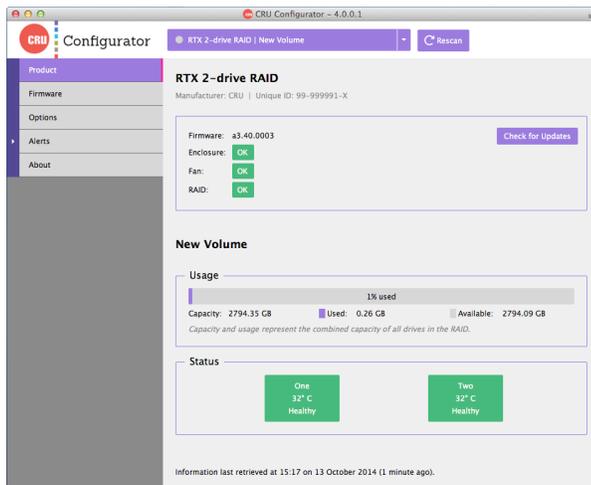




Protecting Your Digital Assets™



CRU® Configurator

User Manual (Mac OS X 10.6 to 10.10 Version)

Features

- Receive email and SMS text notifications when warning or alarm events occur.
- View firmware information of select CRU storage devices.
- View temperature warning and alarm thresholds for CRU RAID enclosures and drives.





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1 INSTALLING CONFIGURATOR

Download the CRU Configurator software from the Configurator download page: www.cru-inc.com/support/software-downloads/configurator-software-download/

Run the setup file and follow the prompts to install the software.

2 USING CONFIGURATOR

2.1 CONFIGURATOR BAR

The Configurator Bar allows you to select between multiple CRU devices that are connected to the computer at the same time. To select a product and configure it, ensure that your CRU device is connected to the computer. If the product is not visible in the drop-down box, click the **Rescan button** to detect it. Then click on the drop-down box and choose the product.

2.2 PRODUCT TAB

The Product Tab lists status information about the selected device. Insert drives into the connected device in order to view the firmware version and the status of the enclosure, fans inside the enclosure, and the RAID (if there is a RAID present). The Product tab also shows you volume information of the hard drives inside the device, including the amount of used storage space and individual drive temperature.

2.3 FIRMWARE TAB

The Firmware Tab allows you to view the selected device's current firmware and check for updates.

Click **Check for Updates** to begin the process. If no update is found, the "Status" section will read "Firmware is up to date."

NOTE If an update is found, you can use Configurator for Windows to download and update the firmware of the selected device.

2.4 OPTIONS TAB

The Options Tab allows you to view the following configuration options for the selected device.

NOTE You must use Configurator for Windows in order to modify the following configuration options.



Configuration

Place or remove a check in the box next to each option to enable it. Remove a check from the box to disable the option.

- **Enable 3 gigabit data throughput** - Enabled by default. Allows the product to run at 3Gbps SATA Revision 2.0 speed.
- **Support drives with capacities larger than 2.2 terabytes** - Enabled by default. Allows operating systems to use the full capacity of drives larger than 2.2 terabytes on modern operating systems. This option may be unchecked using Configurator for Windows to allow obsolete operating systems like Windows XP to detect the drives larger than 2.2 terabytes. Usable drive capacity will then be limited to a maximum of 2.2 terabytes.
- **Disable cache flushing** - Forces the operating system to store read or written data in the drive cache, which may sometimes result in faster data read speeds, but may cause data loss if the device loses power. This setting should only be enabled by advanced users.

PIN

This feature allows you to set a four-digit PIN number to prevent unauthorized RAID configuration of any CRU QR or 3QR RAID device. The front panel interface will require you to enter the PIN number when you attempt to configure the RAID type using the front panel. Setting the PIN to **0000** disables the option.

FireWire Chip ID

This eight-digit number indicates the FireWire chip ID that the device uses to connect to the computer via a FireWire cable. Each FireWire device connected to a computer should have a unique ID number to avoid conflicts. If multiple connected devices are using the same ID number, only one can be recognized by the computer at a time. This option allows you to correct such conflicts.

2.5 ALERTS

The Alerts Section allows you to set up Configurator’s monitoring function. Once set up, this function will automatically run in the background of your Mac computer.

2.5.1 Messages

Email & SMS Tab

The Email & SMS Tab allows you to select which of the following warnings and alarm notifications you wish to receive when such events occur. You must connect an email account in order to receive notifications via email or text, because the SMS notification services provided by the mobile carriers are email-based. If you haven’t already done so, click on the **Setup Tab** to connect an email account.

Supported SMS carriers are Alltel, AT&T, Boost Mobile, Cingular, Cricket, Sprint, T-Mobile, US Cellular, Verizon, and Virgin Mobile.

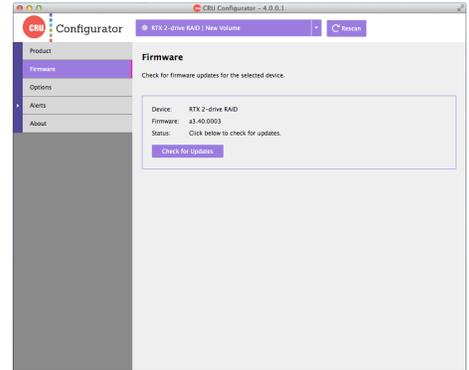


Figure 1. The Firmware Tab.

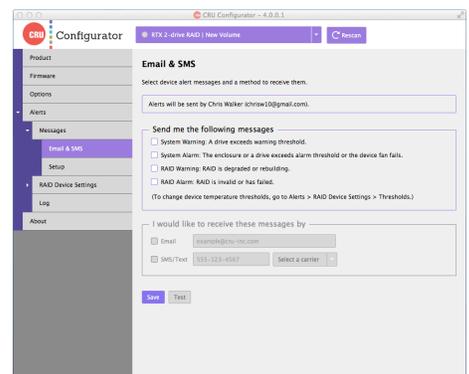


Figure 2. The Email & SMS Tab.



Place a check in the box next to the type of event in order to receive a notification when it occurs:

- **System Warning:** A drive exceeds the warning temperature threshold.
- **System Alarm:** The drive and/or enclosure exceeds its alarm temperature threshold or the device fan fails.
- **RAID Warning:** The RAID is degraded or rebuilding.
- **RAID Alarm:** The RAID is invalid or has failed.

Once you have selected your warning and alarm messages, the options inside the bottom box will become selectable, allowing you to choose how you'd like to receive notifications.

Check the box next to "Email" and enter your email address to have messages sent to that email address.

Check the box next to "SMS/Text" and then enter your phone number and your phone's carrier to have messages texted to you. Your carrier's rates will apply to each message sent.

Setup

The Setup Tab allows you to connect an email account that Configurator can use to send notifications when warning or alarm events occur. Contact your IT administrator to connect an email address or to get the proper SMTP settings for your account.

Once you have entered the settings, click the **Test** button to send a test message. Click the **Save** button to save these settings.

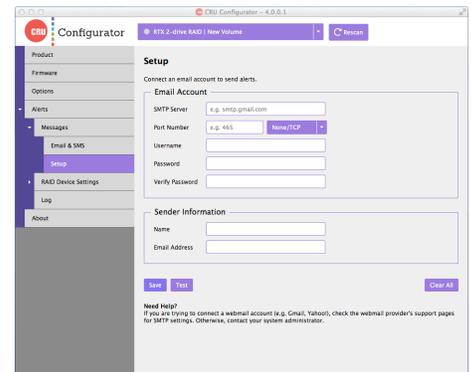


Figure 3. The Setup Tab.

NOTE

If you have two-step verification enabled on your mail account, you must log into the account and generate an app-specific password for use with Configurator. Your account password will not work.

NOTE

If you are using a Gmail email address without two-step verification enabled, Google will automatically block sign-in attempts from non-Google applications because they are not part of the Google ecosystem, and therefore characterizes these applications as 'less secure'. Log in to your Google account via a web browser and navigate to <https://www.google.com/settings/security/lesssecureapps>, and then under "Access for less secure apps" choose **Enable**. Then click the **Done** button to save your settings.

2.5.2 RAID Device Settings

This section allows you to view the alarms and temperature thresholds settings for all CRU QR and 3QR RAID devices.

NOTE

You must use Configurator for Windows in order to modify the following settings.

Buzzers Tab

The Buzzers Tab displays which audible buzzers on the device are active:

- **System Warning:** A drive exceeds the warning temperature threshold.
- **System Alarm:** The drive and/or enclosure exceeds its alarm temperature threshold or the device fan fails.



- **RAID Warning:** The RAID is degraded or rebuilding.
- **RAID Alarm:** The RAID is invalid or has failed.

Thresholds

The Thresholds Tab displays the temperature thresholds for the fan, enclosure alarm, drive warning, and drive alarms.

2.5.3 Log Tab

The Log Tab creates a record of each event that has been triggered. Click the **Reset button** to clear all active alerts and alert history.

2.6 ABOUT TAB

The About Tab lets you view which version of Configurator you are running, visit CRU's website, and email our Tech Support or Sales teams if you need help using Configurator or any CRU product.

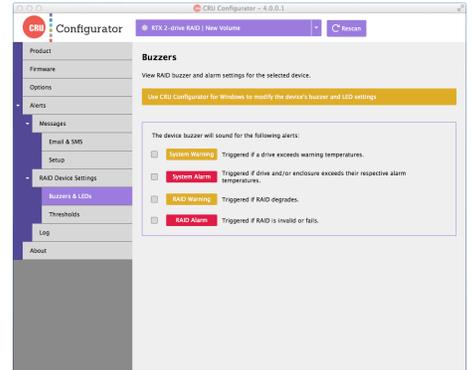


Figure 4. The Buzzers Tab.

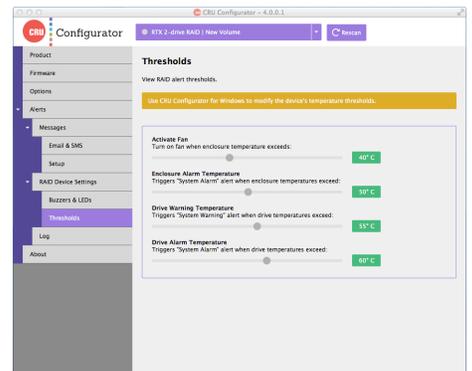


Figure 5. The Thresholds Tab.

3 SYSTEM REQUIREMENTS AND SUPPORTED HARDWARE

Product Name	CRU Configurator
Supported Operating Systems	Windows 10 and 8.1 Windows Server 2019, 2016, and 2012 product families Mac OS X 10.6 "Snow Leopard" to 10.10 "Yosemite"
Supported CRU Products	Drive eRazer Ultra, all Forensic RTX 3QJ models, all Forensic RTX QJ models, Forensic ComboDock v5, Forensic LabDock v5, Forensic UltraDock v4, Forensic UltraDock v5, all RAX 3Q models, all RAX 3QJ models, all RAX 3QJp models, all RAX 3QR models, all RAX QJ models, all RAX QR models, RTX400-QR, RTX410-3QJ, RTX430-3QR, all RTX 2-bay QJ models, RTX Secure 410-3QR, all ToughTech Duo models, all ToughTech mini-Q models, all ToughTech Q models, ToughTech Secure m3, all ToughTech Secure mini-Q models, all ToughTech Secure Q models, UltraDock v5
Technical Support	Your investment in CRU products is backed up by our free technical support for the lifetime of the product. Contact us through our website, www.cru-inc.com/support or call us at 1-800-260-9800 or +1-360-816-1800.

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