KACE® Express 12.1

Quick Start Guide

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About KACE Express

The Quest® KACE® Express) is a free, introductory version of the award winning Quest KACE Systems Management Appliance. The KACE Express appliance is an inventory-focused software solution designed for systems that run Microsoft® Windows®, including laptops, desktops, servers, and tablets.

The KACE Express appliance is specifically for systems running Windows on x86 and x64 microprocessors. The KACE Express appliance enables IT managers to easily determine system hardware and software inventory, assess Intel® vPro™ readiness, apply Dell BIOS and driver updates, and manage Dell system warranties. Optimized to manage Dell Windows systems, The KACE Express appliance also manages Windows systems from other hardware manufacturers — including tablets — at no additional charge.

KACE Express is distributed under a license that limits use to 1,000 managed systems for one year and can easily upgrade in-place to the full appliance at any time during the one-year license period.

Key features of KACE Express

The KACE Express appliance provides a useful subset of the features available on the full KACE Systems Management Appliance.

- **Inventory**: The KACE Express device inventory feature auto-discovers network-wide software and PC hardware configurations, using managed agents. This results in a comprehensive computer inventory.

- **Reporting**: KACE Express provides a number of built-in reports. It also provides wizard-based reporting tools that enable you to generate your own routine and on-demand reports.

- **Dashboard**: The KACE Express Dashboard provides a number of charts that display important summary information about hardware and software inventory, Dell Warranty, and Dell Updates.

- **Dell Computer Management**: KACE Express provides additional management capabilities specifically for Dell computers. These capabilities include the ability to inventory, report, and renew Dell Warranties; and the ability to inventory, report, and deploy Dell BIOS and driver updates.

Moving from KACE Express to the full KACE Systems Management Appliance

The KACE Express appliance can be upgraded in place by purchasing and applying the full product license key. This enables you to transition to the full KACE Systems Management Appliance without having to redeploy anything, and while retaining all inventory data and settings.

Requirements for running KACE Express

KACE Express is an appliance that runs in a VMware vSphere® virtual machine or a Microsoft® Hyper-V® virtual machine on your device.

For the latest information about requirements for the virtual machine and the managed devices, and browser requirements for accessing the KACE Express Administrator Console, go to the page for KACE Express at https://www.quest.com/products/kace-express/.

Installing the KACE Express virtual appliance

You can install KACE Express on a VMware vSphere® virtual machine or a Microsoft® Hyper-V® virtual machine.

Install KACE Express on a VMware vSphere client system

The KACE Express appliance runs in a virtual machine.

You have installed the VMware vSphere Client, or you are using the vSphere Web Client on your host system.

1. Download the KACE Express appliance:
    a. Go to https://www.quest.com/register/76051, where you can register to proceed with the download.
    b. Download the compressed OVF (Open Virtualization Format) bundle to your vSphere Client or vSphere Web Client host system.
2. Extract the files.
3. In the vSphere Client or vSphere Web Client program, deploy the OVF template.

    The installation wizard appears.

4. Select the components that your implementation requires: data center, datastore, and so on.
5. Click **Finish**.
6. Confirm the appliance settings. Check for a valid network and any other settings you need.

Prepare for configuring KACE Express.

> **!** **CAUTION: The appliance comes preconfigured with a compatible version of VMware Tools. Do not use the Check for Update button next to** *VMware Tools* **on the** *Settings > Appliance Updates* **page.**

Parent topic

Import KACE Express into a Microsoft Hyper-V server

Hyper-V Manager is the Hyper-V built-in virtual machine management tool that you use to import KACE Express.

Important Hyper-V configuration notes

- In Hyper-V Manager, make sure that the **Hyper-V Time Synchronization Service** is enabled.

- Do not configure the virtual machine with the **Legacy Network Adapter**.

- On the KACE Systems Management Appliance, ensure that *Configure Network Time Protocol* is disabled on the *Date and Time Settings* accessed through **Settings > Control Panel**.

1. Download the KACE Express appliance:

    a. Go to https://www.quest.com/register/76051, where you can register to proceed with the download.

    b. Download the compressed VHD bundle to your Hyper-V host system.

2. Extract and verify the integrity of the files.

3. In Hyper-V Manager, right-click the host and click **Import Virtual Machine**.

    The *Import Virtual Machine* **window appears.**

4. Browse for the location of the extracted VHD bundle.

5. In *Settings*, select *Copy the virtual machine (create a new unique ID)* and *Duplicate all files so the same virtual machine can be imported again*.

6. Click **Import**.

    The KACE Systems Management Appliance appears in the *Virtual Machines* **list.**

7. Edit the virtual machine's settings to connect the virtual network adapter to your Hyper-V host's virtual switch.

8. Choose a static MAC address for the virtual machine:

    i | **NOTE:** Quest KACE recommends using a static MAC address because Hyper-V might randomly assign a new MAC address to the virtual machine if a dynamic MAC address is used. Since the KACE Systems Management Appliance runs on FreeBSD®, the guest operating system must be restarted to detect the change to the network interface, and this can cause erratic network behavior.

    a. Go to the *Advanced Features* section of the virtual machine's *Network Adapter* settings.

    b. Select **Static** under *MAC address*.

    c. Specify a valid unique MAC address for your environment. Typically, you can use the current MAC address.

    d. Click **Apply**.

9. Disable virtual machine queue (VMQ) for the virtual machine:

    i | **NOTE:** VMQ is a packet filtering technology in Hyper-V designed to reduce overhead of packet routing with supported hardware and guest operating systems. However, it is not supported by the Intel® e1000 virtual NIC (network interface controller) used by the KACE Systems Management Appliance, and this can cause poor network performance. Some physical adapters are known to have performance issues with VMQ as well. Therefore, Quest KACE recommends disabling VMQ.

    a. Go to the *Hardware Acceleration* section of the virtual machine's *Network Adapter* settings.

    b. Clear the check box next to **Enable virtual machine queue**.

    c. Click **Apply**.

Prepare for configuring KACE Express.

Parent topic

Configuring the KACE Express virtual appliance

After you have downloaded the KACE Express virtual appliance, you can use the setup wizard to configure it.

Prepare for configuring KACE Express

Before you configure KACE Express, there is some information you must collect, and there are a number of preliminary actions you must take.

- Collect or determine the following information.

  - **The name of your company or organization.**

  - **The email address of the KACE Express administrator and the password for the administrator account.**

  - **The time zone where the KACE Express resides.**

- Prepare for configuring network settings, depending on the method you use.

  - **If you plan to configure network settings automatically using DHCP, you will need to provide a host name for the KACE Systems Management Appliance.**

  - **If you plan to configure network settings manually using a static IP:**

    - Obtain a static IP address and enter the hostname in the **A** record of your internal DNS (domain name system) server.

    - During configuration, you will need to provide the hostname, domain name, and IP address, as well as settings for the Subnet Mask, Default Gateway, and Primary and Secondary DNS Servers.

Parent topic

Perform the initial setup of KACE Express

Initial setup consists of entering licensing and administrator settings, then configuring your network. KACE Express provides an Initial Setup wizard to assist in this process.

- You have the KACE Express license key you received in a Quest email after you registered on the download page.

- You have followed the instructions described in Prepare for configuring KACE Express.

1. In your vSphere or Hyper-V product, play the downloaded virtual machine to boot the appliance.

This start up can take up to 5-10 minutes.

2. Accept the End User License Agreement to display the Initial Setup wizard.
3. Fill in your licensing and administrator settings and click **Next**.
4. Fill in your domain settings, then configure your network by one of two available methods:

   - **Select** *Configure network manually with static IP* **(recommended), then click Next.**

     The *Manual Settings* page appears, with fields populated from DHCP.
     1. Change the settings to those that are appropriate to your static IP address.
     2. Click **Next**.

   - **Select** *Configure network using DHCP***, then click Next.**

5. Review the settings on the *Confirm* page, and if everything is correct, click **Finish**.

The KACE Express appliance reboots and displays the login page.

Log in to KACE Express and install KACE Agents for the managed devices in your system.

Parent topic

Provisioning Agents to enable device management

The KACE Agent is an application that you install on devices to enable device management through the KACE Express appliance.

Agents that are installed on managed devices communicate with the KACE Express appliance through AMP (Agent Messaging Protocol). Agents perform scheduled tasks, such as collecting inventory information from and distributing software to managed devices.

There are two methods for installing the KACE Agent on the devices you want to manage.

- **Provisioning using the GPO Provisioning Tool**: This approach is recommended, because it minimizes the client-side configuration on the devices to be managed. It requires an Active Directory® environment.

- **Provisioning using IP range ("Onboard Provisioning")**: This approach requires you to perform client-side configuration on the devices to be managed before you can start provisioning.

Provisioning the KACE Agent using the GPO Provisioning Tool

Using a Group Policy Object (GPO) is the most effective method to deploy KACE Agents on a network of Windows devices.

The GPO Provisioning Tool uses Active Directory and Group Policy to distribute the installation settings and to perform the installation of the Agent. The tool creates a GPO or modifies a pre-existing GPO to install the KACE Agent when a device authenticates with Active Directory.

The first time a target device refreshes Group Policy after the tool has completed the creation or modification process, a new Group Policy client-side extension DLL (dynamic-link library) is registered on the devices applying this GPO. The next time that the device refreshes Group Policy, Windows triggers the newly registered client-side extension to install the KACE Windows Agent.

Parent topic

Prepare to use the GPO Provisioning Tool for Agent deployment

Before you can use the GPO Provisioning Tool to deploy Agents to Windows devices, you must ensure that your system is configured to use the tool.

The following system requirements are necessary for using the GPO Provisioning Tool:

- **Windows 7 and later versions**: **Remote Server Administration Tools** (RSAT) enables IT administrators to remotely manage roles and features in Windows Server® 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2 from a computer that is running Windows 10, Windows 8.1, Windows 8, or Windows 7.

  Go to http://social.technet.microsoft.com/wiki/contents/articles/2202.remote-server-administration-tools-rsat-for-windows-client-and-windows-server-dsforum2wiki.aspx.

- **.NET Framework 3.5**.

- **Windows Server 2008 R2 or higher Active Directory Functional Level**.

- **Distribution Share**.

  Make sure to use a share that everyone can access. For example, do not place the `.msi` file on the NETLOGON share, because not every user can reach that share and the lack of access will cause your upgrade to fail in the future. This location should be a permanently accessible share. The installer is an MSI (Microsoft Installer) file. To uninstall or upgrade software, MSI needs access to the `.msi` file. If it is not accessible, `msiexec` will not uninstall.

Parent topic

Provision KACE Agents using the KACE Systems Management Appliance GPO Provisioning Tool

You can install the KACE Agent on a single device, or on multiple devices by using the KACE Systems Management Appliance GPO Provisioning Tool, starting within the Agent Provisioning Assistant.

- You have an Active Directory® environment.

- You have appropriate access to set up software installations.

- You have met the system requirement detailed in Prepare to use the GPO Provisioning Tool for Agent deployment.

This procedure starts in the KACE Systems Management Appliance Administrator Console. However, to complete this task, you leave the KACE Systems Management Appliance to work in the Windows Group Policy Management Console or the Windows Administrative Tools using the KACE Systems Management Appliance GPO Provisioning Tool before returning to the appliance.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. Start the Agent Provisioning Assistant.

   - **From the** *Dashboard*, **click Launch the Agent Provisioning Assistant in the** *Information* **section.**

   - **If the link does not appear in the** *Information* **section, start the Agent Provisioning Assistant from the** *Provisioning* **panel:**

     1. On the left navigation bar, click **Settings** to expand the section, then click **Provisioning**.
     2. Click **Agent Provisioning Assistant**.

        The *Agent Provisioning Assistant: Step 1 of 3* page appears.
3. Select the check box for *Provisioning Using Windows Group Policy (recommended)*, and click **Next** to display the *Agent Provisioning Assistant: Step 2 of 3* page.
4. Click the link to the Knowledge Base article about using the KACE Systems Management Appliance GPO Provisioning Tool for Agent deployment at https://support.quest.com/kb/133776.

   The Knowledge Base article provides a link to download the MSI for the GPO Provisioning Tool.

Installing and starting the tool requires leaving the KACE Systems Management Appliance interface.

5. Download the MSI, and start it to install the tool.

6. Start the installed tool from the **Start** menu.

   The deployment wizard leads you through steps to configure and apply a GPO for software deployment. Where possible, the wizard attempts to use defaults that reduce the amount of configuration required.

   > **i** | **NOTE:** Only GPOs for which you have permission to **edit** are displayed in the tool.

7. Return to the *Agent Provisioning: Step 2 of 3* page in the KACE Systems Management Appliance when you have completed working in the tool, and click **Next**.

8. Click **Finish** on the *Agent Provisioning: Step 3 of 3* page.

Agents are installed on the client devices after the Group Policy is refreshed on those devices. Depending on the environment, this installation takes place either when the device reboots, or after a 90-minute refresh cycle occurs for the Group Policy.

Go to the *Devices* page to keep track of the progress of devices having the agents installed and checked in.

Parent topic

Provisioning a KACE Agent using onboard provisioning

You can install the KACE Agent on multiple devices by specifying a range of IP addresses as targets for installation (onboard provisioning).

After you have prepared each of your client devices, you use the Agent Provisioning Assistant in KACE Express to identify the devices and set up a provisioning schedule.

Parent topic

Prepare Windows devices to have the Agent installed

Before you install the KACE Agent on Windows devices, the devices must be configured.

• **Prepare a Windows 10, Windows 8.1, Windows 8, or Windows 7 device**

   Provide Administrator credentials for each device. To install the KACE Agent on multiple devices, the Administrator credentials must be the same for all devices.

   To configure User Account Control (UAC), do one of the following:

   ◦ Set **User Account Control: Run all administrators in Admin Approval Mode** to **Disabled**. This option is recommended, because it is more secure and can be centrally configured using GPO. To find this setting, open the **Group Policy** (type secpol.msc into the *Search programs and files* field

under the **Start** menu), then go to **Local Policies > Security Options**. Restart the device after applying the settings.

- ◦ Disable UAC.

    - ▪ On Windows 10, go to **Control Panel > User Accounts > Change User Account Control**, then in the *User Account Control Setting*s dialog, move the slider to the bottom (*Never notify*), and click **OK**.

    - ▪ On Windows 8.1 or 8, go to **Control Panel > System and Security > Administrative Tools > Local Security Policy**, then in *Security Options* in the *Local Policies* section choose **Disabled** for each of the items labeled *User Account Control*.

    - ▪ On Windows 7, go to **Control Panel > System and Security > Action Center > Change User Account Control Settings**.

    On the *Advanced Sharing Settings* page, enable network discovery and file and printer sharing.

- • **Prepare Windows Firewall**

    If Windows Firewall is enabled, you must enable File and Print Sharing in the *Exceptions* **list of the Firewall Configuration. For instructions, see the Microsoft Support website.**

- • **Verify port availability**

    Verify the availability of ports 139 and 445.

    The appliance verifies the availability of ports 139 and 445 on target devices before attempting to run any remote installation procedures.

    > **i** | **NOTE:** On Windows devices, ports 139 and 445, File and Print Sharing, and Administrator credentials are required only during Agent installation. You can disable access to these ports and services after installation if necessary. The Agent uses port 52230 for ongoing communications.
    >
    > **NOTE:** After installation, the Agent runs within the context of the Local System Account, which is a built-in account used by Windows operating systems.

Parent topic

Install Agents using IP ranges

When all your target devices have been pre-configured, you can start the process of deploying Agents using the IP ranges of the target devices.

- • You have prepared all the target devices. See Prepare Windows devices to have the Agent installed.

- • You have information for the administrator account that has the necessary privileges to install Agents on the target devices.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin.`

2. Start the Agent Provisioning Assistant.

    - • **From the** *Dashboard***, click Launch the Agent Provisioning Assistant in the** *Information* **section.**

    - • **If the link does not appear in the** *Information* **section, start the Agent Provisioning Assistant from the** *Provisioning* **panel:**

        1. On the left navigation bar, click **Settings** to expand the section, then click **Provisioning**.
        2. Click **Agent Provisioning Assistant**.
            The *Agent Provisioning Assistant: Step 1 of 3* page appears.

3. In the *Configure* section, name the schedule, enable provisioning, and provide platform information:

Option	Description
Name	A unique name that identifies this configuration. The name appears on the *Provisioning Schedules* page.
Enabled	Enable provisioning schedules. Schedules run only if this check box is selected.
Install/Uninstall	Indicates whether the provisioning schedule deals with installing or uninstalling Agents.
Credentials	Separate rows for the credentials needed to connect to the device and run commands for the particular platform targeted by the schedule. The first column contains the operating system. The second column contains the Agent Version in place for installation. The third column contains a drop-down list from which to select existing credentials. You can select **Add new credential** to add credentials not already listed.

> **i** **NOTE:** The drop-down list does not filter for OS type, but the applicable OS is identified for each.

See Add and edit User/Password credentials.

4.   In the *Deploy* section, identify the devices to be included in the schedule:

Option	Description
Target IP addresses or Hostnames	A comma-separated list of the IP addresses or hostnames of the target devices. The **Help me pick devices** link enables you to add devices to the *Target IP addresses or Hostnames* list: • **Provisioning IP Range**: Use hyphens to specify individual IP address class ranges. For example: 192 168 2-5 1-200. After specifying a range, click **Add All**. • **Select Devices from Discovery**: This drop-down list is populated from the **Discovery Results**. To filter the contents, start typing in the field. After selecting a device, click **Add All**.

5.   Set the time for the schedule to run.

Option	Description
None	Run in combination with an event rather than on a specific date or at a specific time.
Every n minutes/hours	Run at a specified interval.
Every day/specific day at HH:MM	Run daily at a specified time, or run on a designated day of the week at a specified time.

Option	Description
On the nth of every month/specific month at HH:MM	Run on the same day every month, or a specific month, at the specified time.

6. **Optional**: Use *Advanced* settings to:

   ◦ Customize the ports the appliance uses to deploy the Agent.

   ◦ Designate an alternative download location for the Agent installer.

   ◦ Enable a complete uninstall of the Agent. Selecting *Remove KUID during uninstall* results in an existing Agent being removed from the device before the Agent is installed again. In this case, the KACE Systems Management Appliance generates a new KUID for the asset, and it appears as a new device in the KACE Systems Management Appliance.

7. Click **Run now** to display the *Provisioning Schedules* page and the new configuration.

   The appliance saves the configuration with the name you supplied, and then runs the configuration against the targeted IP addresses. Numbers appear and increase in the *Succeeded* column as the deployments progress.

Parent topic

Using KACE Express for systems management

After configuring KACE Express and provisioning agents, you can now use KACE Express to manage inventory and to perform various other systems management functions.

Using the Dashboard to view information about your systems

The default initial view in KACE Express is that of the Dashboard. KACE Express provides a set number of widgets on the Dashboard. These widgets present you with overviews of your hardware and software, along with links to Knowledge Base articles and links to KACE Express pages where you can find more information or perform a related task.

Parent topic

About KACE Express Dashboard widgets

You can use Dashboard widgets to review information and to navigate to pages with more details.

Widget	Description
Top Knowledge Base articles	This widget displays Knowledge Base articles according to their priority in the Technical Support system.
Computers by Manufacturer	This widget displays the manufacturers of the most numerous devices in inventory, and what percentage they constitute. Mousing over each graph segment shows its name and percentage. Clicking the title of the widget displays the *Devices* list page.
Computers by Model	This widget displays the model of the most numerous devices in inventory, and what percentage they constitute. Mousing over each graph segment shows its name and percentage. Clicking the title of the widget displays the *Devices* list page.
Software Publishers	This widget displays the top software publishers in your inventory, ranked by their number of titles.

Widget	Description
	Clicking the title of the widget displays the *Software* list page.
Software Titles	This widget display the top software titles in your inventory, ranked by their number of instances. Clicking the title of the widget displays the *Software* list page.
Expiring Dell Warranties	This widget shows the warranties that are due to expire. Clicking the title of the widget displays the *Reports* list page, with reports relevant to Dell Warranties.
Dell Updates	This widget shows the available Dell Updates. Clicking the title of the widget displays the *Reports* list page, with reports relevant to Dell Updates.

Parent topic

Managing labels and label groups in KACE Express

Labels are containers that organize and categorize items, such as devices, so that you can manage them as a group.

For example, you can use labels to identify devices that have the same operating system or that are in the same geographic location. You can then initiate actions, such as deploying Dell Updates, on all of the devices that in that label. Labels are manually assigned to specific items.

Items you can assign labels to include the following:

- Devices: You can group devices by commonalities in software, hardware, location, and so on.

- Dell Updates: You can group Dell Updates by impact, device, and so on.

- Software: You can group applications and software items by a common theme or a common destination.

- Labels: You can group labels within label groups.

You can manage labels from the *Label* page, under **Home** in the left navigation bar. Labels can also be added and applied from list pages in other sections, such as *Inventory* and *Security* by selecting **Choose Action > Add Label**.

> **i** **NOTE:** Smart labels (labels dynamically applied or removed by KACE Systems Management Appliance based on user-specified criteria) and LDAP labels are not available in KACE Express.

About label groups

You can organize long lists of labels by putting them in label groups. In addition to organizing labels, label groups share their types with the labels they contain. Not only can a label group include multiple labels, but a label can be associated with more than one label group. Labels inherit any restrictions of the groups to which they belong.

Parent topic

Add or edit labels and label groups

You can create or edit labels and label groups as needed.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.

2. On the left navigation bar, click **Home** to expand the section, click **Labels** to display the *Labels* panel, then click **Label Management**.

3. Do one of the following:

   • **To create a label, select Choose Action > New Manual Label.**

   • **To create a label group, select Choose Action > New Label Group.**

   • **To edit an existing label or label group, click the linked name of that label or group.**

   The *Label Detail* **or the** *Label Group Detail* **page appears.**

   i | **NOTE:** Avoid using backslashes (\) in label names. If you must include a backslash in a label name, add a second backslash (\\) to escape it.

4. Provide or edit the following information:

Option	Description
Name	The name of the label, or the name of the label group. This name appears on the appropriate list page.
Description	Any additional information you want to provide. This description appears on the *Labels* list, and can help you distinguish between similar labels.
Restrict Label Usage To	(Optional) The categories of items to which the label or label group can be applied. If you do not restrict label usage, the label or label group can be applied to any item. However, if you restrict the label or label group to categories such as Application and Patches, that label or label group can be applied only to Application and Patches; it cannot be applied to other items, such as Devices.
Label Group	(Optional) The label group to which the label is assigned. To assign the label to a label group, click **Edit** next to the *Label Group* field, then select a label group. Assigning to a label group is useful if you have many labels and you want to organize them into sub-labels. For example, you could include the labels of your licensed applications in a group label named *Licenses*. In addition, labels inherit any restrictions of the groups to which they belong.

5. Click **Save**.

Parent topic

Managing your device inventory in KACE Express

Managing devices is the process of using KACE Express to collect and maintain information about devices on your network. Managing also includes performing tasks such as monitoring device status, creating reports, and so on.

Inventory includes information about the devices, applications, processes, startup programs, and services on managed devices on your network. Inventory is collected every two hours by the KACE Agent, which is installed on managed devices and is uploaded using the inventory API.

You can view detailed data about individual managed devices, as well as aggregated data collected across all managed devices. In addition, you can use inventory information in reports, and in decisions about upgrades, troubleshooting, purchasing, policies, and so on.

Parent topic

View device inventory and details

You can view all the managed devices in your inventory, and can see detailed information for each device.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.

2. On the left navigation bar, click **Inventory** to expand the section, which displays the *Devices* list page as the default view.

   All devices in inventory appear on this list.

3. Click the name of the device in the *Name* column to display the *Device Detail* page for that device.

   The page assembles device details in five categories.

Category	Description
Summary	Basic device identification information.
Inventory Information	Additional details on items in the *Summary* section.
Software	Details of the software installed on the device, including applications, patching information, running processes, and startup programs.
Activities	Information about actions to be performed on the device.
Dell Command | Monitor	Additional inventory information about selected Dell client systems using Dell Command | Monitor.
Dell Updates	Information regarding updates and inventory (for Dell devices only).

Category	Description
Logs	Information related to appliance records.

4. Expand the categories or subcategories to display the information particular to this device.

Parent topic

Force managed devices to update their inventory

You can force managed devices to update their inventory outside of the regularly scheduled reporting times.

The KACE Agent must be installed on the devices and there must be an active agent protocol connection between the appliance and the devices.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Inventory** to expand the section, which displays the *Devices* list page as the default view.
3. Select the check boxes next to the devices whose inventory you want to update.

   To avoid overwhelming the appliance, do not select more than 50 devices to update at one time.

4. Select **Choose Action > Force Inventory**.

Inventory information is updated.

Parent topic

Troubleshoot devices that fail to appear in inventory

If Agent-managed devices do not appear in inventory, you can troubleshoot by verifying Agent and appliance configuration.

By default, KACE Agents installed on managed devices communicate with the KACE Express appliance using HTTP over port 80. If network connectivity is in place, but newly installed Agents do not connect to the appliance, there might be problems with the default `kbox` host name in DNS.

1. Verify that the appliance hostname or IP address is specified correctly during installation:

   Windows®

   `msiexec /qn /i ampagent-6.x.xxxxx-x86.msi HOST=myk1000`

2. To correct the server name for a device that is already installed, use the AMPTools utility:

   Windows

   32-bit systems: `"C:\Program Files\Dell\KACE\AMPTools" host=myk1000`

   64-bit systems: `"C:\Program Files (x86)\Dell\KACE\AMPTools" host=myk1000`

3. Verify that you are able to ping the appliance, and reach it through a web browser at `http://`**k1000_hostname**.
4. Verify that Internet Options are not set to use proxy. Verify that proxy is excluded for the local network or **k1000_hostname**.
5. Verify that no firewall or anti-spyware applications are blocking communication between the appliance and any of the Agent components, including:

Operating system	Agent components
Windows	ACUConfig.exe
	AMPAgent.exe
	AMPKickstart.exe
	AMPTools.exe
	AMPWatchDog.exe
	Inventory.exe
	KCopy.exe
	KDeploy.exe
	KInventory.exe
	konea.exe
	kpatch.exe
	KSWMeterSvc.exe
	KUserAlert.exe
	runkbot.exe

6. Verify that the AMPAgent.exe (Windows) processes are running.

Parent topic

Add and edit User/Password credentials

To streamline the management of username and password credentials used in discovery and provisioning, you can add the credentials to the *Credentials Management* page. User/Password credentials can be created for Windows operating systems.

You have the usernames and passwords of the credentials you want to manage.

After you add credentials, you can select them on configuration pages instead of entering the credentials manually each time. In addition, you can add credentials from any of the configuration pages that use them. Credentials added on configuration pages are automatically added to the *Credentials Management* **page.**

1. Go to the *Credentials Management* page:

   a. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.

   b. On the left navigation bar, click **Settings**, then click **Credentials**.

2. Select **Choose Action > New**.

3. On the *Add Credential* form, specify credential properties:

   > **i**   **NOTE:** You can also access this form from pages that use credentials, such as the *Discovery Schedule Detail* page. Credentials added on these pages are automatically added to the *Credentials Management* list.

Option	Description
Name	A unique name for the credential. This name appears on the *Credentials Management* list and in the credential selection drop-down lists in component sections, such as Scripting. This name is used for identification in **Administrator Console**, and it is not part of the actual credential on the target device.

Option	Description
User or Domain\User	The username required for the credential. **ⓘ** **TIP:** The `Domain\User` format might be required for some Windows configurations.
Password	The password required for the credential.
Show typing	Show the characters in the *Password* field on the *Add Credential* form. This option is available only when you are adding credentials. If you are editing existing credentials, the password characters cannot be displayed.
Notes	Any additional information you want to provide about the credential.

4. Click **Save**.

    The credential appears on the *Credentials Management* **list and it is available for selection in components that use credentials.**

Parent topic

Managing your software inventory in KACE Express

Managing software inventory is the process of using KACE Express to collect and maintain information about applications on devices in your network.

Parent topic

View items in software inventory

KACE Express enables you to view the applications installed on the devices in your inventory.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.

2. On the left navigation bar, click **Inventory** to expand the section, then click **Software** to display the *Software* list.

    The list page identifies the publisher and version of the application, along with a tally of the devices on which it is deployed.

3. **Optional**: Use the **Choose Action** drop-down menu to add, apply, or remove labels for an application.

4. Click the name of an application on the list to display the *Software Detail* page for that application.

    The *Software Detail* **page displays details about the application, which include version, supported operating systems, any licenses, the devices in inventory on which the application has been detected, and other information.**

Parent topic

Managing your processes, startup programs and services inventories in KACE Express

You can use KACE Express to collect and maintain information about processes, startup programs, and services on devices in your network.

For processes, startup programs, and services, you can use KACE Express to do the following for each:

- View summary and detailed information
- Apply labels to or remove labels
- Delete the item

For each inventory type, details include the devices running the processes, startup programs, or services. Also included are system descriptions and identification of the last users.

Parent topic

View information on your processes, startup programs, and services

KACE Express enables you to view the applications installed on the devices in your inventory.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Inventory** to expand the section, then click **Processes**, **Startup Programs**, or **Services** to display the list page for that inventory type.

   The list page identifies the publisher and version of the item, along with a tally of the devices on which it is deployed.

3. **Optional**: Use the **Choose Action** drop-down menu to add, apply, or remove labels for an item.
4. Click the name of a listed process, startup program, or service to display the *Detail* page for that item.

   The *Detail* page displays details about the item, which include version, creation and modification dates, the devices in inventory on which the item has been detected, and other information.

Parent topic

Managing Dell devices with Dell Updates in KACE Express

Using the KACE Express appliance, you can keep your Dell devices up-to-date with the latest Dell updates.

These Dell updates include:

- Software and firmware for servers
- Software and firmware for client devices
- Some Dell-supplied applications

Dell Client Updates are supported for Dell Precision™, Latitude™, and OptiPlex™ devices running the Windows® operating system.

Dell Server Updates are supported on Dell PowerEdge™ servers running the Windows operating system. Dell Server Updates for PowerVault™ systems are also supported.

For update tasks, limit the packages to deploy using Update Package Label Selection.

Parent topic

Configure Dell Update catalog updates in KACE Express

The KACE Express installation process includes default settings for subscribing to the Dell Update catalog, and the process performs an initial catalog download. You can change the settings.

i   **NOTE:** The default settings are for downloading catalog updates to the KACE Express appliance only. The process does not automatically configure Dell Updates for deployment to devices.

Dell Update packages are provided in **catalogs**: one for servers and one for clients.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section and display the *Control Panel*.
3. Click **Dell Update Subscription** to display the *Update Subscription* page, on which the current status of the Dell catalogs appears.
4. In the *Configure* section, select among the following options:

Option	Description
All Files	Download all available updates. If you change operating systems or acquire new Dell equipment frequently, it is best to keep all Dell Updates available.
Files detected as missing	Download only the updates that you need for your managed devices.
Catalog	Click **Refresh Now** to update the catalogs immediately.
Update Files	Click **Delete** to remove all update files.
Unused files	Click **Delete Unused Files** to remove only those files that are not needed. This helps to limit the amount of disk space used by update files.

5. In the *Schedule* section, select among the following options:

Option	Description
None	Stop Dell Updates.
Every day/specific day at HH:MM	Run daily at a specified time, or run on a designated day of the week at a specified time.
Check for changes On the nth of every month/specific month at HH:MM	Run on the same day every month, or a specific month, at the specified time.

6. In the *Download Blackout* section, select options to limit the amount of time the Dell Updates can run.

    You might want to enforce a hard stop at a specific time, for example, when your users start working, if bandwidth or network traffic is an issue.

7. Click **Save**.

Parent topic

Create Dell Update schedules in KACE Express

The KACE Express appliance can automatically identify and install the firmware and driver updates required for your Dell clients and servers according to the schedule you set.

- Updates are available only if the appliance settings are configured to download Dell catalog updates.

- Consider creating labels to group Dell Updates and devices. You can then use those labels when you create Dell Update schedules. For example, you could create a label that groups updates by application families, such as drivers or firmware. Or, you could group all Dell servers running Microsoft Windows 7 into a single label and then run a patch schedule to update them.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Security** to expand the section and display the *Dell Updates* panel.
3. **Optional:** Review the available updates and inactivate the updates that you do not want to install.
    a. Click **Catalog** to display the *Dell Update Catalog* page.
    b. Select the check box next to an update, then select **Choose Action > Change Status to > Inactive**.
4. Schedule detect and deploy activities.
    a. Return to the *Dell Updates* panel by clicking **Security** in the left navigation bar.
    b. Click **Schedules** to display the *Dell Update Schedules* page, then select **Choose Action > New** to display the *Dell Update Schedule Detail* page.
    c. Choose detect and deploy options.

    Normally, you create different schedules for the laptops, workstations, and servers, because these three types of devices have very different usage characteristics.

    d. Click **Save**.

    The schedule appears on the *Dell Update Schedules* page. The schedule is disabled by default.

    i **TIP:** Before you enable a schedule, test it on a small subset of the devices to make sure that everything is working the way you expect.

    e. To enable the schedule, select the check box next to the schedule name, then select **Choose Action > Enable**.

    The detect and deploy activity runs according to the specified schedule.

Parent topic

Reporting in KACE Express

You can use the reporting capability to get a detailed view of the activity on the KACE Express Management Appliance.

KACE Express includes number of standard reports for software, hardware, and other items. Examples of the provided sample reports include *Computers with Dell Warranty Expiring in < 60 Days*, *Computer Uptime Report*, *Software Inventory by Vendor*, *Windows 8 Readiness Assessment*, and many others in the following categories:

- Compliance
- Dell Updates
- Dell Warranty
- Hardware
- Inventory
- Server
- Labels
- Network
- Power Management
- Software

You can also use the report wizard on the *Reports* page to create custom reports. For both standard reports and custom reports, you can export a report in HTML or PDF format.

Parent topic

Generate a standard report

You can run a report using one of 65 standard reports supplied with KACE Express.

1. On the left navigation bar, click **Reporting** to expand the section and display the default *Reports* list page.
2. Select the check box on the line for the standard report you want to generate.
3. To run the report, click a format in the *Generate Report* column.

   The output is generated.

   In HTML reports, the first data column is automatically linked to the detail page for the item in the Administrator Console.

i | **NOTE:** After you have created a custom report, it appears in the *Reports* list as well and you can generate it in the same manner.

Parent topic

Create reports using the reports wizard

You can use the report wizard to create reports by selecting options from templates.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Reporting** to expand the section and display the default *Reports* list page.
3. Select **Choose Action > New (Wizard)** to display the *Title and Topic* page.
4. Specify the settings for *Title*, *Category*, and *Description*, and whether the report displays line numbers.
5. Define the topic and any subtopics:

Option	Description
Topic	The topic of the report. This setting determines the fields that are available for the report.
add a subtopic	Click this link to add up to two related topics to the report. Linking enables you to show relationships between up to three types of data in the same report.
	When you generate the report in HTML format, you can expand and collapse the rows to drill down into the information as needed.
	When you click **add a subtopic**, additional options become available, depending on the topic you select. For example, if you select **Label**, **Device**, and **Software**, the following two check boxes appear: • Only show rows from **Label** with at least one **Device** row. • Only show rows from **Device** with at least one **Software** row.
	In the preceding example, select these check boxes to limit the report to Labels and Devices that have at least one child row. Label rows would appear in the report only if they have at least one corresponding Device row. Device rows would appear in the report only if they have at least one corresponding Software row.
	Clear these check boxes to show all Label and Device rows regardless of whether they contain any Device or Software rows, respectively.

6. Click **Next** to display the *Fields to Display* page, then select the fields that you want to include in the report.
7. Click **Next** to display the *Column Order* page, then drag and drop the fields, from top to bottom, to set the order in which column headings appear. In the report output, columns headings appear in left-to-right order.
8. Click **Next** to display the *Sort and Breaks* page, then configure how the rows are arranged.
9. Click **Next** to display the *Filters* page.
10. **Optional**: If you do not want to return the entire data set in your report, add filter criteria:
    a. Click **Specify rules to filter the records**.

    A rule set, with *Match all of the following* **appears. These rules are equivalent to and statements in Boolean logic. To appear in the report, items must match all of the rules in this section.**

b. Specify filter criteria, then click **Save**.

c. To add a rule to the current rule set, click the **Add** button: +.

d. Select filter criteria, then click **Save** at the right of the row.

e. To add a subset of rules, click the **Add Subset** button: ≡.

The first nested subset adds a Match any of the following set of rules. These rules are equivalent to or statements in Boolean logic. This enables you to nest or criteria under the top-level and criteria. To appear in the report, items must match the criteria in the Match all of the following rule set and at least one criterion in the Match any of the following rule set.

f. Click **Save** next to the rule set.

g. Add additional rules and rule subsets as needed.

11. Click **Save**.

   The *Reports* page appears with the new report listed. The *View By* list, which appears above the table on the right, is automatically set to the category of the new report.

12. To run the report, click a format in the *Generate Report* column.

   The output is generated.

   In HTML reports, the first data column is automatically linked to the detail page for the item in the Administrator Console.

Parent topic

Updating the KACE Agent on managed devices

The KACE Express appliance automatically checks with Quest KACE for the KACE Agent updates at approximately 03:40 every day. In addition, the appliance checks Quest KACE for Agent updates whenever the appliance is rebooted.

When Agent updates are available, they are automatically downloaded to the KACE Express appliance, as long as the appliance is connected to the Internet.

Parent topic

View KACE Agent Updates

You can view the current update and check for new updates.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.

2. On the left navigation bar, click **Settings** to expand the section, then click **Appliance Updates** to display the *Appliance Updates* page.

   The current Agent bundle appears in the *Agent* section.

3. **Optional**: To check for updates: In the *Agent* section, click **Check for Update**.

   The appliance checks for updates, and the results appear on the *Logs* page.

Parent topic

Configure KACE Agent update settings

After updates are downloaded, you can configure the settings required to update the Agent on managed devices.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section, then click **Provisioning** to display the *Provisioning* panel.
3. Click **Update Agents**.
4. View or specify the following Agent update settings:

Option	Description
Enabled	Update KACE Agents the next time devices check in to the appliance. Clear the option to prevent updates from being installed.
Modified	(Read-only) The time the most recent Agent bundle was downloaded.
All Devices	Deploy the update to all devices that have the KACE Agent installed.
Devices	Update only specific devices. Select the device names in the drop-down list, or type the first few characters of a device name to sort the list. For example, type Dev to list matching device names such as Device-1, Device-2, and so on. This option is not available when you select **All Devices**.
Labels	Update devices with the selected labels. This option is not available when you select **All Devices**.
Notes	Any additional information you want to provide.

5. Click **Save**.

Parent topic

Backing up the KACE Express appliance

Backup files are used to restore your KACE Express appliance in the event of a data loss, or during an upgrade or migration to new hardware.

There are two kinds of appliance backup files:

- **Base**: A backup of the file system. Base backup files are generally created once a week.

- **Differential**: A backup of the Base (file system) files that have changed since the most recent Base backup and a backup of database files. Differential backups reference the most recent Base backup file available.

To restore files, you must have a matched pair of Differential and Base backup files. Paired backup files reference the same KACE Systems Management Appliance version number and date, and only paired backup files can be used to restore the appliance.

> **i** **NOTE:** Backups are created while the KACE Systems Management Appliance is running. The appliance is not taken offline during the backup process. Restoring the appliance to a backup and resetting the appliance to factory settings, however, continue to require that the appliance be taken offline.

In addition, there are three types of backup processes:

- **Scheduled daily backups**: In most cases, daily backups include only Differential backup files. If there is no Base backup, or if the most recent Base backup is more than seven days old, the daily backup includes both Base and Differential backup files. This backup is known as a full backup. By default, daily backups are scheduled to occur at 02:00, but you can change that schedule.

- **Scheduled monthly backups**: Monthly backups occur on the last day of the month, and you cannot change the schedule of monthly backups.

- **Backups initiated using the Run Now command**: When you click **Run Now** on the *Backup Settings* page, the appliance generates a full backup, which includes both Base and Differential backup files.

> **i** **TIP:** Always back up appliance data before installing updates or upgrading appliance software.

Parent topic

Set the daily backup schedule and the number of backups to retain

Daily backups are scheduled to occur at 02:00 by default, but you can change the time. You can set the number of daily and monthly backups to retain.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section and display the *Control Panel*.
3. Click **Backup Settings** to display the *Backup Settings* page.
4. In the *Retention* section, specify the following settings:

Option	Description
Daily	The number of daily backups to retain on the appliance. You can retain up to seven daily backups.
Monthly	The number of monthly backups to retain on the appliance. You can retain up to two monthly backups. Monthly backups occur on the last day of the month, and you cannot change the schedule of monthly backups.

5. In the *Schedule* section, specify the schedule for running **daily** backups.

   Times are listed in the 24-hour clock format, and you can select intervals of 5 minutes. For example, to schedule the daily backup for 5 minutes past midnight, select 0:05.

   > **i** **TIP:** To ensure that backup logs are not turned over during daily log maintenance, schedule daily backups to occur after midnight.

6. Click **Save**.

The settings are applied. When the next scheduled backup runs, older backup files are removed if the number of backups retained on the appliance exceeds the number specified in the *Configure* section.

Parent topic

Back up the KACE Express appliance manually

You can back up appliance manually any time. In addition, you should manually back up the appliance before you install appliance updates or perform upgrades.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section and display the *Control Panel*.
3. Click **Backup Settings** to display the *Backup Settings* page.
4. At the bottom of the page, click **Run Now**, then click **Yes** to confirm.

   The backup starts. During the backup, several processes, including Apache, are stopped, and the appliance's web interfaces are briefly inaccessible.

When the backup is complete, the *Logs* page appears.

Parent topic

Download backup files from the Administrator Console

For a greater level of recoverability, you can download backup files from the Administrator Console and save them to a different location.

ⓘ NOTE: To restore files, you must have a matched pair of Differential and Base backup files. Paired backup files reference the same KACE Systems Management Appliance version number and date, and only paired backup files can be used to restore the appliance.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section and display the *Control Panel*.
3. Click **Backup Settings** to display the *Backup Settings* page.
4. In the *Backups* section download a matched pair of Differential and Base backup files:
   a. Click the name of a backup file with `incr` in the filename. For example:
      `<date>_k1_incr_<version>.tgz`.
   b. If prompted, select a download location for the file.
   c. Click the name of a backup file with `base` in the filename. For example
      `<date>_k1_base_<version>.tgz`.
   d. If prompted, select a download location for the file.

Parent topic

Restore appliance settings

You use backup files to restore your appliance configuration in the event of a data loss or to preserve settings during an upgrade or migration to new hardware.

Restoring any type of backup file destroys the data currently configured in the appliance. Quest KACE recommends that you off-load any backup files or data that you want to keep before you restore settings.

KACE Express offers three approaches to restoring settings:

- The appliance has a built-in ability to restore settings from the most recent backup directly from the appliance backup drive.
- If you have copied your backup files to a different location, you can upload those files manually, and then restore from them.
- The appliance has a built-in ability to restore factory settings. This restoration is useful if you encounter problems and must remove all custom configurations.

> **i** **TIP:** If your backup files are too large to upload using the default HTTP mechanism (the browser times out), you can upload them using FTP. To upload using FTP, enable the **Enable backup via FTP** settings on the *Security Settings* page.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section and display the *Control Panel*.
3. Click **Backup Settings** to display the *Backup Settings* page.
4. Restore settings using one of three approaches:

   - **Restore settings from the most recent backup.**

     1. In the *Backups* section, select the most recent database and appliance backup files.
     2. Click **Restore from Backup**, then click **Yes** to confirm.

        The KACE Systems Management Appliance is restored and restarted. The Administrator Console is unavailable during the restore process.

   - **Restore settings from a backup file.**

     > **i** **NOTE:** To restore files, you must have a matched pair of Differential and Base backup files. Paired backup files reference the same KACE Systems Management Appliance version number and date, and only paired backup files can be used to restore the appliance.

     1. In the *Uploads* section, under the *Differential* heading, click **Browse** or **Choose File**, to locate the Differential file you want to upload.
     2. In the *Uploads* section, under the *Base* heading, click **Browse** or **Choose File**, to locate the matching Base file you want to upload.

        > **i** **NOTE:** To restore files, you must upload pairs of Differential and Base backup files. Paired backup files reference the same KACE Systems Management Appliance version number and date, and only paired backup files can be used to restore the appliance.

     3. Click **Upload Files**.

        The uploaded files appear in the *Backups* section.
     4. In the *Backups* section, select the backup files you just uploaded.
     5. Click **Restore from Backup**, then click **Yes** to confirm.

        The KACE Systems Management Appliance is restored and restarted. The administrator Console is unavailable during the restore process.

   - **Restore the KACE Systems Management Appliance to factory settings.**

     1. At the bottom of the page, click **Reset to Factory Settings**, then click **Yes** to confirm.

        The KACE Systems Management Appliance is restored and restarted.
     2. Re-configure KACE Express as needed.

Parent topic

Updating the KACE Express software, or rebooting the appliance

You can check for and install appliance software updates. When you update the appliance, your custom configurations are preserved.

In other instances, you might need to reboot or shut down the appliance from time to time when troubleshooting or performing maintenance tasks.

Parent topic

Check for and apply automatic appliance updates

KACE Express checks in with the servers at Quest KACE daily to find out whether appliance software updates are available.

If an update is available, an alert appears on the *Home* page the next time you log in.

> **i** | **TIP:** Always back up appliance data before installing updates or upgrading the appliance software. For instructions, see Backing up the KACE Express appliance.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section, then click **Appliance Updates** to display the *Appliance Updates* page.
3. In the *Server* section, click **Check for Update**.

   The *Logs* page appears. Results of the check appear in the log.
4. If an update is available, back up your database and files before proceeding.
5. Click **Update**.

The update is applied. The Administrator Console is unavailable until the update is complete. Progress appears in the browser window.

Parent topic

Reboot or shut down the appliance

You might need to reboot or shut down the appliance from time to time when troubleshooting or performing maintenance tasks.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section, then click **Appliance Updates** to display the *Appliance Updates* page.
3. In the *Appliance Controls* section, do one of the following:

    - **Click Reboot. The appliance restarts.**

    - **Click Reboot and check database. The appliance restarts and then verifies the database.**

    - **Click Shutdown. The appliance shuts down.**

Parent topic

Transitioning from KACE Express to the full appliance

For most Express users, you can upgrade to the full version of the KACE Systems Management Appliance without having to redeploy the appliance.

See Feature availability, KACE Express and KACE Systems Management Appliance for a table that lists the additional features available to you when you upgrade to the full version of the KACE Systems Management Appliance.

> **i** | **NOTE:** A appliance KACE Systems Management Appliance that has an Express license applied can be effectively upgraded in place by applying a full or trial KACE Systems Management Appliance license key. This is the standard method by which a customer that starts with an Express license can move to a fully licensed version of the KACE Systems Management Appliance. However, there are both advantages and disadvantages to this in-place upgrade process that should be understood before making a decision about how you choose to upgrade from an Express license to a fully licensed version of the KACE Systems Management Appliance. For help in making this decision, see https://support.quest.com/kb/126094 for a description of potential limitations that include lack of localization and single sign on (SSO) for an in-place upgrade.

Obtain a license for the full KACE Systems Management Appliance

If you have decided that the full version of the KACE Systems Management Appliance fits your needs, you can buy a license to enable you to get access to it.

Also, if you would like to have a trial period of using the full functionality of the KACE Systems Management Appliance, you can do that as well with a trial license obtained from Sales.

1. Go to the *How to Buy* page of the Quest website by one of two methods:

    • **Log in to the KACE Systems Management Appliance Administrator Console: `http://appliance_hostname/admin`, and in the** *Dashboard* **click Upgrade to the full version of the KACE Systems Management Appliance.**

    • **On any open KACE Express page, click Buy Now in the top bar.**

2. Contact Sales by one of three methods:

    • **Call the toll-free number for your location.**

    • **Send an email to the address for your location.**

    • **Fill out the** *Contact Form* **and send it.**

        In the Comments field, include the information that you are currently using KACE Express.

Enter the new license key using the procedure in Update the appliance license key to transition to the full KACE Systems Management Appliance.

Parent topic

Update the appliance license key to transition to the full KACE Systems Management Appliance

The transition to the full KACE System Management Appliance entails updating your license.

You have obtained your new license key.

1. Log in to the appliance Administrator Console: `http://`**appliance_hostname**`/admin`.
2. On the left navigation bar, click **Settings** to expand the section, then click **Appliance Updates** to display the *Appliance Updates* page.
3. In the *License Information* section, enter your new license key, then click **Update**.
4. Click **Yes** in the *Confirm* dialog to reboot your system.

The full features are available to you after you sign back in to the appliance following the reboot.

Parent topic

Support options for KACE Express

KACE Express, as a free solution, does not have telephone or email support from the Quest KACE technical support organization. However, although KACE Express does not have a support package associated with it, there are a number of resources available to the KACE Express user.

In the **Settings** section, you can open the **Support** page, which contains the following support options:

*   *Documentation*: Contains links to this guide and to the **Administrator Guide** for the full version of KACE Systems Management Appliance.

*   *ITNinja*: Contains a link to ITNinja, an IT collaborative community.

*   *Technical Support*: Contains links to the Knowledge Base and its articles and to videos. Also contains a direct link to the KACE Express community page at http://itninja.com/k1000express, where the other members of the community can provide support, tips, and peer-to-peer advice.

*   *Troubleshooting Tools*: Contains links to some useful tools if you are experiencing an issue.

*   *Follow Us*: Contains links to social media and other sites that address the KACE Systems Management Appliance and other offerings from Quest KACE.

Appendixes

Feature availability, KACE Express and KACE Systems Management Appliance

As a free, introductory version of the KACE Systems Management Appliance, KACE Express offers a subset of the features found in the full product.

Table 1. Comparison of features, KACE Express and KACE Systems Management Appliance

Feature Group	Feature Description	KACE Express	KACE Systems Management Appliance
License	License term	1-year term	Perpetual
	Device limit	1,000 devices	No limit
Supported platforms	Managed systems	Windows only	Windows, Mac OS®, Linux®
Technical support	Technical support	Community support	Phone, email, and web-based technical support
Configuration	Administrative users	Single administrative user	Unlimited administrative users
	User Management	Simplified management for single admin user	Full User Management capabilities
	Role-based management	NO	YES
	Labels	Manual labels only	Manual labels, Smart labels, LDAP labels
	Active Directory synchronization and single sign on	NO	YES
	Credentials management	YES	YES
	Appliance linking	NO	YES

Feature Group	Feature Description	KACE Express	KACE Systems Management Appliance
	Audit history	NO	YES
	Agent Provisioning Assistant for Windows clients	YES	NO
Interface	Web management interfaces	Administrator portal only	Administrator and end user portals
	Mobile management interface	NO	YES, KACE GO
	Localization	English only	English only
Inventory	Inventory of device hardware	YES	YES
	Inventory of installed software	YES	YES
	Inventory and management of Dell Warranty	YES	YES
	Inventory of processes detected on devices	YES	YES
	Inventory of startup program detected on devices	YES	YES
	Inventory of services detected on devices	YES	YES
	Inventory of devices managed by Dell Mobility Management (DMM)	NO	YES
	Inventory and health status information collected through Dell Command | Monitor	YES	YES
	Encryption status and protection information on devices with Dell Data Protection | Encryption (DDP|E)	YES	YES
	Software catalog (Application Catalog)	NO	YES

Feature Group	Feature Description	KACE Express	KACE Systems Management Appliance
	Custom inventory collection	NO	YES
	Agent-based management	YES	YES
	Agentless device discovery	NO	YES
	Agentless device inventory	NO	YES
	SNMP Inventory Configurations (OID mapping)	NO	YES
Asset Management	Import and manage asset information that includes details about devices, software, licenses, physical assets, logical assets, and the relationship between them.	NO	YES
	Machine actions (including device configuration and remote control)	NO	YES
	License compliance engine	NO	YES
Distribution	Managed installations	NO	YES
	File synchronizations	NO	YES
	Wake-on-LAN	NO	YES
	Replication shares	NO	YES
	End user alerting	NO	YES
	Mac OS X profile management	NO	YES
Scripting	Scripting	NO	YES
	Configuration policies	NO	YES

Feature Group	Feature Description	KACE Express	KACE Systems Management Appliance
	Security policies	NO	YES
Security	Patch management	NO	YES
	OVAL scan	NO	YES
	SCAP scan	NO	YES
	Dell Updates	YES	YES
Server monitoring	Monitor up to 5 or 10 servers, depending on the standard license, or up to 200 servers with a license for the Monitoring Module	NO	YES
	Windows event log monitoring	NO	YES
	Non-Windows file system log monitoring	NO	YES
	Configuration change monitoring	NO	YES
	Threshold and application monitoring	NO	YES
Service Desk	Service Desk	NO	YES
Reporting	Report count	65 built-in reports	147 built-in reports
	Wizard-driven report creation	YES	YES
	Advanced report creation and customization using SQL queries	NO	YES
	Report export formats	HTML, PDF	HTML, PDF, XLS, CSV, TXT
	Scheduled reports	NO	YES
	Administrator notifications based on specific device or asset criteria	NO	YES

Feature Group	Feature Description	KACE Express	KACE Systems Management Appliance
	Dashboard	Static Dashboard view	Customizable Dashboard view
Feature Preview	Feature Preview pages for locked features	YES	NO

Parent topic

About us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. 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.

Legal notices

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

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

KACE Express Quick Start Guide

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