



# Dell KACE™ K1000 as a Service

## Technical Specifications

November 2016

This document lists the technical specifications of Dell KACE™ K1000 as a Service. K1000 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 K1000 product documentation, go to <http://documents.software.dell.com/K1000-Systems-Management-Appliance>.

Topics:

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## Feature requirements

Some K1000 features require direct access to the customer's network, which is established for K1000 as a Service using site-to-site VPN connections. VPN connections leverage the shared K1000 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:

- Wake-on-LAN.
- Network Discovery, including IP Scan, Active Directory® scan, and NMAP scan.
- K1000 Agent provisioning from the appliance.
- Importing and exporting resources (file sharing is blocked by the Dell cloud firewall).
- FTP access to backup files (FTP access is blocked by the Dell cloud firewall).
- 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 for the Administrator Console and User Console.
- Email forwarding, used for Service Desk tickets and other email communications.

In addition, the following User Console features are not supported in the cloud:

- Automatic software installations from the User Console (downloads are supported).
- The *My Computer* tab in the User Console.

For more information, see the *K1000 as a Service Setup Guide*. Go to <https://support.software.dell.com/k1000-systems-management-appliance/release-notes-guides> to view documentation for the latest release.

# Operating system requirements for Agent-managed devices

The K1000 Agent is an application that can be installed on devices to enable device management through K1000 as a Service. The K1000 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 1. Operating system requirements for Agent-managed devices**

Operating system	Details
<b>Windows®</b>	
Windows 10	Professional, Enterprise
Windows 8.1	Professional, Enterprise
Windows 8	Professional, Enterprise
Windows 7	Professional, Enterprise, Ultimate
Windows Vista™	Business, Enterprise, Ultimate
Windows XP SP3	Professional, Tablet PC Edition, Media Center Edition
Windows Server® 2012	Foundation, Essentials, Standard*, Datacenter* (*Cannot be running in Server Core mode)
Windows Server 2012 R2	Foundation, Essentials, Standard*, Datacenter* (*Cannot be running in Server Core mode)
Windows Server 2008	Web Edition, Standard Edition, Enterprise Edition, Datacenter Edition, HPC Edition
Windows Server 2008 R2	Web Edition, Standard Edition, Enterprise Edition, Datacenter Edition, HPC Edition
Windows Server 2003 SP1 or later	Web Edition, Standard Edition, Enterprise Edition, Datacenter Edition
<b>Mac®</b>	
Mac OS X®	10.6 (Intel® only) - 10.11
<b>Linux®</b>	
SUSE® Linux Enterprise Server	Version 11, 32-bit and 64-bit architecture
Ubuntu®	Versions 12.x, 32-bit and 64-bit architecture

# Operating system requirements for Agentless management

Agentless management enables you to inventory devices without using the K1000 Agent. Agentless management can be enabled for devices that have the following operating systems:

- AIX®
- CentOS™
- Chrome™ OS
- Debian®
- Fedora®
- FreeBSD®
- HP-UX®
- Mac OS X
- Oracle® Enterprise Linux
- Red Hat®
- SUSE
- Solaris®
- Ubuntu
- Windows
- Windows Server

## Browser requirements for the web-based user interfaces

To access the K1000 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 2. Browser requirements for the web-based user interfaces**

Browser	Details
Internet Explorer®	11.x or later
Microsoft Edge™	12.x or later
Firefox®	45.x or later
Safari®	7.x or later
Chrome™	49.x or later

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The Support Portal enables you to:

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- View Knowledge Base articles
- Obtain product notifications
- Download software. For trial software, go to <http://software.dell.com/trials>.
- View how-to videos
- Engage in community discussions
- Chat with a support engineer

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## Legend



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