

User's Guide

KeyLlama USB Premier/Mac
KeyLlama USB Forensic



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Introduction

KeyLlama USB

The KeyLlama USB Premier and Mac records everything typed on a USB keyboard. It stores the data to internal flash memory. The data may be retrieved on any computer with a USB port and keyboard. This hardware keylogger is 100% stealthy and no software or drivers are required.

Features

- Huge memory
- Compatible with all USB keyboards (including Linux & Mac)
- Stealthy
- No software needed
- National keyboard layout support
- Ultra compact and discrete, only 1.5" (38 mm) long

Requirements

- USB 1.1 or 2.0 port
- USB HID-compliant keyboard (Low-Speed or Full-Speed)
- Operating System with USB Mass-Storage device support

Applications

Employers:

- Monitor acceptable internet usage
- Monitor employee productivity
- Detect unauthorized access attempts
- Backup typed text
- Collect computer usage statistics

Parents:

- Monitor your family's computer activity
- Protect your child from on-line hazards and predators
- Observe WWW, E-mail, and chat usage
- Save a copy of written documents

Installation

Installation of the KeyLlama USB Premier takes just seconds.



Simply plug it in between the USB keyboard and the USB port. No software or drivers are needed. The KeyLlama immediately starts recording everything that is typed. The device is completely stealthy.

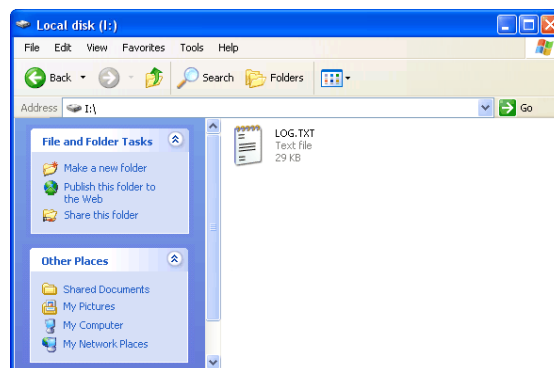
Reading the Data

Once data has been captured in record mode, it may be retrieved on any computer with a USB port. This is done by switching to Flash Drive mode.

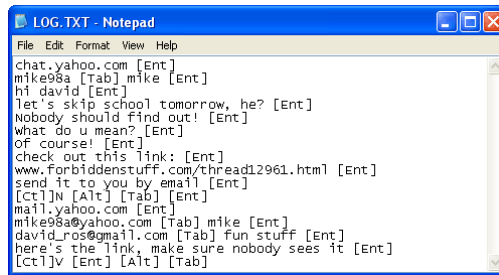
Each device has a built-in 3-key combination: by default k,b,s. Press these 3 keys simultaneously to trigger Flash Drive mode. Initiating Flash Drive mode will disable the USB keyboard, so the following operations should be done with the mouse.

After a few seconds, the hardware keylogger will automatically be detected as a mass storage device.

The device will be visible as a new drive, for example I:. Use the systems file manager to browse this disk (for example Explorer). The keyboard is disconnected and unavailable, so the mouse must be used to browse the disk.



The Flash Drive will contain the file LOG.TXT with a text log of all captured data. Keystroke data is formatted as it would appear on the screen, with special keys in brackets ([Ent], [Esc], [Del] etc.). This file can be viewed and searched with any text editor, such as Notepad or MS Word.



Note: While in Flash Drive mode, the USB keyboard is disabled. Use the mouse to operate on the log file. If mouse operation is dependent on the keyboard (i.e. wireless desktop or USB keyboard with built-in hub with mouse attached), use a separate keyboard, mouse, or pointing device.

Flash Drive Options

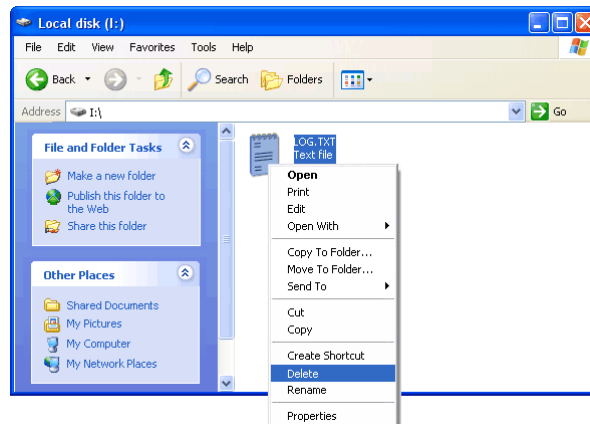
Flash Drive mode allows several standard examination and maintenance procedures to be performed through the operation system. The most common operations are described below with MS Windows as an example operating system.

Phrase searching

Copy the log file LOG.TXT to the hard drive and restore record mode, by disconnecting the flash disk. Open LOG.TXT in any text editor, such as Notepad or MS Word. The entire log file may be viewed, or searched using the text editor built-in Find option (CTRL-F). To locate WWW & E-mail addresses, define the search phrase as 'www', '.com', '@' etc.

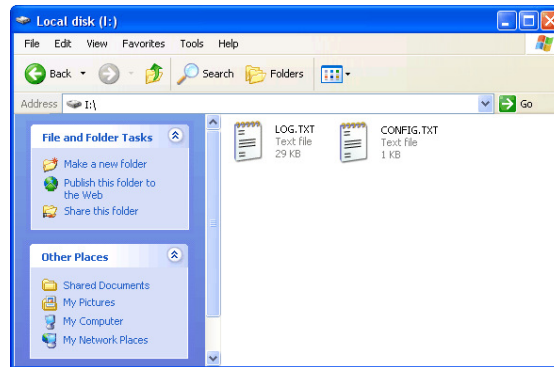
Clearing the memory

Simply delete the log.txt file. A new log file will be created when the keylogger is reinstalled.



Configuration Options

The USB hardware keylogger may be configured through the file CONFIG.TXT, placed in the Flash Drive root folder. Use any text editor to edit the file:



Password Sets the 3-key combination for triggering Flash Drive mode. Any three-letter key combination is allowed (sequence is irrelevant). Default value is KBS.

LogSpecialKeys sets the logging level for special keys, such as Enter, Escape, F1...F12 etc. Special keys are logged in brackets, i.e. [Ent]. Allowed values are None (only text is logged), Medium (text with basic function keys are logged), and Full (text with all special keys are logged). Default value is Medium.

DisableLogging allows to disable logging, however does not affect mode switching. Allowed values are Yes (logging disabled) and No (logging enabled). Default value is No.

Example configuration file contents is shown below:

```
Password=SVL  
LogSpecialKeys=None  
DisableLogging=No
```

Note: Variable and value strings are not case sensitive.

Note: Password characters are national layout independent.

Note: Logging all special keys (LogSpecialKeys=Full) will lead to increased memory usage.

All KeyLlama products come with 1 year warranty against manufacturer defects. Defect products must be shipped by the customer. All warranty repairs and delivery to the customer will be paid by KeyLlama.

National Keyboard Options

It is possible to enable a national layout for language-specific keyboards, such as French, German etc. This will allow national characters to be logged properly such as ö, æ, ß, ó etc.

To enable a national layout, the appropriate layout file named LAYOUT.TXT must be placed on the flash disks root folder. The file must be copied in flash drive mode, because there is no access to the flash disk in record mode.

Layout files may be obtained by clicking the "Downloads" link on the KeyLlama.com website.

Clock Configuration (Forensic Models Only)

To configure the internal clock module, while in Flash Drive Mode, open the file named TIME_OLD.TXT. Update the file using the following format and then Save As: TIME.TXT

```
Year=2009  
Month=4  
Day=1  
Hour=12  
Minute=34  
Second=56  
Format=PM
```

Values must match the options below:

- Year sets the clock year value. (2000 to 2099)
- Month sets the clock month value. (1 to 12)
- Day sets the clock day value. (1 to 31)
- Hour sets the clock hour value. (1 to 12) or (0 to 23)
- Minute sets the clock minute value. (0 to 59)
- Second sets the clock second value. (0 to 59)
- Format sets the time format. (AM, PM, or 24) If AM is chosen, the 12-hour format is selected and the specified hour is treated as before noon. If PM is chosen, the 12-hour format is selected and the specified hour is treated as after noon. If 24 is chosen, the 24-hour format is selected and the specified hour is treated as 24-hour format.

Note: The time and date will be updated when the keylogger is reconnected. For precise time setting, it is a good idea to set the time a few minutes in advance, and restart the keylogger at the specified time.

Troubleshooting

The KeyLlama USB will not work for the following hardware configurations:

1. PS/2 keyboards (even with adapters)
2. Internal laptop keyboards

The keylogger does not enter Flash Drive Mode

Please check the following:

1. Ensure the keylogger is inserted between the USB keyboard and the USB port on the PC or hub: Keyboard → KeyLlama → Computer
2. Is your 3-key combination correct? The default is k,b,s
3. Are you pressing the 3 keys at the same time?
4. Sometimes, this issue is caused by another USB device interfering. USB printers are the most common problem. For testing:
 - Disconnect **all USB devices** except the keyboard and the mouse.
 - Install the keylogger between keyboard and computer
 - Type a test sentence
 - Use the 3-key combination to enter flash drive mode and see if it was recorded properly

If that fixes it, connect the printer and the keylogger to the USB ports that are physically as far apart as possible – like in the photo at right. This will help ensure they are on a separate internal USB hub.



It still doesn't work!

If you are still experiencing problems, please do the following:

1. Check if the problem appears on a different keyboard.
2. Check if the problem appears on a different computer.
3. Contact us (<http://KeyLlama.com/>). We sell several models of keyloggers, so please be sure to tell us you have the KeyLlama USB Premier, Mac or Forensic.

User Agreement

USE AGREEMENT: This Agreement is between KeyLlama and you, the user or installer of the KeyLlama keystroke recording device (the "Device"). Your installation or use of the Device indicates your consent to all of the terms of this Agreement. If you do not agree to any term of this Agreement, do not install the Device. Return the product with the plastic shell unopened to the place of purchase for a full refund.

PERMISSIBLE USES: The Device was designed and is to be used solely for parents to monitor what their children are doing on the computer and for businesses to monitor what their employees are doing on the computer (the "Permissible Uses").

IMPERMISSIBLE USES: The Device may not be used to violate the privacy rights of others, or to access or intercept electronic communications in violation of wiretap statutes, or to violate company regulations ("Impermissible Uses"). Impermissible Uses include, but are not limited to the following acts: retrieval of credit card information, passwords, personal and/or medical information, confidential and/or proprietary information, or trade secrets. Privacy and wiretapping laws change from time to time and vary from state to state. It is your responsibility to ensure that you are in compliance with federal, state, and local laws.

MUST POST NOTICE OF MONITORING: If anyone other than you will be using the computer on which the Device is installed, you agree to post a notice visible to each user of the computer to the effect that (i) activities on this system may be monitored and recorded and (ii) that anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of unauthorized or criminal activity, such evidence may be provided to company or law enforcement officials.

SERIAL NUMBER FOR INVESTIGATING ILLEGAL ACTS: A unique serial number may be electronically stored in the Device to aid company and law enforcement officials in the investigation of any unauthorized or illegal acts that may be committed with the Device. You agree to permit KeyLlama to assist these officials by providing serial number and sales information and to download the data from the Device, as necessary in the course of the investigation. KeyLlama may request the assistance of its distributors and customers in providing information relating to the Device(s), and you agree to cooperate with such requests.

LICENSE: The Device contains software and firmware instructions (the "Program") on the internal microcontroller. The Device and Program are protected by copyright and other intellectual property laws. KeyLlama hereby grants you the right to: a) use the Program for the Permissible Uses in the United States for as long as you own the Device. b) view, copy, print and distribute copies of the output provided by the Device provided: (1) the output is used for informational purposes only; and (2) any electronic or hardcopy of the output (or portion thereof) includes the following notice: Program and format of the output provided thereby are provided under license from KeyLlama. All Rights Reserved. c) This license is limited to the rights above. Therefore, you are expressly prohibited from taking any other action with the Device, including but not limited to: (1) modifying, reverse engineering, de-compiling or disassembling the Device or the Program; (2) make any attempts to defeat the code protection which is in place on the internal microcontroller; (3) make any attempts to read or copy the Program; (4) attempt to cut open the casing around the Device; (5) sell, rent, lease, lend, or sublicense the Device or otherwise transfer your rights to another, unless the recipient agrees to the terms of the Agreement.

LIMITED WARRANTY: KeyLlama warrants that the Device, if provided by KeyLlama, is free from defects in materials and workmanship and for one year from the date of original purchase of the Device, provided the Device was not subject to accident, abuse, or improper use. **THIS IS A LIMITED WARRANTY AND ALL OTHER WARRANTIES ARE EXPRESSLY DISCLAIMED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. KEYLLAMA'S SOLE LIABILITY FOR ANY BREACH OF THIS WARRANTY SHALL BE, IN KEYLLAMA'S SOLE DISCRETION, TO REPAIR OR REPLACE YOUR DEVICE.** KeyLlama will honor this warranty only if you inform KeyLlama of your problem with the Device in writing during the applicable warranty period including evidence of the date the Device was originally purchased. This warranty is void if you violate the terms of this Agreement. To invoke the warranty, complete the warranty form found at www.keyllama.com. Send the completed warranty form, the defective device, and a copy of the purchase receipt or other evidence of the purchase date, prepaid, to: KeyLlama, 131 W. 18th St. Holland, MI 49423. Include your name, address, and telephone number. KeyLlama will repair or replace the device and return it to you at its expense. If the device is working properly and the password stored inside the Device does not match the password provided on the Warranty Form, you will be charged \$10 for resetting the password. The Device will be returned to you along with the new password.

FORGOTTEN PASSWORD: If you have forgotten your password, send the Device, prepaid, to: KeyLlama, 131 W. 18th St. Holland, MI 49423. Include your name, address, and telephone number. It is recommended that you use our on-line warranty form. KeyLlama will reset your password and charge you \$10 for this service. The Device will be returned to you along with the new password at KeyLlama's expense.

INDEMNIFICATION: You agree to defend, indemnify, save and hold KeyLlama harmless from any and all claims, demands, liabilities, costs or expenses including direct, indirect, incidental or consequential damages and reasonable attorney's fees arising from use or installation of the Device, including claims of statutory violations, violation of right to privacy, [S5] loss of business, or loss of profit.

LIMITATION OF LIABILITY: UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, WHETHER TORT, CONTRACT, OR OTHERWISE, SHALL KeyLlama OR ITS SUPPLIERS OR RESELLERS BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY CHARACTER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR VIOLATION OF THE RIGHT TO PRIVACY, VIOLATION OF WIRETAPPING STATUTES, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER DAMAGES OR LOSSES ARISING FROM USE OR INSTALLATION OF THE DEVICE. THE TOTAL LIABILITY OF KeyLlama IS THE PURCHASE PRICE OF THE DEVICE, EVEN IF KeyLlama SHALL HAVE BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY.

EXPORT CONTROLS: You must adhere to export laws regarding the export of software using encryption functionality, which change from time-to-time. At minimum, you may not export or re-export the Device or the Program (i) into (or to a national or resident of) Cuba, Iraq, Libya, Sudan, North Korea, Iran, Syria or any other country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals, the U.S. Commerce Department's Table of Denial Orders, or any other person or entity denied export activity by the United States Government.

GOVERNING LAW: This Agreement shall be governed in all respects by the laws of the United States and the State of Michigan, except for conflict of laws provisions. The parties agree that for any dispute, controversy or claim arising out of or in connection with this Agreement, venue and personal jurisdiction shall be in the federal or state court with competent jurisdiction located in Ottawa County, Michigan.

SEVERABILITY: The provisions of this Agreement will be deemed severable, and the invalidity or unenforceability of any provision will not affect the validity or enforceability of another provision hereof.

ENTIRE AGREEMENT: This Agreement constitutes the entire agreement and understanding between the parties and may be amended only by a writing executed by both parties.

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~~ END OF USER AGREEMENT ~~

Special Key List

[Esc] - Escape	[Prn] - Print Screen
[F1] - F1	[End] - End
[F2] - F2	[Scr] - Scroll Lock
[F3] - F3	[Up] - Up
[F4] - F4	[Dwn] - Down
[F5] - F5	[Lft] - Left
[F6] - F6	[Rgh] - Right
[F7] - F7	[Num] - Num Lock
[F8] - F8	[-N] - - (num)
[F9] - F9	[+N] - + (num)
[F10] - F10	[.N] - . / Delete (num)
[F11] - F11	[/N] - / (num)
[F12] - F12	[*N] - * (num)
[Ctl] - Control	[0N] - 0 / Insert (num)
[Alt] - Alt	[1N] - 1 / End (num)
[Ins] - Insert	[2N] - 2 / Down (num)
[Hom] - Home	[3N] - 3 / Page Down (num)
[PUp] - Page Up	[4N] - 4 / Left (num)
[PDn] - Page Down	[5N] - 5 (num)
[Del] - Delete	[6N] - 6 / Right (num)
[Win] - Win	[7N] - 7 / Home (num)
[Aps] - Apps	[8N] - 8 / Up (num)
[Cap] - Caps Lock	[9N] - 9 / Page Up (num)
[Ent] - Enter	[Pwr] - Power
[Bck] - Backspace	[Slp] - Sleep
[Tab] - Tab	[Wke] - Wake