Version: 1.0.3

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Introduction 1

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 Kanguru Cloud 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 Server ID is case-sensitive.

Provisioning Drives to KRMC 2

Kanguru Cloud Provisioning Tool

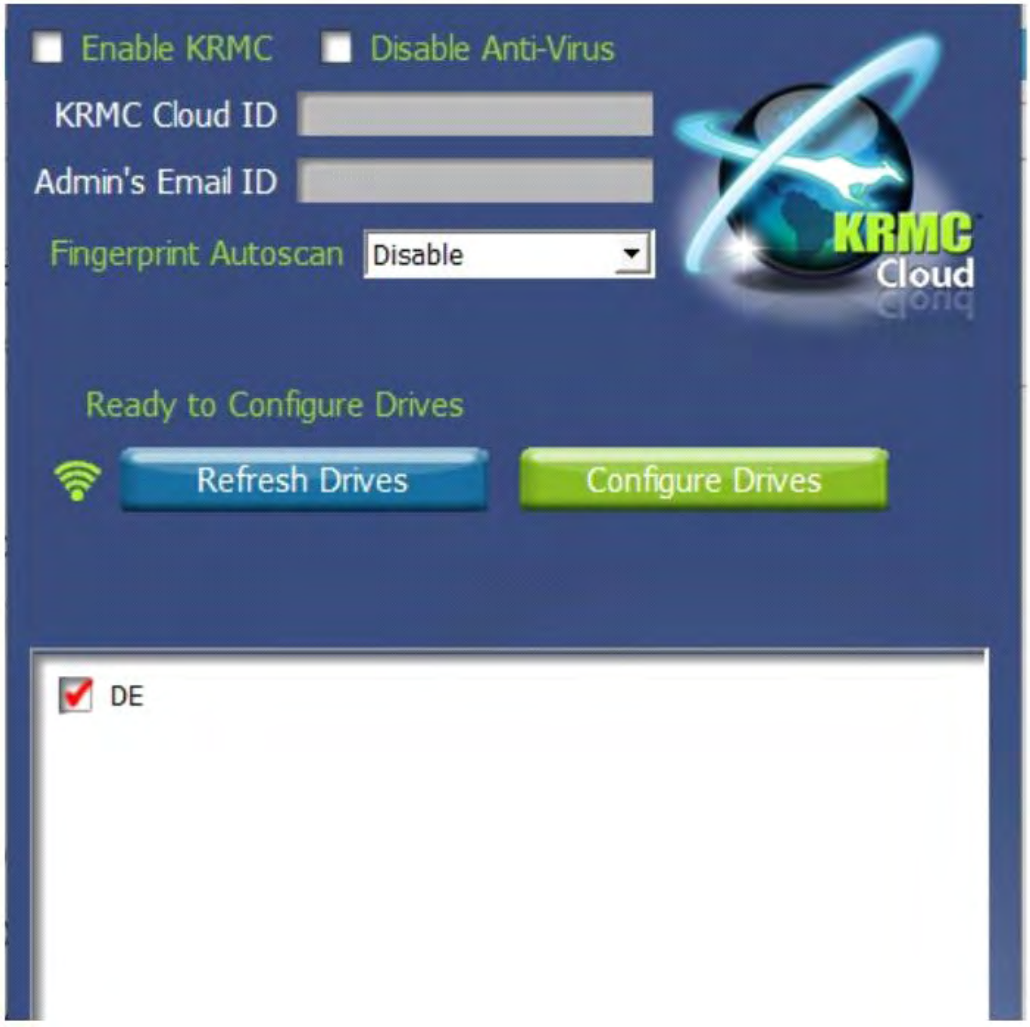
This section only applies if you are using the Kanguru Cloud Provisioning Tool to enable KRMC Hosted and/or to disable on-board anti-virus. The Kanguru Cloud Provisioning Tool must be used to configure devices before they are provided to the end user.

The following drive models are supported by the Cloud Provisioning Tool: Defender 3000, DefenderElite300, Defender Elite30, Defender BioElte30.

***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 Kanguru Cloud Provisioning Tool.*

1. Connect your Defender devices to your computer and launch the Kanguru Cloud 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 Kanguru Cloud 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”.

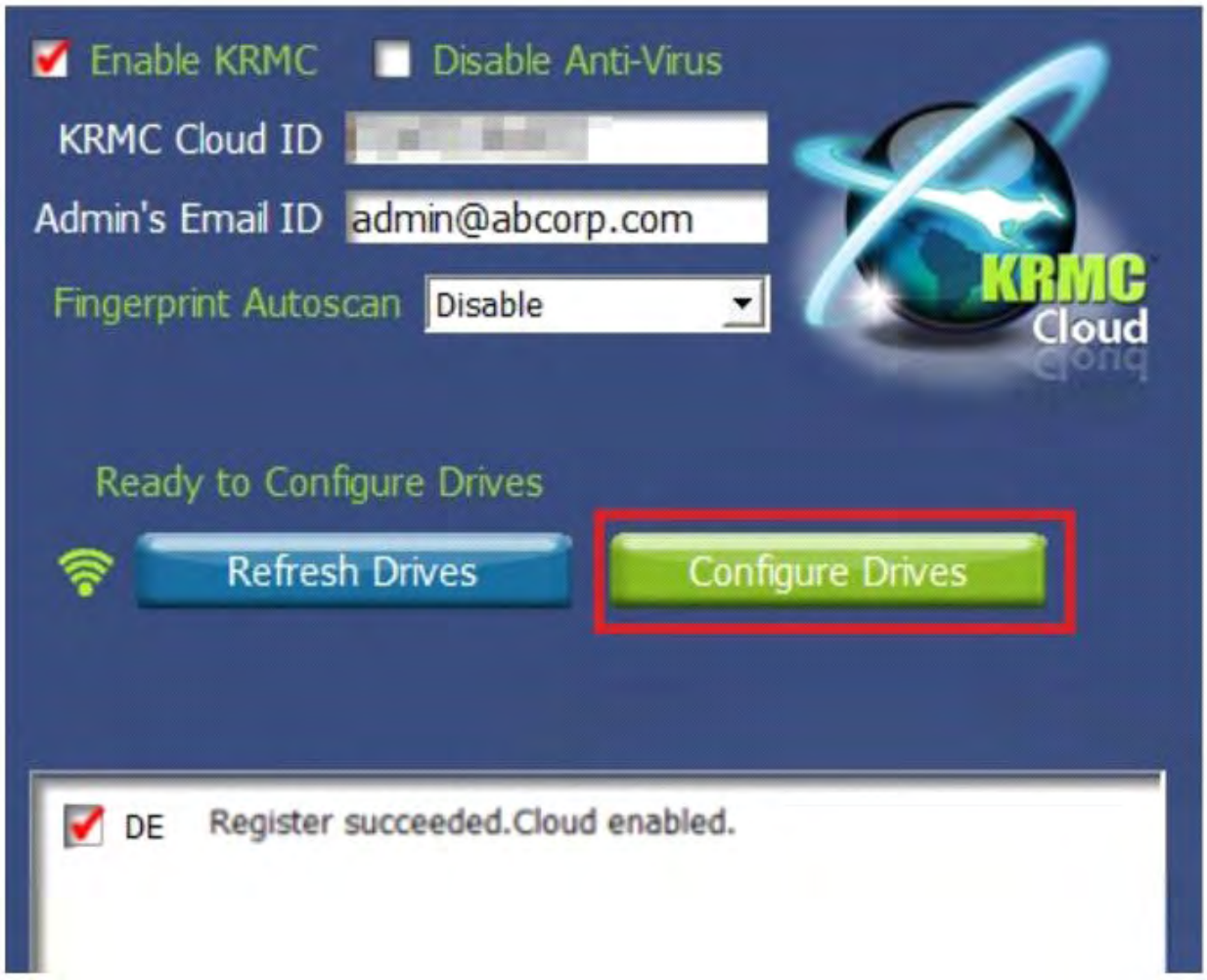
***Note**: If you want to disable onboard anti-virus, select "Disable Anti-Virus".*

3. The fields for "KRMC Cloud ID" and "Admin's Email ID" become active. Fill in these fields with the appropriate information.

***Note**: If the device that you are provisioning is a BioElite30 model, then you have the option to Enable or Disable 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 KRMC Hosted.
- 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. Cloud enabled."



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

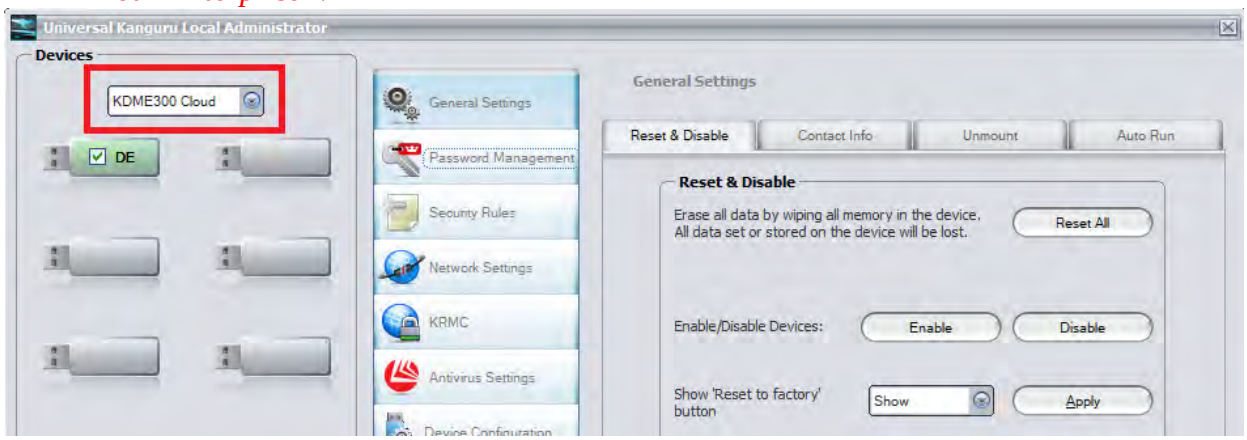
KRMC Hosted has now been enabled on the device and the device has been registered with your KRMC Hosted account.

Devices Configured Using UKLA

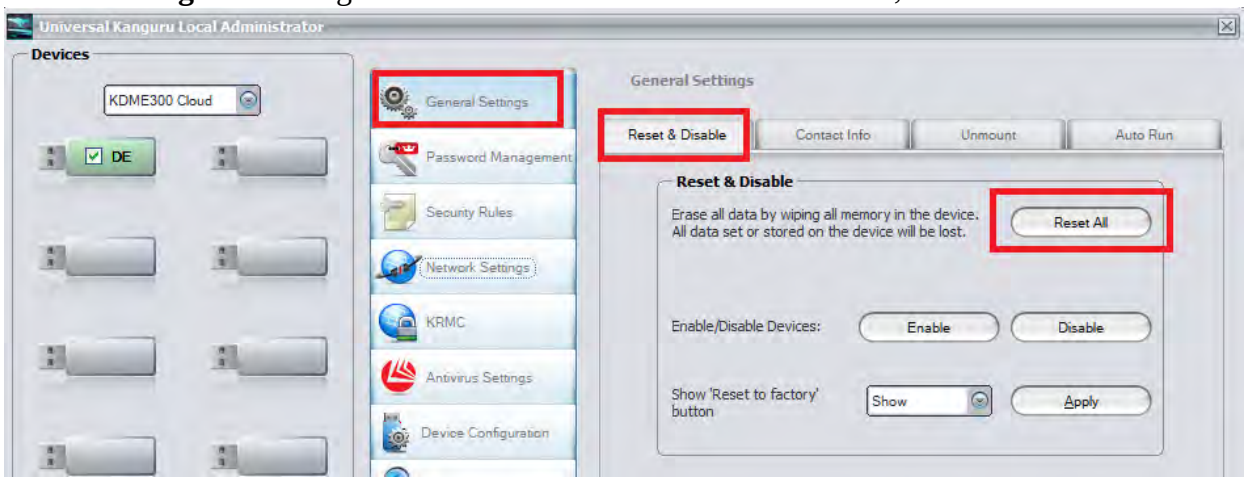
This section only applies if your Defender devices are being managed locally with the Universal Kanguru Local Administrator (UKLA) application and you want to use KRMC Hosted to manage your device remotely. If your devices are currently in the possession of the end users, they will have to be returned 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:

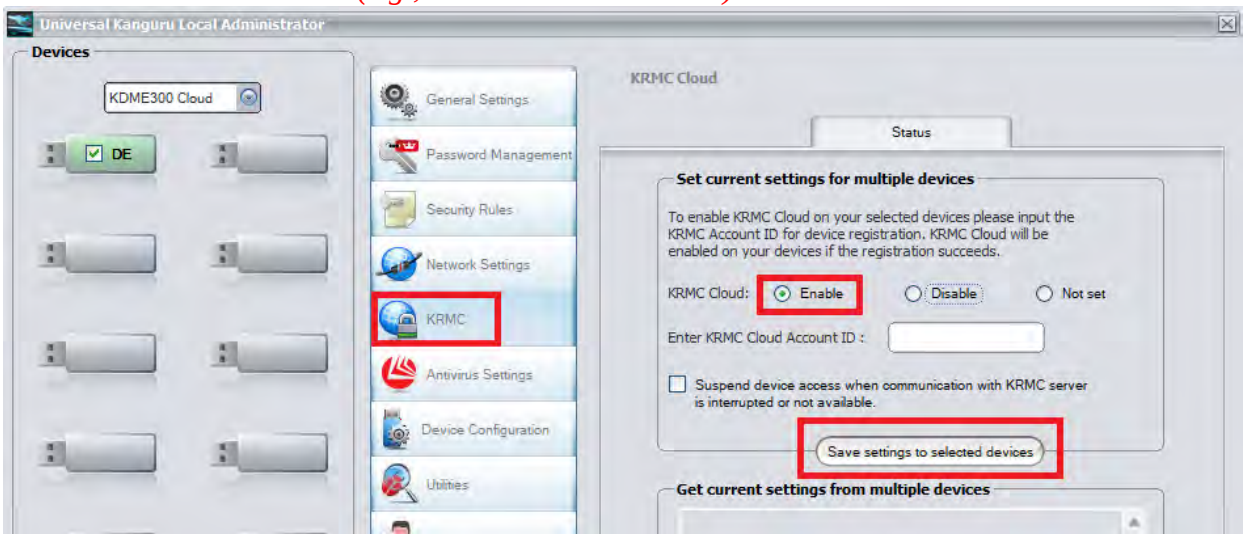
1. Connect your devices to your computer and launch UKLA. ***Note:*** *All connected Defender devices should be the same model (e.g., Elite30, Elite300, 3000). Although UKLA is capable of configuring multiple devices simultaneously, it is unable to configure more than one model type at a time. For example, 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**.



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.

Devices Configured Using Kanguru Defender Manager

This section only applies if your Defender devices are **NOT** being managed locally with Universal Kanguru Local Administrator (UKLA) application or the Kanguru Cloud Provisioning Tool and you want to enable KRMC Hosted functionality for your devices.

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 but 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.

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:

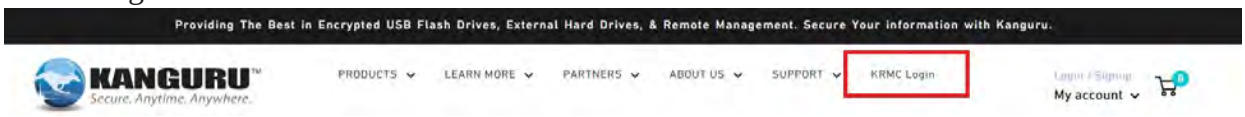
Logging in for the First Time 11	If new to KRMC, these are the steps you will follow to get started.
Logging into KRMC with SAML 13	KRMC Advanced and Premium accounts have the ability to utilize SAML for logging into KRMC. If utilizing this feature, you can follow these steps to show how that process 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 as 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

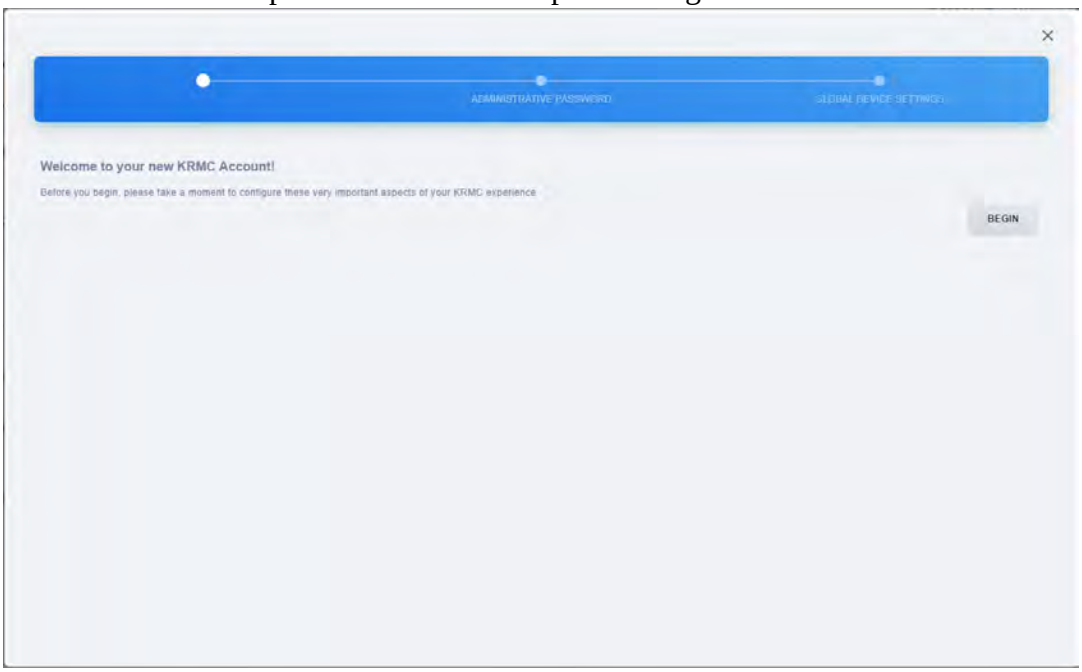
Logging in for the First Time

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.

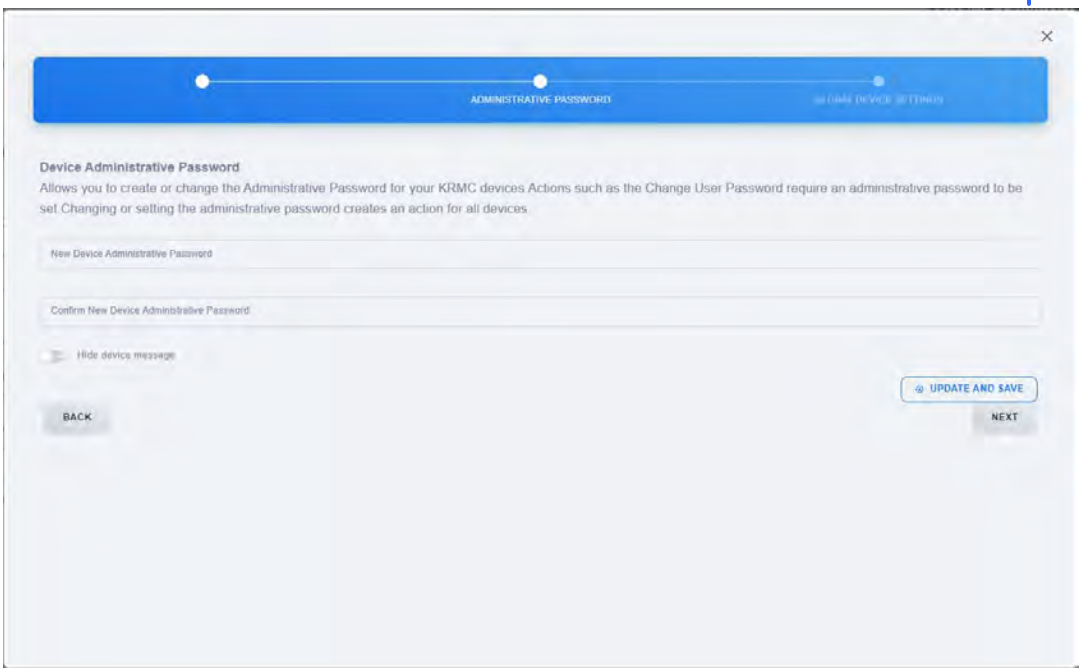
1. Open your web browser. The site is best viewed by using the latest version of Microsoft Edge, Mozilla Firefox, Google Chrome, Brave, Safari, or Opera.
2. Once you have the web browser open, you can use either of these methods to navigate to the login page:
   - Visit https://krmc.kanguru.com and you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



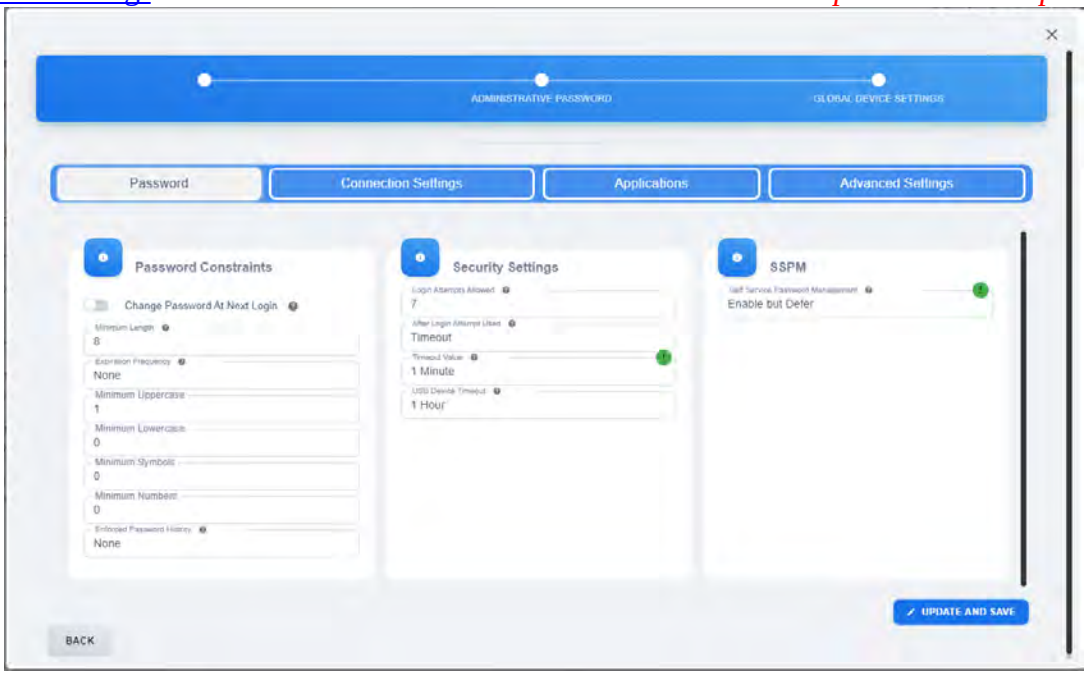
3. The first time that you log into KRMC Hosted, they will be greeted with a Welcome screen. Click on the **BEGIN** button to proceed with initial setup and configuration.



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.*



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 95 and selecting Global Device Settings 96. ***Note:*** *KRMC Basic accounts will not have this option in the setup.*



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

Getting to Know KRMC Hosted 3

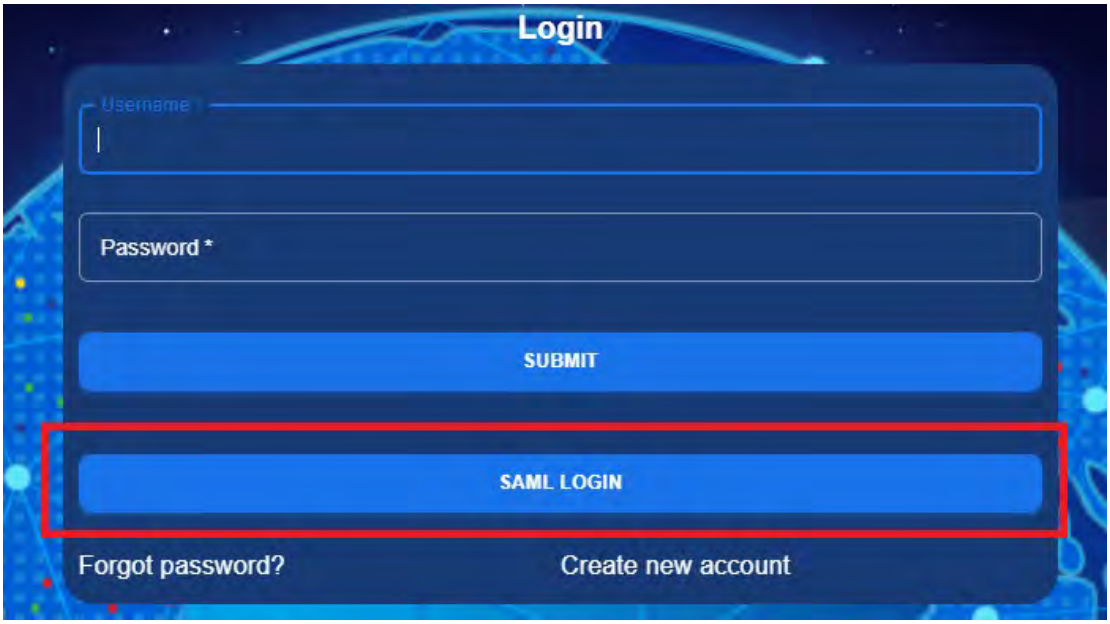
Logging into KRMC Hosted with SAML

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 95 page under the section Server Settings 108.
Note: *SAML login functionality is only available to KRMC Hosted Advanced and Premium accounts.*



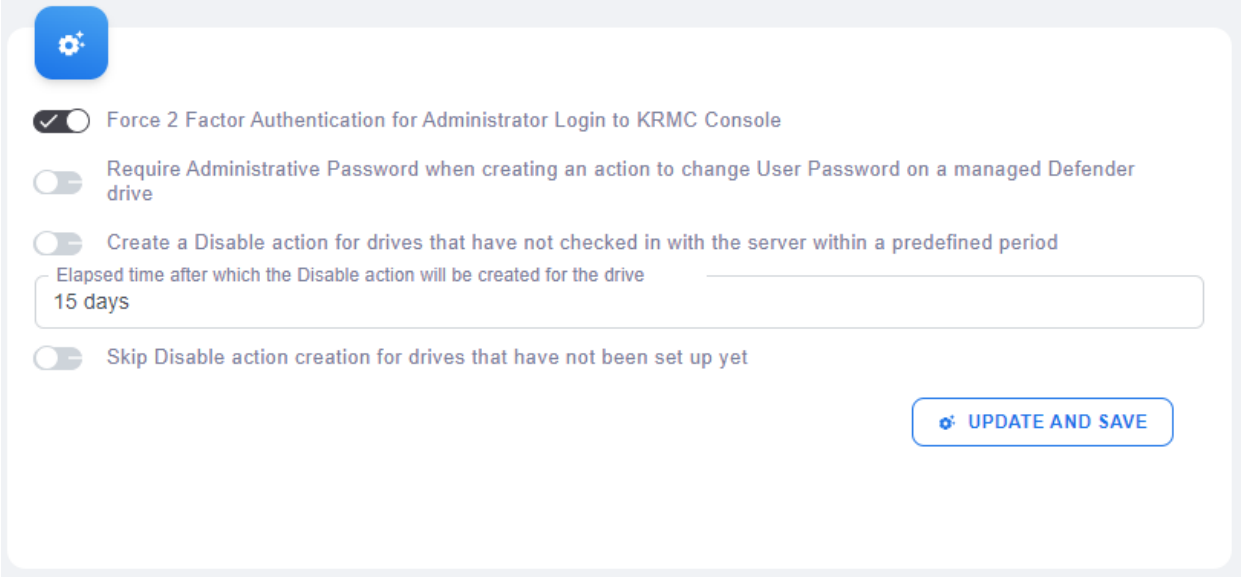
Two Factor Authentication

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. ***Note**: 2FA is not available on Basic KRMC Hosted accounts.*

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 95 and selecting Administrative Settings 106 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.

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

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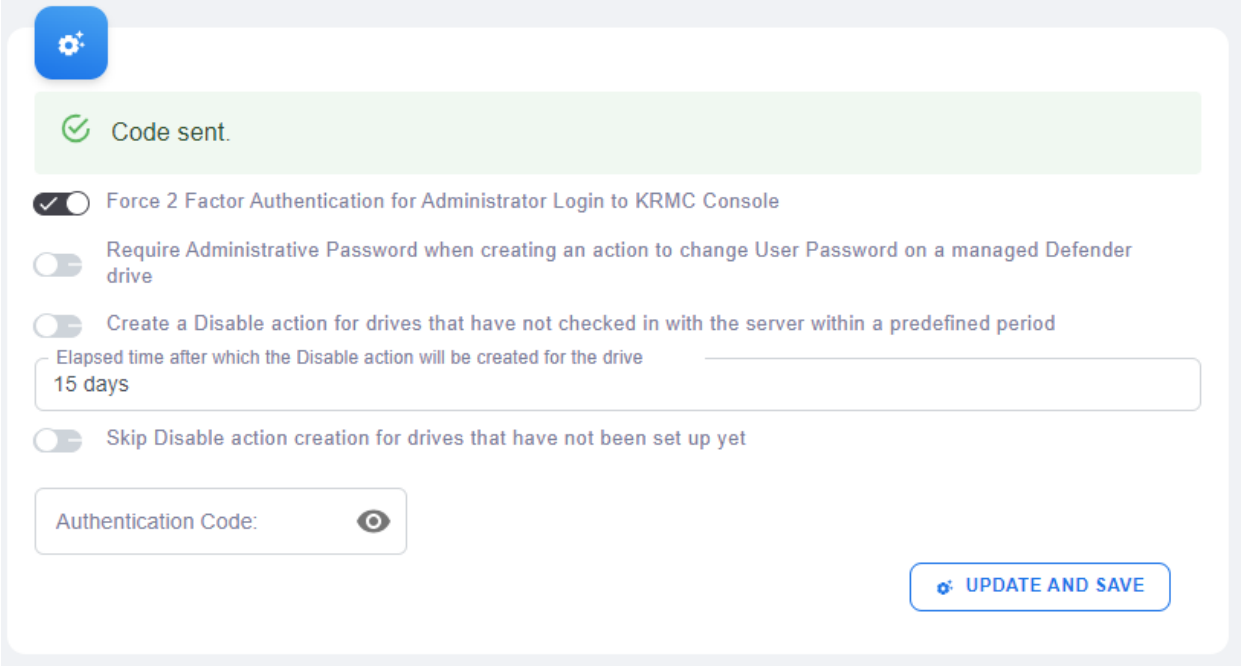
- After the code has been entered, select the **VERIFY** button. You will know that the 2FA setup has been completed as you will receive a message on KRMC Hosted stating "Administrative Settings Updates" and the Authentication Code field will be blank.



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

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.

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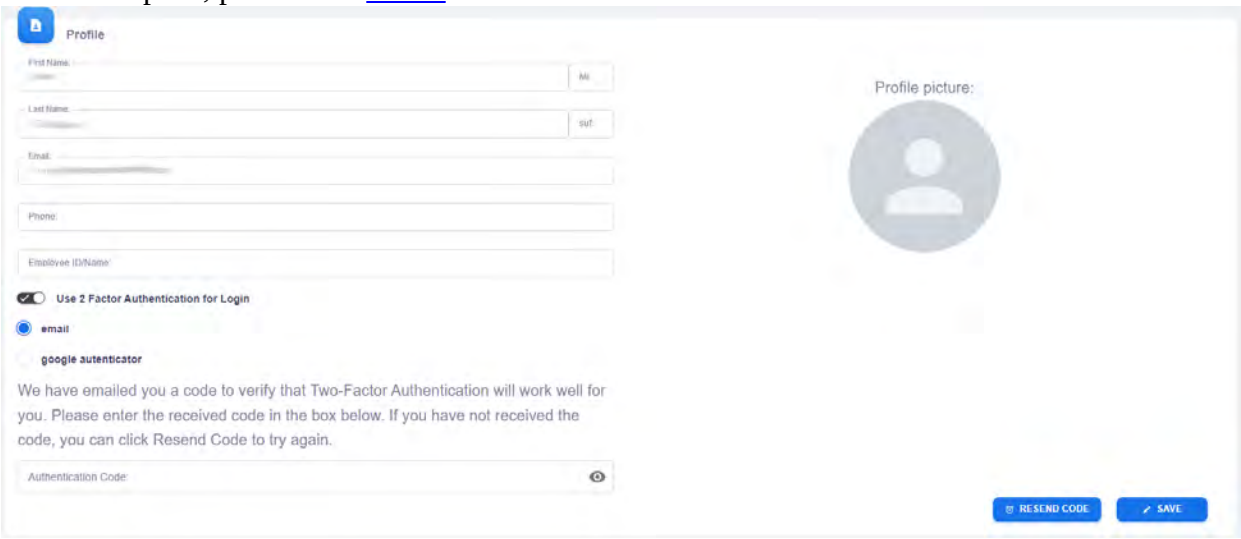
For logging into KRMC Hosted when 2FA is enable, please click HERE 20.

Enable 2FA EMail

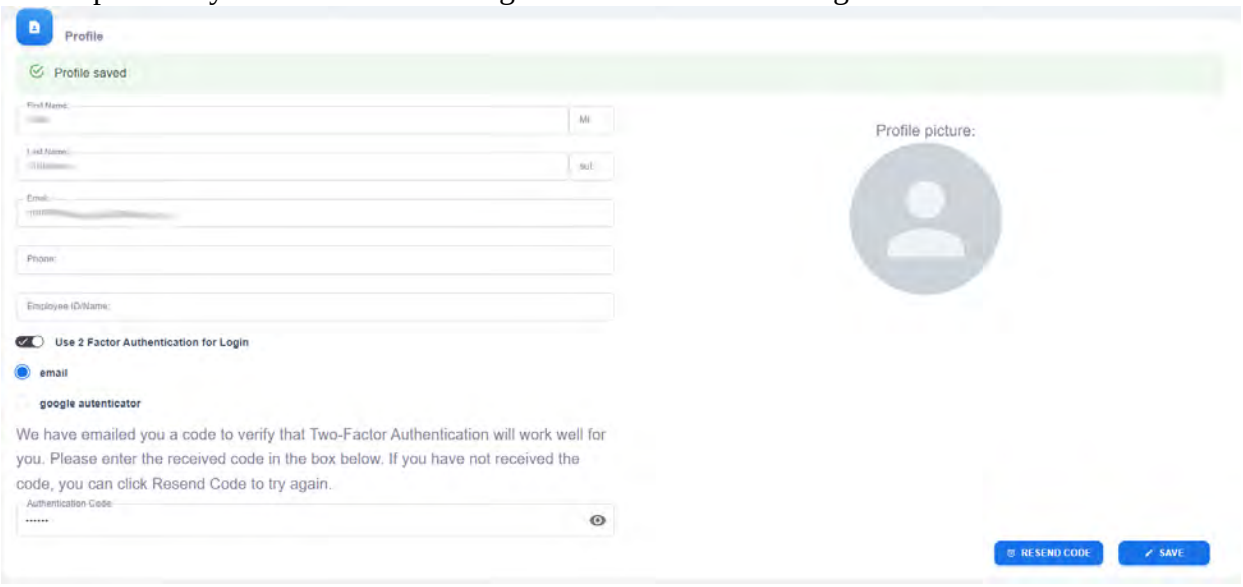
Enabling Two Factor Authentication (2FA) for the email authentication method can be performed on the currently logged in account, Super Administrator (SA), or Regular Administrator (RA) if the RA has the permissions "Can Create and Edit Administrators" and "Can Create and Edit Auditors" located under Edit Admin Information 69. ***Note**: 2FA is not available to Basic KRMC Hosted accounts.*

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.



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

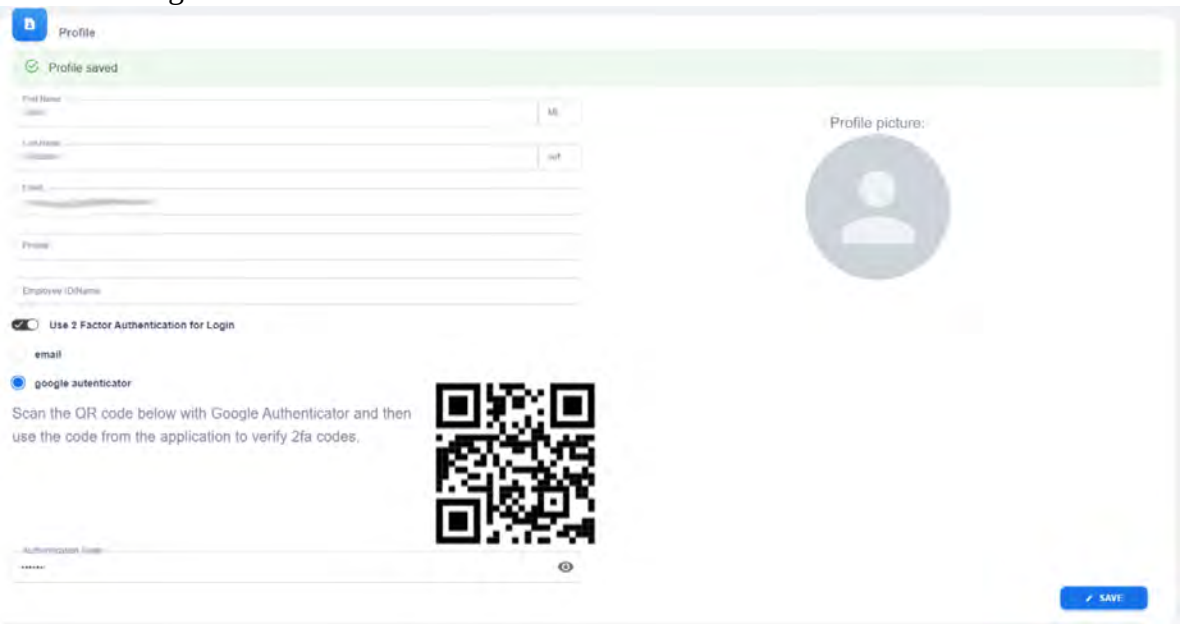


For logging into KRMC Hosted when 2FA is enable, please click HERE 20.

Enable 2FA Google Authenticator

Enabling Two Factor Authentication (2FA) for the Google Authenticator can only be performed on the currently logged in account. ***Note**: 2FA is not available to Basic KRMC Hosted accounts.*

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".



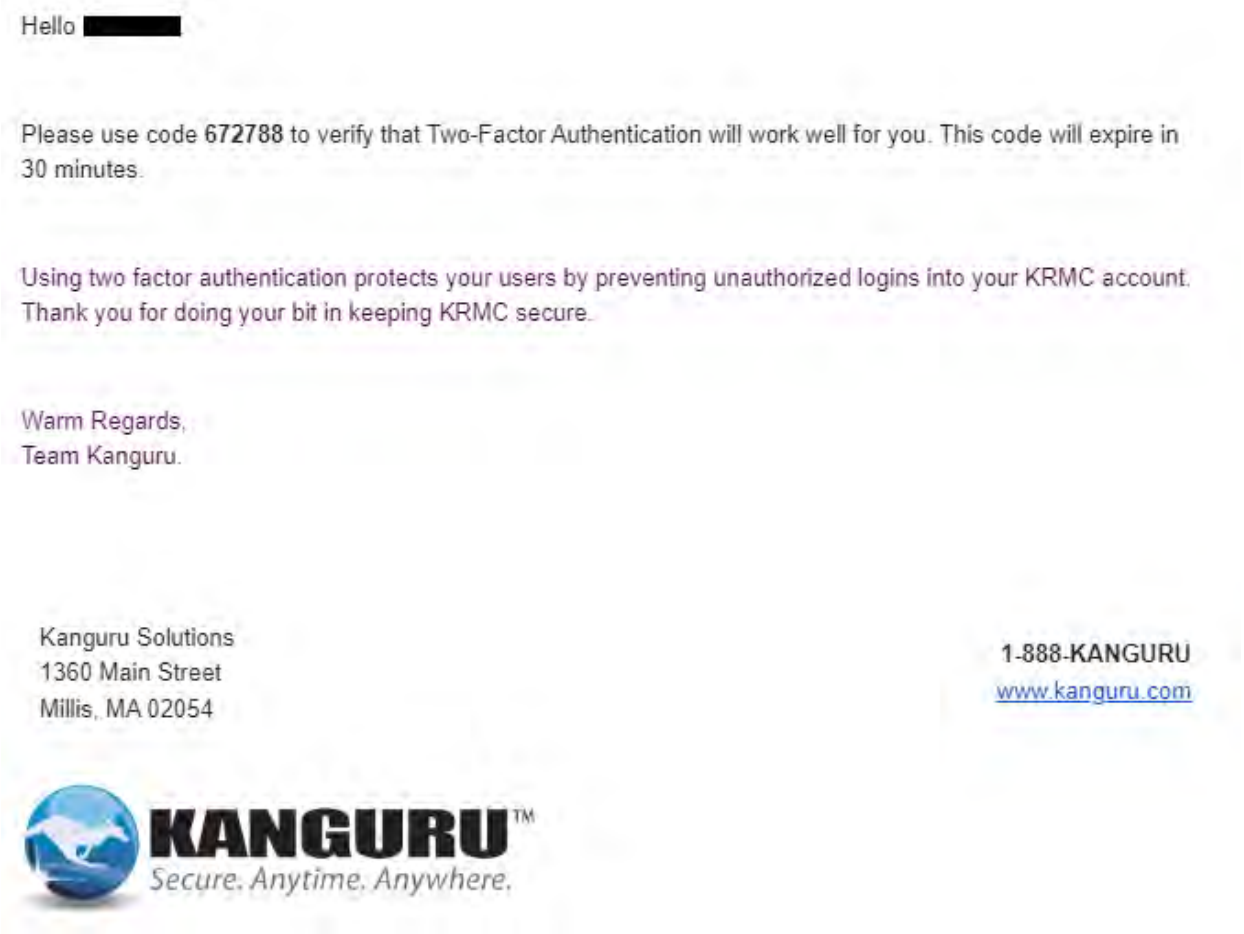
For logging into KRMC Hosted when 2FA is enable, please click HERE 20.

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.
***Note**: 2FA is not available to Basic KRMC Hosted accounts.*

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.

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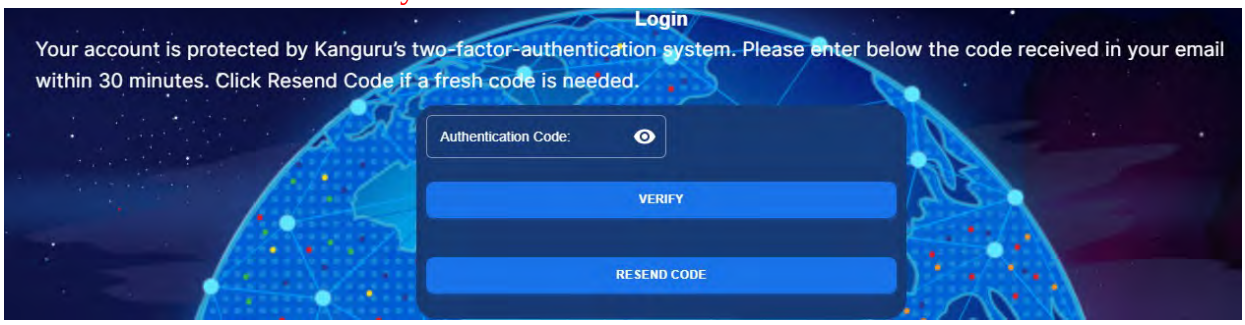
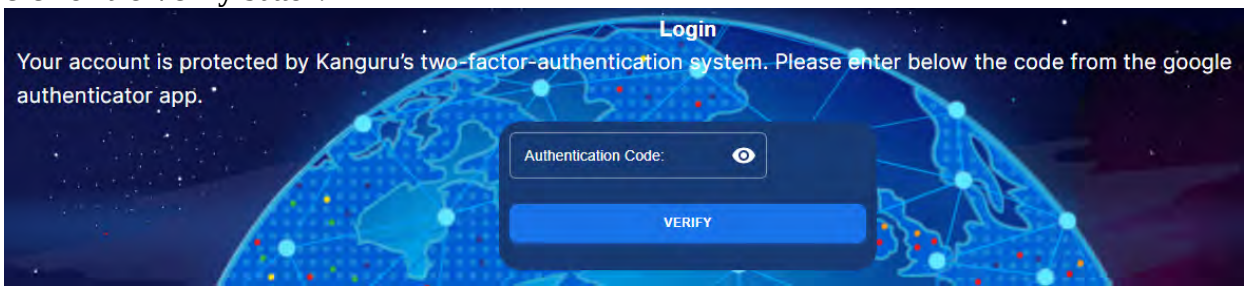
The administrator must copy the authentication code from the email into the 'Authentication Code' field and then click on the **Verify** button. **Note:** Authentication codes are only valid for 30 minutes after they have been generated. If your code has expired, then click the Resend Code button and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

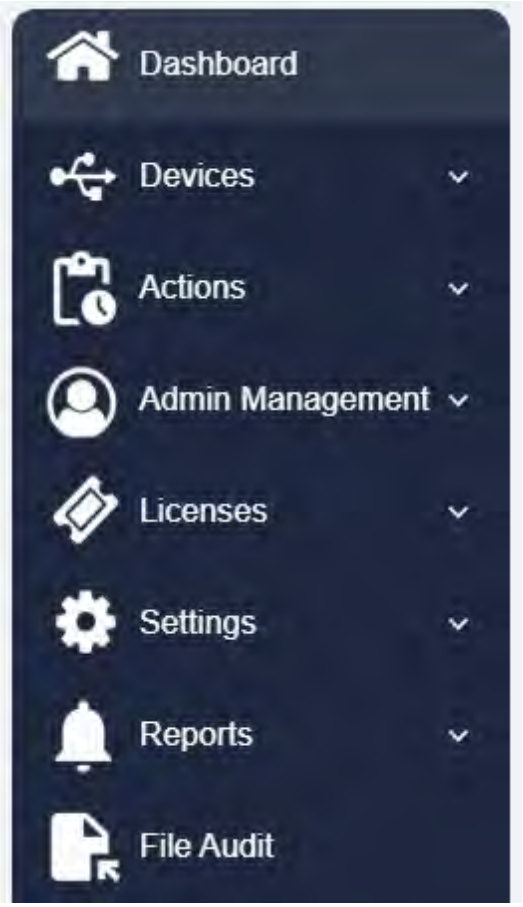
3

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 108,

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 62	A list of pending, successful, and failed actions that occurred on devices. You can also create global actions from this page.
Admin Management 67	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 89	A quick snapshot of your licenses' status. Your order history is also listed here.
Settings 95	Configure a global device settings, administrative settings, and server settings.
Reports 121	Event and usage reports along with messages sent to the account.
File Auditing 124	Data is sent to KRMC containing file actions that occur such as Deletion, Creation, Read, and Write for files stored on your drive(s).


Dashboard
Devices
Actions
Admin Management
Licenses
Settings
Reports
File Audit

Account Activity Icons

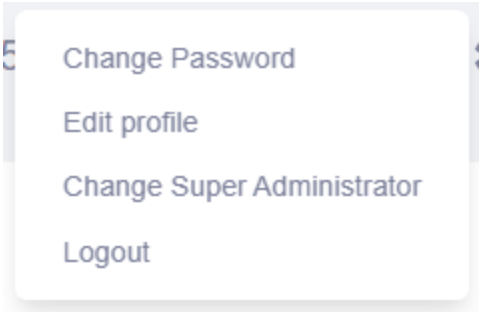
Located at the top right of every page on KRMC are the Account Activity Icons. These icons provide you access to specific features and functions regardless of the page you are on for ease of use. One of the key items is the Server ID. As this ID is required to register any device to your account, you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

Server ID	The account-level Server 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 122 page located under Reports 121.
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 123 page located under Reports 121.
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.

Account Icon

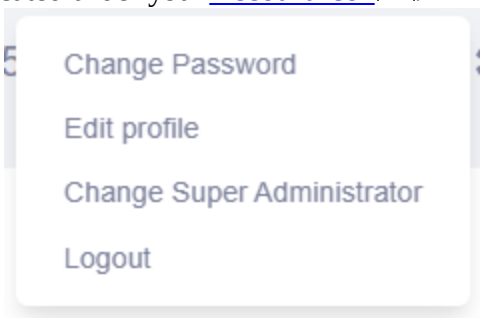
The **Account Icon** provides access to many features for ease of use and convenience as well as personalize your account slightly.

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.

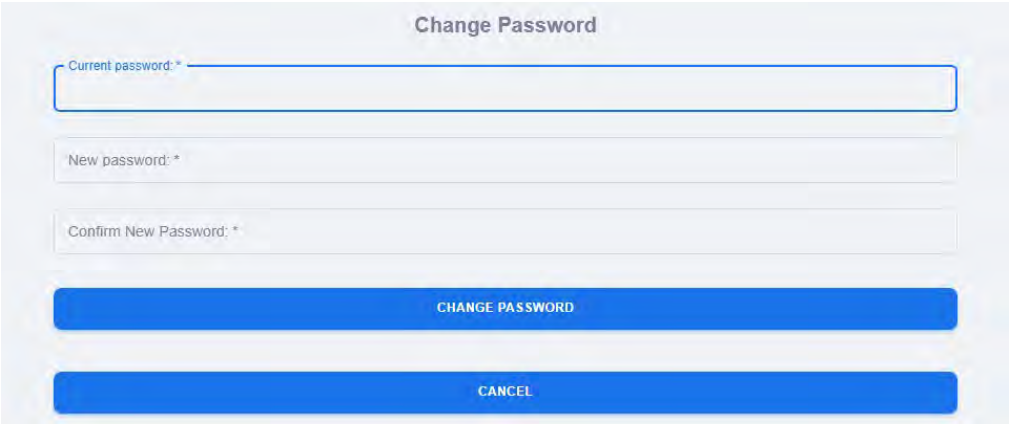


Change Password

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.

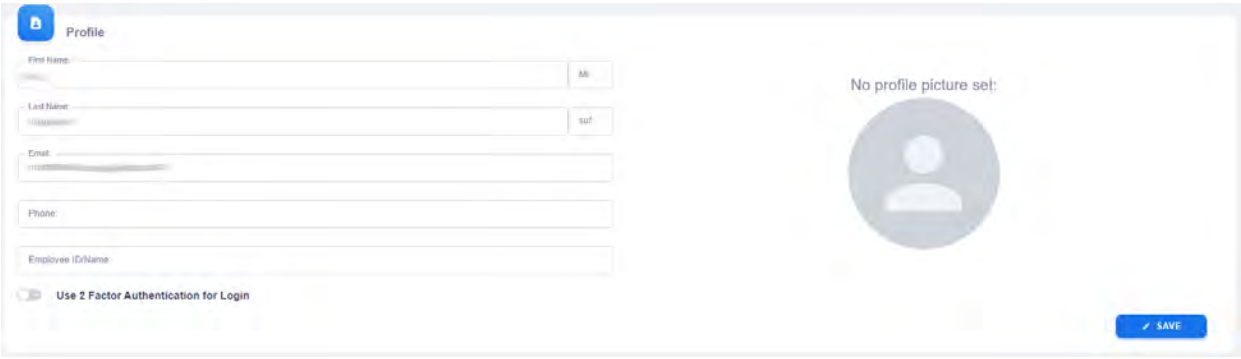


This will redirect you to the Change Password page. Enter the required password information and then click the **Change password** button. After changing your password, you will be brought back to the page you were previously on and you will need to enter the new password when you next attempt to log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



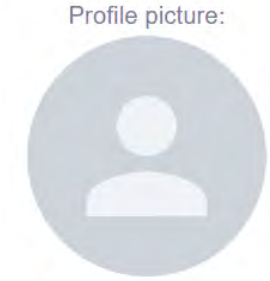
Edit Profile

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.



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.

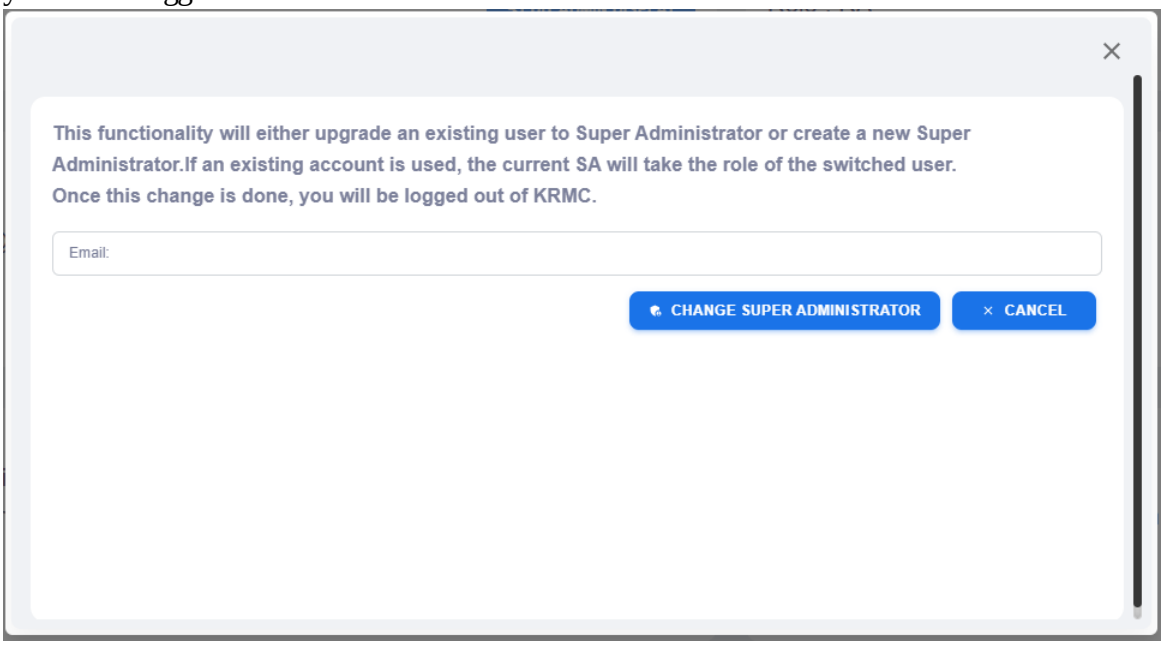


If at any point you want to change or fully remove your profile picture, you can click either the change profile picture or delete profile picture icons that appear when you hover your mouse over your picture.

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 75 located under Admin Management 67 and Admins 68 however here is one method.

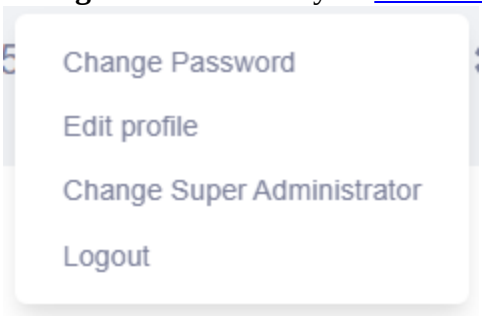
1. Located under the Account Icon 25 you can select **Change Super Administrator**.
2. Once you select this option you will be presented with a display stating "This functionality will either upgrade an existing user to Super Administrator or create a new Super Administrator. If an existing account is 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*.

Log Out of KRMC

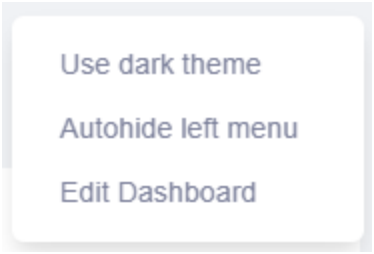
For security reasons, you should always log out of KRMC once you have completed your work on it. To accomplish this, you can select **Logout** located under your Account Icon 25.



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.

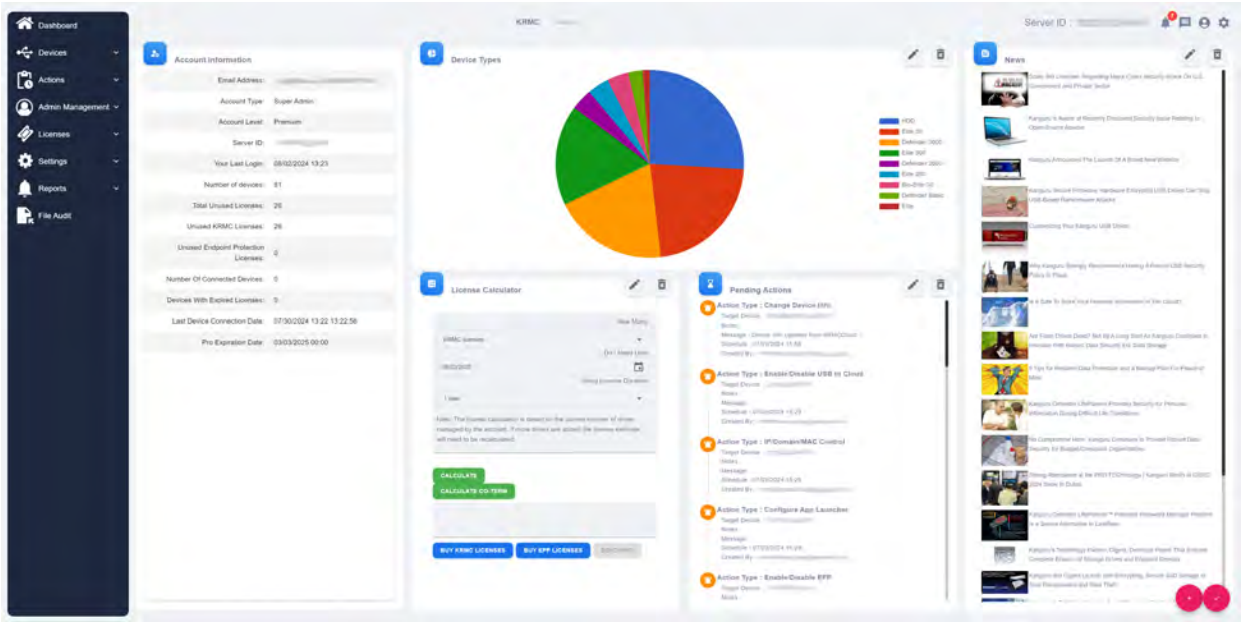
Use Dark/Light Theme	KRMC Hosted provides the ability to alter the visual theme between a Light or Dark mode. For more information on this, please refer to Light or Dark Mode 113 located under Server Settings 108.
Autohide/Show Full Left Menu Always	Initially, the Navigation Menu only displays icons. 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.



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 you're 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*.

Edit 	This allows you to choose from a list of options on what to display in this box.
Delete 	Deleting a box removes the content from that box. All remaining boxes will shift over to cover the newly emptied space.
Add Extra Box 	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.
Finish Editing 	This saves all changes made within this mode.



Getting to Know KRMC Hosted

3

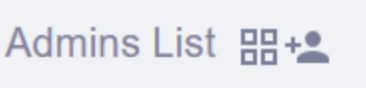
Admins, Auditors, and Groups

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	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.
	For steps on how to change the SA account, please click HERE 75.
Administrators	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.*
	For steps on how to create an admin, please click HERE 33.
	For steps on how to edit or delete an admin, please click HERE 69.
	For steps on how to edit permissions for an admin, please click HERE 71.
	For steps on how to edit the display options available to the admin, please click HERE 74.
Auditor	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.*
	For steps on how to create an auditor, please click HERE 35.
	For steps on how to export logs, please click HERE 56.
Groups	Groups allow you to organize multiple drives and users within heading such as a department. Groups can have their own Server 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.*
	For steps on how to create a group, please click HERE 37.
	For steps on how to edit groups, please click HERE 84.
	For steps on how to send actions to the drive(s) in the group, please click HERE 87.
	For steps on how to create group settings, please click HERE 86.

Create New Admin

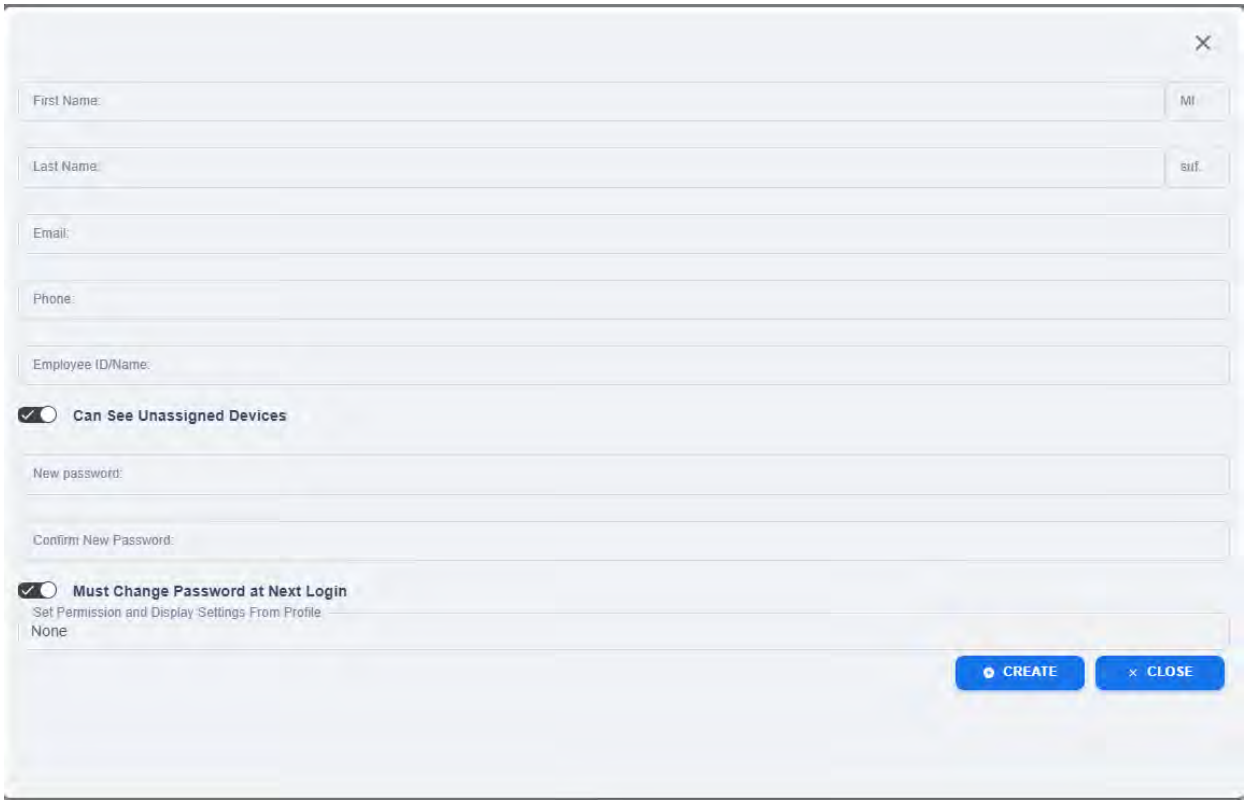
When you are on the Admins or Auditor pages you should notice at the top left side of the screen a person icon with a plus sign (on Groups it is just a circle with a plus sign).



Create Admin

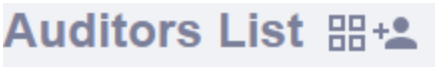
Click on the icon to reveal the Create Admin menu. The Create Admin menu allows you to easily create a new admin without navigating away from the current page. *This is only available to Advanced and Premium KRMC Hosted accounts*.

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.


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

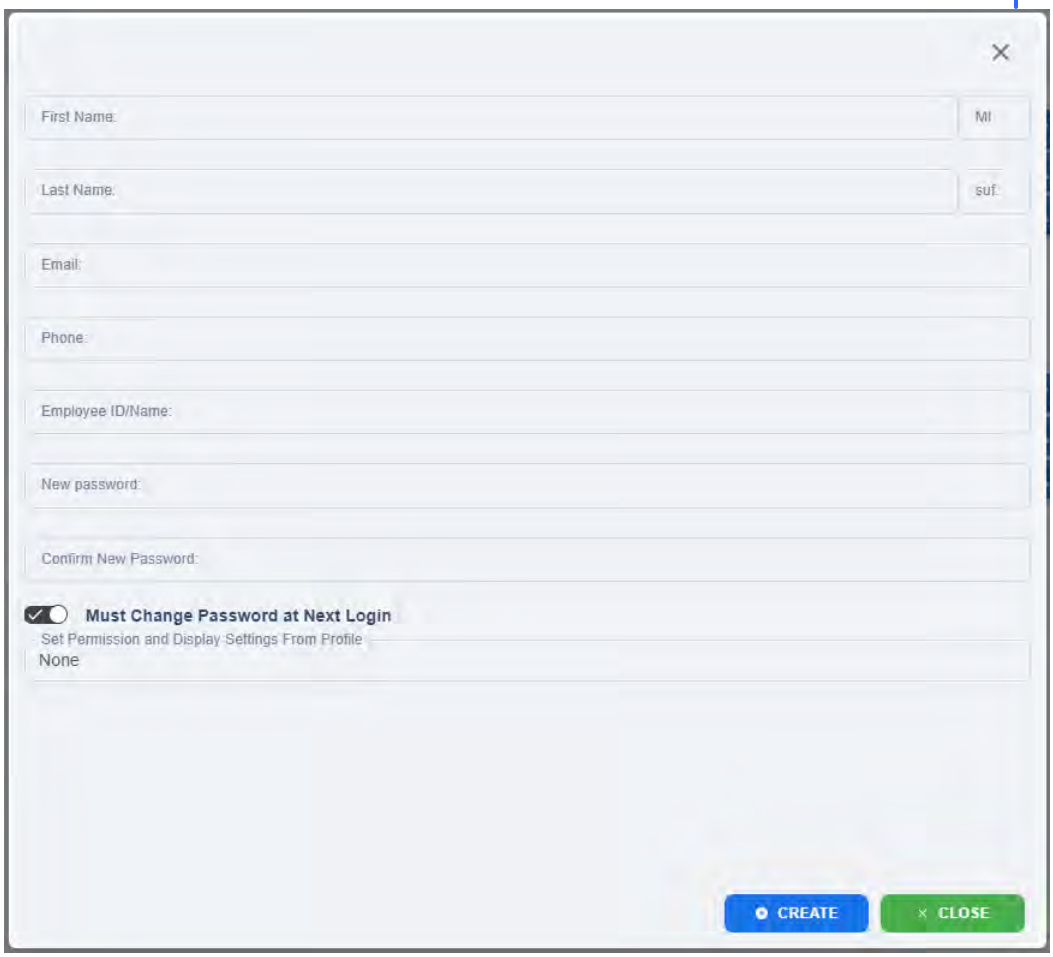
Create New Auditor

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).



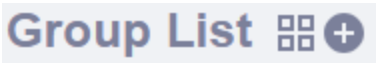
Create Auditor
Click on either the Create User or Create Admin icon to reveal the Create User/Admin menu. Once selected, choose Auditor which allows you to easily create a new Auditor without navigating away from the current page.

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 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.


First Name:
MI
Last Name:
suf:
Email:
Phone:
Employee ID/Name:
New password:
Confirm New Password:
Must Change Password at Next Login
Set Permission and Display Settings From Profile
None
CREATE
CLOSE

Create New Group

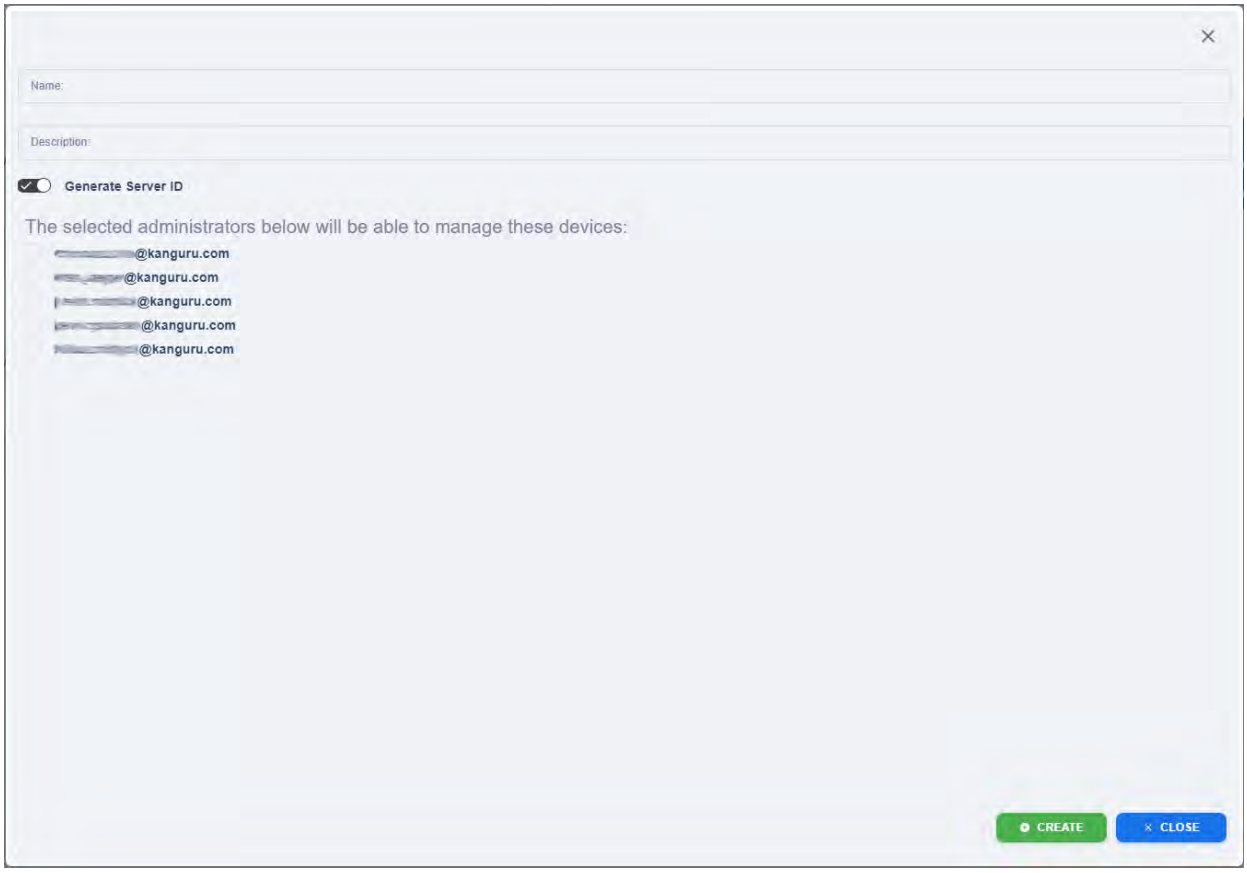
When you are on the Groups page you should notice at the top left side of the screen a circle with a plus icon (on the Admins or Auditor pages it will be person icon with a plus sign).



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 Server ID	The Server 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.



License Assignment

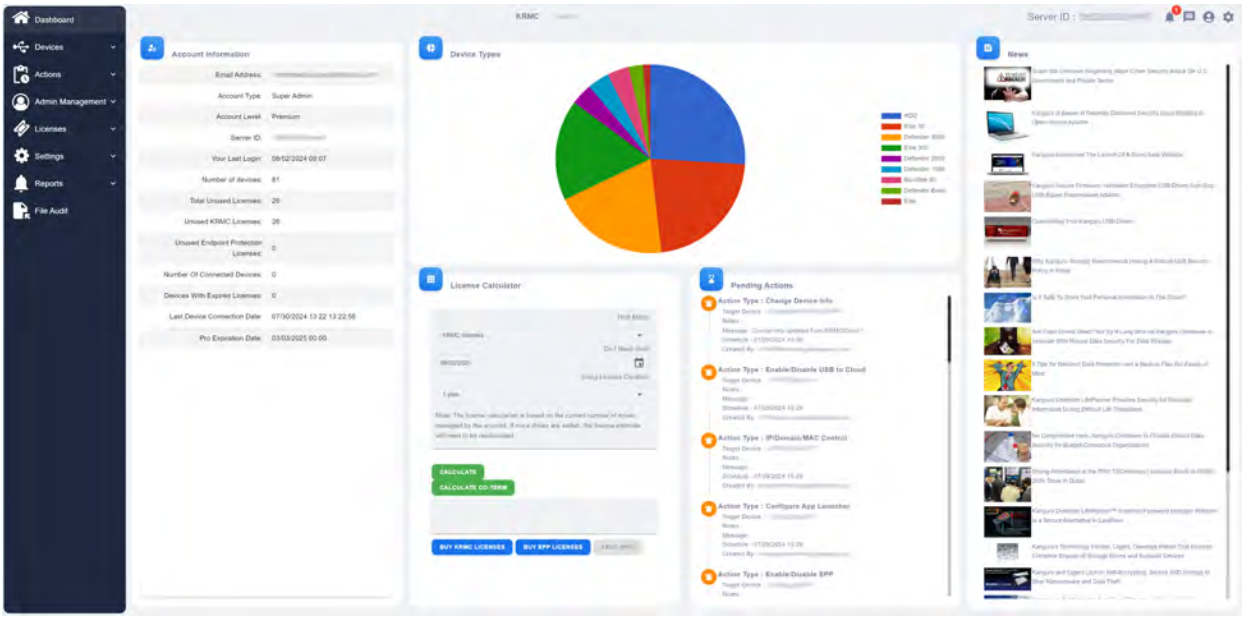
KRMC and Endpoint Protection licenses are applied automatically to devices based on which drives communicated with KRMC recently. The licenses are assigned to drives that require one at the time of the order. KRMC regularly checks drive validity to confirm that all drives have valid licenses if available 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.

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:

Account Information 40	The general information regarding your KRMC Hosted account will appear such as your Server 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.
License Calculator 90	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 License Summary 90 page.
Pending Actions	This shows all pending actions on your KRMC account.



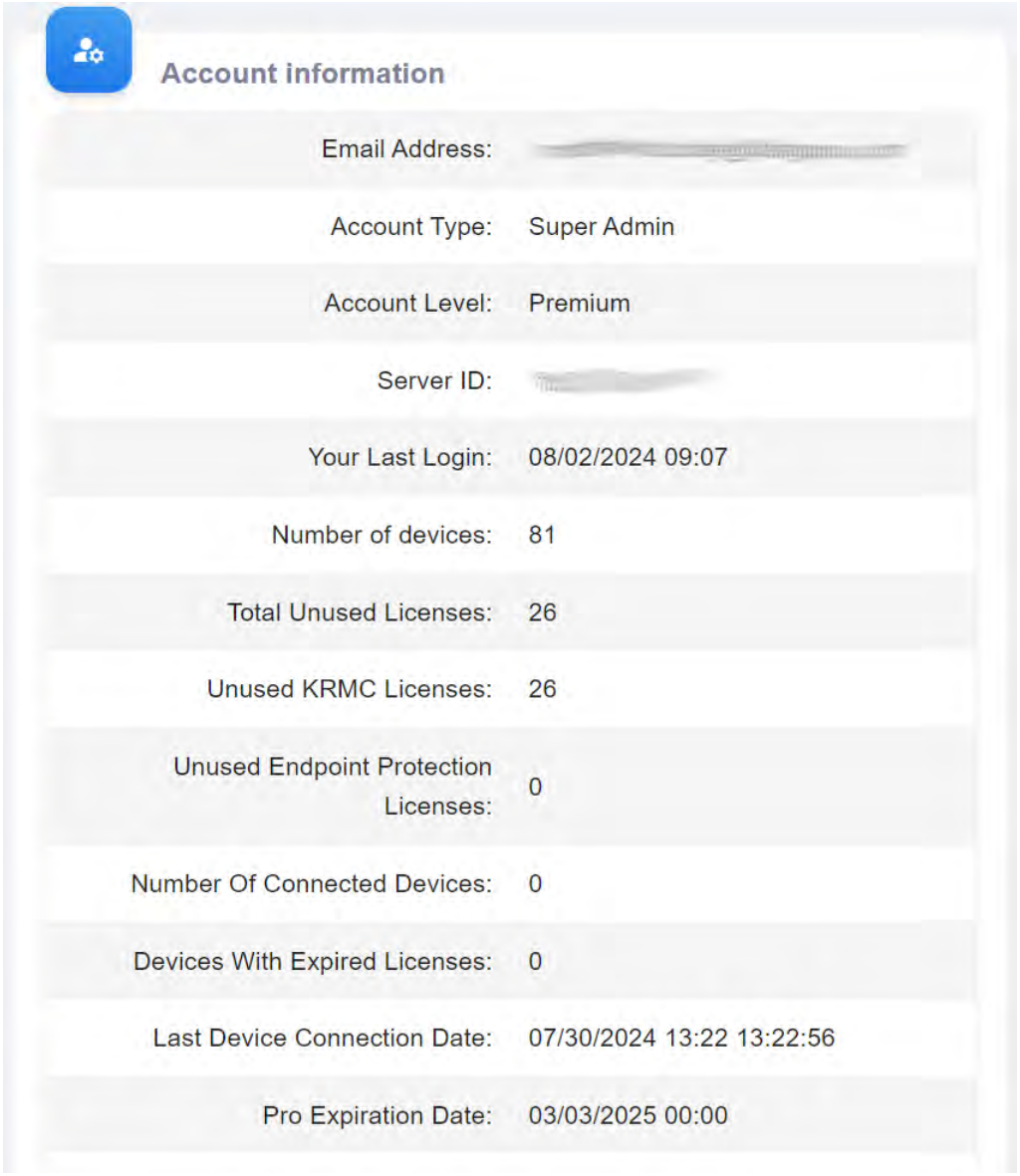
Dashboard

4

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 Basic, Standard, Advanced, or Premium.
Server ID	The account-level Server 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. ***Note**: Devices running in offline mode will not report this information.*
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 *is only available to Advanced and Premium KRMC Hosted accounts* 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).



Account information

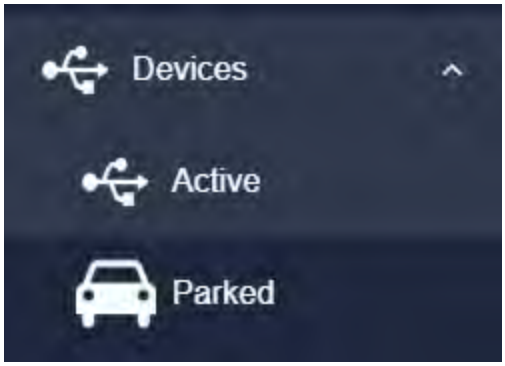
Email Address:	[redacted]
Account Type:	Super Admin
Account Level:	Premium
Server ID:	[redacted]
Your Last Login:	08/02/2024 09:07
Number of devices:	81
Total Unused Licenses:	26
Unused KRMC Licenses:	26
Unused Endpoint Protection Licenses:	0
Number Of Connected Devices:	0
Devices With Expired Licenses:	0
Last Device Connection Date:	07/30/2024 13:22 13:22:56
Pro Expiration Date:	03/03/2025 00:00

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 43	Displays all active devices on your KRMC account. You are able to send actions to selected devices, change device contact information, export the device list, etc. ***Note:*** *No Parked or Deleted devices appear in this list.*
Parked 60	Displays all drives that have been parked on your KRMC account. You are able to make the drives active again, export the device list, and more.

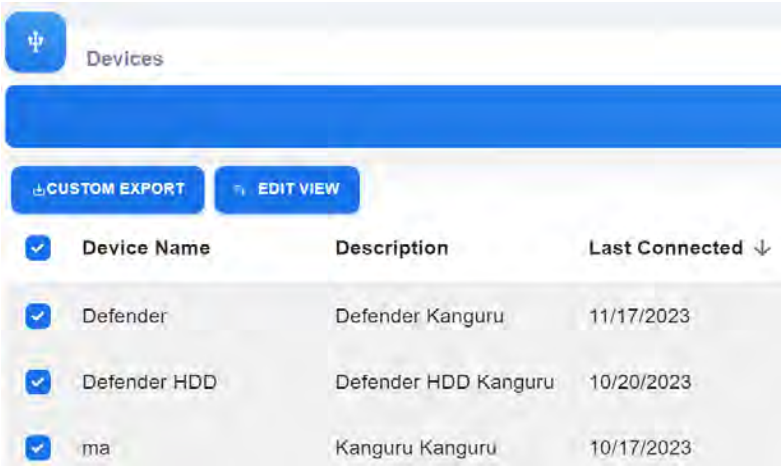


Device Page

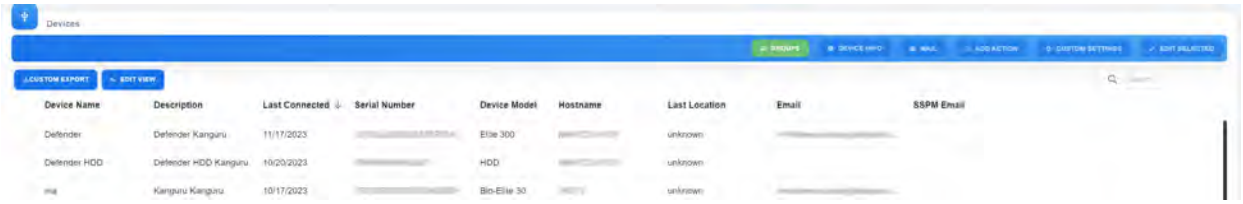
5

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.

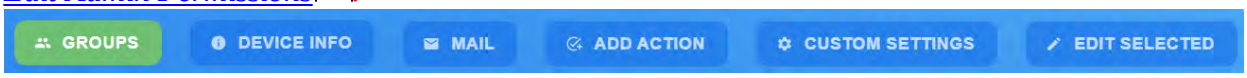


Groups 44	Allows the KRMC account to view all devices within the selected group.
Device Info 45	KRMC accounts are able to view device history and previously requested SSPM codes. ***Note:*** *This option is not available when multiple devices are selected.*
Mail 46	You can send an email from KRMC to 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.

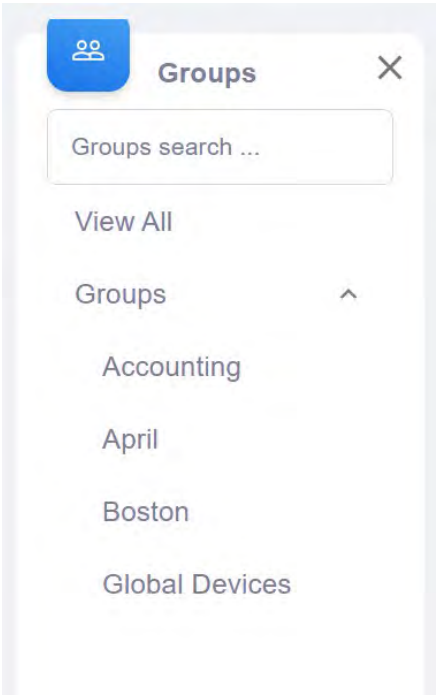


Groups

Groups, can provide the Super Administrator (SA) with increased control over permissions, requirements, and customizations with their drives. If your KRMC-Hosted 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* 71.



View All	Displays all devices registered with this KRMC Hosted 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.



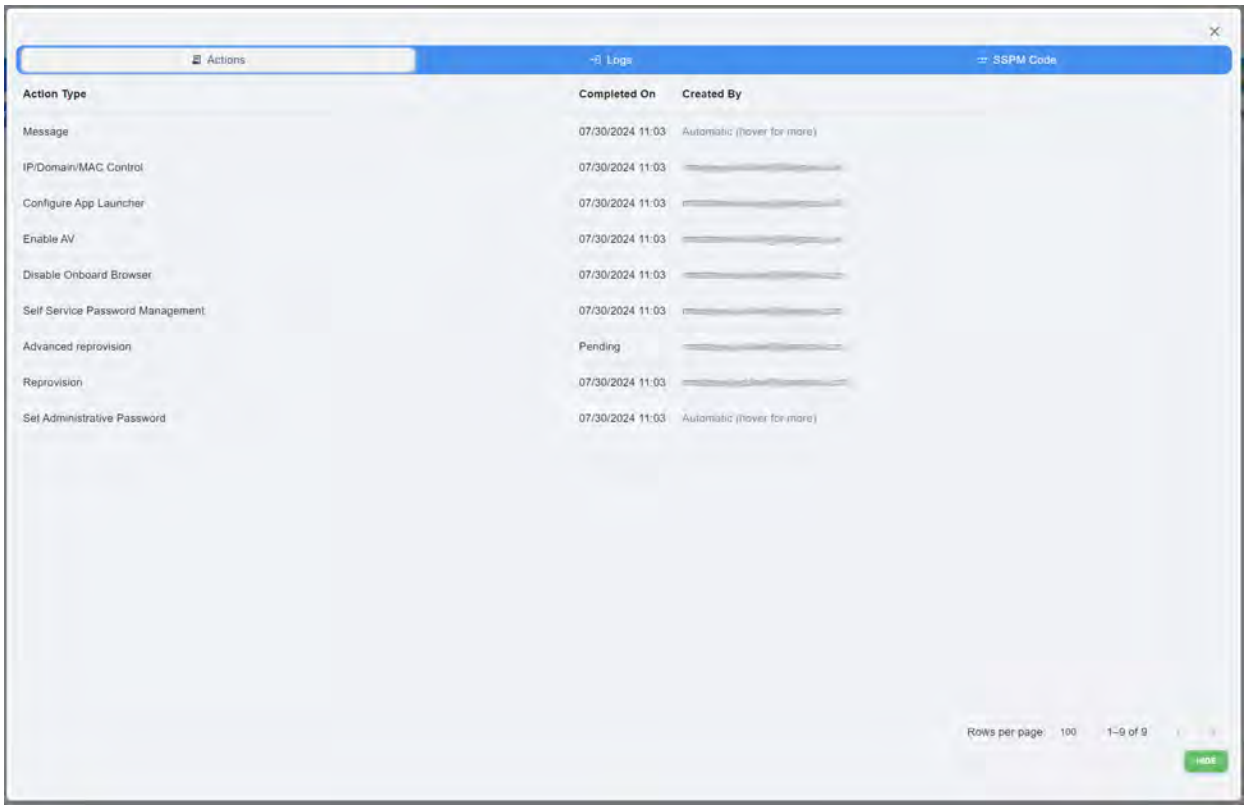
Device Page

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.*

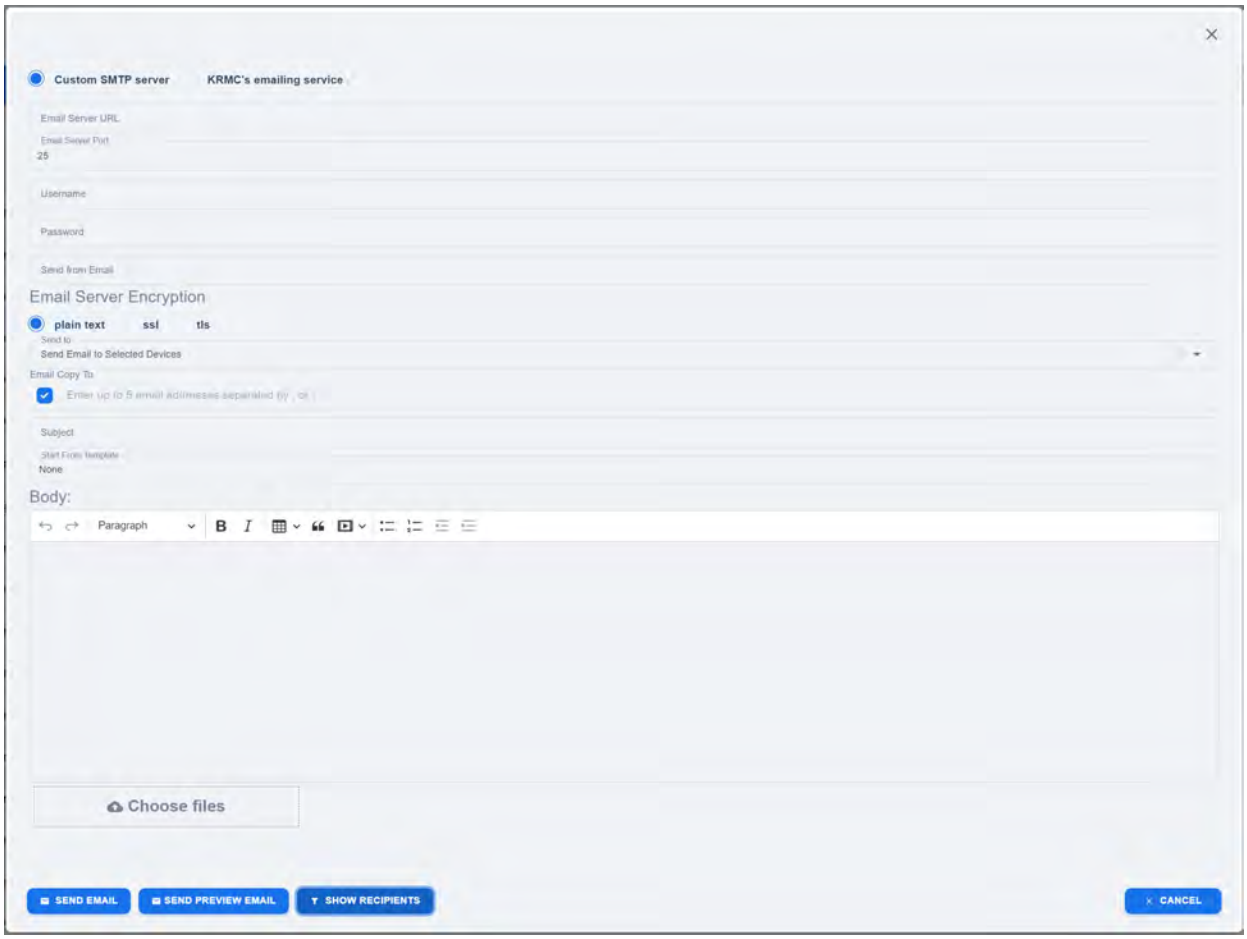
Actions	This tab provides a list of the action history for the device. You are able to see the action types, when the action was completed on (if it is still pending, it will be indicated as such), and which admin created the action for the device. If the action was an automatic action, it is response 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.



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.
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.


Custom SMTP server
KRMC's emailing service
Email Server URL
Email Server Port
25
Username
Password
Send from Email
Email Server Encryption
plain text
ssl
tls
Send to
Send Email to Selected Devices
Email Copy To
Subject
Start From Template
None
Body:
Paragraph
Choose files
SEND EMAIL
SEND PREVIEW EMAIL
SHOW RECIPIENTS
CANCEL

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 71. For a full list and description of actions available, please refer to Remote Action List 126.

If you are looking to send an action to all devices, please look at Global Actions 66.

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

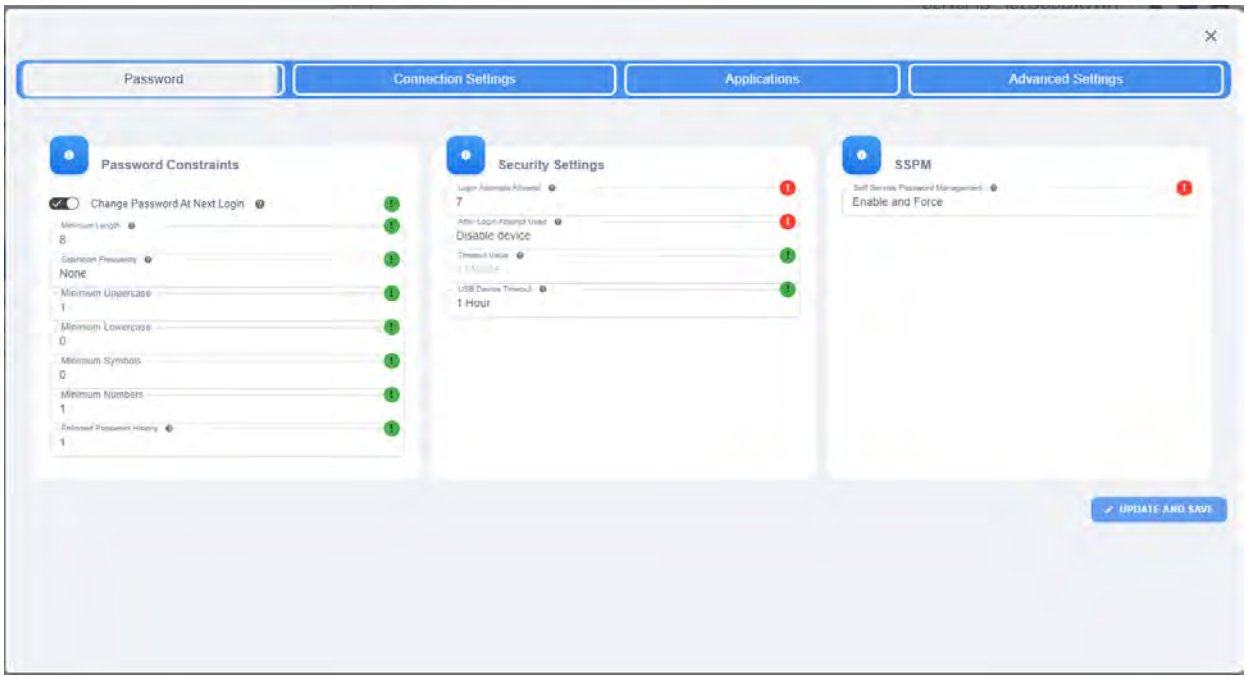
Select Action	This allows you to select the action that you are trying to send to all devices within this group. ***Note:*** *Depending on the action selected, the fields below may change.*
Message	A message is something that is displayed to the end user once the actions is received by the device.
Notes	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. ***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.*
Create	This creates the action based on the options selected above.
Cancel	The actions creation is canceled.

Device Page

5

Custom Settings

Custom Settings provides each drive the ability to have a security profile that is different then 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 96.



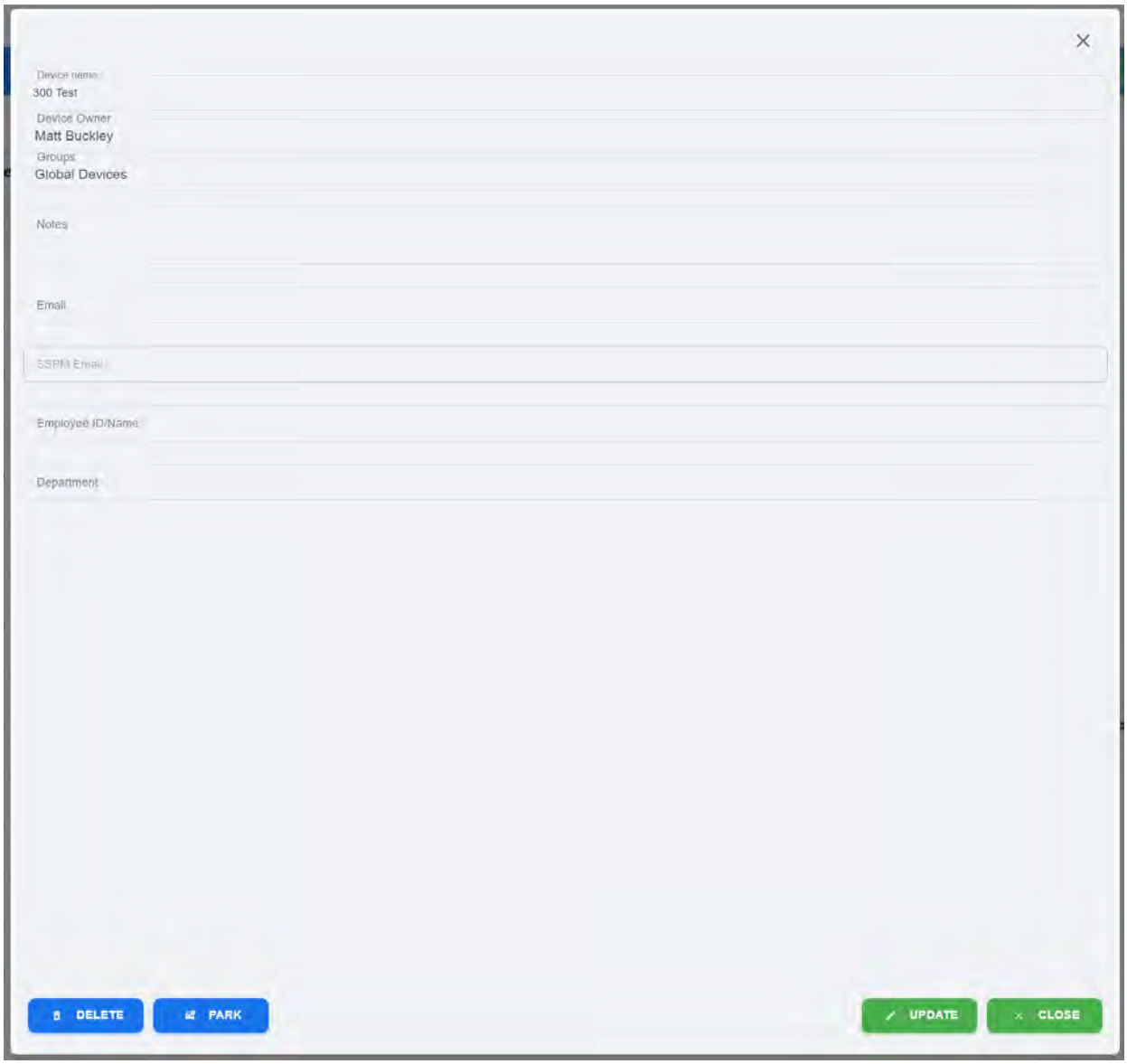
Edit Selected

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 KRMC. The options available to be altered are as follows:

Device Name	This is the name that the device will appear as on KRMC.
Device Owner	This is the owner of the device. This is the name of the Super Administrator (SA) account on KRMC.
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 52	This will delete a selected device from your KRMC account.
Park 54	Parking a device will convert a device to a deactivated state where no licenses are consumed but the device is still on your KRMC 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. ***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.*
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



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:

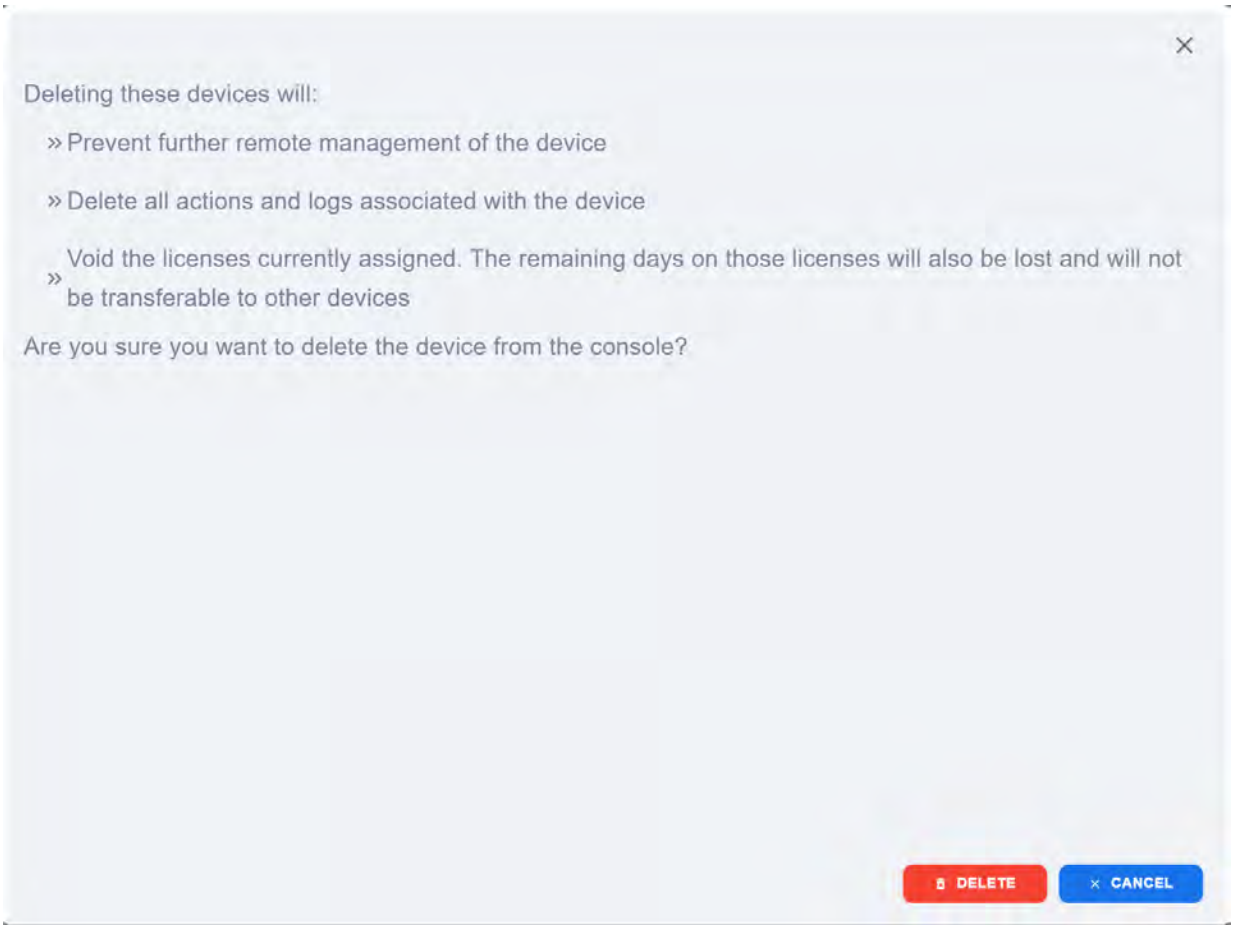
- A device is no longer functional and cannot or will not be repaired.
- A device is being decommissioned due to age
- A device is permanently lost.

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* 71.


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

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.

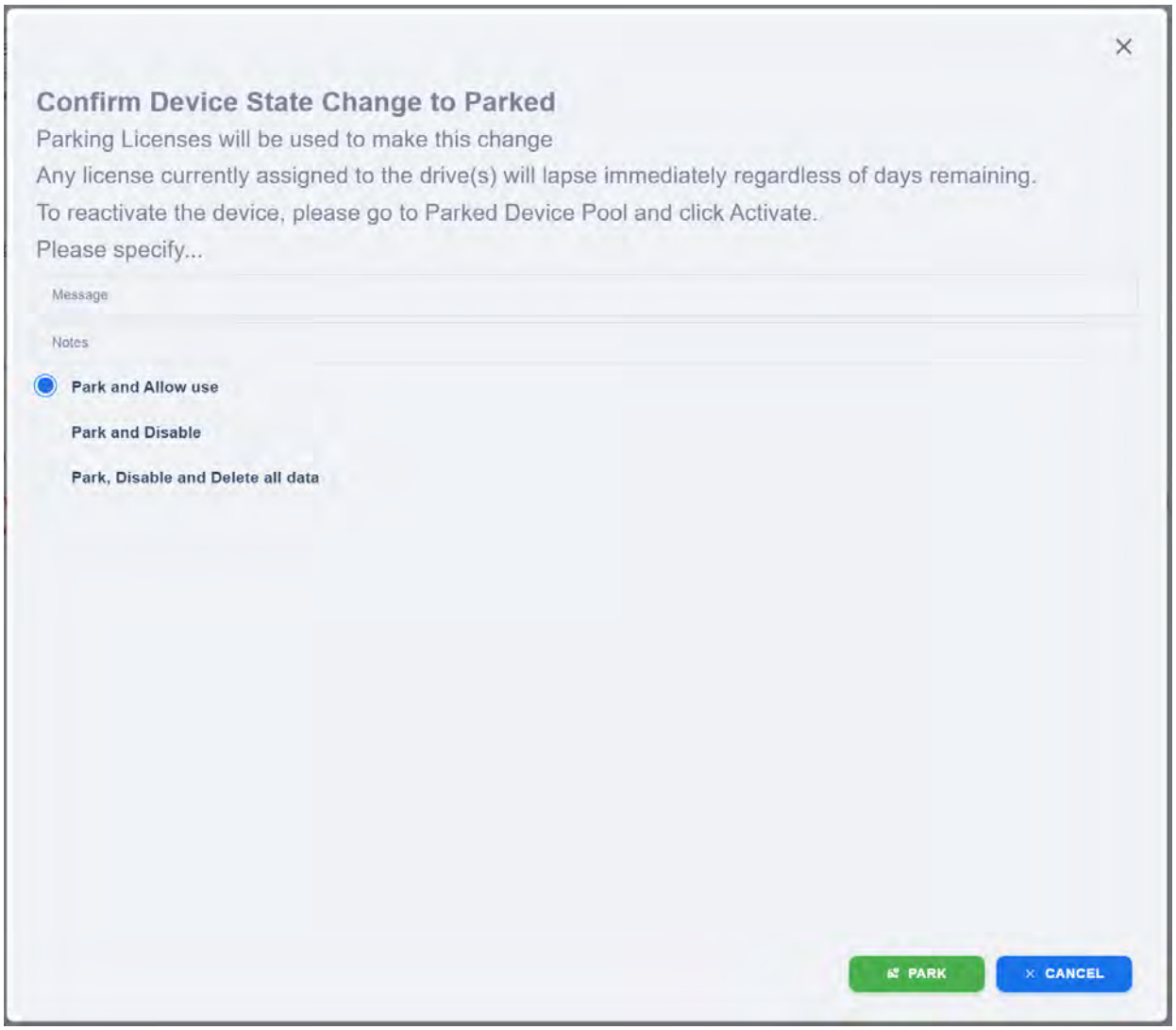
Caution! *If you want to park a device but you need to verify the device's serial number,* ***DO NOT*** *run KDM to find the serial number. Running KDM could make the device seen by the KRMC Hosted server, in which case the device will no longer be valid for parking. Please use the Kanguru Serial Number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

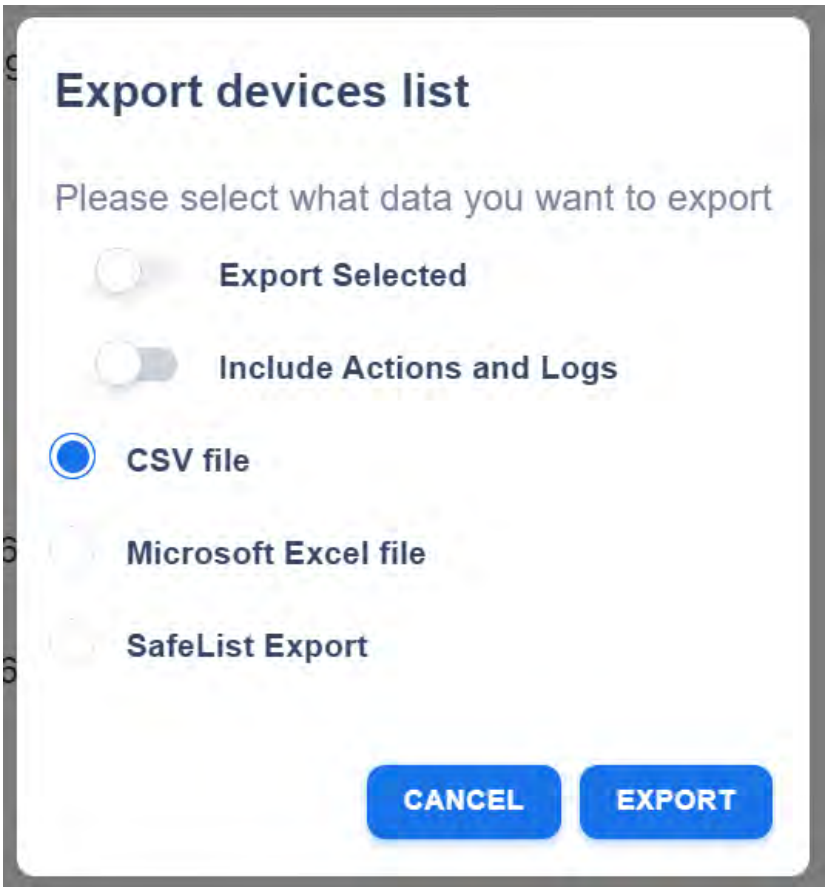
Note: *SA and Administrators can park drives if they have the permission "Can Park Drives from KRMC" located under Advanced Account Abilities. For more information on Admin permissions, please look at Edit Admin Permissions* 71.


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

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* 71.
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.


Export devices list
Please select what data you want to export
Export Selected
Include Actions and Logs
CSV file
Microsoft Excel file
SafeList Export
CANCEL
EXPORT

Device Page

5

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* 71. 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.

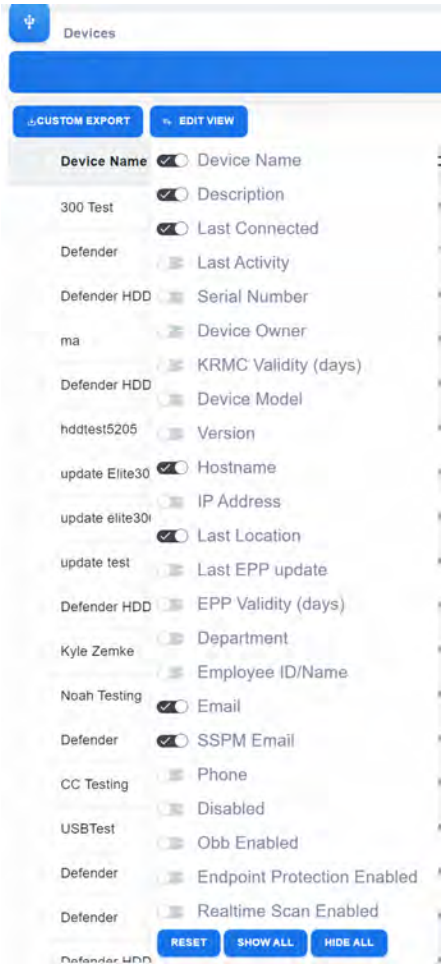
Additional columns available are as follows:

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.
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.
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.

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.



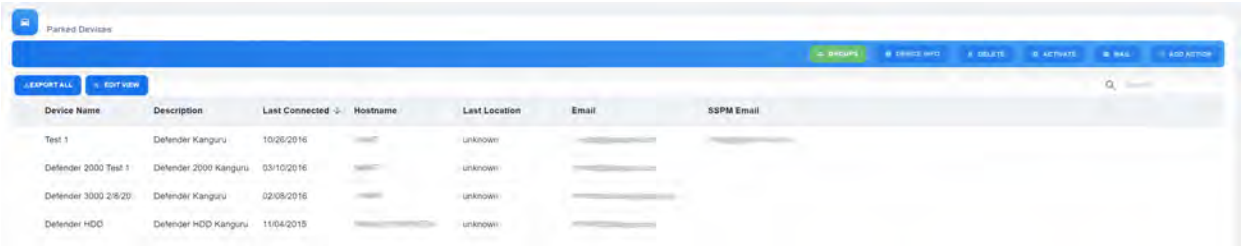
Device Page

5

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 61	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.



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	Actives 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.

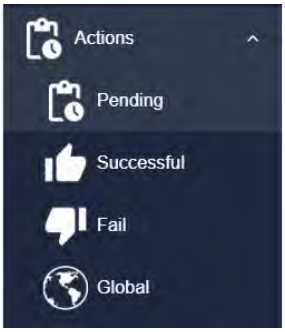
Actions Page

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 63	Allows you to view information on all pending actions within the KRMC Hosted account
Successful Actions 64	Allows you to view information on all pending actions within the KRMC Hosted account
Failed Actions 65	Allows you to view information on all pending actions within the KRMC Hosted account
Create Global Actions 66	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:

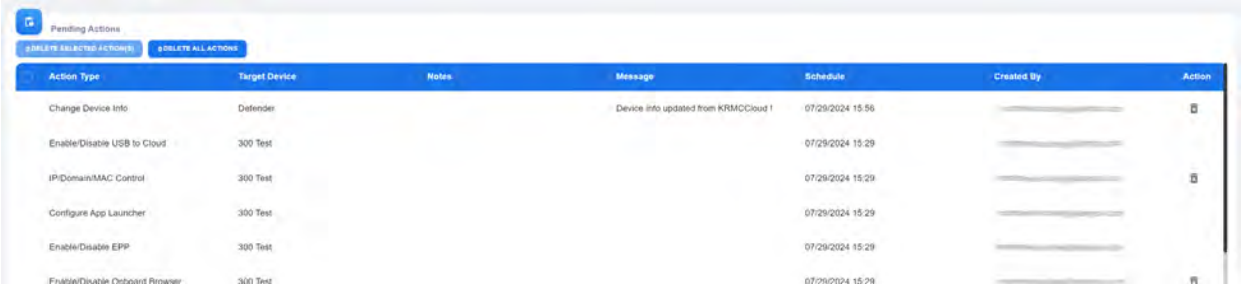
Action Type	The type of action to be executed.
Target Device	The device that the action will occur on.
Notes	Internal facing notes provided at the time the action was created.
Message	The message that will be displayed to the device user when the action is executed.
Schedule	The earliest date that the action is set to occur.
Created By	The Administrator that originally created the action. ***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.*

Actions Page 6

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.
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. ***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.*
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.



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.*

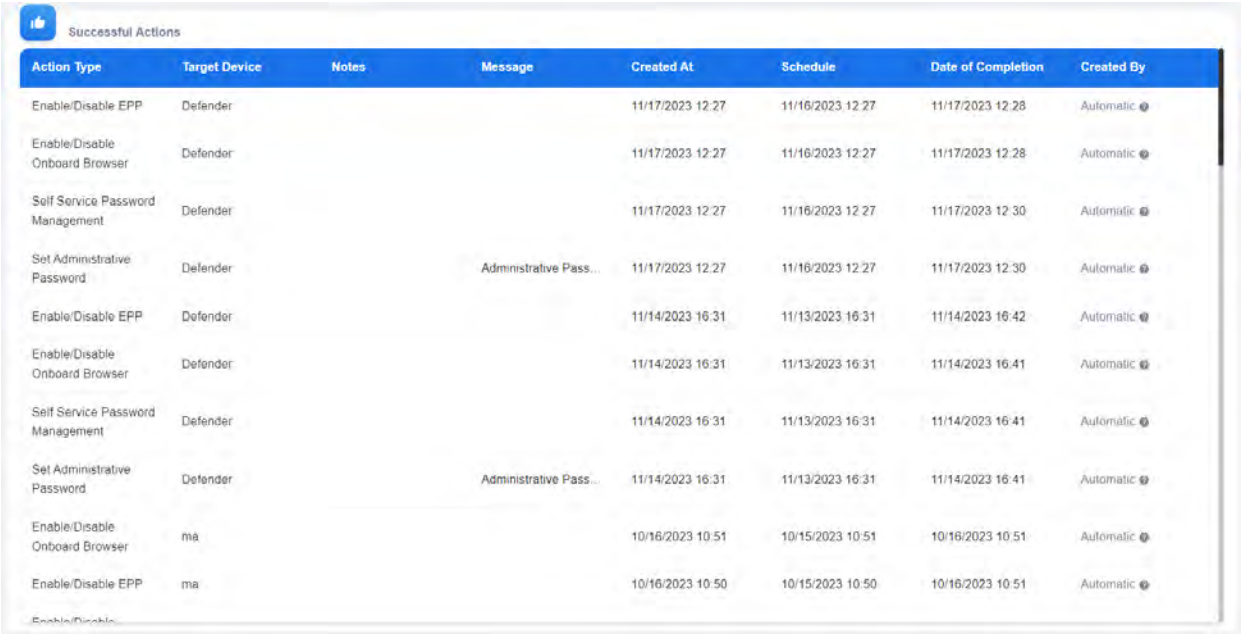
Actions Page

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.
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. ***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.*

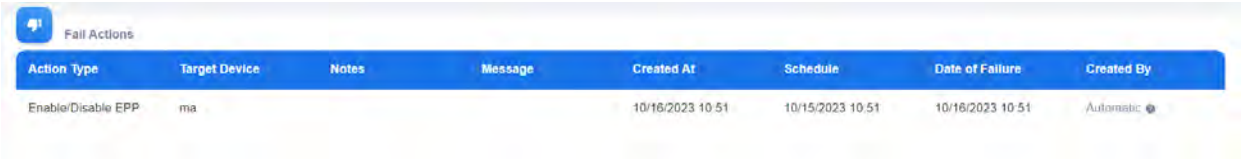


Actions Page 6

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.
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. ***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.*



Actions Page

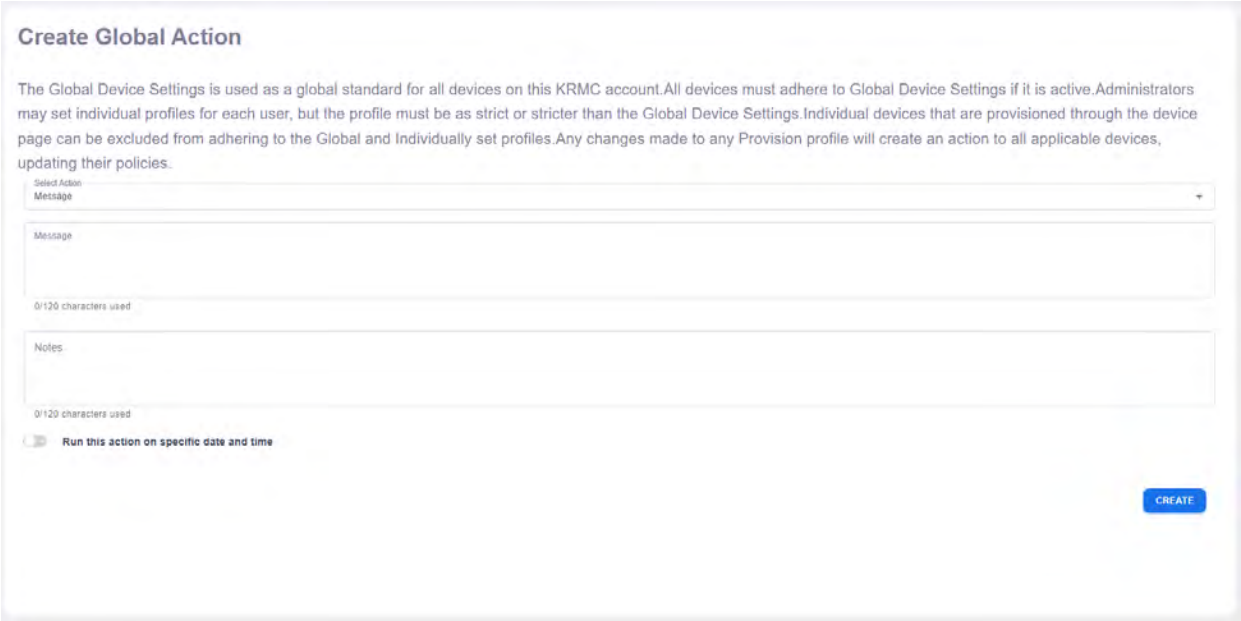
6

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 71. For a full list and description of actions available, please refer to Remote Action List 126.

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. ***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.*
Create	This creates the action based on the options selected above.

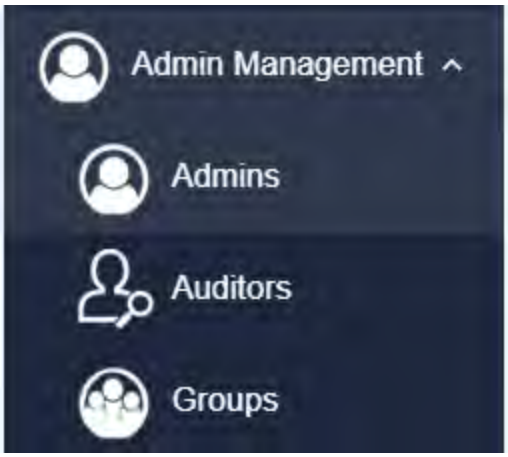


Admin Management Page 7

The **Admin Management Page** allows you to view and edit Administrator, Auditors, and Groups created by your Super Administrator (SA) account. ***Note:*** *This is not available for Basic KRMC Hosted accounts and Standard KRMC 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 68	Allows you to view all administrators on the KRMC Hosted company account and edit information, permissions, and restrictions.
Auditors 77	Allows you to view and edit all auditor accounts on KRMC Hosted.
Groups 83	Allows you to view all groups within KRMC 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 KRMC based format. If you would like to learn how to set the default visual method, please click HERE 114.

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

7

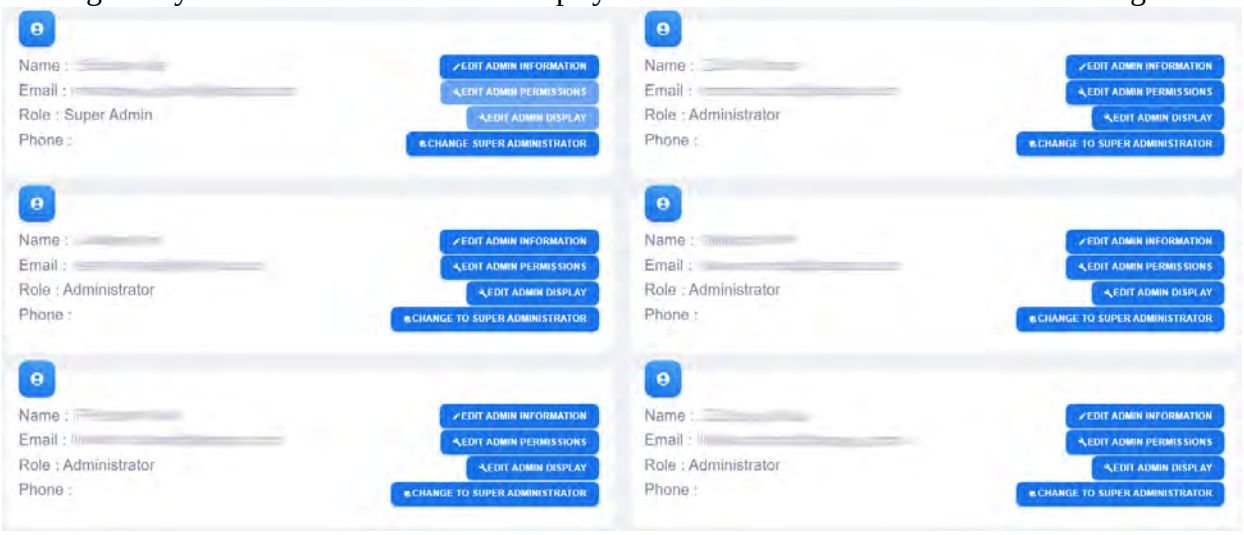
Admins

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 69	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 71	The SA and Administrators with permission have the ability to add or remove permissions that an RA has on the platform.
Edit Admin Display 74	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 75	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 75	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.

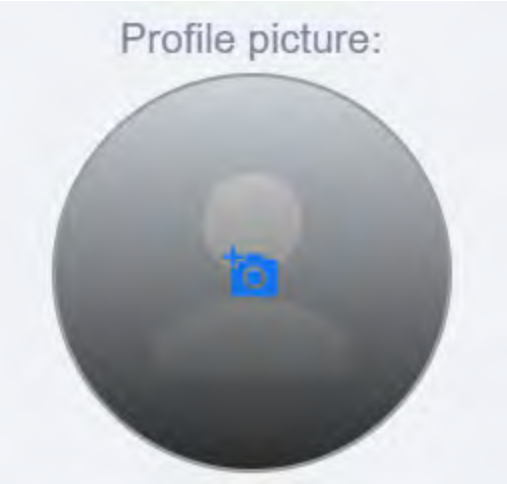


Admin Management Page 7

Edit Admin Information

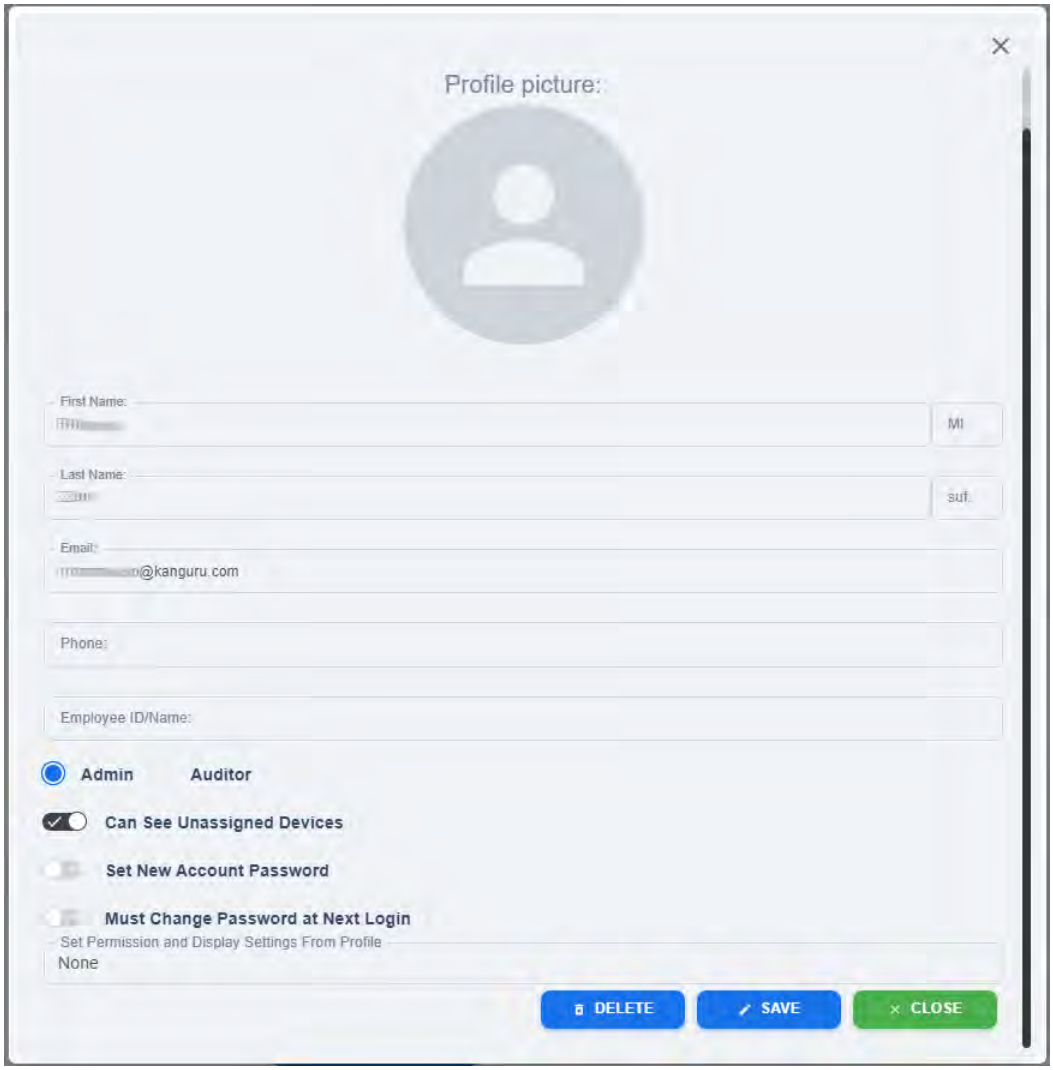
Edit Admin Information allows you to change information such as name or email address of the selected administrator. Additionally, you are able to add a profile picture for the administrator and change whether the selected account is an Admin or is changed to an Auditor. You are able to alter many of 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.
Set Permission and Display	This feature allows you to copy the settings from another administrator to this new administrator account. This provides a simple way to assign permissions

Settings From Profile	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.



Admin Management Page 7

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:*** *The option will change automatically if "Account Disabled" is selected.*
Account Disabled	The Account is disabled and unable to be accessed. ***Note:*** *The option will change automatically if "Account Enabled" is selected.*

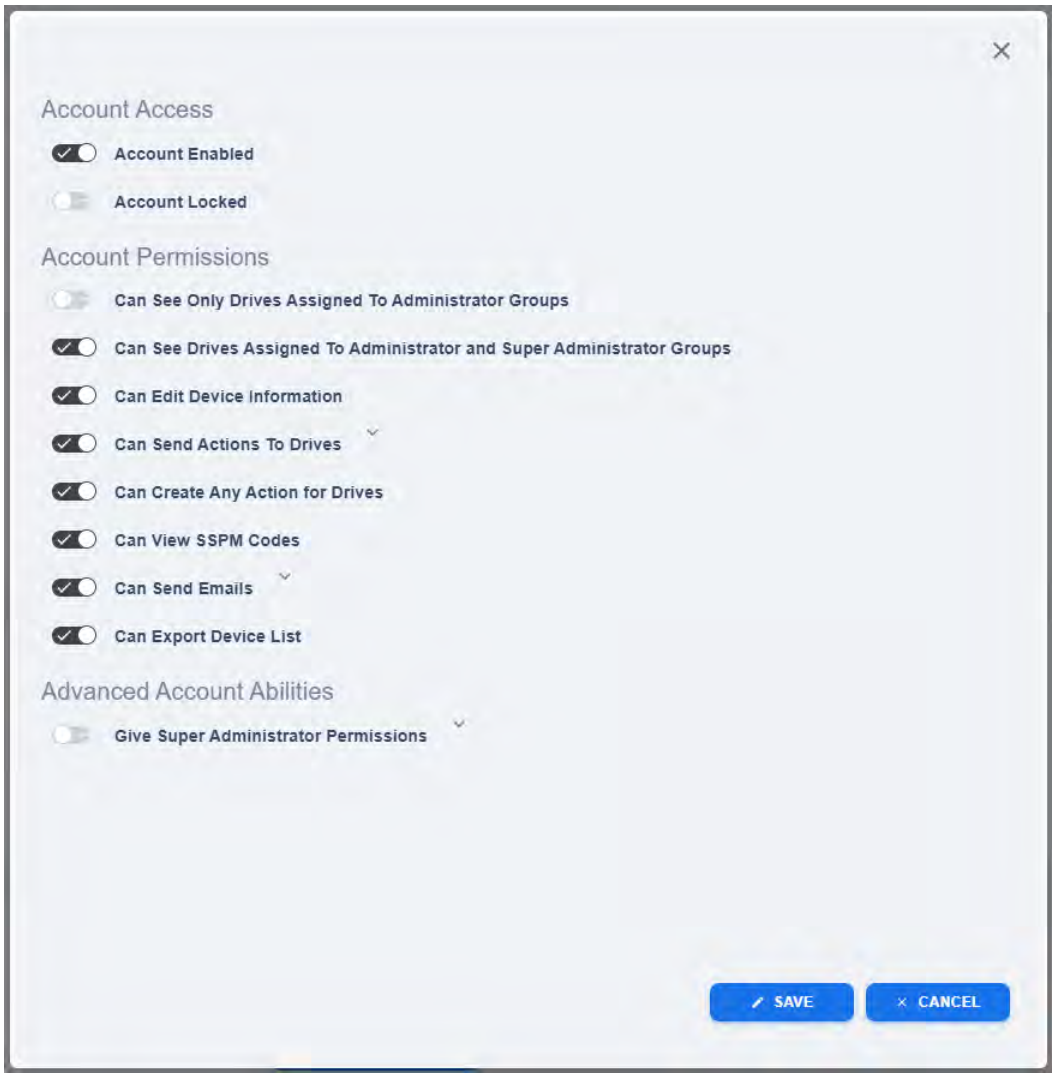
Account Permissions

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:*** *The option will change automatically if "Can See Drives Assigned to Administrator and Super Administrator Groups" is selected.*
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:*** *The option will change automatically if "Can See Only Drives Assigned to Administrator Groups" is selected.*
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:*** *You are not able to unselect action types if the permission "Can Create Any Action For Drives" is selected.*
Can Create Any Actions For Drives	The administrator account can send any action to drives that the administrator is able to manage. If you are looking to limit the types of actions that your admin can send, you must first unselect this option before you can change the actions available to this account in the permission "Can Send Actions to Drives".
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.
Can Export Device List	The administrator account can export the device list. ***Note:*** *This will only contain the information for drives that the administrator is able to manage.*

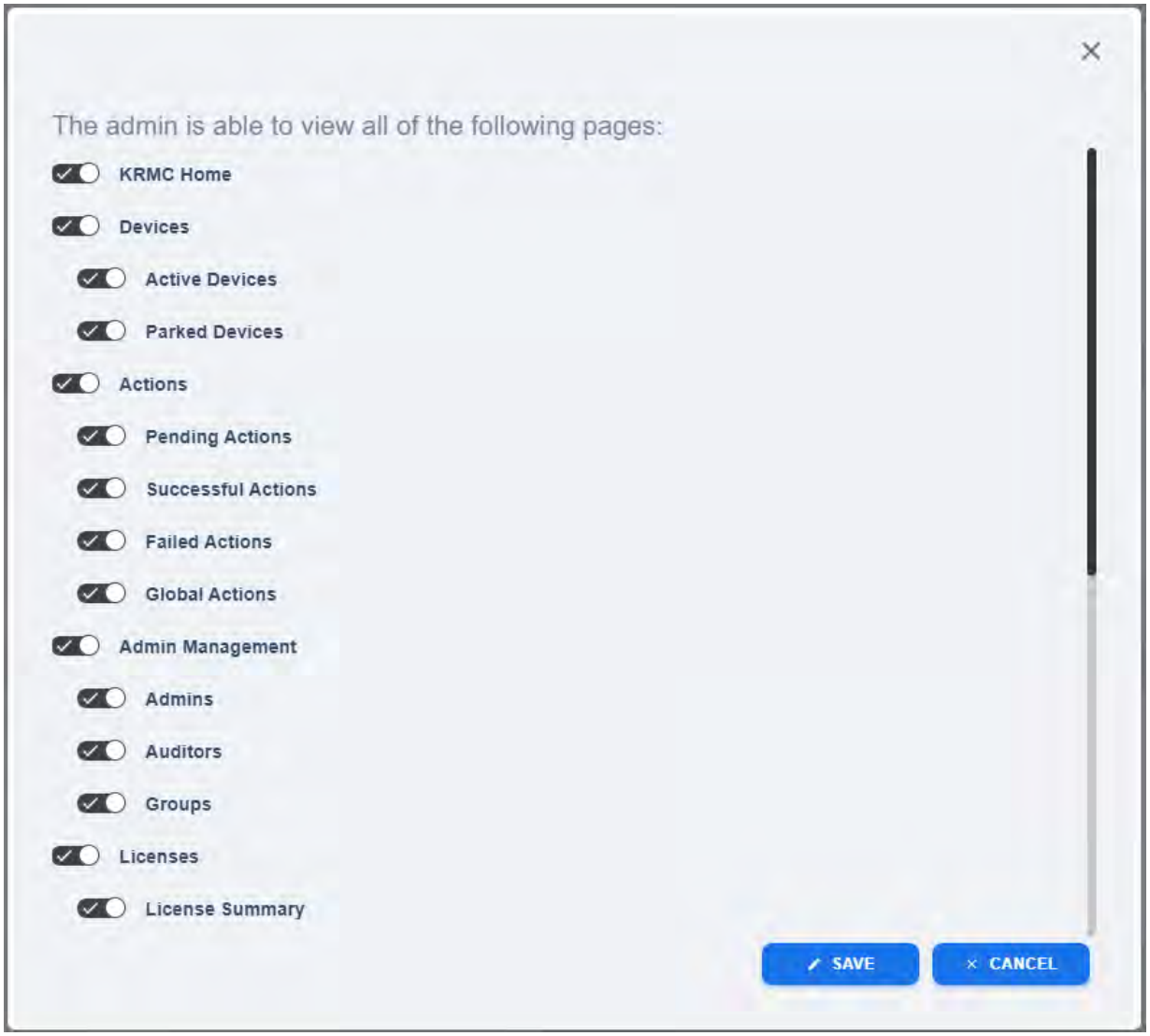
Advanced Account Abilities

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 Whitelist	The administrator account can edit the SSPM and Contact whitelist 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 Manage File Audit Notifications	The administrator account edit the File Audit View settings on the KRMC account.


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

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.*



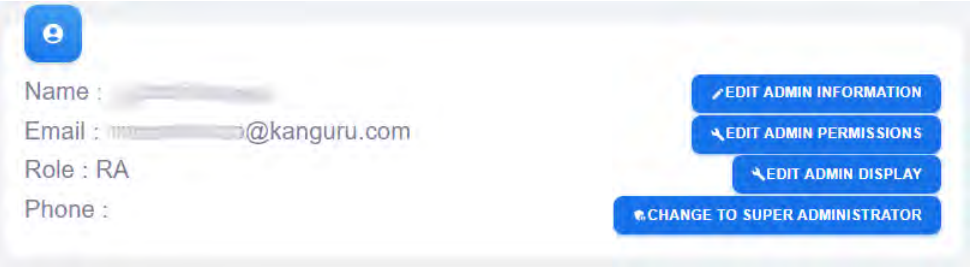
Admin Management Page 7

Change Super Administrator

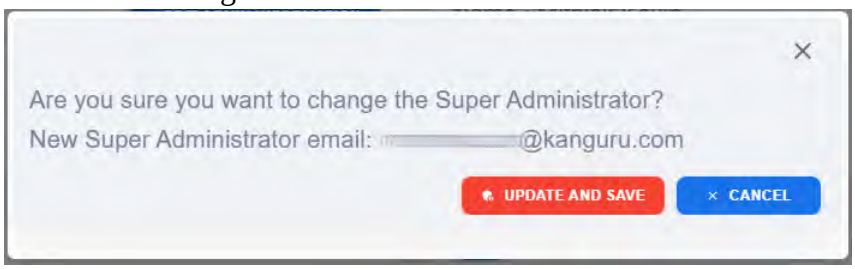
KRMC only has one Super Administrator (SA) account. With that said, there are options available if needed to change the account that is considered the SA account. ***Note:*** *You must be logged in as the SA in order to change the SA.*

Method 1: Change to Super Administrator

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



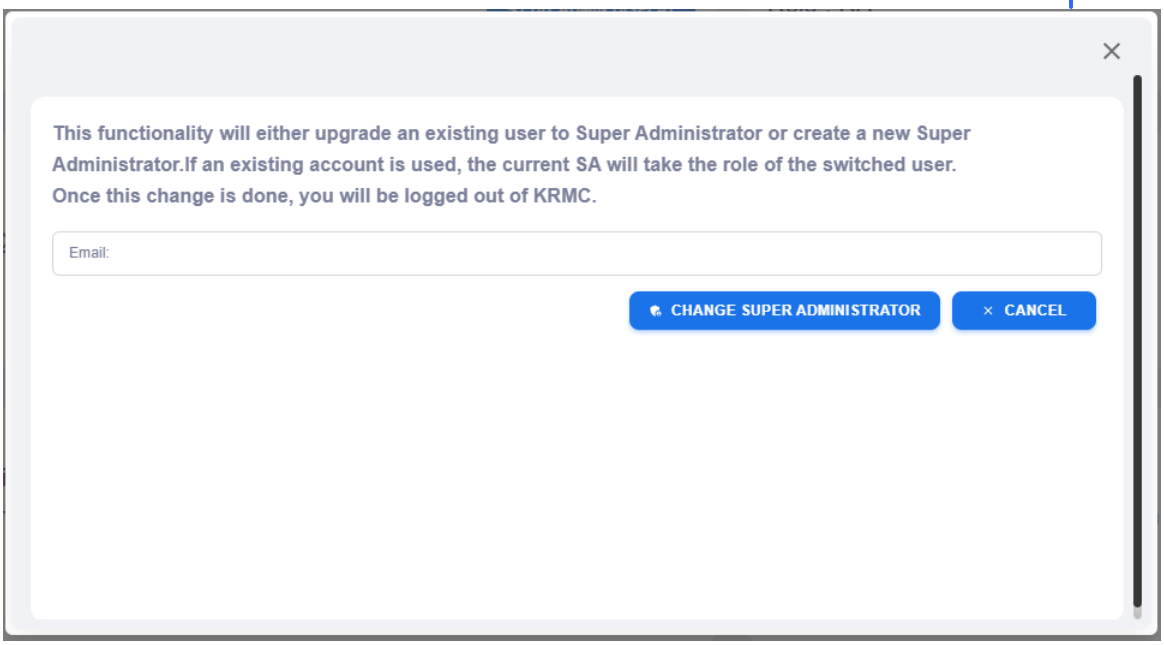
2. Once selected, you will receive a popup asking for you to confirm that you would like to make this RA the new SA. If you select "Update and Save", your RA account will be converted to be the new SA and the original SA will be converted to be an RA.



Method 2: Change Super Administrator

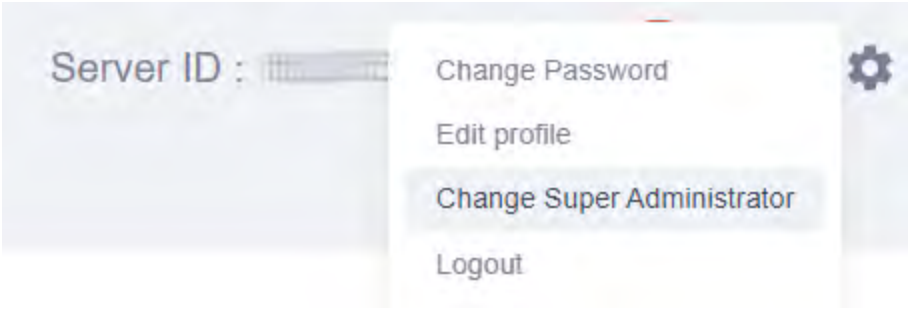
1. If you are looking to change the SA account to an email currently not associated with an RA or Auditor account, you can use the option "Change Super Administrator" that is associated with your SA account.

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.".



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 Icon 25 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*.

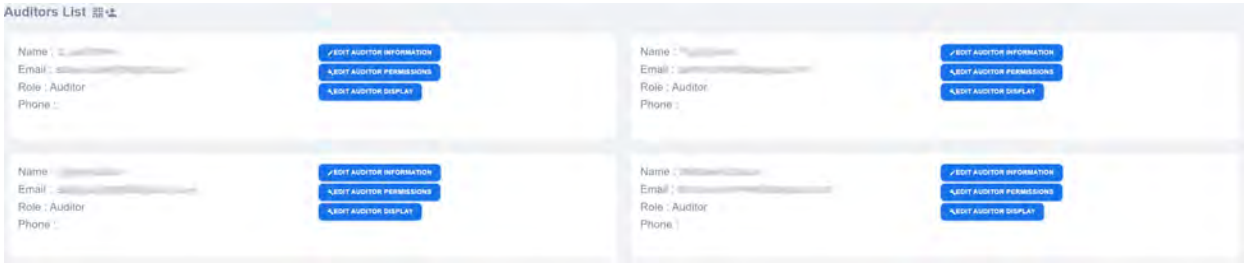
Admin Management Page 7

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 69	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 71	The SA and Administrators with permission have the ability to add or remove permissions that the auditor has on the platform.
Edit Auditor Display 74	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.



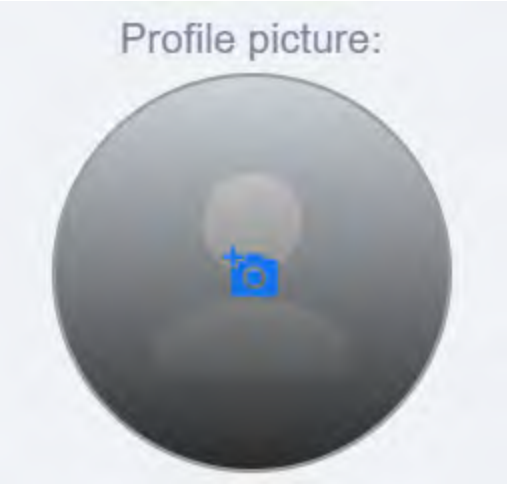
Admin Management Page

7

Edit Auditor Information

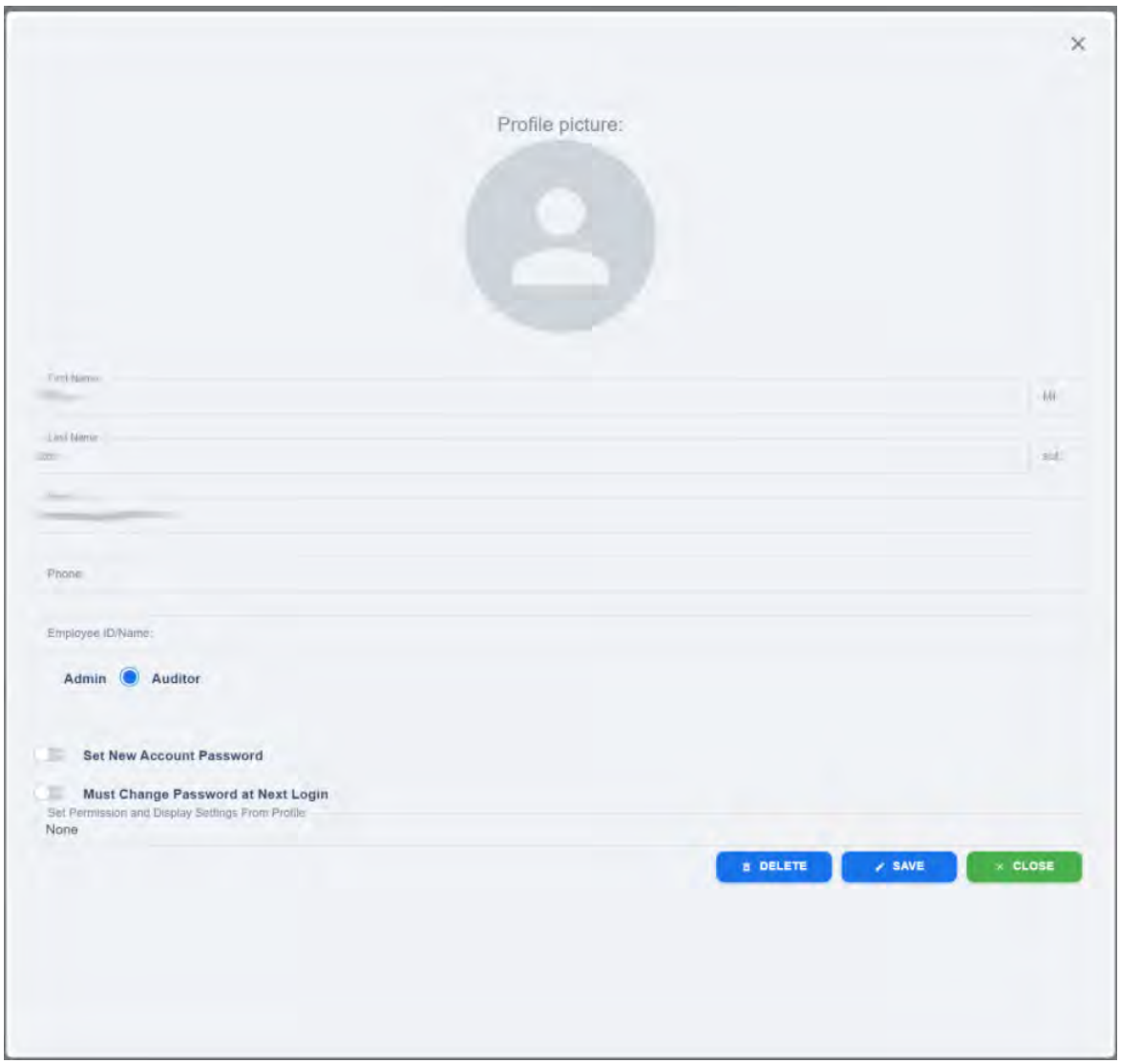
Edit Auditor Information allows you to change information such as name or email address of the selected auditor. Additionally, you are able to add a profile picture for the auditor and change whether the selected account is an auditor or is changed to an admin. You are able to alter many of these items 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.
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.

	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 KRMC Hosted. ***Note:*** *Deleted accounts cannot be retrieved after deleted.*
Close	The window closes.



Edit Auditor Permissions

Edit Auditor 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 auditor before use.*

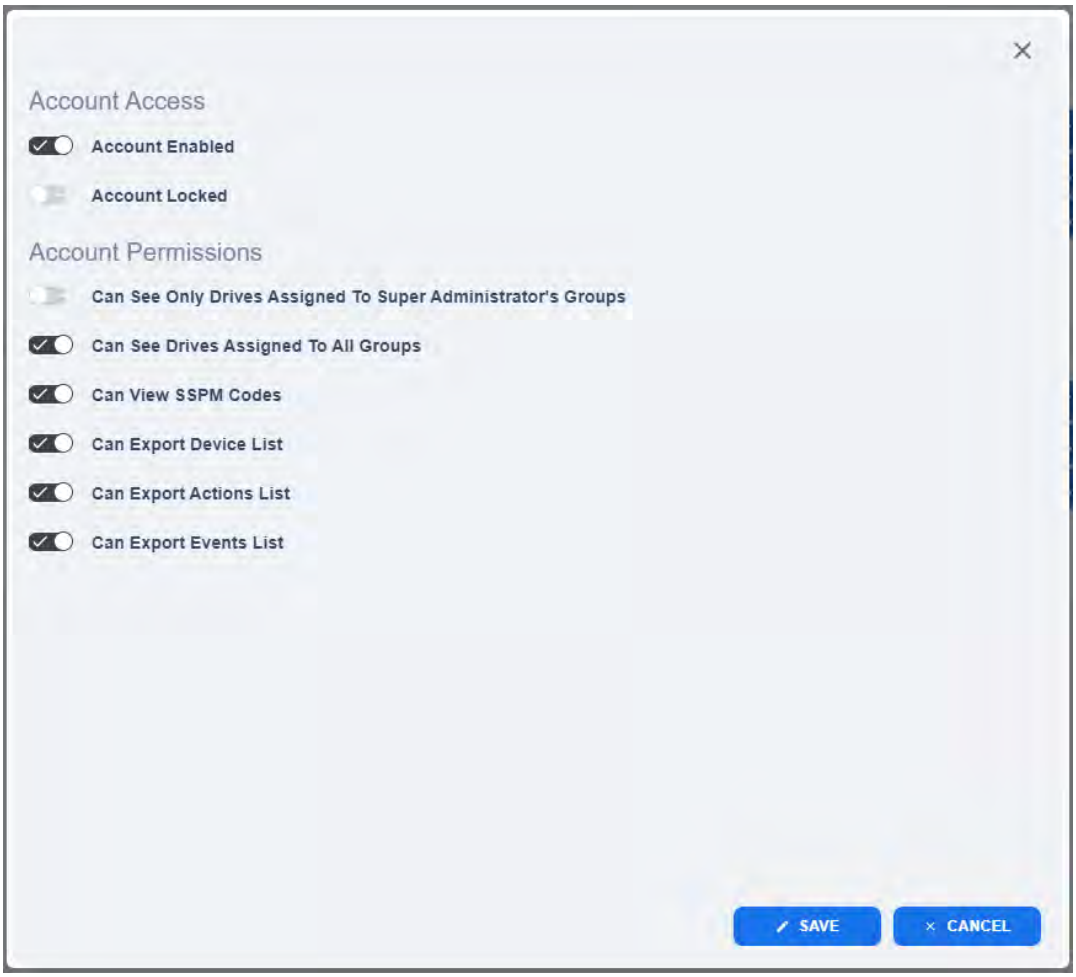
Account Access

Account Enabled	The Account is enabled and able to be accessed. ***Note:*** *The option will change automatically if "Account Disabled" is selected.*
Account Disabled	The Account is disabled and unable to be accessed. ***Note:*** *The option will change automatically if "Account Enabled" is selected.*

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:*** *The option will change automatically if "Can See Drives Assigned To All Groups" is selected.*
Can See Drives Assigned to All Groups	The auditor account is only able to see all drives on the KRMC Hosted account. ***Note:*** *The option will change automatically if "Can See Only Drives Assigned to Super Administrator Groups" is selected.*
Can View SSPM Codes	The auditor account can view the most recent SSPM code sent for a drive that is on KRMC
Can Export Device List	The auditor account can export the device list. ***Note:*** *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".*
Can Export Action List	The auditor account can export the action list. ***Note:*** *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".*
Can Export Event List	The auditor account can export the event list. ***Note:*** *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".*

Admin Management Page



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.*

Admin Management Page 7

Groups

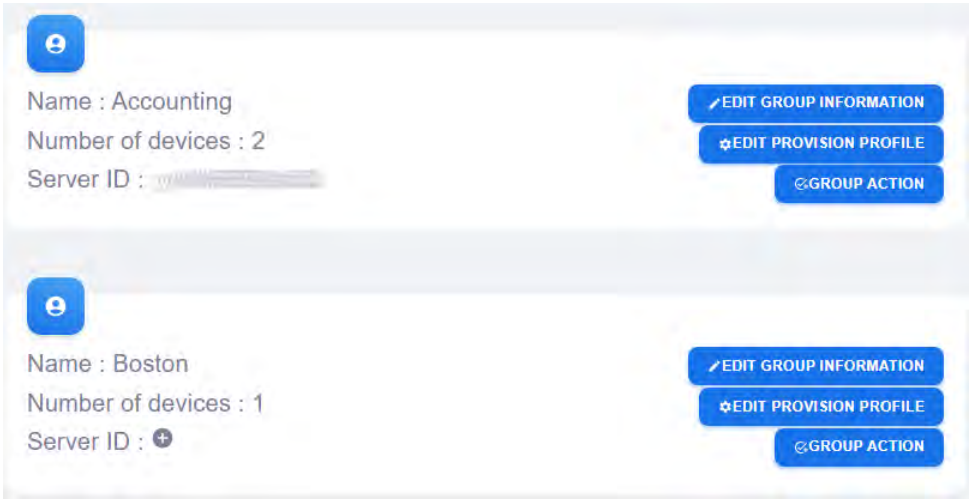
The **Groups** list on KRMC, displays all groups on your account. Groups, can provide the Super Administrator (SA) with increased control over permissions, requirements, and customizations with their drives. This can occur by specifying which Regular Administrators (RA) are allowed to manage the drives. 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.
Server 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 Server 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 84	Edit group allows you to modify the group name, description, generate a Server ID, administrators, and drives associated with the group.
Edit Provision Profile 86	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 87	Add group action provides the ability to send all devices on within this group an action.



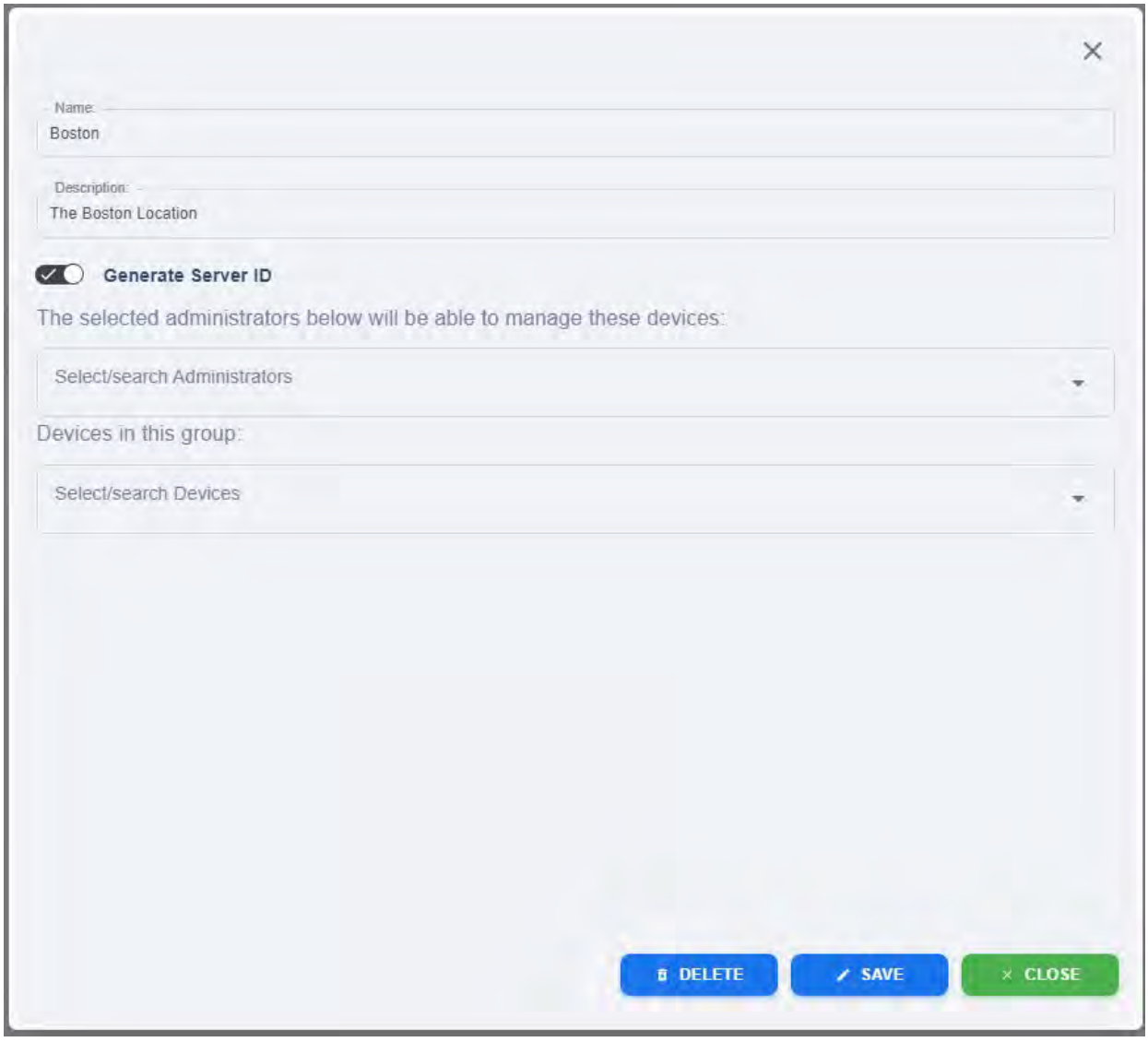
Edit Group Information

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:

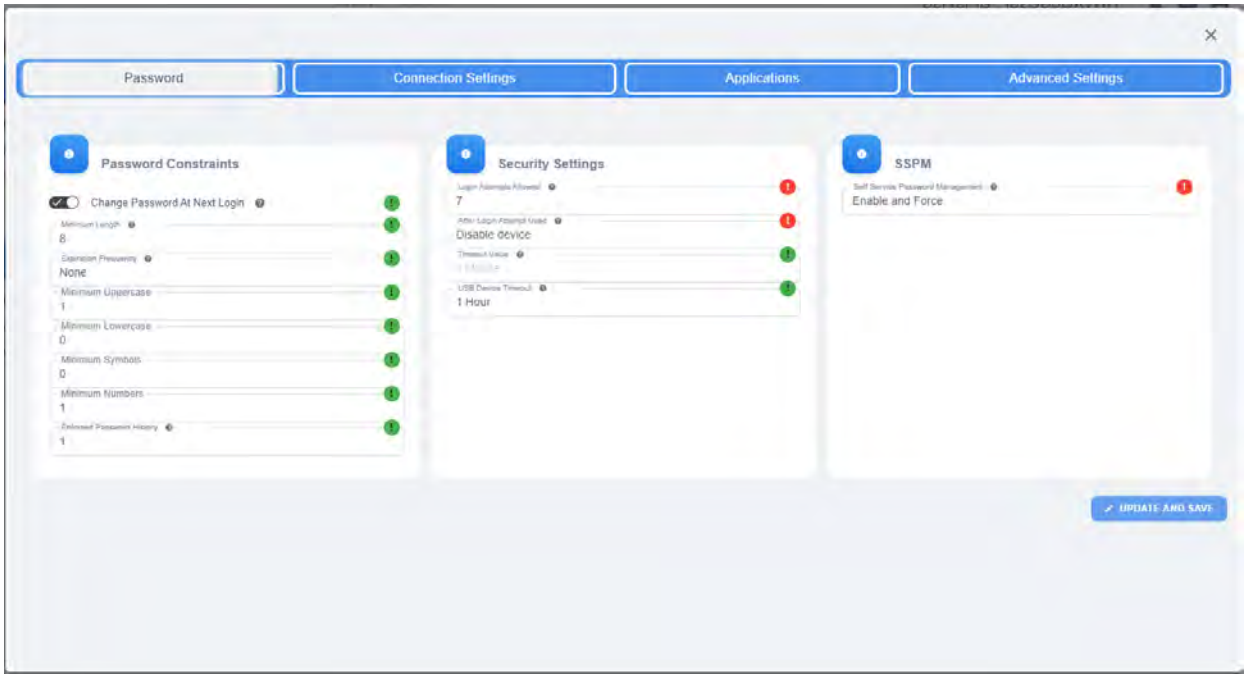
Name	The name of the group that is displayed both on the groups page but as well on the Device List.
Description	The description of the group. This is not visible anywhere except for Group Edit Information.
Generate Server ID	If your group does not already have a Server ID generated, you can enable this option and select Save. This will automatically generate a Server ID for this group. If your group already has a Server ID, this option will not be able to be toggled. Note: Server IDs are not able to be deleted after being generated.
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 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 71.
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. ***Note:*** *Deleted groups cannot be retrieved after deleted.*
Close	The window closes.

Admin Management Page 7



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 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 96.

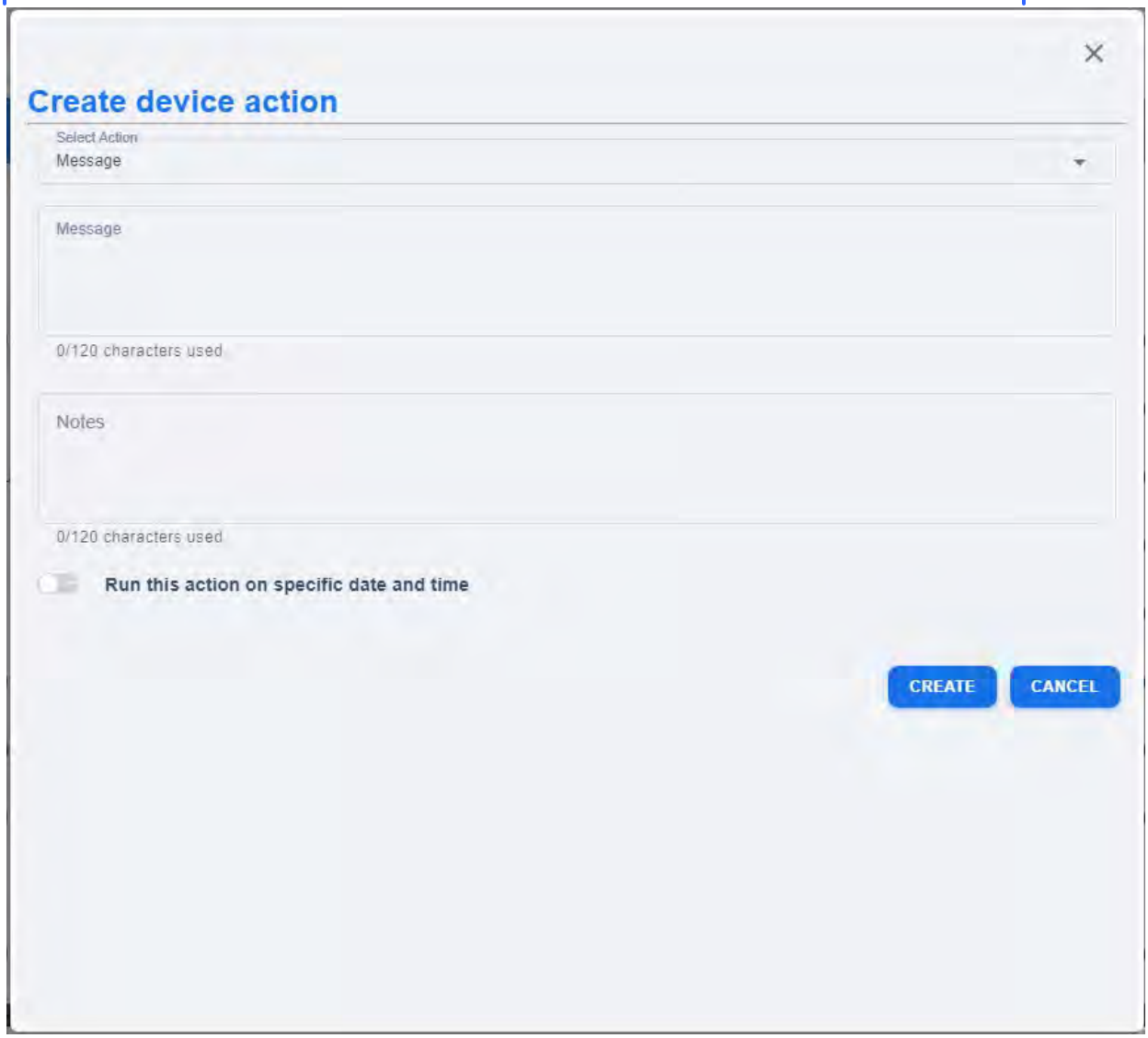


Group Action

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 71. For a full list and description of actions available, please refer to Remote Action List 126.

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. ***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.*
Create	This creates the action based on the options selected above.
Cancel	The actions creation is canceled.


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

8

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 90	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 94	Allows you to manage your license purchases directly from the web console.

Licenses Page

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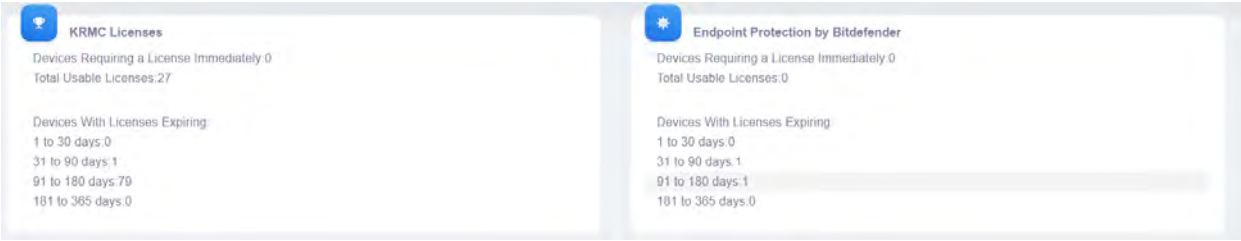
License Summary

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

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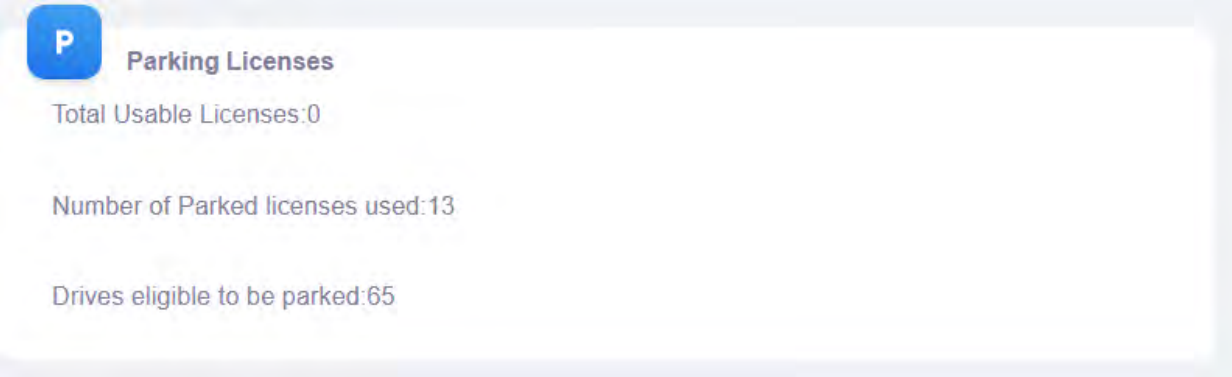
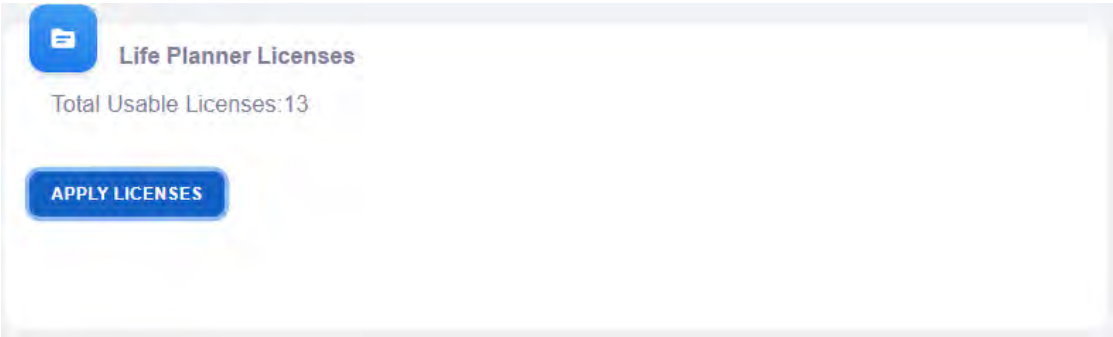
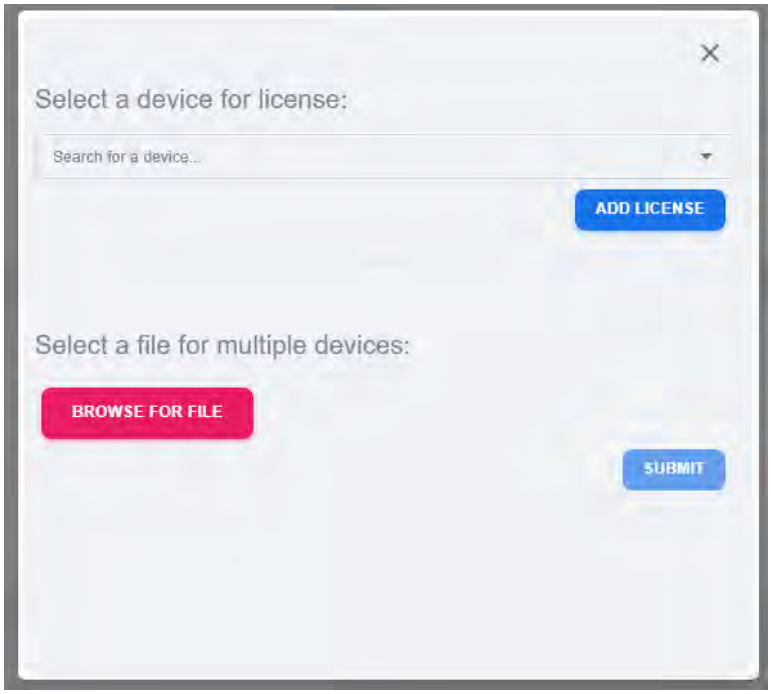


For Life Planner Licenses, you are provided the following breakdown:

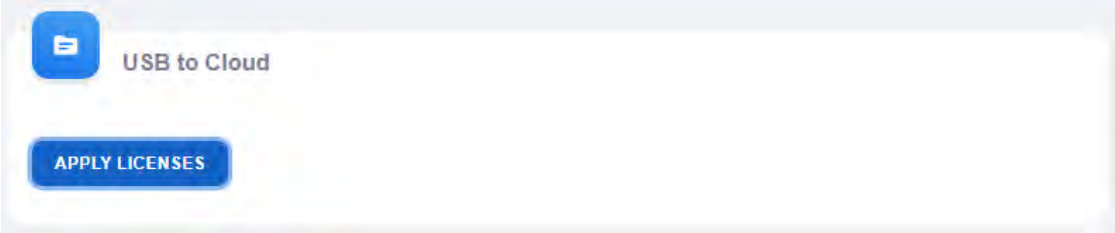
Total Usable Licenses	The number of licenses available to be assigned to devices. These licenses are currently not assigned to any device.
Apply License	This button allows you to see all devices that are compatible with the Life Planner application that do not currently have an active Life Planner license 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).

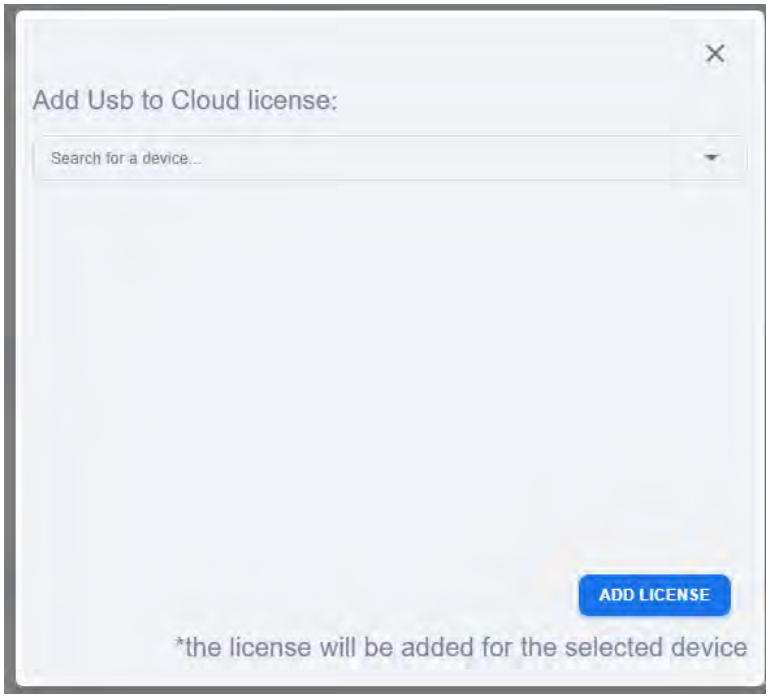




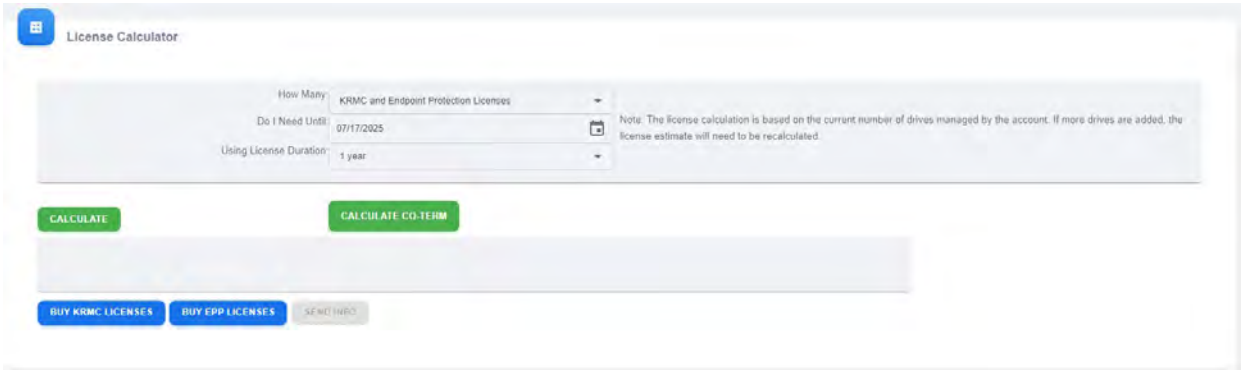
For USB to Cloud Licenses, you are provided the following breakdown:

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-Terming. 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 AV 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

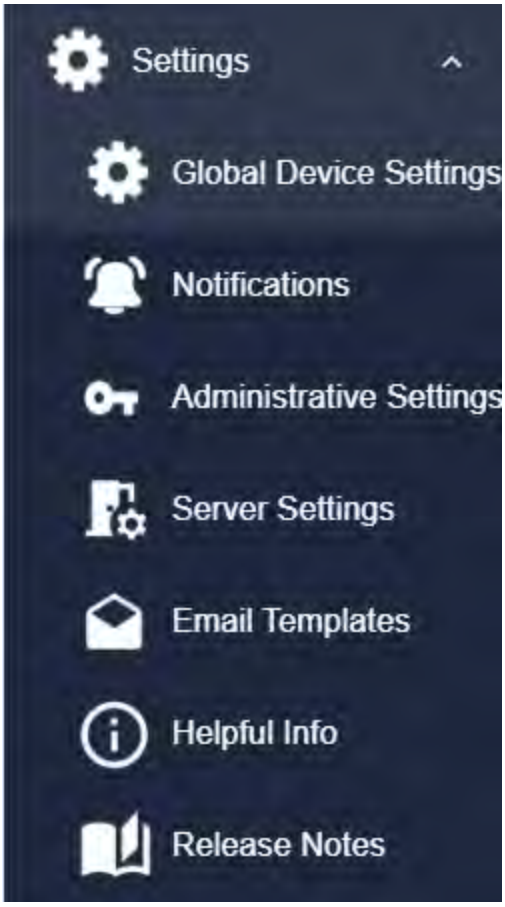
The **Orders** page will allow you to view any orders that were processed on your account and displays the number of each license purchased with that order. ***Important!*** *Newly purchased KRMC Hosted and AV Licenses are automatically assigned to the most recently used (communicated with KRMC Hosted)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

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.

Settings Page 9

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 96	Allows you configure default settings sent to all drives on your KRMC Hosted account.
Notifications 103	Allows you to change what and how events are displayed within the events bar.
Administrative Settings 106	Allows you the ability to change the Administrative Password for KRMC Hosted as well as enable additional features such as 2FA.
Server Settings 108	Allows you to alter general settings within the server such as date and time, date format, etc.
Email Templates 117	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 119	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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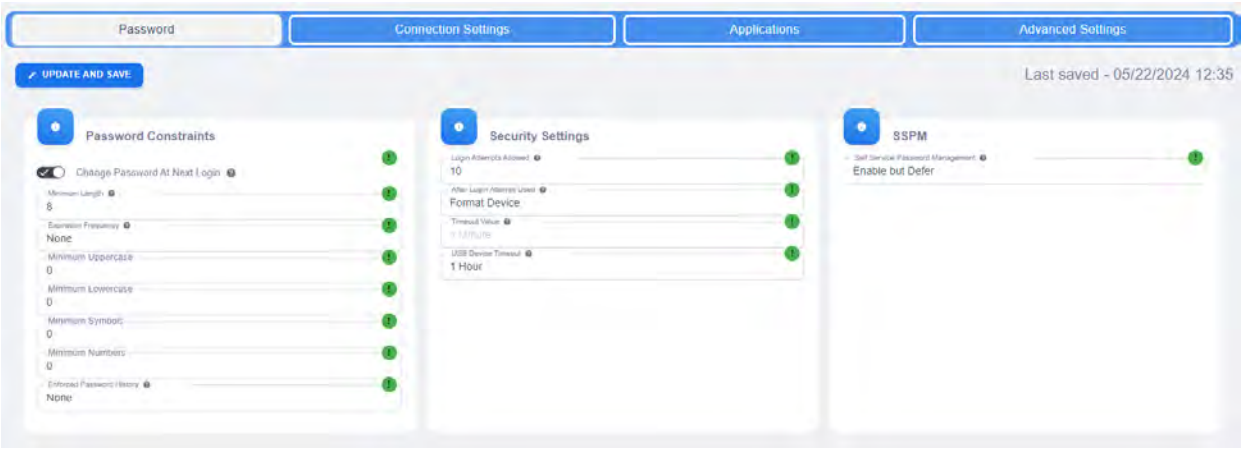
Global Device Settings

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. ***Note:*** *Basic KRMC Hosted Accounts will not have access to the Global Device Settings.*

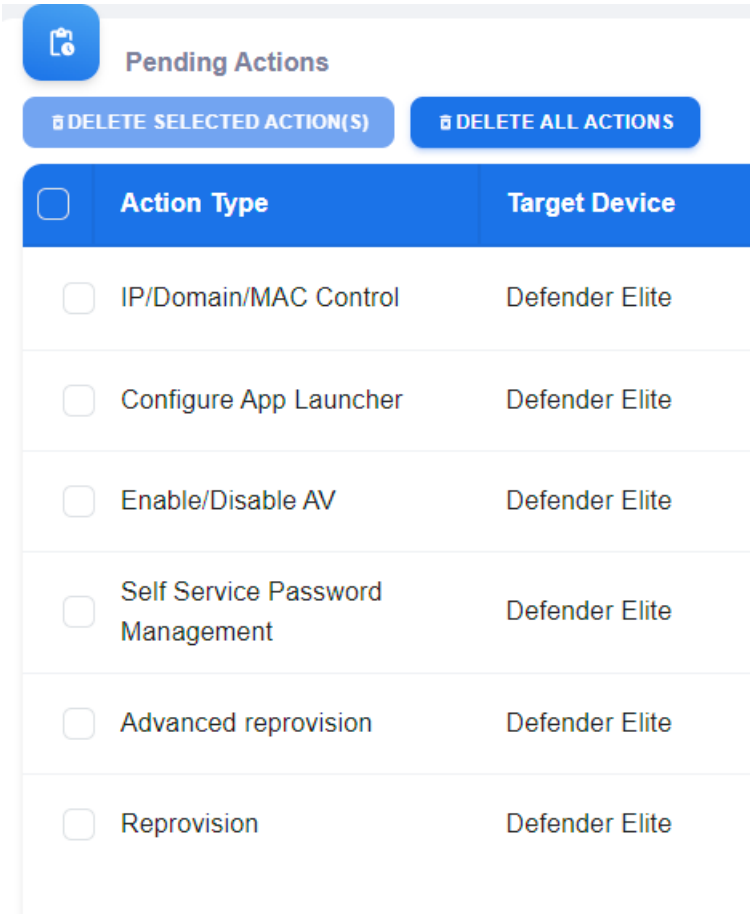
KRMC Hosted devices must adhere to the Global/Group Device Setting. Administrators may configure separate device settings for individual devices and Groups, but these profiles must meet the minimum requirements set by the Global Device Settings. When a change is made to a setting within the Global Device 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.



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.
	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.
Security Settings	**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.
	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. ***Note**: The default setting is 1-hour.*

SSPM	The Self-Service Password Management feature allows the user to reset their own login password for a managed Defender device. Users must register an email address so that a password reset e-mail can be sent to the user.
	Enable and Force - Enable SSPM and force the user to register an e-mail the next time they use their device.
	Enable But Defer - Enable SSPM but allow the user to register an e-mail at a later time.
	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.

Connection Settings

Access Control Settings	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 include multiple IP Ranges, Domains, or Mac addresses to the list.
	Enable Access Control - Check this box to enable IP/Domain/Mac control.
	Functionality - Select whether IP/Domain/Mac control will allow or deny certain IP ranges, Domains, or Mac addresses.
	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.
	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.
	Control based - Select whether you want IP/Domain/Mac Control to be based on IP Range, Domain or MAC Address.
	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.
	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.

	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.
Proxy Settings	**Enable Access Control** - Check this box to enable Proxy settings.
	Proxy Address - This location you will enter the IP address or Proxy server name that you will be using.
	Proxy Type - Select from the drop-down the proxy type that is to be used. Our devices support HTTP, SOCKS4, and SOCKS5
	Proxy Username - If you 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**: This username will be sent to all drives.*
	Proxy password - If you 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:** This password will be sent to all drives.*
Offline Access	**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.

Applications

Endpoint Protection powered by Bitdefender	**Enable/Disable Endpoint Protection** – This option allows you to enable or disable the Endpoint Protection on the Defender device. ***Note**: This can only be set for user devices running KDM client version 5.6.6.2 and later.* If you Enable Endpoint Protection, 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 scan disabled 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.

Onboard Browser	**Enable/Disable Onboard Browser** - This option allows you to enable or disable the On-Board Browser (OBB) application on the Defender device. ***Note**: This can only be set for user devices running KDM client version 5.6.5.4 and later.*
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

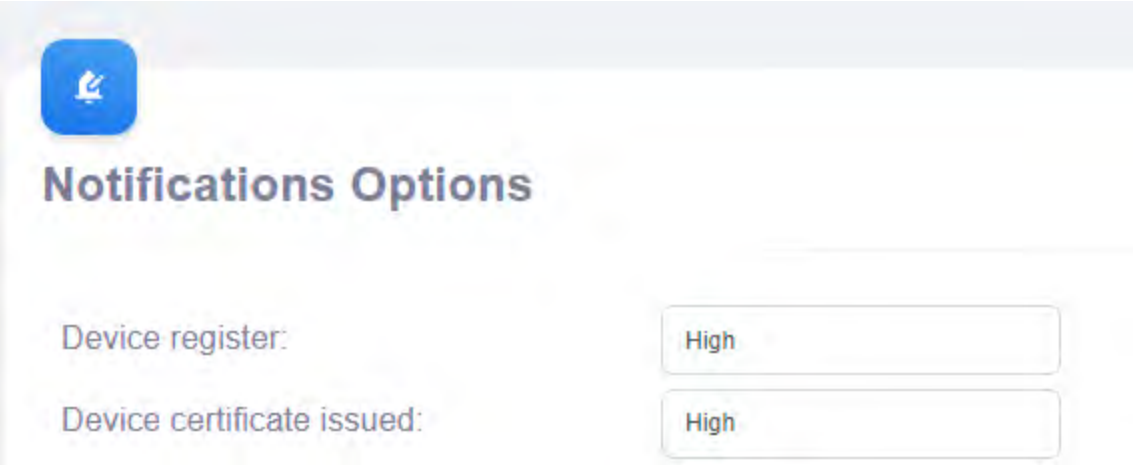
Advanced Settings	**Enable Advanced Settings** - This setting allows you to enable one or more of these settings under Advanced Settings. If this setting is disabled, no setting enabled within this section will be enabled.
	Allow Force Unmount - Enable this feature to allows you to unmount devices even 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

	feature. ***Note:*** *that disabling drive logs might inhibit our ability to help you troubleshoot technical issues.*
	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.
	Show limited customer info at KDM client login screen - The user's name and telephone number are displayed.
	Show full customer info at KDM client login screen - The user's name, telephone number, e-mail and department information are displayed.
Device App Launcher	**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."

Settings Page 9

Notifications

The **Notification** page determines which events appear within Events 122 as well. ***Note:*** *Basic KRMC Hosted Accounts will not have access to the Notification.*



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

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 KRMC Login	An Administrator successfully logs in to KRMC Hosted.
Multiple devices action	A new remote action is created for multiple devices.
Successful KRMC Logout	An Administrator successfully logs out of KRMC Hosted.
Device State Change	The status of a device changes between Active and Disabled.
License Assigned	A KRMC Hosted license has been assigned to a drive.
License Renewed	A KRMC Hosted license has been renewed on a drive.
License Expired	A KRMC Hosted licenses assigned to a drive has expired.
AV License Assigned	An AV license has been assigned to a drive.
AV License Renewed	An AV license has been renewed on a drive.

AV License Expired	An AV licenses assigned to a drive has expired.
Send Mail	An admin sends an email to a device user using KRMC Hosted.
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 Hosted account has been changed.
Export	Information from KRMC Hosted has been exported.
Device Deleted	A device has been deleted from the KRMC Hosted 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.

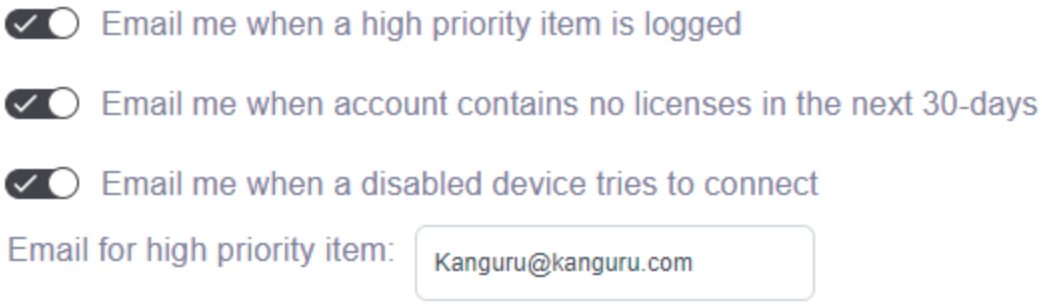
The Super Administrator (SA) is also able to have automatic e-mail alerts sent to up to five email addresses with triggers.

E-Mail Triggers

- Email Me When a High Priority Item is Logged
- Email Me When Account Contains No Licenses in the Next 30-days
- Email me when a disabled device tries to connect

To enable email feature:

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.



Settings Page

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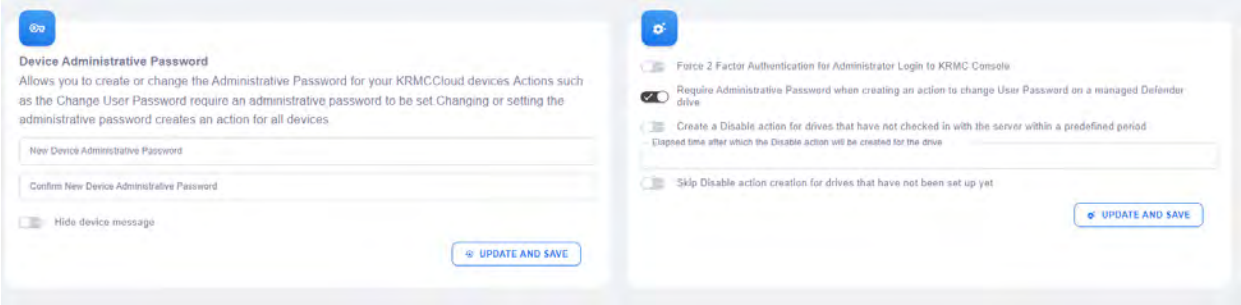
Administrative Settings

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.*



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

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

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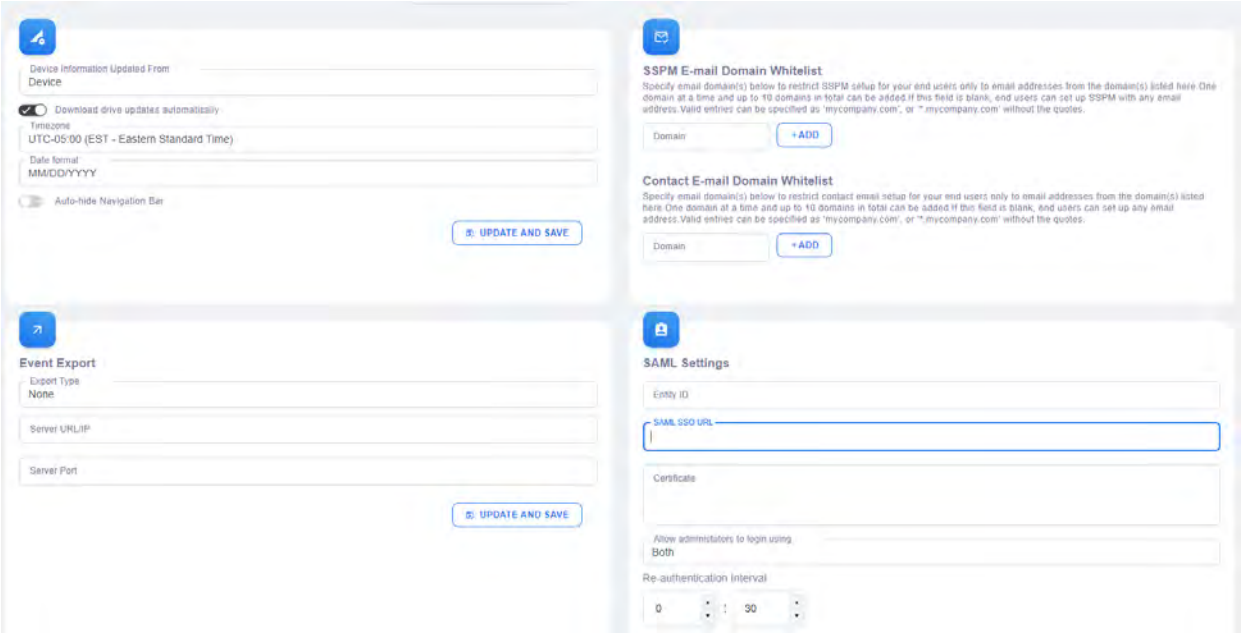
Server Settings

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

General Server Settings 109	Settings such as date and time formats and whether updates are pushed to your drives are located within General Server Settings.
E-mail Domain Whitelist 110	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 111	KRMC Hosted events can be sent to a log server of your choosing.
SAML Settings 112	Setting that allows you to log into KRMC Hosted using SSO.
Light or Dark Mode 113	This allows you to set the visual theme of KRMC Hosted between a light or dark theme.
Data Visualization Mode 114	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 115	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 116	This allows you to set which File Auditing events appear within the File Auditing section.



Settings Page

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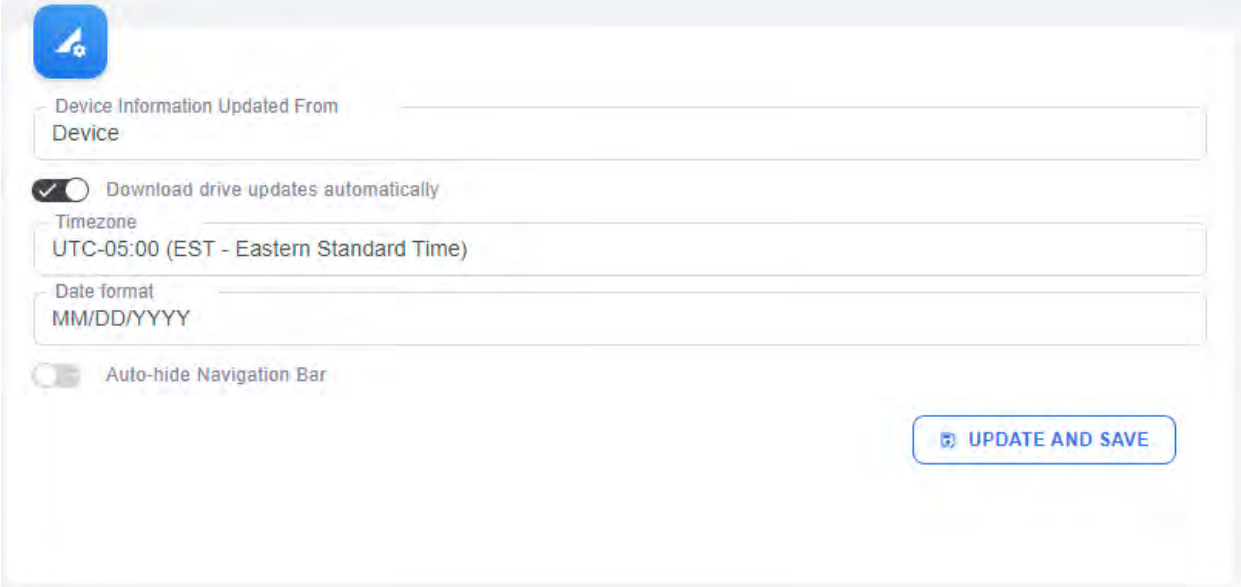
General Server Settings

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.

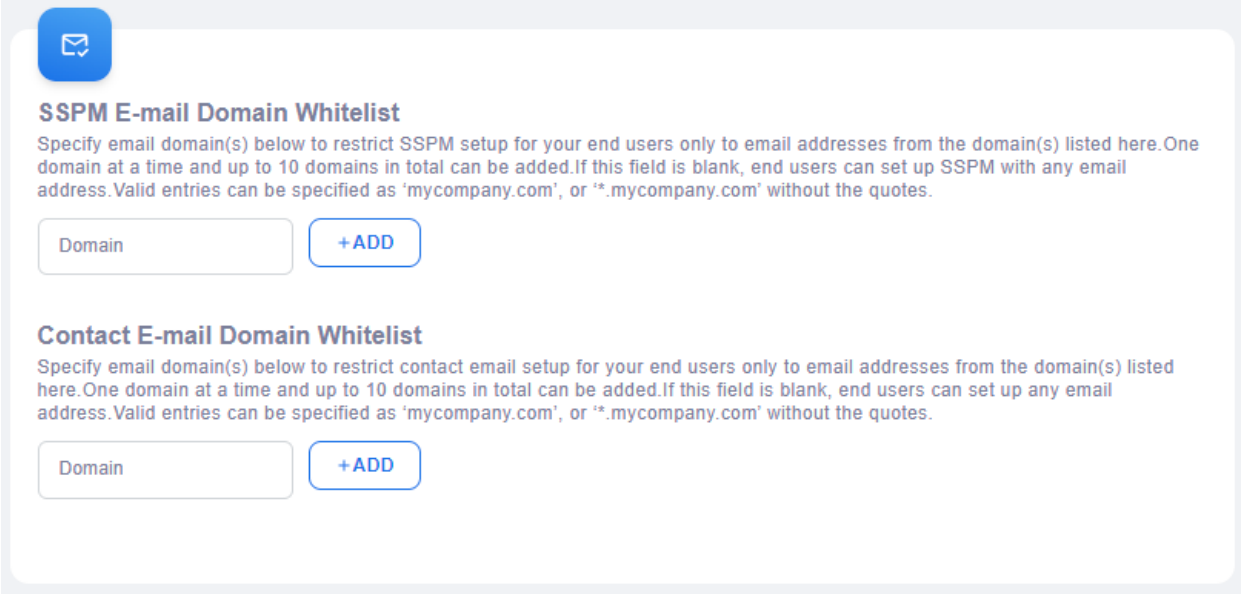
Device Information Updated From	Select how device information is synched with KRMC.	
	Device	Information is read from the device and updated in KRMC. Any changes to device information made directly through the device will override information saved in KRMC.
	Server	Information is read from KRMC and updated 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.	



E-mail Domain Whitelist

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. Whitelisted 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.*

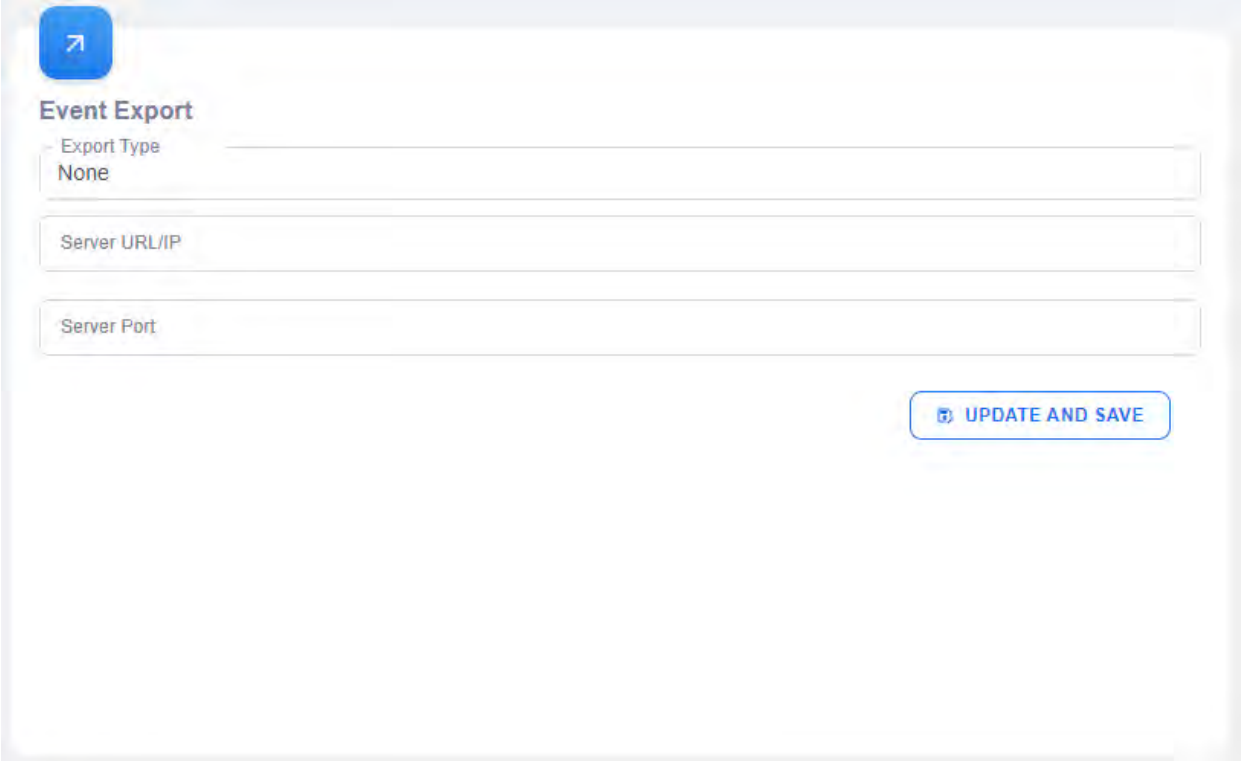


Note*: Kanguru Defender Devices being registered for SSPM require a minimum version of KDM v5.1.3.4 or later. Kanguru Defender HDDs and SSDs are currently not supported.*

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 103 options located under the Setting Page 95.

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



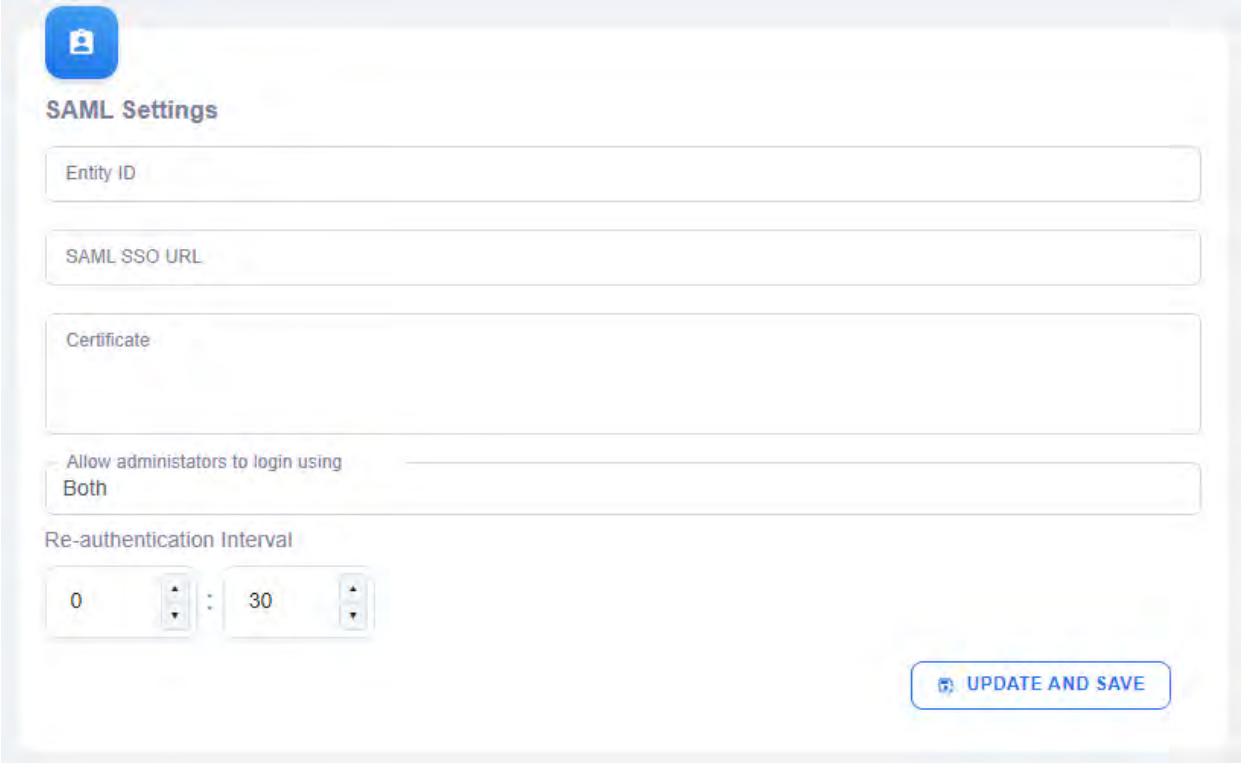
SAML Settings

If you are using Active Directory (AD) based Single Sign On (SSO) using Security Assertion Markup Language (SAML), KRMC Hosted administrators can use this option to sign-in to their KRMC 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 KRMC Hosted Advanced and Premium.*

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

KRMC Hosted Only	Requires admins to utilize their KRMC 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 KRMC Hosted login will fail.
Both	Allows the administrator the ability to choose which login type they would like to use. ***Note:** The SA will always be able to use both regardless of which option is selected.*

For steps on how to connect KRMC Hosted to your OKTA, please click HERE.
For steps on how to connect KRMC Hosted to your Microsoft Azure, please click HERE.
For steps on how to connect KRMC Hosted to your Microsoft Active Directory Federation Services, please click HERE.

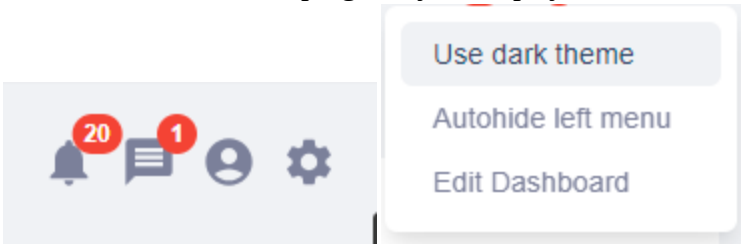


Settings Page

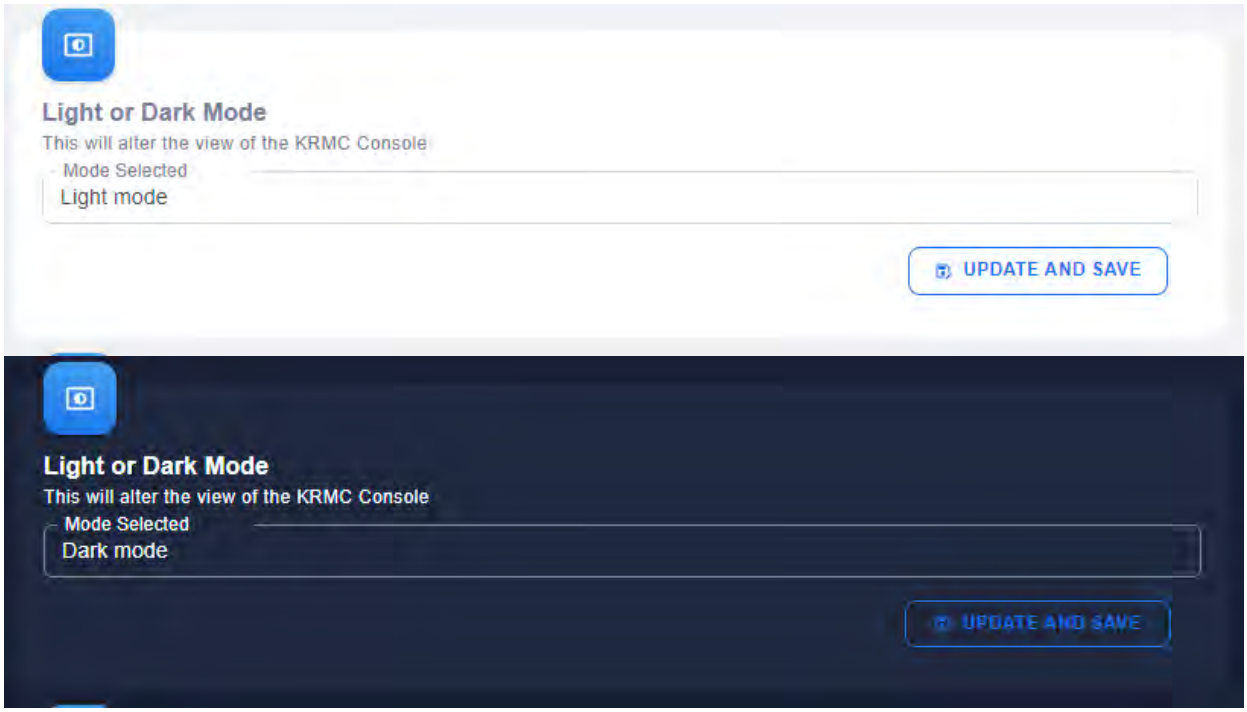
9

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 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.*



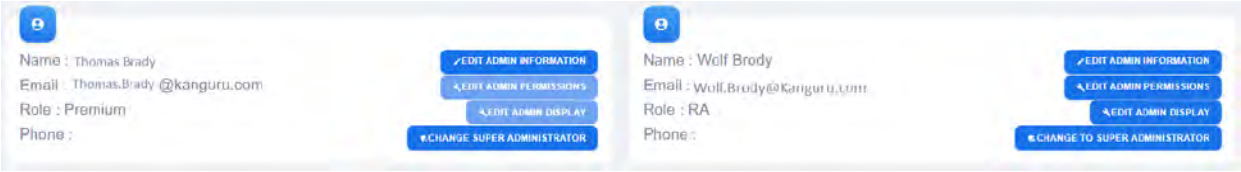
Settings Page

9

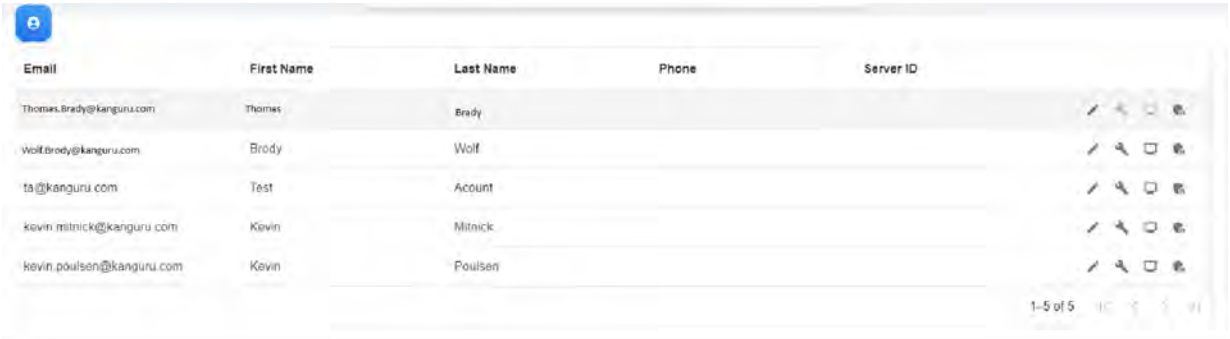
Data Visualization Mode

KRMC Hosted provides the ability to alter the method in which data is displayed by default on Admin Management 67. There are two visualization options:

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



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

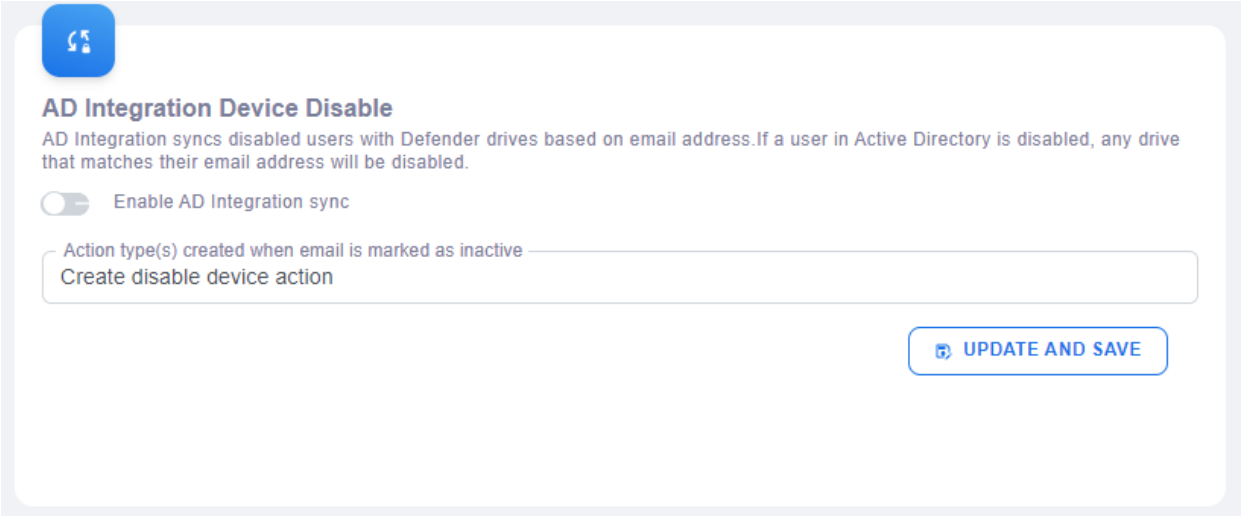


AD Integration Device Disable

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 130.

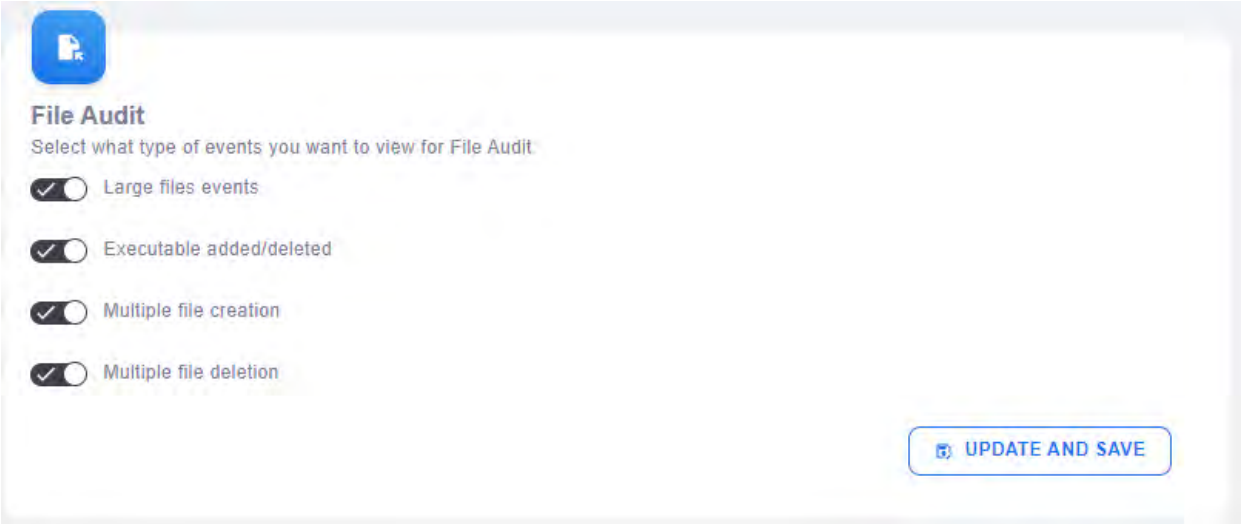
There are two options:

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



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. This setting provides you the ability to selecting 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.*



Settings Page 9

Email Templates

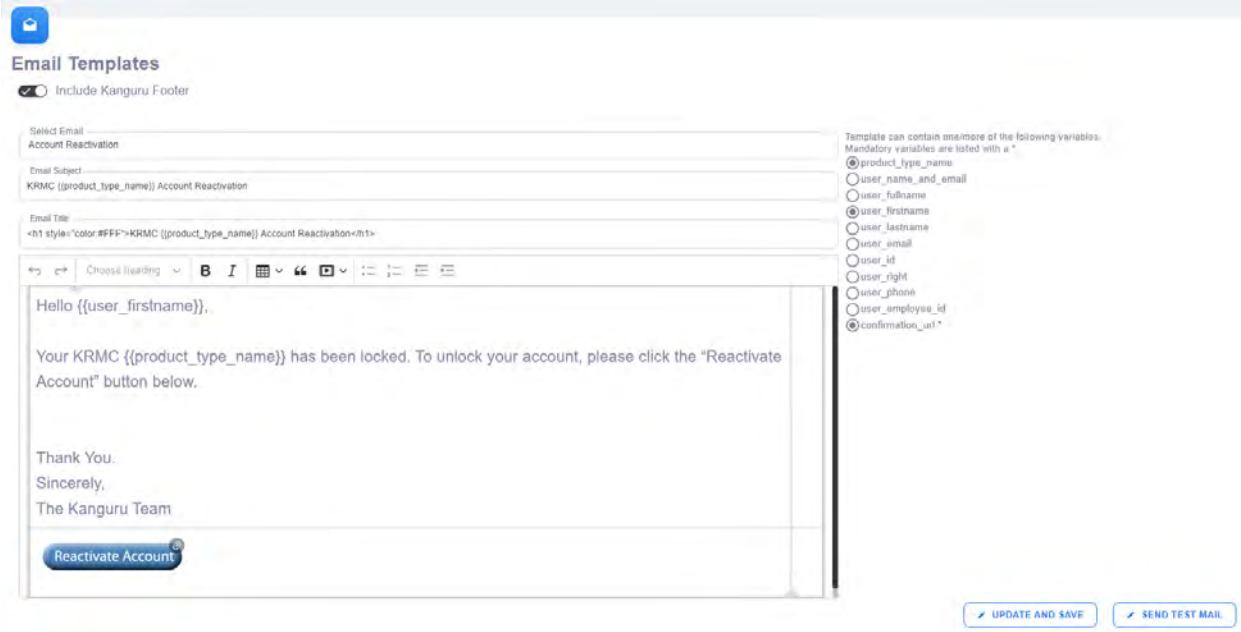
KRMC Hosted provides the ability to create and edit email templates for use using the Email 46 feature. Pre-existing email templates are sent automatically when an action triggers it. For instance, if an administrator/auditor has failed its login multiple times, its account will then be locked. At that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

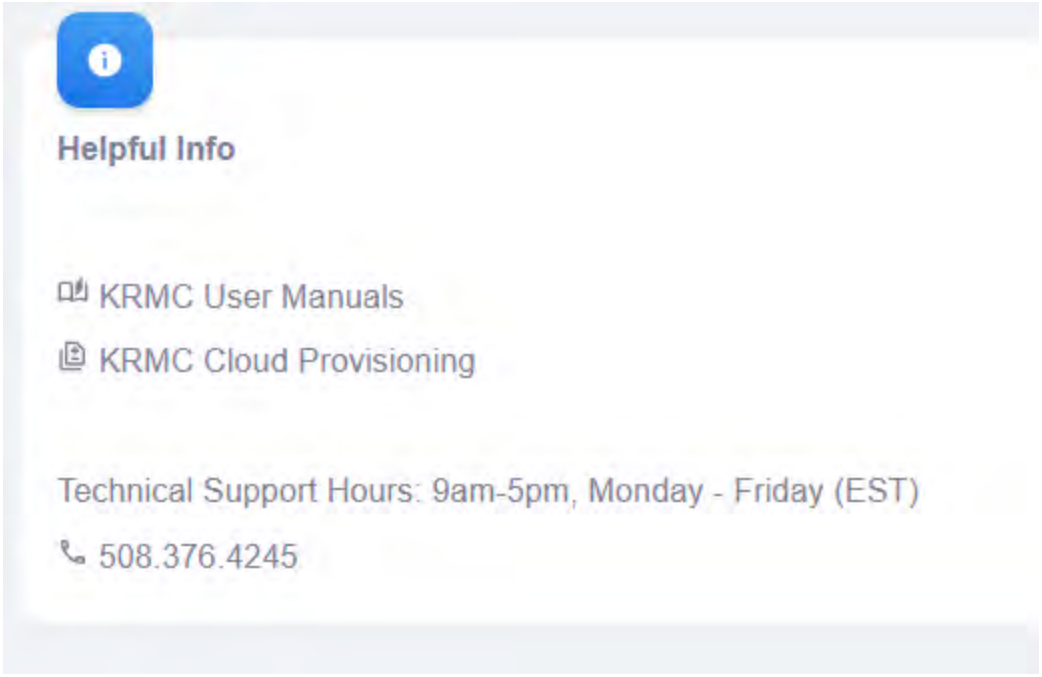
Select Email	Allows you to select which email template you would like to alter. Additionally, you can select “Create New” to generate a new email template.
Email Subject	Allows you to alter the subject line for the email.
Email Title	Provides the ability to alter the look of the template using HTML.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


Email Templates
Include Kanguru Footer
Select Email
Account Reactivation
Email Subject
KRMC {{product_type_name}} Account Reactivation
Email Title
<h1 style="color:#FFF">KRMC {{product_type_name}} Account Reactivation</h1>
Choose Heading
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
Reactivate Account
Template can contain one/more of the following variables. Mandatory variables are listed with a *
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 *
UPDATE AND SAVE
SEND TEST MAIL

Settings Page 9

Helpful Info

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

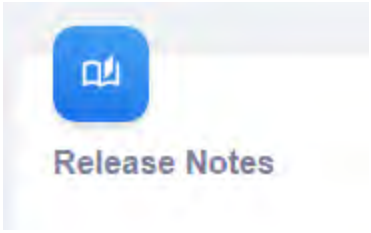


Settings Page

9

Release Notes

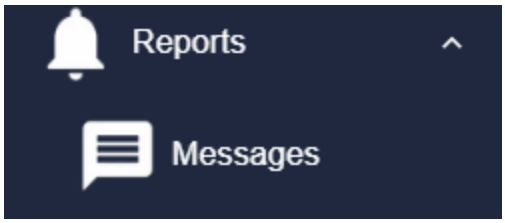
The **Release Notes** page provides access to all release notes on the latest update to KRMC Hosted.



Reports 10

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.
Note: *Basic KRMC Hosted Accounts will not have access to the Reports Pages.*

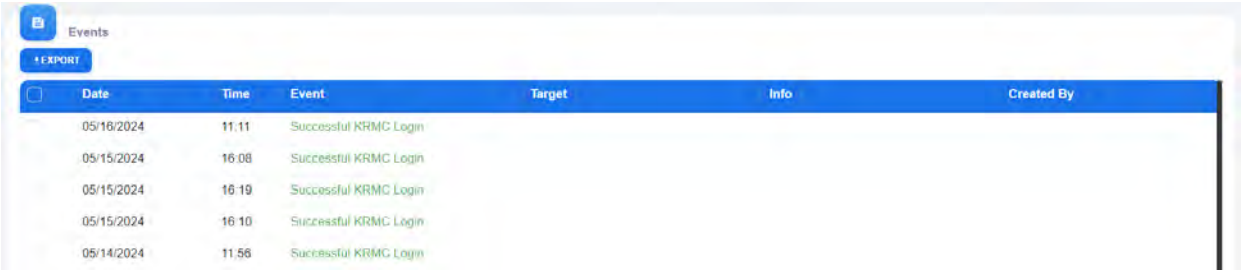
Events 122	The Events page displays all events that occur within your KRMC Hosted company account and is a good location to see all events that have occurred for the history of the KRMC Hosted account.
Messages 123	The Messages page displays all messages from Kanguru to your KRMC Hosted account. These messages range from important updates to KRMC Hosted to Kanguru news.



Events

The **Events page** displays all events that occur within your KRMC Hosted company account. ***Note:*** *Basic KRMC Hosted Accounts will not have access to the Events Page.* 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 108.
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 108.
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.



You can configure what type of events appear and how they show by using the options in the Notifications 103 page located under Settings.

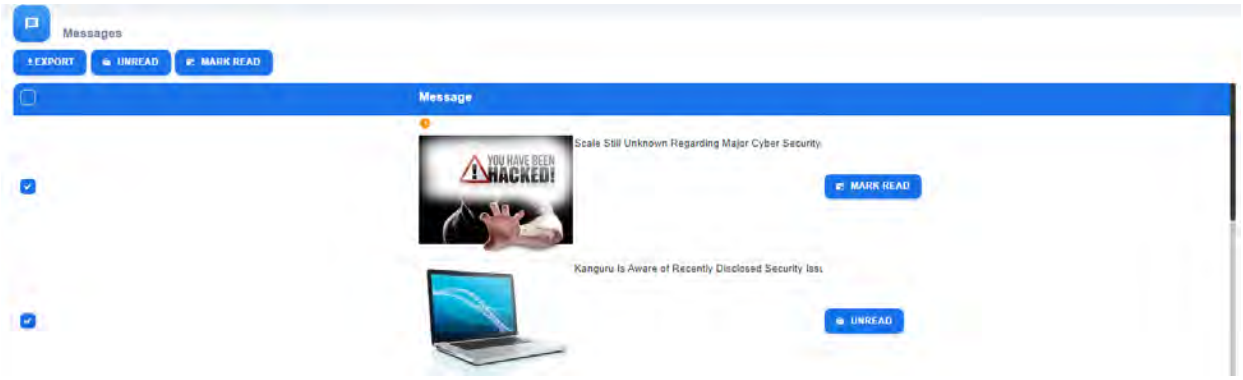
All events displayed on this page are able to be exported using the Export option at the top left of the page. If you want to export more then what is displayed on your screen, make sure to select the check box on the column title bar.You will be notified of new events once you log into KRMC Hosted by 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 108.

Messages

The **Messages** page displays all messages from Kanguru to your KRMC Hosted account. ***Note:*** *Basic KRMC Hosted Accounts will not have access to the Messages Page.* 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 then 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

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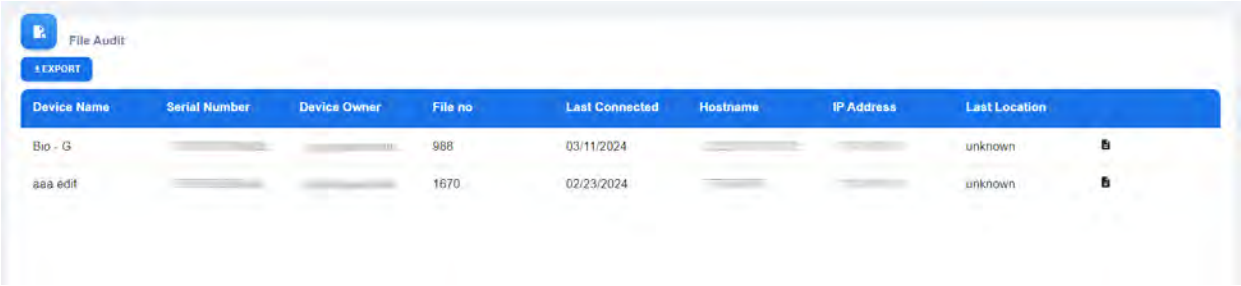
KRMC **File Auditing** works in conjunction with the registered devices on your KRMC account. Information regarding the files stored on your drives is sent to KRMC where it can then be viewed and exported as needed. ***Note:*** *File Auditing is only available with Premium KRMC Hosted accounts and on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



File Auditing

11

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.
Fist 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.

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 KRMC from. You can include multiple IP Ranges, Domains, or Mac addresses to the list.	
	Enable Access Control	Check this box to enable IP/Domain/Mac control.
	Functionality	Select whether IP/Domain/Mac control will allow or deny certain IP ranges, Domains, or Mac addresses.
	Allow all Except (blacklist)	When selected, all devices will be allowed to access KRMC unless it is located under any of the IP ranges, Domains, or Mac addresses listed.
	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.
	Control based	Select whether you want IP/Domain/Mac Control to be based on IP Range, Domain or MAC Address.
	New Values	Select whether you want the newly added IP Range, Domains, or Mac addresses to either append or overwrite the existing list of allowed or blocked IP Ranges/Domains/Mac addresses.
	Add IP Range, Add Domain, and Add MAC Address	Depending on whether control is based upon IP Range, Domain or MAC Address, this entry will be either 'Add IP Range', 'Add Domain', or 'Add MAC Address'.
	IP Range	Enter the start and end of the IP range that you wish to allow or deny.
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. ***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.*
	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., Administrator Password, KRMC status, AV license info, proxy settings	

	and access control restrictions. ***Note**: A Reset for New User action can only be created for devices running KDM client version 4.0.9.4 and later.*	
Enable / Disable USB to Cloud	This option allows you to enable or disable the USB to Cloud application on the Defender device. ***Note**: This action can only be created for devices running KDM client version 5.6.5.4 and later.* 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**: This action can only be created for devices running KDM client version 5.6.5.4 and later.*	
Enable / Disable Reset Autoscan Fingerprint	Gives the Defender Bio-Elite 30 drives the ability to use or not use the Autoscan feature on the drives.	
	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**: This action can only be created for devices running KDM client version 5.6.6.2 and later.* 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 scan disabled 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. ***Note:** File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.*	

	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. ***Note:*** *File Auditing is only available with Premium KRMC Hosted accounts and on devices with KDM version of 5.6.7.5 or newer.*	

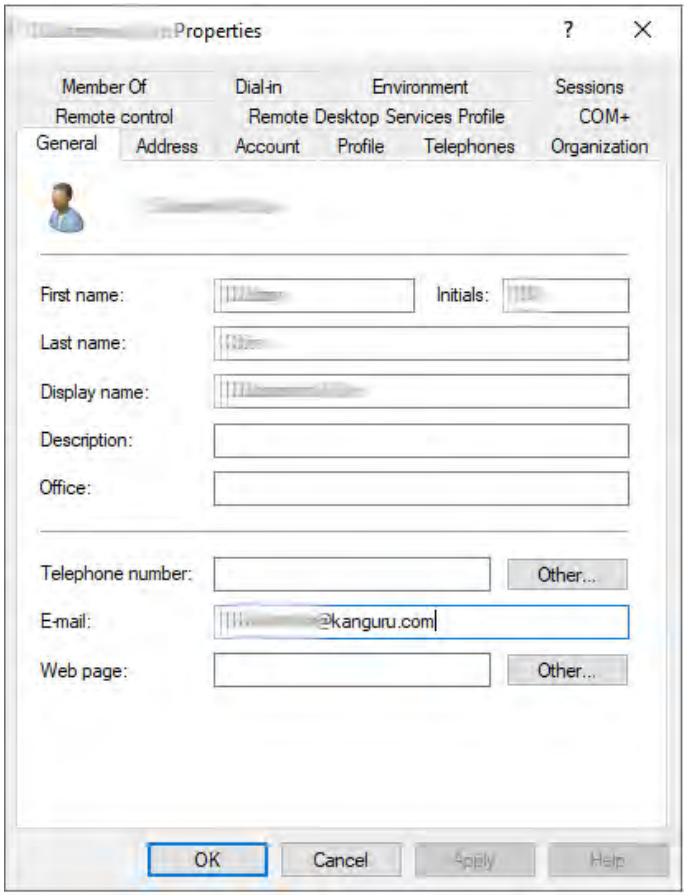
Kanguru Active Directory Setup 13

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

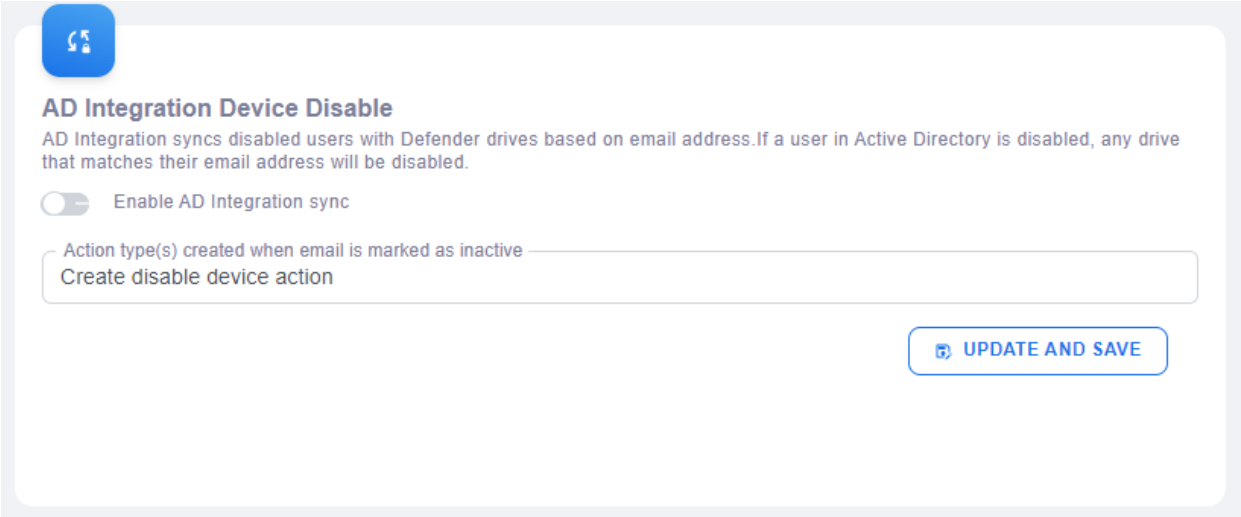
In order to use this feature you will need to ensure that each user on your AD has an email entered into their properties. Without this completed, our service will not be able to send the email address to KRMC if the account is disabled. Additionally, you will need to install the Kanguru AD Service (KADService) 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”.
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

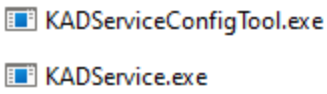
After KRMC is configured to listen for activity, we need to make sure all the software necessary is installed on your workstation.

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

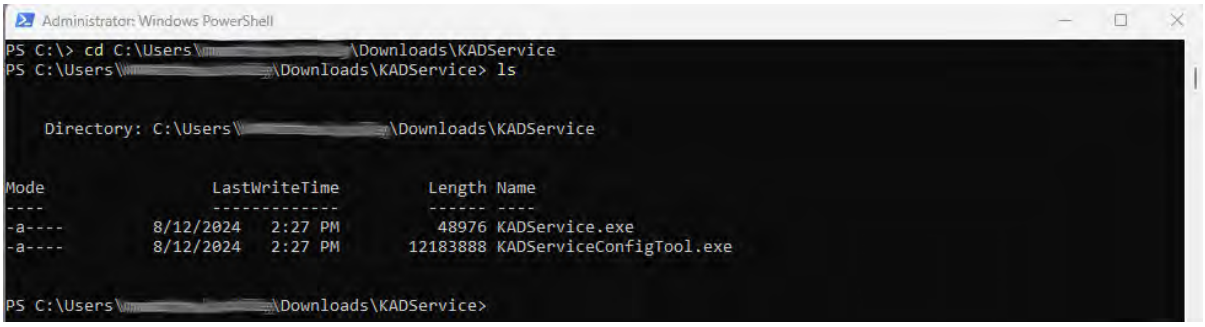
Installing the Service

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.

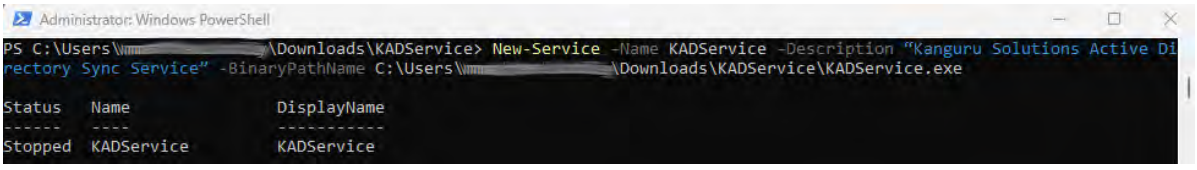
1. The service can be downloaded via compressed folder from the:
2. Save the compressed folder as desired and unzip the folder.
3. Run a PowerShell terminal as Administrator.
4. Navigate to the directory of the Kanguru Service you recently decompressed.
5. Inside you will find "KADServiceConfigTool.exe" and "KADService.exe".



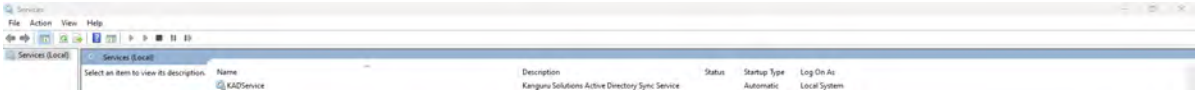
6. Using your PowerShell terminal, navigate to the KADService directory using a change directory command.
   a. For example: "cd C:\Users\<username>\Downloads\KADService"
   b. Or use "Set-Location -Path 'C:\Users\<username>\Downloads\KADService'"



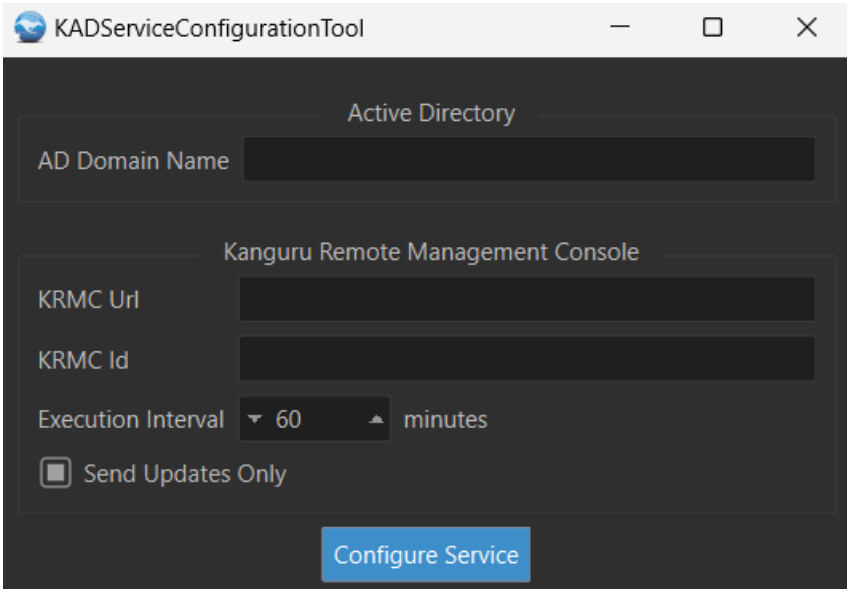
7. We are going to add the KADService.exe as a service on this computer by running the command "New-Service –Name KADService –Description "Kanguru Solutions Active Directory Sync Service" -BinaryPathName <path to KADService.exe>".



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.



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 Server ID for your Super Administrator (SA) account. For information on how to locate your Server 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.

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.