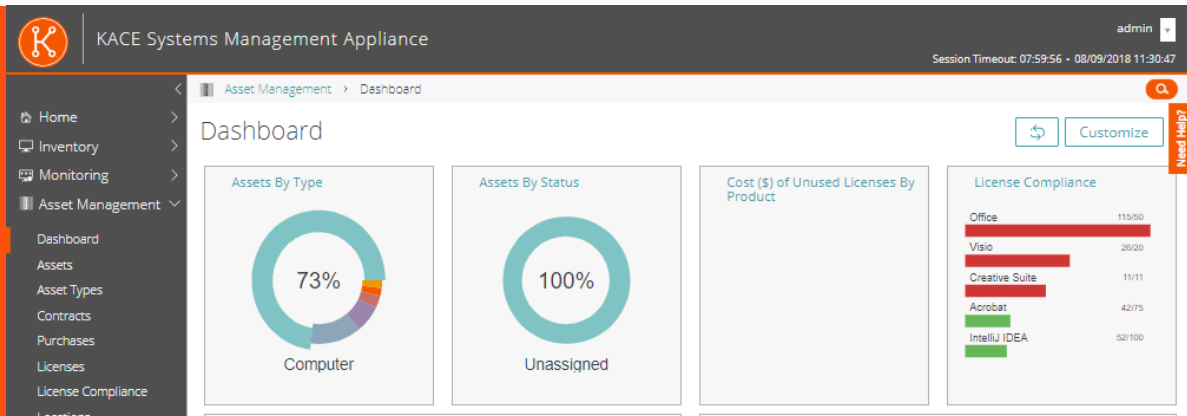


What's New in the Quest® KACE® Systems Management Appliance 9.1?

Quest®



The quantity and diversity of network-connected devices that IT administrators must manage and secure continues to grow exponentially. However, as your organization looks to unify its approach to endpoint management while automating and streamlining IT asset management, it's increasing the pressure on your admins.

The Quest® KACE® Systems Management Appliance (SMA) 9.1 helps ease this pressure by providing you with an easy-to-use, comprehensive, multi-platform and IT asset management software solution that makes it possible to proactively provision, manage, secure and service your growing endpoint environment from a single pane of glass.

Update highlights include:

- New Service Desk functionality enhances the communications between service requestors and technicians so that issues are quickly addressed and resolved, improving the overall efficiency and productivity of internal and external users.

- Improved agent deployment toolset allows you to proactively detect and resolve provisioning issues, thereby reducing resolution time and ticket volumes.

NEW FEATURES

Service Desk and User Console

- Easily merge tickets to establish parent/child relationships or move tickets over to a parent while keeping a full audit trail of all associated tickets and requests.
- Preserve HTML formatting in emailed tickets and comments, along with full "what you see is what you get" (WYSIWYG) and embedded images.

Endpoint Communications

- Utilize newly expanded mobile device management (MDM) fields in the KACE SMA to more tightly integrate and manage traditional and mobile endpoints with a single endpoint management solution.
- Get support for new OS versions, including macOS 10.14 Mojave, Windows 10 fall 2018 update, Fedora 28 (agentless), and open-SUSE Leap 15 (agentless).

Platform and Infrastructure

- Experience the full benefits of the KACE SMA in Microsoft Azure.
- Access contextual knowledge base articles while initiating chat with KACE Support.
- Leverage improved troubleshooting options to conduct port and endpoint testing, utilize the CaptureState agent and logs, check the PowerShell, and more.

For more information about the KACE Systems Management Appliance, visit our [website](#). New to KACE SMA? Download a [free trial](#). Current customer? Update your solution through the [support portal](#).

ABOUT QUEST

Quest provides software solutions for the rapidly changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management, and Microsoft platform management.