KACE® Systems Deployment Appliance 6.0

Release Notes

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Quest® KACE® Systems Deployment Appliance 6.0 Release Notes

This release notes document provides information about the Quest KACE Systems Deployment Appliance (SDA) version 6.0.

About this release

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 appliance.

The KACE SDA version 6.0 is a major release of the product which offers streamlined usability via new UI themes, task grouping, and custom deployments.

New features and enhancements

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

Table 1. New features and enhancements

Feature	Issue ID
A new widget, *IT Ninja Most Recent Posts*, is added to the Dashboard.	ESMEA-3729
Starting in this release, reports can be generated as PDF files.	ESMEA-3600
Grouping tasks together: Added the ability to allow tasks to be grouped together into a single item.	ESMEA-3599
Upgrade reliability improvements: Detailed status is now available while the upgrade is in progress. Also, a database comparison tool is added to the appliance, to detect and prevent unsuccessful upgrades. After an upgrade, the user is successfully redirected back to the Software Transaction Agreement (STA) page, also known as EULA (End User License Agreement).	ESMEA-3591

Feature	Issue ID
Enhanced the upload dialog with the ability to use the `clientdrop` share to upload large files as tasks.	ESMEA-3525
An option to configure the default setting per Remote Site Appliance (RSA) is added in this release.	ESMEA-3524
Additional troubleshooting tools are added to the Administrator Console.	ESMEA-3522
UI Themes: Added the ability to switch between a darker, hybrid and the current light theme.	ESMEA-3422
Custom Deployment (Windows Only): Provided the ability to run scripts (such as configuring BIOS, upgrading to Windows 10, and so on) apart from a scripted install or image deployment.	ESMEA-3419
FreeBSD 11.1 and PHP 7.2 upgrade: The appliance includes a number of third-party components, including FreeBSD. In this release, FreeBSD is updated to version 11.1. This version includes a number of new features, such as migration from VMWare Tools to Open VM Tools.	ESMEA-3375
Starting in this release, legacy/BIOS boot environments can be booted from an ISO image.	ESMEA-3329
Administrator Console pages can now be auto-refreshed.	ESMEA-3201
The Consumer Feature option for Windows 10 scripted installs is added in this release.	ESMEA-2857
Large Customer Boot Action Improvements: The support for PXE Linux is no longer available and is replaced with iPXE. Re-factored Windows and Mac Boot Actions can be served on-demand. Specific sync processes pertaining to PXE Linux are no longer required, and as such are removed from the product.	ESMEA-2710
The **Save and Sync** command is now available directly from a RSA for captured images.	ESMEA-1027
Mid- and post-installation tasks in the Administrator Console now appear in separate sections.	ESMEA-752
Sysprepped images are now identified as such in the Administrator Console and their status is displayed.	ESMEA-562

Deprecated issues

The following issue is deprecated in this release.

Table 2. Deprecated Issues

Deprecated issue	Issue ID
i IMPORTANT: Support for PGM (Pragmatic General Multicast) multicast protocol has been removed from the product. **Workaround**: The multicast protocol defaults to NORM (NACK-Oriented Reliable Multicast) and it is the only option. If PGM was previously selected as the default protocol for existing boot actions, this setting will automatically change to NORM the during the upgrade. **i** NOTE: The maximum transmission rate can be increased depending on your network environment or conditions, so the more reliable NORM protocol can be used at a higher rate.	ESMEA-4374
i IMPORTANT: Support for PXELinux (`k2000.0` PXELinux boot file) has been removed from the product. **Workaround**: This update removes support for the `k2000.0` PXELinux boot file, which may impact/disrupt your ability to PXE boot. Changes to your DHCP server to use iPXE boot file(s) may be necessary to use the iPXE boot file. For more details, refer to the following KB Article: https://support.quest.com/kace-systems-deployment-appliance/kb/217556/dhcp-configuration-for-bios-and-uefi-pxe.	ESMEA-2710

Resolved issues

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

Table 3. Resolved Issues

Resolved issue	Issue ID
The *Profile Name* field on the *User States* list page failed to sanitize user-supplied data and could store code in the database.	K2-6930
The Hyper-V KACE SDA and RSA did not prompt for root password when booting into single-user mode.	K2-6916
`XSS` was stored in the *Name* field of the *Export List* page.	K2-6915
Long organization names broke the *View By* menu on the *Import Managed Installations* page.	K2-6910
The `K2000` text string and the old Quest logo appeared in several places in the Windows Media Manager.	K2-6894
A hard-coded 35-second pause could prevent the upgrade status page from being displayed.	K2-6891
The *Import Packages* and *Export Packages* pages in the RSA Console were incorrectly named as *Import SDA Packages* and *Export SDA Packages*.	K2-6884

Resolved issue	Issue ID
The Windows KBE (KACE Boot Environment) did not include the latest KACE logo, like the Mac NetBoot environment.	K2-6843
ITNinja widget names were not displayed correctly.	K2-6837
On the *General Settings* page, *Imaging Options* not appear underneath *Default SDA Boot Environments*.	K2-6830
While creating a new service pack post-installation task, the *Name* field failed to sanitize user supplied data and could store code in the database.	K2-6829
While creating new BAT script pre-installation and post-installation tasks, the *Name* field failed to sanitize user supplied data and could store code in the database.	K2-6828
A typo appeared in a warning message.	K2-6827
The `log_id` parameter in manual deployments of audit logs failed to sanitize user-provided input.	K2-6824
The *Name* field on the *Scripted Installation Detail* page failed to sanitize user supplied data and could store code in the database.	K2-6823
The *Name* field in the Automated Deployments section failed to sanitize user supplied data and could store code in the database.	K2-6822
The update status for RSA stated *SDA* instead of *RSA*.	K2-6821
When creating a new user, the *User Name* field on the *User Detail* page failed to sanitize user supplied data and could store code in the database.	K2-6819
After a session timeout, the application did not redirect the user to the login page.	K2-6814
Attempting to put an iFrame around the Administrtor Console in the browser now prevents the user interface from loading, leaving the user with an empty iFrame.	K2-6812
Space between dashboard widget columns was too wide.	K2-6803
The word "Appliance" was misspelled in the format tool.	K2-6767
Large application task uploads could result in a 503 Service Unavailable page.	K2-6761
The *Driver Feed* and *Driver* labels were not translated to Portuguese.	K2-6756
The information in the *Disk Usage* chart was misleading.	K2-6754
The user login failed alert had a dark colored background.	K2-6745
After migrating to offboard storage, the Disk Usage chart did not display data.	K2-6722

Resolved issue	Issue ID
A PHP Warning on Mac images was reported when `/kbox/bin/ system_image_verify_all.php` was running.	K2-6718
Columns and other changes missing from the database after upgrading caused issues.	K2-6714
The `/kbox/www/images/header_deployment_client.png` error repeatedly showed in the log.	K2-6713
The `system_image_verify_all.php` script caused errors on Mac images.	K2-6712
Importing an OVF into Hyper-V retained 60 GB of disk space, which caused an increase in the required storage.	K2-6681
A failed upgrade continued on error and changed the version as if it were successful.	K2-6673
The name of the upgrade log page had *KACE Systems Deployment Appliance* in the title for both the KACE SDA and RSA.	K2-6666
After changing the time zone, the progress screen appeared, but the user was not directed to the date and time page.	K2-6582
Logging in as root in the RSA Command Line Console showed `K2000 Deployment Appliance` as the appliance name.	K2-6564
Incorrect Translation (all languages): The text string *Set the clock on the K2000 manually* was not translated.	K2-6505
Incorrect Translation (Japanese): Incorrect date format was displayed.	K2-6504
Incorrect Translation (Brazilian Portuguese): The text string *Scripted Installation Creation* was confusing when localized with concatenation.	K2-6503
The deprecated feature for Windows 10 SI, network location, appeared in a wizard.	K2-6501
A PXE Linux node RSA synchronization issue was reported.	K2-6489
In some cases, the latest version of `drvstr.cfg` was not downloaded.	K2-6135
Instead of being redirected to login page, when *The User State has been successfully saved* message was displayed, the *User States* page appeared.	K2-6048
Text strings were not translated after reversing the RSA migration data from external to internal storage.	K2-5947
On FreeBSD version 10, the host name was not displayed when the DNS lookup option was enabled during a network scan.	K2-5911
When cancelling a package import, a duplicate question mark '?' appeared in the confirmation window.	K2-5905

Resolved issue	Issue ID
Text strings were not localized in the 13G network utilization widget.	K2-5903
The *Network Utilization* section on the *Dashboard* page did not display information for Hyper-V platforms.	K2-5902
The UFD image appeared in English when running in the Spanish Windows client.	K2-5897
The *Connecting to ITNinja* message was not translated on the *Deployment Workbench* page.	K2-5856
The SSL example field did not include the country code for translation.	K2-5804
When synchronizing RSAs, a high number of nodes slowed down the synchronization of PXE Linux.	K2-5791
While creating USMT Scan templates, cross-site scripting issues were reported.	K2-5787
Text strings were not translated in pseudo translation on the remote site details page.	K2-5755
Minor translation issues were found in German and Italian context links.	K2-5751
The *Device Inventory* list page was not sorted by the last network boot by default.	K2-5734
Database parameters are now used to add data to the database in the `KBOXLicense.class.php` file.	K2-5631
In the *Create a Scripted Installation* wizard, on the *Scripted Installation Creation* page, a concatenated string was causing translation issue.	K2-5602
A progress message on the *USB Flash Drive Installer* page did not display with a yellow background, as expected.	K2-5587
Downloading the Media Manager from the Spanish (Latin American) appliance displayed the Media Manager product name in Spanish (Spain) on the MSI Installer and on the shortcut icon.	K2-5585
On the *Registration and Licensing* page, an error message was displayed using a wrong format.	K2-5570
The Mac imaging utility contained Spanish (Spain) resource files.	K2-5569
Incorrect Translation: In the *Create a Boot Environment* wizard, the text string *Boot Environment Status* was concatenated, causing grammar issues in some non-English languages, such as such as Spanish (Latin American).	K2-5559
Incorrect Translation (French): An error message in the `konfig` console has a space before the comma in the sentence.	K2-5558
Incorrect Translation (French): Missing a space before the colon ':' on multiple Administrator Console pages.	K2-5512

Resolved issue	Issue ID
Text strings were not translated on the *Source Media Detail* page.	K2-5508
On the *Device Detail* page, the text string *Driver Compatibility Report* was not translated.	K2-5496
Text strings associated with hidden *Mac OS X Pre-installation Tasks* and *Mac OS X Post-installation Tasks* were not translated.	K2-5374
The `HTTPOnly` flag was not set in cookies in the `kboxid` session cookie.	K2-5345
Appliance pages were accessible using embedded HTML frames.	K2-5321
Error Messages on the SDA Advanced SSL Settings page used incorrect labels.	K2-5157
The `fix_bcd.vbs` script ran after mid-level post-installation image deployment tasks.	K2-5100
Adding the first Mac Netboot or Windows Boot Environment did not make them as default boot environments.	K2-5010
The `DPInst` task was forcing a restart on images running Windows 7 and later.	K2-4942
A default runtime environment was selected for new pre- and post-installation application tasks.	K2-4553
The server IP information on NetBoot login screen was always in English.	K2-4544
The `MAC_Address.bat` file corresponding to a new boot action created for a machine which was already associated with a running boot action, was not deleted.	K2-4519
Deleting a multicast deployment did not terminate the process, which prevented new multicast deployment from starting.	K2-4286
Non-English RAID email content did not appear correctly on some email clients.	K2-3985
Mac: The *Imaging Utility* was not localized on the *File* menu and on the dock.	K2-3043
The purge command did not show a status.	K2-1897

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 4. 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
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
A blue arrow icon for the *Driver Feed* is displayed in the wrong location after an upgrade.	K2-6664
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.	K2-6479

Known issue	Issue ID
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.	
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
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 5. Hyper-V known issues

Known issue	Issue ID
Upgrading with Microsoft Hyper-V® does not always mount the appropriate disk partition.	K2-6561

Known issue	Issue ID
The RSA status does not automatically update when a synch is completed.	K2-6558 ESMEA-2896

Table 6. 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
Multicast deployments do not continue on errors. **Workaround**: Do not set multicast deployments to continue on errors.	K2-4180 ESMEA-624

Table 7. 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. ℹ️ 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

System requirements

The minimum version required for installing version 6.0 is 5.1.84 (version 5.1). 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, open the *Need Help* pane on the right, then click About KACE SDA at the bottom left of the window.

Before upgrading to or installing version 6.0, make sure that your system meets the minimum requirements. These requirements are available in the KACE SDA technical specifications: http://support.quest.com/technical-documents/kace-systems-deployment-appliance/6.0-common-documents/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 6.0 can be used only on a KACE SDA version 5.1 or later. Version 6.0 licenses cannot be used on appliances running earlier versions of the KACE SDA, such as 5.0.

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 6.0 is 5.1.84 (version 5.1). 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 6.0 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 6.0 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, 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/technical-documents)

    ◦ **External I/O connection reference**: Go to http://support.quest.com/technical-documents/kace-systems-deployment-appliance/6.0-common-documents/13g-external-io-reference/.

    ◦ **Technical specifications**: Information on the minimum requirements for installing or upgrading to the latest version of the product: http://support.quest.com/technical-documents/kace-systems-deployment-appliance/6.0-common-documents/technical-specifications-for-virtual-appliances/

    ◦ **Administrator guide**: Instructions for setting up and using the appliance. Go to http://support.quest.com/technical-documents/kace-systems-deployment-appliance/6.0-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 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.

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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.

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

KACE Systems Deployment Appliance Release Notes

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