# EXOSTAR®

# ForumPass Defense
# Digital Rights Management Guide

January 2019

# EXOSTAR®

# Contents

## ForumPass Defense Background

On December 30, 2015, the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), issued the "Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations" ruling, commonly referred to as the NIST 800-171 requirements.

Exostar partnered with Seclore to create the ForumPass Defense application in order to comply with the NIST 800-171 requirements. While maintaining many of the features and functionality available in the standard Forumpass application, ForumPass Defense provides a secure, multi-factor authenticated environment, in the United States, and incorporates the Digital Rights Management (DRM) functionality to protect documents inside and outside of the environment.

## Digital Rights Management

Digital Rights Management (DRM) adds a layer of security at the document level which protects document content from unauthorized access. DRM-protected documents are watermarked with the user's name and the date/time the file is opened. Access and functionality in a DRM library is controlled by ForumPass Permission groups.

A DRM-protected document may not be viewed by an unauthorized person, regardless of that file's location.

For example, a DRM-protected document emailed to a person who does not have permission to access the ForumPass Defense site where the document is stored, cannot open the file.

Also, if an authorized user downloaded a DRM-protected document to their local computer, that file is not usable if the user's site permissions are revoked, or if the file is removed from the DRM Library.

## Access ForumPass Defense

ForumPass Defense is a subscription service made available through Exostar's Managed Access Gateway (MAG) application. For questions about obtaining access to the ForumPass Defense, application please contact Exostar's Customer Support.

## Log In

Access to ForumPass Defense requires two-factor authentication (2FA). Therefore, in addition to your User ID and password, you need a digital PKI certificate, hardware token, or One-Time Password (OTP) token to serve as your second authentication credential.

To learn more about digital certificates, please see https://my.exostar.com/pages/viewpage.action?pageId=12124996 and for more information on one-time password services, please see https://my.exostar.com/pages/viewpage.action?pageId=12944426.

MAG is the authentication portal used to access the ForumPass Defense solution. Follow the steps below to login and access ForumPass Defense:

1. Go to https://portal.exostar.com and enter your User ID and password. Click **Login**.
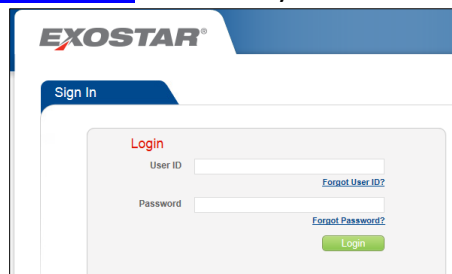


2. Follow on-screen prompts to invoke your 2FA. (Either a Digital Certificate or OTP token).

3. The MAG **Home** tab displays. Locate the **ForumPass Defense** application in your list of applications. Click **Open Application** to redirect to the ForumPass Defense landing page**.**
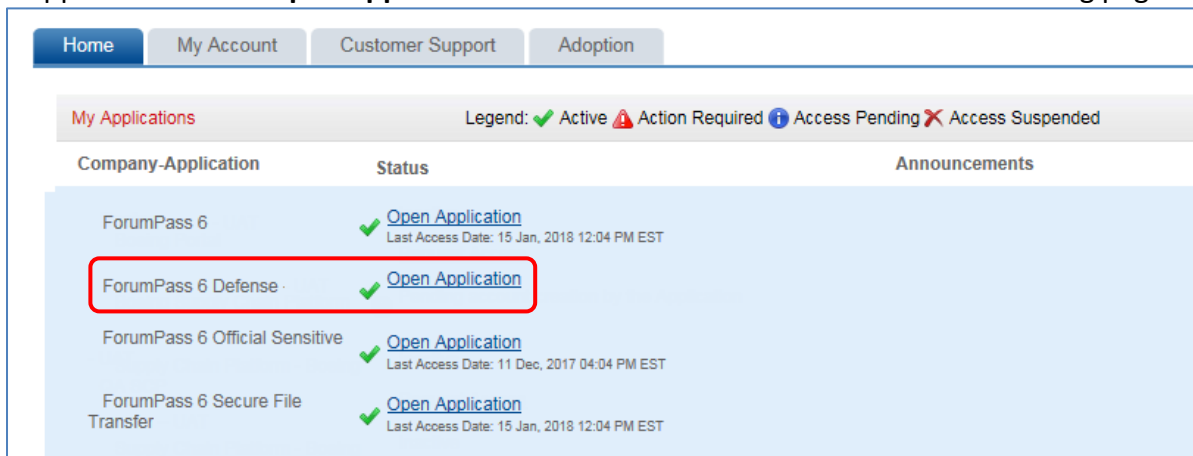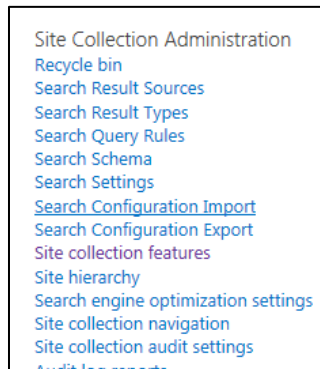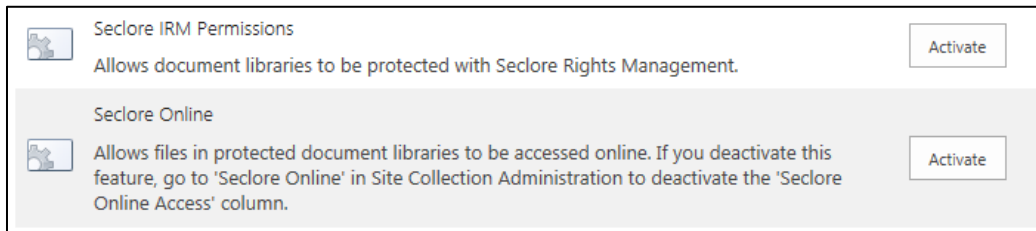
## Get Started with DRM in ForumPass Defense

In order to use the FP Defense DRM functionality, the feature must first be enabled at the Site Collection level by a Site Collection Administrator. With the feature enabled for the site collection, it can be used in any ForumPass document library.
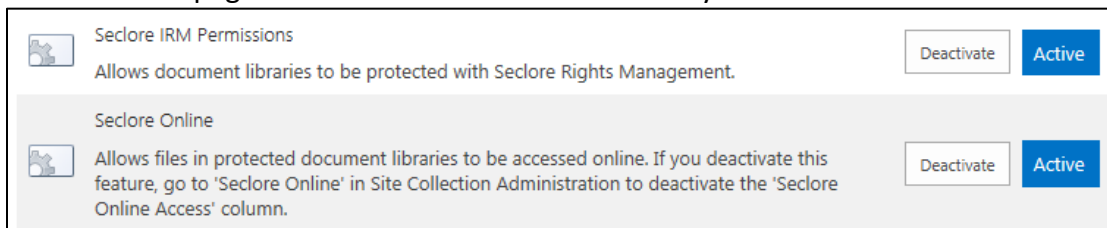
To enable DRM:
1. At the Site Collection level, open the **Settings** menu and select **Site Settings**.
2. In the **Site Collection Administration** section, click **Site Collection Features**.

Site Collection Administration
Recycle bin
Search Result Sources
Search Result Types
Search Query Rules
Search Schema
Search Settings
Search Configuration Import
Search Configuration Export
Site collection features
Site hierarchy
Search engine optimization settings
Site collection navigation
Site collection audit settings
Audit log reports

3. Scroll to locate the two **Seclore** features in the list. Click **Activate** to activate the DRM features.

Seclore IRM Permissions
Allows document libraries to be protected with Seclore Rights Management.    Activate

Seclore Online
Allows files in protected document libraries to be accessed online. If you deactivate this feature, go to 'Seclore Online' in Site Collection Administration to deactivate the 'Seclore Online Access' column.    Activate

4. Refresh the page and the features indicate that they are now active.

Seclore IRM Permissions
Allows document libraries to be protected with Seclore Rights Management.    Deactivate  Active

Seclore Online
Allows files in protected document libraries to be accessed online. If you deactivate this feature, go to 'Seclore Online' in Site Collection Administration to deactivate the 'Seclore Online Access' column.    Deactivate  Active

Any ForumPass site can have both standard libraries and DRM libraries. However, only DRM libraries provide additional protection of digital rights management, and all files within a DRM library are protected.

To enable DRM within a document library:

4

1. Working in your project site, access the **Settings** menu and select **Add an App**.
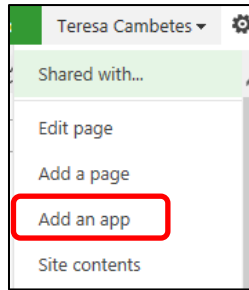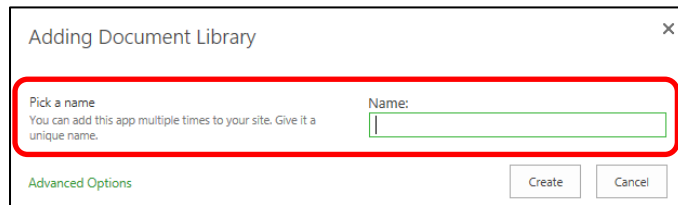


2. Click the icon representing the **Document Library**.
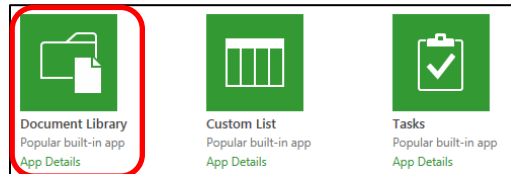


3. Enter a library name and click **Create**.

**NOTE**: It may be useful to add DRM in your library name so it is easily identifiable as a rights managed library.
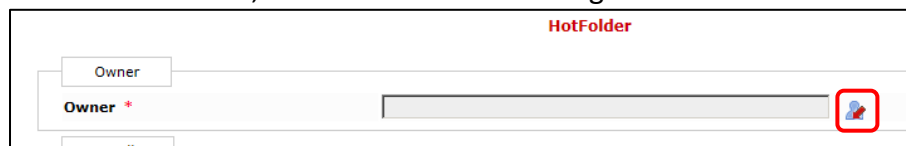


4. Working within your new document library, go to the **Library** toolbar ribbon and click **Seclore Permissions**.

**NOTE**: This option is only visible to **Site Collection Administrators**.
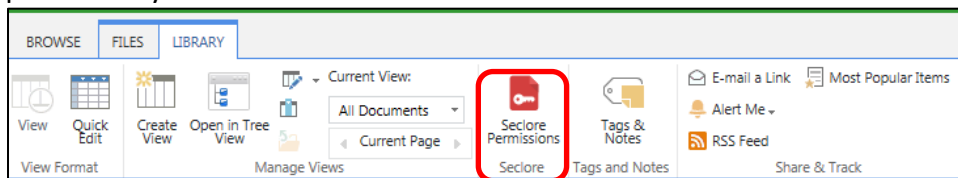


5. In the **Hot Folder** window, click the icon at the far right of the **Owner** box.

6. Enter Techops@exostar.com in the email address field and click **Search**.



**Filter entities from 'ForumPass UAT' Repository**

| Filter entities criteria | | |
| --- | --- | --- |
| **Email Address** | equals | |

Search    Reset    Cancel

7. From the search results, select the **TechOps** email address radio button. Click **Submit**.



**Select entities from 'ForumPass UAT' Repository**
Criteria : Entity Type is 'User' AND Email Address equals 'techops@exostar.com'

Total : 1

| | Name | Type | Email | Organizational Unit |
| --- | --- | --- | --- | --- |
| ○ | Tech Ops | User | techops@exostar.com | 1, |

Submit    Refine Criteria

8. Add a description in the **Hot Folder** form. Click **Add**.
**IMPORTANT**: Do not change the **External Reference ID**.



**HotFolder**

Owner

| Owner * | | |
| --- | --- | --- |

Details

| Id | | Name * | DRM Library |
| --- | --- | --- | --- |
| Description | | | |

Uses owner, classification and access rights defined by 'ACAPP35V'.

☐ External Reference

| Reference Id | {2FD31554-A845-4630-B295-68BC364EEEEB} | Name | DRM Library |
| --- | --- | --- | --- |
| Data | | Application Id | SharePoint |

**Note:** In case you update 'Reference Id', integrated system(s) may not work as expected.

Add    Cancel

Once a library is assigned the DRM functionality, a new column displays within the library named **DRM Viewer**. This column is the visual queue this is a rights managed library.

## Using DRM in ForumPass Defense

Anyone with permissions to the site and library can use DRM Libraries. Access and functionality are controlled by standard ForumPass permission groups administered by the Site Collection Administrator or Site Owner. The default permission groups are as follow:

| Permission Group | DRM Viewer | View | Edit | Copy | Screen Capture* | Save As | Print | Work Offline | Full Control |
|---|---|---|---|---|---|---|---|---|---|
| Owner (e.g. Administrator) | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Member (e.g. Employee) | Y | Y | Y | Y | Y | Y | N | N | N |
| Visitor (e.g. Contractor) | Y | Y | N | N | N | N | N | N | N |

**NOTE**: There are some combinations of operating systems and browser settings that allow screen captures regardless of the ForumPass permission settings. However, all DRM-protected documents are marked with a watermark containing the user's name, as well as the date and time the file was opened.

## Add Files

Users with proper permissions can add files to the library using standard ForumPass functionality:
- Drag and drop the file into the library.
- Use the **Upload Document** function on the toolbar.

The uploaded file displays in the library.

Upon upload, documents are immediately protected with Digital Rights Management without any additional action by the document owner. The DRM Viewer icon, located to the right of the file listing, is an indicator the files are DRM-protected.
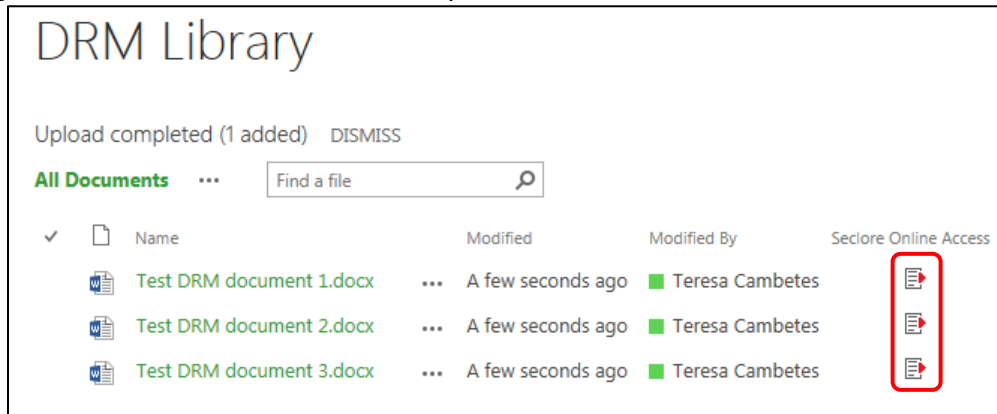


All documents in a DRM library display with a watermark of the user's name and the date and time the file is opened.

## Access Files

There are several way to access files in the DRM library and each has unique functionality. The method in which you view, download, and update documents may depend on the file type. This section provides instruction on how to best access and update DRM-protected content.

### Browser View

All supported file types may be accessed using the DRM Viewer by clicking on the file name from within the DRM enabled document library in ForumPass, or by clicking on the file's DRM Viewer icon. Files open in a browser view (view only), which does not provide editing capabilities.

| | | | | |
|---|---|---|---|---|
| 📄 Test DRM document 1.docx | ••• | A few seconds ago | 🟩 Teresa Cambetes | 📄➡ |
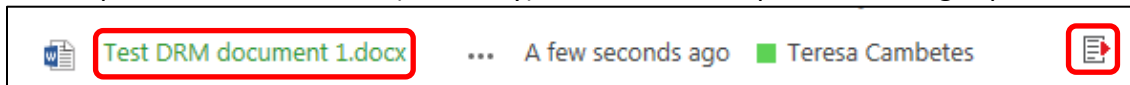
### Edit MS Office Documents

To edit the file using Word:
1. Open MS Office documents by clicking the file name to view in the DRF File Viewer.
2. From the **File Viewer**, choose to edit the file (if you have **Edit** permissions), and the file opens in Word for editing.

**NOTE**: For Excel files only, you much first open the Excel application and THEN open the file in order for it to display in the DRF File Viewer. You can also choose to download MS Office documents to your local environment for editing. See below for instructions on downloading documents to your local environment.

3. Make your changes and save the file locally.
4. Return to the ForumPass DRM library to upload the updated version into the library.

### Edit PDF Documents

To edit a .pdf file:
1. Click the **Ellipsis** next to the pdf file.
2. A second Ellipsis displays. Click the **Ellipsis** and choose **Download a Copy**.
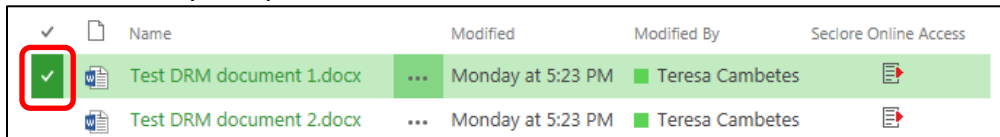
![Exostar logo]
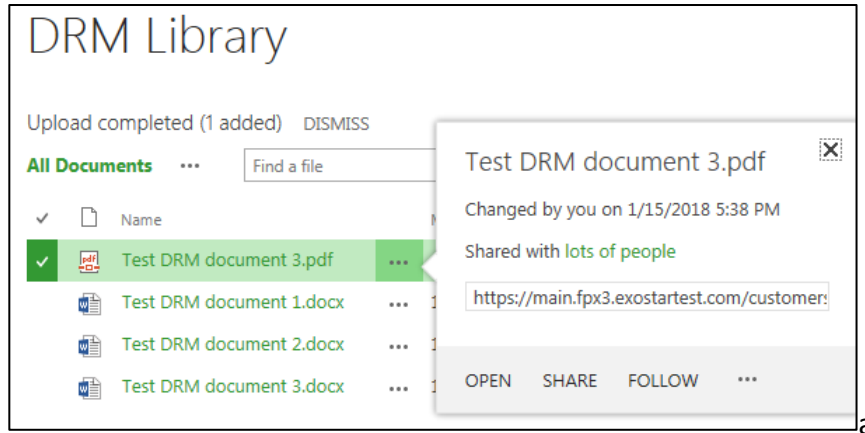


3. Once downloaded, click **Open** and the file opens in the **File Secure Lite Viewer**, where you have limited annotation and editing capability.
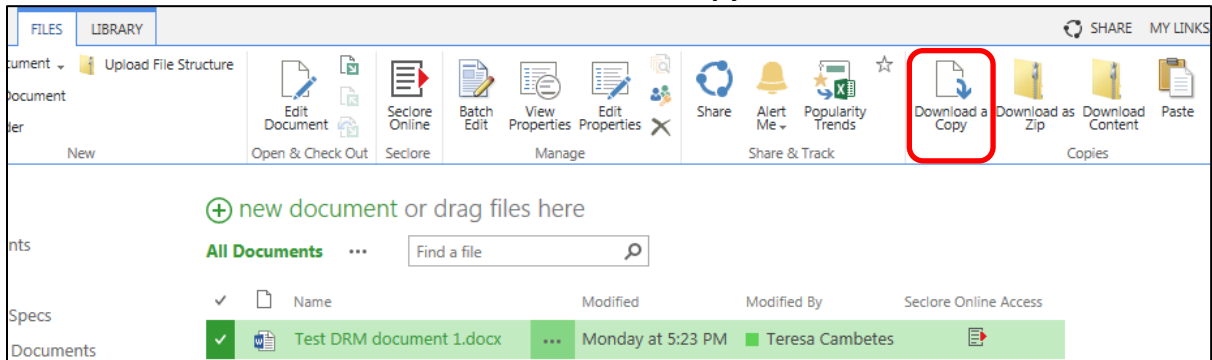
## Download a Copy

To download a copy of the desired file:
1. Go to the Library and place a check mark next to the desired document.



2. From the Files toolbar ribbon, click **Download a Copy**.



3. Make your changes and save the file locally.
4. Return to the ForumPass DRM library to upload the updated version into the library.

The file maintains its Digital Rights Management status, and any edits made on the file do not display in the original document until the updated file is uploaded. If the file in the library is

deleted or overwritten with a new version, the local copy is no longer usable. The user must return to the DRM library and download another copy.

If the user is removed from the site, or the permission group, the local copy of the file is no longer usable.

## Delete Files

Users with permissions, can delete files from a DRM library using standard ForumPass functionality:
- Place a checkmark next to the file and click **Delete Document** on the Files Toolbar ribbon.
- Click the ellipsis (…) to the right of the file name and select **Delete**.

When a file is deleted from a DRM library, all versions of the file, regardless of the file location, are unusable by anyone who ever obtained a copy of that file.

## Remove DRM Protection from Document

All documents in a DRM library are protected with Digital Rights Management as long as the file is in a DRM library. Once a managed document is downloaded to a client-side location, the DRM protection can be removed, assuming that user has permissions to do so.

To remove DRM protection:
1. Navigate to the client-side location of the document.
2. Right click the file.
3. Select **Unprotect**.

## Using DRM Viewer

There are two versions of the DRM viewer:
- DRM Light Viewer
- DRM Full Client

The small, **DRM Light Viewer,** is a client-side application viewer which provides read-only view of Microsoft Word, Excel, PowerPoint (.dotx, .xltx, .potx) and .PDF documents in a DRM library.

The first time the DRM Viewer is used, you must download the viewer client. This does not require administrative permissions, and takes only a couple of minutes

The DRM Viewer client can be downloaded from:
https://drm.fps.exostar.com/policyserver/start.

The DRM Light Viewer supports the following file types:

| File Formats | Supported Applications |
|---|---|
| docx, docm, xlsx, xlsm, xlsb, pptx, pptm | MS Office |
| doc, xls, ppt, csv, rtf, txt, odt, ods, odp | FileSecure Lite Viewer |
| PDF | FileSecure Lite Viewer |

The **DRM Full Client** provides support for additional file types. You can download the DRM Full client from the below link (you require administrator rights to install the client).

https://drm.fps.exostar.com/policyserver/InstallerHelp.do

The DRM Full Client supports the following file types:

| File Formats | Supported Applications |
|---|---|
| docx, docm, xlsx, xlsm, xlsb, pptx, pptm | MS Office |
| doc, xls, ppt, rtf, csv | MS Office |
| PDF | Acrobat Reader |
| bmp, jpg, jpeg, jpe, jfif, gif, tif, tiff, png | FIEDI, MS Paint |
| ansi, asc, ascii, asm, asp, bas, c, cc, conf, cpp, cs, css, cxx, h, hpp, hxx, ini, java, js, jsp, properties, txt, xsl, xml | FileSecure Text Editor |
| odt, ods, odp, odf, odg | OpenOffice |

The following table provides a comparison between the DRM Lite Viewer and the DRM Full Client:

| Actions | Full Client for Windows Desktop | Lite Client for Windows Desktop |
|---|---|---|
| **Render documents in local application** | Yes | Yes |
| **Render MS-Office documents in MS-Office application** | Yes | Yes |
| **Dynamic Watermark support** | No | Yes |
| **Control Screen Capture** | Yes | **No** <br> **(Documents rendered with watermark)** |
| **Allows Annotation (PDF documents)** | Yes | Yes |
| **'Admin Rights' required to install** | **Required** | **Not Required** |
| **Control Viewing, Editing, Printing, Copy Data, Offline** | Yes | Yes |
| **Control Document Expiry (Time / Date Controls), Lock to Device, IP Based Controls** | Yes | Yes |
| **Document Protection (Manual, Email)** | Yes | **Yes (Email)** <br> **Product Roadmap (Manual)** |
| **Document Un-protection** | Yes | Yes |

## DRM Reporting

Site Collection Administrators (SCA) can generate Rights Management (RM) Files activity reports within site collections with DRM enabled.

**NOTE**: Only SCAs can run reports and this can only occur after Tech Ops runs a script in order to enable the reporting feature.

To run a DRM activity report:

1. With DRM and the reporting feature enabled in the site collection, access the **Settings** menu and select **View Rights Management Activity Report**.
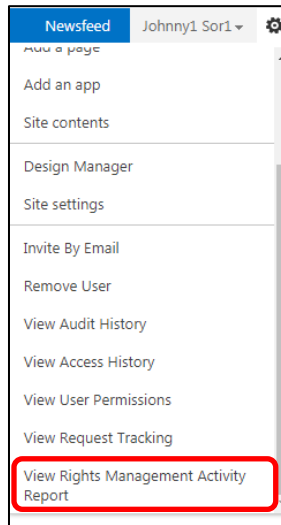


2. Complete the fields on the **Right Management Activity Report** request form and click **Run**.



3. Specify the file names, activity dates, and user information to help narrow the scope of results, thus improving performance.

4. The report results display, and can be exported to Excel.

| File ID | Current File Name | Original File Name | User Name | User Login ID | User Email ID | User Orga |
|---|---|---|---|---|---|---|
| 244 | GIF 4.gif | GIF 4.gif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 227 | GIF 3.gif | GIF 3.gif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 243 | GIF 2.gif | GIF 2.gif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 171 | GIF 1.gif | GIF 1.gif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 242 | BMP 4.bmp | BMP 4.bmp | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 241 | BMP 2.bmp | BMP 2.bmp | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 169 | BMP 1.bmp | BMP 1.bmp | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 228 | BMP 3.bmp | BMP 3.bmp | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 180 | PNG 1.png | PNG 1.png | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 180 | PNG 1.png | PNG 1.png | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 180 | PNG 1.png | PNG 1.png | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 187 | TIFF 1.tif | TIFF 1.tif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 187 | TIFF 1.tif | TIFF 1.tif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 187 | TIFF 1.tif | TIFF 1.tif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |
| 237 | GIF 4.gif | GIF 4.gif | Johnny1 Sor1 | sor1j_2959 | Johnny.sor1@exostar.com | Exostar2 |

|◄ ◄ 1 **1** 2 3 4 5 6 7 8 9 10 … ► ►|  15 ▲ items per page          1 - 15 of 582 items

14

## DRM Known Constraints and Expected Behavior

The following table explains known constraints and expected behavior of the ForumPass Defense Digital Rights Management solution:

| No. | Applications / File Formats Category | Expected Behavior |
|---|---|---|
| 1 | General Edit, Print controls | If the user does not have access to Edit or Print a file, related options are disabled in the MS Office user interface. |
| 2 | MS Office Save As PDF | Protected files cannot be saved in PDF format. |
| 3 | MS Office Supported Office versions | Only MS Office 2007 and higher are supported. |
| 4 | MS Office Older MS Office formats - doc, xls, ppt | Protected files of older MS Office formats - doc, xls, ppt - open in Seclore Lite for Windows and not in MS Office. |
| 5 | MS Office Copy-paste restrictions | Copying and pasting within and outside a protected file requires the Full Control permission. |
| 6 | MS Office Password protected files | Files encrypted with an MS Office 'Open' password will not open with Seclore Lite. Files with a 'Modify' password will function normally - the 'Modify' password prompt will be displayed after Seclore authentication. |
| 7 | MS Office MS Office password encryption | Seclore-protected files cannot be encrypted with an MS Office password. |
| 8 | MS Office Printing without Edit permission | Without the Edit permission, you can still change the contents of the file and print it without saving the file. |
| 9 | MS Office Mail Merge | Mail Merge is not supported for protected files. |
| 10 | MS Office Digital Signature | A protected document cannot be digitally signed using MS Office. |
| 11 | MS Office Save in an unsupported format | If a protected file is saved as another file which is not a supported format (e.g. .dotx, .xltx, .potx), the file will be inaccessible. It can however be unprotected by the File Owner and any user with the Full Control permission. |
| 12 | MS Office New Window | The New Window button in the View ribbon is disabled when a protected file is open. |

| 13 | MS Office 2010, 2013, 2016 Insert Screenshot button | The Insert Screenshot button in the Insert menu is disabled when a protected file is open. |
|----|---|---|
| 14 | MS Office open Excel File | This is isolated to Merck users. Receive error message providing a repair link. Click the link to successfully open file. |
| 15 | Office 365 Online version open Excel file | To open/view Excel spreadsheet from a DRM library, you must have another Excel spreadsheet open. |
| 16 | MS Office | To view a DRM-encrypted file, you must be in the DRM library, not from a webpart on the Home page. |