

# Complete System management for all OS flavors



Dell Endpoint Systems Management


# Complete system management for all OS flavors

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A high-angle photograph of a group of people in a modern office lounge. They are seated around a glass-topped table with white metal legs. On the table are a tablet displaying a Windows-style interface, a smartphone on a notepad, and several food containers. The people are dressed in business casual attire. The lounge features bright red armchairs and a small round wooden table in the background.

Why is  
mobility/  
BYOD so  
important?

**460**

Extra hours worked per  
employee because of BYOD

# Device ownership in 2014

###



##



#



Corporate  
owned



Personally  
owned





Security  
issues since  
last year:

**350 billion**

Files uploaded to DropBox

**>3 billion**

Malicious programs detected

# Systems management remains difficult

## Systems Management

Mixed environments, including **BYOD**

Inventory Patching

**New security threats**

Remote-site management

**Windows 7/8 Migration**

**License compliance**

Strategic  
projects

Deployment

**Mobile device management**

With limited staff and budget it's difficult to focus on strategic projects

# Endpoint systems management



Desktops



Laptops



Tablets



Servers



Smartphones

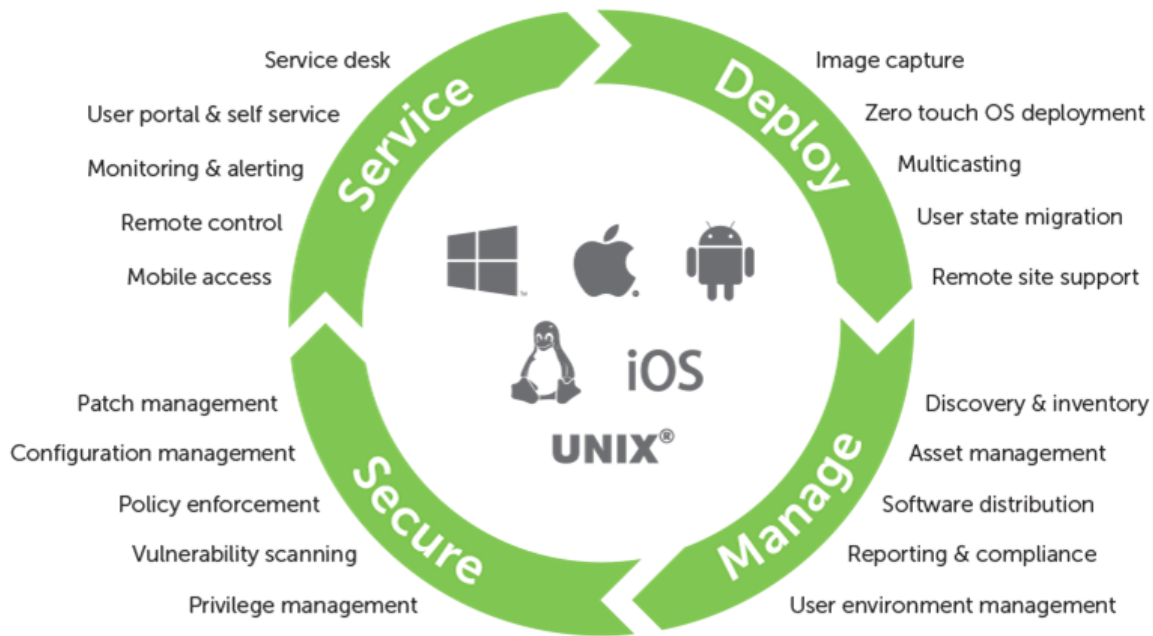


Virtual machines



Network assets

## System Lifecycle Management



vmware<sup>®</sup> Microsoft<sup>®</sup> Hyper-V



# Dell ESM – KACE, EMM and Desktop Authority

## K1000 Management Appliance

- Comprehensive systems management capabilities for laptops, desktops, servers and tablets. Improve security, meet compliance requirements and decrease user downtime

## K2000 Deployment Appliance

- Integrated systems provisioning and deployment, fulfilling tasks including inventory assessment, OS and application provisioning, migration and recovery

## Enterprise Mobility Management (EMM)

- Flexible, comprehensive, K1000 integrated solution for securely managing mobile devices – both BYOD and corporate owned

## Desktop Authority Management Suite (DAMS)

- Provides a centralized, secure and consistent management of the Windows user environment that automates users' access to resources and applications





# We support all **mobility business models**

Determining the business model for providing access to your enterprise content is a critical factor in your data and app access strategy.

## Corporate-owned devices



Corporate issued

Corporate owned,  
personally enabled

## Personally owned devices



Choose your own  
(from enterprise-approved product list)

Bring your own



Most organizations have needs **across** these tiers

# Unified solution with common functions for all your devices

## Endpoint management

## Container management

### Dell EMM functions

Systems, device, app and content management

Secure access to corporate resources

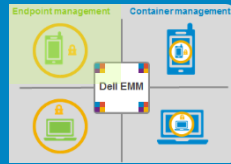
User self-service

Real-time reporting and alerts



# Dell Mobile Management

Securely manage and provision enterprise smartphones and tablets with a SaaS-based solution



Mobile device,  
application and  
content  
management



Real-time  
reporting,  
alerts and  
analytics



User self-service  
portal



Central  
management

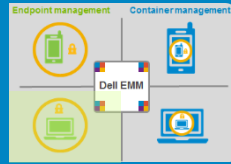


## Enterprise benefits

- Security and compliance
- Policy management
- Rapid deployment
- Automatic upgrades
- OpEx instead of CapEx
- Targeted tools for the job

# Dell KACE K1000 (as a Service)

Get comprehensive SaaS support for laptops and desktops across multiple operating systems



Systems management for  
Windows, OSX and Linux



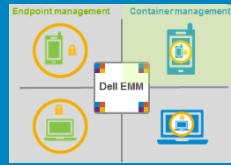
- ✓ Asset management in a single view
  - Secure workspaces, mobile devices, laptops, desktops, servers
- ✓ Compliance reporting
- ✓ Application distribution
- ✓ Patch and policy management
- ✓ Service desk

## Enterprise benefits

- Simplified management
- Reduced costs
- Rapid deployment
- Automatic upgrades
- OpEx instead of CapEx

# Dell Mobile Workspace

Increase productivity by enabling your users to work remotely and securely on enterprise or personal mobile devices



Secure email, calendar, contacts, browser and file manager



Optional productivity applications



Secure remote access and data separation



Central management

- Security and data loss protection
- Management and control
- Increased user productivity
- Rapid deployment
- Automatic upgrades
- OpEx instead of CapEx
- Encourages adoption

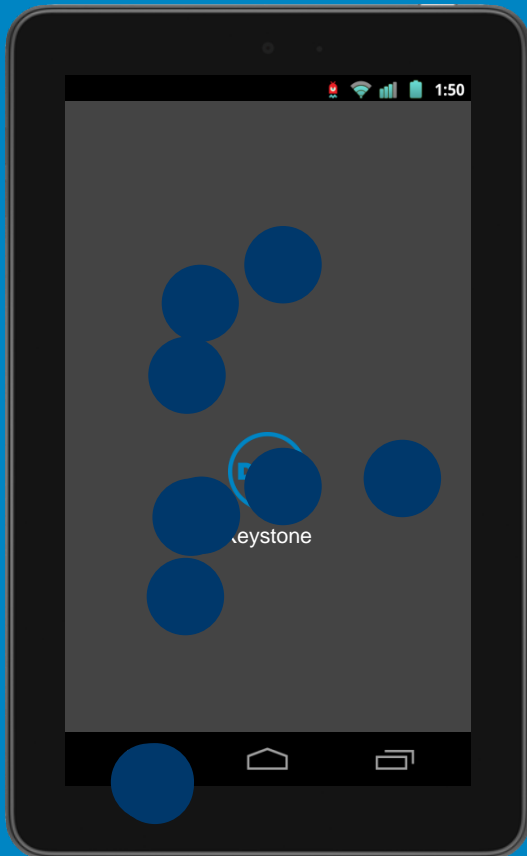


## User benefits

- Productivity and collaboration
- Device choice (smartphones and tablets)
- Personal privacy



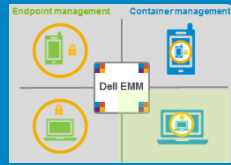
# Dell Mobile Workspace in action



Available on any device (Android, iOS, Windows, Mac, Chrome OS, Windows Phone, BlackBerry, desktop File Explorer)

# Dell Desktop Workspace

Provide a secure, managed environment for your enterprise Windows image on corporate-managed or BYO PCs and Macs



## 4 layers of security



**1** DLP

**2** Encryption

**3** Secure remote access

**4** Firewall

### Enterprise benefits:

- 4 layers of security
- Management and control
- Increased user productivity
- Low-friction integration
- Rapid onboarding
- No hardware to purchase
- Access to legacy applications

### User benefits:

- Best application performance
- Consistent experience
- Work while offline
- Laptop of your choice

### Use cases:

- Remote employees
- Contractors and consultants
- Mobile employees
- Mergers and acquisitions
- Offshore software development
- Executives who prefer Macs





The power to do more



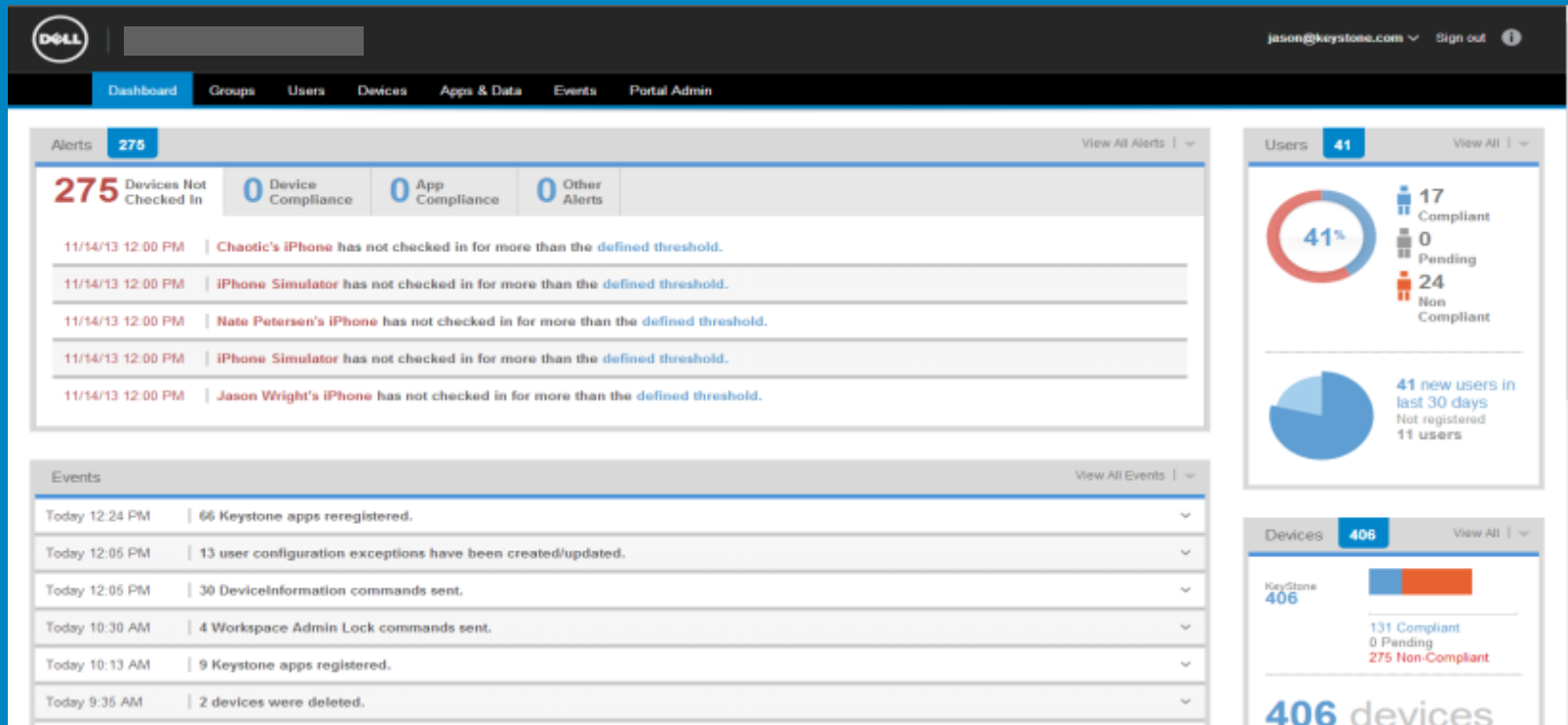


# Backup slides



# Dell Mobile Management

## Management portal



# Dell Mobile Management Groups

The screenshot displays the Dell Mobile Management Groups interface. At the top, there is a navigation bar with the Dell logo, a user profile icon, and the email address 'jason@keystone.com'. Below the navigation bar, there are tabs for 'Dashboard', 'Groups', 'Users', 'Devices', 'Apps & Data', 'Events', and 'Portal Admin'. The main content area is titled 'Policy Groups' and includes a search bar and a 'Local Search' button. On the left, there is a 'Filter by:' section with a 'Create Group' button and a list of policy types: 'All Policy Types', 'iOS', 'Android', 'ThinOS/lenith', and 'Keystone'. The main list shows four policy groups: 'Default Policy Group', 'Demo Policy Review', 'DSG', and 'Engineering'. Each group has a status indicator (green checkmark or red X) and a 'Group Registration Key'. Below each group name is a dropdown menu showing the count of devices for each OS type. On the right, there is a 'Group Stats' sidebar with a search bar and a list of statistics: '6 policy groups in the system', '1 users, 0 devices', '0 users, 0 devices', '0 users, 0 devices', '2 users, 153 devices', '1 users, 2 devices', and '37 users, 251 devices'. Below this, it shows '3 group(s) with compliance alerts' and a list of alerts: '2 users out of compliance', '115 devices out of compliance', '1 users out of compliance', '2 devices out of compliance', '21 users out of compliance', and '158 devices out of compliance'.

Policy Groups

Local Search

Filter by:

Create Group

Note: iOS device management requires an APNS certificate to be uploaded to CCM. Click here for more info.

Expand all | Collapse all

**Default Policy Group** | Group Registration Key: keys-keysteps | Edit Policies

All users and devices are managed under this profile

All Policies (3) | iOS (0) | Android (0) | ThinOS/lenith (0) | Keystone (3)

**Demo Policy Review** | Group Registration Key: <DISABLED> | Edit Policies

Demo Policy Review

All Policies (3) | iOS (0) | Android (0) | ThinOS/lenith (0) | Keystone (3)

**DSG** | Group Registration Key: <DISABLED> | Edit Policies

DSG

All Policies (1) | iOS (0) | Android (0) | ThinOS/lenith (0) | Keystone (1)

**Engineering** | Group Registration Key: <DISABLED> | Edit Policies

Engineering

Group Stats

6 policy groups in the system

1 users, 0 devices

0 users, 0 devices

0 users, 0 devices

2 users, 153 devices

1 users, 2 devices

37 users, 251 devices

3 group(s) with compliance alerts

2 users out of compliance

115 devices out of compliance

1 users out of compliance

2 devices out of compliance

21 users out of compliance

158 devices out of compliance



# Dell Mobile Management

Users

Local Search

Filter by:

- Active
- Inactive
- Compliant
- Pending
- Non-Compliant
- Recently Added
- Not Registered
- AppSDK

Groups

- All Local Groups
- All AD Groups
- Default Policy Group

**Add Mobile User** **Invite User(s)** **More Actions**

<input type="checkbox"/>	Name				Group	Created	Compliance	Active
<input type="checkbox"/>	neal foster		15	No	Engineering	10/19/13		Yes
<input type="checkbox"/>	Liangjun Jiang		183	No	Engineering	10/20/13		Yes
<input type="checkbox"/>	Brandon Herrin		0	No	Keystone QA	10/21/13		Yes
<input type="checkbox"/>	Damon Trim		33	No	Keystone QA	10/21/13		Yes
<input type="checkbox"/>	Jamal S		0	No	Default Policy Group	10/22/13		Yes
<input type="checkbox"/>	Bob Keathley		19	No	Keystone QA	10/22/13		Yes
<input type="checkbox"/>	ryan harter		0	No	Keystone QA	10/22/13		Yes
<input type="checkbox"/>	winston denny		16	No	Keystone QA	10/22/13		Yes
<input type="checkbox"/>	Francesc G		1	No	Keystone QA	10/23/13		Yes
<input type="checkbox"/>	Andy S		10	No	Keystone QA	10/23/13		Yes
<input type="checkbox"/>	Anindya R		0	No	Keystone QA	10/23/13		Yes

Users **43**

40%

- 17 Compliant
- 0 Pending
- 26 Non Compliant

16 new users in last 30 days  
Not registered 13 users



# Dell Mobile Management Devices

The screenshot displays the Dell Mobile Management interface. At the top, there is a navigation bar with the Dell logo, a search bar, and the user 'jason@keystone.com' with a 'Sign out' option. Below this is a secondary navigation bar with tabs for 'Dashboard', 'Groups', 'Users', 'Devices' (selected), 'Apps & Data', 'Events', and 'Portal Admin'. The main content area is titled 'Devices' and includes a 'Local Search' bar. On the left, there is a 'Filter by:' section with a list of device statuses (Registered, Not Registered, Compliant, Pending, Non-Compliant, Recently Added) and device types (Android, Cloud Connect, iPod, iPhone, KeyStone, OnPremise, ThinOS/enth, Windows). The main table lists 15 devices with columns for Name, Type, OS Version, Phone/Serial#/VID, Last User, Group, Last Check-in, Compliance, and Registered. The table shows various devices including SPH-L710, Nexus 4, MI 2S, GT-I9300, SAMSUNG-SGH-I337, and HTC One, all with a 'Yes' status in the 'Registered' column.

<input type="checkbox"/>	Name	Type	OS Version	Phone/Serial#/VID	Last User	Group	Last Check-in	Compliance	Registered
<input type="checkbox"/>	SPH-L710	KeyStone	4.1.2	ed01992e	andy s	Keystone QA	1 minute(s) ago	✔	Yes
<input type="checkbox"/>	Nexus 4	KeyStone	4.3	016ede6416542a67	andy s	Keystone QA	1 minute(s) ago	✔	Yes
<input type="checkbox"/>	MI 2S	KeyStone	4.1.1	75a3c7f1	Francesc V	Keystone QA	2 minute(s) ago	✔	Yes
<input type="checkbox"/>	GT-I9300	KeyStone	4.1.2	4df15f207b389f81	rupeah j	Keystone QA	3 minute(s) ago	✔	Yes
<input type="checkbox"/>	Nexus 4	KeyStone	4.2.2	0216c5419bd62afa	Francesc V	Keystone QA	3 minute(s) ago	✔	Yes
<input type="checkbox"/>	Nexus 4	KeyStone	4.3	04caf5bad59d37d0	BrandonH End User	Keystone QA	4 minute(s) ago	✔	Yes
<input type="checkbox"/>	SAMSUNG-SGH-I337	KeyStone	4.2.2	0ee154d3	neal foster	Engineering	7 minute(s) ago	✔	Yes
<input type="checkbox"/>	Nexus 7	KeyStone	4.3.1	07220ee4	Justin M	Keystone QA	7 minute(s) ago	✔	Yes
<input type="checkbox"/>	SAMSUNG-SGH-I337	KeyStone	4.2.2	d2c7e6ab	Bob Keathley	Keystone QA	7 minute(s) ago	✔	Yes
<input type="checkbox"/>	Galaxy Nexus	KeyStone	4.0.4	0146BF540800B00A	Eli M	Keystone QA	10 minute(s) ago	✔	Yes
<input type="checkbox"/>	SHV-E210S	KeyStone	4.1.2	42f0e21d03578fbd	rupeah j	Keystone QA	13 minute(s) ago	✔	Yes
<input type="checkbox"/>	Accounts's iPhone	KeyStone	7.0.2	15C54B42-1438-4F47-A289-A44C7EE3E4F6_12	andy s	Keystone QA	19 minute(s) ago	✔	Yes
<input type="checkbox"/>	HTC One	KeyStone	4.3	FA34MW908014	Jeff A	Keystone QA	20 minute(s) ago	✔	Yes
<input type="checkbox"/>	SPH-L710	KeyStone	4.1.2	560947cc	Winston denny	Keystone QA	27 minute(s) ago	✔	Yes



# Dell Mobile Management

## Apps and data

Apps & Data - Apps Inventory

Local Search

Applications

[Add Apps](#) [Add Enterprise Apps](#) [Remove Apps](#) [Manage VPP](#)

App Icon	Name	Price	Supported Devices	# Devices	Licenses	Application Store
	Angry Birds	Free	Android			Play Store
	Concur	Free	Android			Play Store
	Concur - Travel, Receipts, Expense Reports	Free	iPad, iPhone			App Store



# Dell Mobile Management Portal: Group policy management

- ✓ Manage password
- ✓ Restrictions
- ✓ WiFi
- ✓ Email
- ✓ Configure Exchange ActiveSync
- ✓ Web clips
- ✓ Credentials
- ✓ PocketCloud RDP

The screenshot displays the 'Exchange ActiveSync' configuration page within the 'Global Policy' management interface. The page is titled 'Exchange ActiveSync' and includes a sidebar with navigation options: Passwords, Restrictions, WiFi, Email, Exchange ActiveSync (selected), Web Clips, Credentials, and PocketCloud RDP. The main content area contains several settings:

- Account Name:** Placeholder for the Exchange ActiveSync account.
- Exchange ActiveSync Host:** Placeholder for the Microsoft Exchange Server.
- Allow Moves:** A checkbox that is checked, allowing users to move messages from this account.
- Use Only In Mail:** A checkbox that is unchecked, preventing outgoing mail from this account only from the Mail app.
- Use SSL:** A checkbox that is checked, ensuring all communication through secured socket layer.
- Use S/MIME:** A checkbox that is unchecked, for general outgoing mail using S/MIME encryption.
- Domain:** Placeholder for the domain for the account.
- Dynamic User Info:** A checkbox that is checked, allowing the system to use mobile user information from a database to populate email accounts.
- User:** Placeholder for the user for the account.
- Email Address:** Placeholder for the email address for the account (e.g., 'john@company.com').
- Password:** Placeholder for the password for the account (e.g., 'MyPassword').
- Push Steps of Mail to Sync:** A dropdown menu set to 'Three days'.

The screenshot displays the 'PocketCloud RDP' configuration page within the 'Global Policy' management interface. The page is titled 'PocketCloud RDP' and includes the same sidebar as the previous screenshot. The main content area contains several settings:

- Connection Name:** Placeholder for the label of the connection name to be saved.
- Host Address:** Placeholder for the IP address or host name of the desktop being connected to.
- Username:** Placeholder for the Windows username.
- Password:** Placeholder for the Windows password.
- Domain:** Placeholder for the active directory domain the desktop belongs to.
- Resolution:** A dropdown menu set to 'Automatic'.
- Custom Resolution:** A checkbox that is unchecked, for input custom width and height.
- Session color depth:** A dropdown menu set to '16-bit'.
- Keyboard Layout:** A dropdown menu set to 'English (United States)'.



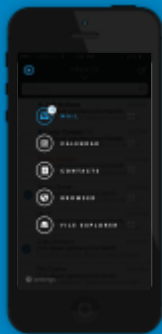
# Dell Mobile Workspace application



**Enrollment**



**Security PIN**



**Function menu**

## **Configurable:**

- Max number of Workspaces per end user
- Allow reading or writing data outside of the workspace
- Allow copying text and pasting outside of the workspace
- Allow root/jailbreak devices
- Local PIN password length and complexity
- Number of failed login attempts
- Inactivity lock timeout
- Check-in duration
- Enable/disable applications in function menu
- Reorder apps in function menu

Dell - Restricted - Confidential

## **User experience:**

- Similar across Android, iOS, and Windows Blue
- Modern interaction design
- Quick switching and data sharing between functions
- Single authentication and access across Workspace applications
- Experience isolation from device, and non-Workspace apps and data
- Offline storage and access of Workspace apps & data

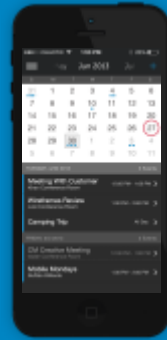
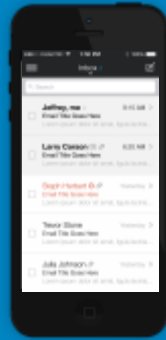
## **Data protection:**

- Data security at rest (256-bit AES encryption and password protection)
- Data security while in use (configurable DLP policy enforcement)
- Restriction of service access to managed Workspaces
- Prevent compromised devices from Workspace access
- Remotely enabling/disabling application function
- Remotely lock Workspace
- Remotely remove Workspace applications and data





# Email / calendar / contacts



## Configurable:

- Connection settings
- Max attachment size
- Allow attachments
- Allow copy and paste
- Default email signature
- Email sync frequency (push, pull by frequency)
- Email flag settings

## Email:

- Corporate sync
- Notifications
- Receive attachments
- GAL support
- Sync sub-folders
- View embedded images
- View/sent HTML email
- Change read/unread status
- Priority setting
- Edit signature line
- Flag for follow-up
- Server search

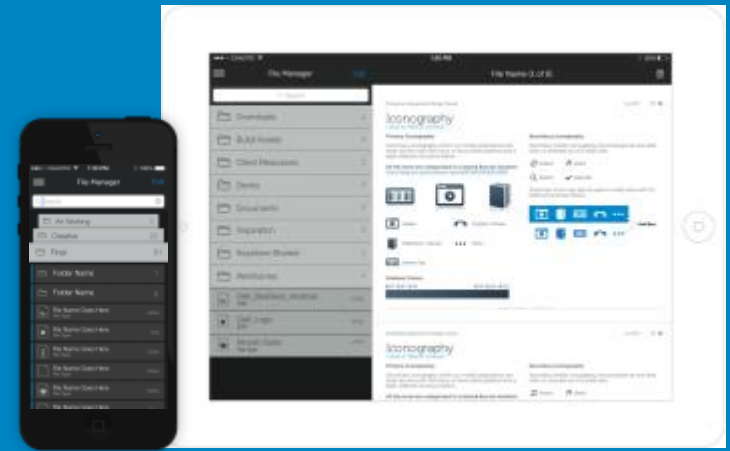
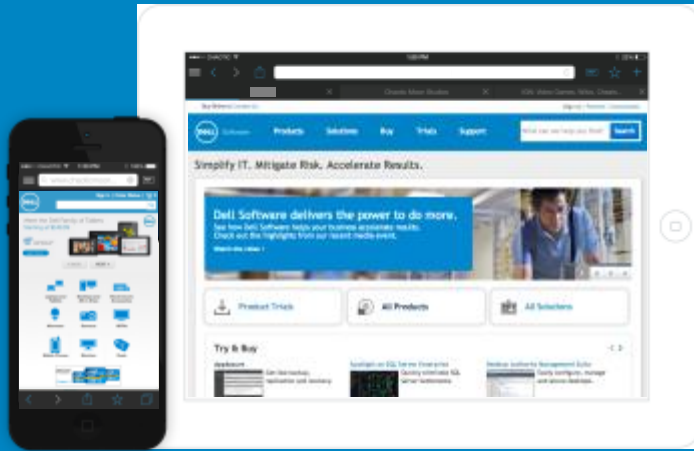
## Calendar:

- Corporate Sync
- Create/Edit/Delete Events
- Reminder Notification View
- Reminder Notification Tone/Vibrate
- Accept/Decline/Respond
- Customize Work Week
- Use GAL within Calendar
- Sync Multiple Calendars
- Assign Categories
- Agenda/Day/Week/Month Views
- Create Recurring Events
- Calendar Folders

## Contacts:

- Corporate sync
- Create/edit/delete
- GAL support
- Access to native contacts
- Contact groups
- Call/email from Contacts
- Server search

# Mobile browser / file explorer



## Mobile browser:

- Proxy access to internal resources (LAN based services)
- Encrypted communication using TLS/SSL and certificate based authentication
- Provide authentication credentials prior to granting access to specified sites
- Keystone-exclusive access with central console control
- Flash support
- Bookmark configuration from central console
- Downloads saved securely
- Secure web data while preserving native browsing experience
- User based configuration (local favorites, organization)

## File explorer:

- Local file repository of files downloaded from email and mobile browser
- View multiple file formats: Microsoft Office, PDF, Images
- Document editing: Microsoft Office, PDF
- Cloud Corporate File Share Access



# K1000 Inventory

**DELL** KACE | K1000 Management Appliance User: Andy\_Struys | Log Out | [k2000.cloud.kace.com] K2000 Console ?

**Inventory** > Devices Last Updated: 09/15/2014 09:14:00 | Auto Refresh: OFF | View By: All Items | Search List

**Devices**

Choose Action	Status	Name	IP Address	Last User	Last Inventory	Agent Version	Operating System	Manufacturer
<input type="checkbox"/>	<input type="checkbox"/>	DSG-STC1-AC03	Action... 172.31.24.5		12 minutes, 58 seconds ago			Dell, Inc.
<input type="checkbox"/>	<input type="checkbox"/>	Snoopy	Action... snoopy.corp.kace.com		9 minutes, 58 seconds ago			Dell, Inc.
<input type="checkbox"/>	<input type="checkbox"/>	qmx-3560	Action... 10.5.97.14		11 minutes, 58 seconds ago			
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - awenzel	Action... 5.13.81.117		28 minutes, 58 seconds ago		Android (SAMSUNG-SGH-I747)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - Jeff_Plaza	Action... 192.168.1.51		30 minutes, 58 seconds ago		Android (SAMSUNG-SGH-I747)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - Jamie_Cerra	Action... 192.168.1.66		33 minutes, 58 seconds ago		Android (SAMSUNG-SGH-I747)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - Ted_Staub	Action... 192.168.72.141		34 minutes, 57 seconds ago		Android (SAMSUNG-SGH-I747)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - Jamie_Cerra	Action... 0.0.0.0		19 minutes, 58 seconds ago		Android (SH-G900V)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Samsung - brice_callison	Action... 192.168.0.33		20 minutes, 58 seconds ago		Android (SPH-L710)	samsung(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Dell - Bryan_Calabrese	Action... 192.168.1.109		24 minutes, 58 seconds ago		Android (Venue 7 3730)	Dell(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Dell - Sean_Toon	Action... 192.168.1.94		25 minutes, 58 seconds ago		Android (Venue 7 3730)	Dell(Android)
<input type="checkbox"/>	<input type="checkbox"/>	CCM-Dell - Alissa_Siriani	Action... 192.168.43.61		35 minutes, 58 seconds ago		Android (Venue 7 3730)	Dell(Android)
<input type="checkbox"/>	<input type="checkbox"/>	Andy_Struys's HUAWEI MediaPad	Action... 192.168.1.114		48 minutes, 58 seconds ago		Android 4.0.3 (57-301u/100R002C2328005)	HUAWEI
<input type="checkbox"/>	<input type="checkbox"/>	Andy_Struys's C1505	Action... 192.168.1.191		51 minutes, 58 seconds ago		Android 4.1.1 (11.3.A.2.23)	Sony
<input type="checkbox"/>	<input type="checkbox"/>	Jamie_Cerra's SAMSUNG-SGH-I747	Action... 192.168.1.66		45 minutes, 58 seconds ago		Android 4.1.2 (J704K-I747I1CNDG2)	samsung



# K1000 Software distribution

**KACE** K1000 Management Appliance User: Andy\_Struys Log Out [k2000.cloud.kace.com] K2000 Console

**Managed Installations** Last Updated: 09/15/2014 09:14:59 Auto Refresh: OFF View By: All Items Search List

Choose Action

<input type="checkbox"/>	Software	Name	Version	Publisher	Status	Order
<input type="checkbox"/>	Adobe Reader [Mac Systems]	Adobe Reader for Mac	11.0.04	Adobe Reader X 11.0.04, ©1984-2012 Adobe Systems Incorporated. All rights reserved.	Enabled	10
<input type="checkbox"/>	Adobe Reader XI (11.0.02)	Gold - Working - Displays install progress.	11.0.02	Adobe Systems Incorporated	Enabled	10
<input type="checkbox"/>	AppAssure Agent	AppAssure Agent Installer - Win 64-bit	5.4.2.192	Dell AppAssure Software, Inc	Enabled	10
<input type="checkbox"/>	Aventail Connect	Aventail Connect Client - Windows 64-bit (Pre-configured)	10.71.237	SonicWALL Aventail	Enabled	10
<input type="checkbox"/>	Aventail Connect (32-bit)	Aventail Connect Client - Windows 32-bit (Pre-configured)	10.71.237	SonicWALL Aventail	Enabled	10
<input type="checkbox"/>	Java 7 Update 17 (64-bit)	GOLD - Working - Silent	7.0.170	Oracle	Enabled	10
<input type="checkbox"/>	Aventail Connect	Silent Install with pre-configure VPN server and group	10.54.41	SonicWALL Aventail	Disabled	10
<input type="checkbox"/>	Deep Freeze Enterprise	Silent Installation of Faronics Deep Freeze Enterprise for Windows.		Faronics	Disabled	10
<input type="checkbox"/>	Deep Freeze Mac	Installs Deep Freeze Mac on 10.6.X and below. The system needs to be rebooted to complete the installation.	4.65	Faronics	Disabled	10
<input type="checkbox"/>	Dell Data Protection   Encryption	DDPE Client - 64 bit	8.2.0.5761	Dell Inc	Disabled	10
<input type="checkbox"/>	Dell Remote Management Console x64	DDPE Remote Management Console	8.2.0.48	Dell	Disabled	10
<input type="checkbox"/>	Google Chrome [Laptops without Google Chrome, vCloud NAT]	GOLD - Installs Silently	65.72.60	Google, Inc.	Disabled	10
<input type="checkbox"/>	Microsoft .NET Framework 4.5	GOLD - Installs Silently	4.5.50709	Microsoft Corporation	Disabled	10
<input type="checkbox"/>	Microsoft Office Professional Plus 2013 [GOLD - Machine - Office 2010 Upgrade to 2013]	GOLD - Working - Displays notification	15.0.4420.1017	Microsoft Corporation	Disabled	10
<input type="checkbox"/>	Mozilla Firefox 24.0 (x86 en-US) [GOLD - DEV - Physical Machines (Windows)]	GOLD - Installs silently	24.0	Mozilla	Disabled	10

1 to 15 of 15 First Previous 1 Next Last Show 250



# K1000 Patch management

The screenshot shows the Dell KACE K1000 Management Appliance interface. The top navigation bar includes the Dell logo, 'KACE', and 'K1000 Management Appliance'. A breadcrumb trail shows 'Security > Patch Management'. The left sidebar contains navigation options: Home, Inventory, Assets, Distribution, Scripting, Security (highlighted), Patch Management (highlighted), OVAL Scan, SCAP Scan, Dell Updates, Service Desk, Reporting, and Settings. The main content area is titled 'Patch Management' and features four sections: Schedules, Reporting, Catalog, and Subscriptions. The Schedules section lists 'Detect missing patches', 'Deploy available patches', and 'Rollback installed patches'. The Reporting section lists 'Display patch-related reports' and 'Create new report'. The Catalog section lists 'Display available patches' and shows download details: 'Downloaded: 09/15/2014 09:00:36', 'Last Download Attempt: 09/15/2014 09:00:36', and 'Status: Updated'. The Subscriptions section lists 'Define available patches' and 'Configure detection settings'. The Statistics section displays a table of patch counts and space usage.

**Schedules**

- Detect missing patches
- Deploy available patches
- Rollback installed patches

**Reporting**

- Display patch-related reports
- Create new report

**Catalog**

- Display available patches

Downloaded:	09/15/2014 09:00:36
Last Download Attempt:	09/15/2014 09:00:36
Status:	Updated

**Subscriptions**


- Define available patches
- Configure detection settings

**Statistics**

Patches:	10302
Active:	6013
Inactive:	3340
Disabled:	949
Free Space:	203.51 GB
Used Space:	1.58 GB



# K1000 servicedesk

 KACE K1000 Management Appliance User: Andy\_Struys Log Out [k2000.cloud.kace.com] K2000 Console ?

Service Desk > Tickets > Tickets | All Queues

Tickets | All Queues Last Updated: 09/15/2014 09:16:44 Auto Refresh: OFF View By: Active Tickets Search List

[+ New](#) [Choose Action](#)

<input type="checkbox"/>	Created	Priority	Number	Title	Category	Status	Submitter	Queue	Owner	Due	Modified	Device
<input type="checkbox"/>	10/09/2013 11:03:26	Medium	TICK:0024	Port blocked from Internal Network	Network	New	Alejandro Vazquez	IT Helpdesk	Unassigned		2014-07-10 10:40:34	WIN-ICNCF07D810
<input type="checkbox"/>	10/09/2013 11:06:13	Medium	TICK:0025	VPN connection not working [Overdue]	Network	Opened	Unassigned	IT Helpdesk	Unassigned	10/11/2013	2014-03-19 11:24:40	D620-88PBVC1
<input type="checkbox"/>	07/09/2013 06:56:54	Medium	TICK:0012	Paycheck is incorrect.	Payroll Correction	Need More Info	Unassigned	Human Resources	Unassigned		2014-03-19 11:24:41	
<input type="checkbox"/>	10/03/2013 12:08:37	Medium	TICK:0014	Employee New Hire - Carl Keller (parent)	Employee New Hire	New	Unassigned	Human Resources	Unassigned		2014-03-28 17:30:06	
<input type="checkbox"/>	10/03/2013 12:08:38	Medium	TICK:0015	Employee new hire - Payroll Request (child)	Employee New Hire	New	Unassigned	Human Resources	Unassigned		2014-03-28 17:30:06	
<input type="checkbox"/>	10/03/2013 12:08:40	Medium	TICK:0016	Employee new hire - AD account creation (child)	New Hire Configuration Request	New	Unassigned	IT Helpdesk	Unassigned		2014-05-21 11:07:51	Brice Callison's MacBook Air
<input type="checkbox"/>	10/03/2013 12:08:42	Medium	TICK:0017	Employee new hire - Hardware provisioning (child)	Other	New	Unassigned	IT Helpdesk	Unassigned		2014-03-28 17:30:06	Unassigned
<input type="checkbox"/>	10/03/2013 12:08:43	Medium	TICK:0018	Employee new hire - Badge Creation (child)	New Equipment Request	New	Unassigned	Facilities	Unassigned		03/28/2014 17:30:06	
<input type="checkbox"/>	10/03/2013 12:13:10	High	TICK:0019	Exchange Server is down (parent) [Overdue]	Software::Other	New	admin	IT Helpdesk	Unassigned	10/06/2013	2014-07-29 09:33:18	WIN-ICNCF07D810
<input type="checkbox"/>	10/03/2013 12:16:16	Medium	TICK:0020	Email stopped working (child)	Other	New	admin	IT Helpdesk	Unassigned		2014-03-19 11:24:41	Unassigned



# K2000 Deployment appliance

**DELL KACE DEPLOYMENT CENTER** Logged in as: andy\_struys Log Out  
[k2000.cloud.kace.com] K2000 Console  
Currently: Idle

Home Deployments Library Systems Progress Audit Log Tools Settings & Maintenance Help Global Search

Tasks Search

### Information

An update to the K2000 is available. This update was unable to be downloaded and validated. Visit the [Appliance Maintenance page](#) to view release notes and manually download the update.

### Common Tasks

- Download Media Manager
- Create a Scripted Installation
- Deploy a System
- Run Reports

### ITNinja

- Dell KACE K2000 Deployment Appliance
- hi, i need help in my environment i have a virtual appliance kbox k2000. i created two scripted installations for 32 and 64 bits. when i launch the installation i have two errors in which kind of error in details
- I am unable to successfully deploy an image via the network to a laptop with a self encrypting SSD. Is this a known issue?
- KBE manipulator could not find Kace Media Manager
- After rebuilding Dell E4310 with KACE; a few drivers are showing up as unsigned.
- Multiple KACE Images on a USB Driver

### Library Summary

Source Media	8
Unique Drivers	6314
Preinstallation Tasks	24
Postinstallation Tasks	68
User States	1
Scripted Installations	26
Boot Environments	5
System Images	6
Remote Sites	1
Managed Systems	1
Network Nodes	55
Labels	0
Users	149

### Support News

Top knowledge base articles

- K1000 6.0 Security Hotfix v6.0.101864 is now Available (129750)
- List of Microsoft patches from August 12, 2014 can cause Blue screen of Death on Wins 7 and Win 8.1 (129897)
- System Imaging Best Practices for Windows (121734)
- Steps to download and upgrade Dell KACE K1000 Appliance Software to version 6.0 Requirements (124573)
- Considerations Prior to Upgrading the K1000 to 6.0.101863 (125815)

Latest news articles

- Expanded Windows 3rd Party Application Support - 9/3/2014
- K3000 1.1 Service Pack 3 Now Available - 6/11/2014
- Attention: Customers with K1000 Series Appliance Version 5.4.70403 or Older - 5/30/2014
- The Dell KACE K1000 Series Appliance v6.0 is now generally available - 5/12/2014
- Patch Now Available for the Internet Explorer Zero-Day Exploit - 5/1/2014
- K1000 Consolidated Hotfix v5.5.90548 - RECOMMENDED FOR ALL CUSTOMERS - 4/22/2014

### Deployment Statistics

Scripted Installations (Last 7 Days)	0
Scripted Installations (Total)	0
Images Deployed (Last 7 Days)	0
Images Deployed (Total)	0
Recovery Console Boots (Last 7 Days)	0
Recovery Console Boots (Total)	3

### Network Utilization

em0 Traffic	4.4 Kbps In	7.7 Kbps Out
em0 Utilization	0.0% In	0.0% Out
em0 Media Type	1000 Mbps full-duplex	

Summary Updated: Mon, Sep 15 2014 17:18:07

### Onboard Disk Usage

Boot Environments	1.55 GB
Source Media	11.46 GB
Scripted Installations	11.16 GB
System Images	3.49 GB
Exported Packages	6.49 GB
User States	840.5 MB
Other	323.3 MB
Free	27.09 GB

Disk Usage Updated: Mon, Sep 15 2014 17:10:01

