

KACE® as a Service

## Technical Specifications



# Table of Contents

|   |           |
|---|-----------|
| <b>KACE® as a Service Technical Specifications.....</b>             | <b>3</b>  |
| <b>Feature requirements.....</b>                                    | <b>4</b>  |
| <b>Host System Requirement.....</b>                                 | <b>5</b>  |
| <b>Operating system requirements for Agent-managed devices.....</b> | <b>7</b>  |
| <b>Operating system requirements for Agentless management.....</b>  | <b>9</b>  |
| <b>Browser requirements for the web-based user interface.....</b>   | <b>10</b> |
| <b>About us.....</b>  | <b>11</b> |
| Technical support resources.....                                    | 11        |

# KACE® as a Service Technical Specifications

**July 2024**

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

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

Topics:

- [Feature requirements](#)
- [Host System Requirement](#)
- [Operating system requirements for Agent-managed devices](#)
- [Operating system requirements for Agentless management](#)
- [Browser requirements for the web-based user interface](#)

# Feature requirements

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

The following features require a VPN connection:

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

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

# Host System Requirement

KACE as a Service can be installed on host systems that meet the following requirements.

Table 1. Host system requirements

| Requirement   | Details                    |                               |               |
|---|----------------------------|-------------------------------|---------------|
| <b>KACE SMA: Processor and Memory</b>   | <b>Devices</b>             | <b>Processor</b>              | <b>Memory</b> |
|   | 0 - 2000                   | 2 CPUs                        | 8 GB RAM      |
|   | 2000 - 4000                | 4 CPUs                        | 12 GB RAM     |
|   | 4000 - 8000                | 8 CPUs                        | 20 GB RAM     |
|   | 8000 - 16000               | 16 CPUs                       | 36 GB RAM     |
|   | 16000 - 32000              | 32 CPUs                       | 68 GB RAM     |
|   | 32000 - 50000              | 64 CPUs                       | 132 GB RAM    |
| <b>NOTE:</b> These are minimum specifications in a simple configuration. Any changes that typically increase the use of system resources, such as complex Smart Labels, non-default check-in schedules, changes to history logging, and so on, require additional system resources. |                            |                               |               |
| <b>KACE SMA: Network Interface</b>  | <b>Devices</b>             | <b>Network Interface Card</b> |               |
|   | 0 - 8000                   | 1 GB Ethernet Port            |               |
|   | 8000 +                     | 10 GB Ethernet Port           |               |
| <b>KACE AMA: Processor and Memory</b>   | <b>Devices</b>             | <b>Processor</b>              | <b>Memory</b> |
|   | 0 - 2500                   | 2 CPUs                        | 8 GB RAM      |
|   | 2500 - 5000                | 4 CPUs                        | 12 GB RAM     |
|   | 5000 - 10000               | 8 CPUs                        | 20 GB RAM     |
|   | 10000 - 25000              | 16 CPUs                       | 36 GB RAM     |
|   | 25000 - 50000              | 24 CPUs                       | 68 GB RAM     |
| <b>NOTE:</b> These are minimum specifications in a simple configuration. Any changes that typically increase the use of system resources, such as complex Smart Labels, non-default check-in schedules, changes to history logging, and so on, require additional system resources. |                            |                               |               |
| <b>KACE AMA: Network Interface</b>  | <b>Devices</b>             | <b>Network Interface Card</b> |               |
|   | 0 - 10000                  | 1 GB Ethernet Port            |               |
|   | 10000 +                    | 10 GB Ethernet Port           |               |
| <b>Available Disk Space</b>   | <b>Small Installations</b> | <b>Large Installations</b>    |               |
|   | 1 TB                       | 3 TB                          |               |
| <b>Media</b>  | DVD                        |                               |               |
| <b>Server and Operating System</b>  | 64-bit                     |                               |               |
| <b>Virtualization</b>   | For VMware® installations: |                               |               |

**Infrastructure** SMA 14.0 runs on FreeBSD 14.0 supported on VMware ESX®/ESXi™ 8.0 and later.  
Open Virtualization Format (OVF) 1.0

**Requirements** **NOTE:** To better understand the requirements for Amazon Web Services in cloud-based solutions, visit <https://support.quest.com/kb/261998>.

**For Microsoft® Hyper-V® installations:**

Windows Server® 2019 with Hyper-V

Windows Server® 2022 with Hyper-V

**For Nutanix installations:**

Nutanix AOS 5.20.1.1 (LTS) or later

---

# Operating system requirements for Agent-managed devices

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

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

Table 2. Operating system requirements

| Operating system                         | Details   |
|--|---|
| <b>Windows®</b>                          |   |
| Windows 11 IoT                           | Enterprise<br>21H2, 22H2  |
| Windows 11                               | Professional, Enterprise<br>21H2, 22H2, 23H2  |
| Windows 10 IoT                           | Enterprise<br>1809  |
| Windows 10                               | Professional, Enterprise<br>1607, 1703, 1709, 1803, 1809, 1903, 1909, 2004, 20H2,<br>21H1, 21H2, 22H2   |
| Windows 8, 8.1                           | Professional, Enterprise  |
| Windows Server 2022                      | Standard, Datacenter  |
| Windows Server 2019, 2016                | Essentials, Standard, Datacenter  |
| Windows Server 2012, 2012 R2             | Foundation, Essentials, Standard, Datacenter  |
| <b>Mac®</b>                              |   |
| macOS®                                   | 11.0, 12.x, 13.0, 14.0  |
| <b>Linux®</b>                            |   |
| Linux Red Hat® Linux AS and ES           | 7.4 - 9<br>64-bit architecture only   |
| Ubuntu® LTS                              | 18.04, 20.04, 22.04<br>64-bit architecture only   |
| SUSE® Linux Enterprise Server            | 12, 15  |
| Raspbian Linux (on Raspberry Pi devices) | 8, 9, 10, 11,12<br>Raspbian Pi 4 hardware supported with Debian 10 (Buster)<br>Raspbian Pi 4 hardware supported with Debian 11 (Bullseye)<br>Raspbian Pi 4 hardware supported with Debian 12 (Bookworm) |

---

CentOS™

7.4 - 8

64-bit architecture only

**NOTE:** The appliance includes installers for the above Linux operating systems, as well as generic versions. Only the listed Linux versions are supported. Any attempts to install and run the generic version of the KACE Agent on an unsupported Linux OS can lead to unpredictable results. You can only do so at your own risk.

# Operating system requirements for Agentless management

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

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

# Browser requirements for the web-based user interface

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

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

| Browser         | Details       |
|-----------------|---------------|
| Microsoft Edge™ | 40.x or later |
| Firefox®        | 63.x or later |
| Safari®         | 10.0 or later |
| Chrome™         | 71.0 or later |

# 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](https://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.

**© 2024 Quest Software Inc.  
ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.

Attn: LEGAL Dept

4 Polaris Way

Aliso Viejo, CA 92656

Refer to our Web site (<https://www.quest.com>) for regional and international office information.

## **Patents**

Quest Software is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <https://www.quest.com/legal>.

## **Trademarks**

Quest, the Quest logo, and Join the Innovation are trademarks and registered trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks and registered trademarks are property of their respective owners.

KACE as a Service Technical Specifications

Updated – July 2024

Software Version – 14.1