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	
Processor	Two or more vCPUs	
Memory	4 GB or more (Dedicated/Share = High)	
Network Interface	One Ethernet Port	
Available Disk Space	**Version 4.1**	**Version 4.0**
	500 GB	1 TB
Server and Operating System	64-bit	
Virtualization Infrastructure Requirements	**For VMware® installations:** VMware ESX®/ESXi™ 5.5 or later Open Virtualization Format (OVF) 1.0 **For Microsoft® Hyper-V® installations:** 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
Windows®	
Windows 8, 8.1, and 10	Professional, Enterprise
Windows 7	Professional, Enterprise, Ultimate
Windows Server® 2016, 2012, 2012 R2	Foundation, Essentials, Standard[1], Datacenter[1] [1] 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	
Mac®	
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.

Lifecyle 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

Browser	Details
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

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/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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