

Quest®



# KACE® Systems Deployment Appliance 6.1

## Release Notes



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# Quest® KACE® Systems Deployment Appliance 6.1 Release Notes

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This release notes document provides information about the Quest KACE Systems Deployment Appliance (SDA) version 6.1.

## 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 6.1 is a minor release of the product which offers several new minor features and enhancements 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
Increased KBE (KACE Boot Environment) performance by setting the power plan to "high performance" for Windows 10 PE.	ESMEA-4722
Links for downloading various Deployment Workbench Tools are now available in the Administrator Console	ESMEA-4698
New tasks and a Task Group for auto-switching between Legacy boot or UEFI (Unified Extensible Firmware Interface).	ESMEA-4679
Ability to clear all Pre-, Mid-, or Post-Installation Tasks from the deployment list.	ESMEA-4471
The <i>Boot Environment</i> list page now indicates which KBE is set by default.	ESMEA-4429

Feature	Issue ID
Network Interface Settings and Configuration: The appliance supports multiple NICs (network interface cards) and includes enhanced link aggregation settings.	ESMEA-4402
The user interface now explicitly specifies which images appear on the RSA (Remote Site Appliance) <i>System Images</i> page. For easier management, links to images from the RSA to the appliance and the other way around.	ESMEA-4182
Support for 10 Gigabit Network Ethernet Adapters.	ESMEA-4148
<p><b>i</b>   <b>NOTE:</b> This feature requires the appliance MTU setting of 9,000, and you may need to enable jumbo frame depending on the type of network switch. For more information, see your switch documentation.</p>	
Ability to filter Pre-, Mid-, and Post-Installation Tasks by name.	ESMEA-3702
Ability to migrate from one KACE SDA to another appliance (assuming both appliances are on the same version).	ESMEA-3424
<p><b>i</b>   <b>IMPORTANT:</b> Quest Software highly recommends that you perform the migration with both the source and destination appliances on the same network and same subnet. If required, the destination appliance can be moved to its appropriate subnet after the migration has completed.</p>	

## Deprecated issues

The following issue is deprecated in this release.

Table 2. Deprecated Issues

Deprecated issue	Issue ID
<p><b>i</b>   <b>IMPORTANT:</b> Support for PGM (Pragmatic General Multicast) multicast protocol has been removed from the product.</p> <p><b>Workaround:</b> 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.</p> <p><b>i</b>   <b>NOTE:</b> 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.</p>	ESMEA-4374

## Resolved issues

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

Table 3. Resolved Issues

Resolved issue	Issue ID
Custom Deployments were not accessible from within an RSA KBE.	K2-7112
Searching for Manual Deployments under <i>Progress</i> or <i>Audit Log</i> resulted in an error page.	K2-7086
The <code>kverify</code> script listed two backup services as being modified by the upgrade which were not removed before the upgrade was completed.	K2-7082
The file <code>swapfile.sys</code> was excluded file during a WIM image capture.	K2-7077
The upgrade script checked for space in a wrong location.	K2-7049
Drag and drop did not work on dashboard widgets in Mozilla Firefox and Google Chrome on Windows.	K2-7043
When the <i>Capture directly to server</i> option was selected on a client machine while capturing a WIM image and the user selected the <i>KImage</i> option, the <i>Capture directly to server</i> option remained selected.	K2-7019
The Mid-Level Tasks link on the <i>Overview</i> page was incorrect.	K2-7017
Templates did not display while manually deploying users using an offline scan.	K2-7013
When the language is set to DE/German, the <b>Check for updates</b> button extends into the drop area for updates.	K2-7012
Numeric value format was not displayed according to the region in the <i>Language Settings</i> page.	K2-7011
Changing the order of LDAP Server Authentication entries was not possible.	K2-7010
The selected <i>Default</i> appliance theme was not applied for new and re-created LDAP users.	K2-7009
On new Windows ADK versions, language keyboard settings other than English were not applied as expected.	K2-7007
The USMT Scan Template option to optimize <code>ScanState</code> for Windows 7 description was incorrect.	K2-7006
The <code>kverify</code> script ran a Pre-, Mid-, and Post-Installation Task check on an RSA.	K2-7005
RSA was not listed in the <i>System images View By: Appliance</i> drop-down list.	K2-6997
KACE Media Manager version showed as 9.9.9 in Windows.	K2-6995
NFS shares were still enabled when Netboot was turned off.	K2-6991

Resolved issue	Issue ID
Mac OS 10.13 images were not getting "blessed". The <code>bless</code> command indicates if a Mac image is bootable.	K2-6990
A Mac OS internal hard disk did not show on the desktop.	K2-6989
NIC speeds could not be configured with full-duplex options on 13G hardware.	K2-6971
The RSA used an older USMT (User State Migration Tool) revision after a new one had been uploaded to the appliance and synced to the RSA.	K2-6963
When a K-Image capture is selected, the <i>Capture directly to server</i> option was enabled.	K2-6962
Munin stopped working and the subsequent warnings resulted in spam emails.	K2-6960
Reverting a KACE SDA appliance from offboard to internal storage could restore the database from an older version, potentially causing large issues.	K2-6833
A blue arrow icon for Driverfeed was displayed in the wrong location after upgrades.	K2-6664
When capturing a WIM image, the progress indicator does not move during the <i>Creating file list for WIM image</i> or <i>Capturing WIM image</i> phase.	K2-6573
The <b>Test</b> button on LDAP creation did work on an initial configuration.	K2-6566
Attempting to enter <code>konfig</code> for the login and password on the console to make changes to the 3.7 SP1 appliance resulted in an error for incorrect link aggregation IP. Details were displayed if link aggregation was enabled.	K2-5957
A KBE <code>.iso</code> download could not be used to boot a UEFI virtual machine.	K2-5606
USB deployment issue were reported with multi-partition images. The USB was assigned as drive D:, when the deployment requires drive D:, which caused a deployment issue.	K2-5119
When a scan user state task failed, attempting to retry the task from the <i>Task Error</i> page resulted in success. However, the selected user states were not scanned or uploaded to the appliance.	K2-4427
Offline user state scan was not supported in USB Deployment Capture Offline User State and USB KI Deployments. A message appeared if the tasks existed.	K2-3376
Device names were not retained while deploying sysprepped K-Images and scripted installations for x64 and x86 Japanese Windows operating systems.	K2-3170

## 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
<p>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:</p> <pre>Windows needs the driver for device [Standard NVM Express Controller]</pre> <p>This issue is unrelated to the KACE SDA and therefore support is not provided.</p> <p><b>Workaround:</b> The following workaround is available as is, without support. For more information, read the following KB article:  <a href="https://support.quest.com/kace-systems-deployment-appliance/kb/185551">https://support.quest.com/kace-systems-deployment-appliance/kb/185551</a></p>	Microsoft
IP and MAC addresses displayed in deployment reports can cause confusion.	K2-7088
The appliance does not follow standards for email authentication when sending emails.	K2-7087
When reaching the license limit the German Translation is confusing. It should clearly state that the limit of 100 devices is reached.	K2-7073
Search with two or more words is not working on the <i>Import Managed Installation</i> page.	K2-7050
Large application task uploads using the <code>clientdrop</code> share can result in a 504 Gateway Timeout page.	K2-7028
When <i>Imaging Options</i> is selected on <i>General Settings</i> page, the <b>Deploy directly from server</b> check box is not selected by default for imported Images on the appliance and RSA.	K2-7025
The initial configuration setup console screen is missing characters in the localized text.	K2-7024
After importing a managed installation (MI) created for operating systems on the KACE Systems Management Appliance (SMA), the Runtime Environment is displayed as Windows on the KACE SDA server.	K2-7000
When date or time is changed on the Hyper-V Server, the system does not reflect the updated date or time.	K2-6996
The KACE SDA Munin graphs cannot be zoomed.	K2-6994
User warning is not displayed for duplicate imports or exports.	K2-6972
In some environments, KBE does not re-map shares until the appliance reboots, or Samba restarts.	K2-6844
Online USMT Scan and Offboard Package Transfer fails if SMB v.1 is disabled on the target.	K2-6775

Known issue	Issue ID
<p><b>Workaround:</b> Use the USMT Advisor tool, downloadable from the Support Portal or Library Overview page. This tool helps with common issues encountered during this process.</p>	
<p>VMware virtual machines with multiple vCPUs (virtual central processing units) cannot PXE-boot to a legacy iPXE.</p> <p>For more information, read the following KB article: <a href="https://support.quest.com/kace-systems-deployment-appliance/kb/232911">https://support.quest.com/kace-systems-deployment-appliance/kb/232911</a></p>	K2-6769
<p>Some models freeze during the <i>initializing devices</i> stage, and is not able to get the KBE menu when UEFI PXE booting.</p> <p><b>i</b>   <b>NOTE:</b> This is a known issue related to the manufacturer BIOS version. Upgrading or downgrading the BIOS version may resolve the issue.</p>	K2-6552
<p>When an RSA is using offboard storage, Mac client machines are unable to boot in NetBoot from the RSA.</p>	K2-6502
<p>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.</p> <p><b>Workaround:</b> Configure the VM network adapter setting NIC to E1000.</p>	K2-6496
<p>Windows XP scripted installations fail when deploying through WINPE10, a KBE created using ADK (Windows Assessment and Deployment Kit) 10.</p> <p><b>Workaround:</b> Use WINPE5, a KBE created using ADK 8.1, to successfully deploy Windows XP Scripted Installs.</p>	K2-6484
<p>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.</p> <p><b>Workaround:</b> 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.</p> <p>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.</p>	K2-6479
<p>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.</p> <p><b>Workaround:</b> Windows XP user states can be scanned with Windows PE, which is the workaround recommended by Microsoft. For more information, visit <a href="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">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</a>.</p>	K2-6477
<p>The <i>Appliance Performance</i> page does not display disk usage for external storage.</p>	K2-5893
<p>Imported ASR image deployments fail if no ASR images were captured from the KACE SDA.</p> <p><b>i</b>   <b>NOTE:</b> The appliance creates the ImageStore directory for ASR images captured from the appliance.</p>	K2-5758



Known issue	Issue ID
<b>Workaround:</b> Create the <b>ImageStore</b> folder in the <b>petemp</b> directory.	
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
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 <i>License exceeded</i> 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
The RSA status does not automatically update when a sync 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. <b>Workaround:</b> A workaround is available for this issue. For more information, read the following KB article: <a href="https://support.quest.com/kace-systems-deployment-appliance/kb/212975">https://support.quest.com/kace-systems-deployment-appliance/kb/212975</a>	K2-5393
Multicast deployments do not continue on errors. <b>Workaround:</b> 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.  <b>NOTE:</b> 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. <b>Workaround:</b> 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 6.1 is 6.0.425 (6.0). 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 6.1, 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/6.1-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 6.1 can be used only on a KACE SDA version 5.0 or later. Version 6.1 licenses cannot be used on appliances running earlier versions of the KACE SDA, such as 5.0.
- i** | **NOTE:** Prior to upgrading, check the *Status Overview Report* and verify that the current maintenance status is valid and not expired.

# 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 6.1 is 6.0. 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 6.1 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 6.1 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, 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/6.1-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/6.1-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/6.1-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 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](http://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 Deployment Appliance Release Notes

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