

KACE® Desktop Authority 11.2.1

Getting Started Guide

January 2022

These release notes provide information about the KACE® Desktop Authority release.

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About Desktop Authority 11.2.1

Desktop Authority enables admins to proactively provision and manage the complete Windows user environment. Using Validation Logic, a patented targeting engine, Desktop Authority can tailor the environment to the user based on over 40 criteria. Admins can map drives, manage printers, configure web browsers, Outlook profiles and much more. Customize settings based on Active Directory information, network information, or whether the user is connecting from a physical, virtual or published desktop. Desktop Authority lets admins eliminate login scripts, simplify and streamline group policies and add powerful new configuration options to traditional client management systems.

- Desktop Authority 11.2.1 is a minor release, with enhanced features and functionality. See [New features](#) and [Enhancements](#).

- i** **IMPORTANT:** Starting in version 11.0, Desktop Authority has migrated to a new licensing system. All license keys and files from earlier versions (pre 11.0) are no longer valid and a new license key is required to proceed with the current installation. Please visit <https://support.quest.com/kb/264001> for more information.
- i** **IMPORTANT:** The security status of the Desktop Authority installation file can become "blocked" after download, inhibiting the ability of the product to be properly installed. Please see Desktop Authority [KB 262298](#) for information on detecting and resolving this issue.

About Expert Assist 8.7.2

ExpertAssist is the perfect choice for anyone who has ever needed to access and control a PC or server from elsewhere, be it from down the hall or from halfway around the world. All that is required to control a PC or server is a web browser or WAP-enabled wireless device.

ExpertAssist is a remote administration tool that lets you control and administer Microsoft® Windows®-based computers over a local area network or the Internet. Originally designed for network administrators, the ExpertAssist has evolved to offer a wide variety of remote computing solutions for an equally wide variety of users. Today, the ExpertAssist provides many useful capabilities such as Java-based desktop remote control, file transfer protocol (FTP) for downloading and uploading of files, configuration of the host computer, remote-to-local printing, advanced scripting, and dozens of other features.

ExpertAssist acts as the host software on the machine that is to be controlled or accessed. The client (the remote computer that is used to access the host) requires no special software. The client software is any Java enabled web browser, such as Internet Explorer (IE version 11) and others. Many Remote Control features can also be accessed and controlled using such client software as that found in handheld PDAs and WAP-enabled mobile telephones.

- ExpertAssist 8.7.2 is a minor release, with no new functionality. See [Resolved issues](#).

New features

KACE® Desktop Authority 11.2.1 is a minor release, with no new functionality.

See

- [Resolved issues](#)
- [Known issues](#)

Resolved issues

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

Table 1: General resolved issues

Resolved Issue	Issue ID
A user can't see child profiles in DA, permission is given by AD Security Groups	DAMS-5411
Cannot change value of Alert type and destination for Password Expiration Alert Only	DAMS-5378

Resolved Issue	Issue ID
Remove shortcut not working	DAMS-5398
Some parameter in the Validation Logic Rules won't show the option "Active Directory"	DAMS-5443
Vulnerability CVE-2018-1002208	DAMS-5469

Known issues

The following is a list of most issues, including those attributed to third-party products, known to exist at the time of release. To see the remaining issues and feature requests, visit <https://support.quest.com/kb/312615>.

Table 2: General known issues

Known Issue	Issue ID
Initialize failed error message is received when launching the DA Reporting Tool.	4347
All available computers are not always being displayed when DA's default resource browser is being used.	2804
Issue installing the DA Reporting Tool msi to a non system drive. A "invalid drive" error is displayed.	2609
Issue displaying a PNG image as a custom logo.	2462

Table 3: Group Policy Templates (User Management) known issues

Known Issue	Issue ID
Unable to configure a Word 2010 policy to "Enabled" in Group Policy Templates.	10342
On Add/Remove ADMX files there is no ability to remove.	10028
Group policy template settings are getting lost when the Ctrl-alt-del.admx is added to an existing element.	10840

Table 4: Message Box (User Management) known issues

Known Issue	Issue ID
Message Box cycle date range not always saving the date properly.	3883

Table 5: USB/Port Security (User Management) known issues

Known Issue	Issue ID
USB exception not behaving properly if the USB device remains plugged in during a reboot.	4492

Known Issue	Issue ID
	10085
Issue where the end-user can read, write and synchronize data using iTunes on all Apple devices when the USB/Port Security Storage is set to Deny.	9786
Issue where the end-user can access, read, write and manipulate data on Motorola tablet with Android OS when the USB/Port Security Storage is set to Deny.	9798 9803
Some MP3 players are not accessible when the USB Storage is set to Read Only.	9695
With USB storage set to Deny the usb storage device card reader Transcend is accessible on Windows 8.1x86 and 7x64, works (not accessible) on 8x64.	10698
When disable USB Security with administrative override there is no information being logged when copying files to/from the device.	10869
Incorrect classification of some USB CD/DVD writers as USB device as mass storage.	10955
Some Android smartphones and other mass storage devices are not reporting proper USB device classification information to Desktop Authority's USBPS(USB/Port Security) driver. This can cause access to still be allowed to these devices after a client has been configured to not allow access to mass storage devices.	3293
On some versions of Windows 10 (e.g. 1803), domain admins may see the following balloon from the USB/Port Security client: "The Read operation you are attempting on the device \\Device\Harddisk0\DR0: was denied because of restrictions in effect on this computer." The message is benign and doesn't affect any functionality.	3922
Port Security endpoints need reboot to get it replicated and installed on client machines	5414

Table 6: DA Console known issues

Known Issue	Issue ID
Feature Request - Provide "Find and Replace" for all elements in console.	3397
Issue where the column width in the Desktop Authority Manager is not behaving properly when using Internet Explorer 11. Workaround: Use Mozilla Firefox, Google Chrome (version 44 or earlier) or Internet Explorer 11.	10700
Profile tree doesn't automatically update after 'Export and Delete'.	10130
Cannot see all records via the Desktop Authority log files viewer.	10387
Console: Font shifting after adding hyperlink in signature (IE).	10715
The disabling of the slBypass feature is no longer working.	10928
Remote Management tab: Favorites has no icon.	10834
Security Policy - UAC tab setting for UAC enable/disable no longer matches the OS settings.	10059
Security Policy - enable UAC not setting the UI to the default setting although SLtrace shows UAC=enabled.	10060
DA is very slow when loading for any user that only has read only access to the console.	1544

Known Issue	Issue ID
Importing a previously exported CBM (Computer Based Management) profile results in the all elements being imported with new UIDs (Unique IDs). This causes any re-imported element, configured with "run once" validation logic, to re-execute on all clients where it previously ran.	3294
DA console times out when trying to copy/paste one element from a very large (700+) list of existing elements.	3091
Manager refresh event causes you to jump to the top of a long list of elements	3300
Possible critical error message being displayed when trying to access the Manager Console while using a custom certificate configured with certain non-standard certificate properties. Workaround: Switch to using the product's default self-signed certificate.	3548

Table 7: ExpertAssist known issues

Known Issue	Issue ID
Automate the approval of the EA certificate centrally instead of having to accept it for each remote management connection.	3645
(Applicable only for Microsoft Windows 7 and Windows Server 2008 R2 with the "change wallpaper" function enabled) The slide show mode in wallpaper is deactivated after Remote Control management.	101 4984
"Shift" key doesn't work after pressing "CapsLock" key in Remote Control.	10973
Multiple security related popups while establishing a remote management session.	1223
Intermittent error ("Error while installing DesktopAuthority Mirror Driver..") being displayed in the ExpertAssist log file when installing/upgrading the ExpertAssist client on a Windows 7 machine.	3465
The ExpertAssist client still tries connecting to the LAN gateway even when the ONRM (Off-Network Remote Management Feature) has been disabled.	3304
Error when clicking EA v5 registry.	3326
Upgrade of ExpertAssist failed due to the incomplete removal of a previous version.	4051

Table 8: Local Account Management known issues

Known Issue	Issue ID
Possible conflict with setting local administration password in both a General and Local Account Management element.	9673
Local User Account: Days since last used field remains blank after adding users.	9722

Table 9: Server Manager known issues

Known Issue	Issue ID
Server Manager: Endless 'Querying' for DA Admin service if DCOM is disabled on remote host.	10338
Server Manager User/Computer Replication Status column text do not match for "red status".	9908
Powered off server is querying and calculating most of the time in Server Manager.	10833
SMWinService.log grows continually. Error code: 1305 GetAdminServiceInfo error ScriptLogic.DAConsole.Common.ExceptionHandling.DAErrorException: ErrServiceDataRegistryAbsent.	10916

Table 10: Web Browser known issues

Known Issue	Issue ID
Web Browser Proxy Exceptions do not apply correctly when *. is not added before the domain & suffix.	10362
"Prevent users from making changes to proxy settings" option in Windows internet Settings does not get applied to Internet options LAN settings, if applying settings to Firefox only.	10193
IE10/IE11 issue with the web browser element when changing the home page from having multiple tabs to one.	10854
For Web Browser, some controls and settings are not locked in Firefox – Connection page, when using the option to prevent users from changing any settings on connection page in the web browser object.	551
Firefox built in add-ons exceptions are not removed, when the option "Delete any exceptions from client that are not defined here" is enabled.	546
Password exceptions for Firefox can no longer be set on the client using the DA Manager Console, due to the way how Firefox is handling this process now.	545
No ability to manage Chrome in the web browser object .	320

Table 11: Desktops known issues

Known Issue	Issue ID
When auto-hide is enabled for the taskbar and Desktop Authority runs it causes the Start Button to disappear.	10914

Table 12: Exchange/Outlook known issues

Known Issue	Issue ID
After upgrading from MS Office 2010 to 2013, there are multiple .ost files in the client machine's C:\Users\username\AppData\Local\Microsoft\Outlook folder	10810
The ability to fully embed an image within an email signature is currently not supported by	1676

Known Issue	Issue ID
Desktop Authority	
The "From" field shown in the Outlook properties on a client machine (after the email account has been configured using Desktop Authority) displays sender is "Microsoft Exchange" instead of the user's email. However, emails are still sent correctly and all recipients see the correct display name of the sender.	3476
Adding Safe Senders, Recipients or blocked senders using the Microsoft Outlook Settings feature doesn't work with Outlook 2016.	3167

Table 13: Installation known issues

Known Issue	Issue ID
Installer gets exception if an installation path is extremely long.	10273
Installer database screen sometimes doesn't see the existing SQL instance.	10604
IIS error during install.	10634
A configured custom certificate is sometimes changed to a self-sign certificate during upgrade.	3705

Table 14: Validation Logic known issues

Known Issue	Issue ID
Feature Request - Add missing WMI Win32_SystemEnclosure Chasis types to Validation Logic (for example, Type 31=Convertible instead of Desktop).	4060
The time picker in CBM validation logic has a display issue at some resolutions.	10899
CBM (Computer Based Management) elements set to execute at Shutdown/Startup do not get applied when a machine is configured to use "Fast Startup". This is because a true shutdown or startup event does not occur during a "fast shutdown" or "fast startup".	3270

Table 15: Inactivity profile object known issues

Known Issue	Issue ID
Editing an existing Inactivity element that has the action set to "Restart" displays the wrong boundary info for the duration field (actual value is unchanged). This is a display issue and does not affect functionality.	3319

Table 16: Third-party known issues

Known Issue	Issue ID
A logon delay for five minutes is reported, causing the computer to freeze five minutes at startup. For	4484

Known Issue**Issue ID**

complete details about this issue, visit <https://support.quest.com/kace-desktop-authority/kb/306455/logon-delay-for-five-minutes-computer-freezes-5-minutes-at-startup>.

Shortcut "User Start Menu (Pin)" option is not working for Windows 10.

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System requirements

Before installing Desktop Authority 11.2.1, ensure that your system meets the following minimum hardware and software requirements.

Operating System requirements

Table 17: Operating System requirements

Requirement	Details
Web Console Manager	Microsoft Windows Server 2008 Standard/Enterprise (including 64-bit) Microsoft Windows Server 2008 R2 Standard/Enterprise Microsoft Windows Server 2012 Microsoft Windows Server 2012 R2 Standard/Enterprise Microsoft Windows Server 2016 Microsoft Windows Server 2019
Client side components	Microsoft Windows 7 (including 64-bit) Microsoft Windows 8.1 (including 64-bit) Microsoft Windows 10 (including 64-bit) Microsoft Windows Server 2008 Standard/Enterprise (including 64-bit) Microsoft Windows Server 2008 R2 Standard/Enterprise Microsoft Windows Server 2012 Microsoft Windows Server 2012 R2 Standard/Enterprise Microsoft Windows Server 2016 Microsoft Windows Server 2019

Browser requirements

Table 18: Browser requirements

Requirement	Details
Minimum	Internet Explorer 11, Firefox 3.6, or Chrome 24

Requirement	Details
Recommended	Internet Explorer 11, Firefox latest version, Chrome latest version, Microsoft Edge latest version

Software requirements

Table 19: Software requirements

Requirement (Server side)
<p>Microsoft .NET Framework 4.6</p> <p>i NOTE: On older server operating systems, such as Microsoft Windows Server 2008, a reboot may be necessary to complete any required .NET upgrade to a supported version.</p>
<p>Microsoft SQL Server 2008/2014 R2 Express (depending on server operating system) – Installed if an existing SQL Server instance is not selected. Desktop Authority will prompt to start the Computer Browser Service (if disabled)</p> <p>i NOTE: The following Microsoft SQL Server versions are supported: 2008, 2008 R2, 2012, 2014, 2016, 2017, and 2019. Please see the Installation and Upgrade Guide for more information.</p>
<p>Microsoft Internet Information Services (IIS) 7, 7.5, 8 or 10 based on the Operating System of the server</p> <ul style="list-style-type: none"> • IIS 7 will be installed to 2008 servers • IIS 7.5 will be installed to 2008 R2 servers • IIS 8.0 will be used on 2012 servers • IIS 8.5 will be used on 2012 R2 servers • IIS 10 will be used on 2016 and 2019 servers
<p>Microsoft Windows Installer 3.1</p>

Hardware requirements

Table 20: Hardware requirements

Requirement	Details
Processor	Minimum 2.0 GHz quad core equivalent
Memory	16 GB

Expert Assist System requirements

Table 21: Expert Assist System requirements

Requirement
Microsoft Windows Server 2019
Microsoft Windows Server 2016
Microsoft Windows Server 2012
Microsoft Windows Server 2012 R2
Microsoft Windows Server 2008 (32-bit or 64-bit) any Service Packs
Microsoft Windows Server 2008 R2 any Service Packs
Microsoft Windows 10 (32-bit or 64-bit)
Microsoft Windows 8.1 (32-bit or 64-bit)
Microsoft Windows 7 (32-bit or 64-bit) Service Pack 1 or later

Expert Assist Web Browser system requirements

Table 22: Expert Assist Web Browser system requirements

Requirement
Internet Explorer 11
Mozilla Firefox latest version
Google Chrome latest version
Microsoft Edge latest version
Latest Java Runtime Environment (Oracle JDK and OpenJDK supported) IMPORTANT: OpenJDK is automatically deployed by ExpertAssist if no supported version of Java is found. However, in some cases previously installed versions of Java (Oracle or OpenJDK) may not have been cleanly uninstalled. This situation can prevent the ability to properly detect when the OpenJDK version needs to be automatically deployed. Please see Desktop Authority KB 266071 for more information on detecting and resolving this issue.

Upgrade and compatibility

Desktop Authority 11.2.1 supports upgrades from Desktop Authority 11.0 or greater.

Product licensing

To enable a trial license

Please contact your Quest Sales Representative in order to obtain a Desktop Authority License key.

i | **NOTE:** A valid license is required in order to complete any Desktop Authority installation.

To enable Desktop Authority during installation:

During the installation process, a dialog will appear requesting the License Key. Enter the required license key.

To enable Desktop Authority following installation:

Once Desktop Authority licenses are purchased, you must register them with the software. Registering the licenses will remove the evaluation time period shown on the Desktop Authority client side splash screen and in the Desktop Authority Manager.

1. Click the Registration link in the lower right corner of the Desktop Authority Manager.
2. In the Registration dialog, click the Add new license link.
3. Once on the registration dialog, enter the required license key.
4. Click Register when finished.
5. You will automatically be logged out of the Manager Console once the new license key has been applied, and updated license information will be shown once a new login has been completed.

Product improvement program

To assist in the development of new features, as well as drive future improvements, we have implemented a Product Improvement Program. Feedback from this program provides Product Management with valuable insight into how our products are being used. This information is essential to help the R&D team prioritize existing enhancement requests within the roadmap of the each product. Participation is voluntary, and no personal contact information is ever collected.

Please see the Administrator Guide for more information on the Product Improvement Program, including how to enable/disable the collection of data at any time.

Upgrade and installation instructions

Complete upgrade and installation instructions can be found in the Installation and Upgrade Guide.

More resources

Additional information is available from the following:

- Installation and Upgrade Guide
- Getting Started Guide
- Administrator Guide
- Reporting Guide
- Data Dictionary
- Database Diagram
- ExpertAssist User Guide

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. It supports bidirectional writing (Arabic and Hebrew). The release supports Complex Script (Central Asia – India, Thailand).

This release has the following known capabilities or limitations: There are no known limitations running the product in any of the supported markets.

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 <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

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.

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