

Quest™



KACE® Systems Management Appliance 8.0

Release Notes



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# Quest® KACE® Systems Management Appliance 8.0 Release Notes

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These release notes document provides information about the KACE Systems Management Appliance (SMA) version 8.0.

## About KACE Systems Management Appliance 8.0

KACE Systems Management Appliance (SMA) 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 KACE SMA series appliances, go to <https://www.quest.com/products/kace-systems-management-appliance/>.

## New features and enhancements

This release of the KACE Systems Management Appliance (SMA) includes the following features and enhancements.

- [Service Desk and User Console features](#)
- [Asset Management features](#)
- [Device communication features](#)
- [Infrastructure features](#)
- [Product rebranding finalized](#)

For complete information about the new product features, see the Administrator Guide.

## Service Desk and User Console features

This release of the KACE Systems Management Appliance (SMA) includes the following Service Desk and User Console features and enhancements.

- **Knowledge Base editor enhancements.** Knowledge Base (KB) articles associated with the Service Desk component allow you to provide self-help information to end users. Users can search for and view KB articles through the KACE SMA User Console. Starting in this release, a rich text editor is included, allowing

you to easily format your content without the need to use a third-party HTML editing tool. The new editor supports:

- standard font styles, such as *Bold*, *Underline*, and *Italics*
- changing the font colors,
- bulleted and numbered lists,
- ability to embed hyperlinks,
- ability to edit attached and external images inline,
- ability to embed video content that is hosted on the internal network or on an external site, such as YouTube.



**NOTE:** With the addition of the new editor, the legacy Markdown format is no longer supported. After upgrading to 8.0, any Markdown content in the existing KB articles will be converted to HTML. As a backup, the original legacy content is stored in the `OLD_MARKDOWN_NOTE` database field. To move old KB articles, simply do a database copy from the `OLD_MARKDOWN_NOTE` field to the `MARKDOWN_NOTE` field where the content will be treated as plain text.

- **Process template improvements.**
  - **Ability to duplicate process templates.** This feature allows you to quickly duplicate an existing process template using the *Create Process Template* wizard, instead of having to create a new one from scratch every time you need to add a new template.
  - **Usability improvements.**
    - On the *Ticket Detail* page, the approval section expands and collapses based on its approval status. If the ticket is in the *Pending Approval* state, the approval section is expanded. When all approvals are received, the section is collapsed.
    - In the *Create Process Template* wizard, on the *Define Process Template* page, the *Description* field expands automatically based on the amount of available text. This allows you to see the entire field instead of having to use a scrollbar to read the contents.
    - When Service Desk tickets associated with a process template are created or changed, the appliance can be configured to send email notifications each time the ticket enters a new stage. In the *Create Process Template* wizard, on the *Email Notifications* page, the *Select All* option is added in this release. Use this option if you want to quickly select or remove all email recipients each time the ticket enters a new stage.
- **Service Desk features.**
  - **Ability to retire users.** Starting in this release, Administrators can disable user accounts on the KACE SMA and continue to maintain their ticket associations and ticket history, allowing them to keep a proper audit trail, and to avoid orphaned tickets.
  - **Device auto-assignment.** When new tickets are created, the assigned device field is populated with the ticket submitter's primary device. For any tickets created with a previous version of the KACE SMA, this option remains blank.
  - **Submitter's managers as ticket approvers.** Approval workflows that require a manager's approval now include the submitter's manager as one of the approval options. If the submitter's manager is

selected as an approver in the process template, but the submitter has no manager assigned on the appliance, the following rules apply:

- If there is more than one approver, the submitter's manager is removed from the list of approvers.
- If the submitter's manager is the only approver, an error is displayed.
- **Managers can view and comment on tickets for their employees through the User Portal.** Starting in this release, managers can review and comment on their employees' tickets, to be aware of any issues that are directly impacting their staff.
- **Ability to edit or remove comments and attachments from tickets.** Ticket queues can be configured to allow users can now edit or delete the comments they added to tickets, to correct errors, or to remove incorrect information. Any attachments associated with a comment can also be removed. Users can edit or delete their own comments as well as the comments of other users, as configured. For example, a technician may need to delete sensitive data that a user may have inadvertently added to a comment or attachment. These changes are recorded in the ticket activity log.
- **Email configuration improvements.** Starting in this release, the email configuration for the appliance is improved. The Service Desk Email Preferences allows you to quickly configure preferences for the email sent to and from the Service Desk users and staff. You also have an option to set up email settings for each ticket queue separately. When the external SMTP server option is configured in the appliance network settings, you can quickly test it prior to saving the network settings, to ensure the provided parameters are valid.

## Asset Management features

This release of the KACE Systems Management Appliance (SMA) includes the following Asset Management features and enhancements.

- **New Asset Management Dashboard.** The *Asset Management* Dashboard, added in this release, provides a high-level overview of your asset usage. The Asset Management widgets included with this Dashboard provide overviews of managed assets for the organization or appliance, as selected. Use this Dashboard to quickly review the state of your assets and look for any indicators that can improve your asset configuration. For example, you can focus on the use of your software licenses and identify which software titles require license renewals.
- **New section for Licenses under Asset Management.** Licenses allow you to use logical or physical assets, such as software or hardware within your organization.
  - A new *Licenses* section is added under *Asset Management* to grant Administrators a more efficient access to the licenses on the appliance. This section includes a list and a detail page for viewing and managing licenses.
  - Access to the *Licenses* page can be controlled through the *Administrator Console Permissions* on the *Role Detail* page to grant users specific permissions to the page (*Read*, *Write*, or *Hide*), as required.
- **License Compliance improvements.** The KACE SMA enables you to view License Compliance information for applications in the Software Catalog inventory. This information appears on the *License Compliance* page and in the *License Compliance Dashboard* widget. Starting in this release, the *Risk*

column is separated into two columns: *Risk* and *Surplus*, to better communicate the numbers of software assets that have either missing or spare licenses.

- **New section for Contracts under Asset Management.** A contract is a form of purchase agreement between the vendor and the end user, that describes the usage terms for the purchased item.
  - A new *Contracts* section is now displayed under *Asset Management* to grant Administrators a more efficient access to the licenses on the appliance. This section includes a list and a detail page for viewing and managing licenses.
  - The *Contracts* section:
    - provides a consistent method for customers to create and import hardware and software license contracts,
    - includes pre-defined contract templates using standard fields, allowing user to customize them, as needed, and
    - supports reporting and alerting on contract details and key dates.
  - Contracts can be associated with hardware or software assets or software license agreements, locations or departments.
  - Access to the *Contracts* page can be controlled through the *Administrator Console Permissions* on the *Role Detail* page to grant users specific permissions to the page (*Read*, *Write*, or *Hide*), as required.
- **Predefined asset status values.** A set of predefined asset status values is added in this release, to support more consistent asset lifecycle tracking and reporting, such as *Active*, *Disposed*, *Expired*, *In Stock*, *Missing*, *Repair*, *Reserved*, *Retired*, and *Stolen*. In addition to these values, you can define custom asset status values, in line with your internal processes and terminology.

## Device communication features

This release of the KACE Systems Management Appliance (SMA) includes the following device communication features and enhancements.

- **Wake-on-LAN improvements.** Wake-on-LAN allows Administrators to power on devices remotely from the KACE SMA regardless of whether the devices have the KACE Agent installed. Starting in this release, you can power on devices belonging to the same subnet as the KACE SMA, or on different subnets. To power on a device associated with a different subnet, you must designate a KACE Agent in that subnet as a Wake-on LAN Gateway.
- **Integration of KACE Cloud Mobile Device Manager (MDM) into the KACE SMA.** When you integrate with the KACE Cloud MDM and select a KACE Cloud MDM device, an additional set of KACE Cloud MDM actions appears in the *Summary* group on the *Device Details* page: *Force Inventory*, *Lock*, *Set Passcode*, *Clear Passcode*, *Unenroll Device*, and *Factory Reset*.
- **Discovery of VMware ESXi hosts and vCenter Servers.** If your organization uses a virtual VMware-based environment, you can discover VMware ESXi hosts or vCenter Servers using discovery scheduling. To scan your network for VMware ESXi hosts or vCenter Servers and capture information about those devices, add an *Authenticated* Discovery Schedule.

## Infrastructure features

This release of the KACE Systems Management Appliance (SMA) includes the following infrastructure features and enhancements.

- **Role-based access control.** Role-based user access allows administrators to restrict actions to users based on the devices associated with their user role. You can grant access to all devices with a user with a specific role (a *scoped* user), or only to selected devices that are associated with a label.
- **IPv6 (Internet Protocol version 6) support.** The KACE SMA uses standard networking technologies to communicate with managed devices. Starting in this release, the appliance supports IPv6 over an IPv4 infrastructure.
- **Operating system selection consistency.** The Operating System selection menu is standardized in this release to appear consistently throughout the Administrator Console. This is implemented on the following pages: the *Software Detail*, *Script Detail*, *OVAL Schedule Detail* (Windows only), *Advanced Wake-On-LAN Settings*, and *Mac Profile Detail* pages.

## Product rebranding finalized

The process of rebranding to Quest is now complete.

- The user interface has been refreshed to a new look and feel.
- Company-related information, such as contact details and copyright notices have been updated.
- Any references to the company name in the file paths have been replaced with "Quest", as applicable.

 **NOTE:** The new path for `konea.exe` can cause the antivirus software to block the execution.

## Resolved issues

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

Table 1. Resolved KACE SMA Server Issues

Resolved issue	Issue ID
MySQL self-signed certificates are invalid due to a format change in the current MariaDB release. External database access has been turned off. You can create a new self-signed certificate by selecting the <b>Enable Secure database access (SSL)</b> check box on the <i>Security Settings</i> page, and copy the new public key to your external connections.	K1-19602
Replication: Dell Update files smaller than 8MB were failing to replicate.	K1-19480
The <i>Notes</i> section on the <i>Device Detail</i> page was overwritten each time an agentless inventory occurred.	K1-19474
Reports were hard-coded to the US date display.	K1-19472
OPBX files were missing from patch downloads.	K1-19471

Resolved issue	Issue ID
Slashes in emails to the Helpdesk were sometimes removed.	K1-19454
Searching on the user list page was slow in some cases.	K1-19450
Google Chrome could display an error when using a signed cert due to the exclusion of SAN (Subject Alternative Name) in a CSR (certificate signing request).	K1-19443
An error was encountered while creating a report for an License asset containing a License field.	K1-19437
Setting the <i>Mapped Inventory Field</i> to <i>None</i> for a device asset type caused an <code>.php</code> error when attempting to force inventory.	K1-19436
Saving changes to tickets was slow in version 7.1 and higher.	K1-19435
Splash screen text was displayed incorrectly if it included a carriage return character.	K1-19401
With a high number of replicators, the performance could be degraded.	K1-19395
Owners-only attachments were not shown on archived tickets.	K1-19345
The change description of a comment was repeated multiple times in a ticket-related email.	K1-19340
Links to Knowledge Base articles from ticket comments pointed to incorrect URLs.	K1-19327
The Force Inventory command did not work from the System Administration Console.	K1-19322
Updating status from the ticket list could fail if a satisfaction survey was required in the ticket layout.	K1-19321
The <code>Verify file version</code> script command did not behave as expected.	K1-19312
Deleting an asset location with children did not behave as expected.	K1-19306
Saving changes to the <i>Replication Detail</i> page was slow.	K1-19289
LDAP users were not created when the <code>sAMAccountName</code> attribute did not exist.	K1-19284
Deleting an Organization with a high number of users could time-out and fail.	K1-19237
On the <i>Device Details</i> page, under <b>Inventory Information &gt; Hardware</b> , the <i>BIOS Release Date</i> field was not populated for agentless FreeBSD-based platforms.	K1-19233
The <i>Assigned To</i> list on <i>Asset Detail</i> page did not contain the <i>Unassigned</i> option.	K1-18955
License Compliance: The Data Updated timestamp was not refreshed by Auto Refresh.	K1-18784

Table 2. Resolved Endpoint Communication Issues

Resolved issue	Issue ID
The Managed Installation process on a Mac agent deployed an <code>.app</code> file, but not a <code>.pkg</code> file.	K1-19468
The Agent splash page message did not display.	K1-19433
The Agent did not install correctly on a Microsoft Windows 7 Professional SP1 32-bit system.	K1-19251
Linux provisioning did not work for non-root accounts.	K1-18382
Wildcards are now supported in CI rules for non-Windows platforms	ESMEC-2354
Added an ability to turn off the login hook in the KBox Mac Agent.	ESMEC-1887
Added an ability to mount DMG for non-default Mac Managed Installations.	ESMEC-626
 <b>NOTE:</b> On the <i>Managed Installation Detail</i> page, when configuring the <i>Override Default Installation</i> field, the command line must be relative to the file path of the mounted DMG file.	

## Known issues

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

Table 3. General known issues

Known issue	Issue ID
In version 7.x, in the Japanese version, when exporting Asset data to a report, the Date type field uses the following syntax: "yyyy年MM月dd".	K1-19536
Replication to an MS Windows share is not working when the replication agent is a Red Hat Enterprise Linux (RHEL) 6 machine.	K1-19535
An LDAP import fails if there is an archived user with the same user name.	K1-19521
A Managed Installation (MI) deploy order is not enforced between Software and Catalog Software MIs.	K1-19512
An update fails when replication is enabled.	K1-19510
A report is not generated for a SCAP (Secure Content Automation Protocol) scan.	ESMP-5403
The Mac system architecture always appears as being <code>x86</code> in the OS tree.	ESMP-5388
The <i>Report Category</i> from the linked server cannot be selected in <i>Step 3</i> of the <i>Linked Report</i> wizard.	ESMP-5373

Known issue	Issue ID
A modified <i>SystemUI Report</i> in <i>Step 4</i> of the <i>Edit Report</i> wizard cannot be saved.	ESMP-5368
The Konea service does not start after installing the same version of the Windows agent over itself.	ESMEC-2521
When a replication is created using the IPv6 setup, the files from a replication share cannot be used.	ESMEC-2466
Access to IPv6 shares requires them to be normalized for each platform.	ESMEC-2464
A black-listed Metro application icon remains on the taskbar after being terminated.	ESMEC-2380

Table 4. Known third-party issues

Known issue	Issue ID
WYSIWYG Froala bug: Clear formatting inside the color picker does not work.	ESMAS-4053

## System requirements

The minimum version required for installing KACE SMA 8.0 is 7.2 (7.2.101). 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 KACE SMA agent is 7.1.



**NOTE:** Starting in version 8.0, the appliance no longer uses the kmsgr process. If you have any KACE agents that are running pre-7.0 code, you must complete one of the following steps:

- before upgrading the server to version 8.0, upgrade the agents to version 7.1, or
- re-provision the agents once they are on version 8.0. Upgrade is not supported.

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 8.0, make sure that your system meets the minimum requirements. These requirements are available in the KACE SMA technical specifications.

- For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-sma/8.0/technical-specifications-for-virtual-appliances/>.
- For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-sma/8.0/technical-specifications-for-kace-as-a-service/>.

## 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 SMA in version 8.0. 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 SMA version 8.0.
  - 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-management-appliance>

<https://support.quest.com/kace-systems-management-appliance/8.0#psPLCPanel>

# Product licensing

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

If you are using KACE SMA 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 8.0 can be used only on KACE SMA appliances running version 6.3 or later. Version 8.0 licenses cannot be used on appliances running earlier versions of the KACE SMA, 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 KACE SMA 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 KACE SMA 7.0 release, the software catalog re-installs with every upgrade.

## Prepare for the update

Before you update your KACE SMA server, follow these recommendations:

- **Verify your KACE SMA server version:**

The minimum version required for installing KACE SMA 8.0 is 7.2 (7.2.101). 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 KACE SMA agent version.**

The minimum version required for upgrading the KACE SMA agent is 7.1.



**NOTE:** Starting in version 8.0, the appliance no longer uses the kmsgr process. If you have any KACE agents that are running pre-7.0 code, you must complete one of the following steps:

- before upgrading the server to version 8.0, upgrade the agents to version 7.1, or
- re-provision the agents once they are on version 8.0. Upgrade is not supported.

- **Back up before you start.**

Back up your database and files and save your backups to a location outside the KACE SMA server for future reference. For instructions on backing up your database and files, see the Administrator Guide, <https://support.quest.com/technical-documents/kace-sma/8.0/administrator-guide/>.

# Update the KACE SMA server using an advertised update

You can update the KACE SMA 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 KACE SMA server during an update.

1. Back up your database and files. For instructions, see the Administrator Guide, <https://support.quest.com/technical-documents/kace-sma/8.0/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**.

**i** **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 8.0 is applied and the KACE SMA server restarts four times. 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 KACE SMA server.

**CAUTION:** Never manually reboot the KACE SMA server during an update.

1. Back up your database and files. For instructions, see the Administrator Guide, <https://support.quest.com/technical-documents/kace-sma/8.0/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 KACE SMA server `.kbin` file for the 8.0 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 8.0 is applied and the KACE SMA server restarts four times. 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 KACE SMA 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/8.0/technical-documents>)
  - **Technical specifications:** Information on the minimum requirements for installing or upgrading to the latest version of the product.  
**For virtual appliances:** Go to <https://support.quest.com/technical-documents/kace-sma/8.0/technical-specifications-for-virtual-appliances/>.  
**For KACE as a Service:** Go to <https://support.quest.com/technical-documents/kace-sma/8.0/technical-specifications-for-kace-as-a-service/>.
  - **Setup guides:** Instructions for setting up virtual appliances. Go to <https://support.quest.com/kace-systems-management-appliance/8.0/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-sma/8.0/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/contact](http://www.quest.com/contact).

## 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 Release Notes

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Software Version - 8.0