



Kanguru Defender Basic+ User Manual

NOTICES AND INFORMATION

Please be aware of the following points before using your Kanguru Defender Basic+

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Defragmenting Flash Memory Warning

Do not attempt to defragment your Kanguru Defender Basic+ flash drive. Flash memory does not need to be defragmented and does not gain any performance by doing so. Defragmenting your flash drive can actually degrade the flash memory which may reduce the drive's total capacity and lifespan.

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1. Introduction

The Kanguru Defender Basic+ is a hardware encrypted, tamper proof USB flash drive. The Defender Basic+ contains two partitions: a CD-ROM partition and a secure, encrypted partition. The CD-ROM partition contains the login application that will allow you to access the secured partition.

The Kanguru Defender Basic+ flash drive secures your sensitive data using:

- 256-bit AES hardware encryption
- Secure password protection

Package Contents

Please check the contents of the package you received. If any of the parts listed below are missing, please contact Kanguru Solutions (508-376-4245) and you will be shipped replacement parts immediately.

- Kanguru Defender Basic+ USB Flash Drive
- Quick Start Guide
- Registration Form

Features

- ✓ 256-bit AES hardware encryption
- ✓ FIPS 197 Validated
- ✓ Password protected data partition for your secure files
- ✓ Does NOT require Admin privileges
- ✓ Driverless installation (Plug & Play)
- ✓ High-strength aluminum housing
- ✓ Write protect switch
- ✓ On-board antivirus protection
- ✓ Custom security colors available (Red, Green, Yellow, Blue, Tan, Gray)
- ✓ HIPAA Compliant
- ✓ Sarbanes Oxley Compliant
- ✓ GLB Compliant

System Requirements

- 1 Available USB port (USB 2.0 Recommended)
- 256MB of internal DDR RAM or more
- 500MHz internal CPU or faster
- Operating Systems (32 and 64 bit compatible):
 - Windows XP SP 3, Windows Server 2003, Windows Vista, Windows Server 2008, Windows 7, Windows 8
 - Mac OS X 10.5 and above (compatible with Intel-based Macs only)

Kanguru Remote Management Capability

Kanguru Defender Basic+ flash drives can be remotely managed using the Kanguru Remote Management Console (KRMC). KRMC is a web-based application that gives administrators a complete USB management and security system.

With KRMC you will be able to:

- ✓ Remotely delete all data on a target drive
- ✓ Schedule remote actions for present or future times
- ✓ Locate devices via IP address (IP Address / network location)
- ✓ Locate devices via hostname
- ✓ Create remote policy modifications like:
 - Password Strength and Length (e.g. 10 characters: 2 upper, 2 numbers, etc)
 - Limit Invalid Login Attempts (e.g. 3 retries before drive is wiped)
 - Rate at which password should be changed (e.g. every 30, 60, or 90 days)
 - Change user password
- ✓ Create user groups

KRMC Compatibility

There are two versions of KRMC that you can use to manage your drives:

- **KRMC Enterprise Edition** - KRMC is hosted on the customer's own server
- **KRMC Cloud** - KRMC is hosted on a Kanguru server

The Kanguru Defender Basic+ is compatible with both KRMC **Enterprise Edition** as well as **Cloud**.

For more information about KRMC, visit: <https://www.kanguru.com/>

1.1 Technical Specifications

The Kanguru Defender Basic+ comes in two models, depending on your drive's capacity. Technical specifications are different depending on your model.

1GB - 16GB Model



32GB - 128GB Model



General Specifications

Interface	USB 2.0 (USB 1.1 compatible)
Encryption Features	Hardware based 256-bit AES encryption
OS Compatibility	Windows XP SP3*, Server 2003, Server 2008, Vista, 7, 8 Max OS X 10.5 and above (Intel based only)
Write Cycles	10,000 write cycles / block
Data Retention	10 years or more

* In line with Microsoft's End-of-Support announcement for Windows XP, Kanguru Solutions is ending support for the Windows XP platform. While our products have been quality tested internally on Windows XP, we cannot guarantee normal product operation on an unsupported OS.

1GB - 16GB Defender Basic+ Specifications

Data Transfer Rate	Read: 20 - 33 MB/s Write: 10 - 13 MB/s
Weight	10g
Dimensions	64mm x 18.5mm x 9mm
Power (Read)	Max Read: 5 VDC @ 122mA
Power (Write)	Max Write: 5 VDC @ 182mA

32GB - 64GB Defender Basic+ Specifications

Data Transfer Rate	Read: 31 MB/s Write: 10 MB/s
Weight	15g
Dimensions	71mm x 27mm x 9mm
Power (Read)	Max Read: 5 VDC @ 150mA
Power (Write)	Max Write: 5 VDC @ 266mA

2. Kanguru Defender Manager Basic+

Kanguru Defender Manager Basic+ (referred to throughout this manual as KDMBasic+) is the client software preloaded on the Defender's CD-ROM partition. The user needs to login to KDMBasic+ in order to access the secure, encrypted partition. KDMBasic+ comes pre-installed on your Defender. No installation on your PC is necessary.

2.1 Running KDMBasic+

The Kanguru Defender Basic+ is compatible with multiple operating systems. Running the KDMBasic+ application can be different depending on the OS your computer is running.

2.1.1 Windows Users

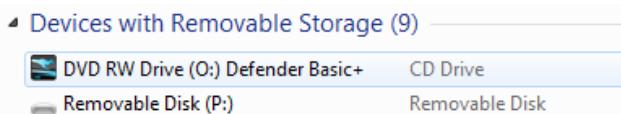
To run KDMBasic+, simply connect your Defender Basic+ to your computer through a USB port. When you connect your Defender Basic+, a CD-ROM partition and a removable disk partition should appear under My Computer. If you are running Windows 7 and do not see the removable disk, please refer to page 8 in this manual.

The KDMBasic+ application should start automatically.



If KDMBasic+ does not start automatically:

1. Open **My Computer** and open the Defender Basic+'s CD-ROM partition. The drive letter (e.g. D:, E:, F:) will depend on your computer.



2. Double-click on the **KDMBasic+.exe** file to run the application.

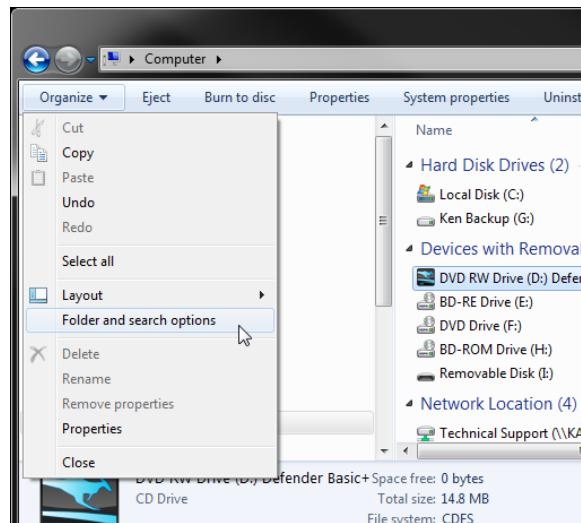
Caution! The **KDMBasic+.exe** file needs to remain on your Defender Basic+'s CD-ROM partition at all times. Always run the application from the CD-ROM partition. Do not try to copy or run KDMBasic+ from your computer's local hard drive.

Attention Windows 7 Users

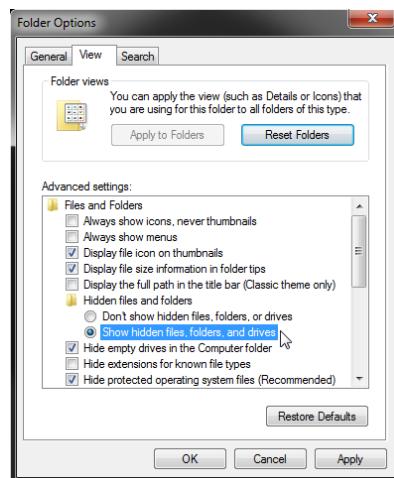
Windows 7 users may not see the removable disk partition until they have logged into KDMBasic+ (see section 2.3 *Logging into KDMBasic+* on page 17 for more information). This is normal.

If you are using the Defender Basic+ with the Windows 7 operating system and for any reason need to see the removable disk before you log into KDMBasic+, you will need to configure Window's Folder and Search Options. **Note:** This is user preference only. There is no need to configure Windows in order to use your Defender.

1. From My Computer, click on the **Organize** menu and then select **Folder and search options**.



2. The Folder Options window appears. Click on the **View** tab and then scroll down to the option for Hidden Files and Folders. Select **Show hidden files, folders, and drives**.



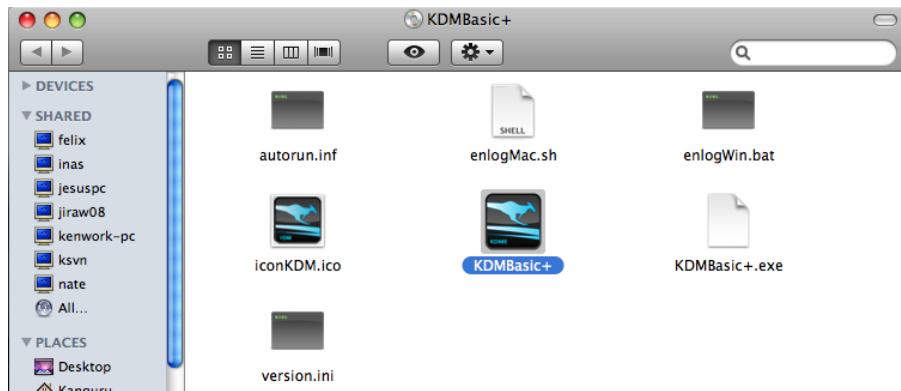
3. Click on the **OK** button to finish configuring Windows. The removable disk is now visible before you log into KDMBasic+.

2.1.2 Mac Users

To run KDMBasic+ from Mac OS X, connect your Defender Basic+ to your computer through a USB port. A CD icon ‘KDMBasic+’ will appear on the desktop. Double click on the KDMBasic+ icon to open it.



In the window that opens, double-click on the KDMBasic+.app file to launch the KDMBasic+ application.



Caution! The KDMBasic+.app file needs to remain on your Defender Basic+'s CD-ROM partition at all times. Always run the application from the Defender Basic+'s CD-ROM partition. Do not try to copy KDMBasic+ or run KDMBasic+ from your computer's hard drive.

Note: The KDMBasic+ icon is not always displayed on the desktop. If you do not see the KDMBasic+ icon on your desktop, you can locate the KDMBasic+.app file in the CD-Rom partition through the Finder window.

2.2 The Setup Wizard

When you start KDMBasic+ for the first time you will be greeted by the Setup Wizard. Follow the Setup Wizard instructions to create a login password for KDMBasic+.



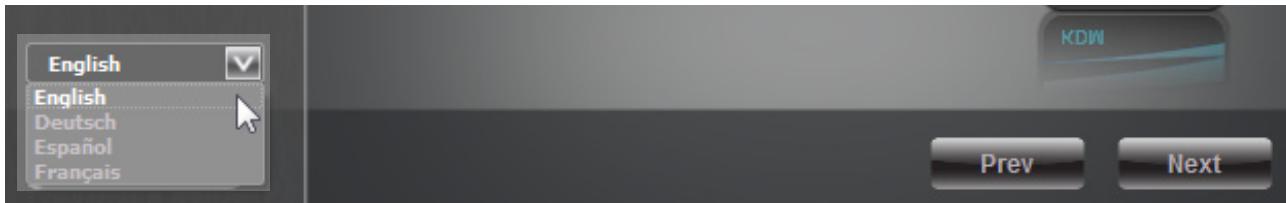
Note: Before you can set a KDMBasic+ password, the manual write protect switch must be set to the unlock position (towards the USB connector).



2.2.1 Selecting a Setup Language

The default language for the Setup Wizard is English. To run the Setup Wizard in a different language:

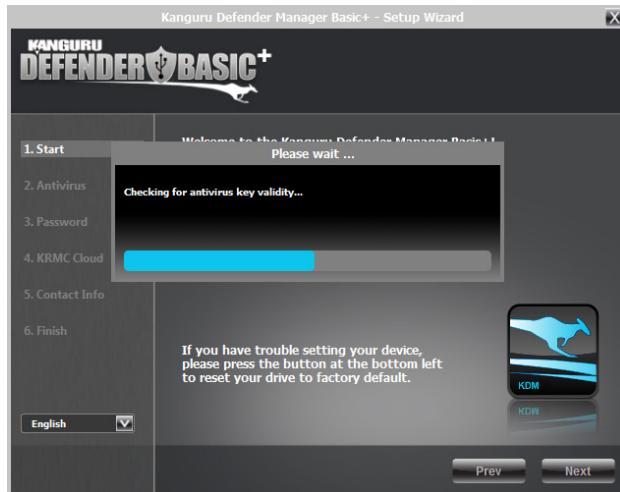
1. From the Welcome screen, click on the Language selection menu. A list of available languages will appear in a drop down menu. Select your desired language from the drop down menu. The Setup Wizard will switch to the new language.



2. Click on the **Next** button to continue to the next step.

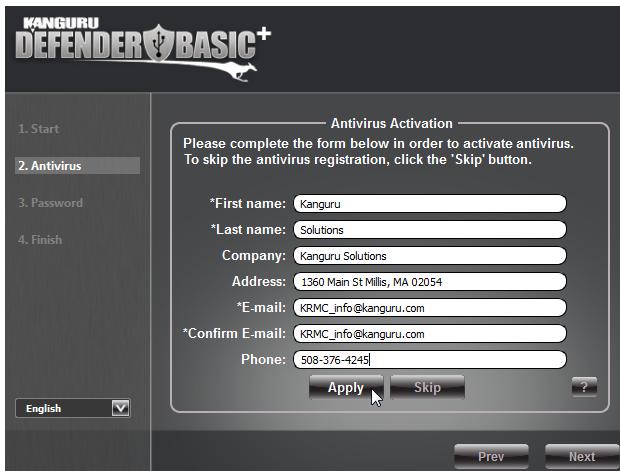
2.2.2 Activating On-board Antivirus Protection (Windows only)

KDMBasic+ will automatically check if your device has a valid antivirus license key. The drive will need to be connected to a computer with internet access in order to register for on-board antivirus protection.



If your Defender does not already have a valid antivirus license key, then you must fill out the following registration form with the required information and then click on the **Apply** button in order to activate your free antivirus protection trial.

Click on the **Skip** button if you do not wish to activate antivirus protection. **IMPORTANT!** If you decide to skip activating your antivirus now, you will not be able to activate it in the future without first resetting your drive to the factory default setting.

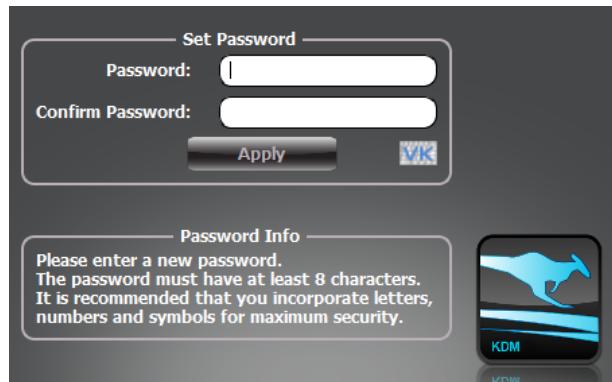


Click on the **Next** button to continue with creating your login password.

2.2.3 Setting a Password

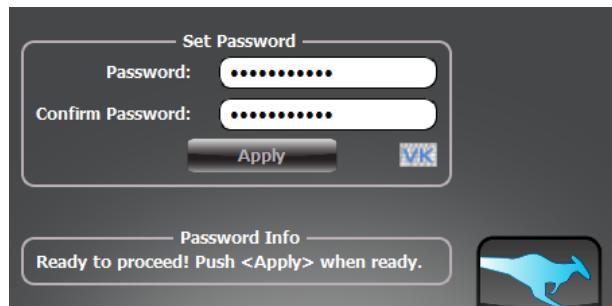
Your password is used to login to your Defender Basic+'s secure partition after you have completed the Setup Wizard. To create your login password from the Set Password screen:

1. Enter your password in the Password field. For security reasons, it is recommended that you incorporate letters, numbers and symbols to achieve maximum security.

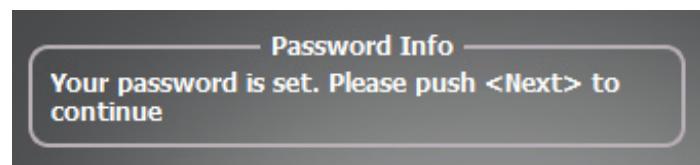


The Password Info window will inform you if there are any password requirements. It updates in real time. Disregard the messages in the Password Info box until you have finished entering your password into both the Password and Confirm Password fields.

2. Enter the same password in the Confirm Password field for verification. If the passwords you entered into both fields match then you will receive a notification in the Password Info box.



3. Click on the **Apply** button to set your password. Once the password has been set you will see the following message in the Password Info box:



4. Click the **Next** button. KDMBasic+ will automatically configure the security parameters and complete the setup process.

2.2.4 KRMC Cloud

Note: This section does not apply to Defender Basic+ drives that are being managed with the Kanguru Remote Management Console (KRMC) Enterprise Edition.

The Kanguru Defender Basic+ can be remotely managed using the Kanguru Remote Management Console (KRMC). KRMC Cloud is hosted on Kanguru's server and KRMC Cloud functionality must be enabled on the drive in order for it to be managed by KRMC.



To Enable KRMC Cloud functionality:

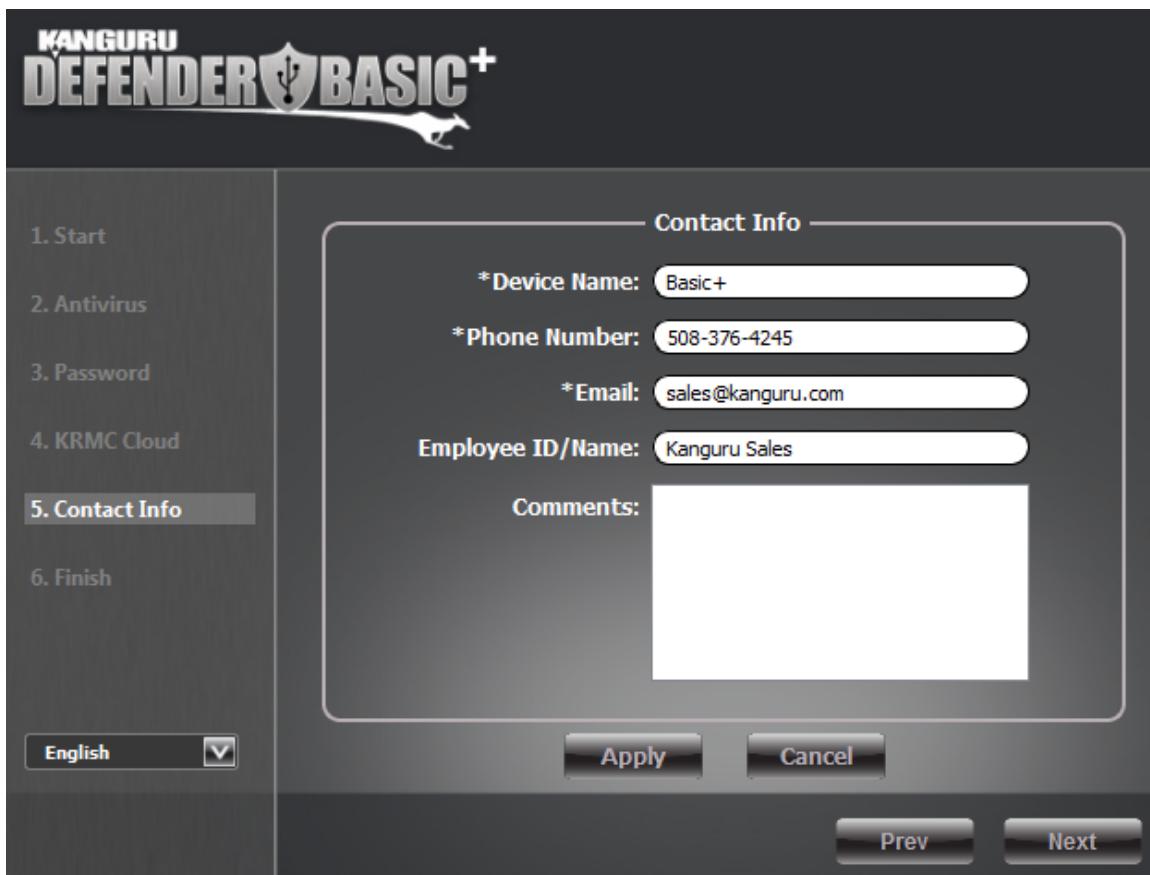
1. Select the **Enable KRMC Cloud** option and then click on the **Apply** button.
2. A dialog box will appear asking if you want to register your device with KRMC Cloud. Click on the **Yes** button.
3. Your web browser will open and direct you to the KRMC Cloud login page.
4. Purchase a license for your drive in order to use it with KRMC Cloud.

If you choose not to remotely manage your Defender using KRMC Cloud, select the **Disable KRMC Cloud** option and then click on the **Apply** button. You will not be able to enable KRMC Cloud functionality afterwards without first resetting the drive.

Click on the **Next** button to continue setting up your drive.

2.2.5 Contact Info

Note: This section does not apply to drives that are being managed with the Kanguru Remote Management Console (KLMC) Enterprise Edition.



Your contact info will be saved to the drive. If you are managing your drive using KLMC Cloud, the information entered here will be automatically be imported to the KLMC Cloud server when you register your Defender Basic+ with KLMC Cloud.

Fill in your information in the appropriate fields (Device Name, Phone Number and Email are required fields) and then click on the **Apply** button. A window will appear confirming that your data has been saved. Click on the **OK** button to close the window and then click on the **Next** button to finish setting up your drive.

Congratulations! Your Kanguru Defender Basic+ is now ready for use.

2.2.6 Resetting from the Setup Wizard

If you experience any problems while running the Setup Wizard, you may have to perform a device reset before you can complete the setup process.

Caution! Performing the reset function will format the device's secure encrypted partition. All data stored on the secure partition will be lost.

To perform a device reset from the Setup Wizard:

1. From anywhere in the Setup Wizard, click on the **Prev** button until you return to the Start Screen.
2. On the Welcome Screen you will see a **Reset** button at the bottom of the window. Click on the **Reset** button.



3. A dialog box appears asking you to confirm the reset. Click on **Yes** to reset your device to the factory default settings.

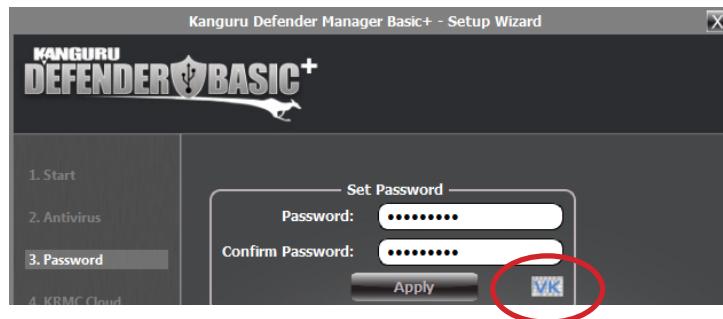
The Setup Wizard will run again, after the device has been reset to the factory default setting.

2.2.7 The Virtual Keyboard

The virtual keyboard feature can be accessed anytime you are entering your KDMBasic+ login password. It can be used when entering your password to prevent keylogging applications from recording your key strokes and potentially stealing your password.

To use the virtual keyboard to enter your password:

1. From the Set Password screen click on **VK** button. It is located near the bottom right of the Confirm Password field.



2. The virtual keyboard will appear below the Setup Wizard window. Click on the keys on the virtual keyboard using your mouse cursor to enter your password.

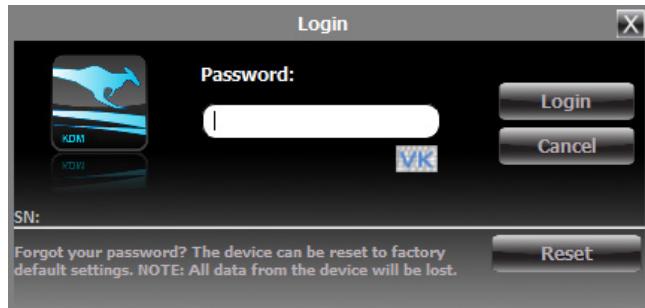


3. Click on the **VK** button again to close the virtual keyboard.

Note: You can click on the **Shuffle** key on the bottom right corner of the virtual keyboard to randomize the virtual keyboard's layout. Shuffling the keyboard layout prevents mouse tracking software from spying your password.

2.3 Logging into KDMBasic+

After you have completed the Setup Wizard, anytime you run KDMBasic+ you will be required to login using your security password. You need to provide the correct security password in order to access the Defender Basic+'s secure partition.



When the login screen appears:

1. Enter your password in the **Password** field.
2. Click on the **Login** button.

Caution! If you enter your password incorrectly enough times in a row (seven is the default setting but it may be different depending on your setup), for security purposes any data stored on the secure partition will be erased. You will be issued an on screen warning when you have one attempt remaining, to prevent accidental erasure. To cancel the login process, click on the **Cancel** button. Unplugging and then reinserting your drive or manually running KDMBasic+ again will bring the login window back.

Once you have successfully logged in to KDMBasic+, the secure partition will be accessible through My Computer or Windows Explorer. For more information on accessing the secure partition, see section 2.4.1 *Exploring the Encrypted Partition* on page 19.

Caution! Once you have logged into KDMBasic+, you should never disconnect your device without first closing KDMBasic+ properly by clicking the taskbar icon and selecting **Unmount Kanguru Defender** as described in section 1.1 Technical Specifications 6 on page 3.

Resetting from the Login Screen

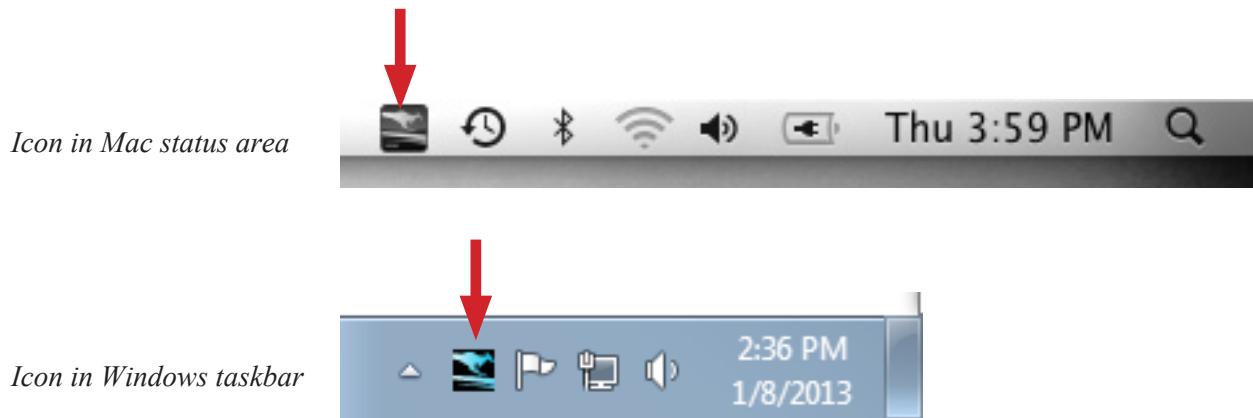
In the event you have forgotten your password, you can use the Reset to Factory Default function to reset your password. **Caution!** Using the Reset to Factory Default function will format and wipe all data off the device! All data on the device will be lost!

To reset your Defender Basic+ to the factory default:

1. Start KDMBasic+.
2. When the login screen appears, click on the **Reset** button.
3. When you are prompted to confirm the reset, click on the **Yes** button.
4. When your password and data stored on the secure partition have been erased, the following message will appear. Click on the **OK** button to complete the reset.

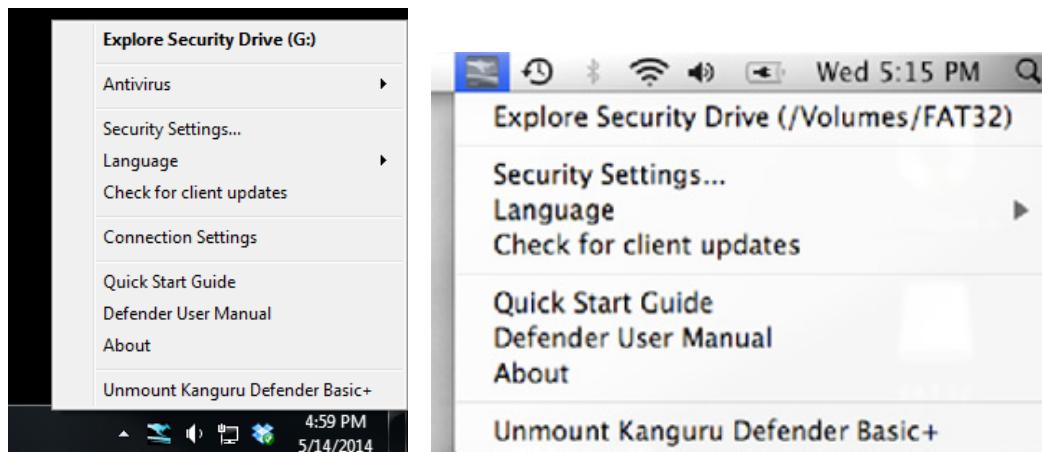
2.4 The Defender Basic+ Taskbar Menu

After you have logged into KDMBasic+, you will see a Kanguru Defender icon in the taskbar area (Windows) or within the status area (Mac OS X).



Note: The Kanguru Defender icon may be hidden in the Windows taskbar. Click on the **Show hidden icons** button next to the taskbar to reveal any hidden taskbar icons.

When you click on the taskbar icon, the Defender Basic+ taskbar menu appears.



The Defender Basic+ taskbar menu contains the following items:

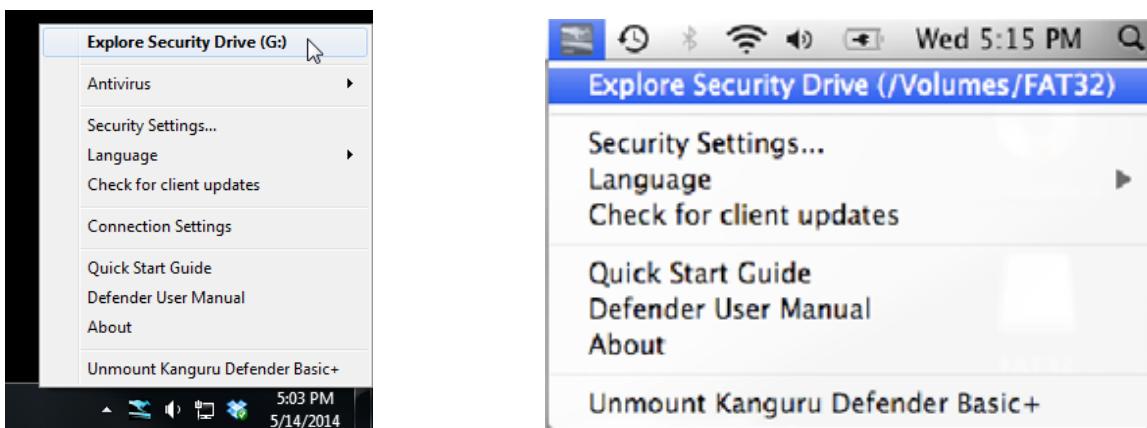
- **Explore Security Drive** : Open the secure partition in a new explorer window.
- **Antivirus (Windows only)**: Disable or Enable real time scanning. Access the on-board antivirus console to scan your device, a path or a file.
- **Security Settings** : Change your KDMBasic+ login password.
- **Language** : Select the language the KDMBasic+ menus are displayed in.
- **Check for client updates** : Manually check if a newer version of KDM is available for your device.
- **Quick Start Guide** : Download a digital copy of the Defender's quick start guide.
- **Defender User Manual** : Download a digital copy of this user manual.
- **About** : View information regarding the version of KDMBasic+ currently on your device.
- **Unmount Defender Manager Basic+** : Unmount the secure partition. This will close any secure, online environments and disable access to the device's encrypted partition.

2.4.1 Exploring the Encrypted Partition

A key feature of the Defender Basic+ is drag & drop encryption to the secure, encrypted partition. The encryption process is completely self-contained, which allows you to simply drag files that you want to encrypt onto the drive using the standard copy and paste function. The Defender Basic+ automatically encrypts these files as they are transferred to the secure partition, ensuring that your data is safe and private.

To open the secure partition:

1. Login to KDMBasic+ to gain access to the secure partition.
2. Click on the KDMBasic+ icon  located in the taskbar and then select **Explore Security Drive** from the popup menu.



We recommend using either the drag & drop action, right-click copy/paste action, or the shortcut keys (Ctrl+C and Ctrl+V) to copy and paste files and folders directly to and from the secure partition.

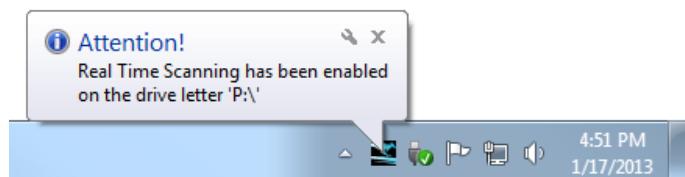
Note: Data saved on the secure partition are only accessible after you have successfully logged into KDMBasic+.

2.4.2 On-board Antivirus (Windows only)

Note: If you didn't activate antivirus during the Setup Wizard, you will have to reset your drive to the factory settings and enable Antivirus before you can use the antivirus functionality.

You must register your device with Kanguru Solutions in order to take advantage of the Defender Basic+'s on-board antivirus functions (see section *2.2.2 Activating On-board Antivirus Protection (Windows only)* on page 11).

Once your on-board antivirus has been activated, real-time virus scanning is automatically enabled whenever you log into your device.



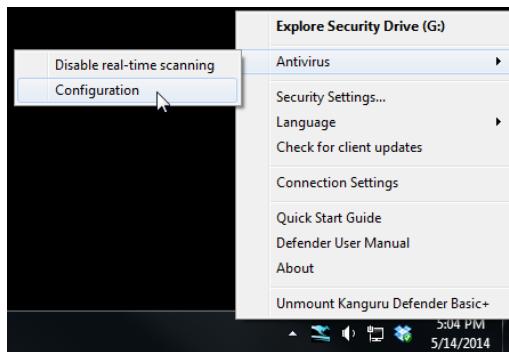
Note: Updates for the latest virus definitions are downloaded automatically when the device is connected to a computer with internet access. If you disconnect the Defender Basic+ before the latest update has finished downloading, it will save your place and continue the download the next time it is connected to a computer with internet access.

Virus definitions are stored in the 'System' folder on the secure partition. If these files are deleted, they will be automatically re-downloaded. If the device is reset to the factory default, these files will be deleted and will need to be re-downloaded. **Do not delete the 'System' folder or save any data besides virus definitions to it.**

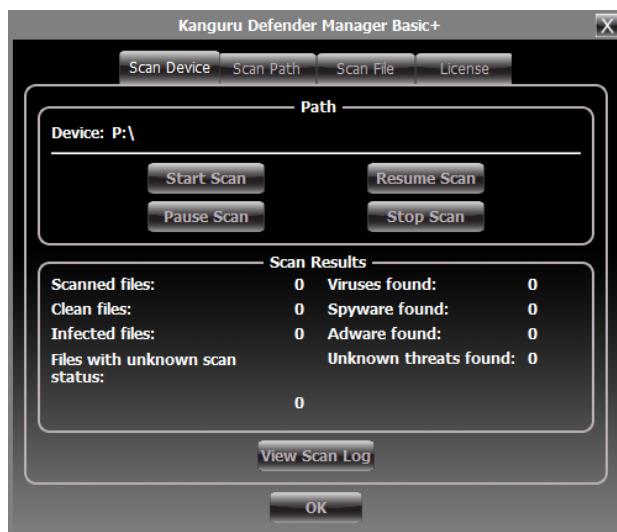
2.4.2.1 The Onboard Antivirus Console

You can access the on-board antivirus console to scan your device, a path or a file. To open the antivirus console:

1. Click on the KDMBasic+ icon  located in the taskbar.
2. Select **Antivirus** from the popup menu and then click on **Configuration** from the submenu.



The antivirus console appears. The antivirus console allows you to scan the Defender Basic+ device, a path on your computer or an individual file for known viruses and malware.

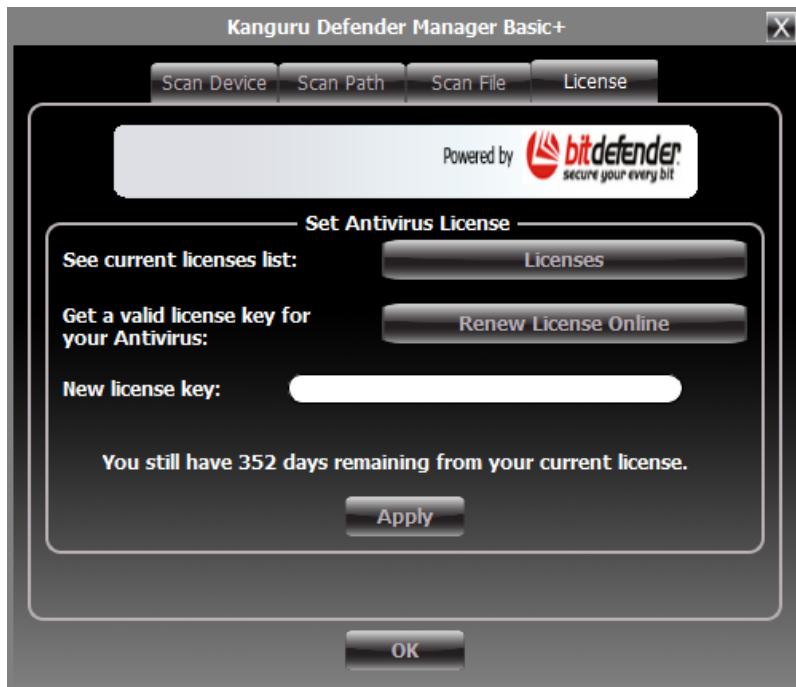


To scan for known viruses and malware:

1. Click on the **Scan Device**, **Scan Path**, or **Scan File** tab at the top of the antivirus console.
2. Click on the **Start Scan** button to begin scanning.
3. Once the scan has started:
 - Click on the **Pause Scan** button to pause the scan process. Click on the **Resume Scan** button to resume the scan.
 - Click on the **Stop Scan** button to cancel the scan process.
4. The scan results will appear in the **Scan Results** section.
5. Click on the **View Scan Log** button to view a log of the previous scan.
6. Click on the **OK** button to close the antivirus console.

2.4.2.2 License

The antivirus console allows you to manage your antivirus license.



To check your antivirus license:

1. Click on the **License** tab at the top of the antivirus console.
2. Click on the **Licenses** button to see your current antivirus license key.

If you need to renew your license key:

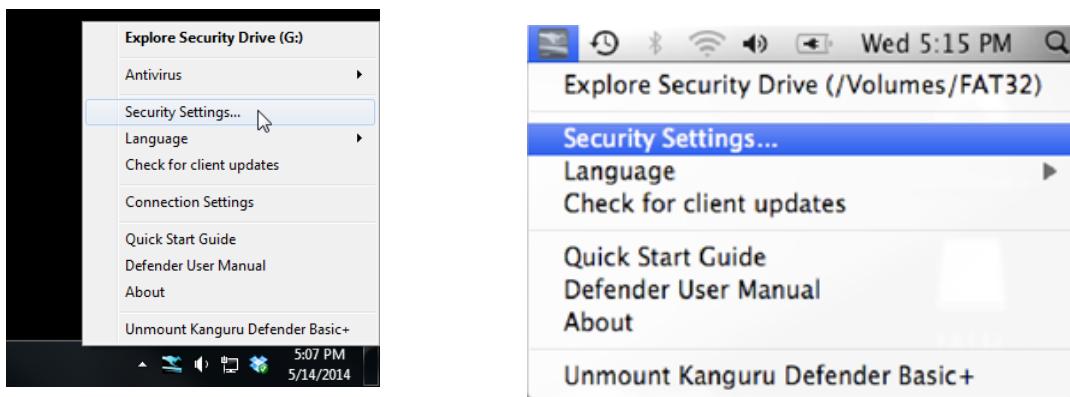
1. Click on the **Renew Licenses Online** button to obtain a valid license key for your antivirus.
2. Enter your license key in the **New License Key** field.
3. Check off the option for **Enable real time scanning** to enable real time scanning of your Defender.
4. Click on the **Apply** button to apply your license key.
5. Click on the **OK** button to close the antivirus console.

2.5 Changing Your Password

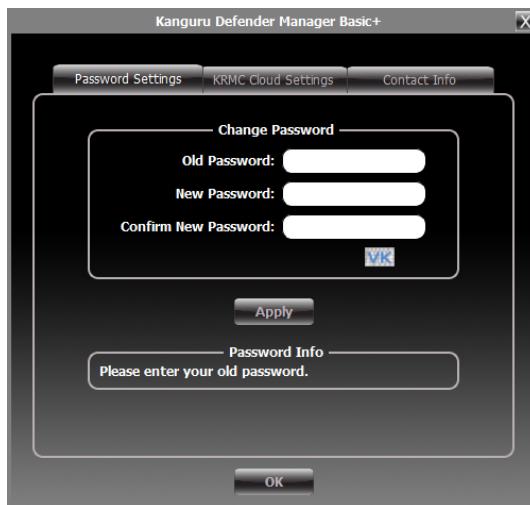
You can change the password you use to login to KDMBasic+ through the Security Settings.

To change your password:

1. Login to KDMBasic+ to gain access to the secure partition.
2. Click on the KDMBasic+ icon  located in the taskbar and then select **Security Settings...** from the popup menu.



3. The Password Settings window opens. Enter your current password in the **Old Password** field. Enter your new password in the **New Password** field and then enter it again in the **Confirm New Password** field.



4. When you are ready to proceed, click on the **Apply** button to set your new password.
5. Once your new password has been set, a confirmation window appears informing you that your password has been successfully changed. Click on the **OK** button to set your new password.

2.6 KRMC Cloud Settings

Note: This section does not apply to Enterprise Edition users.

You can enable or disable KRMC Cloud functionality through the Security Settings menu, as well as register the device with an existing KRMC Cloud account using a KRMC Cloud Account ID.



Enable/Disable KRMC Cloud functionality

To change your device's KRMC functionality, click on the KRMC Cloud Settings tab at the top of the Security Settings menu to enter the KRMC Cloud Settings window. You can enable or disable KRMC Cloud functionality by selecting the appropriate radio button and then clicking on the **Apply** button.

Register the device with an existing KRMC Cloud Account

If you have registered for a KRMC Cloud Account and have valid device licenses, you can manually register your device with your KRMC Cloud Account using your KRMC Cloud Account ID. Simply enter your KRMC Cloud Account ID into the field and then click on the **Register** button.

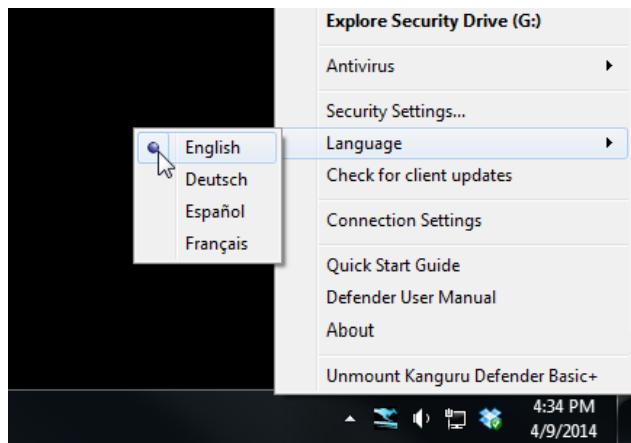
You can view your KRMC Cloud Account ID on the System Overview page when you login to KRMC Cloud.

2.7 Changing Languages

KDMBasic+ supports several languages. The KDMBasic+ language is set to English by default.

To change the language:

1. Right -click on the KDM icon  located in the task bar and then hover your cursor over the **Language** option in the popup menu. A list of available languages appears.



2. Click on the desired language from the submenu that you want KDMBasic+ to be displayed in.

2.8 Online Documentation

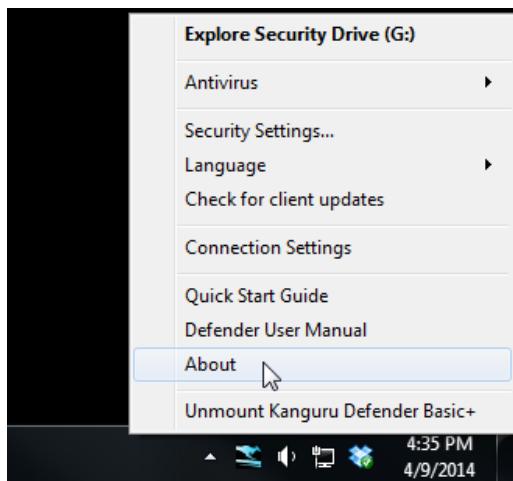
You can download digital copies of the Kanguru Defender Basic+'s documentation from the internet.

To download your Defender Basic+'s documentation, right-click on the KDMBasic+ icon  located in the task bar

- Click on **Quick Start Guide** to download a digital copy of the Defender Basic+'s Quick Start Guide.
- Click on **Defender User Manual** to download a digital copy of the Defender Basic+'s User Manual

2.9 About KDMBasic+

To view information regarding the version of KDMBasic+ currently installed on your device, right-click on the KDMBasic+ icon  located in the task bar and then select **About**.



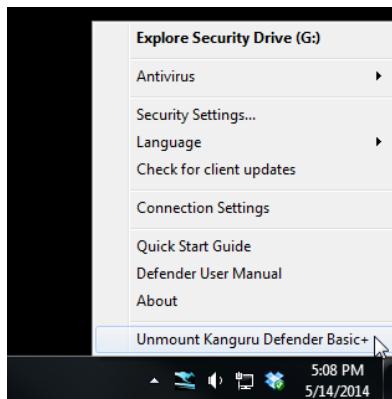
2.10 Unmounting Your Defender Basic+

When you unmount the Defender Basic+, the KDMBasic+ application will close and the secure partition containing your encrypted data will be inaccessible until you log into KDMBasic+ again.

Caution! Do not disconnect the Defender Basic+ without first properly unmounting your device as detailed in this section and then safely removing the device from your computer. Doing so may result in file damage or data corruption.

2.10.1 Safely Removing from Windows

To unmount your Defender Basic, click on the KDMBasic+ icon  located in the taskbar and then select **Unmount Kanguru Defender Basic+**.



The KDMBasic+ icon in the taskbar will disappear and the secure partition will no longer be accessible from My Computer or Windows Explorer.

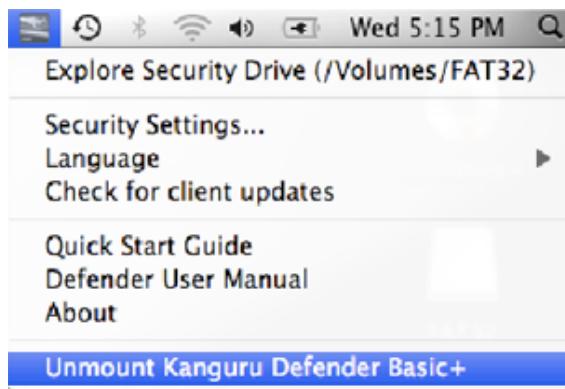
After the Defender Basic+ has been unmounted, use the Windows ‘Safely Remove Hardware’ function before removing your drive. To safely remove your Defender, click on the **Safely Remove Hardware icon** located in the taskbar. The icon may look different depending on your version of Windows.

A popup menu appears listing all USB devices connected to your computer. Select the Defender Basic+ from the list. A message will appear indicating that the portable storage device can be safely removed.

Caution! If a message saying “The device cannot be stopped right now” appears, please make sure any windows or applications accessing the Defender Basic+ are closed and then try again.

2.10.2 Safely Removing from Mac OS X

To unmount your Defender Basic, click on the KDMBasic+ icon  located in the status menu and then select **Unmount Kanguru Defender Basic+**.



The KDMBasic+ icon in the status area will disappear and the secure partition will no longer be accessible.

Once the Defender Basic+ has been unmounted, click and drag the KDMBasic+ icon from the desktop to the trash can icon. When you start dragging the KDMBasic+ icon, the trash can icon will change to an eject symbol.

Once the KDMBasic+ icon disappears from your desktop you can safely disconnect your Defender Basic+ from the computer.

3. Updating Your Defender Basic+

Updates for your Defender Basic+ flash drive's client application may be released from time to time. To view the version of the KDMBasic+ client application currently running on your drive, see section 2.9 About KDMBasic+ on page 26.

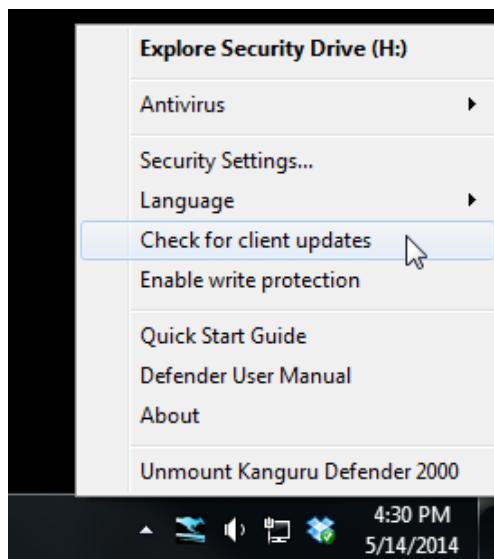
Please check whether your Defender Basic+ is being managed by Kanguru Remote Management Console (KRMC), as the update process is different for enterprise edition and standard edition drives.

3.1 Updating standard edition drives

Standard edition Defender Basic+ drives will automatically check the Kanguru Central Server (KCS) for client updates. Once you have successfully logged into your Defender Basic+'s secure partition, KDMBasic+ will check KCS for any available client updates. If an update is available, you will receive a pop-up notification with instructions for downloading the updater file. If you refuse the update, you will not be prompted to update again until the next version updater is released.

Note: The drive will only check KCS if it is connected to a computer with internet access.

To manually check if there is an update for Kanguru Defender Manager available for your device, right-click on the KDM icon  located in the task bar and then click on **Check for Client Updates**. If a newer client version is available for your device, follow the on-screen instructions to download and apply the update.



Standard edition Defender Basic+ users can also manually search and download available client updaters from the Kanguru Support site. Defender Basic+ client updaters can be found under the 'USB Client Software Updates' forum in the 'Software Downloads and Updaters' section (support.kanguru.com).

3.2 Updating KRMC enterprise edition drives

Enterprise edition Defender Basic+ drives are managed by the Kanguru Remote Management Console (KRMC). Updaters for enterprise edition Defender Basic+ drives are available for download from the Kanguru Support site. The KRMC system administrator is granted access to the enterprise edition downloads when their KRMC order is processed. Enterprise edition updaters can be found under the ‘KRMC Enterprise’ forum in the ‘Software Downloads and Updaters’ section (support.kanguru.com).

Once you have downloaded your enterprise edition updater, you can create an ‘Upgrade Client Application’ action in KRMC to deploy the update to all of your managed drives remotely.

Note: Only KRMC administrators are given access to download the enterprise edition updaters.

3.3 Verifying the download checksum

To verify the integrity of the KDMBasic+ updater that you downloaded, please use the SHA256 Checksum tool. The SHA256 Checksum tool will generate a 64-character checksum which can be verified against the checksum list published by Kanguru Solutions. This ensures that the updater file was downloaded correctly and wasn’t altered.

The SHA256 Checksum tool and a list of valid checksum values can be found on Kanguru’s Support site: <https://kanguru.zendesk.com/entries/21747773-sha256-checksum-utility>

To view and verify your download’s checksum:

1. Download the SHA256 Checksum tool from the Kanguru Solutions’ support site.
2. Save the SHA256 Checksum tool to the same directory that KDMBasic+ updater file is saved in.
3. Open a command prompt window by clicking on **Start → All Programs → Accessories → Command Prompt**.
4. Within the command prompt window, navigate to the directory containing your KDMBasic+ updater file and the SHA256 Checksum tool.
5. Type “sha256.exe <filename.exe>”, where <filename.exe> is the name of the updater file that you are checking.
6. Press the **Enter** key. A 64-character string appears. This is the SHA256 checksum of the updater.
7. Verify that the checksum generated by the SHA256 Checksum tool matches the checksum published by Kanguru Solutions for your updater version.

If the checksum generated by the SHA256 Checksum tool matches the checksum published, then your updater downloaded correctly. If the checksum generated does not match the checksum published by Kanguru Solutions, please delete the updater from your computer and download it again.

4. Warranty and Technical Support

This product carries a 3-year warranty from the date of purchase. Kanguru Solutions is not responsible for any damages incurred in the shipping process. Any claims for loss or damage must be made to the carrier directly. Claims for shipping errors should be reported to Kanguru Solutions within three (3) working days or receipt of merchandise.

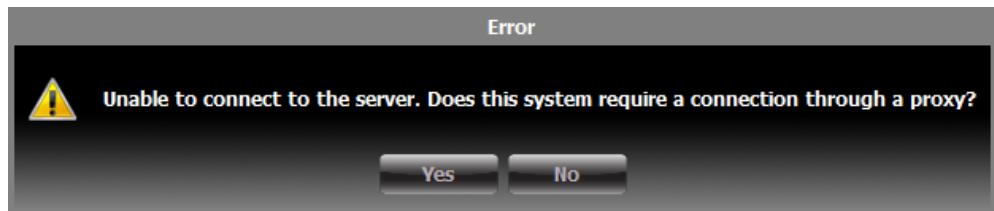
If you experience any problems using your Kanguru Defender Basic+ or have any technical questions regarding any of our products, please call our technical support department. Our tech support is free and available Monday thru Friday, 9am to 5pm EST.

Call 1-508-376-4245 or
Visit our website at www.Kanguru.com

Appendix A - Proxy Support

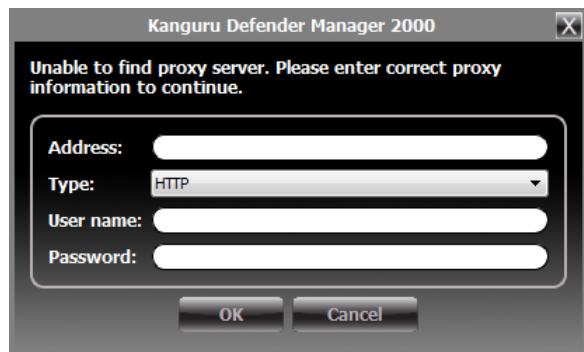
If your computer uses a proxy server to access the internet, the correct proxy information will need to be configured in KDMBasic+.

If the KDMBasic+ client application cannot connect to the internet you will see the following error message:



If the computer that the Defender Basic+ is connected to uses a proxy server to access the internet, click on the **Yes** button. KDMBasic+ will try to read the proxy server information from the computer's configuration.

- If KDMBasic+ is able to determine your proxy server's address and no authentication is required then KDMBasic+ will read this information and connect to the internet as normal.
- If KDMBasic+ is able to determine your proxy server's address but the proxy requires authentication then you will need to enter your credentials in the window that appears.
- If KDMBasic+ is unable to determine your proxy server's address then you will need to enter the proxy server address, proxy type and credentials:



Enter the proxy address and the port to connect to in the address field (e.g. 192.168.0.193:8080 or proxycomp:8080). Select your proxy type and then enter your credentials. If KDMBasic+ is able to connect to the proxy server using those credentials then the authentication information is saved in an encrypted proxy settings file on the host computer.

Note: Proxy information must be configured once for each computer the Defender Basic+ is connected to that connects to the internet through a proxy server.



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