Dell KACE™ K1000 GO Mobile Application 3.0

Release Notes

March 2017

These release notes provide information about the version 3.0 update of the Dell KACE™ K1000 GO mobile application for Google® Android™ and Apple® iOS, and about the application in general.

Topics:

About the K1000 GO mobile application

K1000 GO is the mobile interface of the Dell KACE K1000 Systems Management Appliance.

Capabilities for K1000 administrators

The K1000 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 K1000 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 K1000 GO.

Capabilities for K1000 users

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

- 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.

Dell KACE K1000 GO 3.0, 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 http://www.dell.com, selecting **Privacy Statement** at the bottom of the page under *Legal*, and clicking **Country Specific Privacy**.

(i) **IMPORTANT:** Because K1000 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 by: the mobile device male 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

New features in K1000 GO 3.0:

- **Asset Management**. Comprehensive Asset Management is now available with K1000 GO.

- **Barcode scanning**. You can now scan a barcode, look it up, and match it with an existing asset, or create a new asset for that barcode.

- **Home screen updates**. The main home screen is updated to include the **Assets** and **Scan Barcode** buttons, providing access to these features.

Resolved issues

A number of small defects are included in this release, to improve the overall stability and product experience.

Known issues

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

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 K1000 GO. The following custom fields appear as read-only fields: *Label*, *Locale*, *Asset-Multiple Select*, *Asset-Parent* and *Software Catalog*.	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 Upgrading from K1000 GO 2.4 or earlier versions on iOS on page 5.	N/A

System requirements

Before installing K1000 GO, ensure that your system meets the following minimum hardware and software requirements.

K1000 GO for iOS is compatible with iPhone, iPod touch®, and iPad, and requires iOS 8.0 or later.

K1000 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 K1000 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 K1000 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 K1000 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 K1000 GO mobile app, see the following topics:

Updating to version 3.0 of K1000 GO

If you are currently using K1000 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 K1000 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 K1000 GO

The K1000 GO app is available from the Apple App Store and the Google Play Store.

Before you begin

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

Store access for iOS: https://itunes.apple.com/us/app/k1000-go/id680443651?mt=8

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

Procedure

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.

   K1000 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, K1000 GO always connects though 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 K1000 GO performs operations and displays information in ways different from what one would expect from the K1000.

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

  (i) | **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 K1000 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.

Procedure

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 K1000 *Administrator Guide*. Go to http://documents.software.dell.com/K1000-Systems-Management-Appliance to view documentation for the latest release.

Enabling K1000 GO to be used inside a network

If K1000 GO will be 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 K1000 GO to function properly.

Accessing the K1000 in some secure environments

K1000 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: http://documents.software.dell.com/k1000-systems-management-appliance/

- For information regarding the latest available updates or additional assistance, contact Dell Software Support at https://support.software.dell.com/manage-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.

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Contacting Dell

For sales or other inquiries, visit http://software.dell.com/company/contact-us.aspx or call 1-949-754-8000.

Technical support resources

Technical support is available to customers who have purchased Dell software with a valid maintenance contract and to customers who have trial versions. To access the Support Portal, go to https://support.software.dell.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. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- Create, update, and manage Service Requests (cases).
- View Knowledge Base articles.
- Obtain product notifications.
- Download software. For trial software, go to http://software.dell.com/trials.
- View how-to videos.
- Engage in community discussions.
- Chat with a support engineer.

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.

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