



# KACE® as a Service

## Technical Specifications

### November 2019

This document lists the technical specifications of KACE® as a Service. KACE as a Service is a virtual appliance that runs within the Dell cloud, and the cloud infrastructure is configured to meet the requirements for hosting the appliance.

For additional KACE as a Service product documentation, go to <https://support.quest.com/k1000-as-a-service/technical-documents>.

Topics:

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- [Operating system requirements for Agent-managed devices](#)
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## Feature requirements

Some KACE features require direct access to the customer's network, which is established for KACE as a Service using site-to-site VPN connections. VPN connections leverage the shared KACE as a Service network, and a single VPN connection is usually sufficient to enable the functionality for a single company. In some cases, however, additional VPN connections might be necessary, and dedicated network bandwidth might be required.

The following features require a VPN connection:

- VMware host discovery
- Importing and Exporting of resources
- FTP Access to upload large backup files

- Application packages and script dependencies must be uploaded using HTTP. Large package uploads could timeout on slower network connections. Packages larger than 2 GB must be distributed using an Alternate Download Location from an internal file server.
- LDAP User and device labels
- LDAP User authentication
- LDAP user import
- Active Directory Single Sign On (SSO) for the Administrator and User Console
- Email forwarding, used for Service Desk tickets and other email communications (such as use with Exchange)


For more information, see the *KACE as a Service Setup Guide*. Go to <https://support.quest.com/kace-systems-management-appliance/technical-documents> to view documentation for the latest release.

## Operating system requirements for Agent-managed devices

The KACE Systems Management Appliance (SMA) Agent is an application that can be installed on devices to enable device management through the KACE SMA. The KACE SMA Agent can be installed on devices that meet the following operating system requirements.

For additional specifications, see the operating system vendor's documentation. The appliance imposes no additional requirements, and supports 32-bit and 64-bit architectures where applicable.

Table 2. Operating system requirements

Operating system	Details
<b>Windows®</b>	
Windows 8, 8.1, and 10	Professional, Enterprise
Windows 7	Professional, Enterprise, Ultimate
Windows Server® 2019, 2016	Essentials, Standard, Datacenter
	 <b>NOTE:</b> With KACE SMA Agent version 9.0, Windows Server 2016 Core is supported. With agent version 10.0, the appliance supports Windows Server 2019 Core.
Windows Server 2012, 2012 R2	Foundation, Essentials, Standard, Datacenter
Windows Server 2008 R2	Foundation, Essentials, Standard, Datacenter
<b>Mac®</b>	
Mac OS X®	10.12, 10.13, 10.14

## Linux®

Linux Red Hat® Linux AS and ES	Versions 6.x – 7.x, 32-bit and 64-bit architecture
Ubuntu®	Versions 16.04, 18.04, 32-bit and 64-bit architecture
SUSE® Linux Enterprise Server	Versions 11 - 12, 15, 32-bit and 64-bit architecture
Raspbian Linux (on Raspberry Pi devices)	8 (Jessie), 9 (Stretch) (Debian versions)

# Operating system requirements for Agentless management

Agentless management enables you to inventory devices without using the KACE SMA Agent. Agentless management can be enabled for devices that have the following operating systems:

- CentOS™
- Chrome™ OS
- Debian®
- Fedora®
- FreeBSD®
- Mac OS X
- Oracle® Enterprise Linux
- Raspbian Linux (on Raspberry Pi devices)
- Red Hat
- SUSE
- Solaris®
- Ubuntu
- Windows
- Windows Server

# Browser requirements for the web-based user interface

To access the KACE as a Service web-based Administrator Console and User Console, use a monitor with a screen resolution of at least 1280 pixels by 800 pixels and one of the following web browser applications.

Table 3. Browser requirements for the web-based user interface

Browser	Details
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Internet Explorer®	11.x or later
Microsoft Edge™	40.x or later
Firefox®	63.x or later
Safari®	10.0 or later
Chrome™	71.0 or later

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Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product.

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## Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

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

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