Introduction to the Spirion Client

Scope: SO, CCC	Revision Date: 12/14/2018

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1. Introduction

Spirion is a program that helps locate sensitive data. In 2016, Identity Finder was rebranded as Spirion, pronounced Spear-ee-on. Spirion works by searching files and E-mail for selected identity data types. Spirion can be used to look for identity data types that needs to be secured (DCL3 such as Social Security, Credit & Debit Card, Bank Account and Driver License numbers) but it also can be used to search for other sensitive data (i.e. DCL2 – DCL1) such as birth dates, mother's maiden names, E-mail, passwords, etc.

When a location is searched, Spirion creates a list of locations (i.e. file locations, E-mails) which may contain the selected identity data types. The phrase "may contain" is used because the program shows data that matches the identity data type definition – but the data may not actually be that kind of data. This is known as a false positive. Only data users that are familiar with the data are able to make the decision as to whether results are false positives or not. For example, if a file contains serial numbers for parts that are 9 digits in length, Spirion may think they are social security numbers and flag them in your search results because they happen to match the same format of an SSN.

The results of the search will then have to be reviewed and the Data User will then:

- determine the data classification level of the data or determine that the result is a false positive;
- make a decision as to the action to be performed on the data based on the data classification level and applicable retention policies;
- perform the action on the data (i.e. move the data to a secured location, remove the data, archive the data, etc.)

Also, the Spirion client needs to be able to search the file types in order to find DCL3 data. If the Spirion client does not know how to search a particular file type and that file type does contain DCL3 data, it will not be listed as containing DCL3 data. The Spirion client is able to search many common file types, like Microsoft Office files (Word, Excel, etc), Adobe PDFs or text files – but may not be able to search proprietary file types that are encoded (i.e. SAS databases). Data users that are familiar with their data and what programs are used to store DCL3 data would need to work with their local IT to address this. Data users cannot solely rely on the results of Spirion search to verify that no DCL3 data exists.

This document will demonstrate to the end-user how to configure and work with the Spirion client. View the complete Spirion documentation to find other useful documents Intended Audience
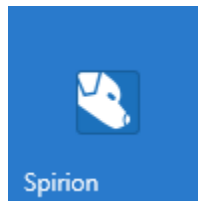
2. Intended Audience

The intended audience for this procedure is:

- System Office and CCC staff

3. Procedure

Opening Spirion for the first time

1. Open Spirion via the Spirion icon on your desktop or in the Start menu:

2. The first time you launch the Spirion client, it will ask you to create a profile password:

Since we do not enable the encrypt feature using the Spirion client, data is not encrypted using your Spirion profile. Therefore, since profiles do not contain sensitive data and are only used to store client configurations, they do not need to be unique. Therefore we highly recommend using your institution's standard Spirion profile password.

Once you enter and confirm your Spirion profile password, click **Next**.
Do NOT use your NetID password as your Spirion profile password!

By creating a Spirion profile, you are able to save your Spirion configuration so that each time you log into your profile, the settings you last used will already be set (i.e. quarantine location, ignored matches, selected identity data types, search location, previous search results, etc.) and you won't have to re-configure your preferred settings.

You will need to provide your profile password every time you launch the Spirion client on that workstation. If you use multiple workstations that have the Spirion client installed, you will need to create a profile password on each workstation.

The Spirion Interface
The Spirion interface is divided into 4 sections:
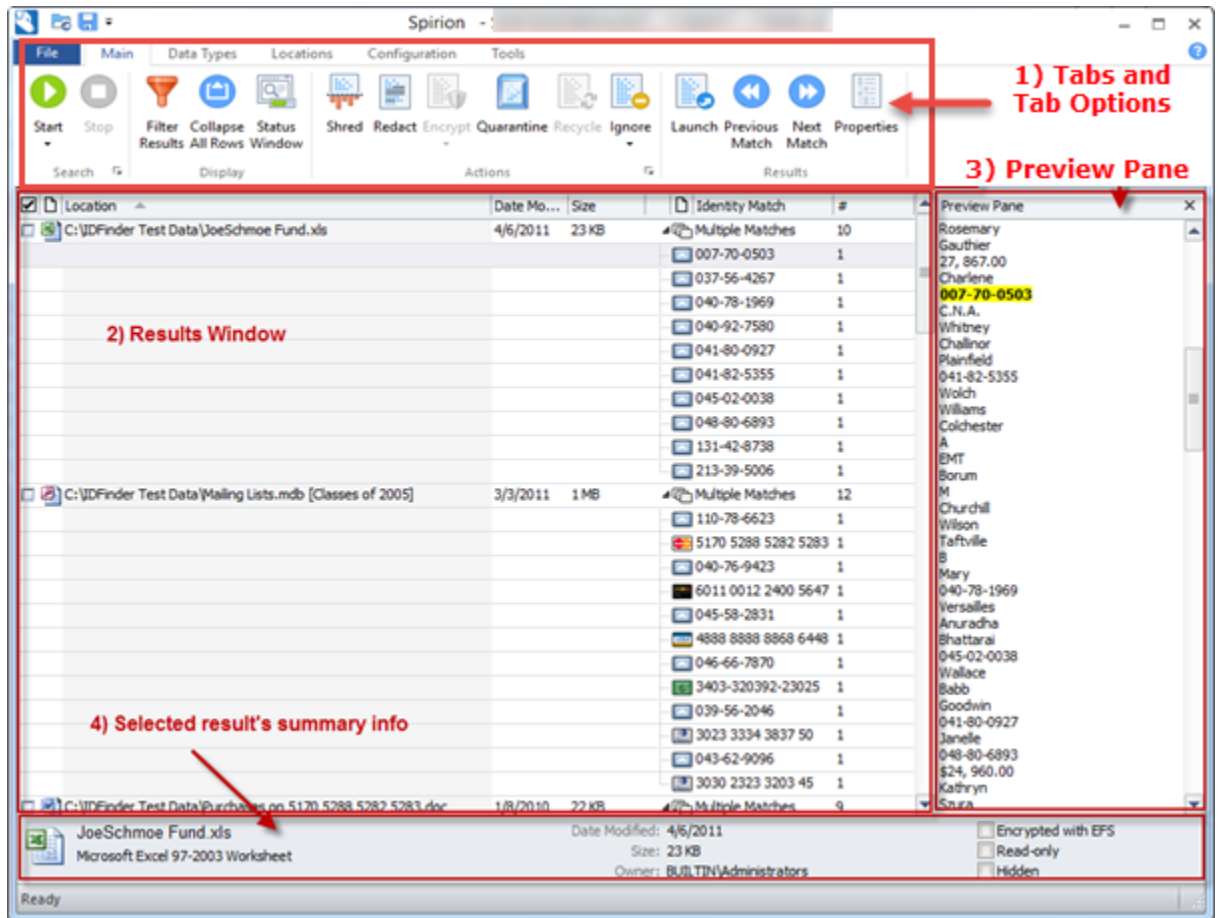
1) **The tabbed menu (tabs and options)** - allows you to configure Spirion settings, start and stop searches, and perform actions on search results by selecting the tab of choice (File, Main, Data Types, Locations, Configuration or Tools) and then configuring the settings using the tab options. The tab options change based on the currently selected tab.

2) **The results window -** During a search or when a results file is opened, the results window displays locations that contain data that matches the selected data types. You can select result locations using the checkboxes to the left of the file and see the identity matches found in that result location. You will use the results window to perform actions on the selected locations such as Ignore, Quarantine, Shred, etc. You can also double click on the result to open the selected file in its native application (i.e. If you click on an .xls file, it will launch Excel and open the file in Excel.)

3) **The preview pane -** When a location is selected in the results window (the left window), a preview is displayed in the preview pane (the right window) with the identity match highlighted in yellow. Note that some file types cannot be opened in the preview pane. You have the option of hiding this window as well by toggling the Preview Pane button found on the Configuration tab.

4) **Summary Info -** The bottom of the window shows summary info for the currently selected location on the results window (name, type, date modified, size, etc.). You have the option of hiding this pane as well by toggling the Properties Pane button found on the Configuration tab.

Tabbed Menus

Below is a review of each of the 5 tabs and the most common settings you will perform in each of the tabs.

NOTE: Refer to the **How to Perform a Search** document for a short, refresher step-by-step instructions for performing a manual search and **Searching with the Spirion client** for stepping you through common user-initiated searches.

When you first launch the Spirion client you will be in the Main tab.

Main

The Search section:
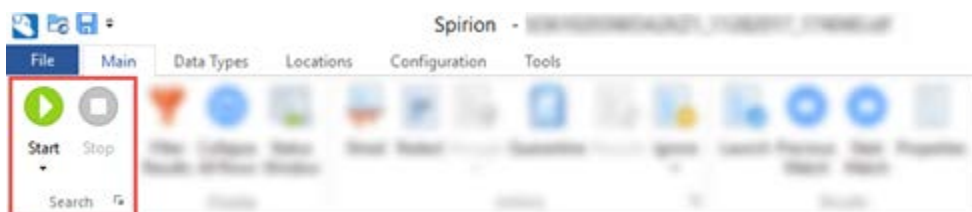
The Search section allows you to toggle between starting and stopping a search. When a search is executing, you can also pause and resume a search.

When performing searches, you will first configure the identity data types on the **Data Types tab**, then the locations on the **Locations tab** – then you will return to the **Main tab** to start the search.

You will see this window while it is attempting to stop the search:
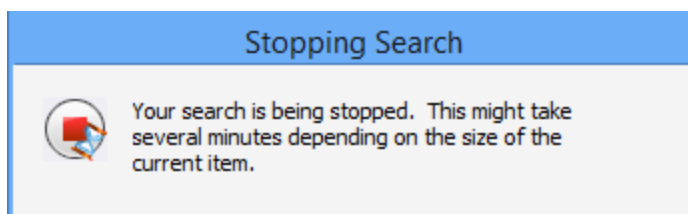
Stopping a search could take a long time before it actually completes the stop and returns you to being able to use the client depending on

how long the search was executing prior to stopping it as well as how large the files are that are being searched.

You can still work with the results of a stopped search, it just won't have completed searching the entire location, but if results were found prior to the search stopping, you can still perform action on those results.

When the search completes, you will see the Search Summary window. See the section below for more details about the Search Summary Window and what to do after a search completes or is stopped.

The Display section:
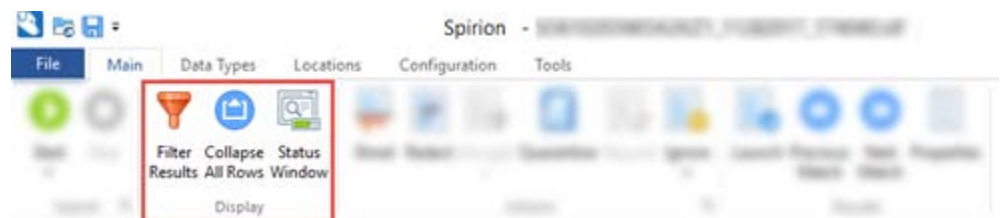
While a search is executing or if you opened a Spirion results file, you will be able to filter those results based on identity data type, location type or filter criteria. If you wish to see all the unfiltered results, click the **Show All** button.

You can collapse/expand rows in the results window.

When a search is executing or just finished – you can display or hide the status window by clicking on the **Status Window button**. For more information about the status window, see **The Status Window** section below.

The Actions section:
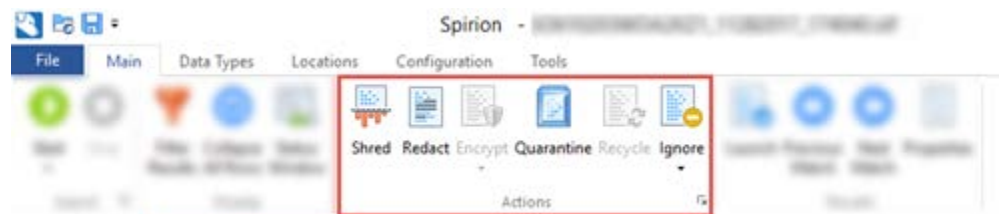
When there are search results present, the Actions section is where you will go to perform actions on the selected result(s) (i.e. shred, redact, quarantine, and ignore).

VERY IMPORTANT: The selected action is performed on results that are checked in the results window, NOT the result that is highlighted as in this example:


In the example above, even though the Purchases.doc document is highlighted when you select the action, the action will be performed on any files that have the checkbox to the left of the name – NOT the one that is highlighted. Spirion will even tell you when you are attempting to perform this:
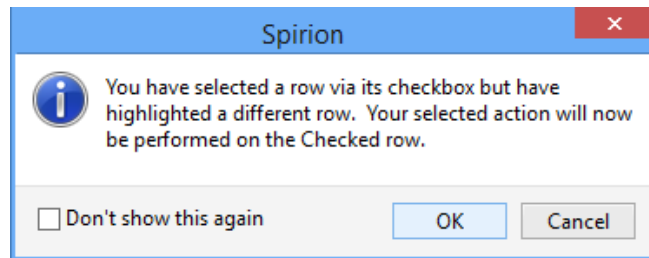

Click **OK** on this window and then if you wish to cancel the action because you were on the wrong result, you can cancel the action in the next window.

If you wish to check or uncheck all the results in the results window, click the check box displayed at the top of the results window:
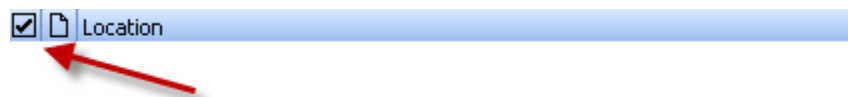

NOTE: Only the actions available for the selected result(s) will be available in the Actions menu. Therefore, if an action is grayed out, it means you cannot perform that action on the selected result(s):
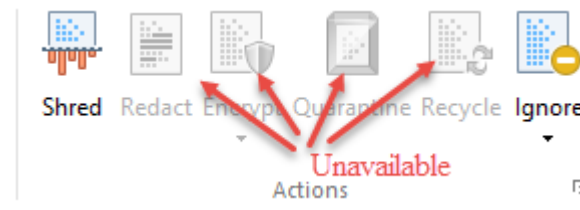
If you select multiple locations of different location types (i.e. Excel, Adobe PDF and text files), you may see this window telling you that

some actions will not be available (i.e. Redact). This will only happen if you haven't hidden the message by clicking on "Don't show this message again". Click **OK**:

<div style="border:2px solid black; text-align:center;">
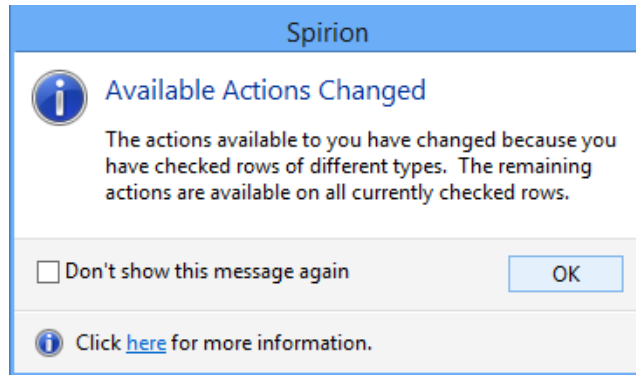
Important information about performing actions on files that contain sensitive data

Before you perform actions on locations in the results window, please see the Handling Spirion Results document. The document will guide you through the Action Decision Tree of when to use appropriate actions based on the Data Management Standard as documented in the Data Management Program.

</div>

Data Types
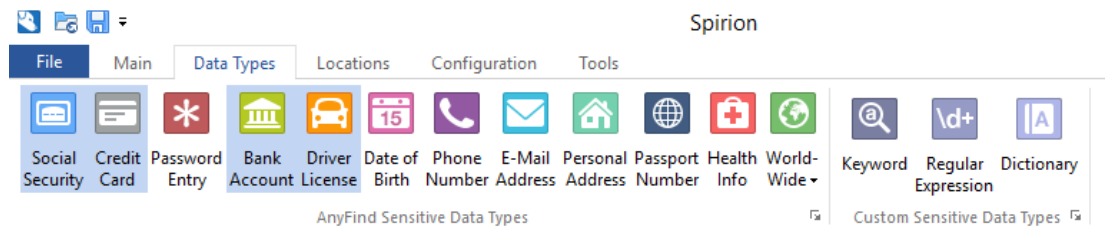
By default, DCL3 data types are already selected (Social Security, Credit & Debit Card, Bank Account and Driver License number.) The Spirion client has the ability to search for a wide range of other data types as well. Select the data types that you wish to search for by clicking each data type. The identity data types that are searched for will be highlighted in blue, as in the above example.

Locations
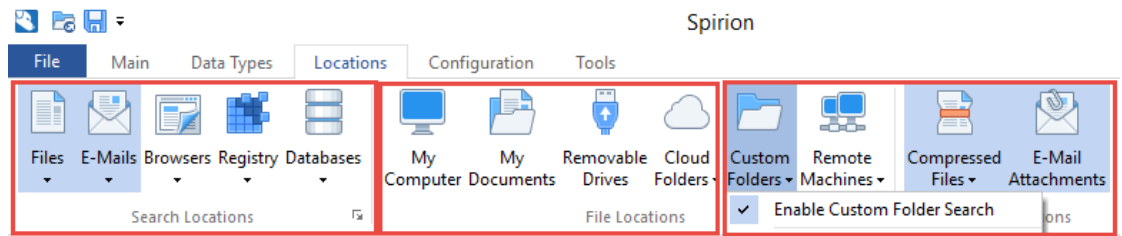
1) On the Locations tab, in the **Search Locations** section, select the location(s) you wish to search*:

   ***Locations shown are based on the location types you have been allowed to select. It may be different than the screenshot above. At least one search location must be selected (highlighted in blue)**

   ➢ If you wish to search files – click the top part of the Files button.
      - When performing a file search, try to close as many other applications that may lock files and prevent them from being searched when you start your search.
   ➢ If you wish to search email – click the top part of the E-Mails button.
      - A search of email will only search the mail you have stored locally on your workstation and not your entire O365 mailbox. To see what email is configured to be stored locally on your workstation, from Outlook, click File. Click Account Settings button, then select Account Settings… drop down. On the Email tab, double click your email. A slider then determines how much mail is stored locally on your workstation. It could be set to as little as 3 days all the up to All your mail.
      - Refer to our quick reference guide specifically for understanding how mail is searched.
   ➢ If you wish to search both file and email, make sure both are selected
      - See both notes above.
   ➢ If you will be using the Databases location (assuming it is an available location for your workstation), it is recommended to disable Files and Emails and just perform the database search. You'll notice when you disable Files and Emails, both File Locations and Location Options to the right are also disabled (My Computer, My Documents, etc and Compressed and Email Attachments) as those only apply when you are searching Files and Email locations. You will be prompted to configure the database type and connection string in order to search databases.

2) In the **Location Options** section, enable location options:

> ➢ Select **Compressed Files** to also search compressed files (recommended)
> ➢ Select **E-Mail Attachments** if you also wish to search attachments when performing an email search (recommended)

3) In the **File Locations** section, select the location you wish to search for identity data. NOTE: You can only select one location at a time.

> ➢ If you wish to search your local workstation, select "My Computer"
> ➢ If you wish to search your documents, select "My Documents"
> ➢ If you wish to search removable drives attached to your computer (i.e. DVDs, thumb drives, etc), select "Removable Drives" but make sure the removable drive has already been connected to your workstation prior to launching the Spirion client. If it has not, it won't be searched and you'll need to close the Spirion client, attach the removable media and launch the Spirion client again.
> ➢ NOTE: Do not enable the Cloud Folders location as it does not currently support OneDrive for Business and is only looking for personal OneDrive locations.
> ➢ You will want to use Custom Folders when you want to search multiple locations during one search (for example a thumb drive and your computer's hard drive) or when you want to search specific folders or locations that are not listed on the File Location tab (My Computer, My Documents or Removable Drives).
>
> Click the top part of the "Custom Folders" button to enable a Custom Folder search, then use the dropdown under Custom Folders to customize the folder list:
>
>> 1. Enter custom locations to include or exclude in the **Folder** field and click the **Add** button. (If you wish to exclude a location from being searched, before clicking Add – check **Add as Exclusion**). You may want to exclude a certain subfolder from being searched. For example: You add the X:\ drive but want to exclude an X:\SoftwareExecutable folder that is below the X:\ drive because it does not contain data that may contain DCL3 data.
>>
>> 2. When you are done entering your locations, click the **OK** button.
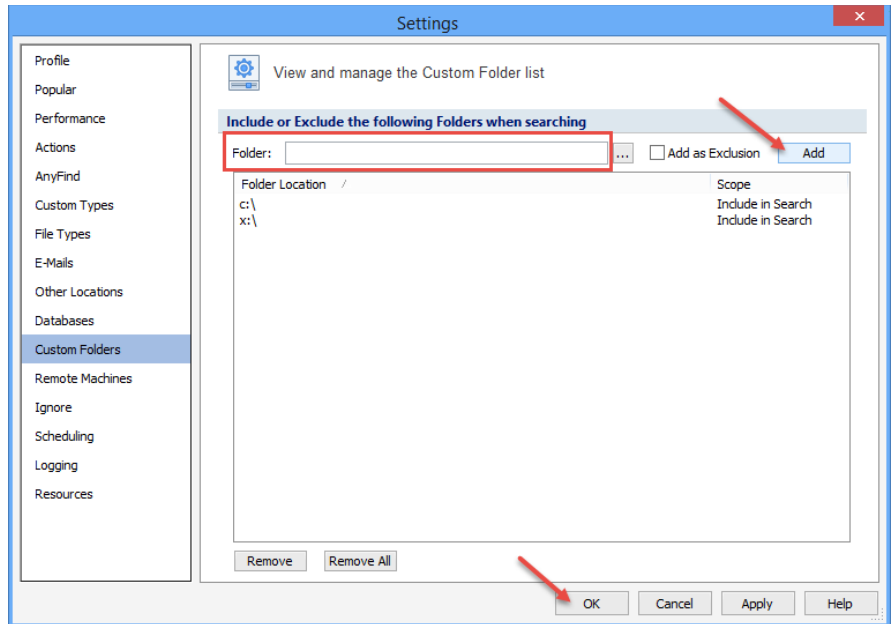
Note that once you customize the folder list, it will be saved each time you launch Spirion, so you can make changes to it as needed or remove all customized folder locations by clicking **Remove All.**

Configuration
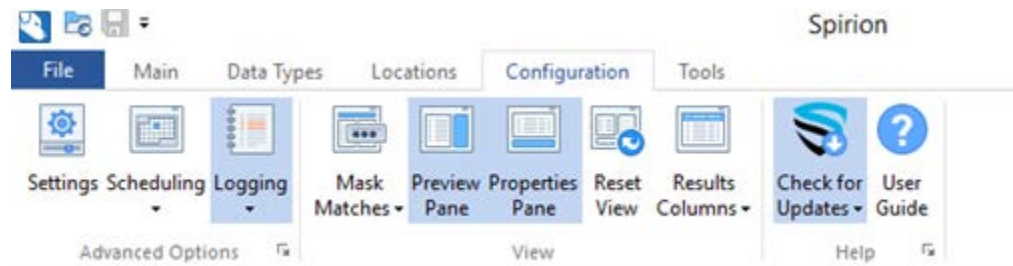
The most common reason you would come to the **Configuration tab** would be during reviewing of results to configure the results screen. For example, if you wanted to hide/display the preview or properties panes or customize the fields in the results window (Results Columns). You may also mask matches in the results window if you do not wish to see identities displayed, but be sure to also disable the preview pane as the match would still be displayed in the preview pane.

You should not need to use the Scheduling button as your institution should have automated scheduled searches that are not configurable nor viewable using the Scheduling button. Refer to your local IT for information on scheduled searches.

In the Help section on the right, nothing needs to be done with the Check for Updates section but if you are looking for online user guides, you may click "User Guide" to launch it.

Tools
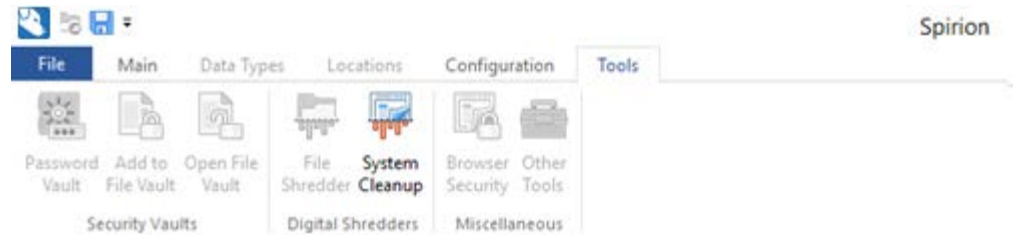
Spirion's performance can be improved by removing unnecessary or temporary files from your workstation. Also, removing unnecessary/temporary locations prior to performing a search prevents temporary data from showing up in results. If this occurs, the temporary data would need to be cleaned up and another search run to make sure no temporary data exists with identity data in it (temporary files are created when you open files and if the file contains DCL3 data, the temporary file also contains DCL3 data).

NOTE: Users who are under any type of litigation hold must not run cleanup tools on their workstation.

NOTE: Certain tools (e.g. McAfee Application Control) may prevent you from removing temporary files that are whitelisted. Please see the document **Optional Disk Cleanup Procedure** for an optional tool to use when you cannot use the Spirion System Cleanup Tool or contact your local IT if you are unable to fully cleanup temporary data that contains identity data.

How to use the Spirion System Cleanup Tool:

1. Close any web browser windows (i.e. IE, Firefox) you may have open.
2. Click the **System Cleanup** button from the Tools tab.
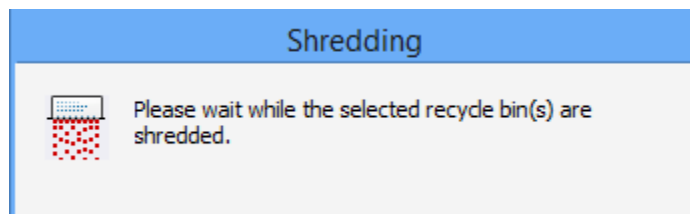3. In the Spirion Security Tools window, enable the following locations:
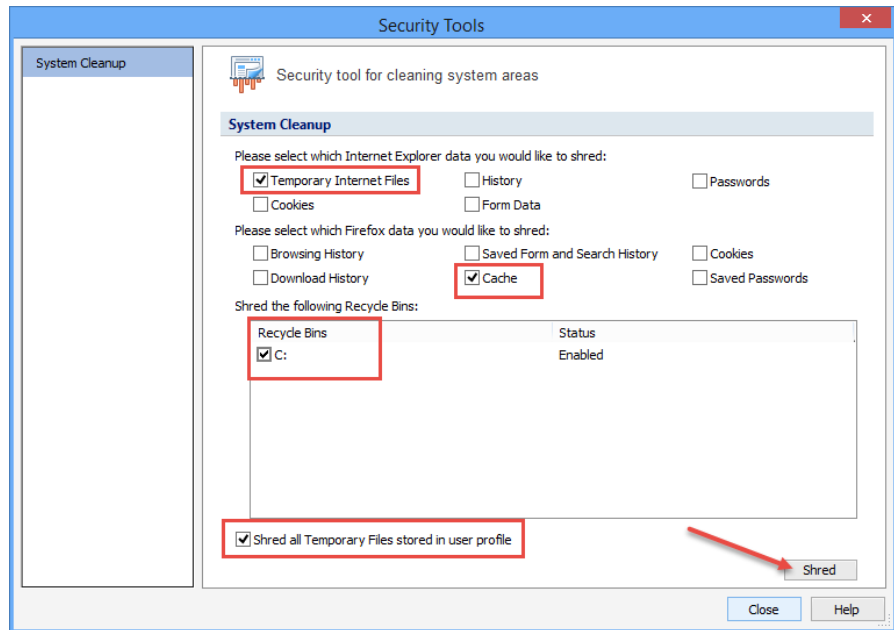
Then click **Shred.**

4. In the Confirm System Cleanup window, it tells you it may take a long time to complete. Click **Yes** to start the cleanup process:
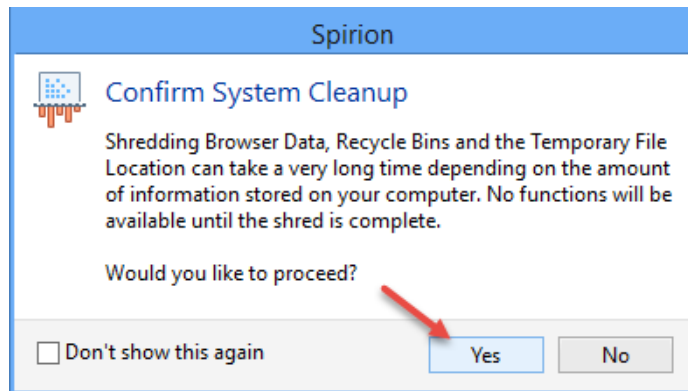
5. While the tool is cleaning up, you will see a status window that shows what the tool is currently doing:

6. If the tool was successful, you will see a similar window to the following and you can click **OK** and click **Close** on the Security Tools window and proceed to running a search.
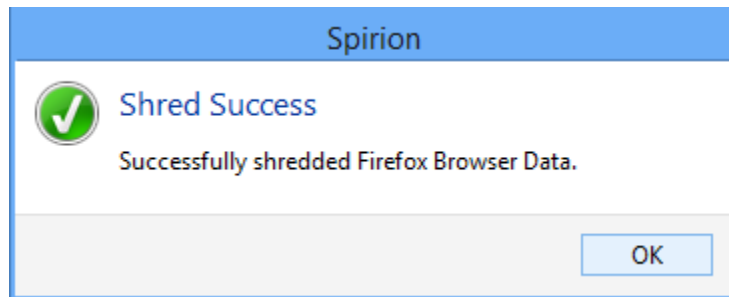
The Status Window

During or after a search, the Status Window is displayed in front of the Spirion Interface. It shows information about the search. You can gather a lot of information from the status window. If the status window is not displayed, you can manually display it by clicking **Main – Status Window** if a search is currently running or you opened a Spirion result file.

This is what the status window looks like after a search is complete:

You can see that the search has completed. It took 7 minutes 49 seconds to complete. The search located 12 locations containing a total of 51 matches. The locations and matches are broken down into categories in highlighted sections 2 and 3.

The highlighted section 2 shows the location types where matches were found. You can tell from this summary that on the locations tab – the **Files** location type was selected and the **Compressed Files** option was enabled.

The highlighted section 3 shows what identities data types were selected and how many were found.

The Search Summary Window

After a search completes, you will see the Search Summary Window if results were found:
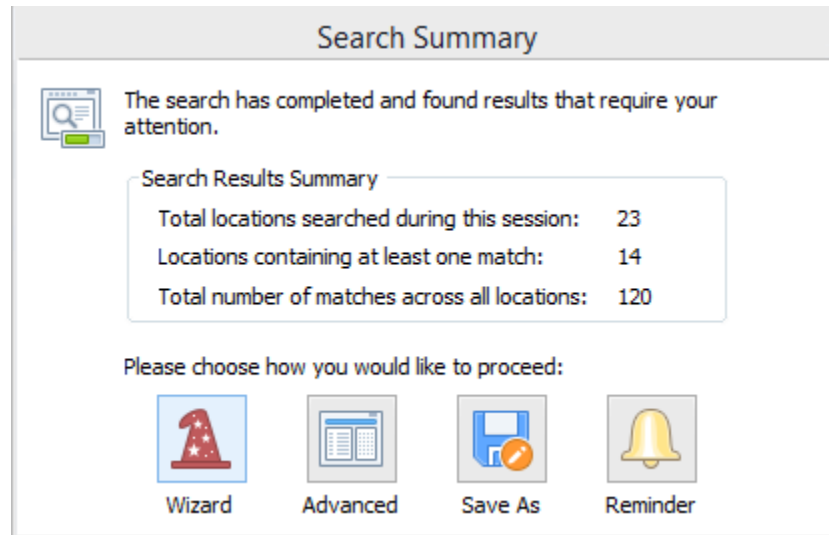
Your options may be different from what is displayed above, i.e. you may not have all the options available to you. You will see the search summary details as well as the following actions available:

Advanced   *recommended*

> Use this option to work with your search results using the results window, preview pane and the Actions section from the Main tab. When you click **Advanced**, the Search Summary window goes away and you'll be able to use the Spirion interface.

> To learn how to work with Spirion results see the **Handling Spirion Results** document.

Wizard

> If you wish to be walked through your results one location at a time, select the Wizard option. It will ask you what action you would like to perform on checked or selected items in the results window as described above in the **Tabbed Menu** section. To learn how to work with Spirion results refer to the **Handling Spirion Results** document.

> After you have performed actions on all locations and clicked the **Finish** button, the wizard will ask if you would like to schedule a regular search. We do not

recommend doing user scheduled searches in addition to the system scheduled search that already occurs.

Save As

You may wish to save the results to be opened at another time. Browse to the location you wish to save your search results to. You can select to save the results as an *.idf file which is the default Spirion file type – this is the type of file you can open using the Spirion client and have the results displayed in the results window and preview pane. You can then perform actions on results if the results are saved as a Spirion (*.idf) file type.

You may also save the results as a clear text HTML or comma delimited file – but these results cannot be opened by the Spirion client in order to have actions performed on the results. **NOTE: If the results contain identities, you should not save results data in this format.**

Reminder

You may wish to have the Spirion client minimized for a specific amount of time (5 minutes, 30 minutes, 1 hour, etc.). After the amount of time selected has passed, the Spirion results will be displayed.

Search Types

There are two types of searches that can be performed: Scheduled searches and User-initiated searches.

As described in the previous section, you can perform your own searches by configuring the tabbed menus and searching locations for identity data types. These are known as **user-initiated searches**. There is also another type of search that can be scheduled by the enterprise console that performs searches with preconfigured settings either in the background or when a user logs onto their workstation. These are known as **scheduled searches.** Both search types are described below.
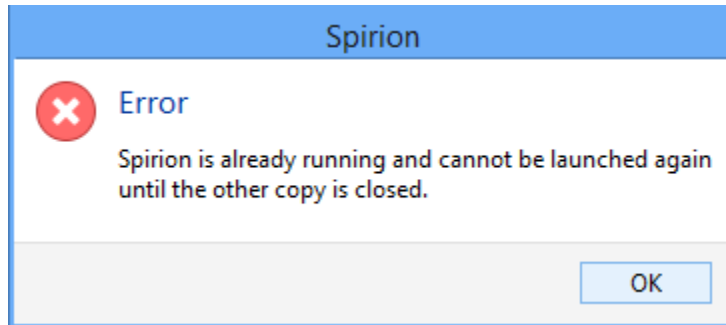
Scheduled searches

Scheduled searches run without user interaction. These searches can be setup to scan your workstation's hard drive, your network shares, your E-mail, etc. The results of these searches are saved in a specified folder on your hard drive. For more information about scheduled searches, contact your local IT department.

There are two types of scheduled searches: those that run with default system privileges and those that run with the privileges of the logged-on user permissions (i.e. yours). Searches that run with default system privileges can run when a user is not logged onto the system – running off hours as to not impact the user during working hours. These

searches can only scan the workstation's hard drive. Searches performed with the privileges of the logged-on user can scan the user's remote shares and E-mail, but have to run when the user is logged onto the system.

If a scheduled search is running on your system, you will not be able to launch the Spirion client to run a user-initiated search or perform actions on results until the scheduled search completes. If a search is running on your workstation, you will see this error when you attempt to launch the client:

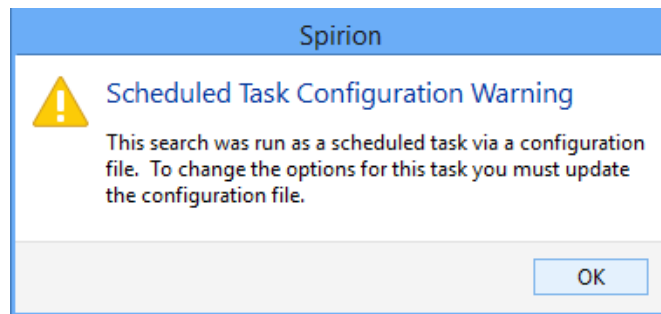**Interacting with Scheduled Searches**

You may see the Spirion icon in your sys tray when a search is running.

You may be able to double-click this icon to launch the Spirion client **as the search is running.** You will see the results window being populated as the search locates sensitive data. You can see that a search is ongoing by looking at the summary info at the bottom of the client:
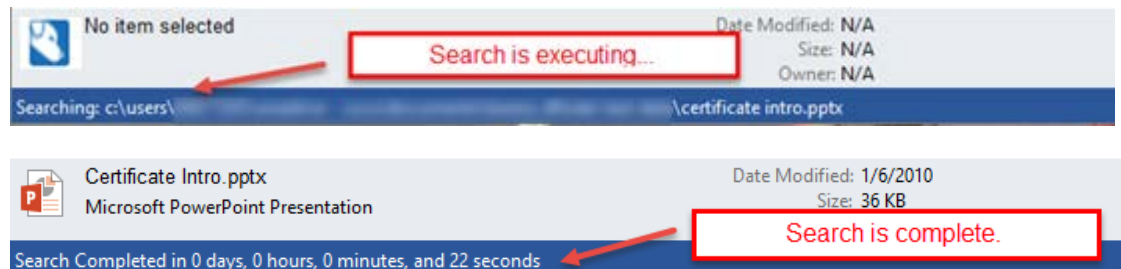
NOTE: If you double-click the Spirion icon in the systray and launch the Spirion client while a scheduled search is executing and then close the Spirion client – you will be cancelling the scheduled search. Instead, you should minimize the Spirion client in order to let it complete the scheduled search.

If you attempt to modify any settings, you will see the following warning letting you know that it was launched from a scheduled search and you won't be able to modify search settings:

Spirion

⚠ Scheduled Task Configuration Warning
This search was run as a scheduled task via a configuration file. To change the options for this task you must update the configuration file.

OK

Searches running with the default system account privileges do not show the Spirion client in the sys tray. You will only know it is running because you see the error that another search is already running when you attempt to launch Spirion client. You will have to wait for the search to complete before you can launch the Spirion client.

For more information on what scheduled searches are being performed and where to find the results from these scheduled searches, contact your local IT department.

User –initiated searches

You can perform your own searches by configuring the appropriate settings on the **Data Types** tab, then the **Locations** tab. Refer to the **Searching with the Spirion Client** document for step-by-step instructions on how to configure the settings to perform common searches. For example, you can search for DCL3 data on your local workstation and in your email, you can search for DCL3 data on removable media (CDs and DVDs) or you can search for DCL3 data in your network share.