGO-1885

Known issues

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

Table 3. General known issues

Known issue	Issue ID
The Available Devices List is empty under Device selection for MI.	KGO-1911

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 12.0 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 9.0 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 9.0 of KACE GO

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 9.0, 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.

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-client/id1630800439>

Store access for Android: <https://play.google.com/store/apps/details?id=com.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, under *General Settings*, click **Customize general settings**.
 - b. Select the *Enable mobile device access* check box.
 - c. Click **Save**.
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.

Legal notices

© 2024 Quest Software Inc. ALL RIGHTS RESERVED.

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

Patents

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

Trademarks

Quest, the Quest logo, Join the Innovation, and KACE are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

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

Updated - May 2024

Software Version - 9.0