

Quest®



KACE® Systems Deployment Appliance 7.0

Release Notes



Table of Contents

Quest® KACE® Systems Deployment Appliance 7.0 Release Notes.....	3
About this release.....	3
New features and enhancements.....	3
Deprecated issues.....	5
Resolved issues.....	5
Known issues.....	9
System requirements.....	14
Product licensing.....	14
Installation instructions.....	14
Prepare for the update.....	15
Update the appliance using an advertised update.....	15
Upload and apply an update manually.....	15
More resources.....	16
Globalization.....	16
About us.....	16
Technical support resources.....	17
Legal notices.....	17

Quest® KACE® Systems Deployment Appliance 7.0 Release Notes

This release notes document provides information about the Quest KACE Systems Deployment Appliance (SDA) version 7.0.

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 7.0 is a major release of the product which offers new 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
The appliance now supports Linux Scripted Installations for CentOS 6/7.	ESMEA-5212
Added informational text blocks to product pages, where needed.	ESMEA-5103
Updated the Maintenance Expired alert message with more information and a link to a page with additional details.	ESMEA-5071
Updated Samba share password in the <code>startnet.cmd</code> file.	ESMEA-5058
Added a check box to calculate the number of reboots needed for sysprepped images and make that the Auto Logon count.	ESMEA-4950

Feature	Issue ID
Various updates and tools are now only available to customers that have active maintenance.	ESMEA-4947
Added text to the Mac OS X Media Manager page to indicate the supported OS versions.	ESMEA-4913
Add Windows Server 2019 to the Source Media Metadata OS list.	ESMEA-4911
The appliance now supports Linux Scripted Installations for Ubuntu 16/18.	ESMEA-4907
The appliance now supports Linux Scripted Installations for Red Hat Linux 6/7.	ESMEA-4906
Added a driver version column to <i>Driver Feed</i> list page.	ESMEA-4876
Added newly collected data or features to the Status Overview Report.	ESMEA-4875
The Save , Cancel , and other buttons now float at the bottom of the page.	ESMEA-4874
The appliance restricts <code>.kbin</code> upgrades for expired maintenance licenses.	ESMEA-4873
A progress bar is now integrated into the KBE (KACE Boot Environment) page for image capture and deployment.	ESMEA-4868
The Windows Media Manager has been rewritten in .NET, and now includes the functionality from KBE Manipulator.	ESMEA-4862
Added disk encryption to newly created appliance.	ESMEA-4833
The appliance no longer uses <code>sha1</code> for password encryption.	ESMEA-4832
KBE load registry now finds the <code>config</code> file automatically.	ESMEA-4811
Data Migration log now appears in the Administrator Console.	ESMEA-4766
The <i>Add Mac Address</i> column is added to the <i>Device Inventory</i> page.	ESMEA-4755
FreeBSD upgraded from 11.1 to 12.0.	ESMEA-4743
The Set AutoLogon Count script added as a default mid-level task.	ESMEA-4707
Appliance chat asks for topic and searches Knowledge Base library for solutions before starting a chat session.	ESMEA-4706 ESMEA-4456
A direct link to upload packages for import is added to the <i>Package Management</i> page.	ESMEA-4696
Added a flag to USMT scan templates.	ESMEA-4681
Added a number of enhancements to the Installation Plan area.	ESMEA-3552

Feature	Issue ID
<i>Upload Hardware Inventory</i> links removed from KBE pages.	ESMEA-664
Drivers have its own section on the <i>Disk Usage</i> chart.	ESMEA-634
The appliance allows import and replacement of .wim files as images.	ESMEA-95

Deprecated issues

The following issue is deprecated in this release.

Table 2. Deprecated Issues

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

Resolved issues

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

Table 3. Resolved Issues

Resolved issue	Issue ID
Migration Wizard generates errors if decoded Source or Destination Migration Key did not match new line characters.	K2-7304
Progress bar showed a wrong drive letter when capture is done on a second drive due to space issues.	K2-7303
Downloaded capture log did not have line breaks.	K2-7302
The <code>APPLIANCE_MAINTENANCE_STATUS</code> database entry is no longer migrated.	K2-7289
6.1 maintenance was set to inactive if the appliance could not reach service.	K2-7288
7.0 maintenance was set to inactive if the appliance could not reach service.	K2-7286

Resolved issue	Issue ID
VNC failed to show the Command Prompt window on a 64-bit KBE.	K2-7282
Uploading a file larger than 2 GB from the <code>clientdrop</code> share showed incorrect file sizes.	K2-7280
Migration hanged if SSH was not initially enabled on the target appliance, leaving <code>BACKUP_IN_PROGRESS</code> set to <code>yes</code> , which resulted in Support calls.	K2-7276
When attempting to boot through PXE (Preboot Execution Environment) on some devices, the device failed to boot with the following error: <code>Status: 0xc0000017</code> .	K2-7270
Migration failed to start when root logon over SSH is disabled on the destination device.	K2-7241
File system contents displayed on the <i>Support Troubleshooting Tools</i> page.	K2-7238
Migration hanged when a host name is used instead of an IP address, and DNS A record was missing.	K2-7219
Scripted Install Detailed Information table in the SDA Status Overview Report page displayed wrong reboot required details.	K2-7216
Improper escaping of host name field was reported while creating user states.	K2-7214
DOM (Document Object Model) XSS (Cross-site Scripting) was observed in the <i>User name</i> field while creating user states.	K2-7213
After migrating data to offboard storage, <code>Successfully copied data to onboard storage</code> message was displayed in logs.	K2-7212
Samba share password was set to the default administrative password after migration on the destination or target box.	K2-7193
DOM-based XSS was reported in the <i>Brute Force Detection</i> settings.	K2-7190
XSS was stored in the <i>SNMP Community String</i> field.	K2-7189
Task names were garbled for multi-byte strings in KBE.	K2-7164
While uploading a package larger than 1.5 GB using the <i>Upload packages</i> link from the <i>Package Management</i> page, no error was displayed.	K2-7162
The count on the <i>System Image</i> list page was wrong.	K2-7160
Users could not delete KBE when creation failed and upload displayed zero bytes.	K2-7159
Certain task types caused screens to appear in front of the KBE page.	K2-7158
If SSL was enabled when the migration wizard runs, the linking did not enable SSL.	K2-7145

Resolved issue	Issue ID
Path-based XSS vulnerability was reported.	K2-7140
On the appliance and RSA (Remote Site Appliance), the Brute Force Detection error message was incorrect, and the indicated failed attempt count and duration was wrong.	K2-7139
On the appliance and RSA, captured user states disappeared while zooming on the <i>User States</i> list page.	K2-7138
An 'Automated Deployment' for a System Image or Scripted Installation did not include the node MAC address in the Progress Automated Deployment entry, failing to update the deployment progress.	K2-7137
Available tasks in an installation plan were not sorted automatically in alphabetical order.	K2-7136
Standalone deployment of K-image and WIM image did not display progress as expected (or the related percentage in Command Prompt).	K2-7135
An ordering issue was reported in the Installation Plan tasks.	K2-7134
Clicking the Cancel button during a deployment process continuously showed the progress bar until the system restarted.	K2-7133
CVE-1999-0517. The default SNMP community string is changed in this version.	K2-7132
On RSA <i>System Images</i> list page, it was possible to select and delete an SDA image, resulting in an error page.	K2-7131
Text over image was displayed while capturing user states online.	K2-7128
Labels were truncated on the <i>Device Inventory</i> list page.	K2-7127
The message appearing after attempting to power off the appliance was identical to the reboot message.	K2-7125
With offline scan and deploy user states attached to the image, the <i>User States Available On The Server</i> table was empty if no user states were available for deployment.	K2-7118
For offline user state scans, the column title in the <i>User Profiles Available On This Device</i> table was confusing.	K2-7117
IP and MAC addresses displayed in deployment reports could cause confusion.	K2-7088
The appliance did not follow standards for email authentication when sending emails.	K2-7087
Unhandled exception was reported: <code>mysqli error: [1048: Column 'IM_DEPLOYMENT_LOG_ID' cannot be null] in EXECUTE("insert into IM_DEPLOY...</code>	K2-7076

Resolved issue	Issue ID
Error was reported: <code>KLinkManager::UnsealData()</code> : <code>openssl_open</code> failed.	K2-7075
German translation of a Warning message was confusing.	K2-7073
FreeBSD: Resource exhaustion in TCP reassembly was detected. For more details, visit https://www.freebsd.org/security/advisories/FreeBSD-SA-18:08.tcp.asc .	K2-7051
Search for text string consisting of two or more words did not work on the <i>Import Managed Installation</i> page.	K2-7050
Large application task uploads using the <code>clientdrop</code> share could result in a 504 Gateway Timeout page.	K2-7028
When <i>Imaging Options</i> were selected on the <i>General Settings</i> page, the option Deploy directly from server was not selected by default for imported images on the appliance or RSA.	K2-7025
FreeBSD: Lazy FPU State Restore Information Disclosure was detected. For more details, visit https://www.freebsd.org/security/advisories/FreeBSD-SA-18:07.lazyfpu.asc .	K2-7018
The name of the RSA login page was too long.	K2-6988
Security: When editing system images, when you clicked Browse Files, the directory name called a page that did not check input.	K2-6974
In some environments, KBE did not re-map shares until the appliance or Samba was restarted.	K2-6844
NetBoot Environment creation sometimes failed.	K2-6494
Munin graph Disk Category on the 13G appliance was not updated after migration to expandable storage.	K2-5893
Web service call returned the Samba password.	K2-5822
Terms reference in the <i>Administrator Guide</i> was inconsistent with the Administrator Console.	K2-5574
String overlapping on the <i>Device Inventory</i> page was reported when setting column visibility.	K2-5203
Network Scan Inventory entries did not work as intended if previously present and deleted systems were re-imported.	K2-4572
The <code>drivers_postinstall</code> directory appeared in blue, indicating that it needed to be synced under RSA dependencies.	K2-4489
Media Manager reported an incorrect message when trying to upload media to RSA.	K2-3290

Resolved issue	Issue ID
SSO (single sign-on): When switching from a KACE SDA server to either KACE RSA or KACE SMA (Systems Management Appliance) server through SSO, the drop-down list on the switched Administrator Console showed all linked appliances.	K2-3241


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>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</p>	Microsoft
Back slash causes notes to not be saved on the Pre-, Mid-, or Post-Installation Tasks section.	K2-7285
Error is reported while deleting nodes in the Administrator Console.	K2-7277
When PXE authentication is enabled, the <code>Memdisk</code> option is ignored.	K2-7269
Custom Deployment does not display User States for deployment.	K2-7266
<i>Remote Site Detail</i> page takes a long time to timeout if RSA is unavailable.	K2-7246
Large managed installation (MI) does not import as a Post-Installation task.	K2-7245
SSL intermediate certificate handling issues are reported.	K2-7126
<code>Klonewin</code> hangs due to network instability issue during file copying phase.	K2-7124
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

Known issue	Issue ID
When <i>Imaging Options</i> is selected on <i>General Settings</i> page, the Deploy directly from server check box is not selected by default for imported Images on the appliance and RSA.	K2-7025
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
After importing an MI created with All Operating System checkbox selected on the KACE System Management Appliance (SMA), the Runtime Environment is displayed as Windows on the KACE SDA server.	K2-7000
The KACE SDA Munin graphs cannot be zoomed.	K2-6994
User warning is not displayed for duplicate imports or exports.	K2-6972
User warning is not displayed for duplicate import or exports.	K2-6972
When importing same packages, duplicate entries are created on the appliance.	K2-6964
When tasks are saved, they do not redirect back to list pages.	K2-6943
Online USMT Scan and Offboard Package Transfer fails if SMB v.1 is disabled on the target. Workaround: Use the USMT Advisor tool, downloadable from the Support Portal or Library Overview page. This tool helps with common issues encountered during this process.	K2-6775
Online USMT Scan and Offboard Package Transfer fail if SMB 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 entering MAC Address.	K2-6762
Building a USB key for a system image does not update status message.	K2-6742
When <code>igb1</code> is taken down on a 12G server and lagg is enabled, the Administrator Console is not accessible.	K2-6726
When RSA and KACE SDA are linked, no error message is shown on regenerating the linking key on the RSA.	K2-6724
When migrating to offboard storage with Microsoft Internet Explorer 11, pages do not automatically redirect, as expected.	K2-6723
When creating a new Post-Installation Task, a success message does not appear on the <i>Post-installation Tasks</i> list page.	K2-6720

Known issue	Issue ID
After clicking New boot action for a Mac OS NetBoot on the <i>Boot Environment Detail</i> page, on the <i>Automated Detail</i> page that appears, the <i>Deployment</i> field is not set, as expected.	K2-6665
Some models freeze during the <i>initializing devices</i> stage, and is not able to get the KBE menu when UEFI PXE booting.	K2-6552
 NOTE: This is a known issue related to the manufacturer BIOS version. Upgrading or downgrading the BIOS version may resolve the issue.	
13G Hardware does not use the service tag as the serial number.	K2-6508
When an RSA is using offboard storage, Mac client machines are unable to boot in NetBoot from the RSA.	K2-6502
A Mac OS client device is unable to boot in NetBoot from an RSA, when the RSA is on offboard data store.	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
The path for drivers on the <i>Driver Feed</i> page are not always unique which causes problems for the Driver Feed widgets.	K2-6495
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
NetBoot login screen appears when a Mac image deployment is set using boot action with 10.11 NetBoot.	K2-6479
Server setting for SMB signing is disabled.	K2-6409
On the <i>Dell Driver Feed Settings</i> page, the <i>Last update</i> field does not change when the <code>drvstr.cfg</code> file is updated and downloaded.	K2-6094
RAID <i>Degraded</i> and <i>Rebuilding</i> status are not displayed on 13G server console.	K2-6062
Mac OS device unable to NetBoot after reverse migration from expandable storage on RSA.	K2-5910
The <i>Appliance Performance</i> page does not display disk usage for external storage.	K2-5893

Known issue	Issue ID
<i>Automated Deployment Progress</i> page displays the status of only two clients when viewed from laptop.	K2-5763
Imported ASR image deployments fail if no ASR images were captured from the KACE SDA.	K2-5758
 NOTE: The appliance creates the ImageStore directory for ASR images captured from the appliance.	
Workaround: Create the ImageStore folder in the petemp directory.	
ASR deployment fails if its imported to an appliance where ASR capture was never performed.	K2-5758
Unable to access Samba share if password contains consecutive '\$' characters.	K2-5605
The <i>System Image Detail</i> page does not remain locked until the USB creation process is complete.	K2-5586
RAID page reports incorrect information when last drive of the RAID array is missing.	K2-5490
Wake-on-LAN (WoL) is not applicable to Apple machines. This is not noted, as expected.	K2-5462
Expandable storage migration status does not use comma decimal value for European regions, as expected.	K2-5395
Dual partition multicast WIM deployments deploy only the first drive or partition.	K2-5393
Resizing the columns width functionality does not work for certain columns on some list pages.	K2-5277
The New boot action option is not consistent across different detail pages.	K2-5181
Applying computer name sets a blank computer name when an ASR is deployed which contains no computer name.	K2-4551
Mac OS <i>Join Domain</i> Post-Installation Task script does not check for valid host name assignment, and does not exit with status code of zero '0' if does not find a host name, as expected.	K2-4528
Invalid date is allowed for <i>Run once</i> on <code>date</code> option while creating or updating scheduled boot action.	K2-4197
Virtual client machines can not be powered on by using <i>Send Wake on Lan</i> option.	K2-3836
No error message is displayed on Mac Media Manager when NetBoot passwords entered do not match.	K2-3713
Incorrect NAS IP address format is permitted during expandable storage configuration.	K2-3708

Known issue	Issue ID
When KACE SMA and KACE SDA are linked together, two boot actions are created for client machine with two network interface cards (NICs).	K2-3226
Multiple license key exist when KACE SDA server with multiple license key is upgraded to 3.4.56712.	K2-3220
Intermediate certificate values are not updated properly in database when intermediate certificate is removed from server.	K2-3058
Clicking Remove local files not in image does not remove local files from non-system drive.	K2-2855
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
Packages listed on the <i>Export k2000 packages</i> page are not correctly sorted by the <i>Versions backed up</i> column.	K2-2756
Performing a NetBoot into the KACE SDA box assigns two IP addresses to the client.	K2-1157

Table 5. Hyper-V known issues

Known issue	Issue ID
When date or time is changed on Microsoft Hyper-V® Server, this is not reflected on the system.	K2-6996
Hyper-V sync issues are reported.	K2-6755
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. 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.	K2-4180
Workaround: Do not set multicast deployments to continue on errors.	ESMEA-624

Table 7. Remote Site Appliance known issues

Known issue	Issue ID
<p>The RSA becomes inaccessible when you reboot the RSA during reverse migration from offboard to onboard storage.</p> <p>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</p>	<p>K2-3775 ESMEA-3168</p>
<p>When attempting to upload media to an RSA, the Media Manager displays the error message: Invalid Response: Please check the hostname provided.</p> <p>Workaround: Verify that the hostname or the IP address is the hostname or IP address of the KACE SDA, and not the RSA.</p>	<p>K2-3290</p>
<p>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.</p>	<p>K2-3241</p>

System requirements

The minimum version required for installing version 7.0 is 6.1 (6.1.251). 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 7.0, 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/7.0-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 7.0 can be used only on a KACE SDA version 7.0 or later. Version 7.0 licenses cannot be used on appliances running earlier versions of the KACE SDA, such as 6.0.

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 7.0 is 6.1 (6.1.251). 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 7.0 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 7.0 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>)
 - **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/7.0-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/7.0-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

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of

the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. For more information, visit www.quest.com.

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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4 Polaris Way

Aliso Viejo, CA 92656

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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.

KACE Systems Deployment Appliance Release Notes

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