KACE - for Windows users

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What can you see on my machine using KACE?

The KACE agent collects information that is accessible through Windows' Windows Management Instrumentation (WMI). The following is a partial list of information collected from university-owned computers with the KACE Agent installed.

- Computer Hardware Inventory
- Make, model, serial/service tag number
- Physical specifications such as CPU, RAM memory, hard disk size
- Network configuration such as Ethernet MAC address, IP address
- Computer Software Inventory
- Operating system version and patch level
- Install programs and versions as listed in ‘Add/Remove Programs’
- Security license compliance (i.e. metering for per-seat and concurrent-use license agreements)
- Computer Security Inventory
- Last logged on user
- Security patches applied/missing
- Change management information (i.e. dates/times when hardware/software changes were reported by the KACE client).

The data is stored on a secure database within the Quest KACE SMA appliance on university premises and only authorized personnel will be able access the asset database.

What is KACE?

KACE System Management Appliance (or SMA for short) by Quest/KACE® is a hardware and software inventory management tool employed campus-wide at Brandeis, primarily to automate and expedite the process of software updates and patches.

Why is ITS using KACE?

KACE provides numerous benefits such as an automated and expedited process of software updates, license management, software management/distribution, inventory management, remote support, better enforced security.

Key Features:

- Inventory – Automatically collect information about desktop and notebook computers.
- Software Distribution – Remotely install software on included machines, with or without the owner’s interaction.
- OS and Software Patching – push patches for latest computer operating systems, such as Windows 7 & 8; Mac OS X 10.7 and above; and major popular applications such as Mozilla Firefox, the Adobe Flash Plugin, and Java.
- Reporting – Consolidate, analyze, and sort any information gathered on included machines, as well as any manually tracked information.
- Scripting – Push scripts to any included machines, regardless of OS, and view ‘immediate’ results.

What benefits will I see as a PC user with the KACE agent installed?

Users will experience faster technical support from ITS, more efficient and automated patch management via KACE and fewer OS support-related issues. ITS technical support will be able to diagnose your computer issues and fix the problem more quickly and easily based on the data collected from the computer via a web-based console.

Does my personally owned PC have the KACE agent installed?
The KACE client is NOT licensed for use on personally-owned computers. ITS currently installs KACE on centrally funded (“Refresh”) laptop and desktop computers used by faculty and staff.

**Will I notice the KACE agent running on my machine?**

No, the agent does not use much CPU resources and runs in the background by self. Users will not notice any performance issues as the agent scan runs in the background and the scan is not intrusive to the end user.

**What does it look like when KACE pushes out security/application patches to my PC computer?**

The KACE agent will periodically notify you when critical operating system or application updates / patches are needed and alert you before downloading and installing those updates. When KACE pushes out security/application patching to your computer and if rebooting is required to complete the process, users will have the option to snooze the reboot up to 30 times. After that, a KACE system dialog box (similar to the one below) will immediately appear. DO NOT hit the OK button (this is the only button in the box) unless and until you are ready for the reboot. Below is a screen shot of a typical pop up:

![KACE Desktop Alert](image)

**How do I know if my machine is managed by Quest KACE?**

There are two ways to search to see if you have the Quest Kace agent installed on your machine:

- Press Ctrl-Alt-Delete to open Task Manager. If KACE is running on your computer, in the Task Manager list you should see a process titled “AMPAgent”.
- Search for the KACE application directly. In 64 bit Windows, the KACE application would be located at c:\program files (x86)\dell\kace”. In 32 bit Windows, it would be located at “c:\program files\dell\kace”.

What specific programs will be patched by KACE?

- All Adobe products on your computer (both Brandeis-purchased and personally-purchased)
- Firefox
- Java

Who can log into my computer?

Only System Administrators of KACE.

Who can see my screen remotely?

Quest KACE does include a screen sharing feature, but it is not currently used by KACE Systems Administrators, and it can't be used to view your screen without your explicit consent.

How often will you push updates?

Patches will be pushed out via KACE once a month, or more often as needed to address security emergencies.