



KACE® Systems Management Appliance (K1000) 7.1

Release Notes



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Quest® KACE® Systems Management Appliance (K1000) 7.1 Release Notes

These release notes document provides information about the KACE Systems Management Appliance (K1000) version 7.1.

About KACE Systems Management Appliance (K1000) 7.1

KACE Systems Management Appliance (K1000) is a physical or virtual appliance designed to automate device management, application deployment, patching, asset management, and Service Desk ticket management. For more information about K1000 series appliances, go to <https://www.quest.com/products/kace-k1000-systems-management-appliance/>.

New features and enhancements

This release of the KACE Systems Management Appliance (K1000) includes the following features and enhancements:

- **Access product-related resources from the help.** Starting in this release, the help pane provides quick access to the Knowledge Base articles and live chat with product specialists. It also allows you to quickly open service requests, access the Support page, download the KACE GO Mobile App, or to display information about your configuration. (ESMP-4869)

i | **NOTE:** This information is only available in the Administrator Console and the System Administration Console. The User Console continues to display only the help contents on this pane.

i | **IMPORTANT:** Knowledge Base articles are only available when the Administrator Console and the System Administration Console is displayed in English. If you choose a different locale, the list of Knowledge Base articles is not populated.

- **Low-resource alerts.** When the system resources are low, Critical alerts appear on the Dashboard, and provide the recommended course of action. These alerts are generated when the appliance starts using an unusually high amount of CPU, memory, and disk resources. (ESMP-4819)
- **Support for G Suite devices.** The Discovery scans can detect for your external G Suite devices, when these options are configured. (ESMEC-1914)

i | **NOTE:** Working with G Suite devices requires credentials that grant access to a Google Apps Domain.

- **The Devices field is populated in new ticket requests.** If any devices are assigned to the ticket submitter, they appear listed on the *New Ticket* page, and the submitter's primary device is selected by default. (ESMAS-283)
- **Preventing email loops.** To prevent potentially infinite email loops caused by automated Out of Office responses, or an unusual volume of incoming email, you can configure the Service Desk to stop processing

such email. This feature allows you to detect specific text patterns in the email subject line, and to configure the thresholds for incoming email traffic, as needed. (ESMAS-359)

- **Ability to localize the User Console.** The KACE Systems Management Appliance (K1000) supports several locales. The Administrator Console, System Console, and online help can be displayed in English, French, German, Japanese, Portuguese (Brazil), and Spanish. In addition to these languages, you can translate the User Console into other non-supported locales, such as Afrikaans (South Africa), as needed. (ESMP-3923)
- **Prompting users about unsaved changes.** When layout changes are made on the Queue Customization page, a warning appears, prompting users to save their changes before previewing them. (ESMAS-3368)
- **Security enhancements.** The latest internal security patches from FreeBSD are applied in this version and updated all supporting packages (such as PHP, Apache, and so on), to incorporate the latest security updates.
- **Extended platform support.** Microsoft® Windows® Server 2016 and Apple® Mac OS X® Sierra (10.12) are now supported.

For complete information about the new product features, see the Administrator Guide. For details on the supported platforms, see the KACE Systems Management Appliance (K1000) technical specifications.

To find out more about the new features in this release, watch the video tutorials available on our Support site: <https://support.quest.com/kace-systems-management-appliance/kb/video-articles?k=what%27s+new>.

Resolved issues

The following is a list of issues resolved in this release.

Table 1. General resolved Issues

Resolved issue	Issue ID
An LDAP Import of users with a forward slash '/' in their email address failed.	K1-19256
The <i>User Download</i> page did not show the current device used to view the page as the first entry in the list of assigned devices.	K1-19228
After clicking Apply Update , no indication was given that the update was in progress.	K1-19220
Adding a new license through the <i>Software Catalog</i> page resulted in incorrect counts and slow page load times.	K1-19210
Multiple licenses of the same product with different values for downgraded rights caused inconsistent license counts to be reported.	K1-19195
Saving an asset license type with no changes resulted in unwanted asset name changes.	K1-19180
When trying to rename a custom asset type with a special character, an error could be seen.	K1-19176

Resolved issue	Issue ID
<p>The new K1000 Agent (rewritten in version 7.0) has a hard dependency on Windows PowerShell™ that allows the agent to function. The previous version did not check for the latest version of PowerShell, which might be the only version present on Windows 10.</p> <p>Fix: A verification check is added in this release, for both PowerShell 2.0 and/or 5.1.</p>	K1-19163
An error could appear on the <i>Software Detail</i> page.	K1-19159
If an organization's Service Desk has many owners, attempting to view tickets could result in an error.	K1-19154
When authentication was not required, saving the Service Desk queue SMTP settings was not possible.	K1-19150
The <i>Location</i> and <i>Manager</i> fields in the <i>Submitter Contact Info</i> dialog box displayed the location and manager IDs instead of the location and manager names.	K1-19149
The <i>Report Wizard</i> was missing the Delete button for user-created reports.	K1-19142
Required fields are no longer enforced on Process Templates.	K1-19140
The <code>koneas</code> binary was sending the <code>STARTUP</code> message when the TCP connection to RabbitMQ had been closed.	K1-19139
When doing a search through archived tickets, an error could be seen, if <i>All Queues</i> were searched.	K1-19105
Endpoints could be erroneously declared offline and hence not driven by K1000 when they were still connected.	K1-19104
<p>The agent was trying to interpret the daylight saving time (DST) setting when reporting on OS-installed date, which might retrieve incorrect information, causing the OS install date to shift by one hour, when daylight savings are detected on the system.</p> <p>Fix: The date is reported without interpreting the DST value.</p>	K1-19096
On the Service Desk <i>Archived Tickets</i> page, sorting by <i>Priority</i> , <i>Status</i> , and other columns could cause an error.	K1-19095

Resolved issue	Issue ID
User Console: The custom logo on the login page was displayed as a broken image.	K1-19092
The K1000 Agent was reporting the replication share inventory with incorrect size for files larger than 4 GB. This caused the replicated file to fail the size check on the server and to be repeatedly replicated .	K1-19024
Multiple email addresses in the CC list for any category caused malformed email notifications.	K1-19022
New comments flagged as <i>Owner's only</i> were emailed to submitters only when there was an attachment.	K1-19007
Metering machine counts included software suites when stand-alone versions were installed.	K1-18786
A MySQL error appeared on the <i>Edit Report Detail</i> page, while trying to save an <i>Organizations > Device SQL Report</i> , created through the <i>Create Report</i> option on the System Administration Console <i>Devices</i> list page.	K1-18762
Exporting users to a CSV or XLS file could cause an error.	K1-18756
Any users whose name that contains a German umlaut character could not create tickets using email.	K1-18709
When adding a child ticket to a parent ticket, the <i>Created Date</i> and <i>Created By</i> fields in the parent ticket displayed the information from the child ticket.	K1-18576
In Internet Explorer 11, when viewing ticket details, the <i>Paste Screenshot</i> option was not available for selection when the User Console URL did not contain <i>/userui</i> . Other browsers displayed this option, as expected.	K1-18556
It was not possible to filter the software titles appearing the User Console Library based on the device label.	K1-18445
Enabling <i>Also Restrict By Device Label</i> prevented software from being displayed in the User Console Library.	K1-18399
A label assigned to its own Label Group caused issues with the <i>Inventory</i> and label pages.	K1-18332

Resolved issue	Issue ID
On the <i>Devices</i> page, sorting the list on the IP address column did not work as expected.	K1-18179
<p>The agent was not handling the process timeout correctly, when the correct timeout was specified. As a result, the alert timeout did not happen at the expected time, as configured.</p> <p>Fix: The handling of agent timeouts is addressed in this release, allowing the alerts to time out as configured.</p> <p>i NOTE: The agent process timeout configured on the <i>Agent Settings</i> page in the System Administration Console takes priority over any alert timeout configured. The agent process timeout should be long enough to cover the desired alert timeout, otherwise the alert is terminated when the agent process timeout is reached.</p>	K1-18112
Exporting a device list using an advanced search with custom inventory caused a database error.	K1-18067
Patch Detection for Microsoft Security Bulletin MS12-060 failed with error code 89.	K1-17189
Single sign-on (SSO) users were forced into the default organization.	K1-17157
PDF reports with long lines were not formatted correctly, causing the information to be lost.	K1-17150
Problems were seen when performing an advanced search with the <i>OS Architecture</i> criteria in the System Administration Console.	K1-17057
It was not possible to override the LDAP SSO defaults (the Object Container, Computer Container, and Computer Name).	K1-13823

Known issues

The following issues are known to exist at the time of this release.

Table 2. General known issues

Known issue	Issue ID
The High Memory Usage alert does not appear on the <i>Summary</i> page.	ESMP-5036

Known issue	Issue ID
Starting with Microsoft Windows 10, Microsoft removed the option to set whether password is required when waking up in power management. Our power management policy script targets Windows 7, 8, and above. But when setting the policy against a Windows 10 device, it has no effect. The Windows 10 default is to always require password when waking up.	ESMEC-2024
A running agent prevents clients from entering sleep mode.	K1-19269

System requirements

The minimum version required for installing K1000 7.1 is 7.0 (7.0.121306). If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation. To check the appliance version number on K1000 6.3 or earlier, log in to the Administrator Console, then click **About K1000** at the bottom left of the page. The minimum version required for upgrading the K1000 agent is 6.4.



NOTE: In version 7.1, to access information about your KACE System Management Appliance (K1000) installation, use the help panel. Click **Need Help** in the upper-right corner of the page, and in the help panel that appears, at the bottom, click the circled **i** button.

Before upgrading to or installing version 7.1, make sure that your system meets the minimum requirements. These requirements are available in the K1000 technical specifications.

- For physical appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-physical-appliances/>.
- For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-virtual-appliances/>.
- For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-kace-as-a-service/>.

Product licensing

If you currently have a K1000 product license, no additional license is required.

If you are using K1000 for the first time, see the appliance setup guide for product licensing details. Go to [More resources](#) to view the appropriate guide.



NOTE: Product licenses for version 7.1 can be used only on K1000 appliances running version 6.3 or later. Version 7.1 licenses cannot be used on appliances running earlier versions of the K1000, such as 6.0.

Installation instructions

You can apply this version using an advertised update or by manually uploading and applying an update file. For instructions, see the following topics:

- [Prepare for the update](#)
- [Update the K1000 server using an advertised update](#)
- [Upload and apply an update manually](#)
- [Post-update tasks](#)



NOTE: To ensure accuracy of software discovery and install counts for devices running particular software, beginning in the K1000 7.0 release, the software catalog re-installs with every upgrade.

Prepare for the update

Before you update your K1000 server, follow these recommendations:

- **Verify your K1000 server version:** The minimum version required for installing this release is 7.0 (7.0.121306). If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation.
 - **NOTE:** In version 7.1, to access information about your KACE System Management Appliance (K1000) installation, use the help panel. Click **Need Help** in the upper-right corner of the page, and in the help panel that appears, at the bottom, click the circled **i** button.
- **Verify your K1000 agent version.** The minimum version required for upgrading the K1000 agent is 6.4.
- **Back up before you start:** Back up your database and files and save your backups to a location outside the K1000 server for future reference. For instructions on backing up your database and files, see the K1000 Administrator Guide, <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/administrator-guide/>.

Update the K1000 server using an advertised update

You can update the K1000 server using an update that is advertised on the *Dashboard* page or on the *Appliance Updates* page of the Administrator Console.



CAUTION: Never manually reboot the K1000 server during an update.

1. Back up your database and files. For instructions, see the Administrator Guide, <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/administrator-guide/>.
2. Go to the appliance *Control Panel*:
 - If the Organization component is not enabled on the appliance, click **Settings**.
 - If the Organization component is enabled on the appliance: Log in to the K1000 System Administration Console: `http://K1000_hostname/system`, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.
3. On the left navigation bar, click **Appliance Updates** to display the *Appliance Updates* page.
4. Click **Check for updates**.

Results of the check appear in the log.

5. When an update is available, click **Update**.



IMPORTANT: During the first ten minutes, some browsers might appear to freeze while the update is being unpacked and verified. Do not navigate away from the page, refresh the page, or click any browser buttons on the page during this time because these actions interrupt the process. After the update is unpacked and verified, the *Logs* page appears. (This issue is fixed in version 7.1. See K1-19220 in [Resolved issues](#). However this behavior still occurs when upgrading from version 7.0). Do not manually reboot the appliance at any time during the update process.

Version 7.1 is applied. Progress appears in the browser window and in the Administrator Console.

Upload and apply an update manually

If you have an update file from Quest, you can upload that file manually to update the K1000 server.



CAUTION: Never manually reboot the K1000 server during an update.

1. Back up your database and files. For instructions, see the Administrator Guide, <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/administrator-guide/>.
2. Using your customer login credentials, log in to the Quest website at <https://support.quest.com/kace-systems-management-appliance/download-new-releases>, download the K1000 server .kbin file for the 7.1 GA (general availability) release, and save the file locally.
3. On the left navigation bar, click **Appliance Updates** to display the *Appliance Updates* page.
4. In the *Manually Update* section:
 - a. Click **Browse** or **Choose File**, and locate the update file.
 - b. Click **Update**, then click **Yes** to confirm.

Version 7.1 is applied. Progress appears in the browser window and in the Administrator Console.

Post-update tasks

After the update, verify that the update was successful and verify settings as needed.

Verify successful completion


Verify successful completion by viewing the K1000 version number.

1. Go to the appliance *Control Panel*:
 - If the Organization component is not enabled on the appliance, click **Settings**.
 - If the Organization component is enabled on the appliance: Log in to the K1000 System Administration Console: `http://K1000_hostname/system`, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.
2. To verify the current version, click **Need Help** in the upper-right corner of the page, and in the help panel that appears, at the bottom, click the circled **i** button.

Verify security settings

To enhance security, database access over HTTP and FTP is disabled during the update. If you use these methods to access database files, change the security settings after the update as needed.

1. Go to the appliance *Control Panel*:
 - If the Organization component is not enabled on the appliance, click **Settings**.
 - If the Organization component is enabled on the appliance: Log in to the K1000 System Administration Console: http://K1000_hostname/system, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.
2. On the left navigation bar, click **Security Settings** to display the *Security Settings* page.
3. In the top section of the page, change the following settings:
 - **Enable Secure backup files**: Clear this check box to enable users to access database backup files using HTTP without authentication.
 - **Enable Database Access**: Select this check box to enable users to access the database over port 3306.
 - **Enable Backup via FTP**: Select this check box to enable users to access database backup files using FTP.

 **CAUTION:** Changing these settings decreases the security of the database and is not recommended.

4. Click **Save**.
5. **KBIN upgrades only**. Harden root password (2FA) access to the appliance.
 - a. In the System Administration Console, click **Settings > Support**.
 - b. On the *Support* page, under *Troubleshooting Tools*, click **Two-Factor Authentication**.
 - c. On the *Support Two-Factor Authentication* page, click **Replace Secret Key**.
 - d. Record the tokens and place this information in a secure location.

If a tether is established, a token will need to be provided to KACE Support. For more information, see the *Administrator Guide*.

More resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/kace-systems-management-appliance/7.1/technical-documents>)
 - **Technical specifications**: Information on the minimum requirements for installing or upgrading to the latest version of the product.

For physical appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-physical-appliances/>.

For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-virtual-appliances/>.

For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/technical-specifications-for-kace-as-a-service/>.

- **Setup guides:** Instructions for setting up physical and virtual appliances. Go to <https://support.quest.com/kace-systems-management-appliance/7.1/technical-documents> to view documentation for the latest release.
- **Administrator guide:** Instructions for using the appliance. Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.1/administrator-guide/> to view documentation for the latest release.

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 is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

The release is localized to the following languages: French, German, Japanese, Portuguese (Brazil), Spanish.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/company/contact-us.aspx or call 1-949-754-8000.

Technical support resources

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.



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.

KACE Systems Management Appliance (K1000) Release Notes

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