Help for DT4000-M Users

System Requirements

- Pentium III Processor or equivalent (or faster)
- 15MB free disk space
- USB 2.0
- Windows XP SP2/SP3, Vista SP1/SP2, & 7
- Two available drive letters after the last physical disk drive
- ***SafeConsole for Kingston 4.1x Management Server****

Introduction

[Back to top]

This document covers the *DataTraveler® 4000 – Managed* device (referred to simply as DT4000-M from this point forward) based on the default factory settings with no customizations.

The instructions and procedural steps in this help document were created based on the default 'out-of-box' settings configured in the SafeConsole Management Server.

Policies implemented in SafeConsole are "pushed" out to the DT4000-M device during initialization and reflect in the menu options available (or unavailable) in the client interface of the DT4000-M. To ensure the desired user experience and proper deployment of the device, please consult your helpdesk and/or SafeConsole administrator prior to use.

Recommendations

[Back to top]

To ensure there is ample power provided to the DT4000-M device, use only in USB ports connected directly to your notebook or desktop, as seen in ***Figure 1.1***. Avoid connecting the DT4000-M to any peripheral device(s) that may feature a USB port, such as a keyboard or USB hub, as in ***Figure 1.2***.

Figure 1.1 – Recommended Usage

Figure 1.2 – Not Recommended

**Note: The DT4000-M must register with a SafeConsole server in order to initialize and/or use after a device reset*

Initialization

[Back to top]

After plugging the DT4000-M device into a USB port, if you receive the following warning message, "***Kingston DataTraveler requires an active SafeConsole server to make it operational***" (see ***Figure 1.3***), please contact your helpdesk or SafeConsole Administrator.

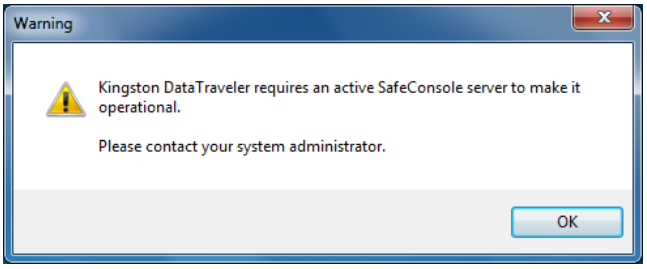

Figure 1.3 – Warning Message

The DT4000-M must be able to communicate with a SafeConsole server in order to initialize prior to first use and/or function properly after a device reset.

If you receive a connection window similar to the one in ***Figure 1.4***, '***Connecting to <server>***', click '*Yes*' to confirm ownership and responsibility for the Kingston DataTraveler (DT4000-M.) This will register your device on the SafeConsole server.

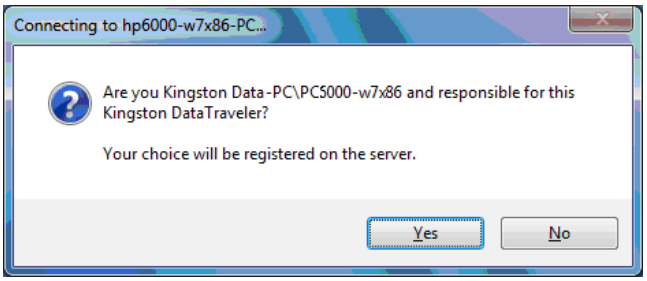

Figure 1.4 – Confirm Registration

If you click '*No*', you will receive the warning message seen in ***Figure 1.3*** and be required to start the initialization process over. This can be accomplished by doing one of the following:

- Unplugging the DT4000-M device from your system and re-inserting it into the USB port. (This will allow Windows to detect the device again and allow you restart the initialization process.)

OR

[Back to top]

- Browsing to the CD-ROM partition of the DT4000-M and re-launching the DT4000M_Launcher.exe program application.

The window shown in ***Figure 1.5*** will appear after you click '*Yes*' to register the DT4000-M on the SafeConsole Management System. This indicates that communication with the server has been established.

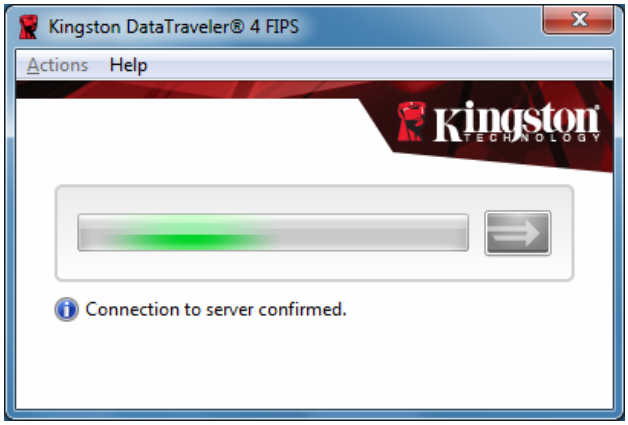

Figure 1.5 – Connection Confirmed

Once a connection to the server is confirmed, you will be asked to create a password that will be used to unlock the secure data partition each time you log into the DT4000-M.

1. Once you've decided on a password, enter it into the '*Select password*' field, and re-enter it in the '*Confirm password*' field, as seen in ***Figure 1.6***. The password you create must meet the following criteria before the initialization process will allow you to continue:

   - Passwords must contain at least eight characters (default setting) or more (up to 64 characters)
   - Passwords must contain all three of the following criteria options*:

     UPPER CASE (A-Z), lower case (a-z), & numeric (0-9) characters

Figure 1.6 – Create Password

You may also enter a password hint, but it is not mandatory. However, the hint field can be useful in providing you a clue as to what the password is, should you ever forget your DT4000-M password.

(*Note: The password hint CANNOT match or contain the exact password string.*) [Back to top]

2. Click the checkbox to acknowledge your reading and understanding of the warranty.
3. Click on the arrow button ( ) to continue.
4. When prompted, enter your DT4000-M password into the textbox (seen in ***Figure 1.7***) and click on the arrow button to continue. (*Note: The arrow button will enable as soon as you enter the first password character into the textbox*.)

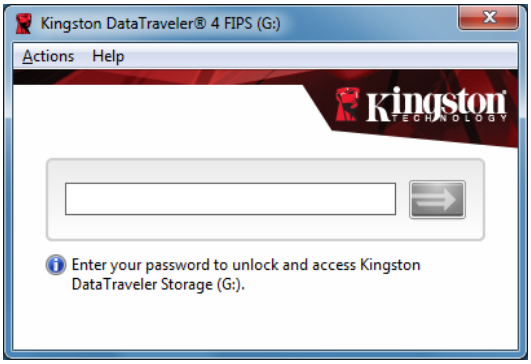

Figure 1.7 – Enter Password

(***IMPORTANT NOTE***: *You* ***MUST*** *complete step 4 by entering your DT4000-M password (created in step 1) in order to complete the initialization process successfully.*)

This completes the initialization process and unlocks the secure data partition.

**Note: Password requirements, including the default criteria, can be modified in SafeConsole.*

DT4000-M Login

[Back to top]

You must supply your DT4000-M password each time you wish to log into the device. During the login process, if an incorrect password is entered, you will be given another opportunity to enter the correct password; however, there is a built-in security feature that tracks the number of failed login attempts. If this number reaches the pre-configured value of 10 failed attempts, the DT4000-M will lock and require a device reset of the secure data partition prior to next use. This means that all data stored on the DT4000-M will be lost. See ***Device Lockout*** on page 4.

Device Lockout

[Back to top]

The DT4000-M includes a security feature that prevents unauthorized access to the data partition once a maximum number of **consecutive** failed login attempts (*MaxNoA* for short) has been made; the default "out-of-box" configuration has a pre-configured value of 10 (no. of attempts.)

The 'lock-out' counter tracks each failed login and gets reset one of two ways: **1)** A successful login prior to reaching MaxNoA or **2)** reaching MaxNoA and resetting the device.

If an incorrect password is entered, an error message will appear just below the text box, indicating an invalid password. ***See Figure 1.8***.

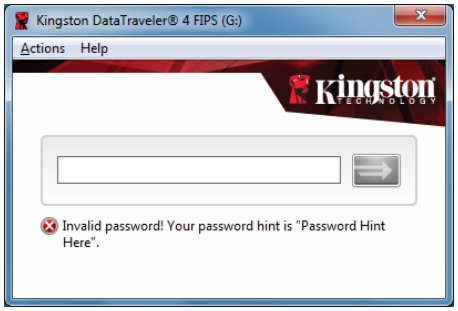

Figure 1.8 – Login Failure

With each failed login attempt, you will see a different error message indicating the number of attempts left before reaching MaxNoA (which is set to 10 by default.)

After the 10th failed login attempt, the DT4000-M will permanently lock the data partition and require a device reset prior to next use. This means that **all data stored on the DT4000-M will be lost** and you will need to create a new password.

This security measure limits someone who does not have your password from attempting countless login attempts and gaining access to your protected data.

If you are the owner of the DT4000-M and have forgotten your password, the same security measures will be enforced, including a device reset.

(*Note: If 'Remote Password Reset' is enabled on the SafeConsole Management Server, the SafeConsole administrator will be able to reset your password without resetting the device, thus saving the data stored on the protected partition.*)*

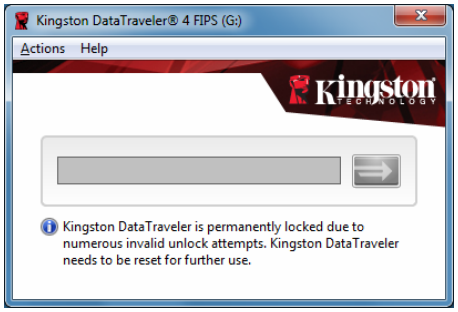

Figure 1.9 – MaxNoA Reached

[Back to top]

*Even with '*Remote Password Reset*' enabled, the maximum number of incorrect login attempts, including response codes, is 10. If not using the '*Forgot Password*' option, the response code window will automatically invoke after the 7th failed login attempt.

Forgot Password

[Back to top]

The '*Remote Password Reset*' is a feature in SafeConsole that allows DT4000-M users to change/create passwords without resetting the device, thus saving all data stored on the DT4000-M. The '*Forgot Password*' menu option is available on the DT4000-M ONLY when '*Remote Password Reset*' is enabled on the SafeConsole Management Server (consult your helpdesk or administrator for details.)

(Note: *Remote Password Reset* needs to be enabled on the SafeConsole Management Server **PRIOR** to initializing the DT4000-M device. By default, this feature is disabled. In either case, the pre-configured value for maximum number of password attempts {MaxNoA} is 10.)

Change Password

[Back to top]

This feature allows you to change your current DT4000-M password. You MUST know the existing password to utilize this function, as it will lock the device and prompt you for the existing DT4000-M password prior to invoking the '*Change Password*' routine.

Reset Option

[Back to top]

This feature resets the DT4000-M back to its original "out-of-box" state. Resetting the device **will erase all of the data** stored in the protected area and require users to generate a new password.

(Note: The DT4000-M must register with SafeConsole each time the device is reset. Do NOT use this function if you are on a stand-alone workstation or in a remote location that does not have access to the SafeConsole server. Consult your administrator before resetting DT4000-M.

About DT4000-M

[Back to top]

This option provides basic information regarding the DT4000-M, including copyright, build number and serial number of the device. The 'About' section is also customizable (by your Administrator) in SafeConsole under the '*Device User Information*' tab of Administrator Tools (up to 127 characters.)

Figure 1.10 – About DT4000-M (Default)

Figure 1.11 – About DT4000-M (Custom)

Drive Letter Conflict

[Back to top]

The DT4000-M requires two available drive letters AFTER the last physical disk that appears before the 'gap' in drive letter assignments. This does NOT pertain to network shares because they are specific to user-profiles and not the system hardware profile itself, thus appearing available to the OS.

What this means is, Windows may assign the DT4000-M a drive letter that's already in use by a network share or Universal Naming Convention (UNC) path, causing a drive letter conflict. If this happens, please consult your administrator or helpdesk department on changing drive letter assignments in Windows Disk Management (administrator privileges required.)

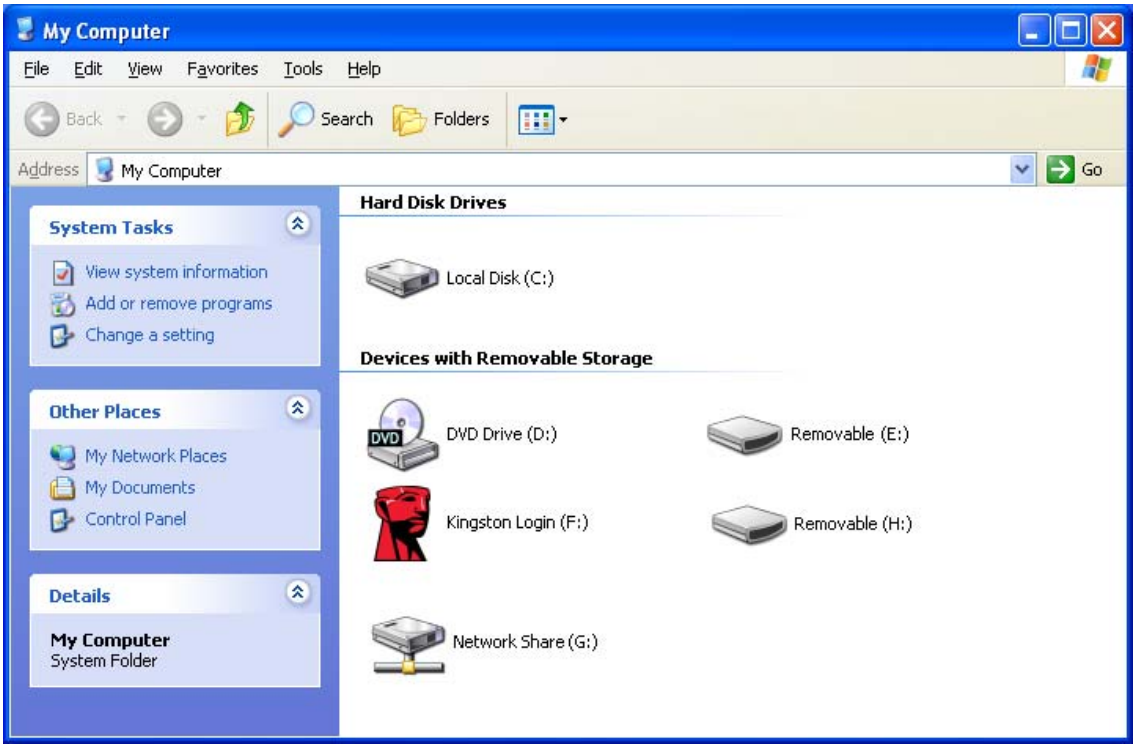

Figure 1.12 – Drive Letter Assignment

If there are no network shares on your system and the DT4000-M still won't load, it is possible that a card reader, removable disk, or other previously-installed device is holding on to a drive-letter assignment and still causing a conflict.

Please note that native Drive Letter Management has improved significantly in Windows XP SP3, Vista, and 7, so you may not come across this issue, but if you are unable to resolve the conflict, please contact Kingston's Technical Support Department for further assistance.

[Back to top]