KACE® Systems Deployment Appliance 5.1

Release Notes

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Quest® KACE® Systems Deployment Appliance 5.1 Release Notes

This release notes document provides information about the Quest KACE Systems Deployment Appliance (SDA) version 5.1.

About the KACE Systems Deployment Appliance 5.1

The KACE Systems Deployment Appliance (SDA) provides a network-centric solution for capturing and deploying images. The KACE SDA provides a seamless cross-platform imaging solution from a single Administrator Console enabling you to provision Microsoft® Windows® and Apple® OS X® platforms. You can deploy the configuration files, user states, and applications as an image to a single device or to multiple devices simultaneously.

The KACE SDA provides the tools necessary to automate deployments in both homogeneous and heterogeneous hardware environments, and provides reliability of large-scale image deployments with multicast and task engine capabilities. The built-in driver feed automatically downloads Dell driver models, and the Package Management feature enables uploading third-party driver packages. You can also integrate the KACE SDA with the KACE Systems Management Appliance (SMA) to image the KACE SMA inventory. The KACE SDA is available as a virtual or physical appliance.

The KACE SDA version 5.1 is a minor release of the product which offers several new features, improvements, and resolved issues.

New features and enhancements

The following new features and enhancements are included in this release:

Table 1. New features and enhancements

Feature	Issue ID
Starting in this release, the appliance can stream WIM Image Captures and Deployments directly to and from an appliance share.	ESMEA-3665
	ESMEA-3664
The KACE SDA now supports Mac OS 10.13 (High Sierra). **i** IMPORTANT: The KACE SDA does not support the new AFPS file system introduced in version 10.13.	ESMEA-3352
Removed support for the 11th generation and prior hardware. If an upgrade is attempted, the upgrade process detects such hardware and terminates.	ESMEA-2988

Resolved issues

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

Table 2. Resolved Issues

Resolved issue	Issue ID
Some logs in the /var path were not rolling over.	K2-6838
Language files for Powershell and .net did not get injected into KBE (KACE Boot Environment).	K2-6835
Deleted source media appeared in the *Scripted Install Detail* page drop-down menu.	K2-6810
After upgrading to 5.0.222, the RSA Restore share was not accessible.	K2-6776
The access log was not rolling over, causing the disk to fill.	K2-6774
When browsing files in non-English WIM image, non-English users' files and folders were not displayed.	K2-6773
An RSA (Remote Site Appliance) Console displayed *Import/Export SDA Packages*.	K2-6772
On the *Post-Installation Tasks* page, the *Choose Action* menu command for importing a Managed Installation had an article 'A' (*Importing A Managed Installation*) that was not needed.	K2-6771
WIM image deployment log issues caused deployment errors.	K2-6770
A fix for the FreeBSD samba bug CVE-2000-0673 NetBIOS Release Vulnerability is included in this release.	K2-6768
The appliance now detects if Mac OS Core Storage is enabled, and displays a message suggesting possible workarounds.	K2-6732
K-Image deployments made garbled folders for multi-byte folders.	K2-6729
Task Engine windows did not have scroll bars when a high number of tasks were assigned.	K2-6710
System image duplication times increased drastically in 4.x.	K2-6706
Hyperlink reference text was displayed when an RSA was upgraded from a label.	K2-6702
The *Create bootable USB flash drive* link remained visible after browsing or editing a system image.	K2-6695
Windows K-Image or WIM Image capture and deploy failed after upgrading to 4.0 or 4.1.	K2-6670

Resolved issue	Issue ID
Format disk messages on the RSA are no longer displayed.	K2-6667
A KBE did not map to the appliance intermittently.	K2-6641
When dragging a task from the list to the left side where tasks are already present, the task was assigned as the first task instead of last task.	K2-6540
Pre-authentication information leakage in external storage configuration endpoints was detected after an initial setup.	K2-6482
While deploying an 10.11.4 ASR (Apple Software Restore) image captured with Auto-Logon enabled, the Post-Installation Task status appeared as *In progress*, even after running successfully on the client machine.	K2-6465
Editing a file with `Notepad.exe` or editing the Registry was not working properly while using Windows PE 10.0 in the KACE Boot Environment (KBE) Recovery Console.	K2-6436
After successfully deploying a MAC image, the progress status was not updated properly.	K2-6406
A Windows 10 64-bit scripted installation did not show that a Boot Environment was available when one actually existed.	K2-6371
Creating a Windows or Mac® boot environment from a FreeBSD 10 ISO did not set the boot environment by default on the **General Settings > Default KACE SDA Boot Environments** page.	K2-5836
A Post-Installation task for a Mac shell script remained *In progress* when deploying a captured ASR.	K2-5807
Deployment of an Application type of Mid-level or Post-Installation task containing a ZIP file with a non-ASCII BAT file failed. If you want to create a ZIP file, and one or more of your files contain Unicode characters in the file name, the tool you use to create the ZIP file must support Unicode characters. If you notice that after uploading a ZIP file one or more tasks whose file names contain Unicode characters appear to be missing, check the contents of the following directories: `\\<KACE_SDA_hostname>\peinst\applications\<task_ID>\contents\` `\\<KACE_SDA_hostname>\peinst\preinstall\<task_ID>\contents` If the files are not found in either directory, use a different tool to create a ZIP file, and repeat the process.	K2-5364
Security: Session fixation - application accepted the session ID.	K2-5343
Offline USMT (Windows User State Migration Tool) did not display an error when deploying an image.	K2-2169

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 3. General known issues

Known issue	Issue ID
When running scripted install of Windows 7.x on a system configured with NVMe (non-volatile memory express) that uses the PCIe (Peripheral Component Interconnect Express) bus, the following error occurs: `Windows needs the driver for device [Standard NVM Express Controller]` This issue is unrelated to the KACE SDA and therefore support is not provided. **Workaround**: The following workaround is available as is, without support. For more information, read the following KB article: https://support.quest.com/kace-systems-deployment-appliance/kb/185551	Microsoft
ITNinja widget names are not displayed correctly.	K2-6837
Reverting to internal storage can restore a database from an older version, potentially causing major issues.	K2-6833
Scanning user states online from the appliance, the user is allowed to scan using an USMT Template created on an RSA.	K2-6804
An online USMT Scan and offboard package transfer fail if SMB (Server Message Block) protocol v.1 is disabled on the target.	K2-6775
VMware virtual machines with multiple vCPUs (virtual central processing units) cannot PXE-boot to a legacy iPXE. For more information, read the following KB article: https://support.quest.com/kace-systems-deployment-appliance/kb/232911	K2-6769
Automated Deployments are created without providing a MAC address.	K2-6762
Large application task uploads can result in a *503 Service Unavailable* page.	K2-6761
Building a USB key for a system image does not result in the appliance status being updated.	K2-6742
Columns and other changes are missing from the database after upgrading, causing issues.	K2-6714
A failed upgrade continues on error and changes version as if it were successful.	K2-6673
A blue arrow icon for the *Driver Feed* is displayed in the wrong location after an upgrade.	K2-6664

Known issue	Issue ID
After changing the time zone, the progress screen is displayed, but the date/time page does not appear, as expected.	K2-6582
When capturing a WIM image, the progress indicator does not move during the *Creating file list for WIM image* or Capturing WIM image stages.	K2-6573
When creating a new LDAP server, the **Test** button does not work as expected.	K2-6566
Some models freeze during the *initializing devices* stage, and is not able to get the KBE menu when UEFI PXE booting. i NOTE: This is a known issue related to the manufacturer BIOS version. Upgrading or downgrading the BIOS version may resolve the issue.	K2-6552
When an RSA is using offboard storage, Mac client machines are unable to boot in NetBoot from the RSA.	K2-6502
The KACE SDA cannot boot to iPXE (for UEFI) on a virtual machine (VM)created on ESXi 5.x with the network adapter setting NIC set to E1000E. **Workaround**: Configure the VM network adapter setting NIC to E1000.	K2-6496
Windows XP scripted installations fail when deploying through WINPE10, a KBE created using ADK (Windows Assessment and Deployment Kit) 10. **Workaround**: Use WINPE5, a KBE created using ADK 8.1, to successfully deploy Windows XP Scripted Installs.	K2-6484
The NetBoot login screen is displayed on the client machine when deploying a Mac OS X 10.11, ASR (Apple Software Restore)/K-Image, and the boot action is set. **Workaround**: It is recommended for users to wait until the NetBoot environment has completed the pre-processing steps for Mac OS X 10.11, which occur when the login screen displays the password box and the KACE SDA IP at the bottom of the screen. Also, the deployment progress can be observed in the KACE SDA Administrator Console. If a login is attempted before these processes are complete, the KACE SDA imaging utility is not shown on dock and the user will need to reboot into the NetBoot environment.	K2-6479
Scanning Windows XP user states using Windows USMT (User State Migration Tool) 5 or USMT 10 remains in progress intermittently on the KACE SDA server. **Workaround**: Windows XP user states can be scanned with Windows PE, which is the workaround recommended by Microsoft. For more information, visit https://social.technet.microsoft.com/Forums/en-US/83ddb84e-d919-4acc-91ca-78d4f1478df1/scanstateexe-from-usmt-50-from-windows-81-adk-fails-on-windows-xp-with-1-is-not-a-valid-win32.	K2-6477
If you attempt to enter konfig for the login and password on the console to make changes to the 3.7 SP2 appliance, an error for incorrect link aggregation IP and details is displayed if link aggregation is enabled. **Workaround**: If link aggregation is enabled, go to the **Network Settings** page to enter the hostname and IP address.	K2-5957
The *Appliance Performance* page does not display disk usage for external storage.	K2-5893

Known issue	Issue ID
Imported ASR image deployments fail if no ASR images were captured from the KACE SDA. **i** NOTE: The appliance creates the ImageStore directory for ASR images captured from the appliance. **Workaround**: Create the **ImageStore** folder in the **petemp** directory.	K2-5758
If you boot a 10.9.2 Mac® device in to NetBoot image, and the appliance is set to a locale other than English, the keyboard layout does not display the specified locale.	K2-4562
When a scan user state task fails, and you attempt to retry the task from the Task Error page, the status displays as succeeded. However, the selected user states are not scanned or uploaded to the appliance. **Workaround**: Reboot the target device from the Task Error page, then boot the device back in to the KBE and restart the deployment. Rebooting the device creates a new working directory for the USMT profile data so that the profiles can be captured successfully.	K2-4427
Device names are not retained while deploying sysprepped K-Images and scripted installations for x64 and x86 Japanese Windows® operating systems.	K2-3170
If the license for the KACE SDA reaches its maximum limit, and you boot a Mac® device that is not in the KACE SDA Device Inventory, the error message *License exceeded* does not display on the target device. Instead, the target device continues trying to boot from the appliance.	K2-2815

Table 4. Hyper-V known issues

Known issue	Issue ID
Upgrading with Microsoft Hyper-V® does not always mount the appropriate disk partition.	K2-6561
The RSA status does not automatically update when a synch is completed.	K2-6558
	ESMEA-2896
The Network Utilization section on the Dashboard page does not display information for Hyper-V® platforms.	K2-5902

Table 5. Multicast deployment known issues

Known issue	Issue ID
When deploying a dual or multiple partition WIM image through multicast instead of unicast, only the first partition deploys. **Workaround**: A workaround is available for this issue. For more information, read the following KB article: https://support.quest.com/kace-systems-deployment-appliance/kb/212975	K2-5393
Deleting a multicast deployment does not terminate the process. This means that you cannot start a new multicast deployment.	K2-4286

Known issue	Issue ID
Workaround: Adjust the deployment timeout period. The default multicast deployment timeout is 10 minutes.	
Multicast deployments do not continue on errors.	K2-4180
Workaround: Do not set multicast deployments to continue on errors.	
	ESMEA-624

Table 6. Remote Site Appliance known issues

Known issue	Issue ID
The RSA becomes inaccessible when you reboot the RSA during reverse migration from offboard to onboard storage. **i** NOTE: To avoid data loss, export the RSA data to a different location or device, and do not unplug or reboot the RSA until the reverse migration has completed	K2-3775 ESMEA-3168
When attempting to upload media to an RSA, the Media Manager displays the error message: Invalid Response: Please check the hostname provided. **Workaround**: Verify that the hostname or the IP address is the hostname or IP address of the KACE SDA, and not the RSA.	K2-3290
When switching between linked appliances, the drop-down list in the top-right corner of the Administrator Console should display only the linked appliances instead of all of the appliances to which you logged in to using single sign on (SSO) from the KACE SDA.	K2-3241

Table 7. Media Manager known issue

Known issue	Issue ID
Downloading the Media Manager from the Latin American Spanish KACE SDA displays the Media Manager product name in Spanish (Spain) on the MSI Installer and on the shortcut icon.	K2-5585

System requirements

The minimum version required for installing version 5.1 is 5.0 (5.0.222). If your appliance is running an earlier version, update to the listed version before installing this major release and restart the appliance after the update is installed. To check the version number of your appliance, log in to the KACE Systems Deployment Appliance Administrator Console, then click About KACE SDA at the bottom left of the window.

Before upgrading to or installing version 5.1, make sure that your system meets the minimum requirements. These requirements are available in the KACE SDA technical specifications. Go to http://documents.quest.com/kace-systems-deployment-appliance/technical-specifications-for-virtual-appliances/.

Product licensing

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

If you are using the KACE SDA for the first time, see the appliance setup documentation for product licensing details. Go to More resources to access the appropriate guide.

i NOTE: Product licenses for version 5.1 can be used only on a KACE SDA version 5.0 or later. Version 5.1 licenses cannot be used on appliances running earlier versions of the KACE SDA, such as 4.1.

Installation instructions

You can update the appliance using an advertised update or by manually uploading an update file.

Prepare for the update

Before you update the KACE SDA, verify that your appliance meets the following requirements:

- **Current version**: The minimum version required for installing the KACE SDA 5.1 is 5.0 (5.0.222). To check the version number of your appliance, log in to the KACE SDA, then click **About KACE SDA** at the bottom left of the window. If your appliance is running an earlier version, you must update to the listed version before proceeding with the 5.1 installation.

- **Disk space**: The KACE SDA must have more than 20 percent free disk space available.

Additional recommendations:

- **Allow plenty of time**: If you have a large database, more than 150 MB in size, the update process can take several hours.

- **Back up before you start**: Export all items on your appliance using the instructions provided in the following Knowledge Base articles:

  - KACE SDA Backup Best Practices

  - How to back up a KACE SDA

- **Enable SSH**: Enable SSH in the *Security Settings* section of the KACE SDA Administrator Console.

- **Reboot the KACE SDA server**: On the *Appliance Maintenance Settings* page, reboot the KACE SDA server prior to updating.

Update the appliance using an advertised update

You can update the appliance using an update that is advertised on the appliance *Dashboard* page or on the *Appliance Maintenance* page of the Administrator Console.

> **!** CAUTION: Never manually reboot the appliance during an update.

1. Export all items on your KACE SDA using the instructions provided in the following Knowledge Base articles:

    ◦ KACE SDA Backup Best Practices

    ◦ How to back up a KACE SDA

2. On the left navigation bar, click **Settings** to expand the menu, then click **Appliance Maintenance**, to display the *Appliance Maintenance* page. Scroll to the bottom of the page and click **Reboot**. Click **Yes** in the *Confirmation* dialog to restart the server.

3. On the left navigation bar, click **Settings** to expand the menu, then click **Appliance Maintenance** to display the *Appliance Maintenance* page.

4. Click **Apply Update** to initiate the upgrade process.

    The time required to update the appliance varies depending on the content present on the KACE SDA, do not manually hard shut down the appliance. Also, the appliance reboots automatically (potentially several times) during the upgrade process until it is complete.

5. Click **Check for Server updates**.

    The appliance reboots automatically when the upgrade is complete.

Upload and apply an update manually

If you have an update file from Quest KACE, you can upload that file manually to update the appliance.

> **!** CAUTION: Never manually reboot the appliance during an update.

1. Export all items on your KACE SDA using the instructions provided in the following Knowledge Base articles:

    ◦ KACE SDA Backup Best Practices

    ◦ How to back up a KACE SDA

2. Using your customer login credentials, log in to the Quest website at https://support.quest.com/kace-systems-deployment-appliance/download-new-releases, download the KACE SDA Server 5.1 Update, and save the file locally.

3. Log in to the Administrator Console.

4. On the left navigation bar, click **Settings** to expand the section, then click **Appliance Maintenance** to display the *Appliance Maintenance* page.

5. Under *KACE SDA Updates > Manual Updates*, click **Browse** to select the update file, then click **Open**.

6. Click **Update Server**.

    The time required to update the appliance varies depending on the content present on the KACE SDA, do not manually hard shut down the appliance. Also, javascript:;the appliance reboots automatically (potentially several times) during the upgrade process until it is complete.

More resources

Additional information is available from the following:

- Online product documentation (https://support.quest.com/kace-systems-deployment-appliance/technical-documents)

    ◦ **External I/O connection reference**: Go to http://documents.quest.com/kace-systems-deployment-appliance/13g-external-io-reference/.

    ◦ **Technical specifications**: Information on the minimum requirements for installing or upgrading to the latest version of the product. Go to https://support.quest.com/technical-documents/kace-systems-deployment-appliance/technical-specifications-for-virtual-appliances/.

    ◦ **Administrator guide**: Instructions for setting up and using the appliance. Go to https://support.quest.com/technical-documents/kace-systems-deployment-appliance/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 supports any single-byte or multi-byte 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.

Legal notices

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.
i	IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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