



KACE® Systems Management Appliance (K1000) 7.2

Release Notes



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Quest® KACE® Systems Management Appliance (K1000) 7.2 Release Notes

These release notes document provides information about the KACE Systems Management Appliance (K1000) version 7.2.

About KACE Systems Management Appliance (K1000) 7.2

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:

- **New Dashboard widgets.** A number of Service Desk and Device widgets are added in this release. You can also filter the widget library to display only Service Desk widgets or all widgets as needed.
 - Device widgets provide a high-level overview of your managed devices. Use them to quickly review the state of your devices and look for any indicators that can improve their performance. For example, you can review the percentages of available disk space, and focus on specific issues, as needed.
 - Service Desk widgets allow you to get a quick glance at your Service Desk ticket queues. They enable you to easily review the state of your tickets and take steps to improve your customer experience. For example, you can review the numbers of overdue tickets and focus on specific issues, as needed.
- **KACE Cloud Mobile Device Manager integration.** If you use KACE Cloud Mobile Device Manager to manage and provision access to smart phones and tablets, you can discover managed mobile devices into your KACE Systems Management Appliance inventory and asset management.
- **User archival.** Administrators can now disable user accounts and maintain their ticket associations and ticket history, to keep a proper audit trail and avoid orphaned tickets. You can archive users both from the *User Detail* page and the *Users* list.

For complete information about the new product features, see the Administrator Guide. 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
File version <code>kscript</code> commands did not finish successfully.	K1-19441
Replication could fail for large files.	K1-19351
Clicking a usage Count for a suite on the <i>License Compliance</i> page lead to incorrect results.	K1-19333
After upgrading to version 7.1 upgrade, some languages were missing from the <i>Default Locale</i> field.	K1-19326
An LDAP import failed when non-printable ASCII characters were found in the email attribute.	K1-19302
Editing and saving a <code>kbot</code> XML resulted in losing dependencies and the <i>Windows Run As</i> settings.	K1-19292
Inventory received from an endpoint containing spaces could result in improper processing.	K1-19291
Asset types with a forward slash '/' in the name caused errors.	K1-19290
The serial number of a backplane was reported instead of an individual blade's serial number, for a VMware ESXi inventory.	K1-19286
Tickets selected for removal were archived instead of being deleted.	K1-19276
Asset locations were not upgraded correctly.	K1-19250
URLs containing an ampersand '&' caused undesired Service Desk behavior.	K1-19249
The patch deployment date and time was not provided.	K1-19246
Asset history was not being tracked when a location was updated.	K1-19232
It was not possible to delete an attachment from an Asset.	K1-19231
Exporting a software list resulted in misaligned columns.	K1-19194
Patching Smart Labels could cause the patch download process to run out of memory.	K1-19174
Unnecessary emails were sent to the owner on initial ticket creation.	K1-18713

Resolved issue	Issue ID
Software sometimes did not appear in the User Console library if the <i>Also Restrict by Device Label</i> setting was enabled.	K1-18399
Application Control sometimes did not work when a device was added or removed from a Smart Label.	K1-18392
A custom check box field did not reflect its default setting to False.	K1-17437
A Samba vulnerability (CVE-2017-7494) was discovered in Samba versions 3.5.0 and later.	ESMP-5174
Agent did not function as required when Windows Powershell was not located on the C: drive.	ESMEC-2220
The validation of OSPX files is now hardened during patch detection.	ESMEC-2201

Known issues

The following issue is known to exist at the time of this release.

Table 2. General known issues

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

System requirements

The minimum version required for installing K1000 7.2 is 7.1 (7.1.149). If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation.

The minimum version required for upgrading the K1000 agent is 6.4.

To check the appliance version number, log in to the Administrator Console and complete one of the following steps:

- **7.1 or later.** In the upper-right corner of the page, click **Need Help**. In the help panel that appears, at the bottom, click the circled 'i' button.
- **6.4.x and 7.0.** In the upper-right corner of the page, click the question mark '?'. In the dialog box that appears, in the bottom-right corner, click **About K1000**.

Before upgrading to or installing version 7.2, 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/7.2/technical-specifications-for-physical-appliances/>.
- For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.2/technical-specifications-for-virtual-appliances/>.
- For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.2/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 7.2 can be used only on K1000 appliances running version 6.3 or later. Version 7.2 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 K1000 7.2 is 7.1 (7.1.149). If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation.

 - **7.1 or later.** In the upper-right corner of the page, click **Need Help**. In the help panel that appears, at the bottom, click the circled 'i' button.
 - **6.4.x and 7.0.** In the upper-right corner of the page, click the question mark '?'. In the dialog box that appears, in the bottom-right corner, click **About K1000**.
- **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 Administrator Guide, <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.2/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/7.2/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. Do not manually reboot the appliance at any time during the update process.

Version 7.2 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/7.2/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 7.2 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 7.2 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/7.2/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/7.2/technical-specifications-for-physical-appliances/>.
For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.2/technical-specifications-for-virtual-appliances/>.
For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/7.2/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/7.2/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/7.2/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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