

Quest®



KACE® Systems Management Appliance 14.1

Release Notes



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Quest® KACE® Systems Management Appliance 14.1 Release Notes

This document provides information about the KACE Systems Management Appliance version 14.1

About KACE Systems Management Appliance 14.1

KACE Systems Management Appliance is designed to automate device management, application deployment, patching, asset management, and Service Desk ticket management. For more information about KACE Systems Management Appliance series, go to <https://www.quest.com/products/kace-systems-management-appliance/>.

New features

This release of the KACE Systems Management Appliance includes the following new features.

- **KACE Remote Control :**

KACE Remote Control powered by Splashtop is a high-performance remote desktop software that provides secure and efficient remote access to any agent-managed Windows and macOS devices. It features mandatory device authentication, with an option for two-factor authentication to enhance security. Users benefit from high frame quality, fast frame rates, and high-fidelity audio, ensuring an optimal remote access experience.

The features are:

- **High-Performance Remote Desktop:** Up to 30 frames per second for smooth and responsive control.
- **Robust Security:** All communications are secured with TLS and AES-256 encryption.
- **File Transfer:** Easily transfer files between devices.
- **Remote Print:** Print documents from a remote device.
- **Chat:** Communicate with users during remote sessions.
- **Audio:** High-fidelity audio support for clear sound.
- **Multi-Monitor Support:** Toggle between any number of monitors.
- **RDP Session Support:** Switch between console and RDP sessions seamlessly.
- **Annotation and Laser Pointer:** Available in view-only mode for effective presentations.
- **Zoom and Full-Screen Viewing Options:** Various display options to suit your needs.
- **Blank Screen:** Hide the screen content on the remote device.
- **Lock Keyboard and Mouse:** Prevent remote users from interacting with the device.
- **Clipboard Sync:** Synchronize clipboards or paste clipboard contents as keystrokes.



NOTE: KACE Remote Control powered by Splashtop is an optional paid add-on feature. For pricing information, contact your sales representative.

- **Support for Office 365 :**

We have added support for Office 365 (Using Microsoft Graph API) as an Outbound email in the Service Desk.

Resolved issues

This section contains the issues resolved in this release:

- [Resolved Server issues](#)

Resolved Server issues

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

Table 1. Resolved server issues

Resolved issue	Issue ID
Unable to create a new manual device when locale is set to German.	K1-35909
CVE-2024-6387 FreeBSD SSH Remote Code Execution Vulnerability.	K1-35852

Known issues

The following issues are known to exist at the time of this release.

Known issue	Issue ID
Script does not report failure when a verify step in the script times out on the Agent device.	K1-35937
Device issues record is not created when the Agent fails to execute a command due to heap exhaustion.	K1-35927
Virtual Hostname and Virtual IP do not work on organizations.	K1-35962

System requirements

The minimum version required for installing KACE Systems Management Appliance 14.1 is 14.0. If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation.

The required version for the Remote Control feature to run is KACE Systems Management Appliance 14.1 and KACE Agent 14.1. Please upgrade the KACE Agent and the KACE Systems Management Appliance to version 14.1.

The minimum version required for upgrading the KACE Agent is 11.0. We recommend that you always use the same version of the agent and the KACE Systems Management Appliance.

Starting in version 12.0 of the appliance, earlier KACE Agent versions, such as 11.1, must be signed specifically for your appliance version. For example, if you are using KACE Agent 11.1 with the 12.1 version of the appliance, you must obtain and install the KACE Agent 11.1 KBIN file that is signed with the 12.1 appliance key. You can download signed KACE Agent KBIN files from the KACE Systems Management Appliance *Software Downloads* page.



NOTE: The KACE Agent RPM package can be installed on managed SUSE Linux devices only when the `libxslt-tools` package is installed before the agent package.

To check the appliance version number, log in to the **Administrator Console** and click the '?' icon at the top right, and then click the circled 'i' button.

Before upgrading to or installing version 14.1, make sure that your system meets the minimum requirements. These requirements are available in the KACE Systems Management Appliance technical specifications.

- For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1-common-documents/technical-specifications-for-virtual-appliances>.
- For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1-common-documents/technical-specifications-for-kace-as-a-service>.

Product licensing

If you currently have a KACE Systems Management Appliance product license, no additional license is required.

If you are using KACE Systems Management Appliance for the first time, see the appliance setup guide for product licensing details. Go to [More resources](#) to view the appropriate guide.



NOTE: Product licenses for version 14.1 can be used only on KACE Systems Management Appliance running version 14.0 or later. Version 14.1 licenses cannot be used on appliances running earlier versions of the appliance, such as 12.0.

Installation instructions

You can apply this version using an advertised update or by manually uploading and applying an update file. For instructions, see the following topics:

- [Prepare for the update](#)
- [Update the KACE Systems Management Appliance server using an advertised update](#)
- [Upload and apply an update manually](#)
- [Post-update tasks](#)



NOTE: To ensure accuracy of software discovery and install counts for devices running particular software, beginning in the KACE Systems Management Appliance 7.0 release, the software catalog re-installs with every upgrade.

Prepare for the update

Before you update your KACE Systems Management Appliance server, follow these recommendations:

- **IMPORTANT: Enable legacy BIOS booting:**

An issue in the UEFI BIOS booting can be triggered during an upgrade. To prevent it, you must ensure that legacy BIOS booting is enabled. A power-down of the appliance prior to making a switch is required. Also, for ESX-based virtual machines, ensure that the hardware version is 13 or later.

Prior to applying the appliance upgrade, you must ensure that your browser's cache is clean and that port 52231 is available from your browser to the appliance. Users working from home may need to have their corporate firewall configured to allow port 52231 communications.

- **Verify your KACE Systems Management Appliance server version:**

The minimum version required for installing KACE Systems Management Appliance 14.1 is 14.0. If your appliance is running an earlier version, you must update to the listed version before proceeding with the installation.

To check the appliance version number, log in to the **Administrator Console** and click the '?' icon at the top right, and then click the circled 'i' button.

- **Verify your KACE Agent version.**

The minimum version required for upgrading the KACE Agent is 11.0. We recommend that you always use the same version of the agent and the KACE Systems Management Appliance.

Starting in version 12.0 of the appliance, earlier KACE Agent versions, such as 11.1, must be signed specifically for your appliance version. For example, if you are using KACE Agent 11.1 with the 12.1 version of the appliance, you must obtain and install the KACE Agent 11.1 KBIN file that is signed with the 12.1 appliance key. You can download signed KACE Agent KBIN files from the KACE Systems Management Appliance *Software Downloads* page.



NOTE: The KACE Agent RPM package can be installed on managed SUSE Linux devices only when the `libxslt-tools` package is installed before the agent package.

- **Back up before you start.**

Back up your database and files and save your backups to a location outside the KACE Systems Management Appliance server for future reference. For instructions on backing up your database and files,

see the **Administrator Guide**, <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1%20common%20documents/administration-guide>

- **Appliances installed prior to version 7.0.**

For appliances initially installed prior to version 7.0 that have not been re-imaged (physical appliances) or reinstalled (virtual), Quest Software strongly recommends exporting, re-creating (an image, or a virtual machine installation from an OVF file), and re-importing the database before upgrading to version 14.1. For complete information, visit <https://support.quest.com/kace-systems-management-appliance/kb/4281031/how-to-re-image-kace-system-management-appliance-sma>.

If your appliance version is many versions behind, the following article contains useful upgrade-related tips: <https://support.quest.com/kace-systems-management-appliance/kb/4284819/sma-server-and-agent-upgrade-path>.

There are many reasons why you should re-image the appliance. The new disk layout, for example, offers better compatibility with version 14.1. It also features better security and performance.

- **Ensure that port 52231 is available.**

Prior to any `.kbin` upgrade, port 52231 must be available so that the KACE Upgrade Console page is accessible. If the upgrade is initiated without making this port available, you will not be able to monitor upgrade progress. Quest KACE highly recommends allowing traffic to the appliance through port 52231 from a trusted system and monitoring the upgrade from the Upgrade Console. Without access to the Upgrade Console, the upgrade redirects to an inaccessible page which appears in the browser as a timeout. This may lead someone to believe that the upgrade has crashed the system, causing them to reboot the box when, in fact, the upgrade is still in progress. If unsure about the progress of the upgrade, contact KACE Support and **do not reboot the appliance**.

Update the KACE Systems Management Appliance server using an advertised update

You can update the KACE Systems Management Appliance server using an update that is advertised on the *Dashboard* page or on the *Appliance Updates* page of the **Administrator Console**.

CAUTION: Never manually reboot the KACE Systems Management Appliance server during an update.

1. Back up your database and files. For instructions, see the **Administrator Guide**, <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1%20common%20documents/administration-guide>
2. Go to the appliance *Control Panel*:
 - **If the Organization component is not enabled on the appliance, click Settings.**
 - **If the Organization component is enabled on the appliance: Log in to the appliance System Administration Console:** `http://KACE_SMA_hostname/system`, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.
3. On the left navigation bar, click **Appliance Updates** to display the *Appliance Updates* page.
4. Click **Check for Server updates**.

Results of the check appear in the log.

5. When an update is available, click **Apply KBIN**.

Important: During the first ten minutes, some browsers might appear to freeze while the update is being unpacked and verified. Do not navigate away from the page, refresh the page, or click any browser buttons on the page during this time because these actions interrupt the process. After the update is unpacked and verified, the *Logs* page appears. Do not manually reboot the appliance at any time during the update process.

Version 14.1 is applied and the KACE Systems Management Appliance server restarts. Progress appears in the browser window and in the **Administrator Console**.

6. When the server upgrade finishes, upgrade all of your agents to version 14.1.

Upload and apply an update manually

If you have an update file from Quest, you can upload that file manually to update the KACE Systems Management Appliance server.



CAUTION: Never manually reboot the KACE Systems Management Appliance server during an update.

1. Back up your database and files. For instructions, see the **Administrator Guide**, <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1%20common%20documents/administration-guide>
2. Using your customer login credentials, log in to the Quest website at <https://support.quest.com/kace-systems-management-appliance/download-new-releases>, download the KACE Systems Management Appliance server .kbin file for the 14.1 GA (general availability) release, and save the file locally.
3. On the left navigation bar, click **Appliance Updates** to display the *Appliance Updates* page.
4. In the *Manually Update* section:
 - a. Click **Browse** or **Choose File**, and locate the update file.
 - b. Click **Apply KBIN**, then click **Yes** to confirm.

Version 14.1 is applied and the KACE Systems Management Appliance server restarts. Progress appears in the browser window and in the **Administrator Console**.

5. When the server upgrade finishes, upgrade all of your agents to version 14.1.

Post-update tasks

After the update, verify that the update was successful and verify settings as needed.

Verify successful completion

Verify successful completion by viewing the KACE Systems Management Appliance version number.

1. Go to the appliance *Control Panel*:
 - **If the Organization component is not enabled on the appliance, click Settings.**
 - **If the Organization component is enabled on the appliance: Log in to the appliance System Administration Console: `http://KACE_SMA_hostname/system`, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.**
2. To verify the current version, click the '?' icon at the top right, and then click the circled 'i' button.

Verify security settings

To enhance security, database access over HTTP and FTP is disabled during the update. If you use these methods to access database files, change the security settings after the update as needed.

1. Go to the appliance *Control Panel*:
 - **If the Organization component is not enabled on the appliance, click Settings.**
 - **If the Organization component is enabled on the appliance: Log in to the appliance System Administration Console:** http://KACE_SMA_hostname/system, or select **System** in the drop-down list in the top-right corner of the page, then click **Settings**.
 2. Go to **Settings > Control Panel** and under *Security Settings*, click **Configure network security and accessibility**.
 3. Under the **Security Options** tab, change the following settings:
 - **Enable Secure backup files:** Clear this check box to enable users to access database backup files using HTTP without authentication.
 - **Enable Database Access:** Select this check box to enable users to access the database over port 3306.
 - **Enable Backup via FTP:** Select this check box to enable users to access database backup files using FTP.
- CAUTION:** Changing these settings decreases the security of the database and is not recommended.
4. Click **Save**.
 5. **KBIN upgrades only.** Harden root password (2FA) access to the appliance.
 - a. In the System Administration Console, click **Settings > Support**.
 - b. On the *Support* page, under *Troubleshooting Tools*, click **Two-Factor Authentication**.
 - c. On the *Support Two-Factor Authentication* page, click **Replace Secret Key**.
 - d. Record the tokens and place this information in a secure location.

More resources

Additional information is available from the following:

- Online product documentation (<https://support.quest.com/kace-systems-management-appliance/14.1/technical-documents>)
 - **Technical specifications:** Information on the minimum requirements for installing or upgrading to the latest version of the product.

For virtual appliances: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1-common-documents/technical-specifications-for-virtual-appliances>.

For KACE as a Service: Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1-common-documents/technical-specifications-for-kace-as-a-service>.
 - **Setup guides:** Instructions for setting up virtual appliances. Go to <https://support.quest.com/kace-systems-management-appliance/14.1/technical-documents> to view documentation for the latest release.
 - **Administrator guide:** Instructions for using the appliance. Go to <https://support.quest.com/technical-documents/kace-systems-management-appliance/14.1%20common%20documents/administration-guide> to view documentation for the latest release.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

The release is localized to the following languages: French, German, Japanese, Portuguese (Brazil), Spanish.

About us

Quest 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.

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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.