



# KACE® Systems Deployment Appliance

## Technical Specifications for Virtual Appliances

**September 2017**

This document lists the technical specifications of the virtual KACE Systems Deployment Appliance (SDA).

For additional KACE SDA product documentation, go to <https://support.quest.com/kace-systems-deployment-appliance/technical-documents>.

Topics:

- [Virtual K2000 and RSA host system requirements](#)
- [Operating system requirements](#)
- [Browser requirements for the web-based user interface](#)

## Virtual KACE SDA and RSA host system requirements

The virtual KACE SDA or virtual RSA software can be installed on host systems that meet the following requirements.

**Table 1. Host system requirements**

Requirement	Details	
<b>Processor</b>	Two or more vCPUs	
<b>Memory</b>	4 GB or more (Dedicated/Share = High)	
<b>Network Interface</b>	One Ethernet Port	
<b>Available Disk Space</b>	<b>Version 4.1</b>	<b>Version 4.0</b>
	500 GB	1 TB
<b>Server and Operating System</b>	64-bit	
<b>Virtualization Infrastructure Requirements</b>	<b>For VMware® installations:</b> VMware ESX®/ESXi™ 5.5 or later Open Virtualization Format (OVF) 1.0  <b>For Microsoft® Hyper-V® installations:</b> Windows Server® 2012/2012 R2 with Hyper-V Hyper-V Server 2012/2012 R2	

# Operating system requirements

The KACE SDA physical appliance supports deployments of the following operating systems.

Table 2. Operating system requirements

Operating system	Details
<b>Windows®</b>	
Windows 8, 8.1, and 10	Professional, Enterprise
Windows 7	Professional, Enterprise, Ultimate
Windows Server® 2016, 2012, 2012 R2	Foundation, Essentials, Standard <sup>1</sup> , Datacenter <sup>1</sup> <sup>1</sup> Cannot be running in Server Core mode
Windows Server 2008	Web Edition, Standard Edition, HPC Edition
PXE-enabled network interface X86 system architecture Windows 64-bit support	
<b>Mac®</b>	
Mac OS X®	10.10, 10.11, 10.12

## End of Support announcement

KACE products will be retiring support for OS versions that are no longer supported by the OS vendors. KACE tries to provide extended coverage deployments and management of operating systems for as long as possible. However, it is ideal to move unsupported OS through their lifecycle from *Supported*, through *Limited*, to *Discontinued* support over time.

- Support for Windows XP, Windows Server 2003 and Windows Vista will be *Discontinued* for the KACE SDA in version 5.0. Both products were previously moved to *Limited* support on November 1, 2016.
  - Microsoft ended support for Windows XP, Windows Server 2003 and Windows Vista on 4/8/14, 7/14/15 and 4/11/17, respectively.
- Support for older versions of Mac OS will be *Discontinued* for the KACE SDA version 5.0.
  - Mac OS X 10.7, 10.8, and 10.9.
    - Apple does not issue such announcements for OS versions but rather for individual Mac models.
    - Generally, an OS development stops as soon as the new one comes out. Security updates are an exception, and are still provided for old OS versions.
- We strongly recommend that you upgrade your devices to the latest version OS in order to have the best support from both the OS vendor and KACE.
- We realize that some are still using older versions of Microsoft products and therefore have attempted to let you use the product within the appliance, but we will no longer develop, test or provide support for these versions.

## Understanding Limited versus Discontinued Support

The main differences between *Limited* and *Discontinued* Support:

### Limited support:

- Support is available for this release/version, and we will use best efforts to provide known workarounds or fixes.
- No new code fixes will be generated except under extreme circumstances and at our discretion.
- Enhancement requests are not accepted.
- You are encouraged to plan an upgrade to a release/version on *Full* support.
- Release/version is available for download from the Support Portal.

**Discontinued support:**

- Includes release/versions which are retired or discontinued.
- No new patches or fixes will be created for this release.
- Release is not available for download from the Support Portal.
- Support will be provided to assist with upgrading to a supported version.
- Support is not obligated to provide assistance on this version of the product.

**Lifecycle Policy**

Each of the KACE Products provides the Policies and Product Lifecycle details and the corresponding support terms as a section/tab from the main product support page:

<https://support.quest.com/kace-systems-deployment-appliance>

<https://support.quest.com/kace-systems-deployment-appliance/5.0#psPLCPanel>

## Browser requirements for the web-based user interface

To access the KACE Systems Deployment Appliance Administrator Console web-based user interface, use a monitor with a screen resolution of at least 1280 pixels by 800 pixels and one of the following web browsers.

**Table 3. Browser requirements for the Administrator Console web-based user interface**

<b>Browser</b>	<b>Details</b>
Internet Explorer®	11.x or later
Firefox®	45.x or later
Safari®	7.x or later
Chrome™	49.x or later
Microsoft Edge™	12.x or later

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## We are more than just a name

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## 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/contact](http://www.quest.com/contact).

## 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



**WARNING:** A WARNING icon indicates a potential for property damage, personal injury, or death



**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 Systems Deployment Appliance Technical Specifications for Virtual Appliances  
Updated - September 2017  
Software Version – 5.0