KACE® Cloud

Release Notes

September 2026

These release notes provide information about the latest KACE Cloud release.

Topics:

About this release

About this release

KACE Cloud allows you to quickly enroll mobile devices, manage their inventory, and to apply required configurations and policies. You can interact with managed devices using a standard set of commands, such as resetting a password or locking a device, as needed. This cloud-based product helps you implement your entire device management solution quickly, and ensuring that managed devices follow your organization's guidelines and standards, while protecting your data integrity.

This release contains one new feature and a number of resolved issues.

See New features.

Supported platforms

MDM managed devices:

The following operating systems are supported for MDM managed devices:

Android:

- Android 14.0+

Apple:

- iOS 18+
- iPadOS 17+
- tvOS 26+
- macOS 14+

Windows:

- Windows 10 Professional, Enterprise, Education, 1709 or later
- Windows 11

Registered Devices:

KACE Cloud uses an agent to deliver some management functionality to Windows and macOS devices. Windows and macOS devices can be partially managed without an MDM connection through device registration. The following operating systems are supported:

Windows:

- Windows Server 2016 (Standard and Datacenter Editions with .NET Framework 4.7 or later)
- Windows Server 2019, 2022, 2025 (Standard and Datacenter Editions)
- Windows 10 Professional, Enterprise, Education, 1709 or later
- Windows 11

NOTE: 32-bit versions of Windows are unsupported by KACE Cloud Agent.

Apple:

- macOS 14+

Browsers:

The following browsers are supported:

- Google Chrome - 2 most recent major versions
- Microsoft Edge - 2 most recent major versions (Not supported on mobile devices)

- Mozilla Firefox - latest and extended support release (ESR) versions
- Apple Safari - 2 most recent major versions (Mac only)

System-provided mobile administrative applications are not currently available.

New features

The new feature introduced in KACE Cloud:

Apple Declarative Device Management (DDM)
KACE Cloud now uses Apple DDM to deploy software updates to macOS and iOS devices.

For complete information, visit the KACE Cloud Help Center.

See Also: Resolved Issues

Enhancements

The following is a list of enhancements implemented in KACE Cloud.

Payload Caching Settings are now configurable
Settings are now configurable in the Admin Portal per tenant and per device.

Google EMM and AMAPI Improvements
KACE Cloud now supports Google's 2026 Android Enterprise requirements, including:

- Enrollment with Managed Google accounts
- Support for KACE Managed Projects in AMAPI integrations
- Migration to Managed Google domains
- Upgrading existing enterprise configurations to Managed Google accounts
- Enterprise Factory Reset protection
- Credential Manager restrictions
- Kiosk mode enrollments

Restriction Set Versioning
Restriction Set configurations now support versioning for more accurate deployment.

Resolved issues

The following issues are addressed in this release.

Table 1: General resolved issues

Resolved Issue	ID
Fixed multiple Android agent crashes during device management operations	654694
Fixed a display issue with long text in custom fields	654701
Fixed an issue that could leave Apple configurations installed but unmanaged	654715
Added a DEP option to prevent restored devices from reusing backup profiles	654742
Fixed an issue where command status notifications did not clear automatically	655294
Fixed an issue that could prevent new tenant creation	655577
Fixed an issue that could prevent Android AMAPI enrollment	656251
Fixed an issue that prevented deployment of web apps with large icons	657790
Improved enforcement of agent cache storage limits	657810
Fixed an issue that prevented MFA from being enabled for new tenants	658301
Fixed an issue that prevented library apps from appearing in iOS and macOS VPN configurations	658883
Improved error messages for download failures caused by insufficient disk space	659283
Fixed an issue that prevented "+" characters in administrator email addresses	659467
Added a confirmation prompt when removing device labels	659490
Improved validation and feedback for script dependency uploads	659512
Fixed incorrect Android app size information displayed in device inventory	660960
Fixed an issue applying labels to multiple devices when some devices already had the label	660965
Fixed an issue deploying Apple restriction configurations to multiple devices	702613
Fixed an issue where edited scripts could fail when re-run	716660
Fixed a download verification issue caused by file size changes	719199
Fixed an issue affecting certificate-based Wi-Fi authentication on Apple devices	736338
Fixed unnecessary inventory collection error messages after successful scans	736612

Known issues

The following issues are known to exist in this release.

Table 2: General known issues

Known Issues	ID
Duplicate Patch Deployment records logged in Device History	654592
Account configurations containing special characters fail on iOS devices	654617
Windows Firewall status may not be accurate if inventory occurs immediately after the device starts.	754124
Android AMA devices pre-enrolled or added to Zero Touch using the IMEI do not match up to "Discovered" device record when enrolled. These devices should use the serial number.	754222
Unable to remove managed "System CA Store" certificates	754528
Remote Access sessions history list shows unenrolled devices as 'Unknown'	754854
Updating iOS Restriction Set to change kiosk app fails when already applied to device	754963
Some certificates deployed to Windows devices may be installed to local user rather than local computer	755053
Agent Inventory fails to save some apps with long version numbers and names	755067
Admin cannot send Inventory requests to Apple devices in "Enrolling" state	755130
Device patching manifest generation can time out if Patch Filter includes all superseded and inactive patches	755585
Configuring RMM Code for Splashtop on macOS devices takes multiple attempts	756025
Device history record not updated if user denies Location Request on Android Work Profile device	756151
AMAPI enrollments with a Managed Google Account may not populate Google account association details if Managed Google sign-in is disabled	758461
After updating AMAPI settings or silent enrollment tokens, Zero Touch profiles require a sync with Google for changes to take effect	762008

Product licensing

Subscription and licensing information is managed from the **Settings** page in KACE® Cloud. It includes information on paid and trial subscriptions, licenses, start and end dates, available licenses, and more. For details, see About subscriptions and licensing.

More resources

Additional information is available from the following:

- Online product documentation: KACE Cloud Help Center
- Product videos: How-to Videos

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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/kace-cloud/current.

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

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

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