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 requirements
- 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 requirements

Virtual KACE SMA and AMA software can be installed on host systems that meet the following requirements.

Table 1. Host system requirements

Requirement	Details		
KACE SMA: Processor and Memory	Devices	Processor	Memory
	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
	NOTE: These are just minimum resource requirements for 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 resources.		
KACE SMA: Network Interface	Devices	Network Interface Card	
	0 - 8000	1 GB Ethernet Port	
	8000 +	10 GB Ethernet Port	
KACE AMA: Processor and Memory	Devices	Processor	Memory
	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
KACE AMA: Network Interface	Devices	Network Interface Card	
	0 - 10000	1 GB Ethernet Port	
	10000 +	10 GB Ethernet Port	
	NOTE: These are just minimum resource requirements for 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 resources.		

Available Disk Space	Small Installations	Large Installations
	1 TB	3 TB
Media	DVD	
Server and Operating System	64-bit	
Virtualization Infrastructure Requirements	For VMware installations: SMA 14.0 runs on FreeBSD 14.0 supported on VMware ESX®/ESXi™ 8.0 and later. Open Virtualization Format (OVF) 1.0 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 64-bit architectures where applicable.

Table 2. Operating system requirements

Operating system	Details
Windows®	
Windows 11 IoT	**Enterprise** **21H2, 22H2**
Windows 11	**Professional, Enterprise** **21H2, 22H2, 23H2**
Windows 10 IoT	**Enterprise** **1809**
Windows 10	**Professional, Enterprise** **1607, 1703, 1709, 1803, 1809, 1903, 1909, 2004, 20H2, 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**
Mac®	
macOS®	**11.0, 12.0, 13.0, 14.0**
Linux®	
Linux Red Hat® Linux AS and ES	**7.4 - 9** **64-bit architecture only**
Ubuntu® LTS	**18.04, 20.04, 22.04** **64-bit architecture only**
SUSE® Linux Enterprise Server	**12, 15**

Raspbian Linux (on Raspberry Pi devices)	8, 9, 10,11,12 Raspbian Pi 4 hardware supported with Debian 10 (Buster) Raspbian Pi 4 hardware supported with Debian 11 (Bullseye) 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 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

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Software Version – 14.1