

Workshare Detect Server User Guide

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Chapter 1: Introducing Detect Server

This chapter introduces Workshare Detect Server, providing an overview of how it works and the reports available. It includes the following sections:

- **What is Detect Server?**, page 5, introduces Detect Server.
- **Detect Server Reports**, page 6, describes the reports available with Detect Server.

What is Detect Server

Workshare Detect Server monitors patterns of matter file distribution in the mail flow and detects risk. It enables compliance admins to monitor outgoing emails, giving them the information they need to analyze data security breaches.

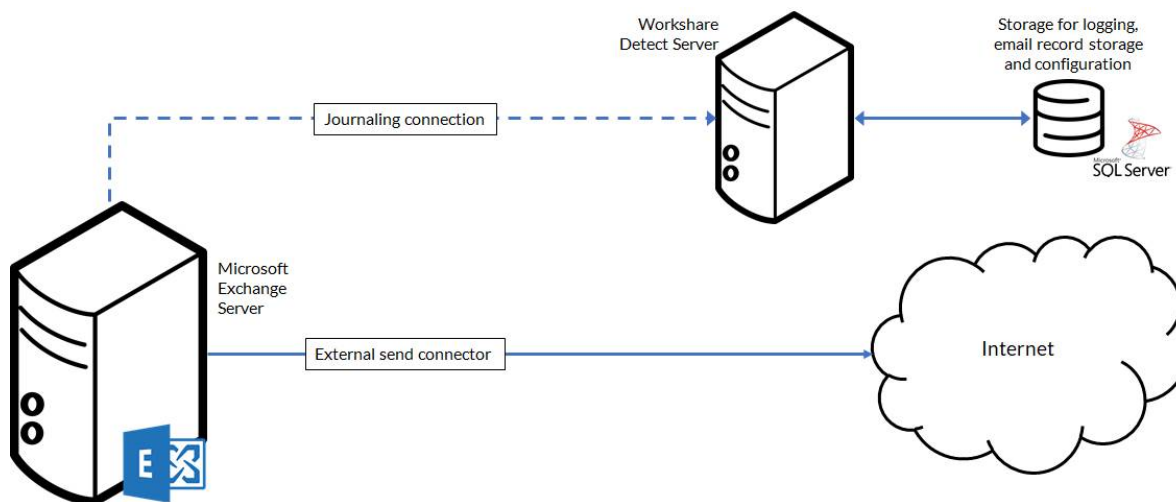
Detect Server captures a copy of all emails sent outside the company and stores information about every email and its attachments. Compliance admins can then run reports on the data, so they can analyze the information and implement policy accordingly.

For example, Detect Server stores information about all custom properties found in an attachment. This could be custom properties automatically added by a DMS or manually added by a user. Compliance admins can trace all documents sent out that included a specific custom property and identify who sent that document.

Comprehensive filtering of this large amount of data enables compliance admins to identify a problem, get to the root of it quickly and, consequently, react to data breaches promptly.

Detect Server is adaptable and configurable, tackling data protection without risk to email flow:

- Monitor emails, without blocking
- React quickly to discover the source of data leaks
- Check the email activity of departing employees
- Comply with data protection regulations



Detect Server Reports

The raw data collected by Workshare Detect Server can be viewed in five different reports.

- **Free domains:** Differentiate between appropriate and inappropriate matter file sharing to non-corporate email domains.
- **Individual investigation:** Audit every mailbox against 40 legal-specific risk profiles that identify where matter files are being shared outside of policy.
- **Ethical wall violations:** Highlights anomalies in sharing of matter files to personal email accounts and across the boundaries of ethical walls.
- **Client audit:** Satisfy strict client auditor requirements with notification and tracking of anomalies on a per client basis.
- **Metadata risk:** View all email traffic where high-risk metadata is present in matter files shared outside firm.

Currently, built-in visualization is available for the free domains report and client audit report. The other reports require Tableau.

Note: Tableau is a data visualization tool that simplifies raw data into an easily understandable format.

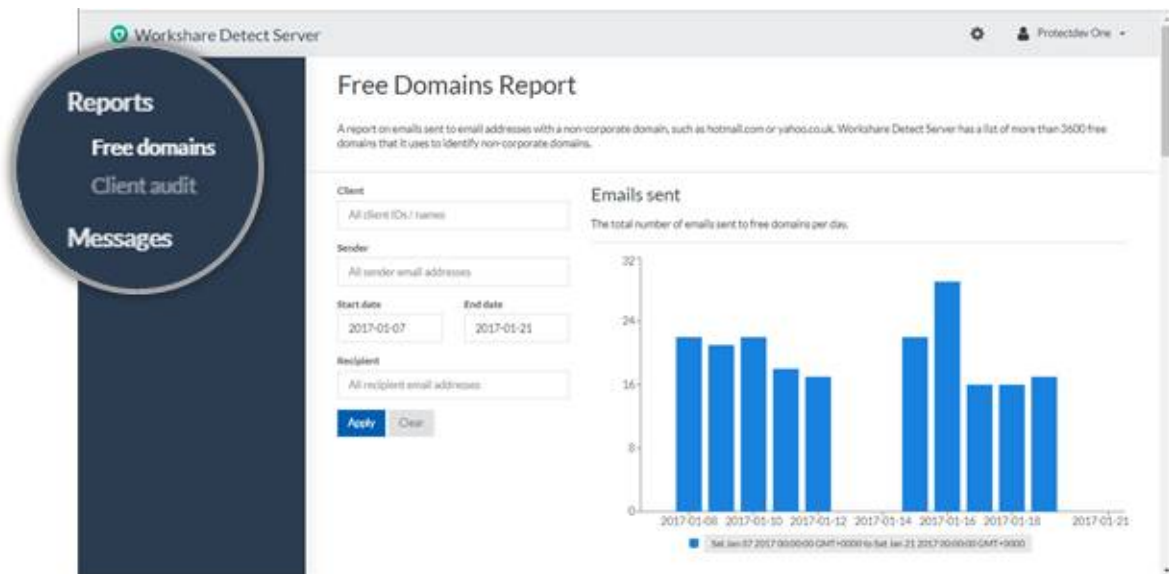
Detect Server Web Console

Detect Server includes a web console where you can view reports as well as configure settings. Access to the Detect Server web console is via any browser.

To access the Detect Server web console:

1. Open a web browser and enter `http://[URL to Detect Server]` in the address bar. During installation, the Detect Server URL is automatically generated in the format `http://localhost/detect-server`. The login page is displayed.

2. Enter your login credentials and click **OK**. The Workshare Detect Server web console is displayed.



In the left panel, you can see the reports available.

Chapter 2: Reporting

This chapter describes the reports available with Workshare Detect Server, providing a detailed description of the free domains report. It includes the following sections:

- **Introducing Detect Server Reports**, page 9, introduces Detect Server reports.
- **Free Domains Report**, page 9, provides a complete description of the free domains report including how to access it, the information available and how to filter the data.
- **Client Audit Report**, page 9, provides a complete description of the client audit report including how to access it, the information available and how to filter the data.

Introducing Detect Server Reports

Workshare Detect Server aims to provide a clear view into your firm's email traffic to allow you to recognize and flag anomalies and patterns of interest. The information gathered needs to be easily consumable, and Detect Server reports are being built into the product for ease of use.

In the current 1.8 release, two reports (free domains and client audit) are included within Detect Server. All other reports will require the installation of Tableau Server.

Free Domains Report

What is a free domains report?

The free domains report is a report on all emails sent to email addresses with a non-corporate domain, such as hotmail.com or yahoo.co.uk.

Note: A non-corporate domain is any domain of any email service provider where users can sign up and get an email address without being affiliated with the provider professionally.


The free domains report enables you to monitor all instances of confidential matter documents being sent to email recipients in free email domains.

Detect Server has a list of more than 3000 free domains that it uses to identify non-corporate domains. You can edit this list and add further free domains specific to your region or requirements.

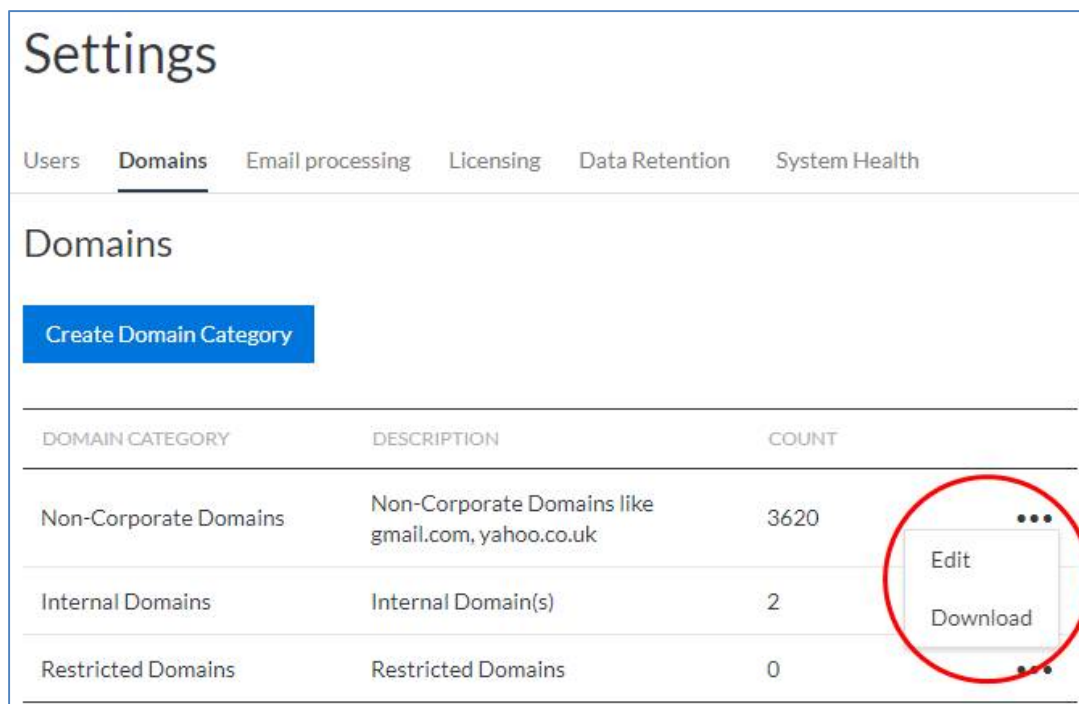
Configuring the free domains report

Detect Server comes with a default of over 3000 free domains. You can add to this list and customize it to suit your own circumstances.

To edit the free domains list:

1. [Log into](#) the Detect Server web console.
2. Click the settings icon .

3. In the Settings page, select the **Domains** tab.



Settings

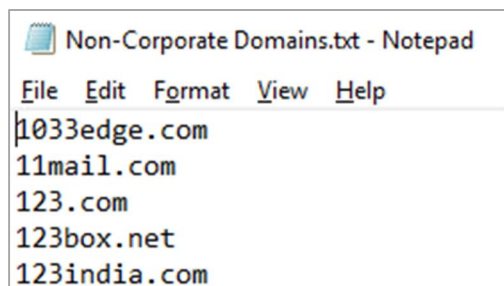
Users **Domains** Email processing Licensing Data Retention System Health

Domains

Create Domain Category

DOMAIN CATEGORY	DESCRIPTION	COUNT
Non-Corporate Domains	Non-Corporate Domains like gmail.com, yahoo.co.uk	3620
Internal Domains	Internal Domain(s)	2
Restricted Domains	Restricted Domains	0

4. Click the menu to the right of **Non-Corporate Domains** and select **Download**. A text file of free domains is downloaded.
5. Open the text file and add additional free domains to the list. Each domain must be on its own line.



6. Once you have finished editing the list, save the file.

7. In the **Domains** tab, click the menu to the right of **Non-Corporate Domains** and select **Edit**.

Edit Category

Name (required)	<input type="text" value="Non-Corporate Domains"/>
Description	<input type="text" value="Non-Corporate Domains like gmail.com, yahoo.co.uk"/>
Domain List	<input type="button" value="Choose file"/> No file chosen

Supports .txt files. One domain entry per line

8. Click **Choose file**, browse to the text file saved in step 6 and click **Open**.
9. Click **Confirm**. The updated list of free domains is uploaded to Detect Server.

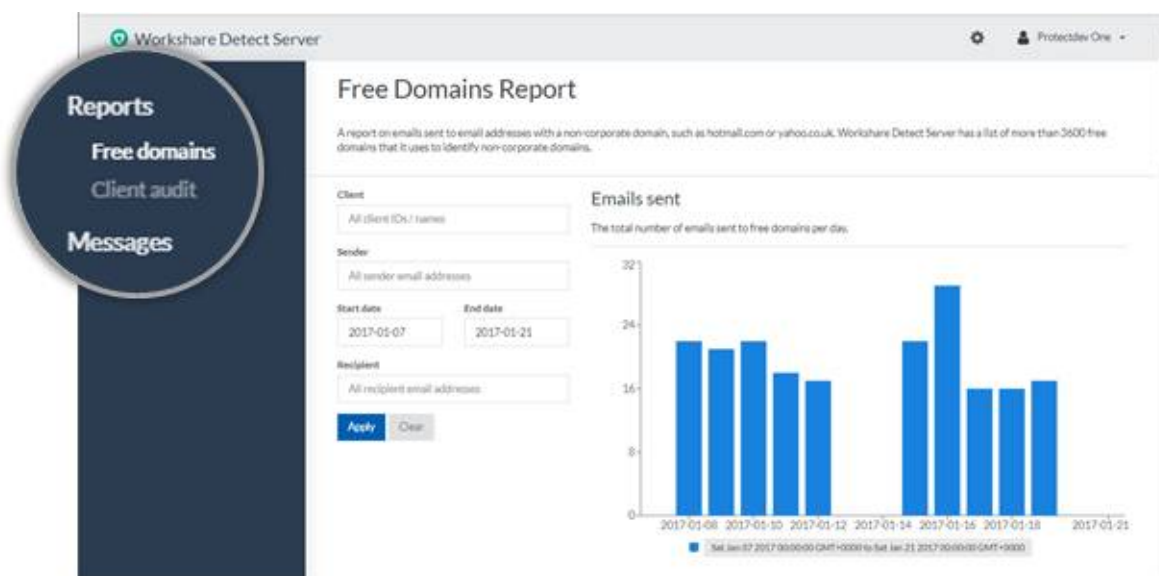
Now when creating reports Detect Server will use the updated list of free domains to identify non-corporate domains.

How can I access the free domains report?

The free domains report is available from the Detect Server web console.

To access the free domains report:

1. Log into the Detect Server web console.
2. Under Reports in the left panel, select **Free domains**.



The free domains report is displayed on the right. By default, all email data for the last two weeks is shown. You can filter this according to date, client ID, recipient and sender.

What information does the free domains report provide?

By default, the free domains report provides data on all emails sent to free domains over the last two weeks. You can filter the data using the filter options or by drilling into specific items in the report.

To filter the free domains report:

In the filter area, select or specify your filter options.

Client

Sender

Start date **End date**

Recipient

You can specify one or many of the different filter options:

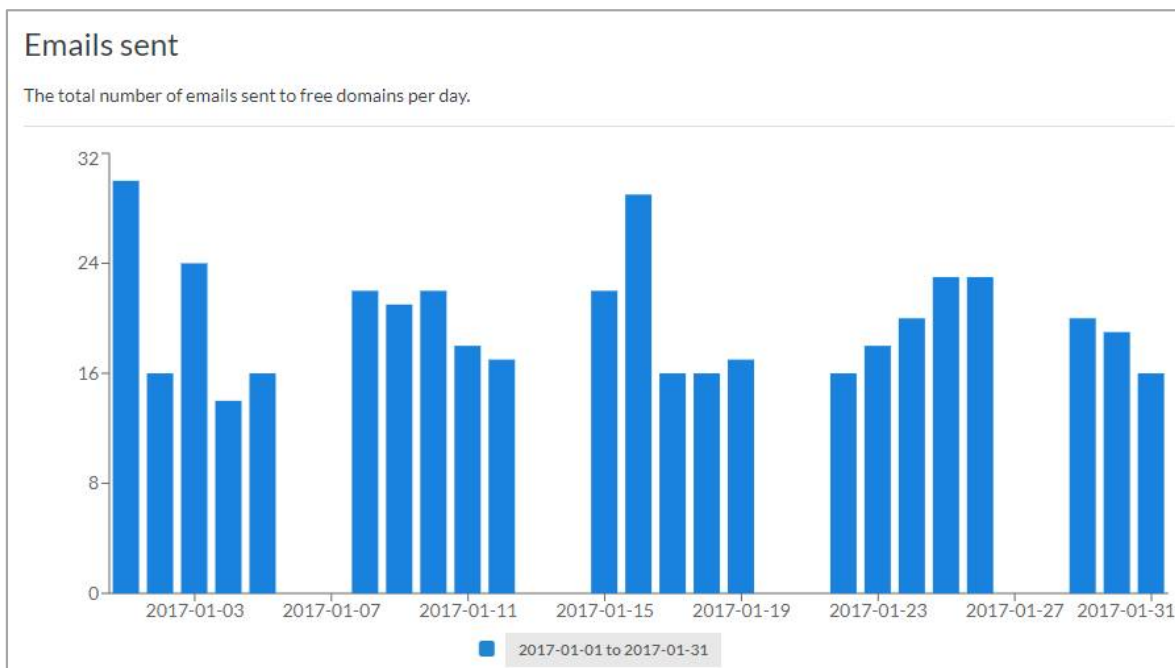
Client	Enter a client name or matter ID to focus on emails relating to a particular client or matter.
Sender	Enter an email address of a sender to focus on emails sent from a particular person.
Start date/End date	Select a date range to focus on emails sent during a particular period.
Recipient	Enter an email address of a recipient to focus on emails sent to a particular person.

Click **Apply**. The report is updated to display only the data relevant to your selected filter.

You can adjust the filter options at any time and click **Apply** and the report is updated. You can also filter by clicking directly within the information displayed on the right hand side.

The different areas of the free domains report are described in the following sections.

Emails sent graph



The Emails sent graph shows the total number of emails sent to free domains per day that match the filter options selected.



When you hover over an individual day, the tooltip provides information for that day.

Clients table

Clients				
Data arranged by the client referenced in the attachments of emails sent to free domains. Clients may be listed by client ID or name.				
CLIENT ID/NAME	# EMAILS ▼	# DAYS	# MATTERS	# SENDERS
No Client Linked	100	5	1	10
LEUSCHKEROSENBAUM	22	8	3	2
LEGROSSTARK	18	7	2	2
BREKKEBLOCK	17	8	2	2
LEFFLERINC	15	8	2	2

The Clients table presents the data according to the client referenced in the attachments of emails sent to free domains. Clients may be listed by client ID or name.

For each client, you can see the following information:

- # Emails** The total number of emails referencing the client sent to free domains during the selected period.
- # Days** The total number of days that emails referencing the client were sent to free domains during the selected period.
- # Matters** The total number of matters also referenced in the emails referencing the client sent to free domains during the selected period.
- # Senders** The total number of senders that sent emails referencing the client to free domains during the selected period.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.


The **No Client Linked** entry shows how many emails were sent with non-matter documents (attachments without any client information).

Tip! *It's best practice to tag every important document with the client and matter ID.*

If you want to look at the free domains report from a client perspective, click a particular client and that re-filters the data based on the client. Each area of the report now reflects only that client.

Clients

Data arranged by the client referenced in the attachments of emails sent to free domains. Clients may be listed by client ID or name.

	CLIENT ID/NAME	# EMAILS ▾	# DAYS	# MATTERS	# SENDERS
	LEGROSSTARK	18	7	2	2

Similarly, if you used the filter options to search for a particular client then only that client will be shown in the table and the free domains report displays only the data relevant to the selected client.

Note: Click the  next to the selected client to clear the filter. The report displays data for all clients again.

Senders table

Senders

Data arranged by the email addresses that sent emails to free domains.

SENDER EMAIL ADDRESS	# EMAILS ▾	# DAYS	# CLIENTS	# MATTERS
nedra.pfeffer@tremblayhamill.org	59	22	19	19
soledad.rolfson@tremblayhamill.org	58	21	17	20
araceli.bode@tremblayhamill.org	56	20	16	18
brain.nienow@tremblayhamill.org	51	22	12	15
orpha.medhurst@tremblayhamill.org	46	21	14	16


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The Senders table presents the data according to who sent the email and the entries show the email address of the people who sent email to free domains.

For each sender, you can see the following information:

- # Emails** The total number of emails the sender sent to free domains during the selected period.
- # Days** The total number of days the sender sent emails to free domains during the selected period.
- # Clients** The total number of clients referenced in the emails the sender sent to free domains during the selected period.
- # Matters** The total number of matters also referenced in the emails the sender sent to free domains during the selected period.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

If you want to look at the free domains report from a sender perspective and see what emails a particular person has been sending, click a sender and that re-filters the data based on the sender. Each area of the report now reflects only that sender.

Senders

Data arranged by the email addresses that sent emails to free domains.

	SENDER EMAIL ADDRESS	# EMAILS ▼	# DAYS	# CLIENTS	# MATTERS
	nedra.pfeffer@tremblayhamill.org	59	22	19	19

Similarly, if you used the filter options to search for a particular sender then only that sender will be shown in the table and the free domains report displays only the data relevant to the selected sender.

Note: Click the  next to the selected sender to clear the filter. The report displays data for all senders again.

Recipients table

Recipients				
Data arranged by the free domain email addresses that received emails.				
RECIPIENT EMAIL ADDRESS	# EMAILS ▾	# DAYS	# CLIENTS	# MATTERS
soledad.rolfson@gmail.com	17	5	11	12
uriah.schoen@gmail.com	14	5	11	11
nedra.pfeffer@gmail.com	13	5	10	10
santiago.white@gmail.com	13	5	11	12
brain.nienow@gmail.com	10	5	6	6

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The Recipients table presents the data according to who received the email and the entries show the free domain email address of the people who received the email.

For each recipient, you can see the following information:


- # Emails** The total number of emails sent to the recipient during the selected period.
- # Days** The total number of days the recipient received emails during the selected period.
- # Clients** The total number of clients referenced in the emails the recipient received during the selected period.
- # Matters** The total number of matters also referenced in the emails the recipient received during the selected period.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

If you want to look at the free domains report from a recipient perspective and see what emails a particular free domain email address received, click a recipient and that re-filters the data based on the recipient. Each area of the report now reflects only that recipient.

Recipients

Data arranged by the free domain email addresses that received emails.

	RECIPIENT EMAIL ADDRESS	# EMAILS ▼	# DAYS	# CLIENTS	# MATTERS
	soledad.rolfson@gmail.com	17	5	11	12

Similarly, if you used the filter options to search for a particular recipient then only that recipient will be shown in the table and the free domains report displays only the data relevant to the selected recipient.



Note: Click the  next to the selected recipient to clear the filter. The report displays data for all recipients again.

Free domains table

Free domains

Data arranged by the free domains that form part of the recipient email address.

RECIPIENT EMAIL DOMAIN	# EMAILS ▼	# DAYS	# CLIENTS	# MATTERS
gmail.com	378	23	79	141
sp.nl	8	4	1	1
mochamail.com	4	4	1	1
mail2v.com	3	2	1	1
telerymd.com	3	3	1	1


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The Free domains table presents the data according to the free domain part of the email address that emails have been sent to.

For each free domain, you can see the following information:

# Emails	The total number of emails sent to the free domain during the selected period.
# Days	The total number of days the free domain received emails during the selected period.
# Clients	The total number of clients referenced in the emails sent to the free domain during the selected period.
# Matters	The total number of matters also referenced in the emails sent to the free domain during the selected period.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

You cannot filter the free domains report by the individual free domains.

Email details table

Email details			
Details of each email sent to a free domain in date order (most recent first).			
SENT TIME ▼	SENDER	SUBJECT	RECIPIENTS
Jan 12, 2017 10:41 PM	josh.walsh@tremblayhamill.org	Est sunt cum deserunt.	kory.levfller@gmail.com, oran.crooks@prontomail.com, jed.macejkovic@space-travel.com
Jan 12, 2017 10:41 PM	josh.walsh@tremblayhamill.org	Est sunt cum deserunt.	kory.levfller@gmail.com, oran.crooks@prontomail.com, jed.macejkovic@space-travel.com
Jan 12, 2017 8:04 PM	luigi.hahn@tremblayhamill.org	Commodi beatae odit nostrum quos fuga.	burley.schroeder@bostonoffice.com, forest.waelchi@gmail.com, jessie.fritsch@gmail.com

The Email details table lists the specific emails that were sent to free domains. The emails are listed in date order with the most recent first.

Workshare Detect Server doesn't hold sensitive customer data so the report doesn't link to the actual emails or their attachments.

For each email, you can see the following information:

Sent time	The date and time the email was sent.
Sender	The email address of the person sending the email.
Subject	The information appearing in the subject line of the email.
Recipients	The email address of the people the email was sent to.

Client ID/Name	The client ID or name referenced in the attachments to the email.
Email Risk	The level of risk Detect Server assigns to this email.
Attachments	The file names of the attachments of the email.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

Client Audit Report

What is a client audit report?

The client audit report enables you to monitor email activity on a per client basis. It's a report on all emails sent to and from a law firm, covering every client a law firm works with.

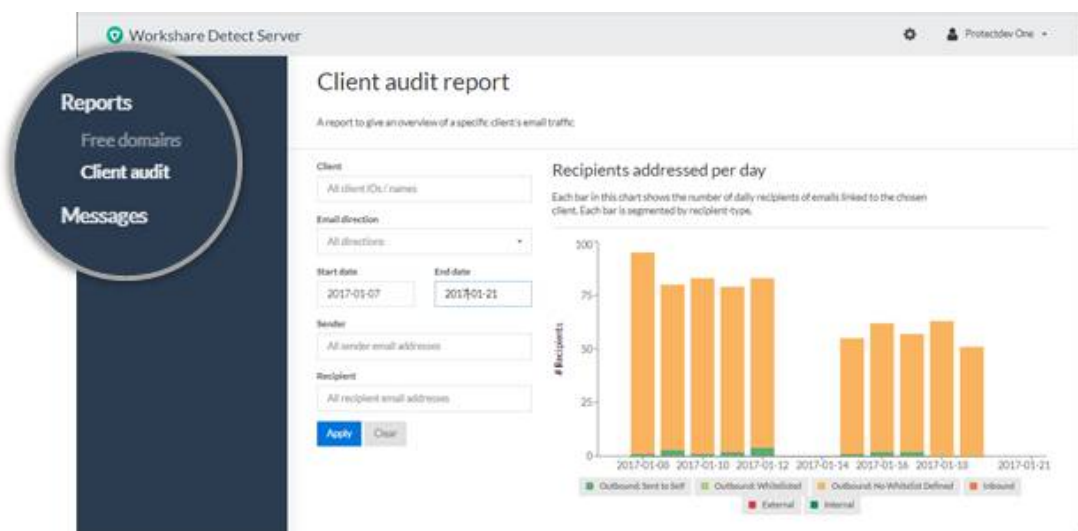
The client audit report enables the law firm to respond to client requests that ask for information detailing all activity connected to their documents. It provides the law firm with a mechanism to filter all data based on an individual client and to see exactly what emails were sent and to whom that included attachments referencing a particular client matter.

How can I access the client audit report?

The client audit report is available from the Detect Server web console.

To access the client audit report:

1. Log into the Detect Server web console.
2. Under Reports in the left panel, select **Free domains**.



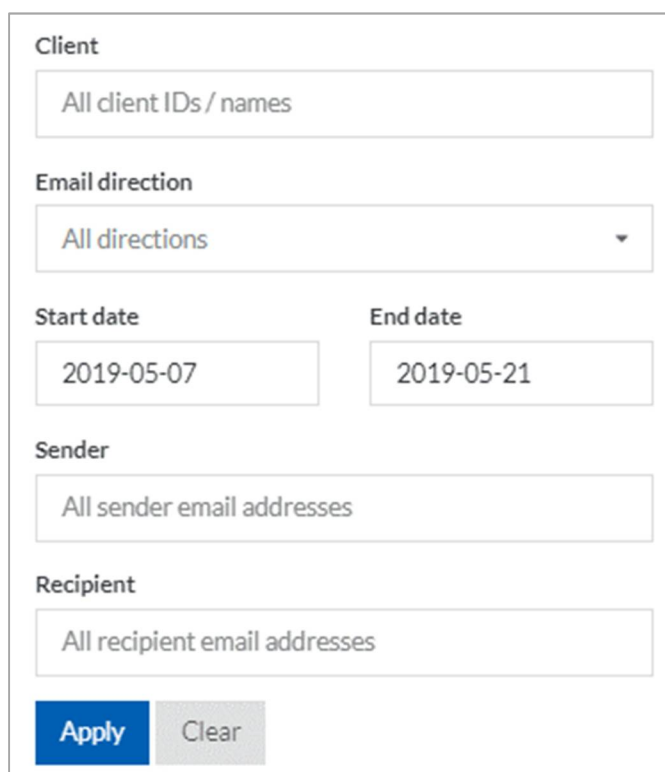
The client audit report is displayed on the right. By default, all email data for the last two weeks is shown. You can filter this according to date, email direction, client ID, recipient and sender.

What information does the client audit report provide?

By default, the client audit report provides data on all emails sent to all clients over the last two weeks. You can filter the data using the filter options or by drilling into specific items in the report.

To filter the client audit report:

1. In the filter area, select or specify your filter options.



The screenshot shows a filter interface with the following fields and controls:

- Client:** A text input field containing "All client IDs / names".
- Email direction:** A dropdown menu showing "All directions" with a downward arrow.
- Start date:** A date input field containing "2019-05-07".
- End date:** A date input field containing "2019-05-21".
- Sender:** A text input field containing "All sender email addresses".
- Recipient:** A text input field containing "All recipient email addresses".
- Buttons:** A blue "Apply" button and a grey "Clear" button.

2. You can specify one or many of the different filter options:

Client: Enter a client name or matter ID to focus on emails relating to a particular client or matter. The client or matter information is taken from the client/matter custom property designated during the install of Detect Server.

Email direction: Select which particular emails you want to focus on::

- **Outbound: Sent to Self:** Emails sent from the firm, from a senders work email to their private email.
- **Outbound: Whitelisted:** Emails sent from the firm, to an approved email address (often set up as part of outside counsel guidelines)

- **Outbound: No Whitelist Defined:** Emails sent from the firm, to an email address not on the approved list
- **Inbound:** Emails sent **into** the firm
- **External:** Emails sent from an external sender to an external sender
- **Internal:** Emails sent from an internal sender to an internal sender

Start date/End date: Select a date range to focus on emails sent during a particular period.

Sender: Enter an email address of a sender to focus on emails sent from a particular person.

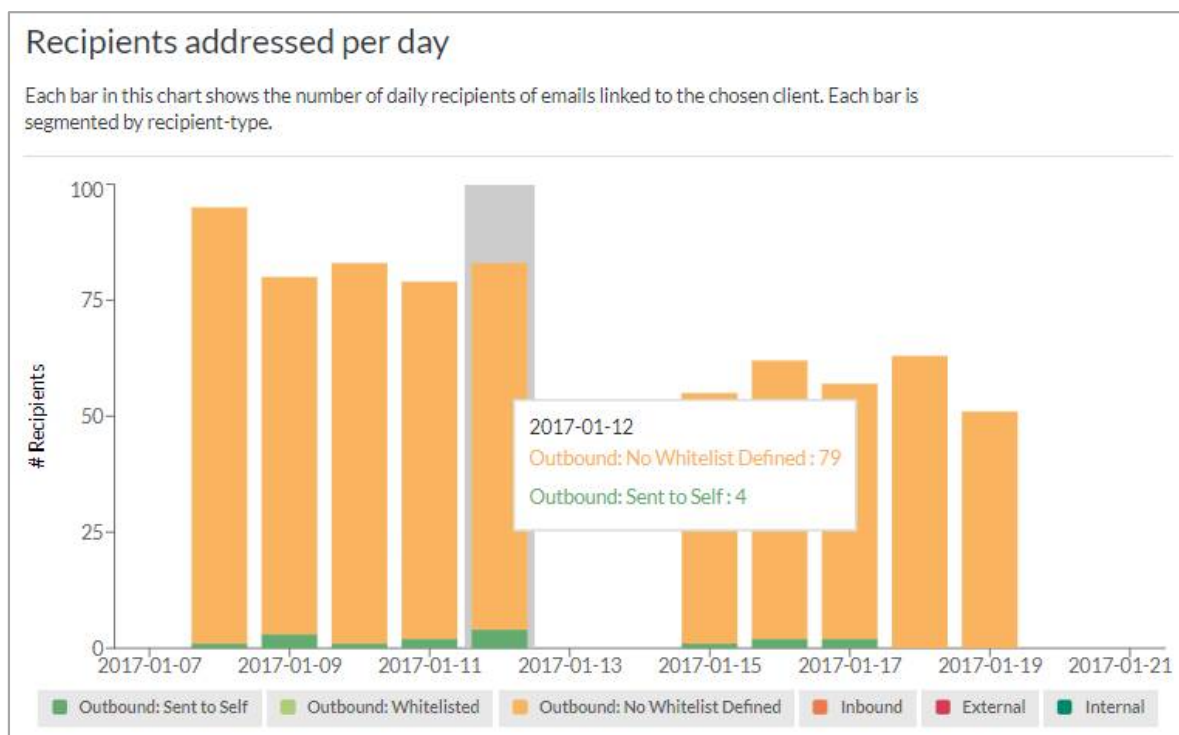
Recipient: Enter an email address of a recipient to focus on emails sent to a particular person.

3. Click **Apply**. The report is updated to display only the data relevant to your selected filter.

You can adjust the filter options at any time and click **Apply** and the report is updated. You can also filter by clicking directly within the information displayed on the right hand side.

The different areas of the client audit report are described in the following sections.

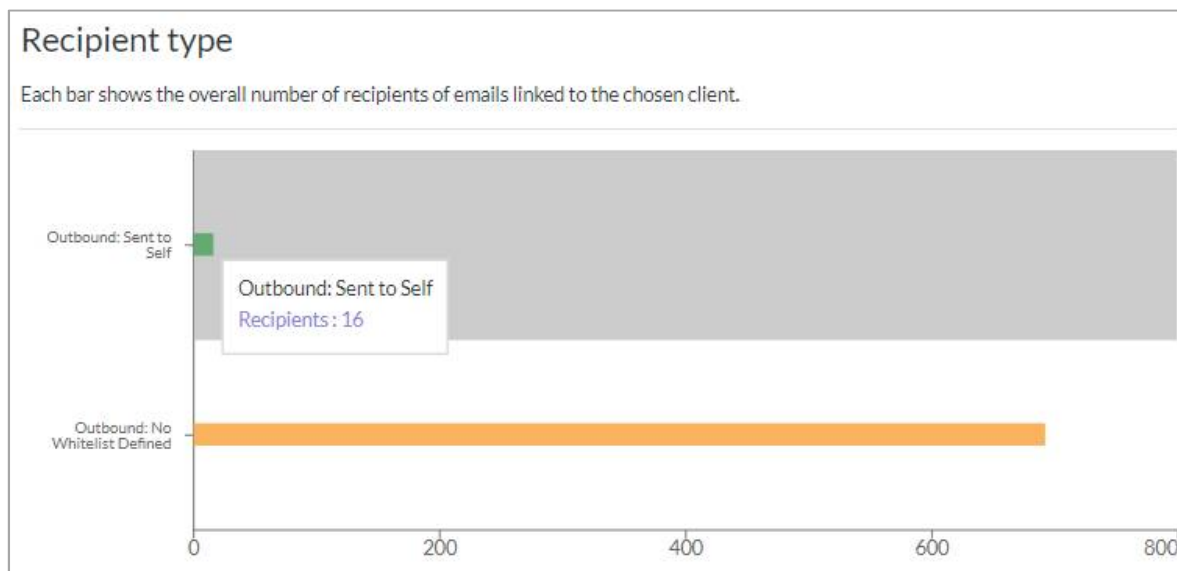
Recipients addressed per day graph



The Recipients addressed per day graph shows the total number of emails sent per day that match the filter options selected. When no email direction has been selected, each bar in the graph is broken down using colors to show the different types of email sent.

Tip! Hover over an individual day and a tooltip provides detailed information for that day.

Recipient type graph



The Recipient type graph shows the total number of emails sent that match the filter options selected according to the direction of the email and whether the email address is approved or not, as follows:

- **Outbound: Sent to Self:** Emails sent from the firm, from a sender's work email to their private email.
- **Outbound: Whitelisted:** Emails sent from the firm, to an approved email address (often set up as part of outside counsel guidelines)
- **Outbound: No Whitelist Defined:** Emails sent from the firm, to an email address not on the approved list
- **Inbound:** Emails sent **into** the firm
- **External:** Emails sent from an external sender to an external sender
- **Internal:** Emails sent from an internal sender to an internal sender

If you want to look at the client audit report from a particular recipient type, click a recipient type in the graph and that re-filters the data based on the selection. Each area of the report now reflects the selection. You can also see the selected recipient type in the **Email direction** field of the filter area.



Note: Click the X next to the selected email direction to clear the filter and click **Apply**. The report displays data for all emails again.

Sender list table

Sender list

A grid with one line per sender of emails linked to the chosen client

SENDER EMAIL ADDRESS	# EMAILS ▾	# ATTACHMENTS	# DAYS	# CLIENTS
nedra.pfeffer@tremblayhamill.org	52	158	10	20
luigi.hahn@tremblayhamill.org	51	155	10	18
brain.nienow@tremblayhamill.org	46	126	10	17
araceli.bode@tremblayhamill.org	44	130	10	20
santiago.white@tremblayhamill.org	40	138	10	14

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The Sender list table breaks down the data for each different sender email address, as follows:


- # Emails** The total number of emails the sender sent that match the filter options selected.
- # Attachments** The total number of attachments attached to the emails the sender sent that match the filter options selected.
- # Days** The total number of days the sender sent emails that match the filter options selected.
- # Clients** The total number of clients referenced in the emails the sender sent that match the filter options selected.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

If you want to look at the client audit report from a sender perspective and see what emails a particular person has been sending, click a sender and that re-filters the data based on the sender. Each area of the report now reflects only that sender.

Sender list

A grid with one line per sender of emails linked to the chosen client

SENDER EMAILADDRESS	# EMAILS ▾	# ATTACHMENTS	# DAYS	# CLIENTS
 shawna.grady@tremblayhamill.org	22	58	9	9

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Note: Click the  next to the selected sender to clear the filter. The report displays data for all senders again.

Recipient list table

Recipient list				
A grid with one line per recipient of emails linked to the chosen client				
RECIPIENT EMAIL ADDRESS	# EMAILS ▼	# ATTACHMENTS	# DAYS	# CLIENTS
bradford.larkin@abernathyinc.biz	3	10	2	1
casey.cremin@gmail.com	3	12	3	1
elyse.hills@klockokautzer.biz	3	9	3	2
ida.halvorson@gmail.com	3	9	2	1
lucious.rutherford@waelchiturner.name	3	8	3	1

The Recipient list table breaks down the data for each different recipient email address, as follows:

- # Emails** The total number of emails sent to the recipient that match the filter options selected.
- # Attachments** The total number of attachments attached to the emails sent to the recipient that match the filter options selected.
- # Days** The total number of days emails were sent to the recipient that match the filter options selected.
- # Clients** The total number of clients referenced in the emails sent to the recipient that match the filter options selected.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

If you want to look at the client audit report from a recipient perspective and see what emails a particular person has been receiving, click a recipient and that re-filters the data based on the recipient. Each area of the report now reflects only that recipient.

Recipient list

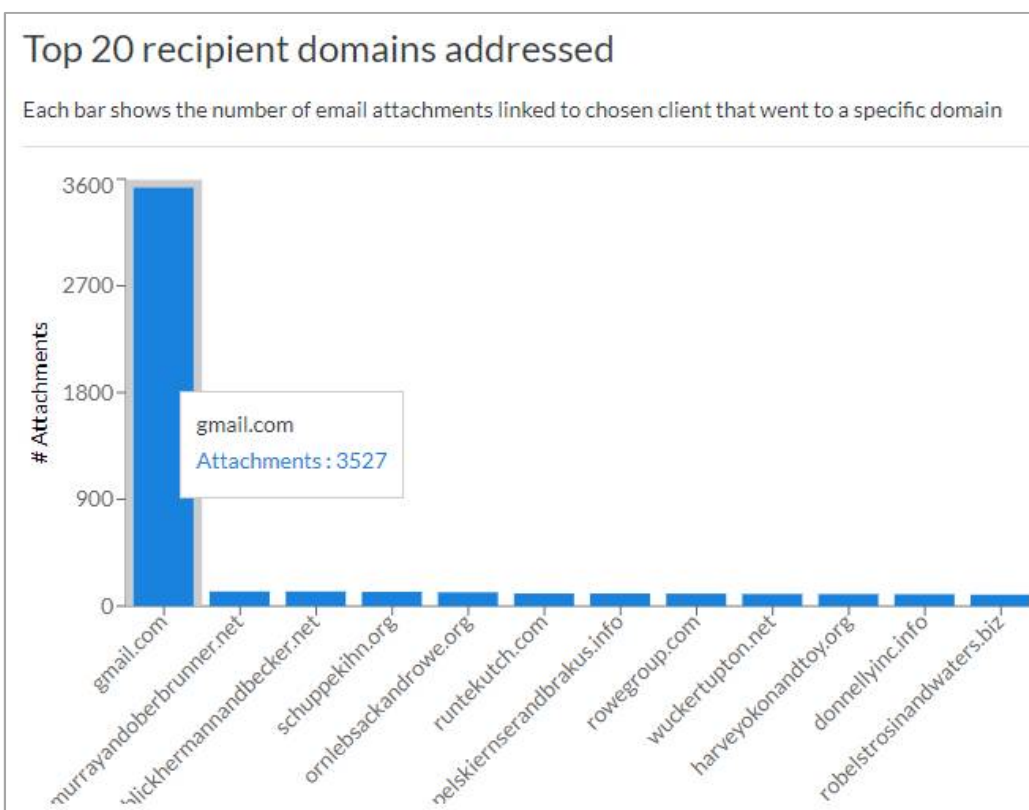
A grid with one line per recipient of emails linked to the chosen client

RECIPIENT EMAIL ADDRESS	# EMAILS	# ATTACHMENTS	# DAYS	# CLIENTS
<input checked="" type="checkbox"/> bradford.larkin@abernathyinc.biz	3	10	2	1

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Note: Click the next to the selected recipient to clear the filter. The report displays data for all recipients again.

Top 20 recipient domains addressed graph



The Top 20 recipient domains addressed graph shows the 20 domains that were sent the most email that match the filter options selected.

Email detail table

Email detail			
A grid with one line per email linked to the chosen client.			
SENT TIME ▼	SENDER	SUBJECT	LIST RECIPIENTS
Feb 9, 2017 11:10 PM	araceli.bode@tremblayhamill.org	Ducimus in numquam.	graciela.dickens@howebernieranddaniel.inf
Feb 9, 2017 10:21 PM	uriah.schoen@tremblayhamill.org	Sunt placeat impedit quod quasi commodi.	arvel.ward@steubergroup.net
Feb 9, 2017 10:20 PM	brain.nienow@tremblayhamill.org	Alias qui necessitatibus dolorem.	alfred.sawayn@baumbachandersonandwhit
Feb 9, 2017 10:01 PM	shawna.grady@tremblayhamill.org	Doloribus dolorem delectus reiciendis rerum asperiores dolores dignissimos quia similique.	madison.heaney@adamswitting.org
Feb 9, 2017 9:36 PM	josh.walsh@tremblayhamill.org	Nihil unde beatae esse rerum commodi.	raina.ledner@markskub.net

The Email detail table lists the specific emails that were sent that match the filter options selected. The emails are listed in date order with the most recent first.

Workshare Detect Server doesn't hold sensitive customer data so the report doesn't link to the actual emails or their attachments.

For each email, you can see the following information:

Sent time	The date and time the email was sent.
Sender	The email address of the person sending the email.
Subject	The information appearing in the subject line of the email.
List recipients	The email address of the people the email was sent to.
List attachments	The file names of the attachments of the email.
Email risk	The level of risk Detect Server assigns to this email.
Client	The client ID or name referenced in the attachments to the email.

The table shows five entries at a time. You can use the arrow buttons to scroll through further entries.

Chapter 3: Troubleshooting

This chapter provides answers to potential questions that might arise.

Why are there no emails shown in the report?

This could be because there are no emails being journaled to Detect Server due to network connectivity issues, or configuration issues on either the Microsoft Exchange instance, or the SMTP server on Detect Server.

Alternatively, if there are no emails visible, the combination of filters selected might be returning no emails.

Why are my client and matter ID not being picked up properly?

The client and matter IDs are picked up from custom properties carried in the attachments to emails. These client and matter IDs are set as key-value pairs, and specified at the time of install. The client and/or matter ID might be specified incorrectly at the time of install. This can be modified in the configuration. Please contact Workshare Support for help.

Why is this free domain email not being picked up?

This could be because the domain is not included in the list of free domains that Detect Server uses to identify non-corporate domains. [Edit this list](#) and add any free domains required.

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