



# KACE® Systems Management Appliance

## Technical Specifications for Virtual Appliances

January 2019

This document lists the technical specifications of the virtual KACE Systems Management Appliance (SMA).

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

Topics:

- [Host system requirements](#)
- [Operating system requirements for Agent-managed devices](#)
- [Operating system requirements for Agentless management](#)
- [Browser requirements for the web-based user interface](#)

## Host system requirements

Virtual KACE SMA software can be installed on host systems that meet the following requirements.

Table 1. Host system requirements

Requirement	Details		
Processor and Memory	<b>Devices</b>	<b>Processor</b>	<b>Memory</b>
	0 - 1000	2 CPUs	4 GB RAM
	1000 - 2000	4 CPUs	8 GB RAM
	2000 - 4000	8 CPUs	16 GB RAM

	4000 - 8000	16 CPUs	32 GB RAM
	8000 - 16000	24 CPUs	64 GB RAM
<b>Network Interface</b>	<b>Devices</b>	<b>Network Interface Card</b>	
	0 - 8000	1 GB Ethernet Port	
	8000 +	10 GB Ethernet Port	
<b>Available Disk Space</b>	<b>Small Installations</b>	<b>Large Installations</b>	
	1 TB	3 TB	
<b>Media</b>	DVD		
<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 R2 with Hyper-V Windows Server 2016 with Hyper-V		

## Operating system requirements for Agent-managed devices

The KACE SMA Agent is an application that can be installed on devices to enable device management through the virtual KACE SMA appliance. 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
<b>Windows®</b>	
Windows 8, 8.1, and 10	Professional, Enterprise
Windows 7	Professional, Enterprise, Ultimate
Windows Server® 2016	Essentials, Standard <sup>1</sup> , Datacenter <sup>1</sup>

	<sup>1</sup> Cannot be running in Server Core mode
Windows Server 2012, 2012 R2	Foundation, Essentials, Standard <sup>2</sup> , Datacenter <sup>2</sup>
	<sup>2</sup> Cannot be running in Server Core mode
Windows Server 2008 R2	Foundation, Essentials, Standard <sup>2</sup> , Datacenter <sup>2</sup>
	<sup>2</sup> Cannot be running in Server Core mode
<b>Mac®</b>	
Mac OS X®	10.10, 10.11, 10.12
<b>Linux®</b>	
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.

## 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>

# 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 SMA Administrator Console and User Console web-based user interfaces, 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

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## 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

 **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.

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