KACE® as a Service

Technical Specifications

February 2018

This document lists the technical specifications of KACE® as a Service. KACE as a Service is a virtual appliance that runs within the Dell cloud, and the cloud infrastructure is configured to meet the requirements for hosting the appliance.

For additional KACE as a Service product documentation, go to https://support.quest.com/k1000-as-a-service/technical-documents.

Topics:

- Feature requirements
- Operating system requirements for Agent-managed devices
- Operating system requirements for Agentless management
- Browser requirements for the web-based user interface

Feature requirements

Some KACE features require direct access to the customer's network, which is established for KACE as a Service using site-to-site VPN connections. VPN connections leverage the shared KACE as a Service network, and a single VPN connection is usually sufficient to enable the functionality for a single company. In some cases, however, additional VPN connections might be necessary, and dedicated network bandwidth might be required.

The following features require a VPN connection:

- Wake-on-LAN.
- Network Discovery, including IP Scan, Active Directory® scan, and NMAP scan.
- K1000 Agent provisioning from the appliance.
- Importing and exporting resources (file sharing is blocked by the Dell cloud firewall).
- FTP access to backup files (FTP access is blocked by the Dell cloud irewall).
- Application packages and script dependencies must be uploaded using HTTP. Large package uploads could timeout on slower network connections. Packages larger than 2 GB must be distributed using an Alternate Download Location from an internal file server.
- LDAP user and device labels.
- LDAP user authentication.
- LDAP user import.
- Active Directory single sign on for the Administrator Console and User Console.
- Email forwarding, used for Service Desk tickets and other email communications.

In addition, the following User Console features are not supported in the cloud:

- Automatic software installations from the User Console (downloads are supported).
- The *My Computer* tab in the User Console.

For more information, see the *KACE as a Service Setup Guide.* Go to https://support.quest.com/kace-systems-management-appliance/technical-documents to view documentation for the latest release.

Operating system requirements for Agent-managed devices

The KACE Systems Management Appliance (SMA) Agent is an application that can be installed on devices to enable device management through the KACE SMA. The KACE SMA Agent can be installed on devices that meet the following operating system requirements.

For additional specifications, see the operating system vendor's documentation. The appliance imposes no additional requirements, and supports 32-bit and 64-bit architectures where applicable.

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	Essentials, Standard[1], Datacenter[1] [1] Cannot be running in Server Core mode
Windows Server 2012, 2012 R2	Foundation, Essentials, Standard[2], Datacenter[2] [2] Cannot be running in Server Core mode
Mac®	
Mac OS X®	10.10, 10.11, 10.12, 10.13
Linux®	
Linux Red Hat® Linux AS and ES	Versions 6.x – 7.x, 32-bit and 64-bit architecture
Ubuntu®	Versions 14.04, 16.04, 32-bit and 64-bit architecture
SUSE® Linux Enterprise Server	Version 11 - 12, 32-bit and 64-bit architecture

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.

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-management-appliance

https://support.quest.com/kace-systems-management-appliance/8.1#psPLCPanel

Operating system requirements for Agentless management

Agentless management enables you to inventory devices without using the KACE SMA Agent. Agentless management can be enabled for devices that have the following operating systems:

- AIX®
- CentOS™
- Chrome™ OS
- Debian®
- Fedora®
- FreeBSD®
- HP-UX®
- Mac OS X
- Oracle® Enterprise Linux
- Red Hat
- SUSE
- Solaris®
- Ubuntu
- Windows
- Windows Server

Browser requirements for the web-based user interface

To access the KACE as a Service web-based Administrator Console and User Console, use a monitor with a screen resolution of at least 1280 pixels by 800 pixels and one of the following web browser applications.

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

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