# Release Notes 4.1

Prepared for Dell KACE

RayPack for Dell KACE

Release Notes



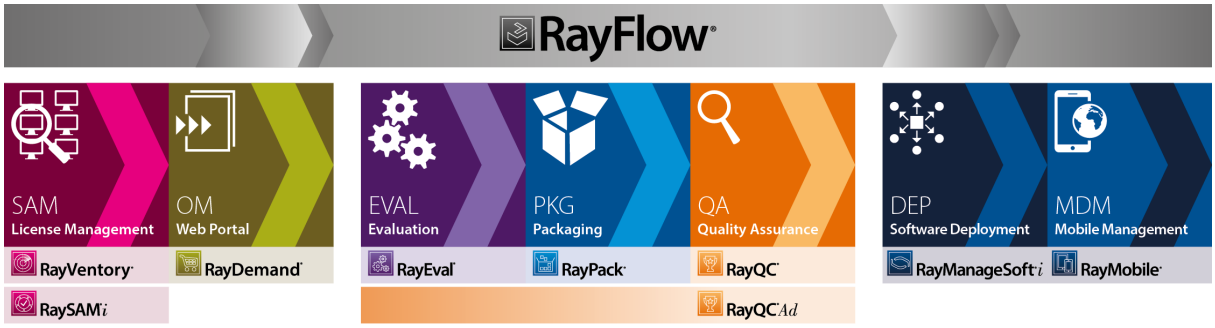
Raynet GmbH Germany
See our website for locations.

*www.raynet.de*

# Table of Contents

# Introduction

RayPack for Dell KACE 4.1 is the next iteration of Raynet's framework for the creation and management of software packages. It is designed to support a broad variety of package formats, as well as target operating systems and deployment systems. RayPack for Dell KACE is available as a stand-alone product as well as having the ability to be integrated into the RaySuite solution powered by RayFlow.




Enterprise Application Lifecycle Management

The RaySuite components allow enterprises to implement well-structured processes, which control package evaluation, creation, manipulation, import, export, validation, storage, and deployment.

This release brings several improvements and new features which were part of the different RayPack releases since the release of RayPack 2.0 SP1.

Included in this release of RayPack for Dell KACE are changes like the RayFlow integration.

# Dell KACE Special Edition

This special product edition for Dell KACE has been designed to provide a functional yet lightweight packaging tool for customers who are running a Dell KACE K1000 instance. The set of features available within this edition is aligned with the basic packaging needs a typical K1000 usage scenario implies. Therefore, whilst exploring the product interface and functions, sooner or later users are likely to discover options that are generally present but at the same time restricted according to the license limitations. Especially in nowadays highly flexible and volatile IT world, business need changes may arise each and every day due to technical advancement, enterprise growth, and new strategies for infrastructure maintenance.

However, we want to empower our users with tools and methods to accommodate to those ever changing needs. The special RayPack for Dell KACE edition is an initial starting point for individual usage, growth and development.

Companies who are entitled to get the special edition as a free, optional extension of their system maintenance appliance may upgrade to any other product edition by applying a privileged upgrade path. Please contact our Raynet sales team for further information about options and possibilities. We are very looking forward to supporting your business.

# What's New?

The following chapters contain an overview of the improvements, resolved issues, and the new features that are part of the new release of RayPack for Dell KACE 4.1.

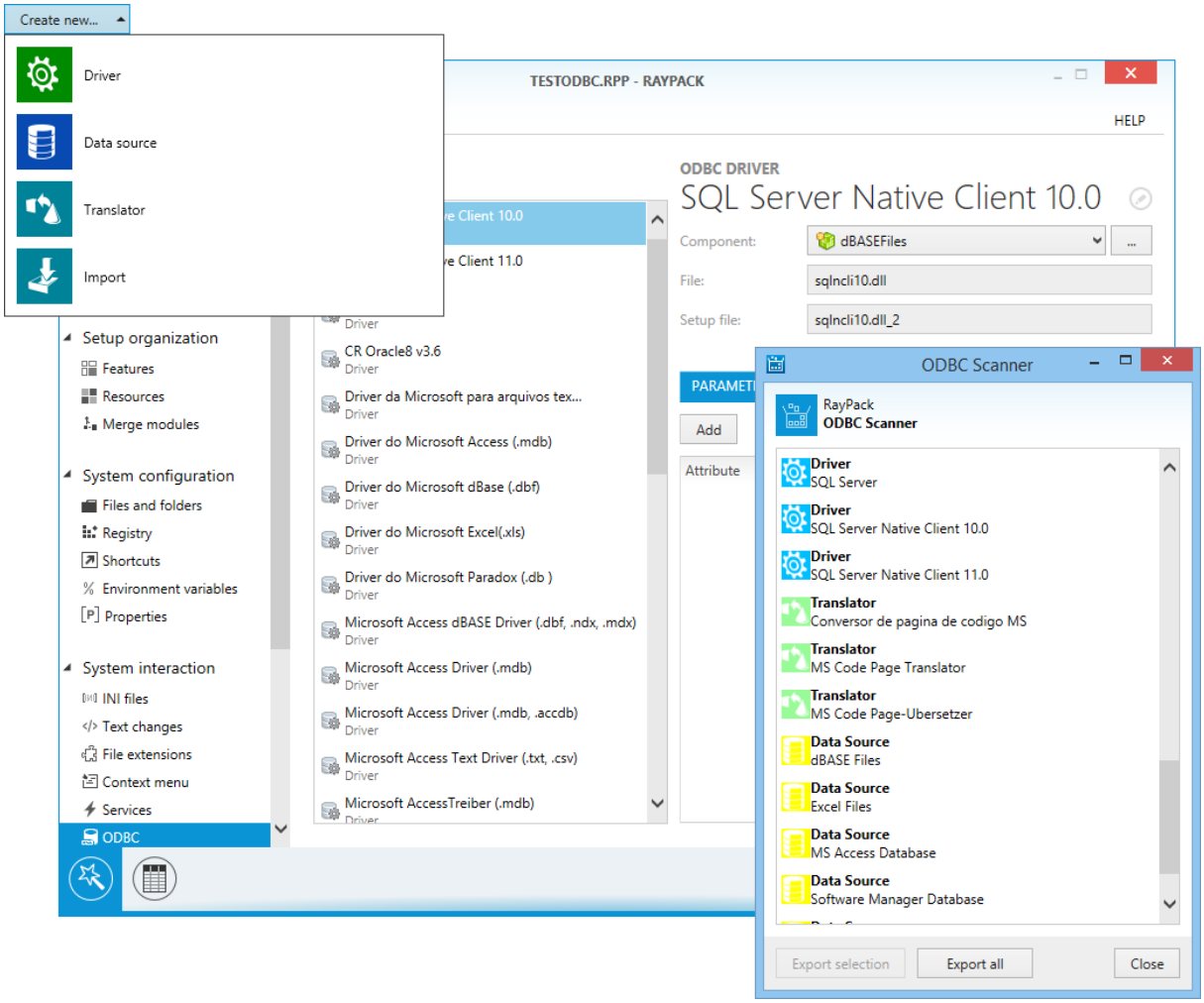
## Breaking Changes

- The product line 4.1 has been upgraded to use a newer version of .NET Framework (4.5). Prior to 4.1, .NET Framework 4.0 was in use. This may affect software requirements and supported operating systems and may have an impact on custom plug-ins and frameworks using the software targeting older version of .NET Framework.

# RayPack

## Additional Standalone Tool: ODBC Scanner `RPK-1092`

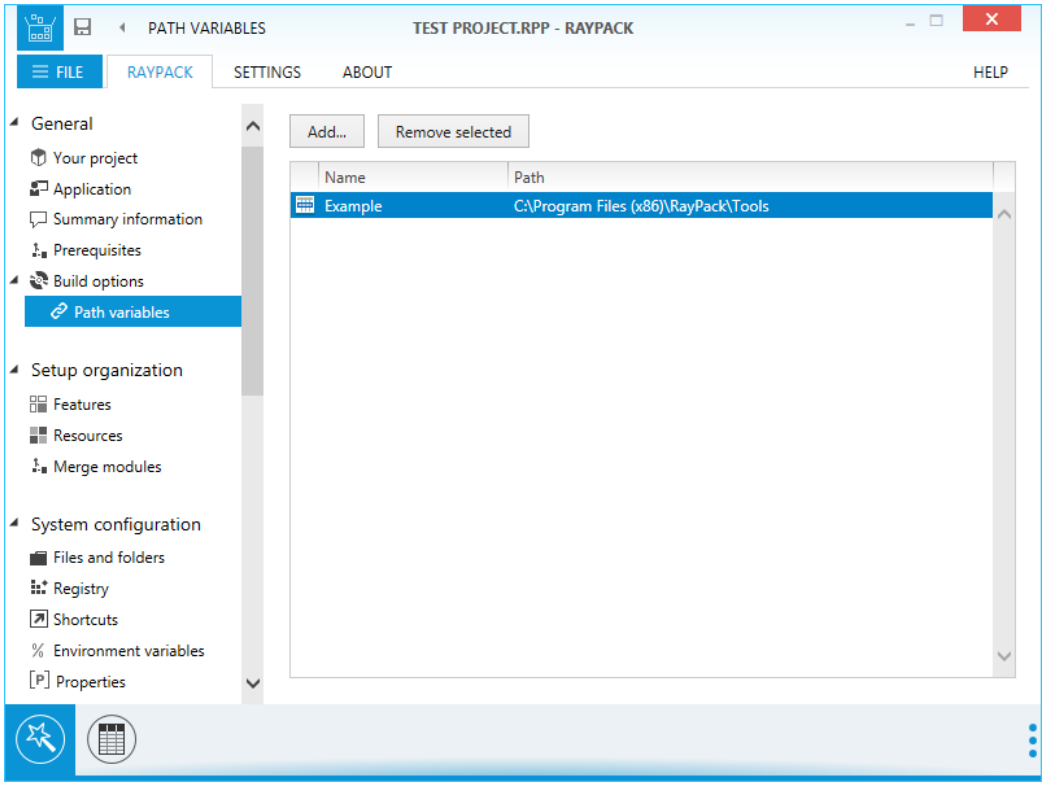
Especially RayPack for Dell KACE users from the setup development sector will benefit from the provision of this new standalone tool. With this additional scanner module, it is easy as pie to scan any device for ODBC settings and transfer the scan result files (`.rpodbc`) to the packaging workstation, where they may be imported into any MSI, MST, or RayPack for Dell KACE Packaging Project (`.rpp`).




All standalone scanners are provided in the `Tools` folder within each RayPack for Dell KACE 4.1 installation (typically `C:\Program Files (x86)\RayPack for Dell KACE\`). Their interactive GUI can be used to view and pick-up the right object(s) to be exported. Standalone scanners can be used on any system without a RayPack for Dell KACE license. The license is only required to import the results back into MSI/RPP projects on the packaging workstation.

### Support for custom variables and path management RPK-1909

With this release, support for user defined variables for RpSourcePath resolvers/compactors has been added to RayPack for Dell KACE.



### App-V 5.1 and 5.0 SP3 feature support for build options RPK-1841

Whilst former releases of RayPack for Dell KACE allowed to create virtual packages in compliance to format standards of App-V 5.0 SP3 and 5.1, the latest improvements additionally allow to modify application package settings that are format specific.

| | App-V 4.6 | App-V 5.x |
|---|---|---|
| Shortcuts | ✓ | ✓ |
| Files | ✓ | ✓ |
| Registries | ✓ | ✓ |
| Extensions | ✗ not supported | ✓ |
| ProgID | ✗ not supported | ✓ |
| Verb | ✗ not supported | ✓ |
| MIME | ✗ not supported | ✓ |
| EnvironmentVariables | ✓ | ✓ |
| COM | ✗ not supported | ✓ |
| Services | ✗ not supported | ✓ |
| Fonts | ✗ not supported | ✓ |
| Application Paths | ✗ not supported | ✓ |
| URL Protocol handlers | ✗ not supported | ✓ |

## ThinApp Converter has been extended RPK-1931

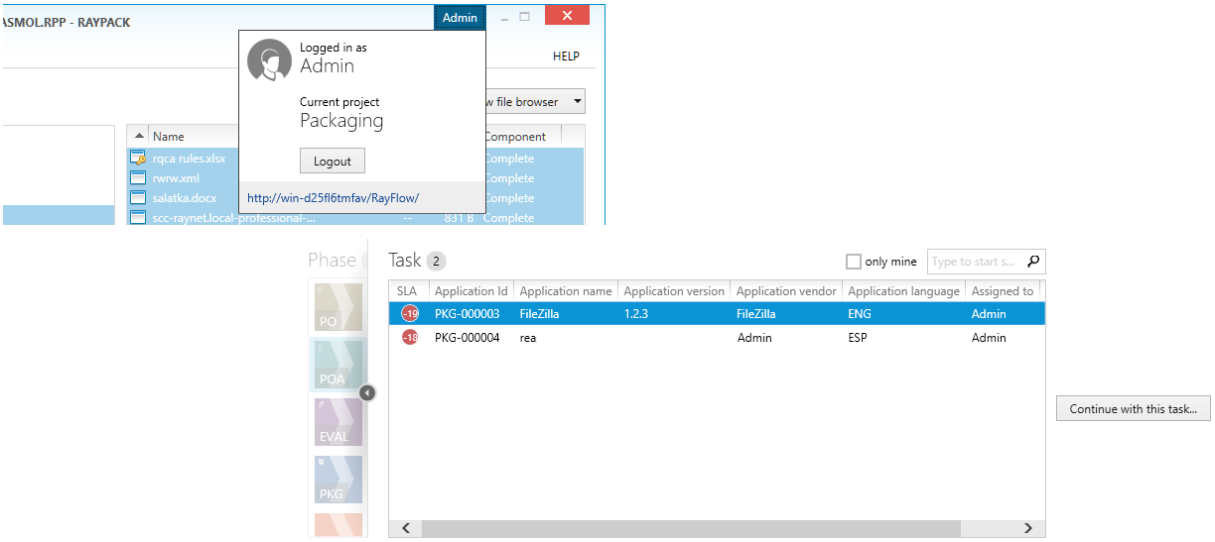
The ThinApp Converter now supports the conversion of extensions and URL protocols. These are now automatically converted and added to the file.

## Integration with RayFlow RSC-211

RayPack for Dell KACE 4.1 brings enterprise packaging to a next level, by offering native integration with RayFlow - an enterprise packaging workflow solution from Raynet.

RayFlow is a workflow process management tool with the ability to support diverse workflow processes. The possibility to be customized to fit the user's needs and requirements makes it one of the most efficient and user friendly workflow management tools.

RayFlow is based on the client-server architecture in which all the information, data, and configuration is stored on the RayFlow server. Users work on this server remotely through the RayFlow web and Windows-based clients.




A RayFlow button has been added to the top bar of the RayPack for Dell KACE window providing convenient access to RayFlow, at any time from any place, in any format. Without leaving the RayPack window and using a minimal one-time configuration, the following activities become available with the release of RayPack for Dell KACE 4.1:

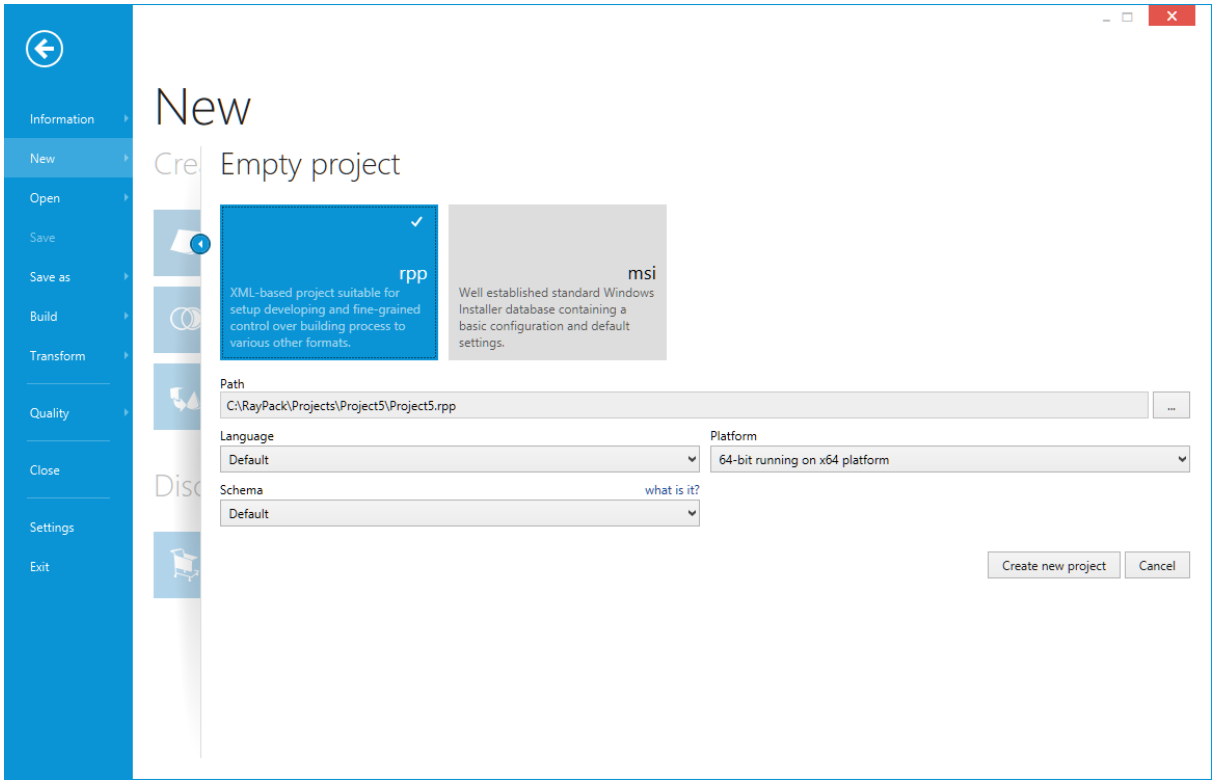
- Opening MSI, RPP and MST files from RayFlow.
- Saving work results and building complete packages to RayFlow.
- Repackaging legacy setups from RayFlow.
- Tailoring vendor MSI installations from RayFlow.

Additionally, the new release gracefully handles multi-file packages, including supporting files, additional transforms, media files, etc.

**Note:**
This functionality requires that a running RayFlow instance is available. The RayPack for Dell KACE framework itself requires about 400MB of disk space. The amount of additional space needed depends on the volume of your packaging material and the location of the data store.

For further information on RayFlow, including its features, functionality and latest updates visit www.raynet.de.

### More control on new projects `RPK-2033`

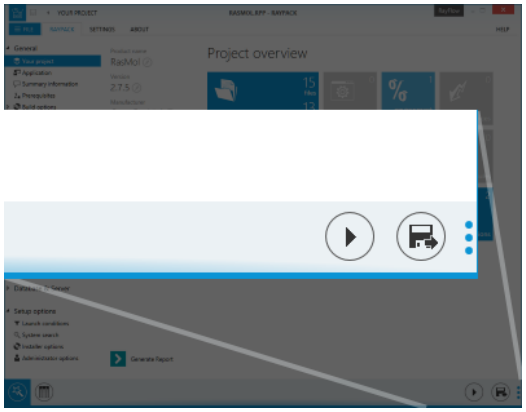



Improved **New project** menu offers several new functions:

- Ability to create an empty MSI or an empty RPP project
- Ability to select the Windows Installer Schema
- Ability to control language and platform of the new project. Templates are fully configurable.

### Testing and quick builds RPK-2096

PackDesigner has been extended by adding new buttons to the bottom bar:




Testing lets you start a quickly built package and ensure it runs smoothly, verify the flow of dialogs, custom actions, etc. It does not change your system, as it simulates the install only, allowing you to identify and eliminate issues as soon as possible, without time-consuming tests. And for convenience, MSI logs are automatically gathered and presented to you.

Another new option is to make a quick build, which creates an actual productive build, but saving a few keystrokes and dialogs, yet still respecting current build settings. And since we also added a new hotkey (CTRL +F7) for it, building is getting faster, without taking your attention from the main PackDesigner view.

### Improved automation and reusing of work RPK-1513, RPK-1985, RPK-1986, RPK-1998, RPK-2029, RPK-2042

The new release brings lots of new functionality and improvements, which are also available from the silent `rpcmd.exe` executable. Among others, the following activities can be now automated using new silent command line interface:

- Validating ICE files (including custom ICE rules).
- Creating MSP files.
- Creating new projects from scratch.
- Setting MSI properties from command line for supported RPP, MSI and MST formats.
- Rebuilding existing packages and projects.

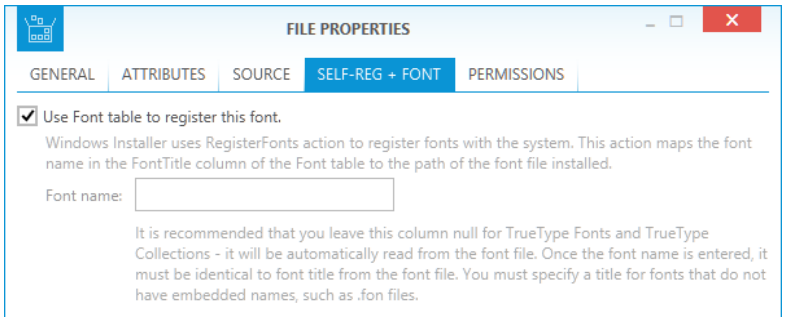
Another automation feature is a powerful system of templates, saved using our RPMST format.These templates allow the following scenarios to be quickly implemented into any RPP, MSI or MST project:

- Automated adding of Active Setup entries.
- Disabling Add/Remove programs and other properties.
- Adding branding.
- Changing language, etc.

RayPack for Dell KACE 4.1 comes with a few templates already preinstalled, new can be created and edited using PackDesigner or using any XML editor. Templates support a simple syntax to automatically generate new GUIDs for new components, insert binary streams, date and time and several other predefined properties. Since the functionality is already supported by new command line interfaces, a lot of common packaging jobs can now be fully automated using proprietary concept of templates.

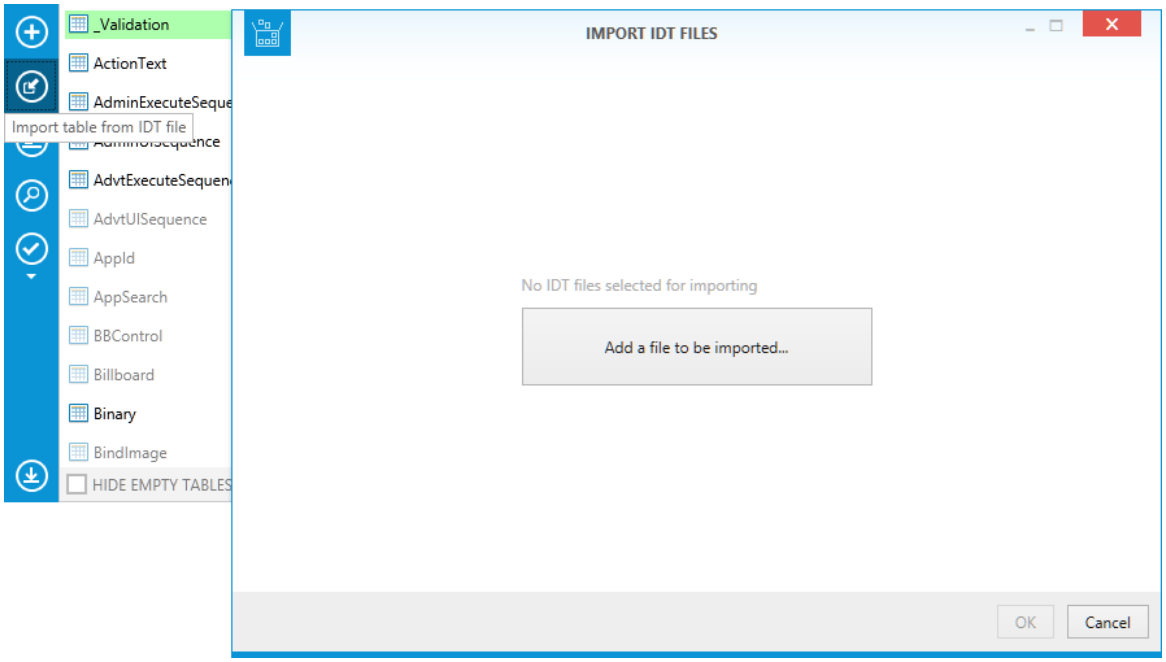
## Ability to import and register font files `RPK-2033`

When importing fonts to the FontsFolder, RayPack automatically creates entries in the dedicated Font table and ensures that the components are using the proper attributes. There is also a new dialog and new settings that control this behavior.



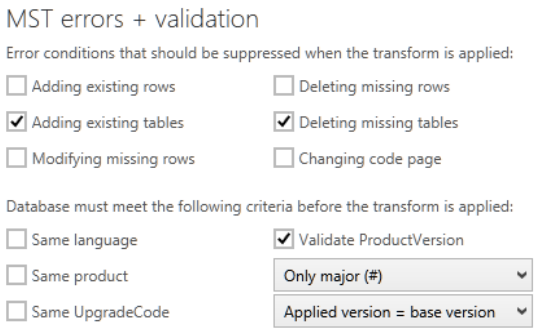

## Ability to export and import table information to/from IDT format `RPK-147`

The ability to export either complete tables or rows of tables to an external file format and the ability to import or merge these files with an existing `.rpp`, `.msi` or `.mst` has been added.



### Improvements to MST transform handling RPK-2071

Release 4.1 can work with multiple transforms applied, and it can produce chained transforms or consolidated transforms, depending on needs. Additionally, we added new configuration options for MST generation, allowing you to define suppressed MST errors and required validation checks. Together, they can be used to produce universal transforms that can be applied to any MSI file.




### Improved support for importing 32-bit registry nodes on a 64-bit platform RPK-2048

When entries from a 32-bit part of registry on 64-bit machines are imported, RayPack redirects them to their correct locations, without creating a separate Wow6432Node node.

### Reorganized and extended product help RPK-2079

User guide has been reorganized and extended to cover several hidden and advanced features of RayPack.

### In the report dialog all checkboxes can now be checked/unchecked at once RPK-1644

All reported items can be now selected and deselected at once using new buttons in the report window.

### Improved rebuilding of big archives RSC-215

CAB files split over several archives are now fully supported. Additionally, the performance has been improved, resulting in faster building, especially for big MSI files with thousands of compressed resources.

### Automatically use the current table and column when searching RPK-174

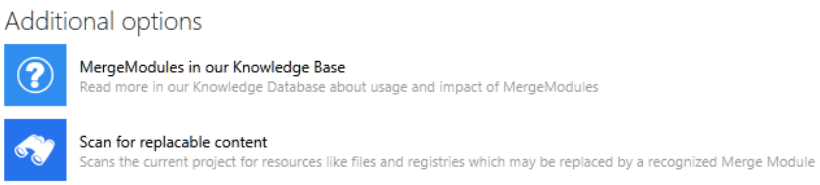
When the Search File Dialog is shown within the Tables view, its Table and Column properties are automatically filled with the current selection, so that it is easier to start searching for values in the current scope.

### Improved handling of WIX installers when using "Ignore System State" option RPK-2109

Using "Ignore System State" option while tailoring WIX MSI packages disables non-trivial Custom Actions, including the one that ensures the folder dialog has a valid input. This means that certain packages could not be tailored with previous version of RayPack for Dell KACE, as the installer was unable to validate the paths. In RayPack for Dell KACE 4.1 we have improved the tailoring process, so that the problematic action is emulated and WIX packages can be also tailored.

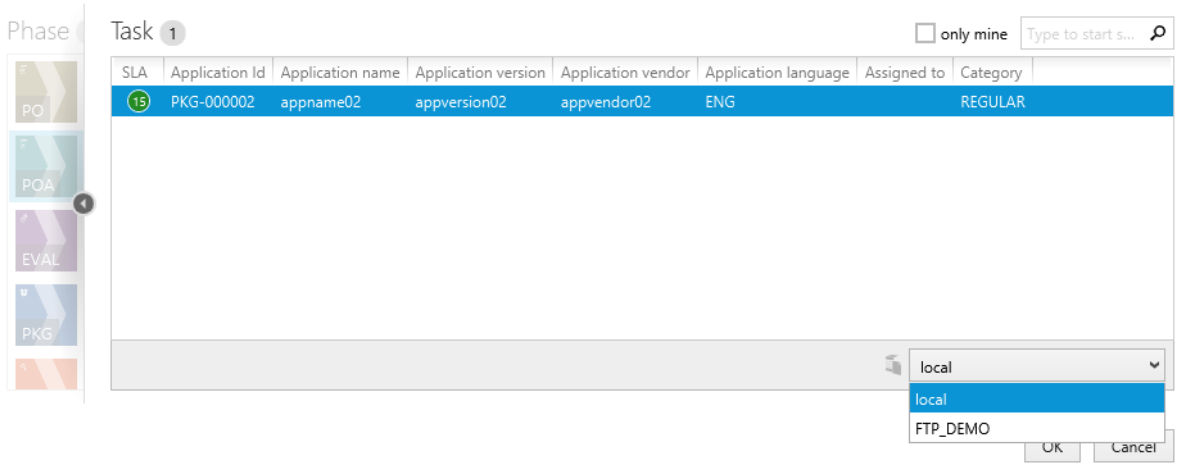
### Scanning projects for the presence of Merge Modules RPK-238

Both PackRecorder (`.rcp`) and PackDesigner (`.rpp`, `.msi`, and `.mst` files) can be now scanned for a presence of components that could be replaced with one or more Merge Modules available in the library. Scanning is performed on-demand, and depending on the project type applicable modules can be inserted to the project immediately or during build-time.



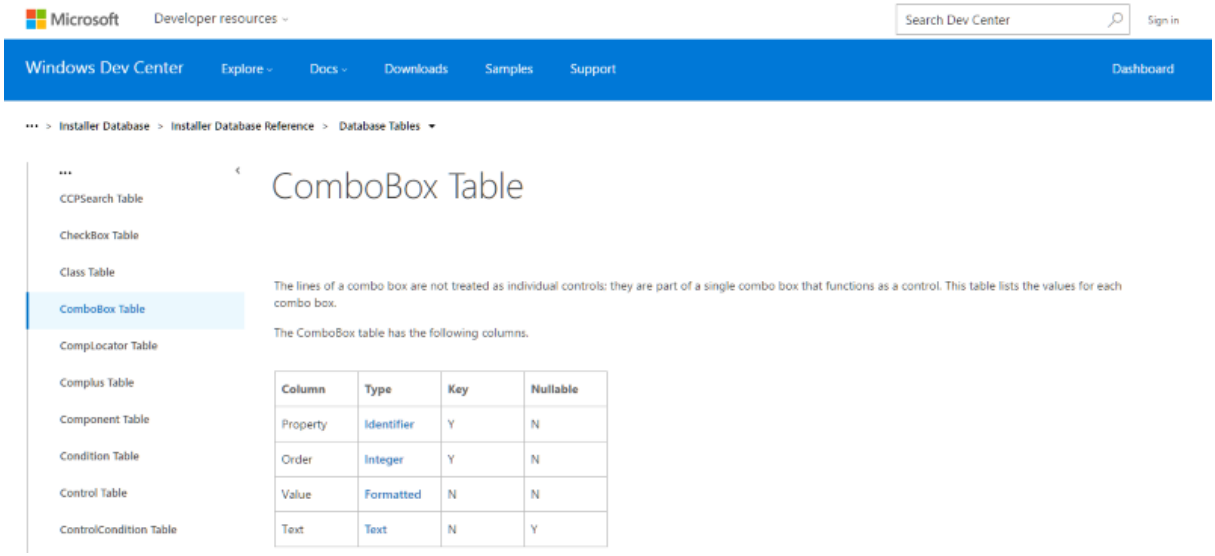

### Support for RayFlow file depots RSC-307

With File Depots, an option to upload and download files to and from locations different then the IIS server Rayflow is running on, has been added. The new target location for uploading files can be easily selected using a new dropdown box that is available when selecting to upload a file. Previously, it was not possible to upload files to locations other than the hosting webserver.



### Windows Installer help in tables view RPK-2125

When **F1** is pressed in the tables view, official MSDN help for a currently selected table is shown.




### Create a backup of RPP projects before saving RPK-1971

A configuration option has been provided that enables RayPack to store a copy of the current RPP project before it is saved. This allows easy fallback to a previous version without using any version control system.

### Improved conversion from RPP/MSI/RCP to App-V 5.0 and other virtual formats RPK-2240

Release 4.1 resolves several minor issues and improves conversion of Shell extensions, services, Verbs and other registry-based entries to their virtual equivalents. While all virtualization technologies benefit from these improvements, especially App-V 5.1 improvements and fixes stand out.

### Improved sequencing of newly created elements RPK-1806, RPK-1807, RPK-1808, RPK-1809, RPK-1810

The sequencing of newly created elements (IIS, permissions, scheduled tasks, and text changes) has been improved and will now return the values that would be expected.

### Improved keyboard navigation for the RCP files & folders RPK-836

When using the rightward arrow in a directory that has children, the directory will now be expanded. Previously, the directory was not expanded, but the pointer did move to the next directory.

### Navigation within feature tree structure has been improved RPK-417

After creating a new child feature, this will now be selected. Furthermore, when being on a parent and using the downward key, the child folder will now be selected.

### Listing of exitsting file extension objects has been reworked RPK-214

The listing of existing file extension objects now also shows the related object. Previously, only the name of the extension was displayed.

### Improved clipboard handling for interoperability with other table-editing tools RPK-1915

The clipboard handling in the tables view has been changed to improve the interoperability with other table-editing tools. Copying rows from/to RayPack for Dell KACE's Table Editor has become a seamless matter of simple clicks.

### Improved command line tool RPK-1956, RPK-1960

New commands and parameters have been added, therefore some old commands and parameters have become deprecated, to improve the overall usability of the command line tool.

## Other

- RPK-48 Pressing **F1** in the Tables View with active table selection opens associated help file to that table (link to the official MSDN documentation).
- RPK-2154 Spinner buttons have been added for Registry and INI settings within the PackRecorder section
- RPK-2081 Added an option to select the parent in System Search -> Folder settings.
- RPK-2108 It is now possible to configure drivers directly from the **Component** view for existing components.
- RPK-2125 Improved generation of source paths after conversion from RCP to MSI/RPP.
- RPK-2154 Added spinner buttons in the PackRecorder Snapshot Settings.
- RPK-2167 RayPack respects substorages when building from MSI to RPP and vice versa.
- RPK-2208 Added a warning when while saving changes as an MST file the original MSI is not available anymore.
- RPK-2209 Added a warning when users saves an MST transform with another transform(s) already open when the action would result in a new empty transform otherwise.
- RPK-2212 The option **hide empty folders** in file browsers respects linked folder settings.

# Resolved Issues

The following is a summary of issues resolved in this release of RayPack for Dell KACE since the release of RayPack for Dell KACE 2.0 SP1.

- RPK-253 Removing a file extension via visual designer does not remove related context menu objects.
- RPK-261 The edit context menu form is irritated by the creation of a new file extension.
- RPK-331 Tooltip with validation result text may overflow the RayPack for Dell KACE boundaries.
- RPK-345 Removing a feature does not remove all resources assigned to a feature.
- RPK-448 AppSearch wizard produces incorrect values for folder and file searches.
- RPK-966 Improved detection of the file language on the import of non-English OS versions.
- RPK-1027 Adding a new ODBC Translator creates incorrect features.
- RPK-1161 Content of driver view is cropped for minimal window dimensions.
- RPK-1164 When a driver object is removed, database table contents are not removed.
- RPK-1165 Automatically detected supporting files for new driver are not stored in separate components even though the wizard option is activated.
- RPK-1168 There is a misleading object reference in the delete SQL database confirmation dialog.
- RPK-1172 All supported system item is present in target system drop-down.
- RPK-1185 Broken MSI formatted string selector interface within the create SQL script wizard step 3.
- RPK-1281 RayPack shortcut does not work if PackPoint is configured on a shared network drive and the network is down.
- RPK-1435 The value field inside the language selection of merge module is not in the center.
- RPK-1442 The first startup of an application creates a project and snapshot directory on the root drive regardless of the previous settings.
- RPK-1456 The symbol icon of RayPack is blurred. The image cannot be recognized.
- RPK-1459 Checkbox for object/container inheritance is not restored to a correct value when opening permissions editor.
- RPK-1464 Setting up a new component ID from outside of the package is not possible in the system search wizard.
- RPK-1606 The snapshot comparison tool is generating corrupted snapshots on specific systems.
- RPK-1634 Recent files list has a different behavior for missing projects between file menu and dashboard.
- RPK-1712 Extra characters are added to the custom path of the ThinApp bin directory.
- RPK-1714 A component created in the MSI template is automatically assigned to another feature when creating a RPP from RCP.

- RPK-1720 It is possible to add prerequisites to a project even if they are not downloaded.
- RPK-1760 When using multiselection in registry view, only one item is processed.
- RPK-1820 Unable to open RPP project if stream files are missing.
- RPK-1824 If names of captured registry keys contain at least one invalid NUL character, the generation of MSI from RCP fails with the following message: `Hexadecimal value 0x00, is an invalid character`.
- RPK-1845 MIME page of the extension wizard allows incorrect values.
- RPK-1860 Main window parameters are not behaving correctly on first-time resize / maximation.
- RPK-1892 Synchronization problems between Property View and Tables after saving MSI changes as Transform using the transform template.
- RPK-1893 Changing the "Author" tag in the summary information in a transform is not saved.
- RPK-1899 Fixed escaped characters in default registry values after the import of a `.reg` file.
- RPK-1909 Added support for custom variables in the `RPSourcePath` table (a new view is available in General > Build Options > Path variables. Refer to the *User Guide* for more information.
- RPK-1913 When converting files from ISM to RPP the custom IS paths are now respected and converted into RayPack variables.
- RPK-1914 fixed a command line error which occurred when building RPP files using relative paths to the project file.
- RPK-1915 Improved clipboard handling for copying and pasting rows between RayPack and Orca.
- RPK-1922 Improved error reporting if the conversion of ISM/WSI to RPP format fails.
- RPK-1937 RayPack for Dell KACE throws an exception when opening RPP/MSI projects with the value 32 in the table Component, column Attributes.
- RPK-1945 Adding merge modules to an `.rpp` project and then building it to an MSI erases summary information stream.
- RPK-1946 Provide a way that the **Save as** functionality can produce uncompressed resources.
- RPK-1948 Cannot import an icon if the table `icons` is missing.
- RPK-1953 Rare exception when adding a merge module.
- RPK-1957 Replacing an icon in an `.mst` causes an application crash.
- RPK-1958 RayPack for Dell KACE crashes after adding launch conditions table to a 7zip MSI.
- RPK-1959 Importing a corrupted ODBC driver cause loops an error message box.
- RPK-1977 When the option **Use a template for Windows Installer Transforms** is active, the template always overwrites options that are defined in the template when editing a transform in RayPack for Dell KACE.
- RPK-1979 Incorrect handling of references in `SecureCustomProperties` properties.
- RPK-1980 Could not open properties dialog for a folder containing a linked folder definition in an open RPP project.
- RPK-1983 **Export registry from a component** export the whole registry.

- RPK-1984 Random errors when importing Wise projects.
- RPK-2005 REINSTALLMODE in the TableView and the UI are out of sync / Changes are not recognized.
- RPK-2007 Wrong caption in the SQL Database view.
- RPK-2008 Adding certain actions via the UI (for example System Search) in a transform does not automatically add all required tables.
- RPK-2010 Adding file from *C:\Program Files (x86)* may produce incorrect variable syntax in RPSourcePath table.
- RPK-2012 Incorrect handling of escaped hash character when exporting registry file.
- RPK-2013 Cannot save MST file when identifiers of files are same but with different casing.
- RPK-2014 Language issues in German version.
- RPK-2020 Missing German translations.
- RPK-2028 Adding new custom action after existing one moves existing CA even if empty space available.
- RPK-2029 Applying an RPMST file to an MSI/RPP opened in PackDesigner does not refresh Summary Information view.
- RPK-2035 The label for **SETTINGS** is called **OPTION** in the backstage menu.
- RPK-2048 Adding Registry with registry browser adds unnecessary Wow64Node entity.
- RPK-2049 Localization text is missing or misused in warning messages for ThinApp and SWV building.
- RPK-2050 When RPMST file is saved, unchanged nullable cells are missing and component ID is hardcoded.
- RPK-2053 Poor performance when deleting hundreds of files at once.
- RPK-2054 Crash after fast repeated clicking while renaming a folder.
- RPK-2055 Incorrect Explorer path when clicking on source file path in File dialog.
- RPK-2056 Long file path names partially not supported when building RPP projects.
- RPK-2058 Crash when pasting UI elements to the dialog canvas.
- RPK-2065 Binary cells are incorrectly exported to RPMST format.
- RPK-2072 Registry view refreshes incorrectly and produces duplicates view items.
- RPK-2075 Attempting to delete an imported registry hive from a component added via transform causes CTD.
- RPK-2076 Chained transforms are saved back as consolidated.
- RPK-2081 It is not possible to add parent system search signature from UI.
- RPK-2087, RPK-2088, RPK-2089, RPK-2094 Certain values (ProductName, ProductVersion, INSTALLLEVEL) are not checked against MSI constraints.
- RPK-2095 When creating a new MSI/RPP project missing ProductCode/UpgradeCode properties are not added automatically.
- RPK-2097 Active setup entries in registry are missing version key.

- RPK-2099 CustomSecureProperties property is getting deleted after deleting one of the enumerated in value properties.
- RPK-2100 Wrong attributes of RPTextReplacement custom action.
- RPK-2103 When project fails to load due to missing required files, projects opened in the same window may crash when editing control sizes.
- RPK-2112 Crash when opening a non-existing recent item.
- RPK-2131 SysWOW6432 character casing is not ignored during registry parsing.
- RPK-2145 Cannot build .rpp project if files are on a share using UNC paths.
- RPK-2148 Repackage command line requires mandatory -ApplicationPath while it should be optional.
- RPK-2149 RayPack shows a warning when saving existing .rcp file in the same directory under a different file name when sources are being copied.
- RPK-2150 Slow opening of certain .rcp files.
- RPK-2152 Refesh issues when creating empty exclusion lists.
- RPK-2153 Branding components are being reassigned to another features during RCP->MSI build.
- RPK-2161 Crash when using command line tools (rpcmd.exe) on certain systems having only clean .NET 4.0 installed.
- RPK-2162: Ignored syntax -set Property=Value when building RCP to RPP directly.
- RPK-2169 Unable to import non-PE files (requiring MsiFileHash entry) to packages which have the old 100 MSI schema.
- RPK-2172 In some specific situations, when two tables have the same Primary and Foreign Keys, deleting a property may crash PackDesigner.
- RPK-2177 Cutting rows does not respect the checkbox to disable/enable the referential update.
- RPK-2178 Command line switch -set is not supported when building RCP to MSI format with rpcmd.exe.
- RPK-2179 The label for saving MST files in the **Transform** menu is confusing.
- RPK-2195 Error when importing very large icons.
- RPK-2196 Error when trying to edit a property directly after an icon is imported.
- RPK-2197 Inconsistent German translation in PackRecorder -> File menu.
- RPK-2210 Error when adding a new feature to which some references already exist.
- RPK-2228 Added binary streams are not checked for OLE limitations (up to 31 characters).

# Migration

## Upgrading the RayPack Application

### General upgrade preparations

RayPack 4.1 is delivered as part of the Packaging Suite Installer. In order to install it safely:

1. Download the Packaging Suite Installer 4.1 from the Raynet resource repository.
   (If you have not already received credentials, please contact the Raynet support team via the Raynet support portal to receive them via the ticket system).
2. Copy all files that need to be kept for later reuse or look-up (such as resources of global external plugins, log, settings and config files, the `*.license` file, the `*.rsl` file, etc.) to a temporary transfer directory outside of the RayPack for Dell KACE application directory (where they usually reside)..
3. Execute the Packaging Suite Installer and work through the setup routine. The installation of RayPack 4.1 using the Packaging Suite Installer is described in the *Packaging Suite Installer User Guide*.



**Note:**

If upgrading PackBench, ensure that a **running** SQL server is available before starting the migration/ installation.

## Migration from RayPack 4.0

PackBench 4.1 introduces a minor breaking change to the default behavior of the **New Run Wizard**. Previously, by default no empty subfolders for documentation, sources, packaging etc. were created upon the start of a run. It was up to the tools / scripts to create additional content and make use of the predefined structure. Based on feedback from users, we decided to change this behavior. PackBench 4.0 Patch 2 by default creates all subfolders (including empty ones). This new options is by default enabled on all workflows, even those created prior to the upgrade. In order to continue using the legacy 4.0 behavior, it is necessary to opt-out from this new default setting, by configuring each workflow and using a new option available in the **ADVANCED** tab in the Workflow Properties Dialog.

There are no other breaking changes.



**Note:**

Make sure to read the chapter Breaking changes, as it contains important information about changes in prerequisite software.

# Migration from older versions

Refer to the Raynet Knowledge Base for information about migration paths from version 2.1 and older.

### Licensing

If you are migrating from RayPack for Dell KACE 2.x or earlier, your existing license data will not be recognized by version 4.1. In order to use RayPack for Dell KACE 4.1 you have to reactivate RayPack for Dell KACE using the same order number, and the necessary license information will be automatically downloaded from the server. This operation requires that you have a valid maintenance for the product. Contact our support to get help regarding migration and licensing problems.

# Troubleshooting

If you experience abnormal symptoms (like program not starting, missing features, etc.) after the upgrade, we highly recommend to perform the clean installation of RayPack 4.1. In order to do that, please perform the following steps:

1) Locate your product order number. If you can't find it, contact our support.

2) Make a backup of your license file (by default installed to `<ProgramData>\Raynet\Licenses\RayPack \*.rsl`).

3) Uninstall the previous version of RayPack.

4) Delete the content of the installation folder (by default `C:\Program Files (x86)\RayPack`).

5) Install RayPack 4.1.

6) Start the main application (`raypack.exe`) to re-activate RayPack again.

If the issues are not resolved after performing the steps described above, the following steps will revert the profile to the original state:

7) Close RayPack.

8) Backup and then remove the content of the following folders:

- Configuration files
  - For RayPack: `%AppData%\RayPack`
- `AppData\Local\Raynet`
- Optionally, you can also revert the PackPoint to the default state by removing the PackPoint folder (standard installation path is `C:\RayPack\PackPoint`).

9) Start RayPack again.

If the procedures given above did not resolve the issue, please contact our support.

# System Requirements

## Hardware Requirements

This section lists the minimal hardware requirements for devices running RayPack for Dell KACE.

### Minimal

- Screen resolution: 1024 x 768 pixels
- Color settings: 16 bit
- RAM: 2GB
- Disk space: 10GB

### Recommended

- Screen resolution: 1280 x 1024 pixels
- Color settings: 32 bit
- RAM: 4GB or higher
- Disk space: 100GB or more

**Note:**
The installation of the RayPack for Dell KACE framework itself requires about 400MB of disk space. The amount of additional space needed depends on the volume of your packaging material and the location of the data store.

# Supported OS

The following operating systems are supported for the installation and running of RayPack for Dell KACE.

- Windows Vista
- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Windows Server 2008 SP1-SP2
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016

**Note:**
Packages generated with RayPack for Dell KACE have their own, individual set of target OS. The list above is not designed to display which target OS are reachable by RayPack for Dell KACE packages.

# Prerequisite Software

- .NET 4.5 Client & Full for Windows XP up to Windows 7 systems (both 32-bit and 64-bit)
- In order to use Quality features (checklists, compatibility, virtualization, and conflict testing) RayQC / RayQC Advanced have to be installed on the local machine.
- In order to create SWV packages, the Symantec Workspace Virtualization Agent 7.5 has to be installed on the packaging machine.
- In order to create Thin-App packages, the VMware ThinApp has to be installed on the packaging machine.
- In order to use *RayManageSoft* integration, *Management Console* has to be installed on the machine on which RayPack is running.

**Note:**
It is recommended to install RayPack for Dell KACE on a virtual machine. This allows the packaging machine to always be in a "clean state" and ensures that any packages created are not "polluted" with information (files, registry keys etc.) from other sources other than the package that is to be packaged.

# Additional Information

Visit *www.raypack.net* for further information regarding the product and current community incentives. It's also recommended taking a look at additional resources available at the Knowledge Base for Raynet products: *http://knowledgebase.raypack.net*.

Raynet is looking forward to receiving your feedback from your RayPack for Dell KACE experience. Please contact your Raynet service partner or write an e-mail to *beta@raypack.net* to add your ideas or requirements to the RayPack for Dell KACE development roadmap!

Our Raynet support team gladly assists you on any question or issue you encounter regarding RayPack for Dell KACE. Feel free to sign in and open incidents via our Raynet Support Panel.

## About Raynet

Raynet GmbH is a leading and innovative service and solution provider in information technology and specialized in the architecture, implementation and operation of all tasks within "Application Lifecycle Management". Raynet's Headquarters is in Germany and presently the company has additional locations throughout Germany, the USA, Poland, UK and Belgium.

For over 15 years, Raynet has supported hundreds of customers and partners with its products and solutions for enterprise application management projects worldwide. These include license management, software packaging, software deployment, migrations, client engineering and much more. Additionally, Raynet maintains and cultivates strong partnerships with leading companies in Application Lifecycle Management.

Raynet products and solutions are unique in design and functionality. Their development is highly driven by our customers and partners who play a big role in the design process of our products and are a key reason why our products are always cutting edge. Whether you want to introduce a new deployment tool or start a SAM project, whether you want to plan a packaging factory or do a migration - Raynet is the choice for best-of-breed practices in services, products, and solutions for Application Lifecycle Management.

## Next Steps

Please visit our website for more information: www.raynet.de, or contact our sales team: +49 5251 54009-0 or sales@raynet.de

## About Dell Software

Dell Software helps customers unlock greater potential through the power of technology - delivering scalable, affordable and simple-to-use solutions that simplify IT and mitigate risk. This software, when combined with Dell hardware and services, drives unmatched efficiency and productivity to accelerate business results. www.dellsoftware.com


**Raynet GmbH**

Technologiepark 20
33100 Paderborn
Germany

T +49 5251 54009-0
F +49 5251 54009-29

General information: info@raynet.de
Product support: support@raynet.de


RayPack for Dell KACE