

Quest®



KACE® Systems Deployment Appliance 7.2

Release Notes



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Quest® KACE® Systems Deployment Appliance 7.2 Release Notes

This release notes document provides information about the Quest KACE Systems Deployment Appliance (SDA) version 7.2.

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®, Apple® OS X®, as well as Red Hat, CentOS and Ubuntu Linux 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 allows for downloads of Dell drivers for business class model machines, while drivers from other manufacturers can be added manually with ease. You can also integrate the KACE SDA with the KACE Systems Management Appliance (SMA) to image devices in the KACE SMA inventory. The KACE SDA is available as a virtual appliance.

The KACE SDA version 7.2 is a minor 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
RSA version is now updated on the KACE SDA during each synchronization.	ESMEA-2628
License keys are automatically obtained from the KACE SDA during an RSA synchronization.	ESMEA-3171
Passwords entered in Media Manager are now verified.	ESMEA-5359
A new post-installation task type is added for provisioning packages.	ESMEA-5420
Upgrade descriptions are added to the <i>Appliance Maintenance</i> page. Also, critical <i>Upgrade Available</i> warnings now appear on the applicable dashboards and list pages.	ESMEA-5474

Feature	Issue ID
Commit and Revert buttons are now enabled when editing an image only when changes are made.	ESMEA-5501
Tracking of installed hotfix <code>kbins</code> is added to the <i>Appliance Maintenance</i> page.	ESMEA-5509
The name of the user who installed an upgrade appears in the log file.	ESMEA-5514
Import and replacement of <code>.wim</code> files as an image on RSA is now enabled.	ESMEA-5521
A mass upgrade option for linked remote sites is added to the <i>Remote Sites</i> list page.	ESMEA-5537
Deployment page filters user states based on target operating system.	ESMEA-631

Resolved issues

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

Table 2. Resolved Issues

Resolved issue	Issue ID
Synchronization issues to RSA over VPN were reported.	K2-7417
<code>startnet.cmd net use map</code> had an extra '%' sign.	K2-7414
Enabled SSL caused issues accessing Munin.	K2-7413
Before an RSA Sysynchronization, the appliance now checks the KACE SDA and RSA version numbers are the same.	K2-7412
Munin graphs were not displaying after upgrading to 7.1.	K2-7411
Scripted installations were created without finishing the wizard.	K2-7407
RSA synchronization schedule option was not being saved.	K2-7406
On page 3 of the <i>Create Scripted Installation</i> wizard, validation was not required.	K2-7405
On the <i>USMT Scan Template Detail</i> page, when creating a new template, <i>Control Encrypting File System (EFS)</i> was selected by default.	K2-7391
On the <i>Network Settings</i> page, zeros appeared under the <i>Interface Settings</i> label.	K2-7390
On RSA, User States were incremented more than they should be on save.	K2-7389
The <code>set_kace_path</code> task did not account for UEFI for boot drive.	K2-7379

Resolved issue	Issue ID
Deleting a task assigned to a task group did not cause it to be removed from the task group.	K2-7378
On the <i>Automated Deployment Detail</i> page, selecting a Custom Deployment that has User State tasks assigned to it, and clicking Next , did not cause you to directly navigate to the second page of the Automated Deployment setup page, to select User State options.	K2-7376
<i>Diskpart</i> partition size of the default task was too small.	K2-7375
An error message indicating that a duplicate name exists appeared when the media being uploaded was previously uploaded and deleted.	K2-7373
When choosing an automated deployment with a user state attached, but no user state exists on the system, the user states table was blank.	K2-7372
The <i>Automated Deployment Detail</i> page included the Save button if the selected deployment had user states associated with it.	K2-7371
Deploying a System Image updated the <i>Last Modified</i> date on the <i>System Image Detail</i> page.	K2-7369
R430 13G: <code>KRaid</code> failed to load on FreeBSD 12.	K2-7366
The Save , Save and Sync , Duplicate , Delete , and Cancel buttons are now disabled after a commit or revert.	K2-7365
Delay in hiding the Browse Files button was observed after a commit or revert.	K2-7364
USMT Scan Template defaulted to <code>/target:Windows7</code> , even if that option was not selected upon creation.	K2-7360
The <i>MTU</i> setting on the <i>Network Settings</i> page allowed invalid values.	K2-7359
The <i>System Image Detail</i> page hanged for a bit of time, if the client log was large.	K2-7358
Remote version was not displayed for RSA-captured users	K2-7352
Windows Server 2019 <i>Create Scripted Installation</i> wizard created a <code>.sif</code> file on <code>\ikbox\peinst\sifs</code> instead of an <code>unattend.xml</code> , preventing the file from being accessed by scripted installation details.	K2-7335
Client error was reported while booting a Linux boot environment with boot manager authentication enabled.	K2-7326
The <i>System Images</i> list page did not indicate when a wim file was being imported.	K2-7316
When PXE authentication was enabled, the <i>Memdisk</i> option was ignored.	K2-7269
When RSA and KACE SDA were are linked, no error message was shown while regenerating the linking key on the RSA.	K2-6724

Resolved issue	Issue ID
On creating any new post-installation task, initially no successful message was displayed on the <i>Post-Installation Tasks</i> list page.	K2-6720
13G Hardware was not using the service tag as the serial number.	K2-6508
Server Setting for SMB signing was disabled.	K2-6409
ES-LA: Install label was truncated on Media Manager installer.	K2-4478
Warning message now appears if default pre- and post-installation tasks cannot be deleted.	K2-4335
The WAIK (Windows Automated Installation Kit) version is now checked prior to performing a KBE build.	ESMEA-717
Windows Media Manager now validates the folder for Windows uploads.	ESMEA-582
Copyright year in source files is now updated to 2020.	ESMEA-5540
A nightly/weekly script are created to clean Munin/mail items from <code>/var</code> .	ESMEA-5534
An upgraded task that belongs to a task group is now being updated in the task group.	ESMEA-5530


Known issues

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

Table 3. General known issues

Known issue	Issue ID
<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
Fake scripted installations that are either boot environments or system Images appear on the <i>Export List</i> page.	K2-7357
RSA: Changing network settings results in a 503 <code>Service Unavailable</code> error message.	K2-7315

Known issue	Issue ID
System image tasks are being duplicated or deleted in version 6.1.	K2-7281
An appliance iPXE error is reported: <code>no configuration methods succeeded</code> .	K2-7271
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
Certain task types cause screens to appear in front of the KBE page.	K2-7158
<code>Klonewin</code> hangs due to network instability issue during file copying phase.	K2-7124
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
When importing same packages, duplicate entries are created on the appliance.	K2-6964
During an online scan of user states from the appliance, it is possible to run the scan using an USMT Template created on an RSA.	K2-6804
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
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
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 <code>lagg</code> is enabled, the Administrator Console is not accessible.	K2-6726
When migrating to offboard storage with Microsoft Internet Explorer 11, pages do not automatically redirect, as expected.	K2-6723
When the appliance on offboard storage is reverse-migrated, the link of the current directory under <code>/kbox/datastore</code> on RSA is not changed to <i>Internal</i> .	K2-6686
Incomplete logs are created for deployment of MAC K-Images/ASR Images.	K2-6669

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 initializing device stage and do not display the KBE menu during an UEFI PXE boot.	K2-6552
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 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
Imaging to Serial Attached SCSI (SAS) drives is extremely slow, five hours or longer.	K2-6476
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
Imported ASR image deployments fail if no ASR images were captured from the KACE SDA.  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
An error message appearing in the Initial Configuration Wizard overlaps the page title.	K2-5742
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
Expandable storage migration status does not use comma decimal value for European regions, as expected.	K2-5395

Known issue	Issue ID
Table data in the <i>Retrieve Log</i> for scanned user states does not display if a template with <i>Scan all available user states option</i> is applied.	K2-5369
Resizing the columns width functionality does not work for certain columns on some list pages.	K2-5277
The Offboard Storage Error Message in the Initial Configuration Wizard should be moved into the same error message box used in other pages.	K2-5198
The New boot action option is not consistent across different detail pages.	K2-5181
Alert message for exceeding licenses does not appear on the <i>Home</i> page even when all seats from the license are utilized.	K2-5171
Detail View should highlight selected row in data table	K2-5115
A Mac client machine is unable to Netboot when SSL, DHCP, Netboot Server is enabled, and the KACE SDA server with expandable storage configured as NAS (network attached storage).	K2-4557
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
The RSA <i>konfig/konfig</i> wizard allows you to configure additional hard disk with less than 250 GB in size.	K2-4491
Non-ASCII KACE Systems Management Appliance (SMA) Managed Installation (MI) package name is garbled on the package import list.	K2-4381
A warning message should appear if default pre- or post-installation tasks cannot be deleted.	K2-4335
Invalid date is allowed for the <i>Run once, on</i> option while creating or updating a scheduled boot action.	K2-4197
A Scripted Installation is created despite uploading incorrect answer file like a <i>.png</i> or a text file with non-XML formatting.	K2-3892
A configured RSA is available for reconfiguration.	K2-3717
No error message is displayed on Mac Media Manager when NetBoot passwords entered do not match.	K2-3713
Non-English offline user state from Windows 8 is not scanned for K-Image or scripted installation.	K2-3555
<code>lagg0</code> does not appear in <code>munin</code> .	K2-3500

Known issue	Issue ID
Intermittently when booting from a USB, the machine freezes while starting Windows.	K2-3477
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
Clicking Remove local files not in image does not remove local files from non-system drive.	K2-2855
Performing a NetBoot into the KACE SDA box assigns two IP addresses to the client.	K2-1157

Table 4. 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.	ESMP-6128

Table 5. Multicast deployment known issues

Known issue	Issue ID
When deploying a dual or multiple partition WIM image through multicast instead of unicast, only the first partition deploys. Workaround: A workaround is available for this issue. For more information, read the following KB article: https://support.quest.com/kace-systems-deployment-appliance/kb/212975	K2-5393
Multicast deployments do not continue on errors. Workaround: Do not set multicast deployments to continue on errors.	ESMEA-624

Table 6. Remote Site Appliance known issues

Known issue	Issue ID
The remote site status does not automatically update when a synchronization is completed.	ESMEA-2896
When an RSA is using offboard storage, Mac client machines cannot Netboot from the RSA.	K2-6502
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 7.2 is 7.1.94 (7.1). 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 7.2, 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/7.2-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.



NOTE: Product licenses for version 7.2 can be used only on a KACE SDA version 7.2 or later. Version 7.2 licenses cannot be used on appliances running earlier versions of the KACE SDA, such as 6.0.



NOTE: Prior to upgrading, check the *SDA Status Overview Report* and verify that the current maintenance status is valid and not expired. You can find the report under **Audit Log > Reports**.

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 7.2 is 7.1.94 (7.1). 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 7.2 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 7.2 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/7.2-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/7.2-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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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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Software Version - 7.2