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Version: 1.0.8

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Introduction

Thank you for using the KRMC Hosted. KRMC Hosted is a revolutionary product that places a complete USB security policy into your hands, giving you the ability to remotely manage USB flash drives from anywhere in the world. KRMC Hosted was designed to work specifically with the following Kanguru security drives:

Current

- Defender 3000
- Defender Elite 300
- Defender Elite 30
- Defender Bio-Elite30
- Defender Bio-Elite30 Life Planner Edition
- Defender HDD/SSD 35
- Defender HDD/SSD 350

Legacy

- Defender V2
- Defender Basic+
- Defender Elite
- Defender DualTrust
- Defender 2000
- Defender Elite200
- Defender HDD/SSD
- Defender HDD/SSD300

The devices mentioned above communicate through a secure, encrypted tunnel to ensure that your information is protected. For more information regarding the communication protocols used by KRMC Hosted, please contact: Sales@Kanguru.com.

KRMC Hosted has an array of features that give administrators the ability to manage their Kanguru secure USB flash drives and hard drives. Below is a list of some of the features in KRMC Hosted:

- Remote Data Deletion
- Self-Service Password Management (SSPM)
- Remote Device Disable/Enable
- Remote Password Management
- Administrator Level Auditing of Actions and Events
- Ability to Create Groups Consisting of Multiple Devices
- Configurable Offline Settings
- Remote Re-Provisioning of Devices for Security Policy Enforcement and Compliance
- IP Address and Hostname Device Usage Tracking
- Logging of All Account Actions and Events
- Organized Asset Management System
- Remote Messaging to Devices
- License Management for KRMC Hosted and Endpoint Protection by BitDefender.
- Ability to Create Schedule-Based Actions

***Note:** Any Kanguru device that is configured to communicate with a KRMC Hosted account will be permanently bound to that KRMC Hosted account. Resetting the device will not unbind it. In order to unbind a Kanguru Defender device from your KRMC Hosted Account, contact Kanguru Tech Support.*

Provisioning Drives to KRMC

2

KRMC Hosted provides system administrators a secure platform for managing their fleet of Kanguru Defender drives remotely. You MUST configure and register each of your Kanguru Defender drives in order for them to communicate with your KRMC Hosted account.

The steps to enable KRMC Hosted functionality and to register your devices will vary depending on which method you use to configure KRMC Hosted during the initial setup process:

- KRMC Hosted configured using the Hosted Provisioning Tool.
- KRMC Hosted configured using Kanguru's Local Administrator tool (UKLA).
- KRMC Hosted configured using the Kanguru Defender Manager (KDM) Setup Wizard.

Important! All three methods require network connection to krmc.kanguru.com. The PC being used for drive provisioning MUST have a clear network connection to krmc.kanguru.com. If you are behind a firewall or connect to the internet through a proxy, you may experience connectivity issues which will lead to errors.

Regardless of which method you are using, you will need your KRMC Hosted Account ID in order to register your devices with your KRMC Hosted account. Your KRMC Hosted Account ID can be found either in the e-mail notification that was sent to you when you created your KRMC Hosted account, or on your KRMC Hosted account's Home page. Make sure that you have recorded your KRMC Hosted Account ID accurately before proceeding further.

Your KRMC Hosted Account ID is case-sensitive.



The screenshot shows the KRMC Hosted dashboard with a sidebar on the left containing navigation links: Dashboard, Devices, Actions, Admin Management, Licenses, Settings, Reports, and File Audit. The main content area has several cards: 'Account information' (Email Address: [redacted], Account Type: Super Admin, Account Level: Premium, Account ID: [redacted] (highlighted with a red box), Your Last Login: 03/22/2025 13:25, Number of devices: 81, Total Unused Licenses: 26, Unused KRMC Licenses: 26, Unused Endpoint Protection Licenses: 0, Number of Connected Devices: 0, Devices With Expired Licenses: 0, Last Device Connection Date: 08/06/2024 10:11:11:22); 'Device Types' (a pie chart showing distribution of device types: HDO, Elite 30, Defender 3000, Elite 300, Defender 2000, Elite 200, Bio-Elite 30, Defender Basic, Elite); 'License Calculator' (a card with a dropdown menu for 'How Many?'); 'Pending Actions' (a card showing an action: 'Action Type: Enable/Disable USB to Cloud' for 'Target Device: [redacted]', with notes and a timestamp of 03/08/2024 13:58); and a 'News' section on the right with several news items. The 'Account ID' field in the 'Account information' card is highlighted with a red box.

Provisioning Drives to KRMC

2

Hosted Provisioning Tool

This section only applies if you are using the Hosted Provisioning Tool to enable KRMC Hosted and/or to disable on-board anti-virus. The Hosted Provisioning Tool must be used to configure devices before they are provided to the end user.

The following drive models are supported by the Hosted Provisioning Tool: Defender 3000, DefenderElite300, Defender Elite30, Defender BioElite30.

***Note:** If KRMC Hosted was previously disabled on the device through the Kanguru Defender Manager Setup Wizard, you will need to reset the device before using it with the Hosted Provisioning Tool.*

1. Connect your Defender devices to your computer and launch the Hosted Provisioning Tool. Any connected Defender devices will appear with two drive letters in the bottom half of the window.

***Note:** If no devices appear in the Hosted Provisioning Tool window, make sure your drives are connected and then click on the refresh drives button.*



2. Select the checkbox next to “Enable KRMC”.

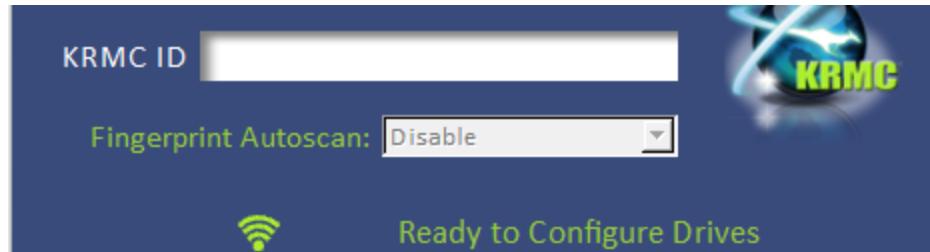
***Note:** If you want to disable onboard anti-virus, select “Disable Anti-Virus”.*



3. The field “KRMC ID” will become active and will need to be completed with the appropriate information. If the device that you are provisioning is a BioElite30 model, then you have the option to Enable or Disable Fingerprint Autoscan.

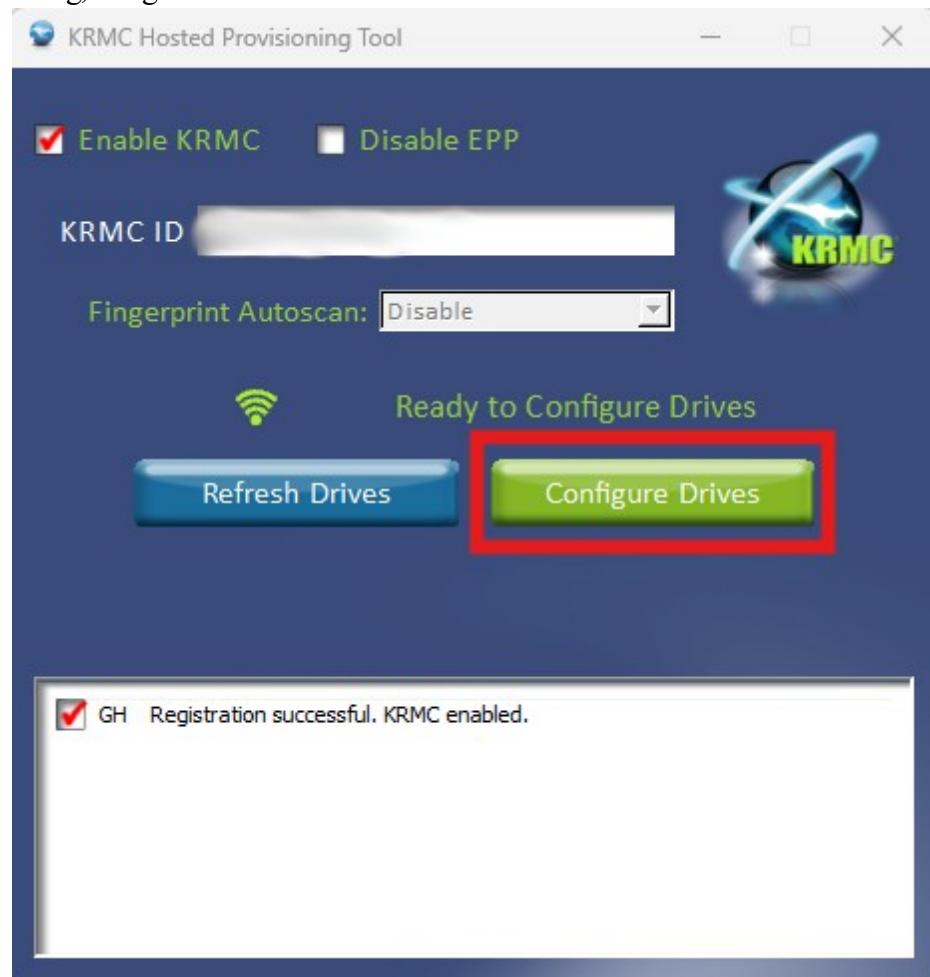
Provisioning Drives to KRM**C**

2



| | |
|----------------------|--|
| KRM C ID | The KRM C ID (also known as Account ID) can be located at the top right hand corner of KRM C once you log into KRM C . |
| Fingerprint Autoscan | Disabled - The device user will be required to run KDMBio to access the secure storage partition. Since KDMBio is always needed in this configuration, the drive will only work on a supported PC or Mac. This is typically recommended for devices being managed by KRM C On-Premise. Enabled - The device user will be able to access the drive's secure partition using only their fingerprint. They will not need to run KDM in this configuration and their BioElite30 device will run on any OS. |

4. Click on the Configure drives button. If everything is configured correctly then you will receive a message stating, "Register succeeded. KRM**C** enabled."



Provisioning Drives to KRM**C**

2

***Note:** If you receive a status message stating, “unable to enable KRM**C** Hosted” then please reset the device(s) to the factory default settings and retry.*

KRM**C** Hosted has now been enabled on the device and the device has been registered with your KRM**C** Hosted account.

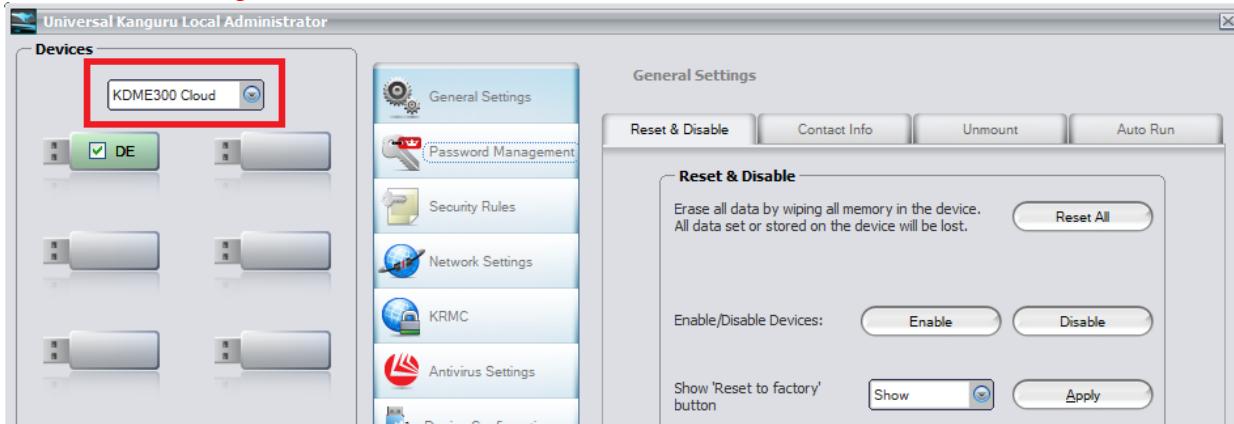
Provisioning Drives to KRM**C**

Devices Configured Using UKLA

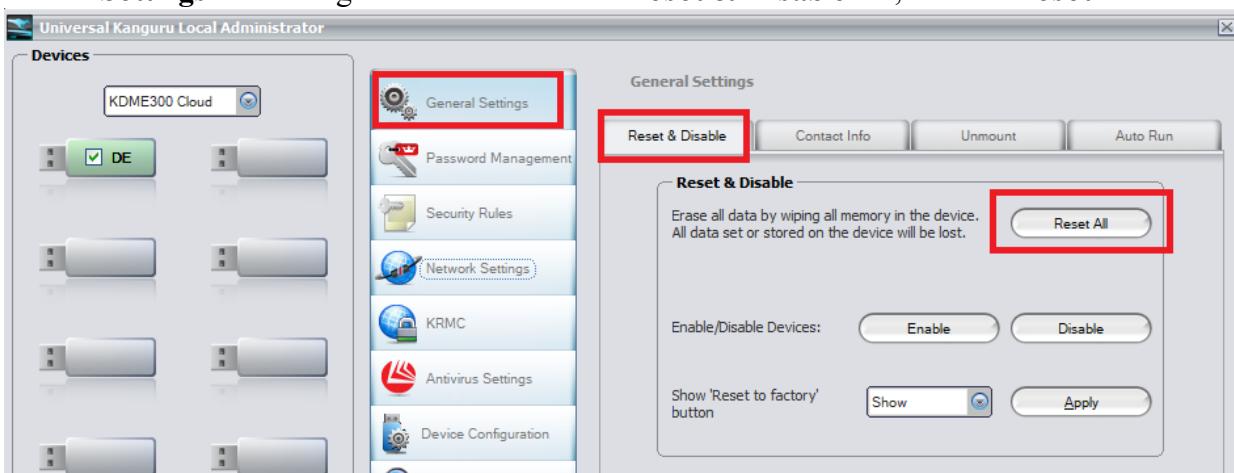
This section only applies if your Defender devices are being managed locally with the Universal Kanguru Local Administrator (UKLA) application and you want to use KRM**C** Hosted to manage your device remotely. If your devices are currently in the possession of the end users, they will have to be returned to the UKLA administrator. Contact the device end users and advise them to back up their data and return their devices to the UKLA administrator. For this document, we will assume that you are the UKLA administrator.

Once you have all devices in your possession:

1. Connect your devices to your computer and launch UKLA. **Note:** *All connected Defender devices should be the same model (e.g., Elite30, Elite300, 3000). Although UKLA is capable of configuring multiple devices simultaneously, it is unable to configure more than one model type at a time. For example, it is possible to configure five Defender Elite 300s and then configure five Defender 3000s afterwards, but you cannot configure five Defender Elite 300s and five Defender 3000s at the same time.*
2. Once you have logged into UKLA, select the device model type from drop-down menu located at the top of the Device Grid. **Note:** *Make sure you select the “Cloud” version, and not “Enterprise”.*



3. Make sure all of your devices are selected in the Device Grid and then click on **General Settings** in the navigation menu. Under the **Reset & Disable** tab, click on **Reset All**.

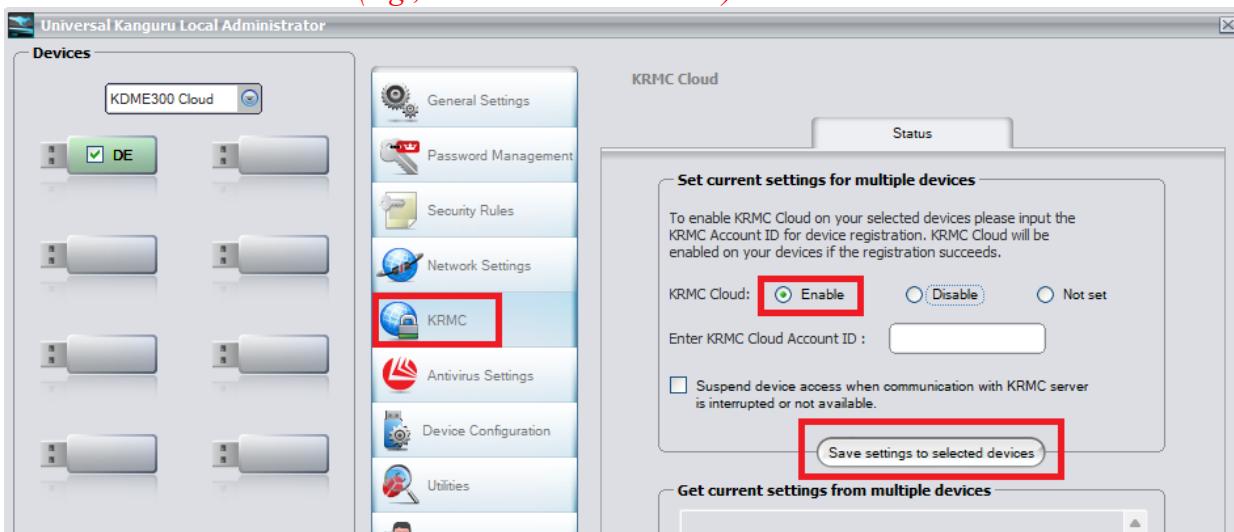


Provisioning Drives to KRMC

2

4. Once your devices have been reset, you can configure them to work with KRMC Hosted. Click on **KRMC** in the navigation menu on the left. Under the **Status** tab, click on the **Enable** radio button.
5. Once **Enable** is selected, you will be able to enter your KRMC Hosted Account ID. Make sure all of your devices are selected in the Device Grid and enter your KRMC Hosted Account ID in the appropriate field.

Note: Click on the checkbox next to “Suspend device access when communication with KRMC Hosted server is interrupted or not available” if you want to prevent the device user from being able to login to their drive when the device is not able to communicate with KRMC Hosted (e.g., no network connection).



6. Click on the **Save Settings to Selected Devices** button.

Your devices have now been configured and registered for use with your KRMC Hosted account. Repeat these instructions for each Defender model type in your possession, until all devices have been registered with your KRMC Hosted account.

Provisioning Drives to KRMC

Devices Configured Using Kanguru Defender Manager

If your devices are in your possession then you can follow these instructions to manually configure and register your devices with your KRMC Hosted account. If your devices are in the possession of the end user, send a copy of these instructions to the end user along with your KRMC Hosted Account ID and each end user will be responsible for configuring and registering their own devices. **Note: Your Kanguru Defender drive must be setup prior to performing the steps described below.**

1. Plug your device into the computer and run the KDM application from the device's CD-ROM partition.
2. Log into the device utilizing the password configured on it.
3. From the Command Console interface, navigate to **Settings**. From **Settings**, select the **KRMC Hosted** tab.



4. Once in the **KRMC Hosted** tab, enable KRMC Hosted by selecting **Enable KRMC Hosted**. The field **Enter KRMC Hosted ID** will become enabled and you must enter your KRMC Hosted Account ID then click on the **Verify** button.

Provisioning Drives to KRM**2**C



5. If KRMC Hosted was enabled properly, after selecting **Verify** you should receive a popup stating that the device has been registered to KRMC Hosted. After seeing this message, the **KRMC Hosted** tab will no longer be able to be seen on the Defender device.

Your device has now been configured and registered for use with your KRMC Hosted account. Repeat these instructions for each of your Defender devices.

Getting to Know KRMC Hosted

3

KRMC Hosted is a web-based Software as a Service (SaaS) application that provides administrative tools in a single, centrally managed console. It allows you to manage, monitor, and provision your USB devices. Its intuitive design simplifies the workflow for an administrator, making it easy to take advantage of the array of tools and available options. There are a large amount of options, settings, and features to KRMC so here are some basic items to get started with:

| | |
|---|---|
| Logging in for the First Time ¹¹ | If new to KRMC, these are the steps you will follow to get started. |
| Logging into KRMC with SAML ¹³ | KRMC Advanced and Premium accounts have the ability to utilize SAML for logging into KRMC. If utilizing this feature, you can follow these steps to show how that process will work. |
| Two Factor Authentication ¹⁴ | Security is always a top priority and as such we recommend utilizing Two Factor Authentication. We currently provide steps for how to utilize 2FA with Email or Google Authenticator. |
| Navigation Menu ²² | This is a breakdown of the navigation options available on KRMC. |
| Account Activity Icons ²⁴ | Every account has access to activity icons granting access to different features. Some of these include changing account password, logging out of KRMC, customizing the dashboard. |
| Admins, Auditors, and Groups ³² | A breakdown of the different types of accounts that are available on KRMC and how to create them. |
| License Assignment ³⁸ | A base description on how licenses are assigned and how to manually assign licenses. |

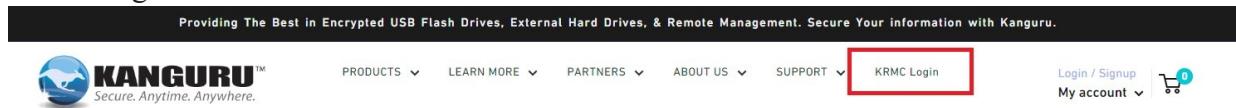
Getting to Know KRMC Hosted

3

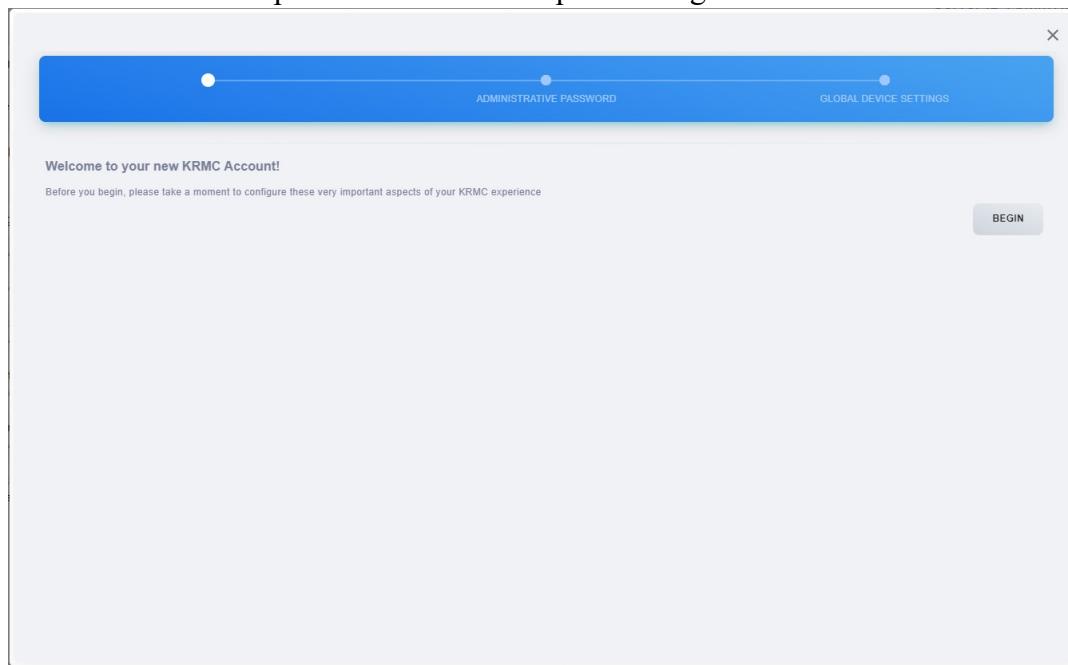
Logging in for the First Time

If you are logging into KRMC Hosted for the first time, you will be required to complete some initial setup and configuration of your KRMC Hosted. This will only have to be done once by the Super Administrator (SA), the first time they login.

1. Open your web browser. The site is best viewed by using the latest version of Microsoft Edge, Mozilla Firefox, Google Chrome, Brave, Safari, or Opera.
2. Once you have the web browser open, you can use either of these methods to navigate to the login page:
 - o Visit <https://krmc.kanguru.com> and you will be directed to the login page directly.
 - o Visit <https://www.kanguru.com> and then click on the KRMC Hosted Login link located in the navigation bar:



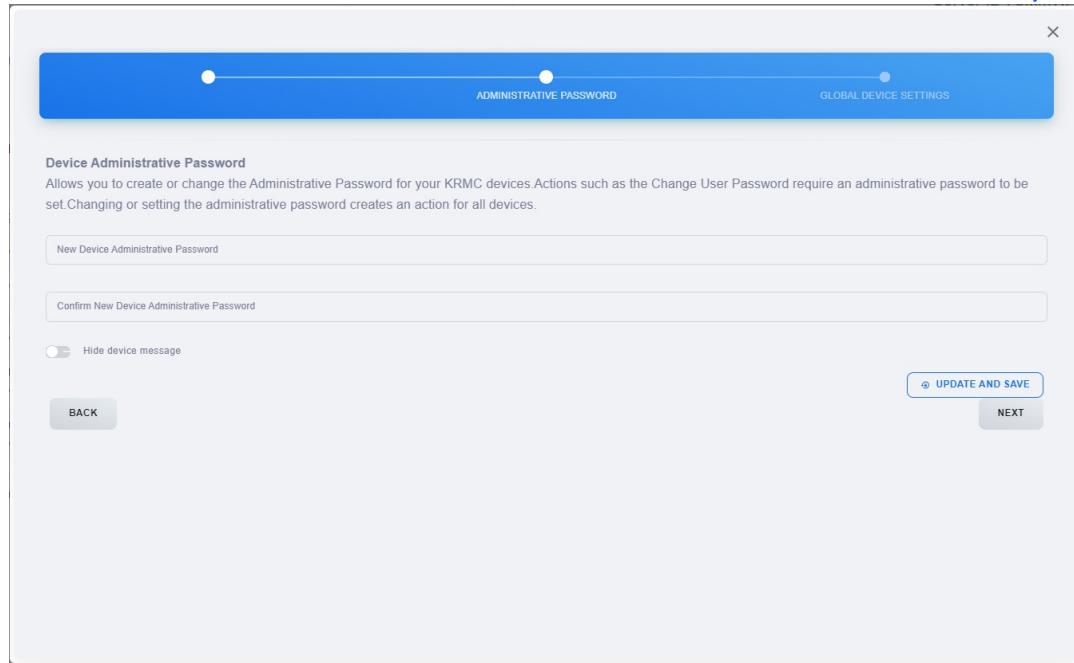
3. The first time that you log into KRMC Hosted, you will be greeted with the Welcome Screen. Click on the **BEGIN** button to proceed with initial setup and configuration.



4. On the next screen you will be prompted to create an Administrative Password. The Administrative Password must conform to the default security parameters. Enter and then re-enter an Administrative Password and then click on the **Update and Save** button. The option "Hide Device Message" is disabled by default. If you enable this, no newly registered drive will receive a visible message stating that the device Administrative Password has been received. ***Note: The password must be a minimum of 8 characters, with at least 1 upper case letter and 1 number.***

Getting to Know KRMC Hosted

3



New Device Administrative Password

Confirm New Device Administrative Password

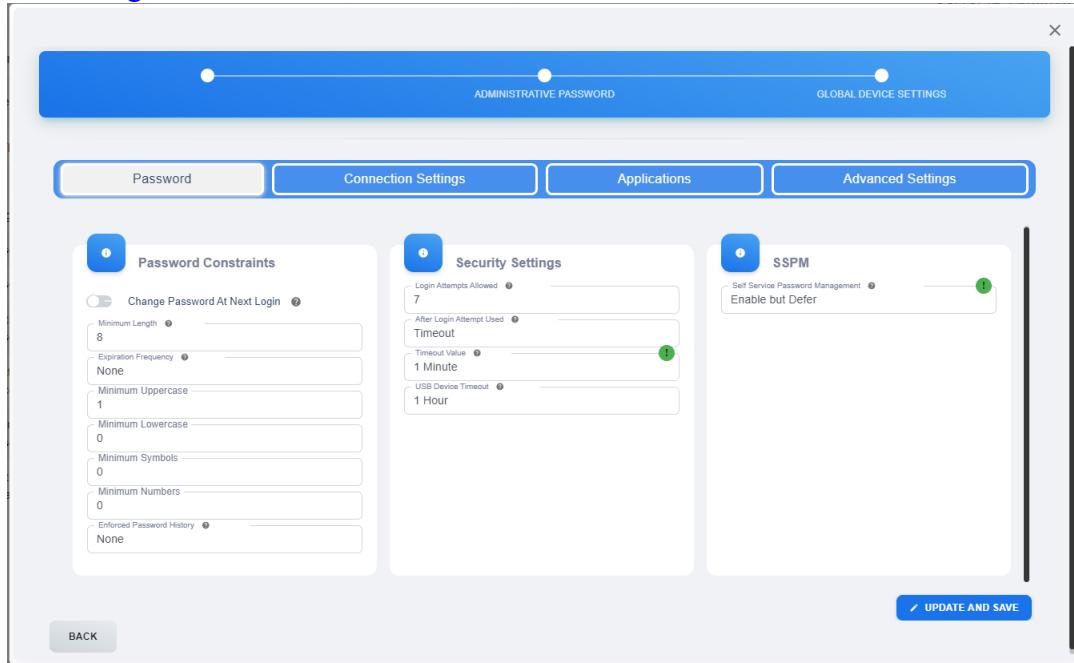
Hide device message

BACK

UPDATE AND SAVE

NEXT

5. Define a Global Device Settings and then click on the **Update and Save** button. All managed drives registered with KRMC Hosted will be automatically configured with these security policy settings. The SA is able to alter this at a later point by navigating to [Settings](#)⁹⁶ and selecting [Global Device Settings](#)⁹⁷.



>Password

Connection Settings

Applications

Advanced Settings

>Password Constraints

Change Password At Next Login

Minimum Length: 8

Expiration Frequency: None

Minimum Uppercase: 1

Minimum Lowercase: 0

Minimum Symbols: 0

Minimum Numbers: 0

Enforced Password History: None

Security Settings

Login Attempts Allowed: 7

After Login Attempt Used: Timeout

Timeout Value: 1 Minute

USB Device Timeout: 1 Hour

SSPM

Self Service Password Management: Enable but Defer

BACK

UPDATE AND SAVE

Once you have completed the initial setup and configuration, you will be directed to the KRMC Hosted dashboard.

Getting to Know KRMC Hosted

3

Logging into KRMC Hosted with SAML

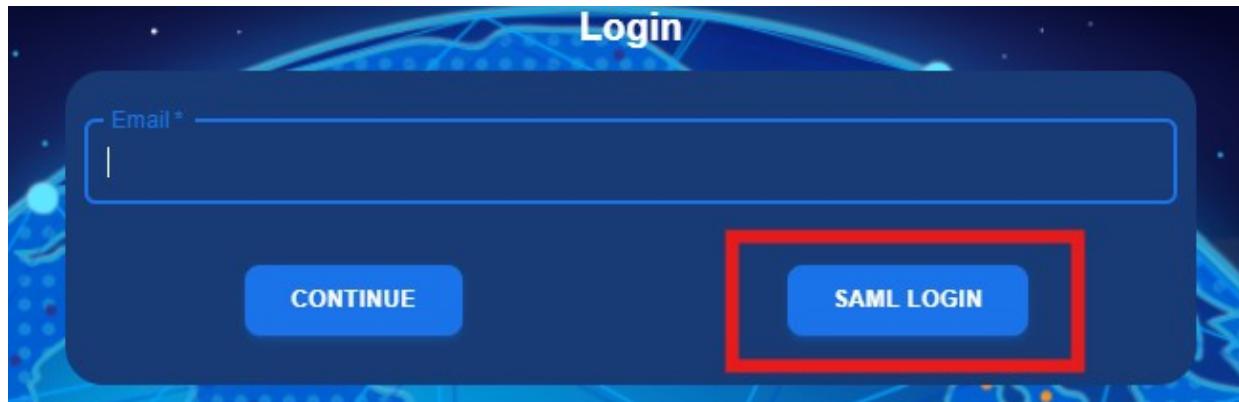
Active Directory (AD) based Single Sign On (SSO) using Security Assertion Markup Language(SAML) provides KRMC Hosted administrators an alternative sign-on option for login. If setup for the account, an administrator wishing to login to KRMC Hosted will be redirected to the SSO URL for authentication using their own SAML supported AD service. Once the administrator authenticates into their AD service, they will be redirected back to KRMC Hosted in a ‘logged-in’ state, where they can continue to use KRMC Hosted features as usual.

Benefits of using AD based login:

- Productivity savings for administrators – no additional passwords to remember for KRMC Hosted. The KRMC Hosted login now ties seamlessly with SSO.
- Administrators are authenticated using the company’s trusted internal AD services, enabling higher customer trust in the KRMC Hosted ecosystem overall.
- Near instant privilege revocation in case a KRMC Hosted Administrator is terminated as an employee. KRMC Hosted will refresh the account state with the customer’s AD server every 30 minutes.

SAML in KRMC Hosted is located on the [Settings](#) [96] page under the section [Server Settings](#) [109].

Note: *SAML login functionality is only available to KRMC Hosted Advanced and Premium accounts.*



Getting to Know KRMC Hosted

Two Factor Authentication

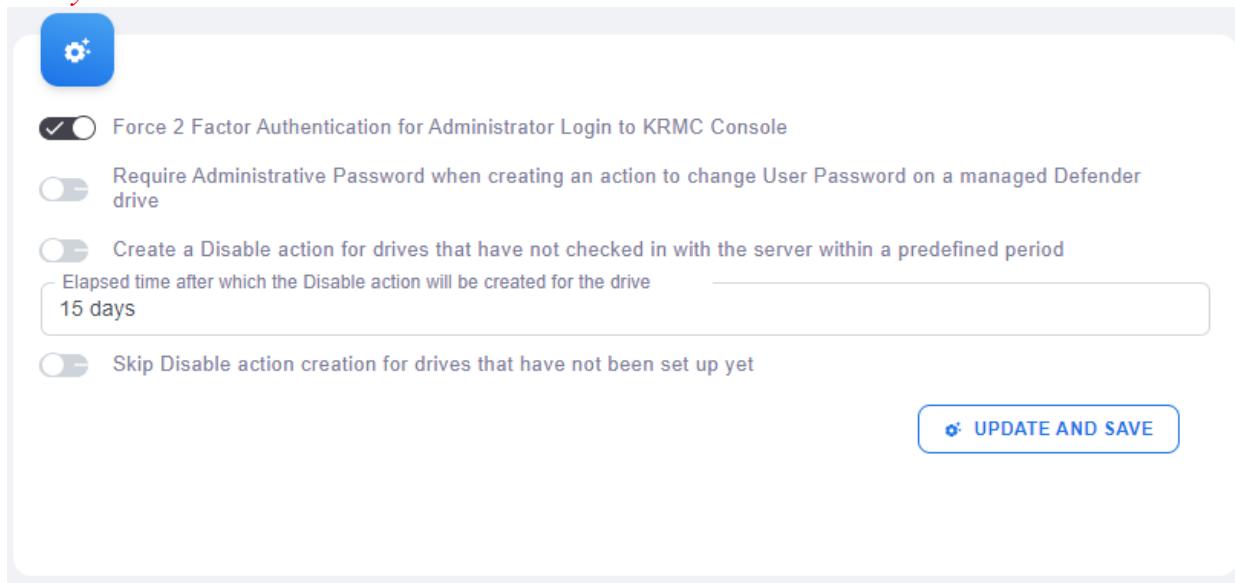
Two Factor Authentication (2FA) is a feature that extends an additional layer of security which prevents unauthorized administrators and auditors from logging into KRMC Hosted. At this time KRMC Hosted supports 2FA in forms of email and Google Authenticator.

2FA can be enabled on all KRMC Hosted accounts or individual ones based on your preferences.

For steps on how to enable 2FA email for individual accounts, please click [HERE](#)¹⁷.

For steps on how to enable 2FA Google Authenticator for individual accounts, please click [HERE](#)¹⁹.

- To force 2FA for all administrators on your account you will need to navigate to [Settings](#)⁹⁶ and selecting [Administrative Settings](#)¹⁰⁷ and enable “Force 2 Factor Authentication for Administrator Login to KRMC Hosted Console” and select the **Update and SAVE** button. ***Note: Force 2FA is only available on Advanced and Premium KRMC Hosted accounts.***



- You will receive an email with a verification code that will need to be entered into the designated field on KRMC Hosted.

Getting to Know KRMC Hosted

3

Hello [REDACTED],

Please use code **324144** to verify that Two-Factor Authentication will work well for you. This code will expire in 30 minutes.

Using two factor authentication protects your users by preventing unauthorized logins into your KRMC account. Thank you for doing your bit in keeping KRMC secure.

Warm Regards,
Team Kanguru.

Kanguru Solutions
1360 Main Street
Millis, MA 02054

1-888-KANGURU
www.kanguru.com



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- After the code has been entered, select the **VERIFY** button. You will know that the 2FA setup has been completed as you will receive a message on KRMC Hosted stating “Administrative Settings Updates” and the Authentication Code field will be blank.

The screenshot shows the KRMC Hosted administrative interface. At the top, there is a blue button with a gear icon. Below it, a green message box displays the text "Code sent." with a checkmark icon. The main configuration area contains several toggle switches and input fields:

- Force 2 Factor Authentication for Administrator Login to KRMC Console
- Require Administrative Password when creating an action to change User Password on a managed Defender drive
- Create a Disable action for drives that have not checked in with the server within a predefined period
Elapsed time after which the Disable action will be created for the drive:
- Skip Disable action creation for drives that have not been set up yet

At the bottom, there is a text input field labeled "Authentication Code:" with a visibility icon, and a blue "UPDATE AND SAVE" button.

- You will then receive an email stating that 2FA has been enabled on your account.

Getting to Know KRMC Hosted

3

Hello [REDACTED]

This is just a courtesy notification that the Super Administrator for your KRMC account [REDACTED] has activated Two-Factor authentication for your KRMC account. You will now receive on this email address a time limited code for logging into KRMC each time you log in.

Sincerely,
Your Kanguru Support Team.

Kanguru Solutions
1360 Main Street
Millis, MA 02054

1-888-KANGURU
www.kanguru.com



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For logging into KRMC Hosted when 2FA is enable, please click [HERE](#) [REDACTED].

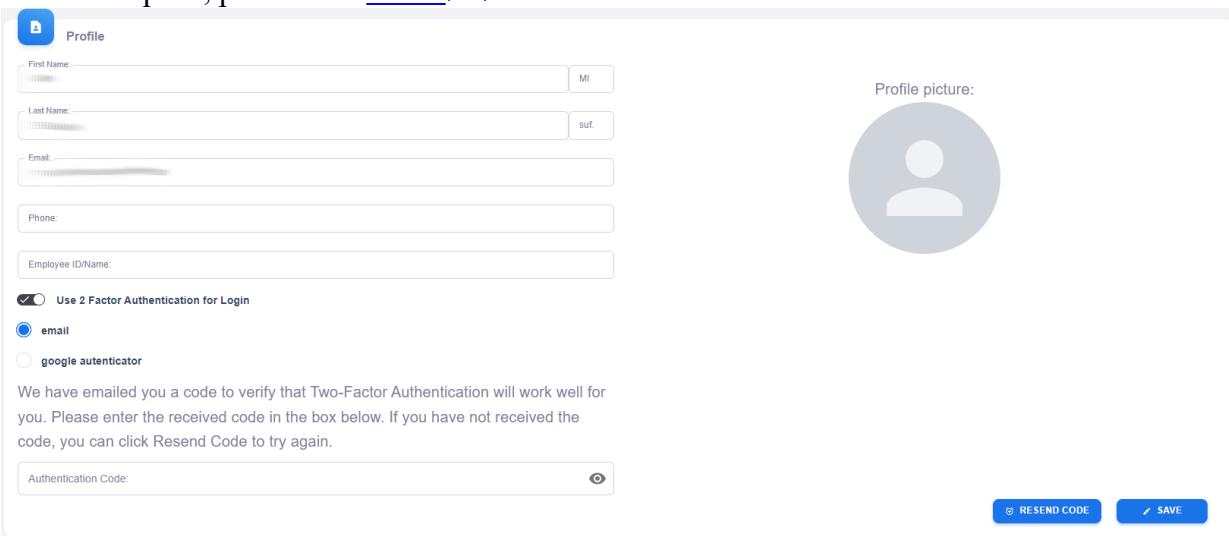
Getting to Know KRMC Hosted

3

Enable 2FA Email

Enabling Two Factor Authentication (2FA) for the email authentication method can be performed on the currently logged in account, Super Administrator (SA), or Regular Administrator (RA) if the RA has the permissions "Can Create and Edit Administrators" and "Can Create and Edit Auditors" located under [Edit Admin Information](#)⁷⁰.

1. Once logged into KRMC Hosted, you will need to navigate to Edit Profile which is located at the top right of the screen under the Account Icon.
2. Make sure the option "Use 2 Factor Authentication for Login" is selected, then select email. **Note:** *If 2FA is being forced on all KRMC Hosted accounts, you will be unable to disable this option but you can switch the option between Email and Google Authenticator.* For more information on this option, please click [HERE](#)¹⁴.



The image shows the KRMC Hosted Profile edit form. It includes fields for First Name, Last Name, Email, Phone, and Employee ID/Name. A 'Use 2 Factor Authentication for Login' toggle is set to 'email'. A large placeholder for a profile picture is shown. Below the form, a note says: 'We have emailed you a code to verify that Two-Factor Authentication will work well for you. Please enter the received code in the box below. If you have not received the code, you can click Resend Code to try again.' A text input field for 'Authentication Code' is provided, along with 'RESEND CODE' and 'SAVE' buttons.

3. You will receive an email with a verification code that will need to be entered into the designated field on KRMC Hosted.

Hello [REDACTED]

Please use code 672788 to verify that Two-Factor Authentication will work well for you. This code will expire in 30 minutes.

Using two factor authentication protects your users by preventing unauthorized logins into your KRMC account. Thank you for doing your bit in keeping KRMC secure.

Warm Regards,
Team Kanguru.

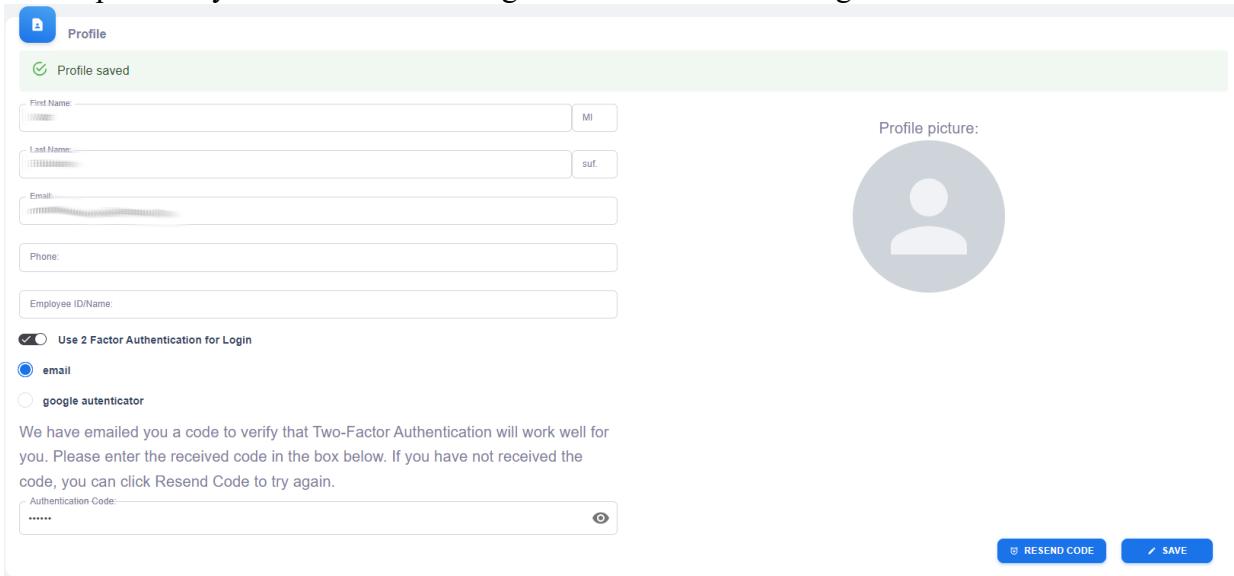
Kanguru Solutions
1360 Main Street
Millis, MA 02054

1-888-KANGURU
www.kanguru.com



Getting to Know KRMC Hosted

4. After entering the code, click on the **SAVE** button. You will know that the 2FA setup has been completed as you will receive a message on KRMC Hosted stating “Profile Saved”.



The screenshot shows the KRMC Hosted Profile page. At the top, there is a blue header bar with the text "Profile". Below it, a green banner displays the message "Profile saved" with a checkmark icon. The main form contains fields for "First Name", "Last Name", "Email", "Phone", and "Employee ID/Name". To the right, there is a placeholder for "Profile picture" with a circular icon showing a person's silhouette. Below the form, there is a section for "Two-Factor Authentication for Login". It includes a checked checkbox for "Use 2 Factor Authentication for Login" and two radio buttons: "email" (selected) and "google authenticator". A note below says, "We have emailed you a code to verify that Two-Factor Authentication will work well for you. Please enter the received code in the box below. If you have not received the code, you can click Resend Code to try again." A text input field labeled "Authentication Code" contains "....." and has a visibility toggle icon. At the bottom right, there are two buttons: "RESEND CODE" and "SAVE".

For logging into KRMC Hosted when 2FA is enable, please click [HERE](#) ²⁰.

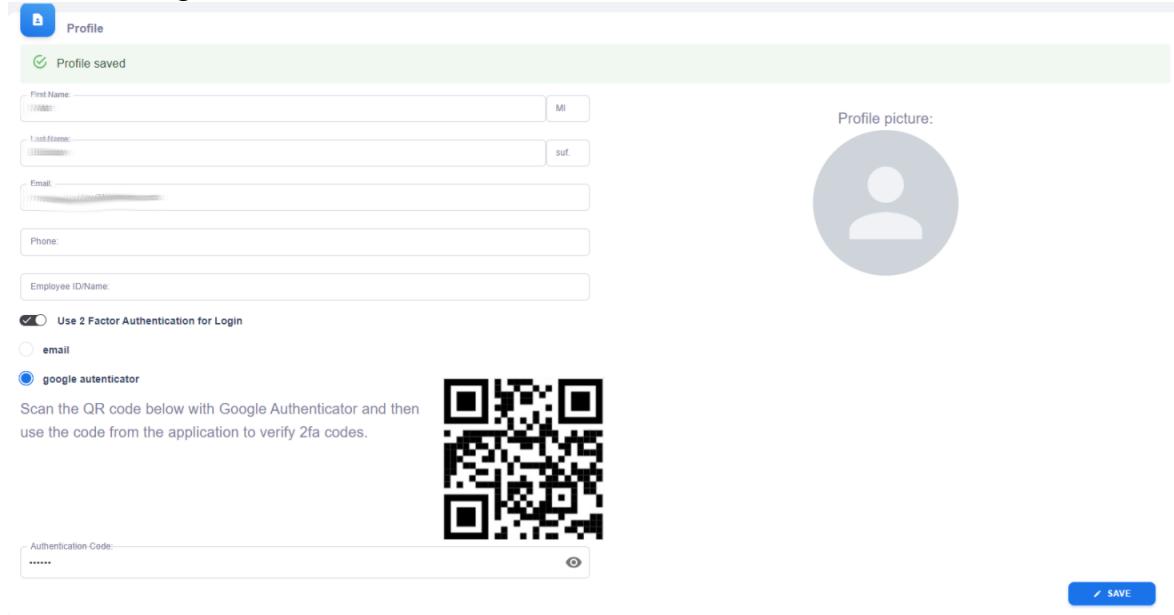
Getting to Know KRMC Hosted

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Enable 2FA Google Authenticator

Enabling Two Factor Authentication (2FA) for the Google Authenticator can only be performed on the currently logged in account.

1. Once logged into KRMC Hosted, you will need to navigate to Edit Profile which is located at the top right of the screen under the Account Icon.
2. Make sure the option “Use 2 Factor Authentication for Login” is selected, then select Google Authenticator, and press the **SAVE** button. *Note: If 2FA is being forced on all KRMC Hosted accounts, you will be unable to disable this option but you can switch the option between Email and Google Authenticator.* For more information on this option, please click [HERE](#)¹⁴.
3. You will need to open your Google Authenticator Application on your Smart Device to scan the QR code presented to you. and enter the code provided. After entering the code, click on the **SAVE** button.
4. You will know that the 2FA setup has been completed as you will receive a message on KRMC Hosted stating “Profile Saved”.



The screenshot shows the KRMC Hosted 'Edit Profile' page. At the top, there is a green success message: 'Profile saved'. Below this, there are input fields for 'First Name', 'Last Name', 'Email', 'Phone', and 'Employee ID/Name'. To the right, there is a placeholder for 'Profile picture' with a default user icon. Under the profile fields, there is a section for '2 Factor Authentication for Login'. It shows a radio button for 'Use 2 Factor Authentication for Login' (which is selected) and another for 'email' (which is not selected). Below this, there is a radio button for 'google authenticator' (which is selected). A QR code is displayed with the text: 'Scan the QR code below with Google Authenticator and then use the code from the application to verify 2fa codes.' At the bottom of the form, there is an 'Authentication Code' input field containing '.....' and a 'SAVE' button.

For logging into KRMC Hosted when 2FA is enable, please click [HERE](#)²⁰.

Getting to Know KRMC Hosted

Logging in with Two Factor Authentication

Two factor authentication (2FA) is a feature that extends an additional layer of security which prevents unauthorized users from logging into KRMC Hosted. At this time KRMC Hosted supports 2FA in forms of email and Google Authenticator. For more information on 2FA, please click [HERE](#)¹⁴.

When 2FA has been enabled, after signing into KRMC Hosted with your password (or sign in with SAML), you are directed to an authentication page based on the method of 2FA selected for that account.

If utilizing the email form of 2FA, an authentication code is automatically generated and sent by email to the administrator.

Hello [REDACTED]

Please use code **672788** to verify that Two-Factor Authentication will work well for you. This code will expire in 30 minutes.

Using two factor authentication protects your users by preventing unauthorized logins into your KRMC account. Thank you for doing your bit in keeping KRMC secure.

Warm Regards,
Team Kanguru.

Kanguru Solutions
1360 Main Street
Millis, MA 02054

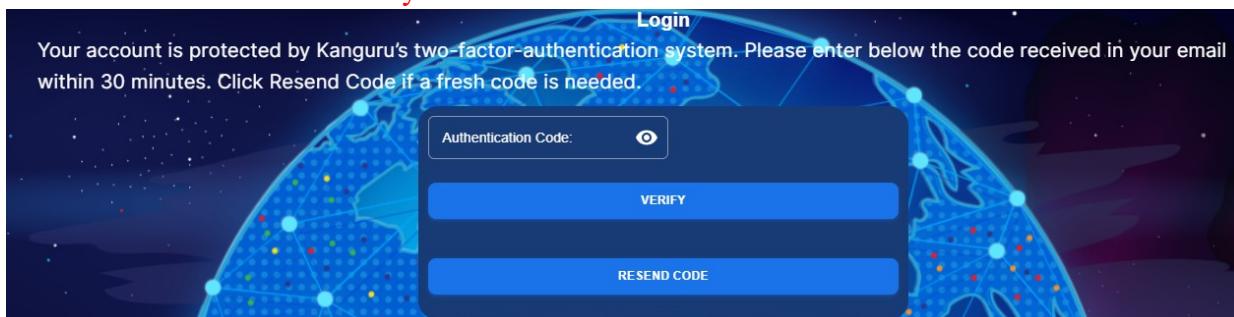
1-888-KANGURU
www.kanguru.com



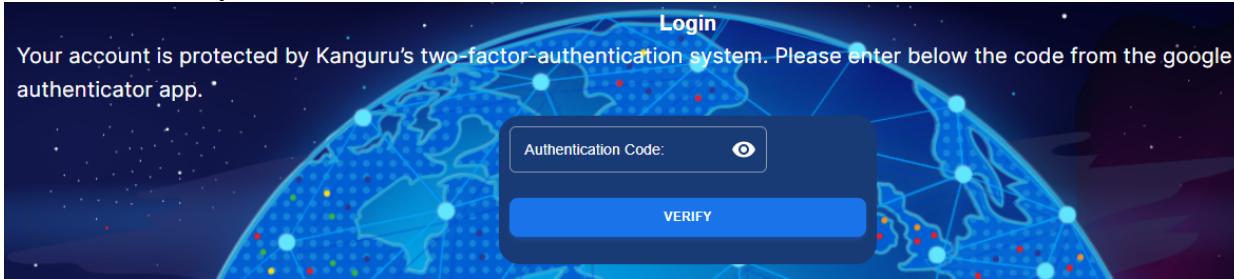
Getting to Know KRMC Hosted

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The administrator must copy the authentication code from the email into the ‘Authentication Code’ field and then click on the **Verify** button. **Note:** Authentication codes are only valid for 30 minutes after they have been generated. If your code has expired, then click the Resend Code button and a fresh authentication code will be sent by email.



If you are utilizing the Google Authenticator form of 2FA, you will need to open your Google Authenticator Application on your Smart Device and enter the code provided. After entering the code, click on the **Verify** button.



Once the authentication code has been validated, the administrator will be logged into the web console.

Getting to Know KRMC Hosted

Navigation Menu

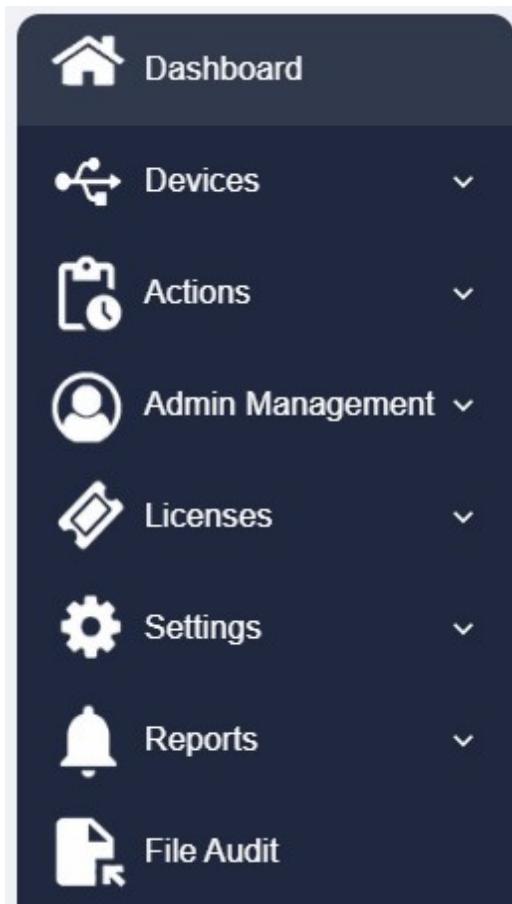
The **Navigation Menu** is located on the left-side of every page. Initially, the Navigation Menu only displays icons. When you hover your mouse over the area, the menu will expand revealing the full context. This can change to always show the expanded navigation menu by selecting the an option in either [Account Settings](#)³⁰ or [Server Settings](#)¹⁰⁹.

There is a total of eight main pages in KRMC Hosted that are accessible through the Navigation Menu on the left. These main pages are listed and detailed below. Each main page listed also has series of sub-pages to assist in navigating to the page you are looking to access. The first sub-page is the page that you will be brought to when you select the main page.

| | |
|--|--|
| Dashboard ³⁹ | An account overview which provides access to account information and a series of charts and lists. |
| Devices ⁴² | A list of devices that are registered to this account. You can manage devices, create remote actions, and update security settings. |
| Actions ⁶³ | A list of pending, successful, and failed actions that occurred on devices. You can also create global actions from this page. |
| Admin Management ⁶⁸ | A list of current admins, auditors, and groups. You can add additional accounts and groups on this page, as well as modify existing permissions or settings. |
| Licenses ⁹⁰ | A quick snapshot of your licenses' status. Your order history is also listed here. |
| Settings ⁹⁶ | Configure a global device settings, administrative settings, and server settings. |
| Reports ¹²² | Event and usage reports along with messages sent to the account. |
| File Auditing ¹²⁵ | Data is sent to KRMC containing file actions that occur such as Deletion, Creation, Read, and Write for files stored on your drive(s). |

Getting to Know KRMC Hosted

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Getting to Know KRMC Hosted

Account Activity Icons

Located at the top right of every page on KRMC are the Account Activity Icons. These icons provide you access to specific features and functions regardless of the page you are on for ease of use. One of the key items is the Account ID. As this ID is required to register any device to your account, you will now be able to easily locate and copy it. Here is a full list of the icons that are available for you.

| | |
|--|--|
| Account ID | The account-level Account ID used to register devices to this account. |
| Account Notifications | All events that occur on the account appear within Account Notifications. You will be informed of a new event occurring with a number inside a red notification bubble next to the icon. A full list of the events can be located on the Events ¹²³ page located under Reports ¹²² . |
| Account Messages | These are messages to the account. Commonly regarding news about products, important updates to KRMC, and more. You will be informed of a new messages with a number inside a red notification bubble next to the icon. A full list of the messages can be located on the Message ¹²⁴ page located under Reports ¹²² . |
| Account Icon ²⁵ | Access account information such as editing your profile, changing your password, and logging out of KRMC. |
| Account Settings ³⁰ | The theme of the server can be changed, you can auto-hide or show the navigation menu, and edit the dashboard. |



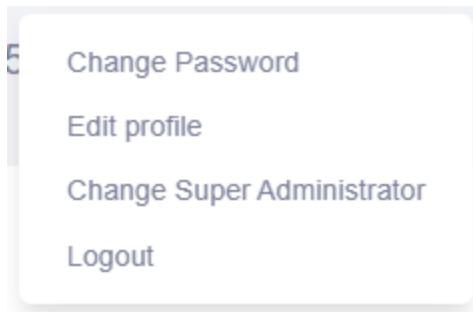
Getting to Know KRMC Hosted

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Account Icon

The **Account Icon** provides access to many features for ease of use and convenience as well as personalize your account slightly.

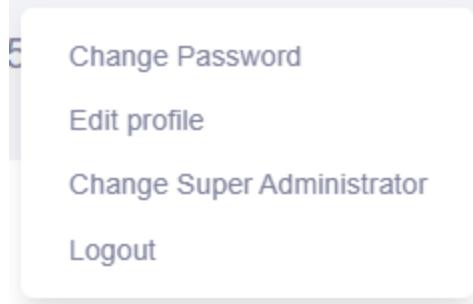
| | |
|--|--|
| Change Password ²⁶ | Within this menu you are required to enter your current password, then you are free to change your password. |
| Edit Profile ²⁷ | Items such as name, email, and phone number are able to be entered or added. Additionally, you can add in a profile image and alter your two factor authentication settings. |
| Change Super Administrator ²⁸ | This is available for the Super Administrator (SA) account only. This setting allows you as the SA to move the SA permissions to a different account. |
| Logout ²⁹ | This logs you out of the KRMC account. |



Getting to Know KRMC Hosted

Change Password

Your account password is a vital part of KRMC as without it, you are not able to gain access to the service. If for any reason you need to change your password after you log into KRMC, you can be selecting **Change Password** located under your [Account Icon](#)²⁵.



This will redirect you to the Change Password page. Enter the required password information and then click the **Change password** button. After changing your password, you will be brought back to the page you were previously on and you will need to enter the new password when you next attempt to log into KRMC.

Change Password

Current password: *

New password: *

Confirm New Password: *

CHANGE PASSWORD

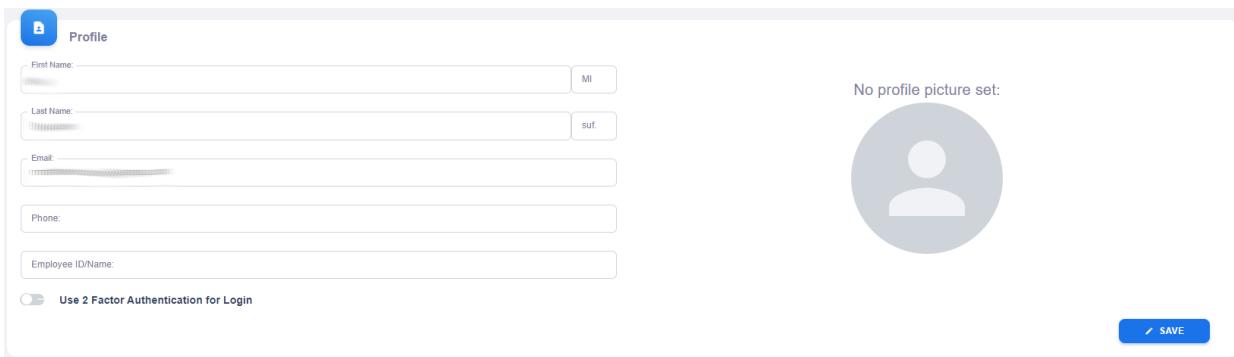
CANCEL

Getting to Know KRMC Hosted

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Edit Profile

Edit Profile provides the ability to customize your Admin or Auditor account on KRMC. Using this menu you are able to change/insert Name, Email, Phone, or Employee ID/Name information as you see fit. Any changes that are made will not be saved until you select the **SAVE** button.



Profile

First Name:

MI:

Last Name:

Suf:

Email:

Phone:

Employee ID/Name:

Use 2 Factor Authentication for Login

SAVE

Additionally, you are able to add, remove, or edit the two factor authentication settings on your account. For more information on Two Factor Authentication, click [HERE](#) [14].

Lastly, KRMC offers the ability to add a profile picture. The image must be in the format of PNG, JPEG, JPG and cannot exceed 15MB in size. To change or add a profile image, click on the Profile Picture icon. In selecting this, you should be displayed a file navigation popup allowing you to navigate through your computer for an image you would like to use.



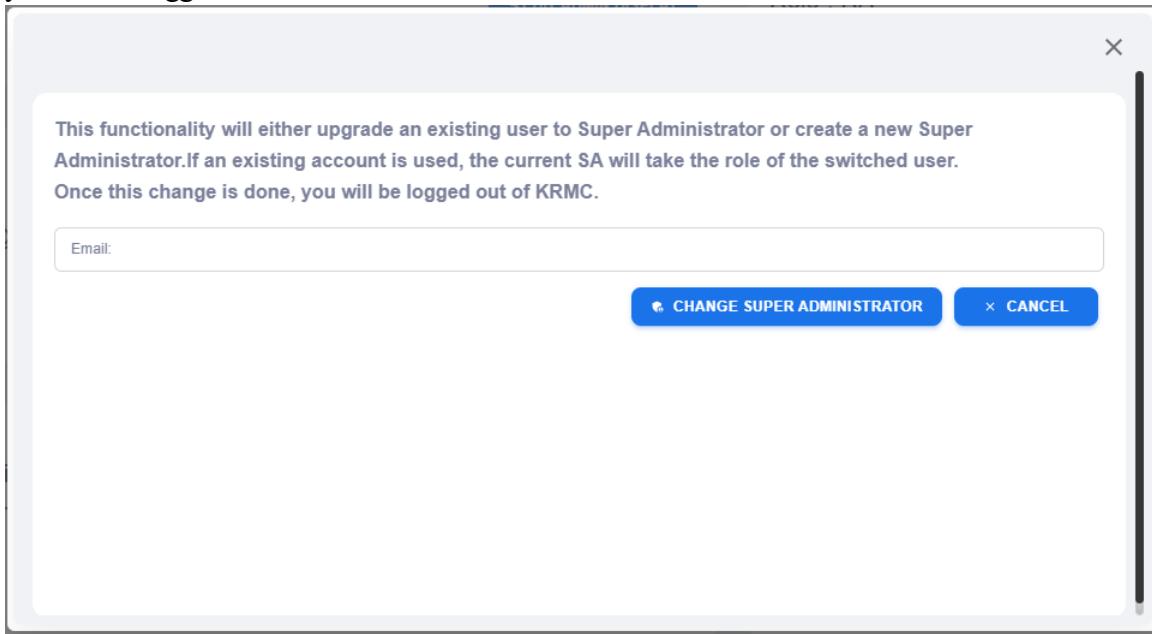
If at any point you want to change or fully remove your profile picture, you can click either the change profile picture or delete profile picture icons that appear when you hover your mouse over your picture.

Getting to Know KRMC Hosted

Change Super Administrator

KRMC only has one Super Administrator (SA) account. With that said, there are options available if needed to change the account that is considered the SA account. **Note:** *You must be logged in as the SA in order to change the SA.* A full list of methods to change your SA can be located under [Change Super Administrator](#)⁷⁶ located under [Admin Management](#)⁶⁸ and [Admins](#)⁶⁹ however here is one method.

1. Located under the [Account Icon](#)²⁵ you can select **Change Super Administrator**.
2. Once you select this option you will be presented with a display stating “This functionality will either upgrade an existing user to Super Administrator or create a new Super Administrator. If an existing account is used, the current SA will take the role of the switched user. Once this change is done, you will be logged out of KRMC.”.



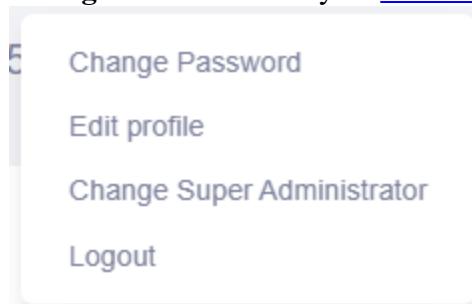
3. You will need to add the email address that you would like to use as the new SA. **Note:** *If you are choosing a new account to be the SA, the new account will use the same account password as the original SA. This password can be changed with a password reset if you would like.*

Getting to Know KRMC Hosted

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Log Out of KRMC

For security reasons, you should always log out of KRMC once you have completed your work on it. To accomplish this, you can select **Logout** located under your [Account Icon](#).

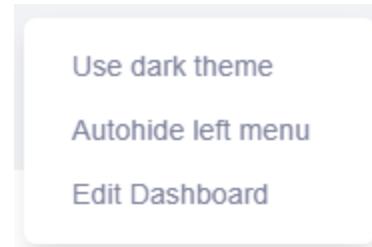


Getting to Know KRMC Hosted

Account Settings

Account Settings provides the ability to alter the look and feel of your KRMC experience. The three options provided within this are available for all KRMC Hosted accounts regardless of account level.

| | |
|--|--|
| Use Dark/Light Theme | KRMC Hosted provides the ability to alter the visual theme between a Light or Dark mode. For more information on this, please refer to Light or Dark Mode ¹¹⁵ located under Server Settings ¹⁰⁹ . |
| Autohide/Show Full Left Menu Always | Initially, the Navigation Menu only displays icons. When you hover your mouse over the area, the menu will expand revealing the full context. This can change to always show the expanded navigation menu. For more information on the Navigation Menu ²² please refer to Getting to Know KRMC Hosted ¹⁰ . |
| Edit Dashboard ³¹ | The Dashboard is designed to be customizable to make your account overview as easy as possible. To accomplish this, you are able to change what is shown on you're your Dashboard. |



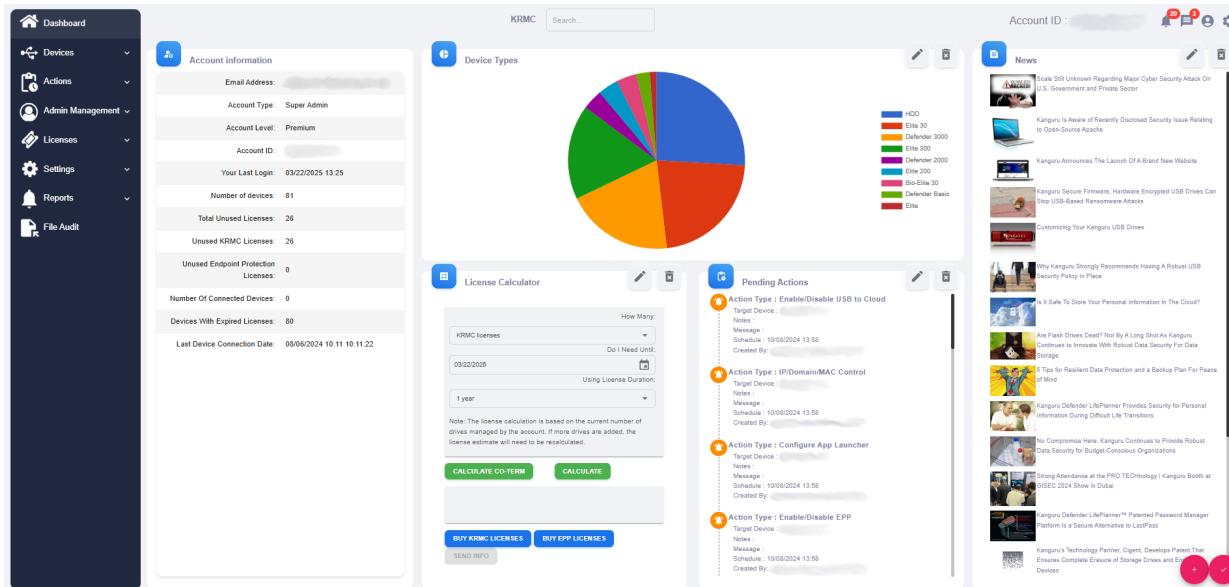
Getting to Know KRMC Hosted

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Edit Dashboard

The Dashboard is designed to be customizable to make your account overview as easy as possible. To accomplish this, you are able to change what is shown on your Dashboard. After selecting Edit Dashboard you will be brought to an editable version of your Dashboard. There are a series of icons in this mode to assist you in editing this page. **Note: the box Account Information is not able to be moved from the Left side of the screen.**

| | |
|--|--|
|  | This allows you to choose from a list of options on what to display in this box. |
|  | Deleting a box removes the content from that box. All remaining boxes will shift over to cover the newly emptied space. |
|  | This adds a new blank box for you to add information to. If you leave the box blank, it will not appear after you exit the editing mode. |
|  | This saves all changes made within this mode. |



Getting to Know KRMC Hosted

Admins, Auditors, and Groups

To make organization and management simpler KRMC Hosted offers the ability to create several different account types and groups. Each of these account types and groups provide different permission levels and abilities.

| | |
|---------------------|---|
| Super Administrator | <p>The Super Administrator (Super Admin/SA) has the highest-level access. The SA has authorization in KRMC Hosted to manage all aspects of KRMC Hosted in terms of devices, admins, groups and settings. There is only one SA per KRMC Hosted company account.</p> |
| | <p>For steps on how to change the SA account, please click HERE⁷⁶.</p> |
| Administrators | <p>Administrators (Regular Administrators/RA) have the second-highest access level, just below the SA. RAs have the authority in KRMC Hosted to manage only Groups assigned to them by the SA. RAs are also restricted to the actions that they can perform for said manageable items. Note: This is only available for Advanced and Premium KRMC Hosted accounts.</p> <p>For steps on how to create an admin, please click HERE³³.</p> <p>For steps on how to edit or delete an admin, please click HERE⁷⁰.</p> <p>For steps on how to edit permissions for an admin, please click HERE⁷².</p> <p>For steps on how to edit the display options available to the admin, please click HERE⁷⁵.</p> |
| Auditor | <p>These read only accounts are allowed to view all devices and users within KRMC Hosted, but their actions are limited solely to exporting logs and reports. Note: This is only available for Advanced and Premium KRMC Hosted accounts.</p> <p>For steps on how to create an auditor, please click HERE³⁵.</p> <p>For steps on how to export logs, please click HERE⁵⁶.</p> |
| Groups | <p>Groups allow you to organize multiple drives and users within heading such as a department. Groups can have their own Account ID allowing them to register drives directly to their Group account on KRMC Hosted. Once drives are assigned to a Group, the SA or RAs administrating the group are able to search for drives for and send actions to the drive(s) on the account. Note: This is only available for Advanced and Premium KRMC Hosted accounts.</p> <p>For steps on how to create a group, please click HERE³⁷.</p> <p>For steps on how to edit groups, please click HERE⁸⁵.</p> <p>For steps on how to send actions to the drive(s) in the group, please click HERE⁸⁸.</p> <p>For steps on how to create group settings, please click HERE⁸⁷.</p> |

Getting to Know KRMC Hosted

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Create New Admin

When you are on the Admins or Auditor pages you should notice at the top left side of the screen a person icon with a plus sign (on Groups it is just a circle with a plus sign).

Admins List 

Create Admin

Click on the icon to reveal the Create Admin menu. The Create Admin menu allows you to easily create a new admin without navigating away from the current page. *This is only available to Advanced and Premium KRMC Hosted accounts.*

| | |
|--|---|
| First Name | The admin's first name |
| Last Name | The admin's last name |
| MI | The admin's middle initial |
| Suf. | The admin's suffix |
| Email | The admin's email |
| Phone | The admin's phone number |
| Employee ID/Name | The admin's employee ID |
| Can see unassigned devices | When enabled allows the administrator to view any unassigned devices. If disabled the administrator will only see devices assigned to them. |
| New Password | You are able to create a password for the new Admin account. After creating the password, you would then need to confirm the new password. |
| Must Change Password at Next Login | When this is enabled, your Admin will be asked to change their account password the next time they log into KRMC. |
| Set Permission and Display Settings From Profile | This feature allows you to copy the settings from another administrator to this new administrator account. This provides a simple way to assign permissions and display settings for multiple administrators. To use this feature you must have an account (other then the SA account) that has both Admin Permissions and Admin Display settings saved. Once those settings have been saved, refresh your browser and you should be able to see the admin appearing in the list to choose. |

Getting to Know KRMC Hosted

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First Name: MI:

Last Name: suf.

Email:

Phone:

Employee ID/Name:

Can See Unassigned Devices

New password:

Confirm New Password:

Must Change Password at Next Login

Set Permission and Display Settings From Profile: None

CREATE CLOSE

Getting to Know KRMC Hosted

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Create New Auditor

When you are on the Admins or Auditor pages you should notice at the top left side of the screen a person icon with a plus sign (on Groups it is just a circle with a plus sign).



Create Auditor

Click on either the Create User or Create Admin icon to reveal the Create User/Admin menu. Once selected, choose Auditor which allows you to easily create a new Auditor without navigating away from the current page.

| | |
|--|--|
| First Name | The auditor's first name |
| Last Name | The auditor's last name |
| MI | The auditor's middle initial |
| Suf. | The auditor's suffix |
| Email | The auditor's email |
| Phone | The auditor's phone number |
| Employee ID/Name | The auditor's employee ID |
| New Password | You are able to create a password for the new Auditor account. After creating the password, you would then need to confirm the new password. |
| Must Change Password at Next Login | When this is enabled, your Auditor will be asked to change their account password the next time they log into KRMC. |
| Set Permission and Display Settings From Profile | This feature allows you to copy the settings from another account to this new account. This provides a simple way to assign permissions and display settings for multiple. To use this feature you must have an account (other than the SA account) that has both Admin Permissions and Admin Display settings saved. Once those settings have been saved, refresh your browser and you should be able to see the admin appearing in the list to choose. |

Getting to Know KRMC Hosted

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The form consists of several input fields and a checkbox section. At the bottom are two buttons: 'CREATE' and 'CLOSE'.

Fields:

- First Name:
- MI:
- Last Name:
- suf.:
- Email:
- Phone:
- Employee ID/Name:
- New password:
- Confirm New Password:

checkbox: **Must Change Password at Next Login**

Set Permission and Display Settings From Profile

None

Buttons:

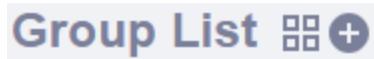
- CREATE**
- CLOSE**

Getting to Know KRMC Hosted

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Create New Group

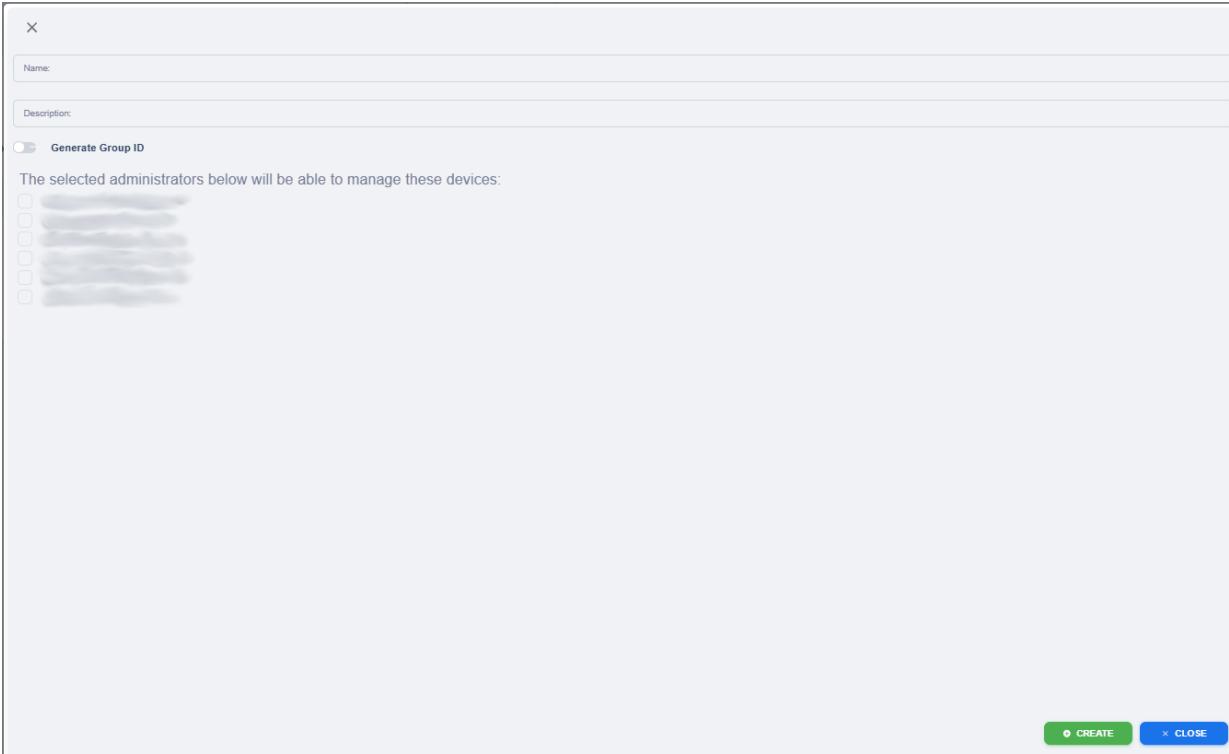
When you are on the Groups page you should notice at the top left side of the screen a circle with a plus icon (on the Admins or Auditor pages it will be person icon with a plus sign).



Create Group

The Create New Group menu allows you to easily create a group without navigating away from the current page.

| | |
|---|--|
| Name | The Group's name, e.g., "Sales Department" |
| Description | A short description of the group. e.g., "Northeast Territory" |
| Generate Group ID | The Group ID allows you to assign Defender drives directly to a group. |
| The selected administrator below will be able to manage these devices | Allows you to add administrators to the group. Administrators assigned to this group will be able to manage all devices associated with the group. |



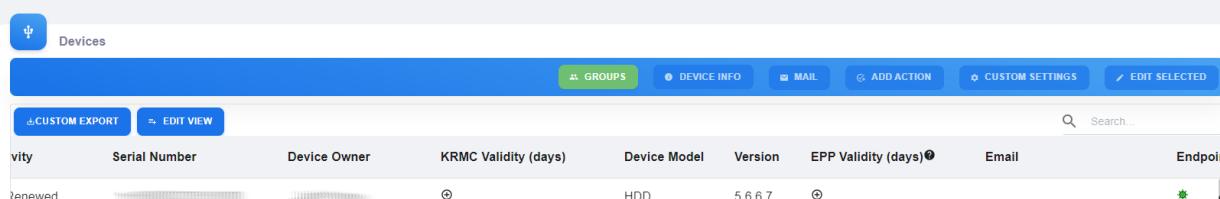
A screenshot of a "Create New Group" dialog box. The dialog has a light gray background and a white content area. At the top left is a close button (X). Below it are two input fields: "Name:" and "Description:". Underneath these is a checked checkbox labeled "Generate Group ID". A note below the checkbox states: "The selected administrators below will be able to manage these devices:". Below this note is a list of administrator names, each preceded by a small square checkbox. The names are partially obscured by gray redaction marks. At the bottom right of the dialog are two buttons: a green "CREATE" button and a blue "CLOSE" button.

Getting to Know KRMC Hosted

License Assignment

KRMC and Endpoint Protection licenses are applied automatically to devices based on which drives communicated with KRMC recently. The licenses are assigned to drives that require one at the time of the order. KRMC regularly checks drive validity to confirm that all drives have valid licenses if available in your license pool. If a drive does not have a valid license and you have licenses available in your license pool, you can manually assign a license in the [Active](#)⁴³ list.

To perform this, you will need to make sure you have both the KRMC and EEP validity columns appearing ([Edit View](#)⁵⁸ will assist with this). Once appearing to you, you can now select the Plus Icon associated with your drive(s) that you are looking to manually assist a license to.



| KRMC Validity (days) | Device Model | Version | EPP Validity (days) | Endpoint Protection |
|----------------------|--------------|---------|---------------------|---------------------|
| Renewed | HDD | 5.6.6.7 | Renewed | + |

Dashboard

4

When you login to KRMC Hosted, you are automatically directed to the KRMC Hosted dashboard. The KRMC Hosted dashboard page provides you with a system overview displaying information such as notifications from Kanguru, the time of your last login, your devices, your licenses, and of any successful, pending or failed actions, etc. The Dashboard is customizable so what is displayed may appear different then what is in the image below. With that said, the default Dashboard view consists of the following:

| | |
|--|--|
| <u>Account Information</u> <small>40</small> | The general information regarding your KRMC Hosted account will appear such as your Account ID, Account Type, and Usable Licenses. |
| Device Types | This chart shows the drive breakdown of all drives types that are on your KRMC account. You are able to hover over each section to obtain the exact number. |
| News | New articles published by Kanguru. |
| <u>License Calculator</u> <small>91</small> | The License Calculator allows you to determine how many licenses would be required to manage all drives currently on your account. For more information on this tool, please refer to the <u>License Summary</u> <small>91</small> page. |
| Pending Actions | This shows all pending actions on your KRMC account. |

The screenshot displays the KRMC Hosted Dashboard with the following sections:

- Account Information:** Shows details like Email Address, Account Type (Super Admin), Account Level (Premium), Account ID, Your Last Login (12/16/2024 10:54), Number of devices (81), Total Unused Licenses (26), Unused KRMC Licenses (26), Unused Endpoint Protection Licenses (0), Number Of Connected Devices (0), Devices With Expired Licenses (80), and Last Device Connection Date (08/06/2024 10:11:22).
- Device Types:** A pie chart showing the breakdown of drives: HDD (Blue), Elite 50 (Orange), Defender 2000 (Green), Elite 300 (Yellow), Defender 200 (Purple), Elite 200 (Red), Bio-Elite 30 (Pink), and Defender Basic (Grey).
- License Calculator:** A tool to calculate required licenses. It shows current KRMC licenses (12/16/2025), license duration (1 year), and a note about recalculating if more drives are added.
- Pending Actions:** A list of scheduled actions with details like Action Type, Target Device, Notes, Message, Schedule, and Created By. Examples include:
 - Action Type: Enable/Disable USB to Cloud
 - Action Type: IP/Domain/MAC Control
 - Action Type: Configure App Launcher
 - Action Type: Enable/Disable EPP
 - Action Type: Enable/Disable Onboard Browser
- News:** A list of recent articles with thumbnails and titles. Examples include:
 - Scale Still Unknown Regarding Major Cyber Security Attack On U.S. Government and Private Sector
 - Kanguru Is Aware of Recently Disclosed Security Issue Relating to Open-Source Apache
 - Kanguru Announces The Launch Of A Brand New Website
 - Kanguru Secure Firmware, Hardware Encrypted USB Drives Can Stop USB-Based Ransomware Attacks
 - Customizing Your Kanguru USB Drives
 - Why Kanguru Strongly Recommends Having A Robust USB Security Policy In Place
 - Is It Safe To Store Your Personal Information In The Cloud?
 - Are Flash Drives Dead? Not By A Long Shot As Kanguru Continues to Innovate With Robust Data Security For Data Storage
 - 5-Tips for Resilient Data Protection and a Backup Plan For Peace of Mind
 - Kanguru Defender LifePawer Provides Security for Personal Information During Difficult Life Transitions
 - No Compromise Here: Kanguru Continue to Provide Robust Data Security for Budget-Conscious Organizations
 - 100+ Driving Attendees at the PRO TECHnology | Kanguru Booth at GIGEX 2024 Show In Dubai
 - Kanguru Defender LifePawer™ Patented Password Manager Platform is a Secure Alternative to LastPass
 - Kanguru's Technology Partner, Objet, Develops Patent That Ensures Complete Erasure of Storage Drives and Endpoint Devices
 - Kanguru and Objet Launch Self-Encrypting, Secure SSD Storage to Stop Ransomware and Data Theft

Dashboard

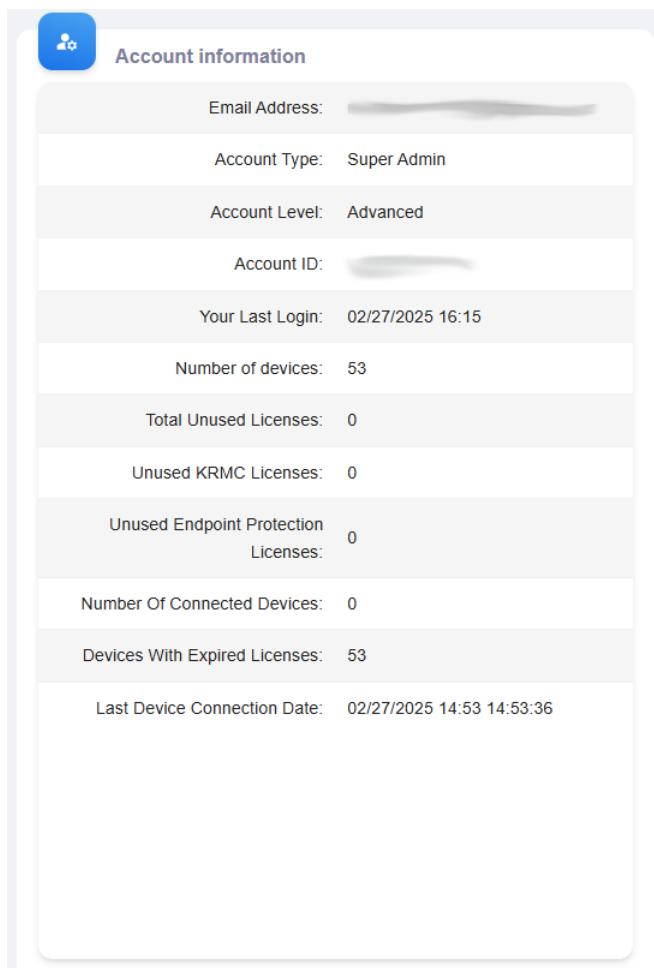
Account Information

Account Summary displays an overview of your KRMC Hosted account. It contains the following information:

| | |
|-------------------------------------|--|
| Email Address | The email address of the account that is currently logged into KRMC. |
| Account Type | The status of the KRMC account. This includes: Super Administrator, Regular Administrator, and Auditor. For more information on the different account types, please refer to Admins, Auditors, and Groups ³² . |
| Account Level | This indicates if the account is Standard, Advanced, or Premium. |
| Account ID | The account-level Account ID used to register devices to this account. |
| Your Last Login | The date that the current Administrator last logged into the console. |
| Number of Devices | The total number of devices registered with this account. |
| Total Unused Licenses | The total number of KRMC and Endpoint Protection licenses available that can be assigned to a device. |
| Unused KRMC Licenses | The Number of KRMC licenses available that can be assigned to a device. |
| Unused Endpoint Protection Licenses | The Number of Endpoint Protection licenses available that can be assigned to a device. |
| Number of Connected Devices | The number of devices that are currently being used and communicating back to the server. <i>Note: Devices running in offline mode will not report this information.</i> |
| Devices with Expired Licenses | The number of devices that currently have expired licenses. Devices with expired licenses will not be able to receive remote actions from the KRMC Hosted server. It is strongly recommended to assign a new license to any device with an expired license. |
| Last Device Connection Date | The most recent date that a device communicated with the KRMC Hosted server. |
| Cloud Pro Expiration Date | The date when your <i>is only available to Advanced and Premium KRMC Hosted accounts</i> subscription will expire. After the Cloud Pro subscription expires, all Regular Administrator accounts become disabled and all devices are assigned to the Super Administrator. (Only visible if you have KRMC Hosted Pro). |

Dashboard

4



Account information

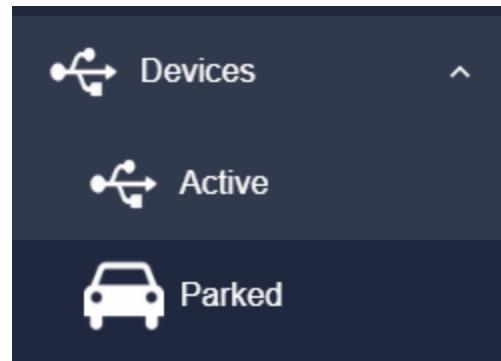
| | |
|--------------------------------------|---------------------------|
| Email Address: | [REDACTED] |
| Account Type: | Super Admin |
| Account Level: | Advanced |
| Account ID: | [REDACTED] |
| Your Last Login: | 02/27/2025 16:15 |
| Number of devices: | 53 |
| Total Unused Licenses: | 0 |
| Unused KRMIC Licenses: | 0 |
| Unused Endpoint Protection Licenses: | 0 |
| Number Of Connected Devices: | 0 |
| Devices With Expired Licenses: | 53 |
| Last Device Connection Date: | 02/27/2025 14:53 14:53:36 |

Device Page

5

The **Devices Page** provides you with options for viewing and managing your Defender devices. You can navigate to the Active or Parked options by clicking on the icons or options on the navigation bar.

| | |
|--|--|
| Active <small>43</small> | Displays all active devices on your KRMIC account. You are able to send actions to selected devices, change device contact information, export the device list, etc. <i>Note: No Parked or Deleted devices appear in this list.</i> |
| Parked <small>61</small> | Displays all drives that have been parked on your KRMIC account. You are able to make the drives active again, export the device list, and more. |

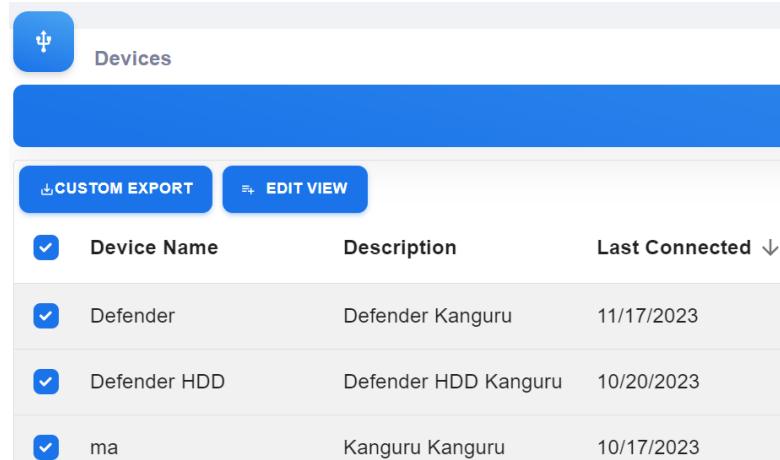


Device Page

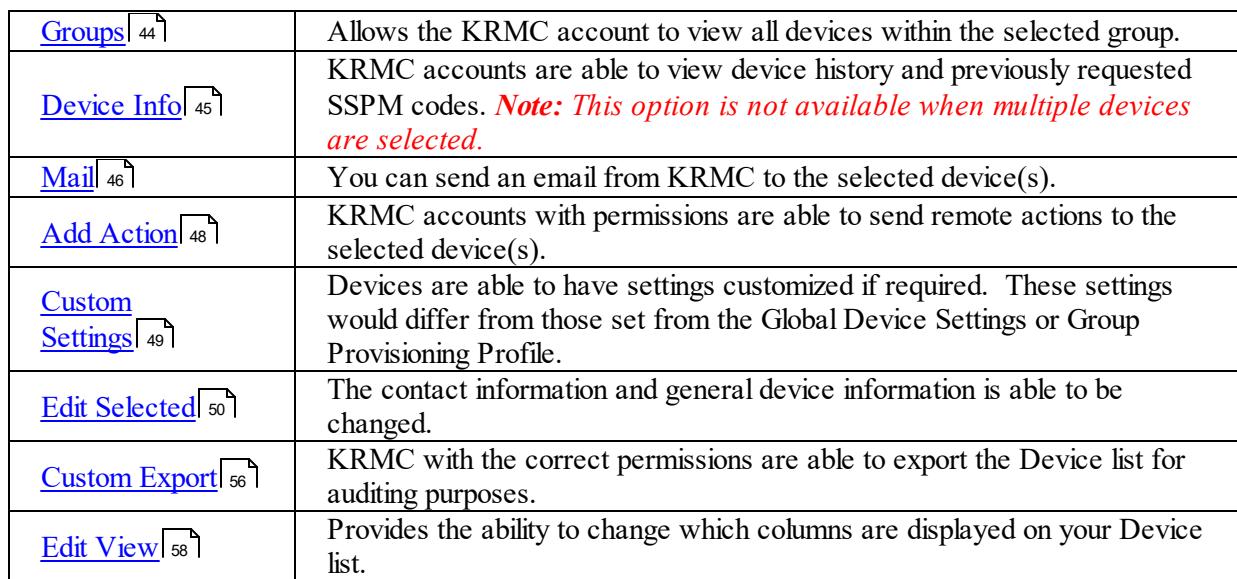
5

Active

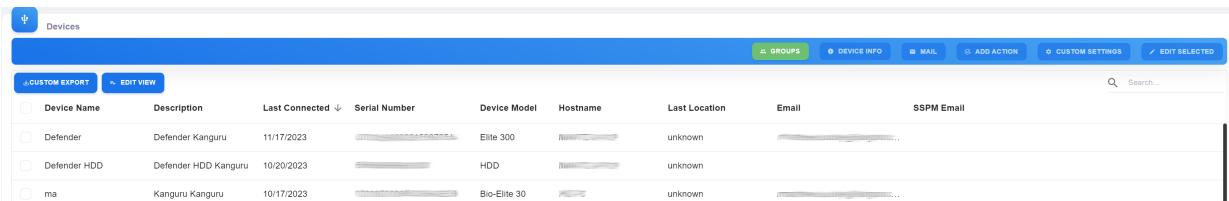
The **Active** device page provides you with options for viewing and managing your Defender devices. A device can be selected by using the checkbox on the left side column. If you are looking to select multiple devices you can either check the boxes next to each device or select the checkbox on the title bar.



| <input checked="" type="checkbox"/> | Device Name | Description | Last Connected |
|-------------------------------------|--------------|----------------------|----------------|
| <input checked="" type="checkbox"/> | Defender | Defender Kanguru | 11/17/2023 |
| <input checked="" type="checkbox"/> | Defender HDD | Defender HDD Kanguru | 10/20/2023 |
| <input checked="" type="checkbox"/> | ma | Kanguru Kanguru | 10/17/2023 |



| | |
|------------------------------------|---|
| Groups 44 | Allows the KRMC account to view all devices within the selected group. |
| Device Info 45 | KRMC accounts are able to view device history and previously requested SSPM codes. <i>Note: This option is not available when multiple devices are selected.</i> |
| Mail 46 | You can send an email from KRMC to the selected device(s). |
| Add Action 48 | KRMC accounts with permissions are able to send remote actions to the selected device(s). |
| Custom Settings 49 | Devices are able to have settings customized if required. These settings would differ from those set from the Global Device Settings or Group Provisioning Profile. |
| Edit Selected 50 | The contact information and general device information is able to be changed. |
| Custom Export 56 | KRMC with the correct permissions are able to export the Device list for auditing purposes. |
| Edit View 58 | Provides the ability to change which columns are displayed on your Device list. |



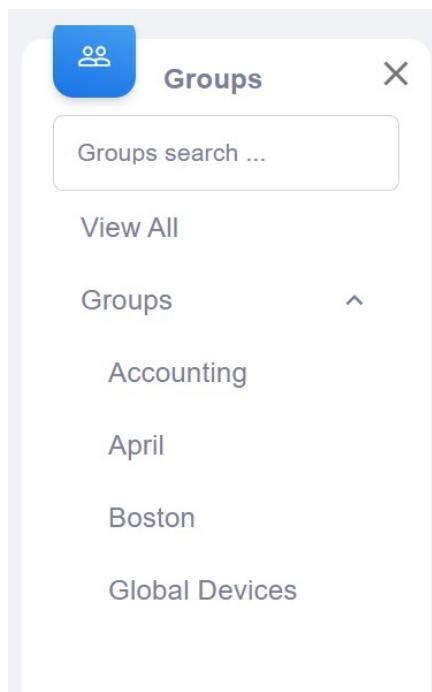
| Device Name | Description | Last Connected | Serial Number | Device Model | Hostname | Last Location | Email | SSPM Email |
|--------------|----------------------|----------------|------------------|--------------|----------|---------------|----------|------------|
| Defender | Defender Kanguru | 11/17/2023 | ████████████████ | Elite 300 | ████████ | unknown | ████████ | ████████ |
| Defender HDD | Defender HDD Kanguru | 10/20/2023 | ████████ | HDD | ████████ | unknown | ████████ | ████████ |
| ma | Kanguru Kanguru | 10/17/2023 | ████████ | Bio-Elite 30 | ████ | unknown | ████████ | ████████ |

Device Page

Groups

Groups, can provide the Super Administrator (SA) with increased control over permissions, requirements, and customizations with their drives. If your KRMCHosted account has groups, you can sort your device list by selecting a group using the Groups button. **Note: SA and Administrators can view all devices and groups if they have the permission "Can See All Devices" located under Advanced Account Abilities. For more information on Admin permissions, please look at [Edit Admin Permissions](#)**

| Groups | Device Info | Mail | Add Action | Custom Settings | Edit Selected |
|----------|---|------|------------|-----------------|---------------|
| View All | Displays all devices registered with this KRMCHosted account in the Device List. | | | | |
| Group | Displays a list of all devices assigned to that group in the Device List. If your account does have any groups, you can select the title "Groups" which will display all groups which can then be selected. | | | | |



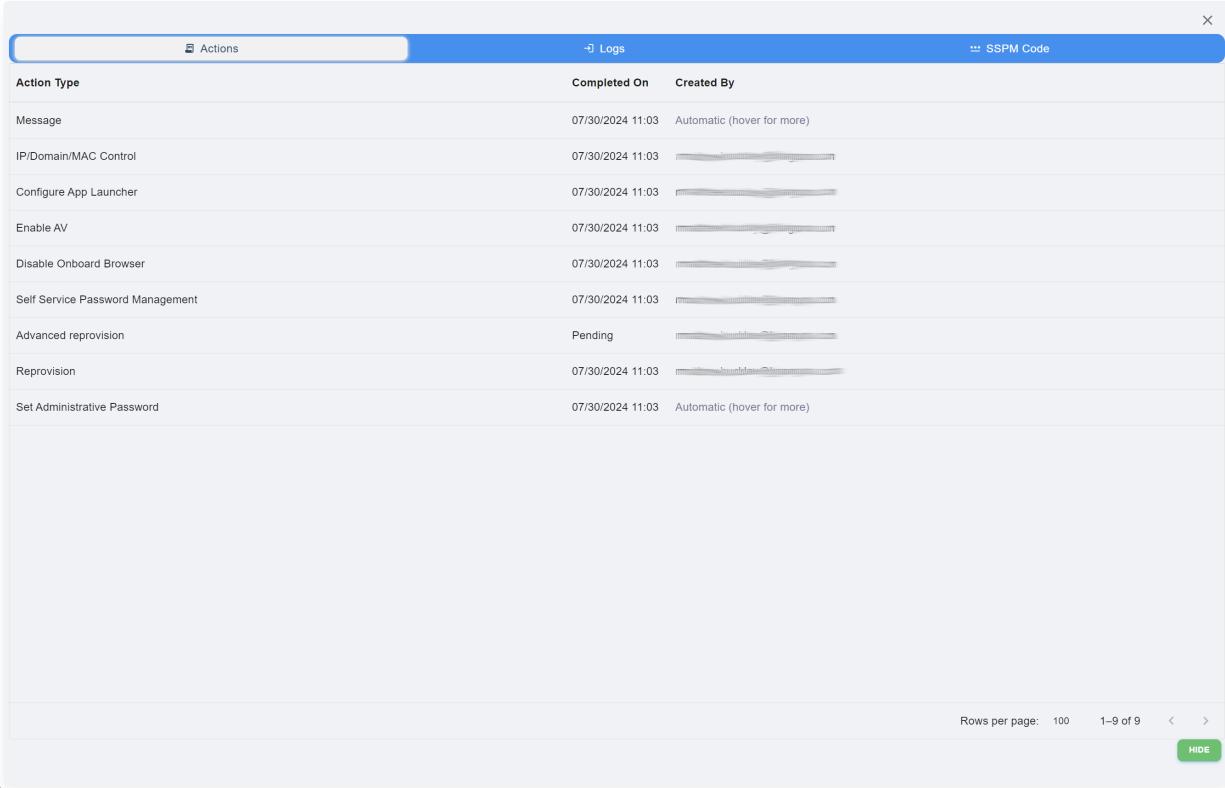
Device Page

5

Device Info

Device Info provides basic information for each device in a three tab popup. **Note: This option is not available when multiple devices are selected.**

| | |
|------------|--|
| Actions | This tab provides a list of the action history for the device. You are able to see the action types, when the action was completed on (if it is still pending, it will be indicated as such), and which admin created the action for the device. If the action was an automatic action, it is response to settings provided through Global Device settings or Group Provisioning Profile. |
| Logs | This tab tracks all login attempts on your drive. Note: This only tracks instances where the drive is able to communicate with KRMC and does not contain a record for any offline login attempts. |
| SSPM Codes | This tab provides the most recent SSPM code issued to the drive as well as the current status of SSPM on the drive. If an end user is unable to receive the SSPM emails, we highly recommend checking email settings to determine if emails are being caught by the SPAM filters. If still no emails are coming through, the admin will be able to provide the user the code from this location. |



The screenshot shows a modal window with three tabs: Actions (selected), Logs, and SSPM Code. The Actions tab displays a table of completed actions with columns: Action Type, Completed On, and Created By. The table data is as follows:

| Action Type | Completed On | Created By |
|----------------------------------|------------------|----------------------------|
| Message | 07/30/2024 11:03 | Automatic (hover for more) |
| IP/Domain/MAC Control | 07/30/2024 11:03 | [redacted] |
| Configure App Launcher | 07/30/2024 11:03 | [redacted] |
| Enable AV | 07/30/2024 11:03 | [redacted] |
| Disable Onboard Browser | 07/30/2024 11:03 | [redacted] |
| Self Service Password Management | 07/30/2024 11:03 | [redacted] |
| Advanced reprovision | Pending | [redacted] |
| Reprovision | 07/30/2024 11:03 | [redacted] |
| Set Administrative Password | 07/30/2024 11:03 | Automatic (hover for more) |

At the bottom of the modal, there are buttons for 'Rows per page: 100', '1–9 of 9', and a 'HIDE' button.

Device Page

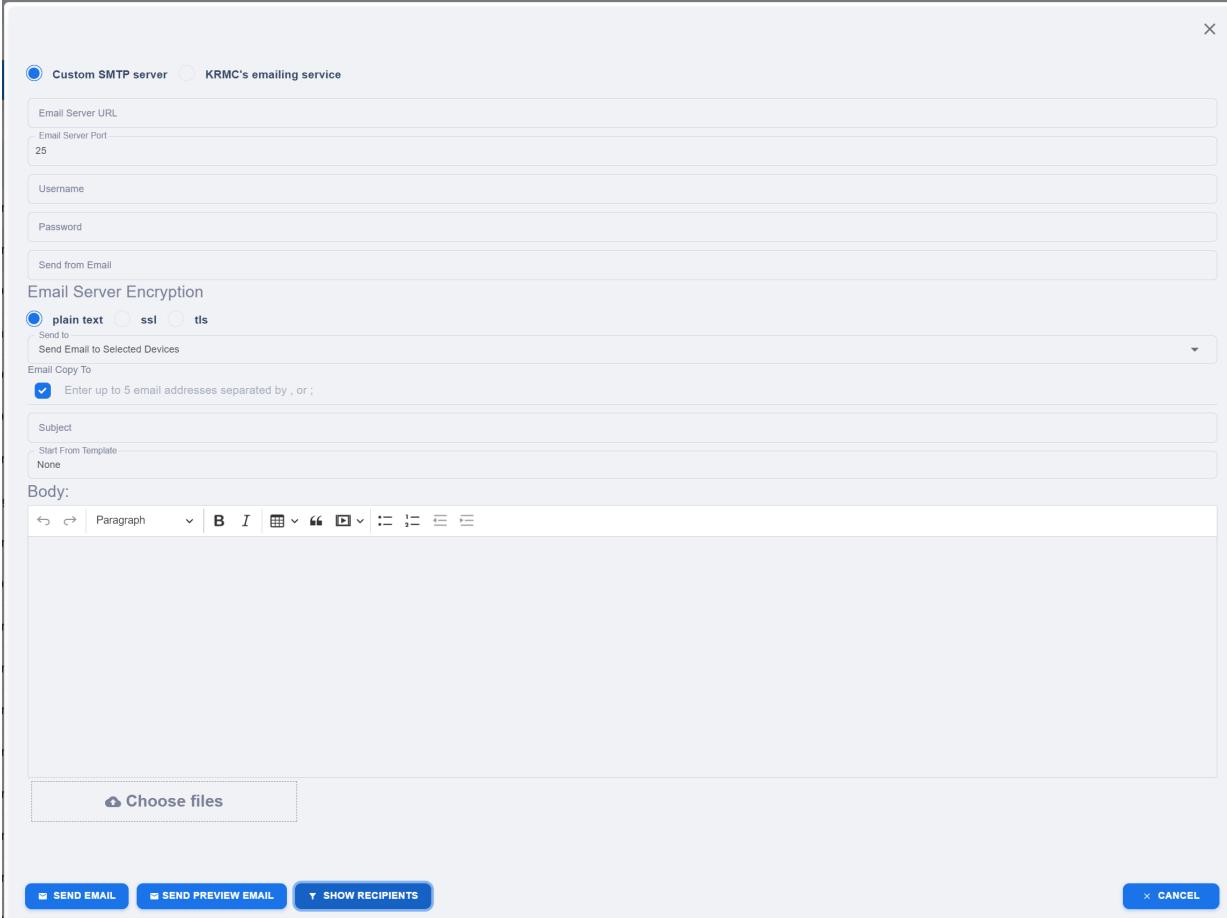
Mail

Clicking the **Mail** button will open the Send Email window. Here you can send notification emails to KRMC Hosted device user(s) and up to five CC'd addresses.

| | |
|---|---|
| Email Server | Emails can be sent either from KRMC's default emailing service or the user's own custom SMTP server. If Custom SMTP Server is selected, then you will need to fill out the required server information. |
| Send To | Email recipients are limited to end user email addresses found in either Contact Information associated with a registered KRMC Hosted device, or an SSPM email ID. |
| All users with contact info | This will send to all email addresses listed as Contact Info for a registered KRMC Hosted device. |
| All users with SSPM email updated in system | This will send to all associated Self Service Password Management email addresses. |
| Send Email to Selected Devices | This will send to the email address listed in the Contact Info for a selected device. |
| Email Copy To | CC up to five additional email recipients. Copy email addresses do not need to be associated with a KRMC Hosted device or SSPM. |
| Subject | The subject of the email that is being sent. |
| Start From Template | If you have created your own email templates , you can use this feature to select one of those templates to send to the selected users. |
| Body | The main content of an email message, which is where the sender writes their actual message, including text, images, links, and any other information intended for the recipient to read. |
| Upload a File | This allows you to attach a file to the email you are sending. |
| | The max file size allowed for this is 10MB |
| | Supported file formats include: DOC, DOCX, EPUB, ZIP, GZIP, JSON, PDF, TXT, JPG, PNG, PSD, EPS. |
| Send Preview Email | Sends a preview email to the Admin that is currently logged into KRMC and drafting the email. |
| Send Email | Sends the email to all recipients. |
| Show Recipients | Shows a list of all the selected recipients (both email address and drive serial number). |
| Cancel | The actions creation is canceled. |

Device Page

5



The screenshot shows a configuration interface for sending emails from a device. At the top, there are two radio buttons: 'Custom SMTP server' (selected) and 'KRMC's emailing service'. Below this, there are fields for 'Email Server URL' (empty), 'Email Server Port' (25), 'Username' (empty), 'Password' (empty), and 'Send from Email' (empty). Under 'Email Server Encryption', the 'plain text' radio button is selected, with 'ssl' and 'tls' as options. There is a 'Send to' field containing 'Send Email to Selected Devices'. The 'Email Copy To' field has a dropdown menu with a placeholder 'Enter up to 5 email addresses separated by , or ;'. A checked checkbox indicates that up to 5 email addresses can be entered. Below these are fields for 'Subject' (empty) and 'Start From Template' (None). The 'Body' section contains a rich text editor toolbar with icons for bold, italic, underline, and various paragraph styles. A 'Choose files' button is located below the toolbar. At the bottom, there are four buttons: 'SEND EMAIL', 'SEND PREVIEW EMAIL', 'SHOW RECIPIENTS', and 'CANCEL'.

Device Page

5

Add Action

Add Action allows you to create an action that is executed on the selected drive managed by your account. If you are looking to send this action to multiple drives, you can select the drives using the checkbox on the left side of the device list. The actions available to the Regular Administrator (RA) is dependent on their permissions as defined under [Edit Admin Permissions](#)⁷². For a full list and description of actions available, please refer to [Remote Action List](#)¹²⁷.

If you are looking to send an action to all devices, please look at [Global Actions](#)⁶⁷.

The default fields that will be available for you are as follow:

| | |
|---|---|
| Select Action | This allows you to select the action that you are trying to send to all devices within this group. <i>Note: Depending on the action selected, the fields below may change.</i> |
| Message | A message is something that is displayed to the end user once the actions is received by the device. |
| Notes | This is an internal note about the action. This is not displayed to the end user. |
| Run this action on specific date and time | By default, a new action is scheduled to execute the next time the device is seen by the KRMC Hosted server. If you want to delay the action until later, you can select Run this action on specific date and time and set a future date and time when the action can be executed. <i>Note: A scheduled action may not occur at the exact date and time set here. The action will be executed the next time the device communicates with KRMC Hosted after the scheduled date and time.</i> |
| Create | This creates the action based on the options selected above. |
| Cancel | The actions creation is canceled. |



Create device action

Select Action

Message

0/120 characters used

Notes

0/120 characters used

Run this action on specific date and time

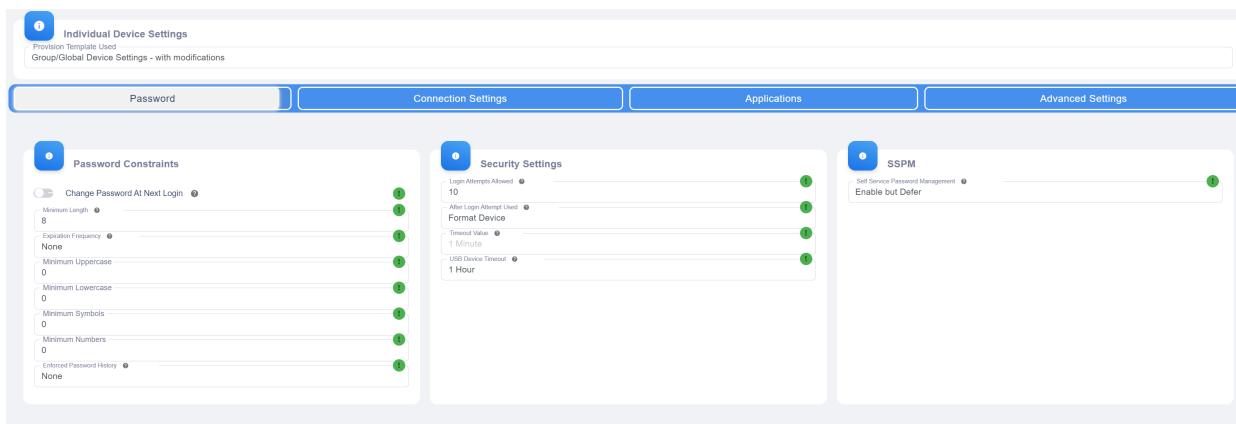
CREATE CANCEL

Device Page

5

Custom Settings

Custom Settings provides each drive the ability to have a security profile that is different than that set by the Global Device settings or the Group Provisioning Profile. In general it is not recommended to alter individual drive settings as it may lead to confusion with your predefined settings however if needed you can. An example of this being useful would be if an employee would need to use your device offline for an extended period of time. If you hover your mouse over the red icon, you will be shown what the setting was prior to the change. For more information on the settings and options available within this option, please refer to [Global Device Settings](#) [97].



Device Page

Edit Selected

Edit Selected allows the Super Administrator (as well as other administrators with the ability to manage the selected device) the ability to change basic information on the device within KRM. The options available to be altered are as follows:

| | |
|--|---|
| Device Name | This is the name that the device will appear as on KRM. |
| Device Owner | This is the owner of the device. This is the name of the Super Administrator (SA) account on KRM. |
| Groups | This will display the current group that the device is assigned to. You can use this field to change the device to another group if you would like. |
| Notes | This is an internal note section about this device. |
| Email | The email address that is to be associated with this device. |
| SSPM Email | The Self-Service Password Management (SSPM) email address that has been registered for this device. |
| Employee ID/Name | The employee ID number for the user that the device has been assigned to. |
| Department | The department that the device will be utilized in. |
| Delete <small>52</small> | This will delete a selected device from your KRM account. |
| Park <small>54</small> | Parking a device will convert a device to a deactivated state where no licenses are consumed but the device is still on your KRM to be brought back at a later date. |
| Sync | This synchronizes the current contact information on the drives to display on this interface. This is based on the last time the device was logged into. <i>Note: If you have updated the information but the device has not connected since that point, clicking Sync will result in your changes being lost.</i> |
| Update | This updates all the device settings with the new information you have inserted into these fields. |
| Close | Closes the display regardless of whether information has been updated or not. |

Device Page

5

The screenshot shows a modal window for managing a device. The fields are as follows:

- Device name: Defender
- Device Owner
- Groups: Global Devices
- Notes
- Email
- SSPM Email
- Employee ID/Name
- Department

A note at the bottom of the modal states: "The Email , Employee ID, Department and Device Name is currently being updated from within the console. To sync the information from the device to the console, please click the "Sync" button below."

At the bottom of the modal are several buttons:

- DELETE
- PARK
- SYNC
- UPDATE
- CLOSE

Delete Device

When a device is deleted from KRMC Hosted, it will no longer be remotely manageable, and all actions and logs associated with the device will also be deleted. Any KRMC Hosted license assigned to the drive will also be lost.

Deleting a device is only recommended if you are certain that the device will not need to be managed in the future. Some situations where you would want delete a device from KRMC Hosted include:

- A device is no longer functional and cannot or will not be repaired.
- A device is being decommissioned due to age
- A device is permanently lost.

If there is any possibility that the device will be managed in the future then you should **Park** the device instead of deleting it. **Parking** a device only temporarily places the device in an inactive state, allowing it to be reactivated and managed by KRMC Hosted at a later time.

Clicking the **Delete Device** button will display the Delete Device dialogue in the Device Activity list.

- Click the **Delete** button to confirm removing the device and close the Device Activity List
- Click the **Cancel** button to keep the device registered with KRMC Hosted and return to the Device Activity List.

***Note:** SA and Administrators can delete drives if they have the permission "Can Delete Drives from KRMC" located under Advanced Account Abilities. For more information on Admin permissions, please look at [Edit Admin Permissions](#) *

Device Page

5

Deleting these devices will:

- » Prevent further remote management of the device
- » Delete all actions and logs associated with the device
- » Void the licenses currently assigned. The remaining days on those licenses will also be lost and will not be transferable to other devices

Are you sure you want to delete the device from the console?

 DELETE

 CANCEL

Device Page

Park

Devices that have not been seen by the KRMC Hosted server for at least 18 months can be **Parked**. Parking a device will temporarily exclude it from normal KRMC Hosted activity without removing the device from the account. When a device is parked from KRMC Hosted it will not be assigned new licenses, nor will it be remotely manageable but all actions and logs associated with the device will be retained. Any licenses assigned to the drive when it is parked will be lost. Parking a device requires the consumption of one parking license. Devices in this state are moved to the parked list within the Device Page. Parking a device is recommended if there is a possibility that the device will be managed again in the future.

If there is no possibility that the device will be managed in the future then you should consider deleting the device instead of parking it.

***Caution!** If you want to park a device but you need to verify the device's serial number, **DO NOT** run KDM to find the serial number. Running KDM could make the device seen by the KRMC Hosted server, in which case the device will no longer be valid for parking. Please use the Kanguru Serial Number Display Tool to obtain the serial number. The Serial Number Display Tool can be downloaded [HERE](#).*

Clicking the **Park** button will display the Park Device dialogue in the Device Activity list.

You can specify how you want the parked device to behave:

| | |
|-----------------------------------|---|
| Park and Allow Use | Parks the device from KRMC Hosted but allows the user to continue using the device as normal. |
| Park and Disable | Parks the device from KRMC Hosted and prevents the device from being used. The device user is not able to login to a disabled device. |
| Park, Disable and Delete all data | Parks the devices from KRMC Hosted, deletes all data from the device and prevents the device from being used. |
| Park | Parks the device from KRMC Hosted using the settings selected above. |
| Cancel | The park action is canceled. |

***Note:** SA and Administrators can park drives if they have the permission "Can Park Drives from KRMC" located under Advanced Account Abilities. For more information on Admin permissions, please look at [Edit Admin Permissions](#) *

Device Page

5

Confirm Device State Change to Parked

Parking Licenses will be used to make this change

Any license currently assigned to the drive(s) will lapse immediately regardless of days remaining.

To reactivate the device, please go to Parked Device Pool and click Activate.

Please specify...

Message

Notes

Park and Allow use

Park and Disable

Park, Disable and Delete all data

 PARK

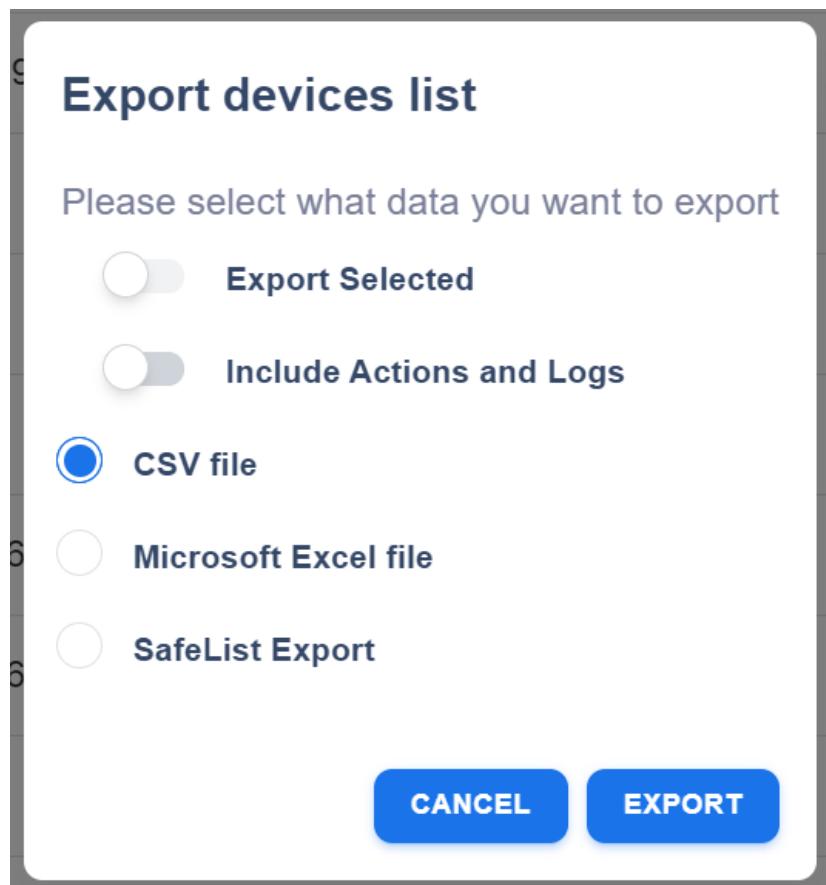
 CANCEL

Device Page

Custom Export

Within the Active device page, all accounts have the ability to export all or selected devices along with all actions and device logs.

| | |
|--------------------------|--|
| Selected | The default setting is to export all devices located on this page. Regular Administrators (RA) will be able to export only the drives that they have the permissions to manage. The option "Selected" limits the export to only the drives that have been selected using the checkboxes next to each drive. Note: An RA can export all devices on the KRMC account if they have the permission "Can See All Drives" located under Advanced Account Abilities. For more information on Admin permissions, please look at Edit Admin Permissions <small>[72]</small> . |
| CSV File | The exported file will be exported in a CSV file format. |
| Microsoft Excel File | The exported file will be exported in a XLSX file format. |
| SafeList Export | The exported file will be exported in a CSV file format however the drives Vendor ID (VID) and Product ID (PID) have been altered to fit common device and endpoint control applications (such as CrowdStrike). |
| Include Actions and Logs | The export will include all actions for all devices exported along with the Device Logs which consist of the successful and failed login attempts on the devices. If you export using the Microsoft Excel File format, the export will only consist of one file with multiple pages. If you export using the CSV or SafeList format, the export will be in the form of a ZIP file containing: Device Logs, Devices, Pending Device Actions, Successful Device Actions, and Failed Device Actions. Note: If there are fields with no data, they will not be included in the export. For example, if your account does not have any Failed Device Actions, your export will not contain a Failed Device Actions page or file. If not selected, the export will only include information within the Device Page |
| Export | The exported file will be generated based on the information selected in the window. |
| Cancel | The export action will be ended. |



Device Page

Edit View

The Device List displays a list of devices belonging to the KRMC account or Group selected. **Note:** *A Regular Administrator (RA) can see all devices on the KRMC account if they have the permission "Can See All Drives" located under Advanced Account Abilities. For more information on Admin permissions, please look at [Edit Admin Permissions](#)*⁷². The drives are displayed in a series of columns containing all information that Kanguru gathers regarding the drives and their usage to make managing them as simple as possible. To better customize the appearance to fit your needs, you can use the option Edit View.

Columns that are shown by default are as follows:

| | |
|----------------|---|
| Device Name | The name of the device assigned by UKLA, device setup, or KRMC Hosted. |
| Description | A description of the device. The default description is the device's name. |
| Last Connected | This is the date and time the server last communicated with this Defender device. |
| Hostname | The name of the machine the device was last connected to. |
| Last Location | The geographical location of the computer that the device was last connected to. The geographical location is an approximate location of the drive. The actual location may differ. |
| Email | The email address of the User that the drive belongs to. |
| SSPM Email | The Self-Service Password Management (SSPM) email address the User entered into the drive. |

Additional columns available are as follows:

| | |
|-----------------------------|---|
| Device Owner | The Super Administrator (SA) that the device is assigned to. |
| Device Model | This displays the model of the Defender device. |
| Version | The client version that the device last reported it was running. |
| Last Activity | The last time the device communicated with KRMC Hosted. |
| Serial Number | The serial number of the physical device. |
| KRMC Hosted Validity (days) | The number of days remaining on the device's KRMC Hosted license. |
| KRMC Hosted Validity (date) | The date the device's KRMC Hosted license will expire. |
| IP Address | The IP address of the machine the device was last connected to. |
| Last EPP Update | The date the drive was last updated with Endpoint Protection definitions. |
| EPP Validity (days) | The number of days remaining on the device's Endpoint Protection license. |

Device Page

5

| | |
|-----------------------------|---|
| EPP Validity (date) | The date the device's Endpoint Protection license. |
| Department | The department that the drive or drive's user belongs to. |
| Employee ID/Name | The name and employee ID of the end user that the drive is assigned to. |
| Phone | The phone number of the User or Administrator that the drive belongs to. |
| Disabled | Displays whether the device is currently disabled. |
| OBB Enabled | The current state of the On-Board Browser application on the drive. |
| Endpoint Protection Enabled | The current state of the Endpoint Protection application on the drive. |
| Realtime Scan Enabled | This current state of the Real-Time Scanning setting on the Endpoint Protection application on the drive. |
| File Audit | This is the current state of the file auditing status on the drive. |

Along with the column options, you also have three option:

| | |
|----------|---|
| Reset | This resets your column selection to the KRMC defaults. |
| Show All | This displays all columns in KRMC. |
| Hide All | This hides all columns on KRMC. |

Device Page

5

The screenshot shows a 'Devices' page with a 'Devices' icon and the number '5' in the top right corner. At the top, there are 'CUSTOM EXPORT' and 'EDIT VIEW' buttons. Below is a table of device properties:

| Device Name | Device Name |
|----------------|--|
| 300 Test | <input checked="" type="checkbox"/> Description |
| Defender | <input checked="" type="checkbox"/> Last Connected |
| Defender HDD | <input type="checkbox"/> Last Activity |
| ma | <input type="checkbox"/> Serial Number |
| Defender HDD | <input type="checkbox"/> Device Owner |
| hddtest5205 | <input type="checkbox"/> KRMC Validity (days) |
| update Elite30 | <input type="checkbox"/> Device Model |
| update elite30 | <input checked="" type="checkbox"/> Version |
| update test | <input checked="" type="checkbox"/> Hostname |
| Defender HDD | <input type="checkbox"/> IP Address |
| Kyle Zemke | <input checked="" type="checkbox"/> Last Location |
| Noah Testing | <input type="checkbox"/> Last EPP update |
| Defender | <input type="checkbox"/> EPP Validity (days) |
| CC Testing | <input type="checkbox"/> Department |
| USBTest | <input type="checkbox"/> Employee ID/Name |
| Defender | <input checked="" type="checkbox"/> Email |
| Defender | <input checked="" type="checkbox"/> SSPM Email |
| | <input type="checkbox"/> Phone |
| | <input type="checkbox"/> Disabled |
| | <input type="checkbox"/> OBB Enabled |
| | <input type="checkbox"/> Endpoint Protection Enabled |
| | <input type="checkbox"/> Realtime Scan Enabled |

At the bottom are 'RESET', 'SHOW ALL', and 'HIDE ALL' buttons.

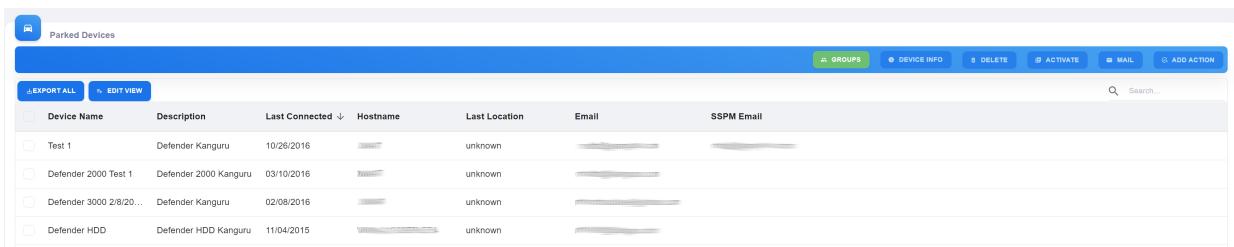
Device Page

5

Parked

The **Parked** device page provides you with options for viewing all devices that you have parked on KRMC. For information on how to park a drive and the feature, please click [HERE](#)⁵⁴. Within this page you can select a device using the checkbox on the left side column. If you are looking to select multiple devices you can either check the boxes next to each device or select the checkbox on the title bar. In selecting a device, you gain access to multiple options.

| | |
|--|--|
| Groups | Allows the KRMC account to view all devices within the selected group. For more information on how to use Groups in the Device pages, please refer to the Groups section on Active Devices located HERE ⁴⁴ . |
| Device Info | KRMC accounts are able to view device history and previously requested SSPM codes. For more information on Device Info, please refer to the Device Info section on Active Devices located HERE ⁴⁵ . Note: This option is not available when multiple devices are selected. |
| Delete | Deletes the selected device(s) from KRMC. For more information on deleting devices from KRMC, please refer to the Delete section on Active Devices located HERE ⁵² . |
| Activate ⁶² | Provides you the ability to bring a device back into the active list to be managed. |
| Mail | You can send an email from KRMC to the selected device(s). For more information on the Mail feature, please refer to the Mail section on Active Devices located HERE ⁴⁶ . |
| Add Action | KRMC accounts with permissions are able to send remote actions to the selected device(s). For devices within Parked, there are limited actions available for the devices. These actions are limited to Enable, Disable, and Disable and delete all data. For more information on actions in general, please refer to the Add Action section on Active Devices located HERE ⁴⁸ . |
| Custom Export | KRMC with the correct permissions are able to export the Device list for auditing purposes. For information on the export feature, please refer to the Custom Export section on Active Devices located HERE ⁵⁶ . |
| Edit View | Provides the ability to change which columns are displayed on your Device list. For information on the Edit View feature, please refer to the Edit View section on Active Devices located HERE ⁵⁸ . |



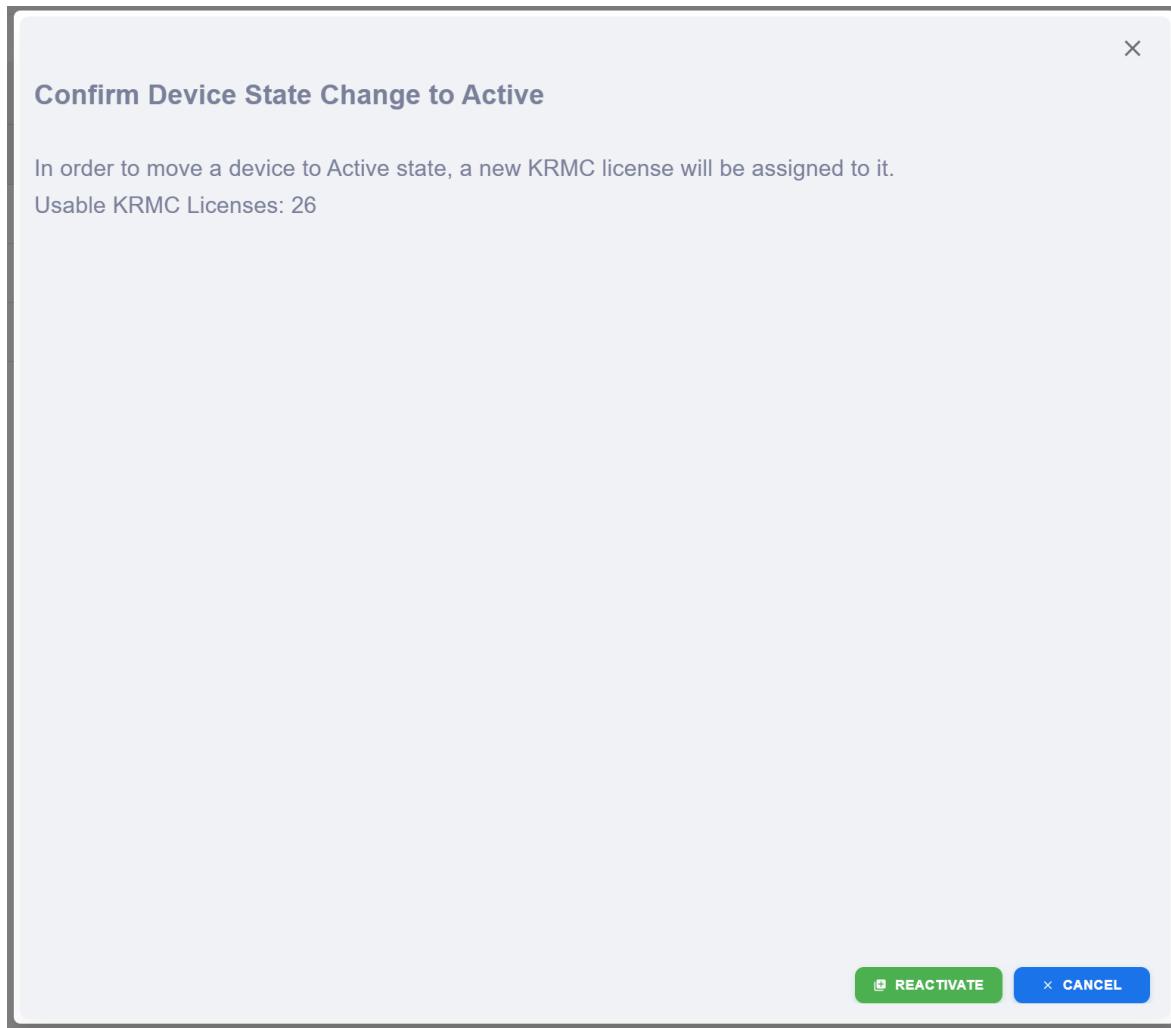
| Device Name | Description | Last Connected | Hostname | Last Location | Email | SSPM Email |
|-------------------------|-----------------------|----------------|------------|---------------|------------|------------|
| Test 1 | Defender Kanguru | 10/26/2016 | [REDACTED] | unknown | [REDACTED] | [REDACTED] |
| Defender 2000 Test 1 | Defender 2000 Kanguru | 03/10/2016 | [REDACTED] | unknown | [REDACTED] | |
| Defender 3000 2/8/20... | Defender Kanguru | 02/08/2016 | [REDACTED] | unknown | [REDACTED] | |
| Defender HDD | Defender HDD Kanguru | 11/04/2015 | [REDACTED] | unknown | [REDACTED] | |

Device Page

Activate Parked Drive

When selecting a parked device from the Parked Device List, there is an option to activate a the selected device(s). This option requires the consumption of one KRMC Hosted license per drive you are looking to activate. In activating a device, it becomes able to be managed (able to receive remote actions).

| | |
|------------|---|
| Reactivate | Activates the device so it is able to managed once again. This will require a KRMC license that is currently not assigned to any drive. |
| Cancel | The activation process is canceled. |



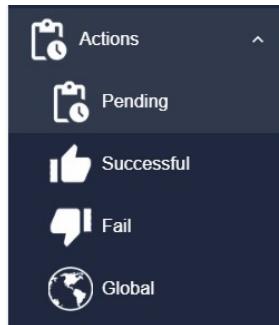
Actions Page

6

The **Actions Page** allows the currently logged in Administrator to review the history of actions sent to devices they own. From here you can view a list of all pending actions, successful actions, and failed actions, and also create a global action that will be sent to every device that you manage.

To switch between each view, click on one of the tabs located at the top of the page:

| | |
|---|--|
| Pending Actions <small>64</small> | Allows you to view information on all pending actions within the KRMC Hosted account |
| Successful Actions <small>65</small> | Allows you to view information on all pending actions within the KRMC Hosted account |
| Failed Actions <small>66</small> | Allows you to view information on all pending actions within the KRMC Hosted account |
| Create Global Actions <small>67</small> | Allows the creation of actions to be sent to all devices within the KRMC Hosted account. |



Within each view you will see these default columns along with more:

| | |
|---------------|--|
| Action Type | The type of action to be executed. |
| Target Device | The device that the action will occur on. |
| Notes | Internal facing notes provided at the time the action was created. |
| Message | The message that will be displayed to the device user when the action is executed. |
| Schedule | The earliest date that the action is set to occur. |
| Created By | The Administrator that originally created the action. <i>Note: Automatic Actions are system generated actions for enabling specific end user features like Creating Admin Password, Custom Settings (Reprovision), Self-Service Password Management (SSPM) related actions. Although these are not created explicitly by an admin, server-side changes by the admin may trigger these management actions on your managed drives.</i> |

Actions Page

Pending Actions

Pending Actions contains a list of actions that are currently waiting to be executed. Once a drive communicates with KRMC Hosted, it will receive any actions that are scheduled on the pending list. Once received, the device will execute the action.

| | |
|---------------|--|
| Action Type | The type of action to be executed. |
| Target Device | The device that the action will occur on. |
| Serial Number | The device serial number that the action was created for. |
| Notes | Internal facing notes provided at the time the action was created. |
| Message | The message that will be displayed to the device user when the action is executed. |
| Created At | The date and time an action was created. |
| Schedule | The earliest date that the action is set to occur. |
| Created By | The Administrator that originally created the action. <i>Note: Automatic Actions are system generated actions for enabling specific end user features like Creating Admin Password, Custom Settings (Reprovision), Self-Service Password Management (SSPM) related actions. Although these are not created explicitly by an admin, server-side changes by the admin may trigger these management actions on your managed drives.</i> |
| Action | You can delete a pending action by clicking on the delete action icon located in the Action column, removing it from the pending actions queue and preventing it from being executed. |

| Pending Actions | | | | | | |
|--------------------------|--------------------------------|---------------|-------|--------------------------------------|------------------|---|
| | | | | | | |
| <input type="checkbox"/> | Action Type | Target Device | Notes | Message | Schedule | Created By |
| <input type="checkbox"/> | Change Device Info | Defender | | Device info updated from KRMCCloud ! | 07/29/2024 15:56 |  |
| <input type="checkbox"/> | Enable/Disable USB to Cloud | 300 Test | | | 07/29/2024 15:29 |  |
| <input type="checkbox"/> | IP/Domain/MAC Control | 300 Test | | | 07/29/2024 15:29 |  |
| <input type="checkbox"/> | Configure App Launcher | 300 Test | | | 07/29/2024 15:29 |  |
| <input type="checkbox"/> | Enable/Disable EPP | 300 Test | | | 07/29/2024 15:29 |  |
| <input type="checkbox"/> | Enable/Disable Onboard Browser | 300 Test | | | 07/29/2024 15:29 |  |

You can delete all pending actions for every device assigned to you by clicking on the **Delete All Actions**. You can delete selected actions by using the check box on the left side of each action then select **Delete Selected Actions**. *Note: Some actions are critical to a device's operation and manageability and cannot be deleted.*

Actions Page

6

Successful Actions

Successful Actions contains a list of actions that were successfully executed on the target device. Actions on this page cannot be deleted. There is an additional Date of Completion column in Successful Actions that records the date and time that the action was executed.

| | |
|--------------------|--|
| Action Type | The type of action to be executed. |
| Target Device | The device that the action will occur on. |
| Serial Number | The device serial number that the action was created for. |
| Notes | Internal facing notes provided at the time the action was created. |
| Message | The message that will be displayed to the device user when the action is executed. |
| Created At | The date and time an action was created. |
| Schedule | The earliest date that the action is set to occur. |
| Date of Completion | The date and time an action was reported as completed to KRMC Hosted. |
| Created By | The Administrator that originally created the action. <i>Note: Automatic Actions are system generated actions for enabling specific end user features like Creating Admin Password, Custom Settings (Reprovision), Self-Service Password Management (SSPM) related actions. Although these are not created explicitly by an admin, server-side changes by the admin may trigger these management actions on your managed drives.</i> |

| Successful Actions | | | | | | | |
|----------------------------------|---------------|-------|------------------------|------------------|------------------|--------------------|-------------|
| Action Type | Target Device | Notes | Message | Created At | Schedule | Date of Completion | Created By |
| Enable/Disable EPP | Defender | | | 11/17/2023 12:27 | 11/16/2023 12:27 | 11/17/2023 12:28 | Automatic ⓘ |
| Enable/Disable Onboard Browser | Defender | | | 11/17/2023 12:27 | 11/16/2023 12:27 | 11/17/2023 12:28 | Automatic ⓘ |
| Self Service Password Management | Defender | | | 11/17/2023 12:27 | 11/16/2023 12:27 | 11/17/2023 12:30 | Automatic ⓘ |
| Set Administrative Password | Defender | | Administrative Pass... | 11/17/2023 12:27 | 11/16/2023 12:27 | 11/17/2023 12:30 | Automatic ⓘ |
| Enable/Disable EPP | Defender | | | 11/14/2023 16:31 | 11/13/2023 16:31 | 11/14/2023 16:42 | Automatic ⓘ |
| Enable/Disable Onboard Browser | Defender | | | 11/14/2023 16:31 | 11/13/2023 16:31 | 11/14/2023 16:41 | Automatic ⓘ |
| Self Service Password Management | Defender | | | 11/14/2023 16:31 | 11/13/2023 16:31 | 11/14/2023 16:41 | Automatic ⓘ |
| Set Administrative Password | Defender | | Administrative Pass... | 11/14/2023 16:31 | 11/13/2023 16:31 | 11/14/2023 16:41 | Automatic ⓘ |
| Enable/Disable Onboard Browser | ma | | | 10/16/2023 10:51 | 10/15/2023 10:51 | 10/16/2023 10:51 | Automatic ⓘ |
| Enable/Disable EPP | ma | | | 10/16/2023 10:50 | 10/15/2023 10:50 | 10/16/2023 10:51 | Automatic ⓘ |
| Enabling/Disabling | | | | | | | |

Actions Page

Failed Actions

Failed Actions contains a list of actions that have failed. A common reason for why an action fails is if a device has an expired license, or if an incorrect administrative password was used when attempting to run a Change User Password action. There is an additional Date of Failure column in the Failed Actions that displays the date and time when the action failed.

| | |
|-----------------|--|
| Action Type | The type of action to be executed. |
| Target Device | The device that the action will occur on. |
| Serial Number | The device serial number that the action was created for. |
| Notes | Internal facing notes provided at the time the action was created. |
| Message | The message that will be displayed to the device user when the action is executed. |
| Created At | The date and time an action was created. |
| Schedule | The earliest date that the action is set to occur. |
| Date of Failure | The date and time an action was reported as failed. |
| Created By | The Administrator that originally created the action. <i>Note: Automatic Actions are system generated actions for enabling specific end user features like Creating Admin Password, Custom Settings (Reprovision), Self-Service Password Management (SSPM) related actions. Although these are not created explicitly by an admin, server-side changes by the admin may trigger these management actions on your managed drives.</i> |

| Fail Actions | | | | | | | |
|--------------------|---------------|-------|---------|------------------|------------------|------------------|------------|
| Action Type | Target Device | Notes | Message | Created At | Schedule | Date of Failure | Created By |
| Enable/Disable EPP | ma | | | 10/16/2023 10:51 | 10/15/2023 10:51 | 10/16/2023 10:51 | Automatic |

Actions Page

6

Global Actions

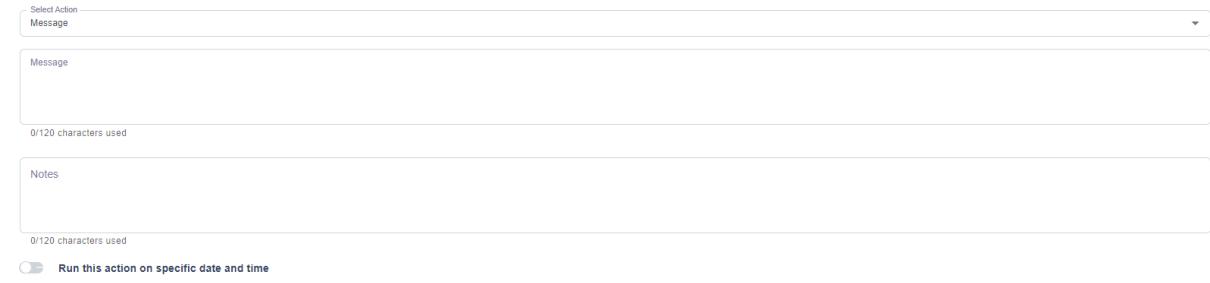
Create Global Action allows you to create an action that is executed on all devices managed by your account. Creating a global action creates individual pending actions for every device that you manage. The actions available to the Regular Administrator (RA) is dependent on their permissions as defined under [Edit Admin Permissions](#)⁷². For a full list and description of actions available, please refer to [Remote Action List](#)¹²⁷.

The default fields that will be available for you are as follow:

| | |
|---|---|
| Select Action | This allows you to select the action that you are trying to send to all devices within this group. Note: Depending on the action selected, the fields below may change. |
| Message | A message is something that is displayed to the end user once the actions is received by the device. |
| Notes | This is an internal note about the action. This is not displayed to the end user. |
| Run this action on specific date and time | By default, a new action is scheduled to execute the next time the device is seen by the KRMC Hosted server. If you want to delay the action until later, you can select Run this action on specific date and time and set a future date and time when the action can be executed. <i>Note: A scheduled action may not occur at the exact date and time set here. The action will be executed the next time the device communicates with KRMC Hosted after the scheduled date and time.</i> |
| Create | This creates the action based on the options selected above. |

Create Global Action

The Global Device Settings is used as a global standard for all devices on this KRMC account. All devices must adhere to Global Device Settings if it is active. Administrators may set individual profiles for each user, but the profile must be as strict or stricter than the Global Device Settings. Individual devices that are provisioned through the device page can be excluded from adhering to the Global and Individually set profiles. Any changes made to any Provision profile will create an action to all applicable devices, updating their policies.



Selected Action
Message

Message
0/120 characters used

Notes
0/120 characters used

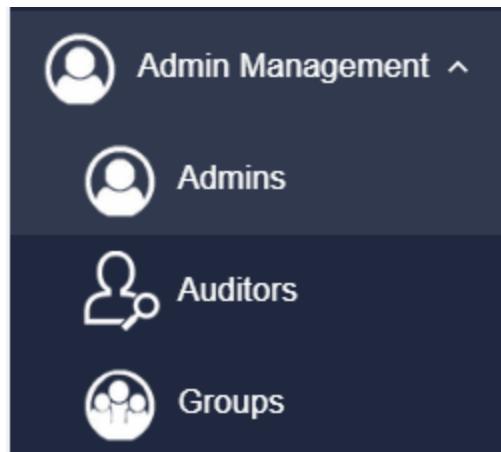
Run this action on specific date and time

CREATE

The **Admin Management Page** allows you to view and edit Administrator, Auditors, and Groups created by your Super Administrator (SA) account. *Note: Standard KRM**C** Hosted accounts will have limited access.*

To view the different accounts in each level, click on one of the options in the navigation bar:

| | |
|-----------------------------|--|
| Admins 69 | Allows you to view all administrators on the KRM C Hosted company account and edit information, permissions, and restrictions. |
| Auditors 78 | Allows you to view and edit all auditor accounts on KRM C Hosted. |
| Groups 84 | Allows you to view all groups within KRM C Hosted. You are able to edit information within the group and send actions to all drives associated with it. |



On the pages: Admins, Auditors, and Groups there are options at the top left of the section to change the view of the page as well as add a new Admin/Auditor/Group.

The default viewing method is a more visual based display designed to make navigation and understanding easier. The second mode is more of a list-based mode. This is less visually impactful and displays all the information in a more traditional KRM**C** based format. If you would like to learn how to set the default visual method, please click [HERE](#) 116.

For steps on how to create an Admin, please click [HERE](#) 33.

For steps on how to create an Auditor, please click [HERE](#) 35.

For steps on how to create a Group, please click [HERE](#) 37.

Admin Management Page

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Admins

The **Admins** list provides a list of Administrator. For more information on Administrators, please click [HERE](#)³². *Note: The Super Administrator (SA) and Regular Administrators (RA) are able to view all administrators. RAs are able to view themselves and any group(s) that they are assigned.*

Each Administrator account has the following actions available:

| | |
|---|--|
| Edit Admin Information ⁷⁰ | Allows the administrators the ability to edit general information about their account such as Name, Email, and Phone Number. The SA and Administrators with permission have the ability to perform other actions as well such as enable/disable an account or assign a group to the account. |
| Edit Admin Permissions ⁷² | The SA and Administrators with permission have the ability to add or remove permissions that an RA has on the platform. |
| Edit Admin Display ⁷⁵ | The SA and Administrators with permission have the ability to add or remove pages on KRMC that an RA has access to. Additionally, you are able to indicate which page should be the first page seen by the account when logged in. |
| Change Super Administrator ⁷⁶ | This is only available for the SA account. This allows the SA to change the SA on their account to a different email or RA. |
| Change to Super Administrator ⁷⁶ | This is only available for the RA account(s). This allows the SA or RA to change the SA on their account to a specific RA account. |

Clicking on any of these action buttons will display the selected information in the area to the right.

The screenshot shows five administrator profiles, each with a blue user icon and a list of details: Name, Email, Role (Super Admin or Administrator), and Phone. To the right of each profile are four blue rectangular buttons with white text: 'EDIT ADMIN INFORMATION', 'EDIT ADMIN PERMISSIONS', 'EDIT ADMIN DISPLAY', and 'CHANGE TO SUPER ADMINISTRATOR'. The 'CHANGE TO SUPER ADMINISTRATOR' button is only visible for the first two profiles (Super Admins).

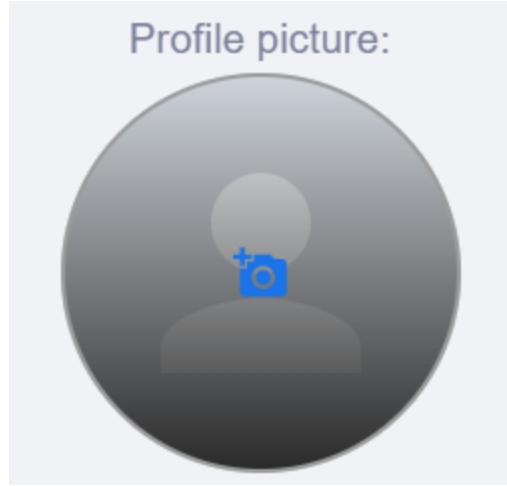
Admin Management Page

7

Edit Admin Information

Edit Admin Information allows you to change information such as name or email address of the selected administrator. Additionally, you are able to add a profile picture for the administrator and change whether the selected account is an Admin or is changed to an Auditor. You are able to alter many of these items for your own account by selecting [Edit Profile](#)²⁷ at the top right side of your screen.

To change the profile picture, you will need to select the image and left click. From here, a window will appear allowing you to choose from an image located on your computer. **Note: You may need to refresh your browser for the image to appear after selected.**



| | |
|------------------------------------|---|
| First Name | The admin's first name |
| Last Name | The admin's last name |
| MI | The admin's middle initial |
| Suf. | The admin's suffix |
| Email | The admin's email |
| Phone | The admin's phone number |
| Employee ID/Name | The admin's employee ID |
| Admin/Auditor | This allows you to switch the account role between an Admin or an Auditor. |
| Can see unassigned devices | When enabled allows the administrator to view any unassigned devices. If disabled the administrator will only see devices assigned to them. |
| Set New Password | You are able to create a password for the new Admin account. After creating the password, you would then need to confirm the new password. |
| Must Change Password at Next Login | When this is enabled, your Admin will be asked to change their account password the next time they log into KRMC. |
| 2fa Enable | Enable or Disable 2fa on the account. |

Admin Management Page

7

| | |
|--|---|
| Set Permission and Display Settings From Profile | This feature allows you to copy the settings from another administrator to this new administrator account. This provides a simple way to assign permissions and display settings for multiple administrators. To use this feature you must have an account (other then the SA account) that has both Admin Permissions and Admin Display settings saved. Once those settings have been saved, refresh your browser and you should be able to see the admin appearing in the list to choose. |
| Save | Saves all changes made within this menu. |
| Delete | Deletes the account from KRMC Hosted. Note: Deleted accounts cannot be retrieved after deleted. |
| Close | The window closes. |

The screenshot shows a modal window for managing an administrator account. The window has a light gray background and a white content area. At the top left is a close button (X). In the center is a placeholder 'Profile picture:' with a large gray circular icon containing a white user silhouette. Below the profile area are five text input fields: 'First Name:' (redacted), 'Last Name:' (redacted), 'Email:' (redacted), 'Phone:' (redacted), and 'Employee ID/Name:' (redacted). Under these fields are several configuration options: a radio button for 'Admin' (selected) and 'Auditor' (unchecked), and three toggle switches: 'Can See Unassigned Devices' (checked), 'Set New Account Password' (unchecked), and 'Must Change Password at Next Login' (unchecked). Below these is a checked toggle switch for '2fa enabled'. At the bottom of the window is a note: 'Set Permission and Display Settings From Profile' followed by a dropdown menu showing 'None'. At the very bottom are three buttons: a blue 'DELETE' button with a trash icon, a blue 'SAVE' button with a checkmark icon, and a green 'CLOSE' button with a close icon.

Edit Admin Permissions

Edit Admin Permissions allows you to change the permissions for any account on KRMC. KRMC provides the ability to alter most settings within the console providing you the ability to make accounts function the way you want. **Note:** If you are looking to use the feature "Set Permissions and Display Settings From Profile", you must set the permissions in this section as well as Edit Admin Display for at least one Regular Administrator (RA) before use.

Account Access

| | |
|------------------|---|
| Account Enabled | The Account is enabled and able to be accessed. Note: <i>The option will change automatically if "Account Disabled" is selected.</i> |
| Account Disabled | The Account is disabled and unable to be accessed. Note: <i>The option will change automatically if "Account Enabled" is selected.</i> |

Account Permissions

| | |
|---|--|
| Can See Only Drives Assigned to Administrator Groups | The administrator account is only able to see drives that has been assigned to a group the account is added to. This will provide a limited access to drives. Note: <i>The option will change automatically if "Can See Drives Assigned to Administrator and Super Administrator Groups" is selected.</i> |
| Can See Drives Assigned to Administrator and Super Administrator Groups | The administrator account is only able to see drives that has been assigned to a group the account is added to. This will provide a limited access to drives. Note: <i>The option will change automatically if "Can See Only Drives Assigned to Administrator Groups" is selected.</i> |
| Can Edit Device Information | The administrator account can edit device information for drives that the administrator is able to manage. |
| Can Send Actions to Drives | The administrator account can send actions to drives that the administrator is able to manage. You can use the drop-down to select and unselect actions that the admin is able to perform. Note: <i>You are not able to unselect action types if the permission "Can Create Any Action For Drives" is selected.</i> |
| Can View SSPM Codes | The administrator account can view the most recent SSPM code sent for a drive that the administrator is able to manage. |
| Can Send Emails | The administrator account can send emails to the users of the drives that the administrator is able to manage. Additionally, it can be selected whether the account can use either KRMC email services, Custom SMTP services, or both. |

| | |
|------------------------|---|
| Can Export Device List | The administrator account can export the device list. <i>Note: This will only contain the information for drives that the administrator is able to manage.</i> |
|------------------------|---|

Advanced Account Abilities

| | |
|---|--|
| Give Super Administrator Permissions | This setting when enabled, provides the ability to use any/all of the options below. In previous version of KRMC, this was called the Global Device Administrator. It is highly recommended that you only provide access to those accounts that need them as this can limit the SA's ability to control the account. |
| Can See All Drives | The administrator account can see all drives on the KRMC account without limitations of what groups drives are in. |
| Can Send Actions to All Drives | The administrator account can send any action to all drives on the KRMC account without limitations of what groups drives are in. |
| Can Create Any Global Action for Drives | The administrator account can send any action to all drives on the KRMC account as a Global Action without limitations of what groups drives are in. |
| Can Park Drives | The administrator account can park eligible drives on the KRMC account. |
| Can Activate Park Drives | The administrator account can activate parked drives on the KRMC account. Note: A valid KRMC license is required for a drive to be moved to Active from Parked. |
| Can Delete Drives from KRMC | The administrator account can delete any drive from KRMC account. |
| Can Create and Edit Administrators | The administrator account is able to create and edit other administrator accounts (not including the SA account). |
| Can Create and Edit Auditors | The administrator account is able to create and edit auditor accounts. |
| Can Create and Edit Groups | The administrator account is able to create and edit groups. This includes which drives are assigned to a group and provisioning settings. |
| Can Edit SAML Settings | The administrator account edit the SAML settings on the KRMC account. |
| Can Edit SSPM Email Domain Allowlist | The administrator account can edit the SSPM and Contact allowlist settings on the KRMC account. |
| Can Edit Event Export | The administrator account edit the Event Export (SIEM) settings on the KRMC account. |
| Can Edit AD Service Integration Sync | The administrator account edit the AD Integration Device Disable setting on the KRMC account. |
| Can Edit Email Templates | The administrator account is able to edit the templates used for the email services. |
| Can Manage File Audit Notifications | The administrator account edit the File Audit View settings on the KRMC account. |

Admin Management Page

7

X

Account Access

Account Enabled

Account Locked

Account Permissions

Can See Only Drives Assigned To Administrator Groups

Can See Drives Assigned To Administrator and Super Administrator Groups

Can Edit Device Information

Can Send Actions To Drives ▾

Can Create Any Action for Drives

Can View SSPM Codes

Can Send Emails ▾

Can Export Device List

Advanced Account Abilities

Give Super Administrator Permissions ▾

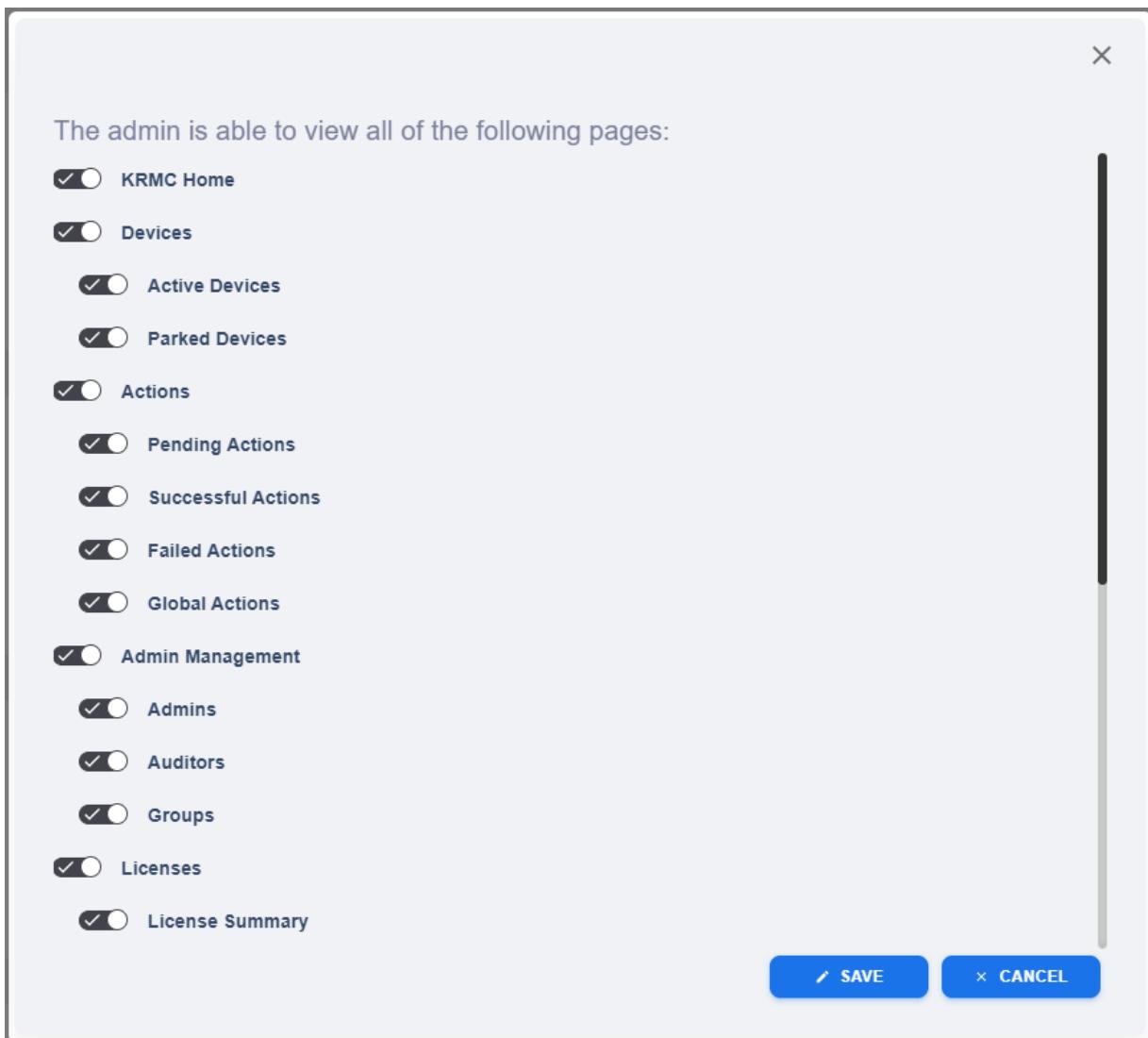
✓ SAVE ✗ CANCEL

Admin Management Page

7

Edit Admin Display

Edit Admin Display allows you to change what pages are viewable for your Regular Administrators (RAs). In addition to choosing which pages are viewable to your RAs, you can also choose which page your RAs see when they first log into KRMC. **Note:** If you are looking to use the feature “Set Permissions and Display Settings From Profile”, you must set the permissions in this section as well as Edit Admin Permission for at least one Regular Administrator (RA) before use.



The admin is able to view all of the following pages:

- KRMC Home
- Devices
 - Active Devices
 - Parked Devices
- Actions
 - Pending Actions
 - Successful Actions
 - Failed Actions
 - Global Actions
- Admin Management
 - Admins
 - Auditors
 - Groups
- Licenses
 - License Summary

✓ SAVE ✗ CANCEL

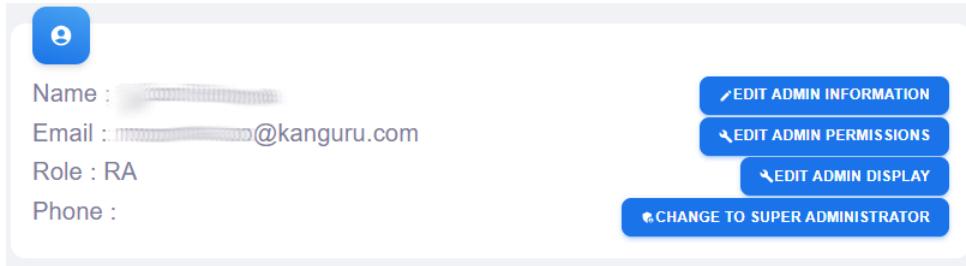
Admin Management Page

Change Super Administrator

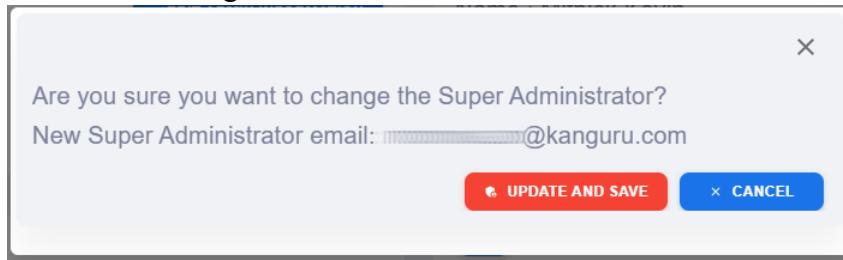
KRMC only has one Super Administrator (SA) account. With that said, there are options available if needed to change the account that is considered the SA account. ***Note: You must be logged in as the SA in order to change the SA.***

Method 1: Change to Super Administrator

1. If you have a Regular Administrator (RA) that you are looking to promote to the SA level, you can select the option “Change to Super Administrator” that is associated for that RA account.

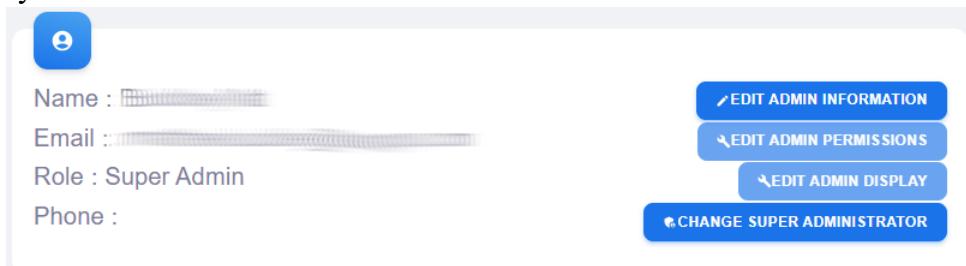


2. Once selected, you will receive a popup asking for you to confirm that you would like to make this RA the new SA. If you select “Update and Save”, your RA account will be converted to be the new SA and the original SA will be converted to be an RA.



Method 2: Change Super Administrator

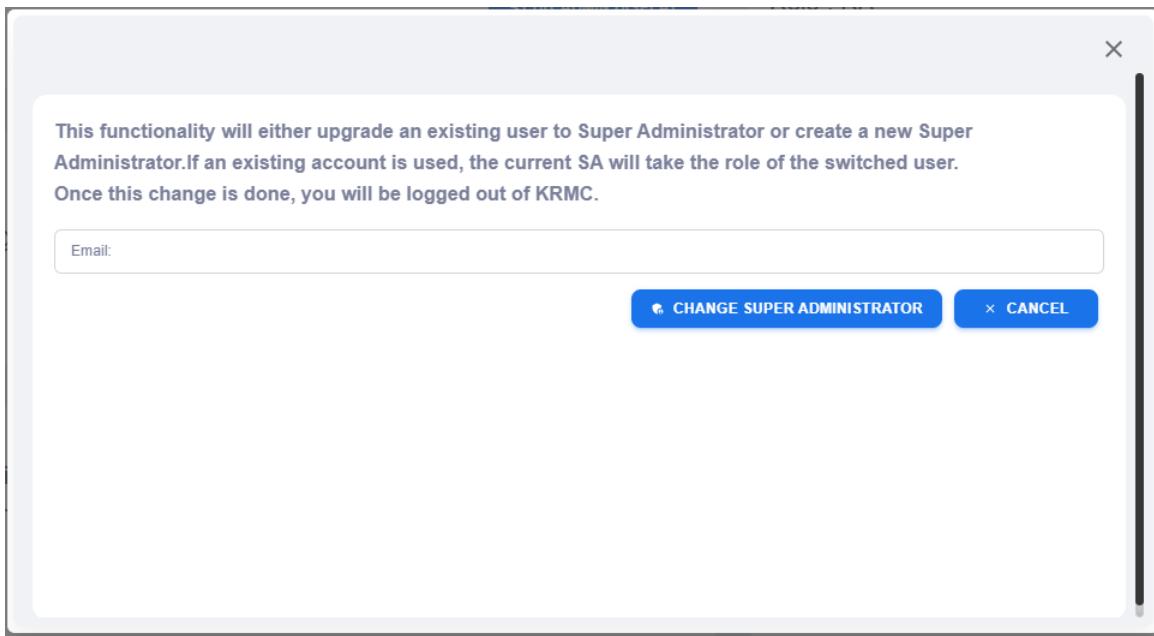
1. If you are looking to change the SA account to an email currently not associated with an RA or Auditor account, you can use the option “Change Super Administrator” that is associated with your SA account.



2. Once you select this option you will be presented with a display stating “This functionality will either upgrade an existing user to Super Administrator or create a new Super Administrator. If an existing account is used, the current SA will take the role of the switched user. Once this change is done, you will be logged out of KRMC.”.

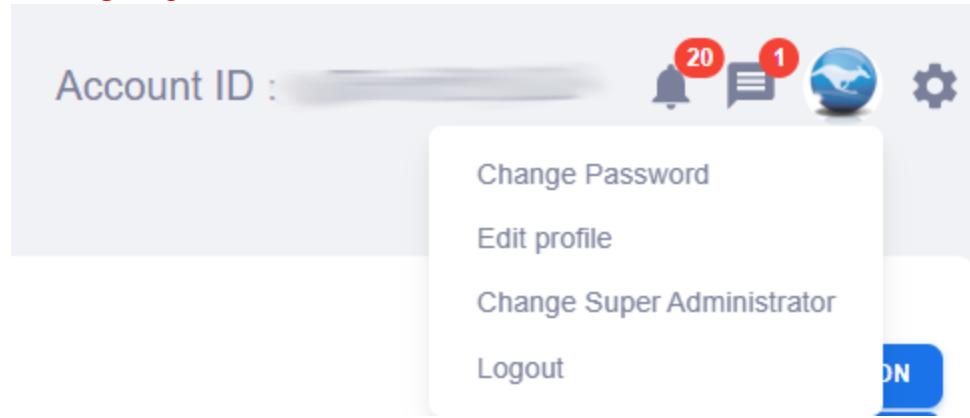
Admin Management Page

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3. You will need to add the email address that you would like to use as the new SA. **Note:** *If you are choosing a new account to be the SA, the new account will use the same account password as the original SA. This password can be changed with a password reset if you would like.*

Note: You can also use Method 2 by selecting you Account Icon²⁵ at the top right of the screen and select “Change Super Administrator”.



Method 3: Edit Admin Information

1. If you are logged into KRMC as the SA you can use the option Edit Admin Information on the SA account to change the account first name, last name, and email address. **Note:** *Using this method is not recommended if you are looking to use an email address associated with a different account. If you are looking to perform that, we would recommend either Method 1 or Method 2.*

Admin Management Page

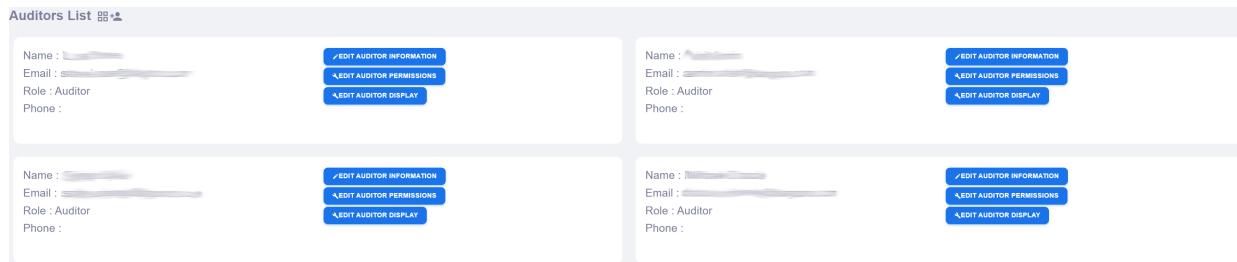
7

Auditors

The **Auditors** list displays a list of Auditors created in KRMC Hosted. Auditors are allowed (by default) to view all devices, groups, and events within KRMC Hosted. The Auditor account actions are limited solely to exporting logs and reports. For more information on Auditors, please click [HERE](#)³².

Each Auditor account has the following actions available:

| | |
|--|--|
| Edit Auditor Information ⁷⁰ | Allows the administrators the ability to edit general information about the auditor account such as Name, Email, and Phone Number. The SA and Administrators with permission have the ability to perform other actions as well such as enable/disable an account or assign a group to the account. |
| Edit Auditor Permissions ⁷² | The SA and Administrators with permission have the ability to add or remove permissions that the auditor has on the platform. |
| Edit Auditor Display ⁷⁵ | The SA and Administrators with permission have the ability to add or remove pages on KRMC that the auditor has access to. Additionally, you are able to indicate which page should be the first page seen by the account when logged in. |



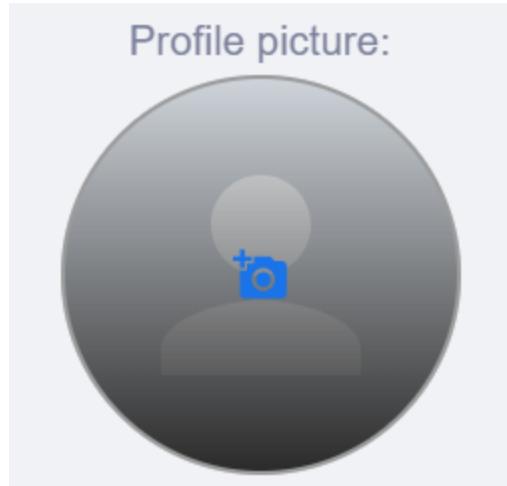
Admin Management Page

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Edit Auditor Information

Edit Auditor Information allows you to change information such as name or email address of the selected auditor. Additionally, you are able to add a profile picture for the auditor and change whether the selected account is an auditor or is changed to an admin. You are able to alter many of these items for your own account by selecting [Edit Profile](#) [27] at the top right side of your screen. HERE.

To change the profile picture, you will need to select the image and left click. From here, a window will appear allowing you to choose from an image located on your computer. **Note: You may need to refresh your browser for the image to appear after selected.**



| | |
|--|--|
| First Name | The auditor's first name |
| Last Name | The auditor's last name |
| MI | The auditor's middle initial |
| Suf. | The auditor's suffix |
| Email | The auditor's email |
| Phone | The auditor's phone number |
| Employee ID/Name | The auditor's employee ID |
| Admin/Auditor | This allows you to switch the account role between an Admin or an Auditor. |
| Set New Password | You are able to create a password for the new auditor account. After creating the password, you would then need to confirm the new password. |
| Must Change Password at Next Login | When this is enabled, your auditor will be asked to change their account password the next time they log into KRMC. |
| 2fa Enable | Enable or Disable 2fa on the account. |
| Set Permission and Display Settings From Profile | This feature allows you to copy the settings from another auditor to this new auditor account. This provides a simple way to assign permissions and display settings for multiple administrators. To use this feature you must have an account that has both auditor Permissions and auditor Display settings saved. |

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| | |
|--------|--|
| | Once those settings have been saved, refresh your browser and you should be able to see the auditor appearing in the list to choose. |
| Save | Saves all changes made within this menu. |
| Delete | Deletes the account from KRM Hosted. <i>Note: Deleted accounts cannot be retrieved after deleted.</i> |
| Close | The window closes. |

The screenshot shows a modal window for managing an auditor profile. The window has a light gray background and a white content area. At the top left is a close button (X). In the center is a placeholder for a 'Profile picture' with a large gray circular icon containing a white user silhouette. Below the placeholder are four text input fields: 'First Name' (with a blurred value), 'Last Name' (with a blurred value), 'Email' (with a blurred value), and 'Employee ID/Name' (with a blurred value). Under these fields are several buttons and checkboxes: a radio button for 'Admin' (unchecked), a radio button for 'Auditor' (checked), a checkbox for 'Set New Account Password' (unchecked), a checkbox for 'Must Change Password at Next Login' (unchecked), and a checked checkbox for '2fa enabled'. Below these checkboxes is a note: 'Set Permission and Display Settings From Profile' followed by a dropdown menu set to 'None'. At the bottom of the modal are three blue buttons: 'DELETE' (with a trash icon), 'SAVE' (with a checkmark icon), and 'CLOSE' (with a close icon).

Edit Auditor Permissions

Edit Auditor Permissions allows you to change the permissions for any account on KRM. KRM provides the ability to alter most settings within the console providing you the ability to make accounts function the way you want. **Note:** If you are looking to use the feature "Set Permissions and Display Settings From Profile", you must set the permissions in this section as well as Edit Admin Display for at least one auditor before use.

Account Access

| | |
|------------------|---|
| Account Enabled | The Account is enabled and able to be accessed. Note: <i>The option will change automatically if "Account Disabled" is selected.</i> |
| Account Disabled | The Account is disabled and unable to be accessed. Note: <i>The option will change automatically if "Account Enabled" is selected.</i> |

Account Permissions

| | |
|--|--|
| Can See Only Drives Assigned to Super Administrator Groups | The auditor account is only able to see drives that has been assigned to the Super Administrator group. Note: <i>The option will change automatically if "Can See Drives Assigned To All Groups" is selected.</i> |
| Can See Drives Assigned to All Groups | The auditor account is only able to see all drives on the KRM Hosted account. Note: <i>The option will change automatically if "Can See Only Drives Assigned to Super Administrator Groups" is selected.</i> |
| Can View SSPM Codes | The auditor account can view the most recent SSPM code sent for a drive that is on KRM |
| Can Export Device List | The auditor account can export the device list. Note: <i>This will only contain the information for drives that the auditor is able to see based on the setting "Can See Drives Assigned To All Groups".</i> |
| Can Export Action List | The auditor account can export the action list. Note: <i>This will only contain the information for drives that the auditor is able to see based on the setting "Can See Drives Assigned To All Groups".</i> |
| Can Export Event List | The auditor account can export the event list. Note: <i>This will only contain the information for drives that the auditor is able to see based on the setting "Can See Drives Assigned To All Groups".</i> |

Admin Management Page

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Account Access

Account Enabled

Account Locked

Account Permissions

Can See Only Drives Assigned To Super Administrator's Groups

Can See Drives Assigned To All Groups

Can View SSPM Codes

Can Export Device List

Can Export Actions List

Can Export Events List

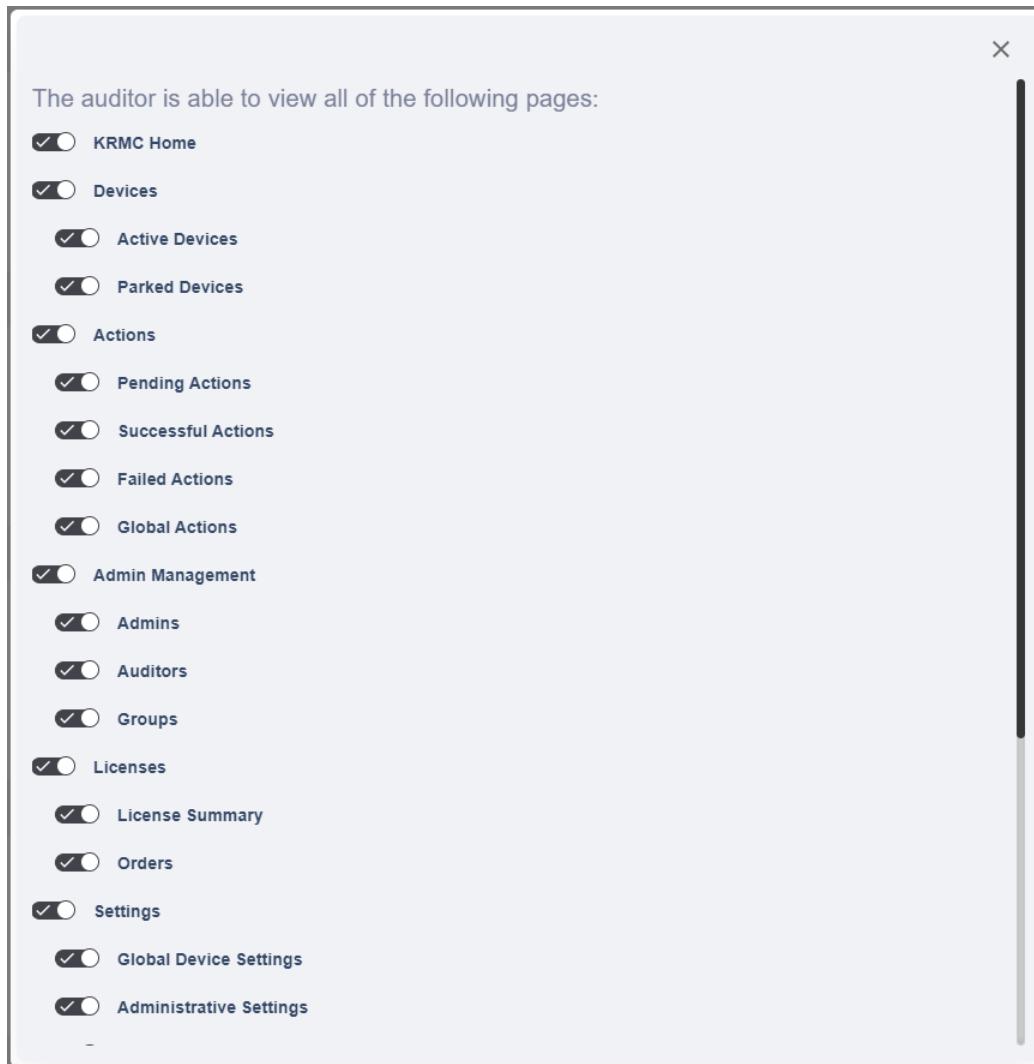
✓ SAVE ✗ CANCEL

Admin Management Page

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Edit Auditor Display

Edit Auditor Display allows you to change what pages are viewable for your auditor. In addition to choosing which pages are viewable to your auditor, you can also choose which page your auditor see when they first log into KRMC. **Note:** *If you are looking to use the feature “Set Permissions and Display Settings From Profile”, you must set the permissions in this section as well as Edit Admin Permission for at least one auditor before use.*



The auditor is able to view all of the following pages:

- KRMC Home
- Devices
 - Active Devices
 - Parked Devices
- Actions
 - Pending Actions
 - Successful Actions
 - Failed Actions
 - Global Actions
- Admin Management
 - Admins
 - Auditors
 - Groups
- Licenses
 - License Summary
 - Orders
- Settings
 - Global Device Settings
 - Administrative Settings

Admin Management Page

Groups

The **Groups** list on KRMC, displays all groups on your account. Groups, can provide the Super Administrator (SA) with increased control over permissions, requirements, and customizations with their drives. This can occur by specifying which Regular Administrators (RA) are allowed to manage the drives. Additionally, it provides the ability to give each group alternative settings to the SA Global Device Settings (as long as the settings are strict if not stricter then the SA Global Device Settings). For more information on Groups, please click [HERE](#)³².

Each Group is listed with the following information:

| | |
|-------------------|---|
| Group Name | It is recommended to create a descriptive name for your Groups to make them easily recognizable. |
| Number of Devices | The number of devices assigned to this Group. |
| Group ID | This is an optional item that if generated allows drives to be registered directly to the group. If the group does not have a Group ID, the SA (or RA with the correct permissions) can select the plus icon to generate an ID. |

In addition to the information provided on the groups, there are three management features also available.

| | |
|--|---|
| Edit Group Information ⁸⁵ | Edit group allows you to modify the group name, description, generate a Group ID, administrators, and drives associated with the group. |
| Edit Provision Profile ⁸⁷ | Allows you configure default settings sent to all drives within the Group. These settings must be as strong if not stronger then the settings on the Global Device Profile set by the SA. |
| Group Action ⁸⁸ | Add group action provides the ability to send all devices on within this group an action. |

The screenshot shows the 'Group List' page with two groups listed:

- Accounting**: Name: Accounting, Number of devices: 5, Group ID: 1. Buttons: EDIT GROUP INFORMATION, EDIT PROVISION PROFILE, GROUP ACTION.
- Boston**: Name: Boston, Number of devices: 3, Group ID: 2. Buttons: EDIT GROUP INFORMATION, EDIT PROVISION PROFILE, GROUP ACTION.

Admin Management Page

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Edit Group Information

Super Administrators (SA) and Regular Administrators (RA) with access can change a Group's information by clicking the **Edit Group Information** button.

Edit Group Information change modify the following:

| | |
|------------------------------|---|
| Name | The name of the group that is displayed both on the groups page but as well on the Device List. |
| Description | The description of the group. This is not visible anywhere except for Group Edit Information. |
| Generate Group ID | If your group does not already have a Group ID generated, you can enable this option and select Save. This will automatically generate a Group ID for this group. If your group already has a Group ID, this option will not be able to be toggled. <i>Note: Group IDs are not able to be deleted after being generated.</i> |
| Select/Search Administrators | You are able to select as many or as few RA accounts you would like to manage these drives. If no RA is selected, the drives in this group will only be able to be managed by the SA or by an RA with the Advanced Account Ability of "Can See All Drives". For more information on Advanced Account Abilities, please click HERE ⁷² . |
| Select/Search Administrators | This allows you to select which drives are in your group. Note: Drives are only allowed to be in one group. |
| Save | Saves all changes made within this menu. |
| Delete | Deletes the group from KRMC Hosted. <i>Note: Deleted groups cannot be retrieved after deleted.</i> |
| Close | The window closes. |

Admin Management Page

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X

Name:

Description:

Generate Group ID

The selected administrators below will be able to manage these devices:

Select/search Administrators

Devices in this group:

Select/search Devices

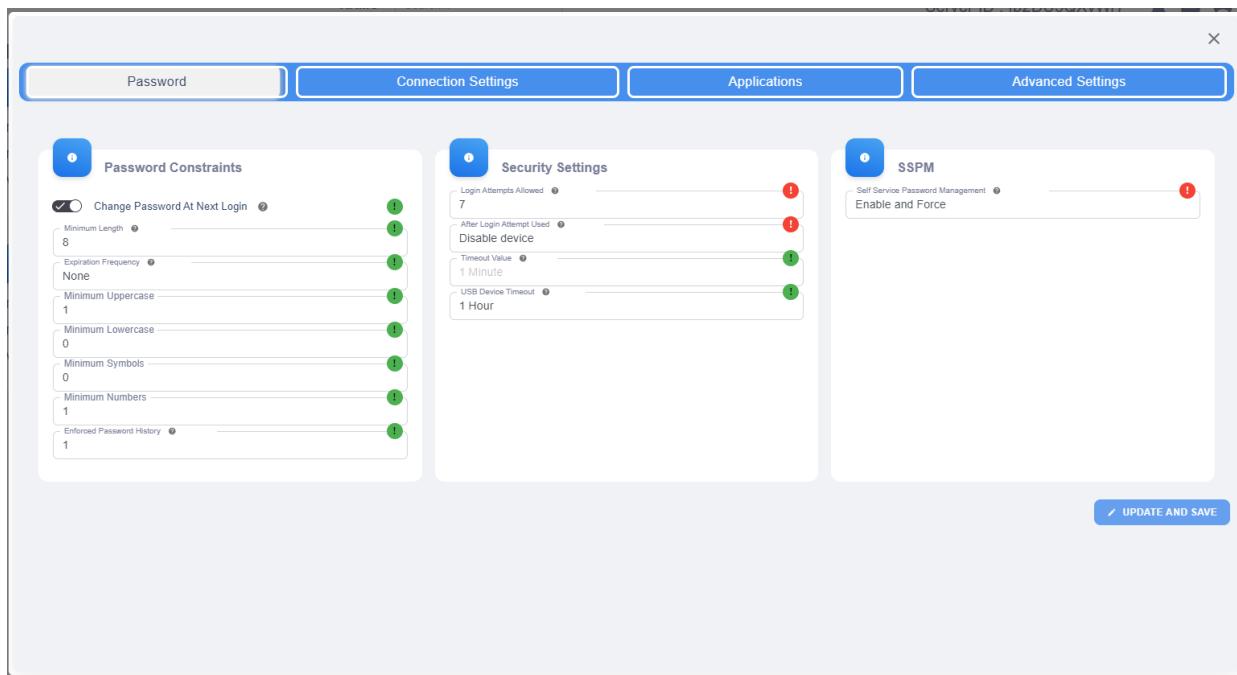
✖ DELETE ✓ SAVE ✖ CLOSE

Admin Management Page

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Edit Provision Profile

Edit Provisioning Profile provides each group the ability to have a security profile that is used as the standard configuration for all devices registered within this group. These profiles must meet the minimum requirements set by the Global Device Settings. When a change is made to a setting within the Global Device Settings, the green icon to the right of each option will turn red. If you hover your mouse over the red icon, you will be shown what the setting was prior to the change. For more information on the settings and options available within this option, please refer to [Global Device Settings](#)⁹⁷.



Admin Management Page

Group Action

Group Action will send an action to all drives within the group. The actions available to the Regular Administrator (RA) is dependent on their permissions as defined under [Edit Admin Permissions](#)⁷². For a full list and description of actions available, please refer to [Remote Action List](#)¹²⁷.

The default fields that will be available for you are as follow:

| | |
|---|---|
| Select Action | This allows you to select the action that you are trying to send to all devices within this group. Note: Depending on the action selected, the fields below may change. |
| Message | A message is something that is displayed to the end user once the actions is received by the device. |
| Notes | This is an internal note about the action. This is not displayed to the end user. |
| Run this action on specific date and time | By default, a new action is scheduled to execute the next time the device is seen by the KRMC Hosted server. If you want to delay the action until later, you can select Run this action on specific date and time and set a future date and time when the action can be executed. <i>Note: A scheduled action may not occur at the exact date and time set here. The action will be executed the next time the device communicates with KRMC Hosted after the scheduled date and time.</i> |
| Create | This creates the action based on the options selected above. |
| Cancel | The actions creation is canceled. |

Admin Management Page

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Create device action

Select Action

Message

Message

0/120 characters used

Notes

0/120 characters used

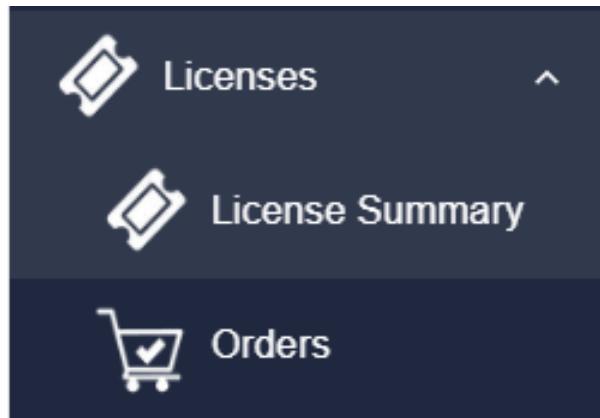
Run this action on specific date and time

CREATE **CANCEL**

Licenses Page

The **Licenses Page** allows you to view and manage your KRMC Hosted device licenses. You can navigate to the various options by clicking on the icons or options on the navigation bar.

| | |
|------------------------------------|--|
| License Summary 91 | The License Summary page displays a low-level overview of the current status of any KRMC Hosted, Endpoint, Parking, Life Planner, and USB to Cloud Licenses registered with this KRMC Hosted account. |
| Orders 95 | Allows you to manage your license purchases directly from the web console. |



Licenses Page

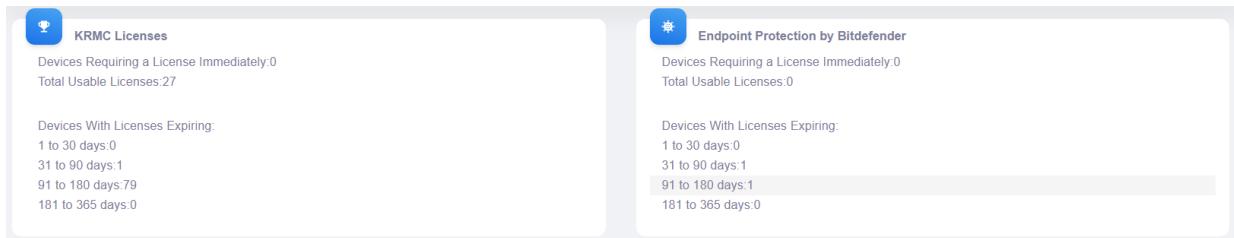
8

License Summary

The **License Summary** page displays a low-level overview of the current status of any KRMC Hosted, Endpoint, Parking, Life Planner, and USB to Cloud Licenses registered with this KRMC Hosted account.

For KRMC Licenses and Endpoint Protection Licenses, you are provided the following breakdown:

| | |
|---|--|
| Devices Requiring a License immediately | The number of devices which currently do not have a valid license. |
| Total Usable Licenses | The number of licenses available to be assigned to devices. These licenses are currently not assigned to any device. |
| Devices With Licenses Expiring | This information can be used to help determine when you need to purchase more licenses. It is good practice to always have enough licenses available to replace any licenses set to expire within 30 days. |

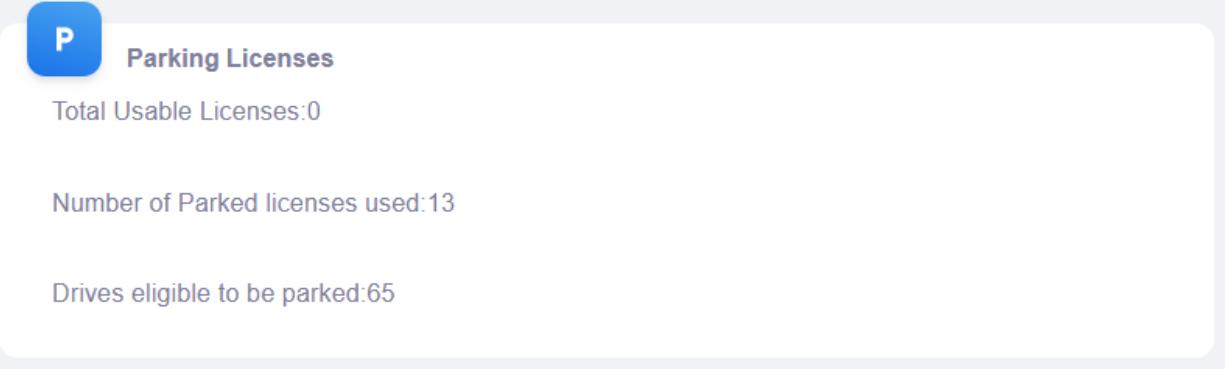


For Parking Licenses, you are provided the following breakdown:

| | |
|--------------------------------|---|
| Total Usable Licenses | The number of licenses available to be assigned to devices. These licenses are currently not assigned to any device. |
| Number of Parked Licenses Used | The total number of parked licenses that have been used on this KRMC Hosted account. |
| Devices eligible to be parked | This is the total number of active drives (drives that have not been deleted or parked) that are eligible to be parked at this time. Drives that are considered eligible to be parked are drives that have not communicated with KRMC in 18 months or more. |

Licenses Page

8



P **Parking Licenses**

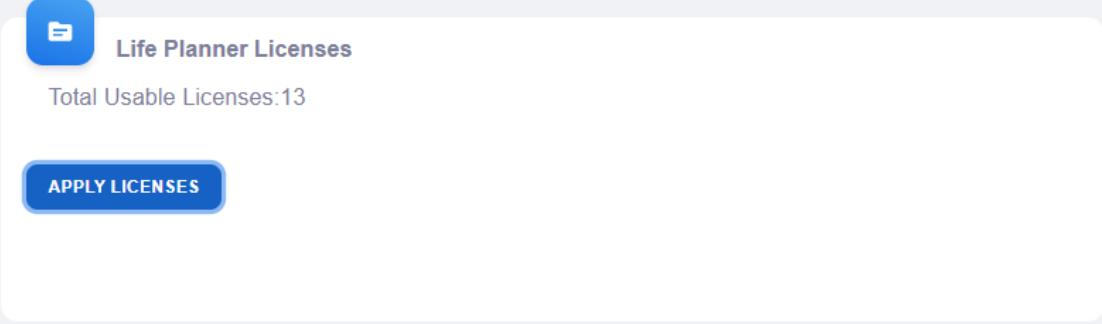
Total Usable Licenses:0

Number of Parked licenses used:13

Drives eligible to be parked:65

For Life Planner Licenses, you are provided the following breakdown:

| | |
|-----------------------|--|
| Total Usable Licenses | The number of licenses available to be assigned to devices. These licenses are currently not assigned to any device. |
| Apply License | This button allows you to see all devices that are compatible with the Life Planner application that do not currently have an active Life Planner license assigned to it. You are able to either select a drive from the drop down that appears to you or you can upload a CSV file containing the Vendor ID (VID), Product ID (PID), and Serial number of the drive(s). |



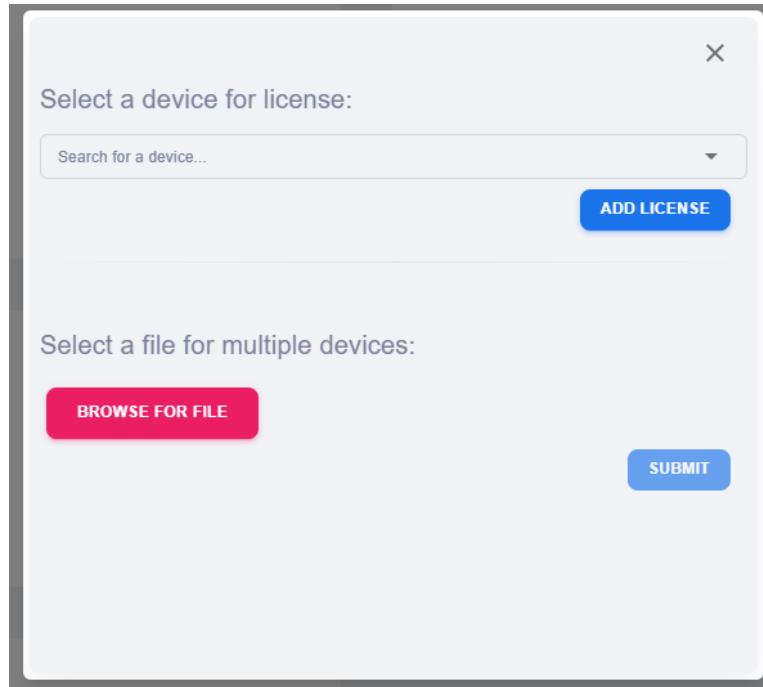
Life Planner Licenses

Total Usable Licenses:13

APPLY LICENSES

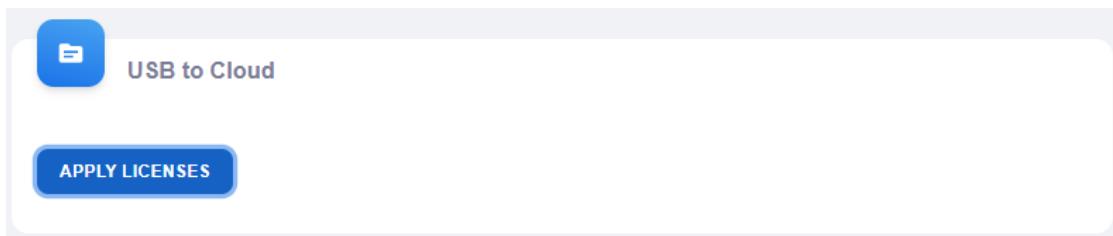
Licenses Page

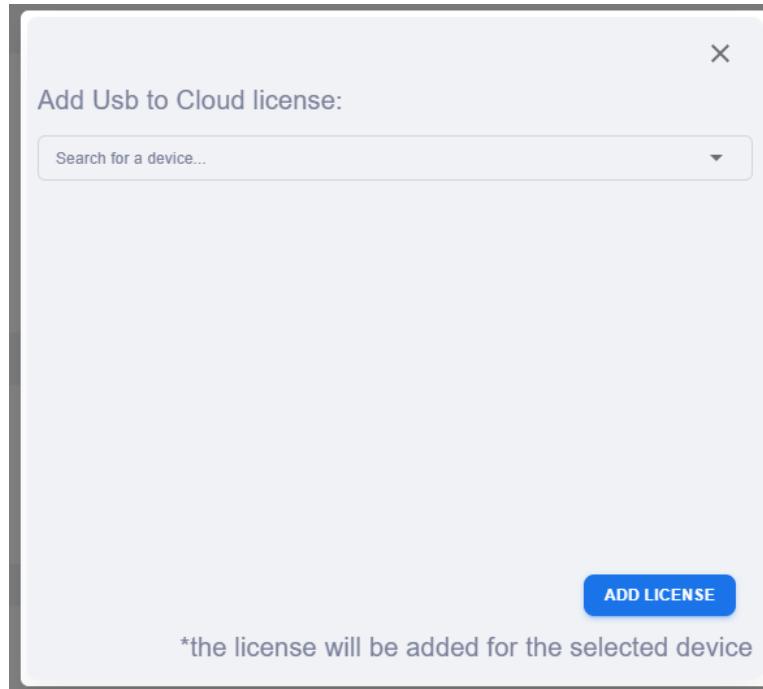
8



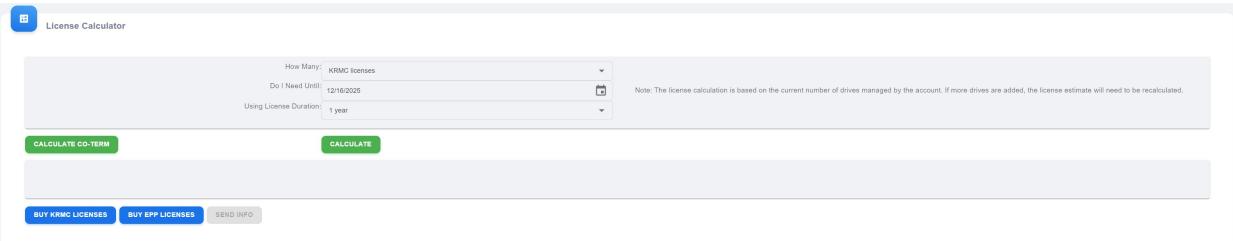
For USB to Cloud Licenses, you are provided the following breakdown:

| | |
|---------------|---|
| Apply License | This button allows you to see all devices that are compatible with the USB to Cloud application that do not currently have an active USB to Cloud license assigned to it. You are able to either select a drive from the drop down that appears to you. |
|---------------|---|





You can easily figure out the number of licenses you will need to purchase in the future by entering a time frame into the license calculator located at the bottom of the License Summary page and then clicking the **Calculate** button. Additionally, KRMC now provides the option for Co-Termining. If you would like to co-term your account, you can select the date you would like to set your co-term until and an email will be sent to Kanguru Customer Success. A member of the Kanguru Customer Success team will then reach out to you after an account review.



Important! *Newly imported KRMC Hosted and Endpoint Protection Licenses are automatically assigned to the most recently used (communicated with KRMC Hosted) active device without a valid license. KRMC Licenses cannot be manually assigned to specific devices.*

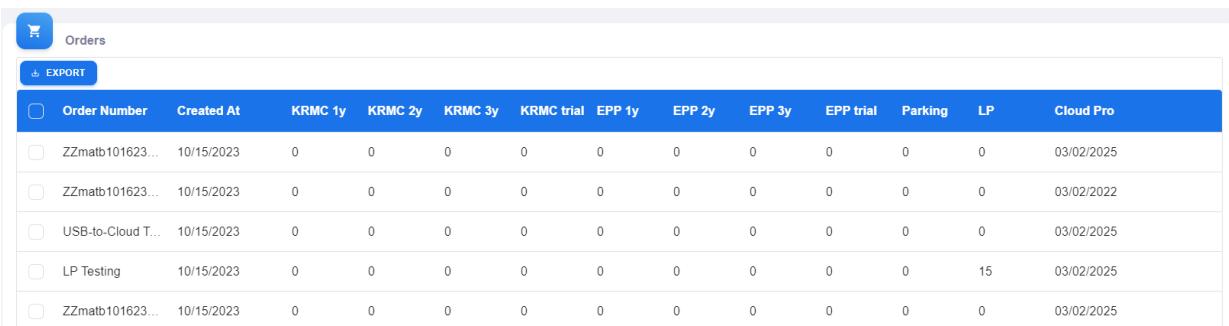
Licenses Page

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Orders

The **Orders** page will allow you to view any orders that were processed on your account and displays the number of each license purchased with that order. *Important! Newly purchased KRM Hosted and AV Licenses are automatically assigned to the most recently used (communicated with KRM Hosted) active device without a valid license. KRM Licenses cannot be manually assigned to specific devices.*

All orders displayed on this page are able to be exported either by selecting the check box next to specific orders and selecting "Export" or if you want full order list exported, then simply selecting "Export" with no check boxes selected. All exports on this page are in CSV format.

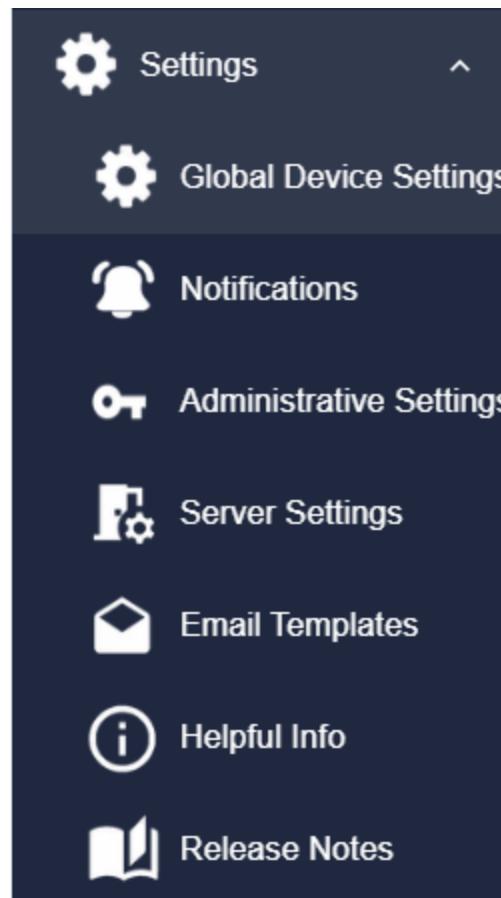


The screenshot shows a table titled 'Orders' with a header row containing columns for Order Number, Created At, and various license types (KRMC 1y, KRMC 2y, KRMC 3y, KRMC trial, EPP 1y, EPP 2y, EPP 3y, EPP trial, Parking, LP, Cloud Pro). There are five rows of data, each with a checkbox next to the Order Number. The last row shows a total of 15 LPs. The table is styled with a light gray background and blue headers.

| <input type="checkbox"/> | Order Number | Created At | KRMC 1y | KRMC 2y | KRMC 3y | KRMC trial | EPP 1y | EPP 2y | EPP 3y | EPP trial | Parking | LP | Cloud Pro |
|--------------------------|-------------------|------------|---------|---------|---------|------------|--------|--------|--------|-----------|---------|----|------------|
| <input type="checkbox"/> | ZZmatb101623... | 10/15/2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 03/02/2025 |
| <input type="checkbox"/> | ZZmatb101623... | 10/15/2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 03/02/2022 |
| <input type="checkbox"/> | USB-to-Cloud T... | 10/15/2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 03/02/2025 |
| <input type="checkbox"/> | LP Testing | 10/15/2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 03/02/2025 |
| <input type="checkbox"/> | ZZmatb101623... | 10/15/2023 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 03/02/2025 |

The **Settings Page** provides you with options for viewing and configuring KRMC Hosted system settings. You can navigate to the various settings by clicking on the icons or options on the navigation bar.

| | |
|--|---|
| Global Device Settings <small>97</small> | Allows you to configure default settings sent to all drives on your KRMC Hosted account. |
| Notifications <small>104</small> | Allows you to change what and how events are displayed within the events bar. |
| Administrative Settings <small>107</small> | Allows you the ability to change the Administrative Password for KRMC Hosted as well as enable additional features such as 2FA. |
| Server Settings <small>109</small> | Allows you to alter general settings within the server such as date and time, date format, etc. |
| Email Templates <small>119</small> | Automatic emails utilize a template which have the ability to be edited as the Admin would like or even have new ones created. |
| Helpful Info <small>121</small> | Displays Kanguru Support contact information as well provides access to the User Guide and the Provisioning Tool. |
| Release Notes | Displays the most recent release notes for the version of KRMC Hosted. |



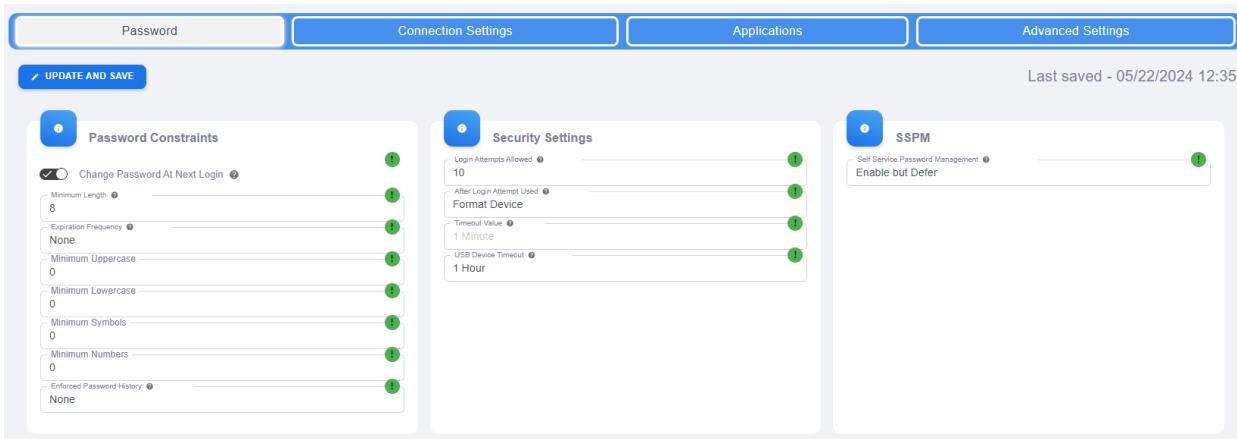
Settings Page

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Global Device Settings

The **Global Device Settings** are available to the Super Administrator (SA). It is a security profile that is used as the standard configuration for all devices registered within this KRMC Hosted account. KRMC Hosted Advanced and Premium accounts have the ability to have groups and each group can have their own device settings profile.

KRMC Hosted devices must adhere to the Global/Group Device Setting. Administrators may configure separate device settings for individual devices and Groups, but these profiles must meet the minimum requirements set by the Global Device Settings. When a change is made to a setting within the Global Device Settings, the green icon to the right of each option will turn red. If you hover your mouse over the red icon, you will be shown what the setting was prior to the change.



Any changes made to the Global Device Settings will create the following actions all applicable devices:

| | |
|----------------------------------|--|
| Reprovision | This is a combination of Password Constraints and Security Settings located under the Password tab and Offline Access located under the Connection Settings tab on the Global Device Setting. The Reprovision action will provide the values for items such as minimum number of characters in a password. |
| Advanced Reprovision | This is the Advanced Settings options located under the Advanced Settings tab on the Global Device Setting. Additionally, Proxy Settings located under the Connection Settings tab on the Global Device Settings are within this action. The Advanced Reprovision action will provide the state that the settings should be in as well as if it is enabled then which settings to alter. |
| Self Service Password Management | The SSPM setting is located under the Password tab on the Global Device Setting. The Self Service Password Management action will provide the state that the application should be in. |
| Enable/Disable Onboard Browser | This setting is located under the Application tab on the Global Device Setting. The Enable/Disable Onboard Browser action will provide the state that the application should be in. |
| Enable/Disable AV | This setting is located under the Application tab on the Global Device Setting. The Enable/Disable Antivirus action will provide the state that the application should be in as well as if it is enabled then which option for Realtime Scanning should be selected. |

| | |
|-----------------------------|---|
| Configure App Launcher | This setting is located under the Advanced Settings tab on the Global Device Setting. The Configure App Launcher action will provide the state that the setting should be in as well as if it is enabled then the name of the application that the services to use. |
| IP/Domain/Mac Control | This setting is located under the Connection Settings tab on the Global Device Setting. The IP/Domain/Mac Control action will provide the state that the setting should be in as well as if it is enabled then which settings to utilize moving forward. |
| Enable/Disable USB to Cloud | This setting is located under the Application tab on the Global Device Setting. The USB to Cloud action will provide the state that the application should be in as well as if it is enabled then which services to use. |

Pending Actions

DELETE SELECTED ACTION(S) **DELETE ALL ACTIONS**

| <input type="checkbox"/> | Action Type | Target Device |
|--------------------------|----------------------------------|----------------|
| <input type="checkbox"/> | IP/Domain/MAC Control | Defender Elite |
| <input type="checkbox"/> | Configure App Launcher | Defender Elite |
| <input type="checkbox"/> | Enable/Disable AV | Defender Elite |
| <input type="checkbox"/> | Self Service Password Management | Defender Elite |
| <input type="checkbox"/> | Advanced reprovision | Defender Elite |
| <input type="checkbox"/> | Reprovision | Defender Elite |

Click on the **Update and Save** button to update the security policies for each device the next time they are seen by the KRMC Hosted server.

If a device is in a group other then the default SA group, no actions will be sent to those devices. If the new Global Device Settings minimum requirements cause groups to no longer be in compliance, Groups will need to have their settings changed manually.

There are four tabs/sections within the Global Device Settings containing different settings in each. Here is a breakdown of the settings that are in section.

Password

| | |
|----------------------|--|
| Password Constraints | Change Password at Next Login - If selected, the user will have to change their password the next time they successfully login to their device. |
| | Password Length (8 - 15 characters) – The mandatory minimum number of characters a password must contain to be valid. |
| | Expiration Frequency (none, 30, 60, 90, 180, 360 days) – How often the system will force the user to change their user password. |
| | Minimum Uppercase/Lowercase/symbols/Numbers (0 - 5) – The minimum number of upper- and lower-case letters, symbols and digits a valid password must contain. |
| Security Settings | Enforced Password History (none, 1 - 10) - The number of previously used passwords that may not be accepted as your current password. A higher number discourages users from alternating between several common passwords. |
| | Login Attempts Allowed (3 – 15 attempts) - The number of times a user can incorrectly enter their password when attempting to login to the drive. A warning message will appear to inform the user when they have one attempt remaining. |
| | Format Device - The device will automatically format itself if the user exceeds the number of allowed password retries. This will erase all admin settings and user data stored on the device and reset the device to the factory default settings. |
| | Timeout - The device will automatically activate a timeout period if the user exceeds the number of allowed password retries. The user will have to wait for the timeout period to pass before they are allowed to attempt entering a password again. |
| | Disable Device - The device will become disabled if the user exceeds the number of allowed password retries. The device user will be unable to login to their device or access the device's secure partition again until it is enabled by an 'Enable Device' remote action. |
| SSPM | Timeout Value (1 Min, 2 Min, 5 Min, 10 Min, 30 Min) - How long the timeout period is. If the user exceeds the set number of password retries, the user will have to wait this long before they are allowed to enter a password again. |
| | USB Timeout (30 Min, 1 hr, 2 hr, 4 hr, No timeout) - This allows the admin the ability to set an idle timeout period where by if the device is not used for a specific period of time, then the drive will auto-unmount. <i>Note: The default setting is 1-hour.</i> |
| SSPM | The Self-Service Password Management feature allows the user to reset their own login password for a managed Defender device. Users must |

| | |
|--|---|
| | <p>register an email address so that a password reset e-mail can be sent to the user.</p> |
| | <p>Enable and Force - Enable SSPM and force the user to register an e-mail the next time they use their device.</p> |
| | <p>Enable But Defer - Enable SSPM but allow the user to register an e-mail at a later time.</p> |
| | <p>Disable - Disable SSPM, preventing users from resetting the password on their device. If the user forgets their password, the only method of recovery is for the device administrator to create a ‘Change User Password’ action for the device.</p> |

Connection Settings

| | |
|----------------------------|---|
| Access Control Settings | <p>Create a list of IP Ranges or Domains or MAC addresses that you will either allow or restrict your devices to access KRMC Hosted from. You can <u>include multiple IP Ranges, Domains, or Mac addresses to the list.</u></p> |
| | <p>Enable Access Control - Check this box to enable IP/Domain/Mac control.</p> |
| | <p>Functionality - Select whether IP/Domain/Mac control will allow or deny certain IP ranges, Domains, or Mac addresses.</p> |
| | <p>Allow all Except (blocklist) - When selected, all devices will be allowed to access KRMC Hosted unless it is located under any of the IP ranges, Domains, or Mac addresses listed.</p> |
| | <p>Deny all Except (safelist) - When selected, only devices that are located under any of the IP ranges, Domains, or Mac addresses listed will be able to access KRMC Hosted.</p> |
| | <p>Control based - Select whether you want IP/Domain/Mac Control to be based on IP Range, Domain or MAC Address.</p> |
| | <p>IP Range - If you are looking to add an IP Range, enter the information into the fields provided. After entering the information select the “ADD” button directly underneath. After selecting “ADD” your range will appear under allowing you to add additional IP ranges if you would like. If you choose to remove the range, you can use the “DELETE” button that appears for you.</p> |
| | <p>Domain List - If you are looking to add a Domain, enter the information into the fields provided. After entering the information select the “ADD” button directly underneath. After selecting “ADD” your range will appear under allowing you to add additional domains if you would like. If you choose to remove the range, you can use the “DELETE” button that appears for you.</p> |

| | |
|----------------|--|
| | <p>Mac List - If you are looking to add a Mac address, enter the information into the fields provided. After entering the information select the “ADD” button directly underneath. After selecting “ADD” your range will appear under allowing you to add additional Mac addresses if you would like. If you choose to remove the range, you can use the “DELETE” button that appears for you.</p> |
| Proxy Settings | <p>Enable Access Control - Check this box to enable Proxy settings.</p> |
| | <p>Proxy Address - This location you will enter the IP address or Proxy server name that you will be using.</p> |
| | <p>Proxy Type - Select from the drop-down the proxy type that is to be used. Our devices support HTTP, SOCKS4, and SOCKS5</p> |
| | <p>Proxy Username - If your Proxy service requires the usage of a username, you can enter it here. If your Proxy service does not require any username, then this can be left blank. Note: <i>This username will be sent to all drives.</i></p> |
| | <p>Proxy password - If your Proxy service requires the usage of a password, you can enter it here. If your Proxy service does not require any password, then this can be left blank. Note: <i>This password will be sent to all drives.</i></p> |
| Offline Access | <p>Allow offline access (Unlimited, 1-100 Logins) - If unselected, the device user will not be able to login to access the device’s secure partition if the computer the device is connected to does not have internet access. When selected, the device user will be able to access the device’s secure partition when there is no internet access. The number of logins on computers without internet access can be set as 1 login up to 100 logins. If “Unlimited” is selected, the device user will always be able to login to the device, regardless of internet access.</p> |

Applications

| | |
|--|--|
| Endpoint Protection powered by Bitdefender | <p>Enable/Disable Endpoint Protection – This option allows you to enable or disable the Endpoint Protection on the Defender device. Note: <i>This can only be set for user devices running KDM client version 5.6.6.2 and later.</i> If you Enable Endpoint Protection, you are then able to determine how the real-time scan works. You have three options:</p> |
| | <p>Enable Real-Time Scan – Real-Time Scanning is enabled however the user can disable this at their choosing.</p> |
| | <p>Disable Real-Time Scan - Real-Time Scanning is disabled and the user is unable to enable it.</p> |
| | <p>Force Real-Time Scan - Real-Time Scanning is enabled and the user is unable to disable it.</p> |

| | |
|-----------------|--|
| Onboard Browser | Enable/Disable Onboard Browser - This option allows you to enable or disable the On-Board Browser (OBB) application on the Defender device. <i>Note: This can only be set for user devices running KDM client version 5.6.5.4 and later.</i> |
| USB to Cloud | Enable USB to Cloud - This option allows you to enable or disable the USB to Cloud application on the Defender device. If USB to Cloud is enabled, you are then able to select which backup service you allow. Services that are compatible with USB to Cloud are as follows: Amazon S3, Baidu, Box, Dropbox, Google Drive, Mega, NAS (using WebDAV or DAS), OneDrive, OneDrive for Business, Sharefile by Citrix, Yandex Disk. |

Advanced Settings

| | |
|-------------------|---|
| Advanced Settings | Enable Advanced Settings - This setting allows you to enable one or more of these settings under Advanced Settings. If this setting is disabled, no setting enabled within this section will be enabled. Allow Force Unmount - Enable this feature to allows you to unmount devices even if an application is still accessing data on the secure partition. SUPPRESS pop up messages and warnings - Enable this feature to prevent any device messages that do not require any user interaction from being displayed, i.e. pop-up messages that only have an 'OK' button. Pop-up messages that require user input will still be displayed. Additionally, this feature to prevent the warning message that usually shows when a drive is improperly disconnected from being displayed. Unmount security partition at user logoff - When selected, the secure partition will automatically unmount when the user logs off the computer the device is connected to. Unmount security partition at hibernate / sleep - When selected, the secure partition will automatically unmount if the computer the device is connected to enters hibernate or sleep mode. Enable Write Protection (Defender 2000/3000 devices) - The Defender 2000 and 3000 devices do not have a physical write protect switch option but rather a software write protect option. Enabling this setting will turn on the write protect feature, making the Defender 2000 and 3000 a read-only device. The device user will not have the ability to turn the write protect feature off. Disable Logging - The Defender drive keeps a track of its internal working in encrypted log files on the user's computer. These logs do not store any user data like files/folders, are never sent automatically to Kanguru, and contain only internal information related to Kanguru application. This action helps you enable/disable the drive's logging |
|-------------------|---|

| | |
|---------------------|---|
| | <p>feature. <i>Note: that disabling drive logs might inhibit our ability to help you troubleshoot technical issues.</i></p> |
| | <p>Show Contact Information - The Customer Info section allows you to configure whether the device user's contact information is displayed when logging into their Defender device. By default, no information is shown. Enable show customer info to allow contact information to be displayed when logging in to the device. You have two options for information that can be displayed.</p> |
| | <p>Show limited customer info at KDM client login screen - The user's name and telephone number are displayed.</p> |
| | <p>Show full customer info at KDM client login screen - The user's name, telephone number, e-mail and department information are displayed.</p> |
| | <p>Show Reset to Factory button at KDM Login Screen - The client application login screen has a button for resetting the device to the factory default settings. You can choose whether or not the end user will have this option available</p> |
| | <p>Panic Mode - A device operating in Panic Mode must be seen by the server in the designated time period. If the device is not seen by the KRMC server during this time, the device will be identified as lost and the next time it is accessed, a specified action will occur. The application will be able to be disabled, disabled and have all data removed, or have all data removed and the user will need to set the device up once again.</p> |
| Device App Launcher | <p>Configure App Launcher - This section is where you can configure a device to auto-execute an application stored on the device. The Auto Run feature will execute every time the device's end user successfully logs into their drive and mounts the device's secure partition. If the file name is entered incorrectly or if the file does not exist on the drive, the end user will receive the following error message: "The process set for auto acquisition failed to start. File not found."</p> |

Settings Page

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Notifications

The **Notification** page determines which events appear within [Events](#) as well.

The screenshot shows a 'Notifications Options' page with two status options: 'Device register' set to 'High' and 'Device certificate issued' also set to 'High'. The interface is clean with a blue header and a white background.

| | |
|----------------------------|------|
| Device register: | High |
| Device certificate issued: | High |

There are three status options for event types:

| | |
|------|--|
| Off | Events that have been set to Off will not be displayed within the Events page. |
| On | Events that have been set to On will be displayed within the Events page. |
| High | Events that have been set to High will be displayed within the Events page. Additionally, email notifications can occur to select email addresses. |

Event Descriptions

| | |
|--------------------------------|--|
| Device Register | A new device has been registered with your KRM C Server |
| Device Certificate Issued | A Device has been issued a new certificate for communication with KRM C . |
| Device Command Executed | An action has been received by the device. |
| Admin Created a New Command | The admin has created a new action for a device. |
| Admin Canceled a Command | The admin has deleted an action for a device before it was received by the device. |
| Failed KRM C Login | There was a failed login attempt on the KRM C account. |
| Group Created | A group was created. |
| Group Deleted | A group was deleted. |
| Action Run on Group | An action was created for all drives in a group. |
| Devices Added to Group | A device has been added to a group. |
| Devices Removed from Group | A device has been removed from a group. |
| Successful KRM C Login | An Administrator successfully logs in to KRM C On-Premise. |
| Multiple devices action | A new remote action is created for multiple devices. |
| Successful KRM C Logout | An Administrator successfully logs out of KRM C On-Premise. |
| Device State Change | The status of a device changes between Active and Disabled. |

| | |
|--|---|
| Send Mail | An admin sends an email to a device user using KRMC On-Premise. |
| Admin Created | An Administrator has been created. |
| Auditor Created | An Auditor has been created. |
| Admin Deleted | An Administrator has been deleted. |
| Auditor Deleted | An Auditor has been deleted. |
| Admin Permission Updated | Permissions for an Administrator has been changed. |
| Auditor Permission Updated | The display options for an Administrator has been changed. |
| Admin Display Updated | Permissions for an Auditor has been changed. |
| Auditor Display Updated | The display options for an Auditor has been changed. |
| Admin Updated | An Administrator has been edited. |
| Auditor Updated | An Auditor has been edited. |
| Group Updated | A group has been edited. |
| Global Settings Updated | The Global Device Settings have been updated. The new settings will appear in Info. |
| Group Device Settings Updated | The Group Device Settings have been updated. The new settings will appear in Info. |
| SA Changed | The Super Administrator (SA) for the KRMC On-Premise account has been changed. |
| Export | Information from KRMC On-Premise has been exported. |
| Device Deleted | A device has been deleted from the KRMC On-Premise account. |
| Device Settings Updated | The settings to a drive have been edited. |
| Device Updated | The application on a drive has been updated to the latest version. |
| Delete All Actions | All pending actions for a drive(s) has been deleted. |
| AD Disable : The drive was disabled because the owner's account in Active Directory was disabled | A drive is disabled due to an Active Directory disable action. |
| New File Audit Info | A new file has been logged within File Auditing. |
| Server Settings Changed | Any changes within Server Settings, Administrative Settings, and Notification Settings. |
| Tier Update | The KRMC Account Level has changed from to Standard, Advanced, or Premium. |

The Super Administrator (SA) is also able to have automatic e-mail alerts sent to up to five email addresses with triggers.

E-Mail Triggers

- Email Me When a High Priority Item is Logged
- Email me when a disabled device tries to connect

To enable email feature:

Settings Page

- 1) Select any/all email trigger options.
- 2) Navigate to “Email for high priority item” and select the field provided.
- 3) Enter an email address in the field provided. If you are looking to have multiple email addresses added, separate each one with a semicolon “;”.
- 4) Select the Update and Save located at the bottom right of the screen.

Email me when a high priority item is logged

Email me when a disabled device tries to connect

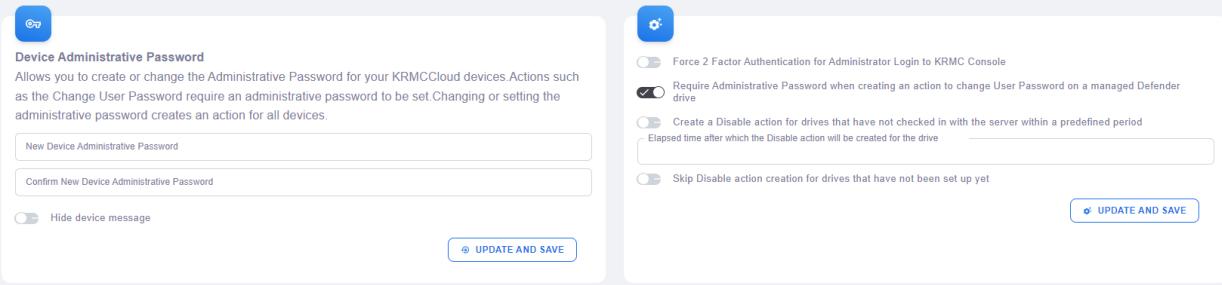
Email for high priority item:

Settings Page

9

Administrative Settings

Administrative Settings allows you to create or change the Administrative Password. The Administrative Password is a system-wide password that is required when creating security sensitive actions like Change User Password. Click on the save button to create or change the Administrative Password. Creating or changing the Administrative Password will create a new action for all devices registered with this KRMC Hosted account. *Note: If “Hide Device Message” is enabled, the users will not receive any notification from the Defender that the action was received.*



The screenshot shows the KRMC Hosted administrative settings interface. On the left, under 'Device Administrative Password', there are fields for 'New Device Administrative Password' and 'Confirm New Device Administrative Password', both currently empty. Below these is a checkbox for 'Hide device message' which is checked. At the bottom are two buttons: 'UPDATE AND SAVE' and 'RESET'. On the right, under 'Advanced Settings', there are four checkboxes: 'Force 2 Factor Authentication for Administrator Login to KRMC Console' (unchecked), 'Require Administrative Password when creating an action to change User Password on a managed Defender drive' (checked), 'Create a Disable action for drives that have not checked in with the server within a predefined period' (unchecked), and 'Skip Disable action creation for drives that have not been set up yet' (unchecked). At the bottom right is a 'UPDATE AND SAVE' button.

With KRMC Hosted Premium, Super Administrators (SA) also have additional options available to them within **Administrative Settings**.

Force 2 Factor Authentication for Administrators logging into KRMC Hosted.

- When enabled, all current admins will be required to log in to KRMC Hosted using both their login password as well as an authentication code delivered by e-mail or with Google Authenticator. Any new administrators created while this option is enabled will also be required to login with 2FA. The default 2FA methodology setup utilizing this option is e-mail however if you want to change this to Google Authenticator for individual accounts, please click [HERE](#) [19].
- *Important! If you disable “Force 2 Factor Authentication” from the **Administrative Settings Tab**, it will only prevent new administrators who are created after this option is disabled from having to use 2FA during login by default. Any administrators that previously had to login with 2FA will still have to do so. To disable the requirement for an administrator to login using 2FA, it must be manually disabled for the individual administrators.*

Require Administrative Password when creating an action to Change User Password on a managed Defender drive.

- When enabled, all administrators with permissions to perform a Change User Password action will be required to enter the Administrative Password before the action can be sent to the user.
- *Note: This will require all administrators to know that the Administrative Password is as it will not be unique per administrator.*

Create a Disable action for drives that have not checked in with the server within a predefined period.

- When enabled, after a predefined period of time elapses since the Defender has last communicated with KRMC Hosted a disable action will be automatically generated for the

Settings Page

device. Users receive two emails during this process with the first being 10-day prior to the event occurring and the second being 1-day before the event occurring.

- *Note: If you have drives that have not completed the setup process yet and the SA chooses, these drives can be skipped for this disable feature.*

Settings Page

9

Server Settings

The **Server Settings** page allows you to view and change some server level settings. **Note: Some settings are only available based on your KRM Hosted Account type.**

| | |
|---|--|
| General Server Settings | Settings such as date and time formats and whether updates are pushed to your drives are located within General Server Settings. |
| E-mail Domain Allowlist | KRMC Hosted administrators can specify email domain(s) to restrict email addresses used for both SSPM and Contact information from the domain(s) listed. |
| Event Export | KRMC Hosted events can be sent to a log server of your choosing. |
| SAML Settings | Setting that allows you to log into KRMC Hosted using SSO. |
| Light or Dark Mode | This allows you to set the visual theme of KRMC Hosted between a light or dark theme. |
| Data Visualization Mode | This alters the default view of data within KRMC Hosted from a more graphical view to a more standard list based view. |
| AD Integration Device Disable | AD Integration syncs disabled users with Defender drives based on email address. If a user in Active Directory is disabled, any drive that matches their email address will be disabled. |
| File Audit | This allows you to set which File Auditing events appear within the File Auditing section. |

The image displays four screenshots of the KRMC Hosted Settings Page, arranged in a 2x2 grid:

- General Server Settings:** Shows fields for Device Information Updated From, Download drive updates automatically (checkbox), Date format (MM/DD/YYYY), and Auto-hide Navigation Bar (checkbox). A blue 'UPDATE AND SAVE' button is at the bottom.
- E-mail Domain Allowlist:** Shows a table for specifying email domain(s) to restrict. It includes a 'Domain' input field, an 'ADD' button, and a note about specifying domains with or without quotes. A blue 'UPDATE AND SAVE' button is at the bottom.
- Event Export:** Shows fields for Event Export (Export Type: Now), Server URL/IP, and Server Port. A blue 'UPDATE AND SAVE' button is at the bottom.
- SAML Settings:** Shows fields for Entry ID, SAML SSO URL, Certificate, Allow administrators to login using (Both), and Re-authentication Interval (set to 0). A blue 'UPDATE AND SAVE' button is at the bottom.

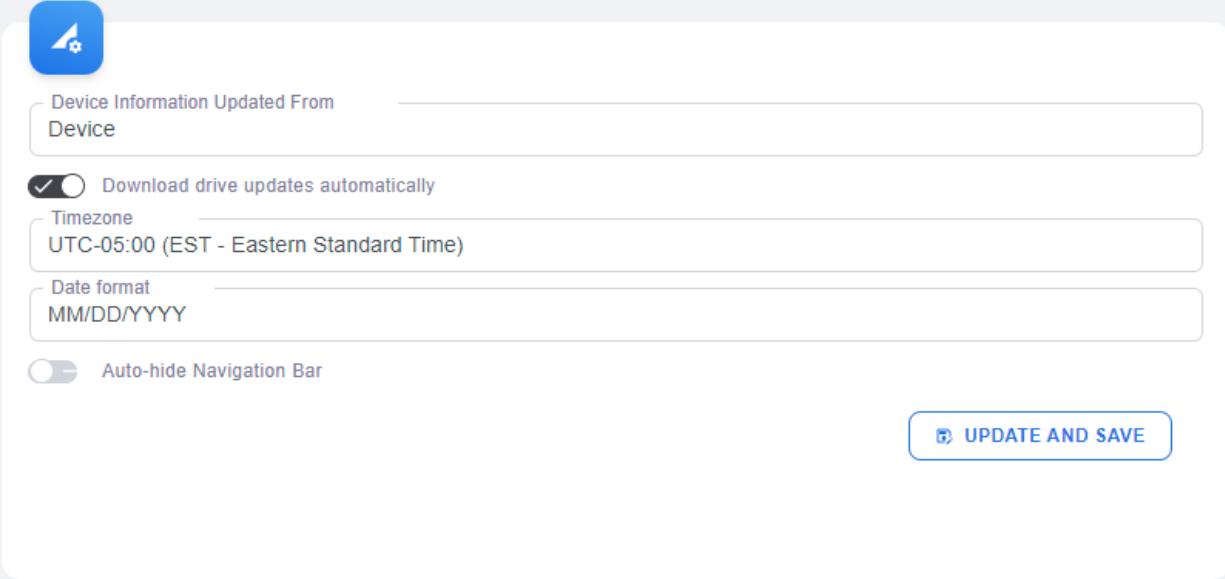
Settings Page

9

General Server Settings

KRMC Hosted provides the ability to alter general settings on the account such as Date and Time formats. Here is a full list of the settings available.

| | | |
|--------------------------------------|---|--|
| Device Information Updated From | Select how device information is synched with KRMC. | |
| | Device | Information is read from the device and updated in KRMC. Any changes to device information made directly through the device will override information saved in KRMC. |
| | Server | Information is read from KRMC and updated to the device. Any changes made to device information in KRMC will override the information saved on the device. |
| Download Drive Updates Automatically | When selected, every time a device communicates with KRMC, KRMC checks the drive version and downloads any updates automatically. | |
| Time zone | Set the Time zone that you want your KRMC account set in. All your scheduled actions and events will occur and be recorded based on the Time zone that your KRMC account is set to. If you change your timezone to a different one, only events after that change will be represented in that new timezone. | |
| Date Format | Set the Date format that you want your KRMC account set in. All your scheduled actions and events will occur and be recorded based on the Date format that your KRMC account is set to. | |
| Navigation Bar Auto-Hide | This sets the state of the left side navigation bar to either Auto-Hide or remain showing. This setting will also be set from the top of the navigation bar. | |



Device Information Updated From
Device

Download drive updates automatically

Timezone
UTC-05:00 (EST - Eastern Standard Time)

Date format
MM/DD/YYYY

Auto-hide Navigation Bar

UPDATE AND SAVE

Settings Page

9

E-mail Domain Allowlist

Self Service Password Management (SSPM) is an optional feature available on most Kanguru Defender devices. SSPM is an automated email service that provides device users with a secure method for resetting a device's password remotely, without any intervention from a KRMC Hosted administrator.

KRMC Hosted administrators can specify email domain(s) to restrict SSPM setup and or the user contact email address to an email address from the domain(s) listed. allowlisted domains can be added one at a time, up to 10 domains in total. Valid entries can be specified as 'mycompany.com', or '*.mycompany.com' without the quotes. ***Important! If no domains are specified, then end users will be able to use any email address.***

SSPM E-mail Domain Allowlist
Specify email domain(s) below to restrict SSPM setup for your end users only to email addresses from the domain(s) listed here. One domain at a time and up to 10 domains in total can be added. If this field is blank, end users can set up SSPM with any email address. Valid entries can be specified as 'mycompany.com', or '*.mycompany.com' without the quotes.

Domain + ADD

Contact E-mail Domain Allowlist
Specify email domain(s) below to restrict contact email setup for your end users only to email addresses from the domain(s) listed here. One domain at a time and up to 10 domains in total can be added. If this field is blank, end users can set up any email address. Valid entries can be specified as 'mycompany.com', or '*.mycompany.com' without the quotes.

Domain + ADD

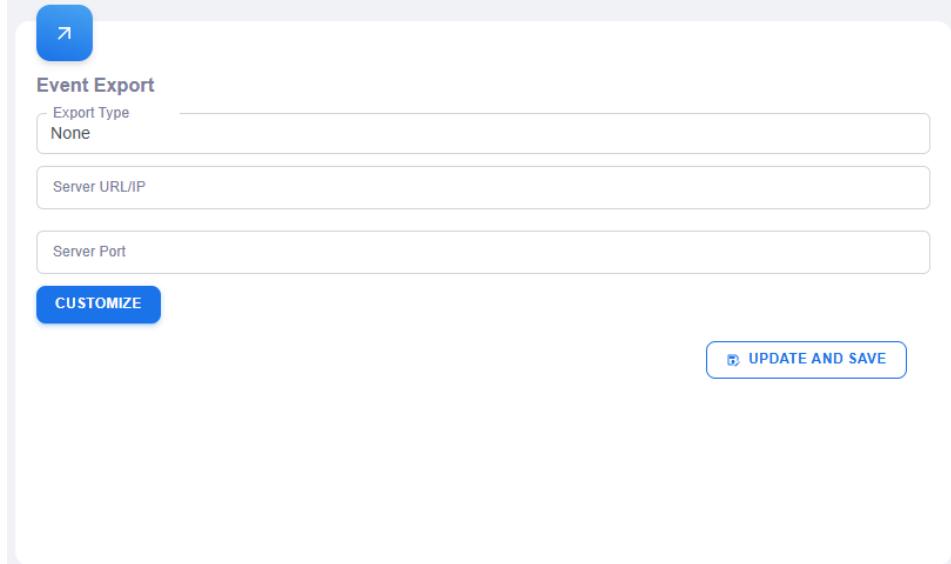
Note: Kanguru Defender Devices being registered for SSPM require a minimum version of KDM v5.1.3.4 or later. Kanguru Defender HDDs and SSDs are currently not supported.

Settings Page

Event Export (SIEM)

KRMC Hosted Premium accounts have the ability to export events recorded by KRMC Hosted to a customer's SIEM server in real time. Exporting to Splunk, Graylog, and to a generic Syslog server is supported in the current KRMC Hosted release. Events that are exported to such a server are located within the [Notification](#)¹⁰⁴ options located under the [Setting Page](#)⁹⁶.

***Note:** Syslog server exports will be unencrypted. Splunk and Graylog exports will be encrypted.*



The screenshot shows the 'Event Export' configuration interface. It includes fields for 'Export Type' (set to 'None'), 'Server URL/IP', and 'Server Port'. A 'CUSTOMIZE' button is present, and at the bottom right is a 'UPDATE AND SAVE' button.

If you have selected Syslog, you also have an option to change the message format to the RFC5424 format.

The option Customize allows you to choose which events are sent to your configured SIEM server as well as what fields are sent such as Name and Created By.

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9

Customize SIEM Export

Events:
Select what type of events you want to get

Device register
 Device certificate issued
 Device not authorized in the system
 Device connected
 Device disconnected
 Device command(s) sent
 Device command executed
 Admin created a new command
 Admin canceled a command
 Device imported
 Failed KRMIC Login
 Group created
 Group deleted

Fields:
Select what fields you want to get

Name
 Created by
 Action name
 Ip Address
 Location
 Description
 Target

UPDATE AND SAVE

Settings Page

SAML Settings

If you are using Active Directory (AD) based Single Sign On (SSO) using Security Assertion Markup Language (SAML), KRM Hosted administrators can use this option to sign-in to their KRM Hosted account. SAML Settings must be configured and saved to allow administrators to login using the SSO URL for authentication through their own SAML supported AD service. ***Note: SAML is only available in the KRM Hosted Advanced and Premium.***

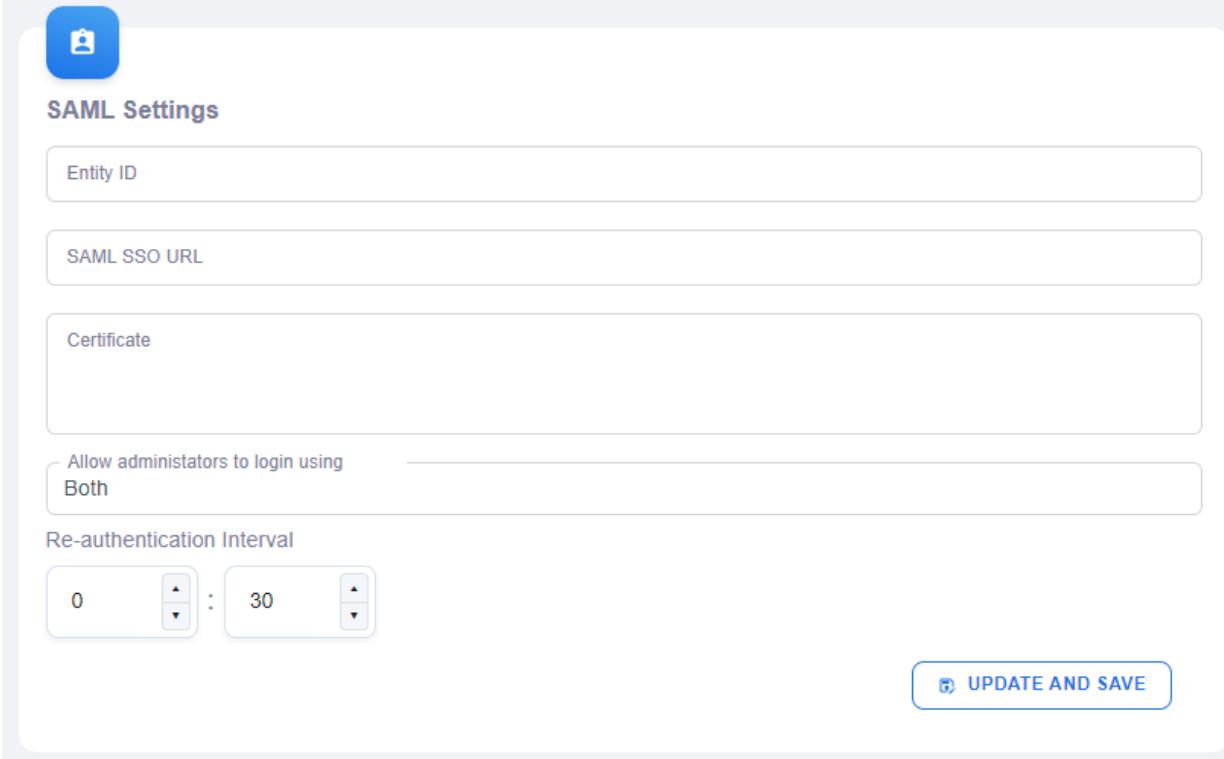
You can choose to **Allow administrators to login using KRM, SAML only, or Both.** This setting allows you to choose how administrators on KRM Hosted are able to log into KRM Hosted.

| | |
|-------------------------|--|
| KRM Hosted Only | Requires admins to utilize their KRM Hosted login credentials and does not utilize SAML. All attempts to utilize SAML will result in the login failing. |
| AD Federation SAML Only | Requires all Regular Administrators (RA) to only login utilizing SAML. All attempts to utilize standard KRM Hosted login will fail. |
| Both | Allows the administrator the ability to choose which login type they would like to use. <i>Note: The SA will always be able to use both regardless of which option is selected.</i> |

For steps on how to connect KRM Hosted to your OKTA, please click [HERE](#).

For steps on how to connect KRM Hosted to your Microsoft Azure, please click [HERE](#).

For steps on how to connect KRM Hosted to your Microsoft Active Directory Federation Services, please click [HERE](#).



SAML Settings

Entity ID

SAML SSO URL

Certificate

Allow administrators to login using

Both

Re-authentication Interval

0 : 30

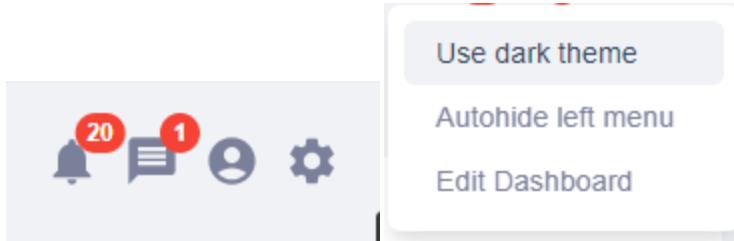
UPDATE AND SAVE

Settings Page

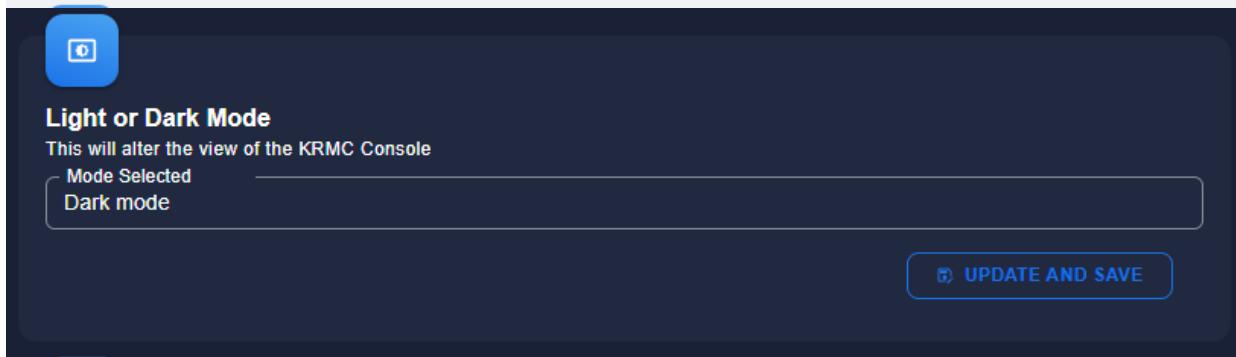
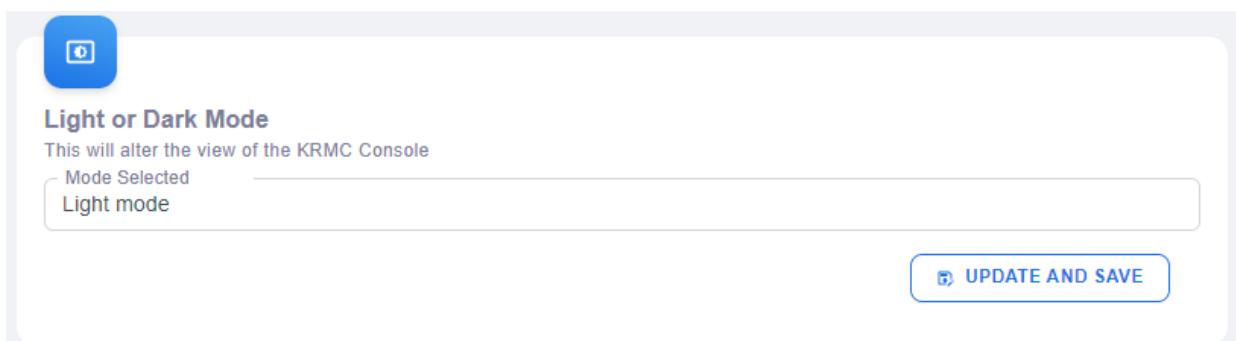
9

Light or Dark Mode

KRMC Hosted provides the ability to alter the visual theme between a Light or Dark mode. To alter the theme you can either use the option located in Server Settings or by using the option located within the [Account Settings](#)³⁰ icon located at the top right of your display.



***Note:** If you are on KRMC Hosted Advanced or Premium, this setting will only impact your account and will not impact the appearance for your secondary administrators or auditors.*



Settings Page

Data Visualization Mode

KRMC Hosted provides the ability to alter the method in which data is displayed by default on [Admin Management](#)⁶⁸. There are two visualization options:

Visual Mode: This mode as seen below is more visual based to make understanding and navigation simplified.

The screenshot shows two separate cards for managing administrators. Each card contains the following information:

- Profile Picture:** A small blue square icon with a white letter 'e'.
- Name:** Thomas Brady / Wolf Brody
- Email:** Thomas.Brady @kanguru.com / Wolf.Brody@Kanguru.com
- Role:** Premium / RA
- Phone:** (not explicitly listed)
- Buttons:** A row of four blue buttons with white text: 'EDIT ADMIN INFORMATION', 'EDIT ADMIN PERMISSIONS', 'EDIT ADMIN DISPLAY', and 'CHANGE SUPER ADMINISTRATOR'.

List Mode: This mode as seen below is less visually impactful and displays all content in a more traditional list format.

The screenshot shows a table listing five administrator entries. The columns are: Email, First Name, Last Name, Phone, and Server ID. Each row includes a set of five small icons for editing, deleting, and other actions.

| Email | First Name | Last Name | Phone | Server ID |
|---------------------------|------------|-----------|-------|-----------|
| Thomas.Brady@kanguru.com | Thomas | Brady | | |
| Wolf.Brody@kanguru.com | Brody | Wolf | | |
| ta@kanguru.com | Test | Account | | |
| kevin.mitnick@kanguru.com | Kevin | Mitnick | | |
| kevin.poulsen@kanguru.com | Kevin | Poulsen | | |

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Settings Page

9

AD Integration Device Disable

KRMC Hosted Premium accounts have the ability to utilize the AD Integration Device Disable feature.

AD Integration syncs disabled users with Defender drives based on email address. If a user in Active Directory is disabled, any drive that matches their email address will have a Disable action automatically created for it. For steps on how to install and setup Kanguru Active Directory Service (KADService), refer to [Kanguru Active Directory Setup](#)^[132].

There are two options:

- Create Disable Device Action
- Create Disable Device and Reset For New User Action



Settings Page

File Audit

KRMC Hosted Premium accounts have the ability to utilize the File Auditing feature. When this feature is used, KRMC will receive file monitoring updates from active Defender devices reporting file modifications. For more information on File Auditing, click [HERE](#)¹²⁵. This setting provides you the ability to select which events you want to view within the File Auditing Page on KRMC. **Note: File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.**

| | |
|--|---|
| Large file events | Any file 1gb or larger will trigger an event being recorded within Events. |
| Executable added/deleted | An executable file being added or removed from the device will trigger an event being recorded within Events. |
| Multiple file creation | If multiple files are added to the device, this triggers an event being recorded within Events. |
| Multiple file deletion | If multiple files are removed from the device, this triggers an event being recorded within Events. |
| Keep received files in server interval | To save space on your server, you are able to dictate how long File Audit results remain on KRMC. The default setting is 30-days. |

File Audit

Select what type of events you want to view for File Audit

Large files events

Executable added/deleted

Multiple file creation

Multiple file deletion

Keep received files in server interval: 30

UPDATE AND SAVE

Settings Page

9

Email Templates

KRMC Hosted provides the ability to create and edit email templates for use using the [Email](#)⁴⁶ feature. Pre-existing email templates are sent automatically when an action triggers it. For instance, if an administrator/auditor has failed its login multiple times, its account will then be locked. At that point, the Account Reactivation email template will be automatically sent to the account email.

You also have the ability to create email templates. Manually generated templates are unable to be triggered to be automatically sent however if you select one or multiple devices in the [Devices](#)⁴², you will be able to select that newly created email template.

Automatic Email Triggers provide the ability to edit not only the body of the email but also allows you to utilize the following variables:

- product_type_name
- user_name_and_email
- user_fullname
- user_firstname
- user_lastname
- user_email
- user_id
- user_right
- user_phone
- user_employee_id
- confirmation_url *

| | |
|---------------|--|
| Select Email | Allows you to select which email template you would like to alter. Additionally, you can select “Create New” to generate a new email template. |
| Email Subject | Allows you to alter the subject line for the email. |
| Email Title | Provides the ability to alter the look of the template using HTML. |
| Email Body | Shows all the content in the email itself allowing you to make changes as you see fit. |

Settings Page

9

The screenshot shows the 'Email Templates' section of a settings page. At the top, there is a 'Select Email' dropdown set to 'Account Reactivation', an 'Email Subject' field containing 'KRM**C** {{product_type_name}} Account Reactivation', and an 'Email Title' field with the content '<h1 style="color: #FFFF">KRM**C** {{product_type_name}} Account Reactivation</h1>'. Below these fields is a rich text editor toolbar with various formatting options. The main content area contains the following text:

```
Hello {{user_firstname}},  
  
Your KRMC {{product_type_name}} has been locked. To unlock your account, please click the "Reactivate Account" button below.  
  
Thank You.  
Sincerely,  
The Kanguru Team
```

On the right side of the editor, there is a list of variables with radio buttons for selection:

- product_type_name
- user_name_and_email
- user_fullname
- user_firstname
- user_lastname
- user_email
- user_id
- user_right
- user_phone
- user_employee_id
- confirmation_url *

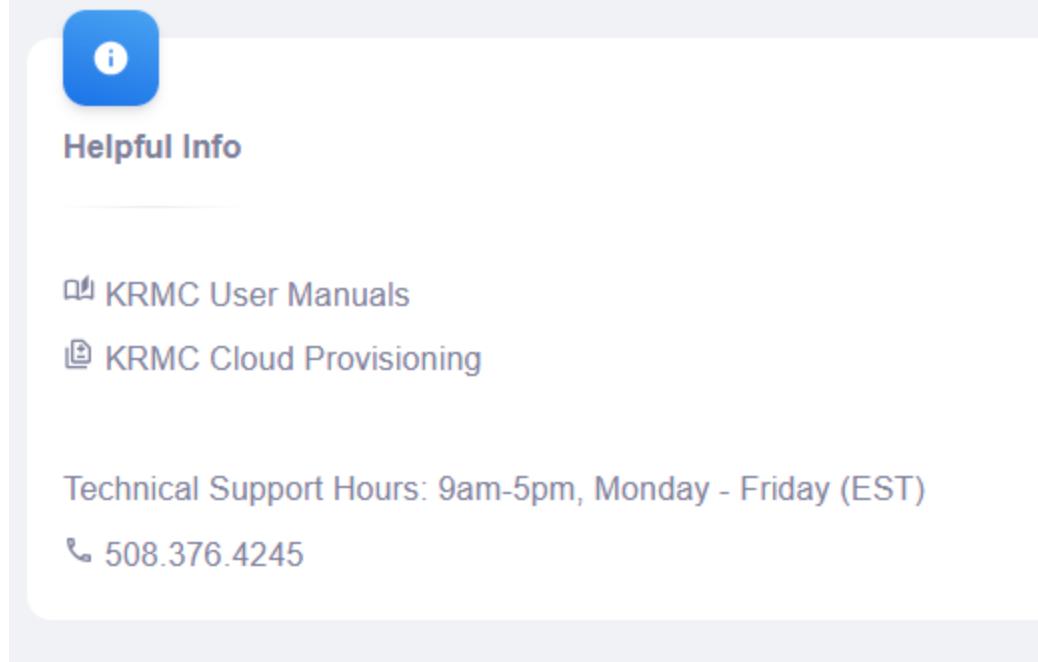
At the bottom right of the editor, there are two buttons: 'UPDATE AND SAVE' and 'SEND TEST MAIL'.

Settings Page

9

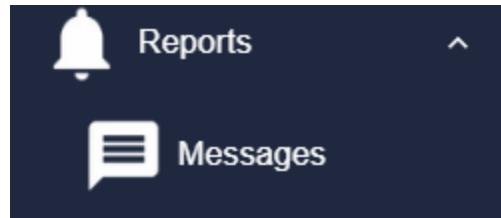
Helpful Info

The **Helpful Info** page provides links to download KRMC Hosted User Manual and the Hosted Provisioning Tool. Additionally, this also provides access to the Kanguru Support phone number and business hours.



The **Reports** page provides access to all events on KRMC Hosted and any messages that are sent from us. By selecting Reports you will be brought directly to the Events page on KRMC Hosted.

| | |
|---|--|
| Events <small>123</small> | The Events page displays all events that occur within your KRMC Hosted company account and is a good location to see all events that have occurred for the history of the KRMC Hosted account. |
| Messages <small>124</small> | The Messages page displays all messages from Kanguru to your KRMC Hosted account. These messages range from important updates to KRMC Hosted to Kanguru news. |



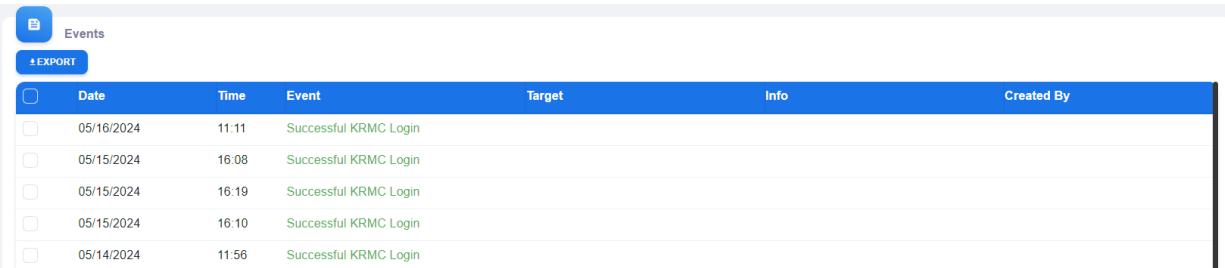
Reports

10

Events

The **Events** page displays all events that occur within your KRMC Hosted company account. Information within Events includes:

| | |
|------------|---|
| Date | This is the date in which an event is reported. This date format will match the format on your account. For information on how to change this format, refer to Server Settings ¹⁰⁹ . |
| Time | This is the time in which an event is reported. This time will match the timezone on your account. The time reported on events cannot be altered. If you change your timezone to a different one, only events after that change will be represented in that new timezone. For information on how to change this format, refer to Server Settings ¹⁰⁹ . |
| Event | This will provide you the specific event itself such as Successful Login or Action Created. |
| Target | The Drive name(s) that the event occurred on will be displayed here. If an action is created for multiple drives, then the even in the list will display the drive names involved. |
| Info | Information regarding the event will appear here. Information such as setting changes on the server or or custom setting changes for the specific drives will be displayed within this location. If information within the display appears cutoff, you can move your mouse over it to display the remaining information. |
| Created By | This will provide you the specific account that created the event. |



The screenshot shows the 'Events' page with the following data:

| <input type="checkbox"/> | Date | Time | Event | Target | Info | Created By |
|--------------------------|------------|-------|-----------------------|--------|------|------------|
| <input type="checkbox"/> | 05/16/2024 | 11:11 | Successful KRMC Login | | | |
| <input type="checkbox"/> | 05/15/2024 | 16:08 | Successful KRMC Login | | | |
| <input type="checkbox"/> | 05/15/2024 | 16:19 | Successful KRMC Login | | | |
| <input type="checkbox"/> | 05/15/2024 | 16:10 | Successful KRMC Login | | | |
| <input type="checkbox"/> | 05/14/2024 | 11:56 | Successful KRMC Login | | | |

You can configure what type of events appear and how they show by using the options in the [Notifications](#) ¹⁰⁴ page located under Settings.

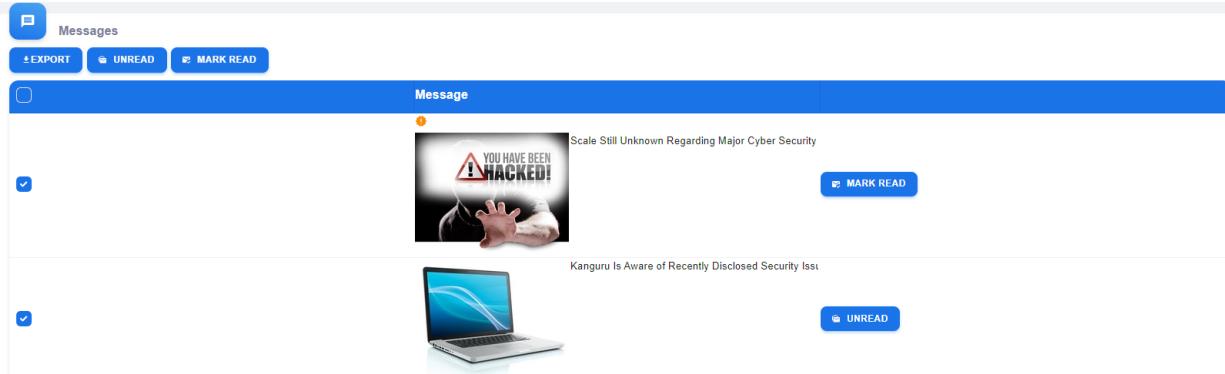
All events displayed on this page are able to be exported using the Export option at the top left of the page. If you want to export more then what is displayed on your screen, make sure to select the check box on the column title bar. You will be notified of new events once you log into KRMC Hosted by looking at the top right of the screen. If the events icon has a red circle on it then there is an unread event waiting for you. The red circle should contain a number inside indicating how many unread events you currently have unseen. For more information on the icons at the top right of the screen, please refer to [Account Activity Icons](#) ²⁴.

If you are looking to have all of your events exported to your SIEM server, please click [HERE](#) ¹⁰⁹.

Messages

The **Messages** page displays all messages from Kanguru to your KRMC Hosted account. These messages range from important updates to KRMC Hosted to Kanguru news. All messages displayed on this page are able to be exported using the Export option at the top left of the page. If you want to export more than what is displayed on your screen, make sure to select the check box on the column title bar.

Messages have two statuses in Read or Unread. If a message is unread there will be an indicator next to or on top of the message. Messages do not auto-mark turn to the unread status if you select the message and you will need to select the button “Mark Read” next to each message. If you want to undo marking a message as read or unread, you can use the button to the right of the message. Alternatively, you can use the check boxes to the left of each message to select one or more messages and mark as either “Unread” or “Mark Read”.



You will be notified of new messages once you log into KRMC Hosted by looking at the top right of the screen. If the Message icon has a red circle on it then there is an unread message waiting for you. The red circle should contain a number inside indicating how many unread messages you currently have waiting. For more information on the icons at the top right of the screen, please refer to [Account Activity Icons](#) [24].



***Note:** If you select the Message icon then click out of the windows, the indicator that tells you messages are waiting will disappear. This will reappear to you when you go to your next page.*

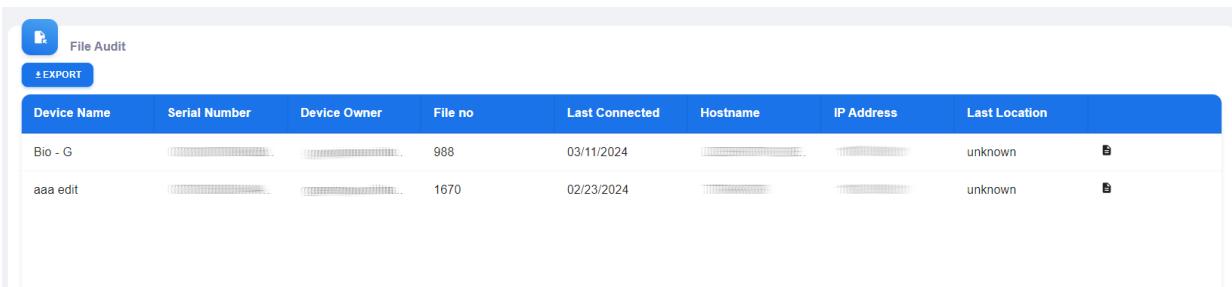
File Auditing

11

KRMC **File Auditing** works in conjunction with the registered devices on your KRMC account. Information regarding the files stored on your drives is sent to KRMC where it can then be viewed and exported as needed. *Note: File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.*

The File Auditing page contain general information regarding the device(s):

| | |
|----------------|---|
| Device Name | The name of the device assigned by UKLA, device setup, or KRMC Hosted. |
| Serial Number | The serial number of the physical device. |
| Device Owner | The Super Administrator (SA) that the device is assigned to. |
| File No | The number of files that has been reported for that device. |
| Last Connected | This is the date and time the server last communicated with this Defender device. |
| Hostname | The name of the machine the device was last connected to. |
| IP Address | The IP address of the machine the device was last connected to |
| Last Location | The geographical location of the computer that the device was last connected to. The geographical location is an approximate location of the drive. The actual location may differ. |
| File Icon | This allows you to look at the information gathered for the files reported for the device. |
| Export | Export will generate a CSV file with containing all of the information in the column displayed on this list for all devices. |



The screenshot shows the KRMC File Audit interface. At the top, there is a blue header bar with the KRMC logo and the text "File Audit". Below the header is a blue "EXPORT" button. The main area is a table with the following data:

| Device Name | Serial Number | Device Owner | File no | Last Connected | Hostname | IP Address | Last Location | Actions |
|-------------|---------------|--------------|---------|----------------|------------|------------|---------------|---|
| Bio - G | ██████████ | ██████████ | 988 | 03/11/2024 | ██████████ | ██████████ | unknown |  |
| aaa edit | ██████████ | ██████████ | 1670 | 02/23/2024 | ██████████ | ██████████ | unknown |  |

File Auditing

If you click the File Icon associated with a device, a popup will appear providing all gathered information on the files on the devices. This includes:

| | |
|------------|--|
| Path | This is the file name and full storage path on the device. |
| Status | The status of the file is an action that has occurred. This includes Deletion, Creation, Read, and Write. |
| Size | This is the size of the file. |
| First Info | The first date in which the file was reported to KRMC as being on this device. |
| Last Info | This is the last/most recent date in which this file was reported to KRMC as being on this device. |
| Export | Export will generate a CSV file with containing all of the information in the column displayed on this list for all files. |

File history Bio - G(.....)

[EXPORT](#)

| Path | Status | Size | First info | Last info |
|----------------------|--------|---------|---------------------|---------------------|
| include/public/..... | create | 3.7 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 409 B | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 8.4 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 2.9 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 2.1 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 1.6 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 459 B | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 450 B | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 3.1 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |
| include/public/..... | create | 3.6 KiB | 04/15/2024 16:49:56 | 04/15/2024 16:49:56 |

Rows per page: 100 1–100 of 988 < >

[CLOSE](#)

| | |
|----------------------------------|---|
| Message | Send a notification message to be displayed on the device host's computer. |
| IP / Domain / MAC Control | Create a list of IP Ranges or Domains or MAC addresses that you will either allow or restrict your devices to access KRM from. You can include multiple IP Ranges, Domains, or Mac addresses to the list. |
| | <input type="checkbox"/> Enable Access Control |
| | Functionality |
| | Allow all Except (blacklist) |
| | Deny all Except (safelist) |
| | Control based |
| | New Values |
| | Add IP Range, Add Domain, and Add MAC Address |
| | IP Range |
| Enable Device | Remotely enable a device that had been disabled by a 'Disable Device' remote action. |
| Disable Device | Remotely disable a device. Administrator settings are not affected by this action. The device user will be unable to login to their device or access the device's secure partition again until it is enabled by an 'Enable Device' remote action. |

| | | |
|--|--|--|
| Delete All Data and Disable Device | Delete all the data stored on the device, and then disable the device. Administrator settings and stored data are not affected by this action. The device user will be unable to login to their device or access the device's secure partition again until it is enabled by an 'Enable Device' remote action. | |
| Change User Password | Change the device's user password. | |
| | New Password | Enter the new user password for the device. |
| | Confirm Password | Enter the new user password again to confirm the password. This password must match the password entered in the New Password field. |
| | Administrative Password | Enter the KRMC Administrative Password. |
| | User Must Change Password on Next Login | When selected, the user will be forced to change their password after their next login. |
| Self-Service Password Management (SSPM) | Gives the Defender device user the ability to manually reset their Defender login password. In the event that the Defender login password is lost or forgotten, the user can reset their password without resetting the device and regain access to their data. If a device user forgets their password and self-service password management is enabled, all they need to do is click the 'Forgot Password' button at the Defender's login window and a password reset code will be sent to their designated email ID. Once they enter this reset code, they will be able to setup a new login password and access their data again. | |
| | Enable and Force | Enable the self-service password management feature on the drive and activate it immediately by requiring the user to provide an e-mail address where the password reset code can be sent. |
| | Enable but Defer | Enable the self-service password management feature on the drive but allow the user to provide their e-mail address at a later time. <i>Note: Simply enabling self-service password management does not allow the device user to reset their password. SSPM must be activated by providing a valid e-mail address.</i> |
| | Disable Password Reset | Disable the self-service password management feature. The "Forgot Password" option will not be available on the Defender login window. |
| Reset for New User | This action is designed specifically for reprovisioning a managed Defender drive for a different end user. The Reset for New User action will delete all user data and contact information from the previous device owner, while retaining information critical to device management, i.e., | |

Remote Action List

12

| | | | | | | | |
|--|--|--|---|------------------|--|------------------|--|
| | Administrator Password, KRMC status, AV license info, proxy settings and access control restrictions. Note: <i>A Reset for New User action can only be created for devices running KDM client version 4.0.9.4 and later.</i> | | | | | | |
| Enable / Disable Reset Autoscan Fingerprint | The Defender Bio-Elite 30 devices have the ability to be used in an OS agnostic state with the use of an Autoscan feature on the device. When Autoscan is enabled, the KDM application on the device does not need to be launched and instead the end user is able to simply connect the device to a system and scan their finger for access. Using this action, you can enable or disable this feature for any Bio-Elite 30 device. Note: <i>Changing the state of this feature will reset the device and all data will be removed.</i> | | | | | | |
| Enable / Disable USB to Cloud | This option allows you to enable or disable the USB to Cloud application on the Defender device. Note: <i>This action can only be created for devices running KDM client version 5.6.5.4 and later.</i> If USB to Cloud is enabled, you are then able to select which backup service you allow. Services that are compatible with USB to Cloud are as follows: Amazon S3, Baidu, Box, Dropbox, Google Drive, Mega, NAS (using WebDAV or DAS), OneDrive, OneDrive for Business, Sharefile by Citrix, Yandex Disk. | | | | | | |
| Enable / Disable Onboard Browser | This option allows you to enable or disable the On-Board Browser (OBB) application on the Defender device. Note: <i>This action can only be created for devices running KDM client version 5.6.5.4 and later.</i> | | | | | | |
| Enable / Disable Reset Autoscan Fingerprint | <table border="1"><tr><td>Gives the Defender Bio-Elite 30 drives the ability to use or not use the Autoscan feature on the drives.</td><td><table border="1"><tr><td>Enable Autoscan</td><td>When enabled, KDMBio only needs to be run once on a supported Windows PC or Mac to register at least one fingerprint. Afterwards, you will be able to access the secure storage partition using only a fingerprint scan. You will only need to run KDMBio to configure or manage EPP, KRMC, SSPM, or fingerprints.</td></tr><tr><td>Disable Autoscan</td><td>When disabled, the device is running in standard mode. You will be required to run KDMBio to access the secure storage partition. Since KDMBio is always needed in this configuration, the drive will only work on a supported Windows PC or Mac. This is typically only recommended for devices managed using KRMC.</td></tr></table></td></tr></table> | Gives the Defender Bio-Elite 30 drives the ability to use or not use the Autoscan feature on the drives. | <table border="1"><tr><td>Enable Autoscan</td><td>When enabled, KDMBio only needs to be run once on a supported Windows PC or Mac to register at least one fingerprint. Afterwards, you will be able to access the secure storage partition using only a fingerprint scan. You will only need to run KDMBio to configure or manage EPP, KRMC, SSPM, or fingerprints.</td></tr><tr><td>Disable Autoscan</td><td>When disabled, the device is running in standard mode. You will be required to run KDMBio to access the secure storage partition. Since KDMBio is always needed in this configuration, the drive will only work on a supported Windows PC or Mac. This is typically only recommended for devices managed using KRMC.</td></tr></table> | Enable Autoscan | When enabled, KDMBio only needs to be run once on a supported Windows PC or Mac to register at least one fingerprint. Afterwards, you will be able to access the secure storage partition using only a fingerprint scan. You will only need to run KDMBio to configure or manage EPP, KRMC, SSPM, or fingerprints. | Disable Autoscan | When disabled, the device is running in standard mode. You will be required to run KDMBio to access the secure storage partition. Since KDMBio is always needed in this configuration, the drive will only work on a supported Windows PC or Mac. This is typically only recommended for devices managed using KRMC. |
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| Enable Autoscan | When enabled, KDMBio only needs to be run once on a supported Windows PC or Mac to register at least one fingerprint. Afterwards, you will be able to access the secure storage partition using only a fingerprint scan. You will only need to run KDMBio to configure or manage EPP, KRMC, SSPM, or fingerprints. | | | | | | |
| Disable Autoscan | When disabled, the device is running in standard mode. You will be required to run KDMBio to access the secure storage partition. Since KDMBio is always needed in this configuration, the drive will only work on a supported Windows PC or Mac. This is typically only recommended for devices managed using KRMC. | | | | | | |
| Enable / Disable EPP | This option allows you to enable or disable the Bit Defender End Point Protection (EPP) application on the Defender device. Note: <i>This action can only be created for devices running KDM client version 5.6.6.2 and later.</i> If you Enable EPP, you are then able to determine how the real-time scan works. You have three options: | | | | | | |

| | | |
|---|---|--|
| | Enable Real-Time Scan | Real-Time Scanning is enabled however the user can disable this at their choosing. |
| | Disable Real-Time Scan | Real-Time Scanning is disabled and the user is unable to enable it. |
| | Force Real-Time Scan | Real-Time Scanning is enabled and the user is unable to disable it. |
| Enable / Disable File Audit | Provides the ability to use the File Audit feature. <i>Note: File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.</i> | |
| | Enable File Audit | When enabled, the Defender device will start sending information to the KRMC-Hosted account regarding the files stored on the device. This information can be seen on the File Audit page on KRMC. |
| | Disable File Audit | When disabled, no information on the files stored on the Defender device is sent to KRMC-Hosted. |
| Full log Upload request File Audit | This action forces a full upload of all files on your Defender drives be sent to KRMC to be viewed with File Audit. <i>Note: File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.</i> | |
| Panic Mode | A device operating in Panic Mode must be seen by the server in the designated time period. If the device is not seen by the KRMC server during this time, the device will be identified as lost and the next time it is accessed, a specified action will occur. The application will be able to be disabled, disabled and have all data removed, or have all data removed and the user will need to set the device up once again. <i>Note: A Panic Mode action can only be created for devices running KDM client version 5.6.8.3 and later.</i> | |
| | Disable - data maintained | The device will be automatically disabled. All data and settings will remain and will need an enable action created for it prior to being able to be used once again. |
| | Disable and Delete all data | All device data is removed and the device reverts to the disabled state. An enable action will be required so the device can be used once again and the device will then need to be setup. |
| | Delete all data and revert to setup wizard | All device data is removed the device will need to be setup the next time the user attempts to use it. |
| | Panic Period | Defined period of time for the Panic Mode Setting. |

Kanguru Active Directory Setup

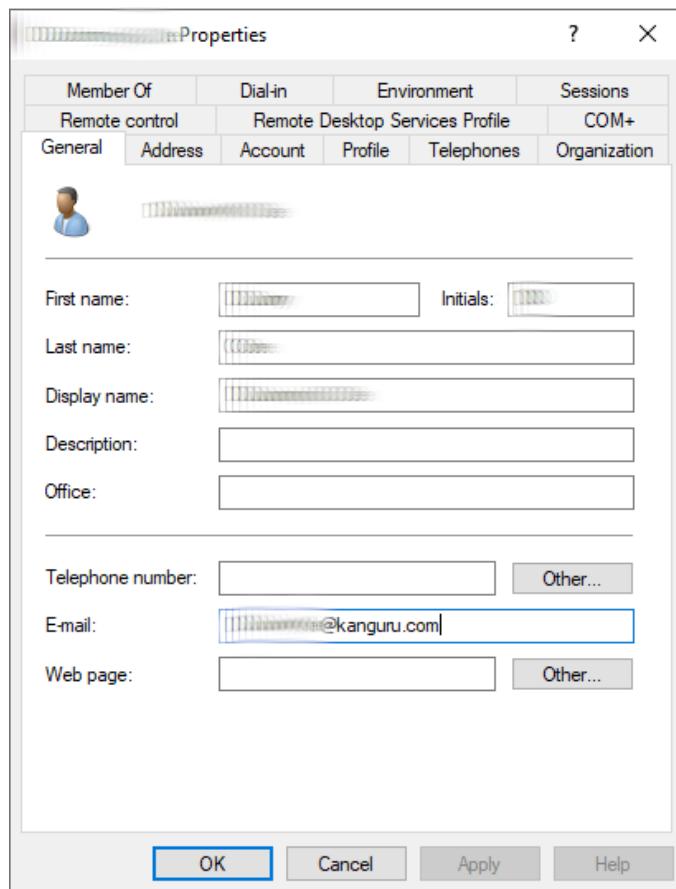
13

Kanguru Hosted Premium accounts have the ability to integrate their Active Directory (AD) accounts with KRMC. In performing this integration, you are able to sync the user accounts with the email addresses assigned to each of your drives on KRMC. If a user on your AD has been disabled, this service will indicate to KRMC of this change and any drive with that email address assigned to it will automatically have one of two actions generated for it.

The options available are as follows:

- Create Disable Device Action
- Create Disable Device and Reset for New User

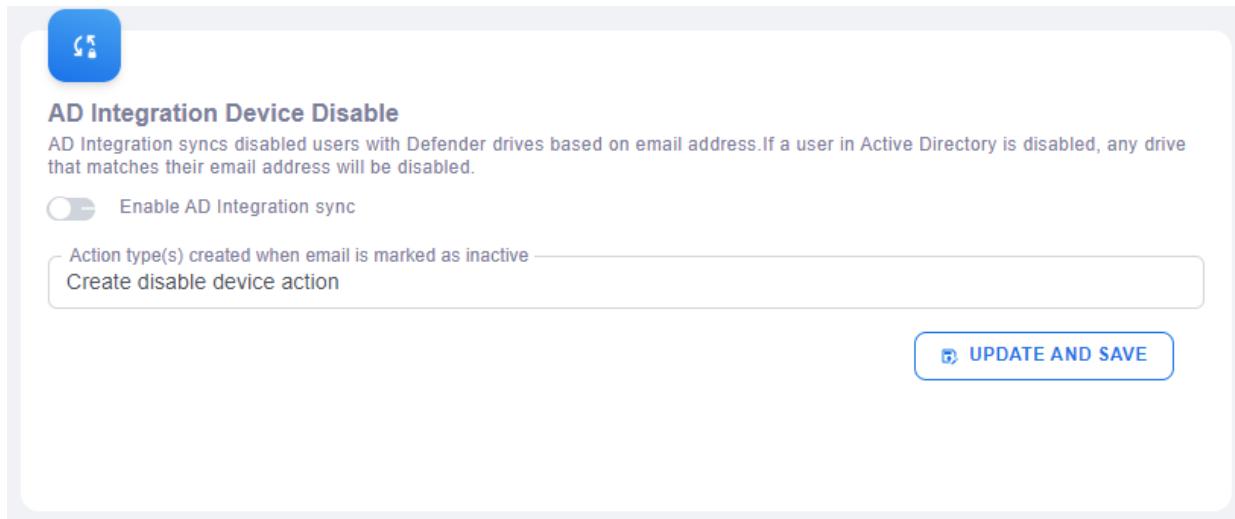
In order to use this feature you will need to ensure that each user on your AD has an email entered into their properties. Without this completed, our service will not be able to send the email address to KRMC if the account is disabled. Additionally, you will need to install the Kanguru AD Service (KADService) on a system on your Domain that will always be running. This requirement is so the service can continue to check for user updates at all designated times. KADService can be downloaded from our support site at: <https://kanguru.zendesk.com/hc/en-us/articles/29413143106189>.



Prepare your KRMC Account

Before installing the Kanguru AD Service (KADService), you need to turn on the setting to enable connection to KRMC.

1. Log into your KRMC account by visiting [KRMC Hosted](#) .
2. On the left-hand side, go to the navigation bar and click “Settings”.
3. Under the Settings panel, open your server settings by clicking “Server Settings”.
4. Navigate to the bottom of the page by scrolling to the section labeled “[AD Integration Device Disable](#)”¹¹⁷.
5. Click the option to “Enable AD Integration sync”.
6. If you click on the “Action type(s) created when email is marked as inactive”, you will have 2 options to choose from.
 - 6.1.Create disable device action: Disable a device when its owner’s account is disabled in Active Directory.
 - 6.2.Create disable device and reset for new user: Disable the device and reset it for use by a new owner when the previous owner’s account is disable in Active Directory.
7. When you are satisfied with your choices, click the “Update and Save” button below the settings.



Prepare your domain connected Windows Workstation

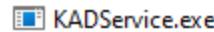
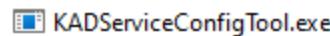
After KRMC is configured to listen for activity, we need to make sure all the software necessary is installed on your workstation.

You will need to install Visual C++ Redistributable, please install this application:
https://aka.ms/vs/17/release/vc_redist.x64.exe

Installing the Service

Kanguru provides a Windows Service that needs to be installed to report disabled AD user's email addresses to KRMC. The information is sent encrypted and only email addresses are sent to KRMC. Once the event is processed, all information leaves the server and waits until it receives a new event after the set time configured.

1. The service can be downloaded from our support site by clicking [HERE](#).
2. Save the compressed folder as desired and unzip the folder.
3. Run a PowerShell terminal as Administrator.
4. Navigate to the directory of the Kanguru Service you recently decompressed.
5. Inside you will find "KADServiceConfigTool.exe" and "KADService.exe".



6. Using your PowerShell terminal, navigate to the KADService directory using a change directory command.
 - a. For example: "cd C:\Users\<username>\Downloads\KADService"
 - b. Or use "Set-Location -Path 'C:\Users\<username>\Downloads\KADService'"

```
Administrator: Windows PowerShell
PS C:\> cd C:\Users\<username>\Downloads\KADService
PS C:\Users\<username>\Downloads\KADService> ls

Directory: C:\Users\<username>\Downloads\KADService

Mode                LastWriteTime         Length Name
----                <-----              ----- 
-a---     8/12/2024  2:27 PM           48976 KADService.exe
-a---     8/12/2024  2:27 PM        12183888 KADServiceConfigTool.exe

PS C:\Users\<username>\Downloads\KADService>
```

7. We are going to add the KADService.exe as a service on this computer by running the command "New-Service -Name KADService -Description "Kanguru Solutions Active Directory Sync Service" -BinaryPathName <path to KADService.exe>".

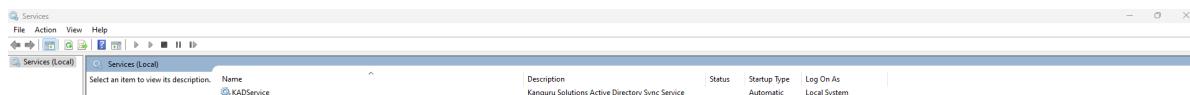
```
Administrator: Windows PowerShell
PS C:\Users\<username>\Downloads\KADService> New-Service -Name KADService -Description "Kanguru Solutions Active Directory Sync Service" -BinaryPathName C:\Users\<username>\Downloads\KADService\KADService.exe

Status   Name           DisplayName
-----   --           --
Stopped  KADService    KADService
```

8. You should see an output that says the service named "KADService" is stopped, the means the service was successfully installed.
9. At this point you can see the service when you open the Service Management window in your OS.

Kanguru Active Directory Setup

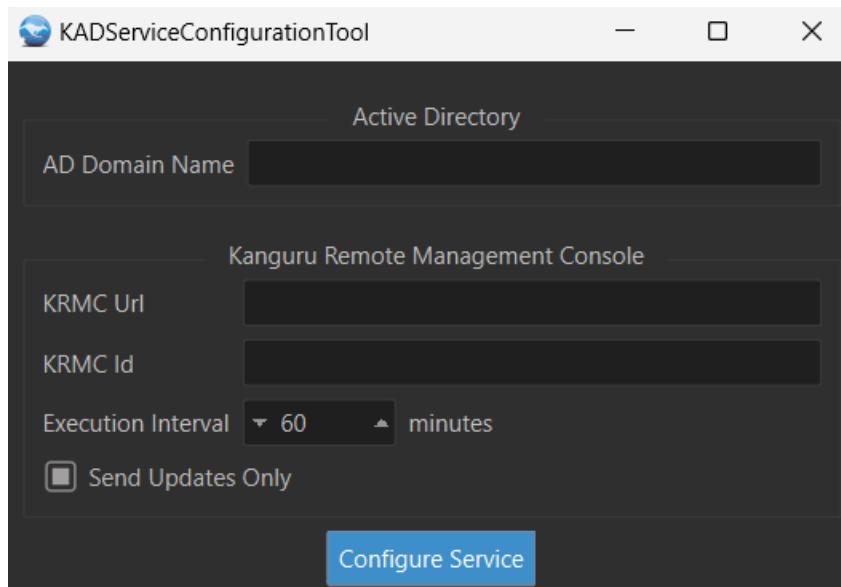
13



10. Now we will configure the KADService using the KADServiceConfigTool

11. Navigate to the KADServiceConfigTool folder in your decompressed folder.

12. Double-click the executable KADServiceConfigTool.exe to launch the tool.



13. Once the configuration tool is open please input your Active Directory domain name into the corresponding field.

| | |
|--------------------|--|
| AD Domain Name | This is the name of your Domain for which you will be checking for updates. |
| KRMC URL | For KRMC Hosted, the URL that you should enter is https://krmc.kanguru.com . |
| KRMC ID | This is the Account ID for your Super Administrator (SA) account. For information on how to locate your Account ID either refer to Account Activity Icons or Account Information. |
| Execution Interval | This is the number of minutes that the service will check for any changes that may have occurred. The default is set for 60 minutes (1-hour). |
| Send Updates Only | When selected, previous batches sent to KRMC are stored in system memory and only changes are sent to KRMC. This is useful if you are looking to quicker batches to be sent to KRMC however we commonly recommend not having this option selected. |
| Configure Service | This saves the configure settings entered here. You can change these settings at a later point by running KADServiceConfigTool.exe again. |

14. Close the configuration tool window.

15. To start your service, you can run the PowerShell command “Start-Service KADService”, the resulting output should show the service is running.



A screenshot of a Windows PowerShell window titled "Administrator: Windows PowerShell". The command "Start-Service KADService" is being run in the command line, and the output "KADService" is visible.

Uninstalling the service

If you ever need to uninstall KADService, you can follow these steps:

1. Open up PowerShell as an Administrator.
2. If you have a newer version of PowerShell (version 6 or higher), you can use “Remove-Service KADService”
3. Otherwise, use “sc.exe delete KADService”
4. The service should now be uninstalled.

Getting Logs for Troubleshooting

The logs are located in C:\ProgramData\Kanguru\ADService\, the logs files are unencrypted but do not contain any identifiable Active Directory information.