

Quest™



KACE® Systems Management Appliance 8.1

Release Notes



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Quest® KACE® Systems Management Appliance 8.1 Release Notes

These release notes document provides information about the KACE Systems Management Appliance (SMA) version 8.1.

About KACE Systems Management Appliance 8.1

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.

- **PowerShell dependency removed:** Starting in this release, the Windows Agent no longer requires PowerShell as a core dependency. It can be installed on systems where PowerShell is not present and the core features will be supported.
- **Platform support:** The KACE SMA now supports the following operating systems:
 - Mac OS 10.13 (High Sierra)
 - MS Windows 10 Fall Creators update

Resolved issues

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

Table 1. Resolved Endpoint Communication Issues

Resolved issue	Issue ID
Agent with a corrupted ID could cause the message queue to be blocked.	K1-19712
Offline scheduler process consumed excessive CPU cycles on 32-bit Linux installs.	K1-19611
Offline scheduler process prevented Windows endpoints from entering sleep mode, as configured in the power settings.	K1-19567

Resolved issue	Issue ID
The link to the virtual machine device with the KACE Agent installed was missing from the Device Details page under the Virtual Machines section for a VMware ESXi host.	K1-19546
Monitoring alerts generated by connection issues to a target device were not automatically dismissed once the connection to the device had been restored.	K1-19514
An incorrect <i>Run Now</i> status appeared under <i>Scripting</i> .	ESMEC-2543
Additional Enclosure/Chassis Types are added in this release, as defined in the SMBIOS 3.0 specifications.	ESMEC-2528
A reboot occurred after failing to create a <code>KUserAlert</code> process.	K1-19564
The <i>Verify Registry</i> and <i>Set Registry</i> functions failed if the argument is an empty string.	K1-19500
A large number of constantly reconnecting agents could cause an appliance message queue to be backlogged and hang.	ESMEC-2659

Table 2. Resolved KACE SMA Server Issues

Resolved issue	Issue ID
Running Wake-on-LAN on one machine selected multiple machines (400+).	K1-19764
The date picker was not available in the <i>Advanced Search</i> on the <i>Licenses</i> list.	K1-19761
A Knowledge Base (KB) article that included bulleted or numbered lists did not display correctly in the User Console.	K1-19742
Existence of older agents (pre-7.0) could degrade the KACE SMA performance.	K1-19726
When a KB was added as a comment to a ticket, HTML code appeared in the comment field.	K1-19724
After adding an attachment to a KB, any subsequently created KBs included that attachment.	K1-19721
VMware Tools could cause high CPU usage.	K1-19720
Changing the SQL label detail overwrote the SQL query.	K1-19718
Dell Warranty information was not processed for service tags with just a single warranty item.	K1-19713
Dell Warranty was not collected for all numeric service tags.	K1-19704
Problems were reported after attaching large files (4 GB) to Service Desk tickets.	K1-19676
Files were replicated to a machine without a defined destination.	K1-19631

Resolved issue	Issue ID
The scripting conditional <i>Verify a registry value</i> did not work as expected.	K1-19604
An attempt to customize a Service Desk queue failed due to invalid characters in user name.	K1-19599
In Spanish locale, the <i>Show</i> field (allowing you to choose the number of rows displayed on the page) did not display correctly.	K1-19596
Slow Inventory processing was reported due to Dell Command Monitor Log processing.	K1-19594
Large files (4 GB) could fail to replicate.	K1-19579
It was not possible to download a KB attachment from the Administration Console if the file name included an ampersand character '&'.	K1-19578
Munin monitoring tool could generate spurious emails sent to root.	K1-19577
Usage counts for suites could be inaccurate on License Compliance page.	K1-19575
<i>View by Owner</i> showed closed tickets.	K1-19550
An advanced search for archived tickets resulted in a MySQL syntax error.	K1-19515
Default ticket values did not transfer when created from a process.	K1-19491
HTML tags were displayed in Service Desk announcements.	K1-19479
PDF reports were partially unreadable if the organization locale was set to any language other than English or Japanese.	K1-19464
Dell update downloads could not complete successfully when verifying packages.	K1-19442
The ticket print option did not preview or print values appearing in multi-select fields.	K1-19296
An LDAP search failed when Organizational Units (OUs) contained properly escaped special characters.	K1-18907
On the Security > Settings page, the Save and Restart command did not function if no changes were made to the page.	K1-18853
Patch Deployment throws Error 40 (error during a package re-import).	K1-18655
Service Desk emails generated by locally addressed queues had a wrong sender.	K1-18394
Uncataloged software catalog data could not be deleted when Retain Uncataloged Data was disabled.	K1-19708

Known issues

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

Table 3. General known issues

Resolved issue	Issue ID
WinRM agent provisioning fails on a Windows machine where PowerShell can not be launched.	ESMEC-2616
DDP, Bitlocker, TPM and DCM related data can not be fetched from a Windows machine where PowerShell can not be launched.	ESMEC-2615
As of this release, limited support is available for Telnet protocol for agentless connections.	ESMEC-2584
Agentless Inventory using Telnet protocol does not work on Mac 10.13.	ESMEC-2575

System requirements

The minimum version required for installing KACE SMA 8.1 is 8.0. 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: As of version 8.0, the appliance no longer uses the `kmsgx` 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 8.1, upgrade the agents to version 7.1, or
- re-provision the agents once they are on version 8.1. 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 8.1, make sure that your system meets the minimum requirements. These requirements are available in the KACE SMA technical specifications.

- For physical appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/8.1-common-documents/technical-specifications-for-physical-appliances/>.
- For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/8.1-common-documents/technical-specifications-for-virtual-appliances/>.
- For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/8.1-common-documents/technical-specifications-for-kace-as-a-service/>.

End of Support announcements

Discontinuing support for older Windows and Mac systems

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 is *Discontinued* for the KACE SMA, as of version 8.0. These versions 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 is *Discontinued* for the KACE SMA, as of 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/8.1#psPLCPanel>

Discontinuing support for 11G hardware models

The 11th Generation PowerEdge server platform will no longer be supported with the KACE appliances and is currently scheduled to move into End of Support, as of this release. If you are still running based upon one of these hardware platforms, please contact your KACE Sales Representative, to plan for a hardware refresh or conversion to a virtual appliance. To determine the current support phase of your product, please refer to the [KACE Life Cycle table](#).

Any attempts to upgrade the appliance running on 11G hardware will fail with a message indicating that 11G hardware is no longer supported. To find out the version of hardware you are using, open the *About* dialog box, and look for *Hardware Model*.

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 8.1 can be used only on KACE SMA appliances running version 6.3 or later. Version 8.1 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 8.1 is 8.0. 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: As of version 8.0, the appliance no longer uses the `kmsgcr` 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 8.1, upgrade the agents to version 7.1, or
- re-provision the agents once they are on version 8.1. 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-systems-management-appliance/8.1-common-documents/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-systems-management-appliance/8.1-common-documents/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 8.1 is applied and the KACE SMA server restarts. 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-systems-management-appliance/8.1-common-documents/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 8.1 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 8.1 is applied and the KACE SMA server restarts. 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/8.1/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/8.1-common-documents/technical-specifications-for-physical-appliances/>.

For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/8.1-common-documents/technical-specifications-for-virtual-appliances/>.

For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/8.1-common-documents/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/8.1/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/8.1-common-documents/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.

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 - 8.1