
Workshare Protect Network Release Notes

Service Pack 2

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Workshare Protect Network Overview

Companies, government agencies and other organizations invest huge resources developing security policies and procuring protective technologies that point outwards at hackers, spyware, and viruses. However, there is another aspect to content security: the inside-out leakage of information. Not only do organizations need to worry about the release of valuable intellectual property, but they must now also deal with increased regulation and oversight of issues ranging from consumer privacy to financial disclosure.

Workshare Protect Network is the last line of defense at the network gateway, providing IT security staff with visibility into - and policy enforcement over - content leaving the organization through network channels such as HTTP, SMTP, FTP, IM, and Web mail. By deploying Workshare Protect Network, organizations can audit and control outbound traffic at the network gateway.

Workshare Protect Network monitors over 370 file formats for policy violations, including Microsoft Office documents, emails, PDFs, and hundreds of other common file formats. Workshare Protect Network also monitors HTTP, SMTP, FTP, IM and Webmail channels, including support for the following protocols: Yahoo Mail Classic, MSN Hotmail, AOL Webmail, Gmail, Windows Live Mail, Hotmail via Outlook Express, Windows Messenger, and AOL Instant Messenger.

What's New for Workshare Protect Network SP2

- Automated Updates—Workshare Protect Network SP2 includes a new Software Update option that will automatically download and install new updates as they become available.
- Appliance Domain Time Synchronization
- Incident Archiving—Workshare Protect Network now allows administrators to automatically archive older incidents to an external SQL Server or Oracle database.
- Appliance Status and Diagnostic Information—Status information is now available for all essential web and windows services, as well as appliance network and time settings.

Requirements and Compatibility

- Workshare Protect Network appliances must have valid SSL certificates for the Workshare Protect Tenant and Workshare Protect System Web sites
- The Workshare Protect Network appliance management interface, the Workshare Protect Network Manager, is supported on Internet Explorer 7 with:
 - Flash plug-in
 - JavaScript enabled
- Workshare Protect Network appliances configured in Network Monitor mode must be deployed with a network switch that supports port mirroring (SPAN) or a network TAP aggregator device (for example, a NetOptics iTAP Port Aggregator).

Resolved Issues

Below is a list of issues that have been resolved from Workshare Protect Network's SP1 release.

- The "Null Exception" error message when adding Incidents, has been resolved and no longer appears.
- The SQL server issue of running out of memory was resolved by installing Microsoft's latest patch.
- The Tenant web site has now been configured to handle files larger than 4MB, and up to 64MB.
- The Administrator is now able to reset user passwords.
- Adding a primary domain suffix of '.' does not allow the user to log into the system web site.
- AccessViolation exceptions in Protocol Analysis.
- "OutOfMemory" exceptions when processing the content of incident messages.
- The computer would not automatically reboot after the computer had been renamed.
- Exceptions when attempting to login with limited privileges.
- BrowserRedirection errors appeared in the Event Log.
- Several large HTTP requests (200+ Meg) can crash Protocol Analysis.

Known Issues

This section contains a list of known issues in the Workshare Protect Network Service Pack 2 release.

Oracle Client

Oracle Client is not installed on Workshare Protect Network SP2.

Workaround: Manually install Oracle Client.

MTA WorkFlow

Currently, confidential content in the Header or Footer of Excel files does not trigger the MTA Quarantine action.

Upgrade/Updater System Reboot

For upgrading the SP1 to SP2 Policy Engine, an automatic system reboot will occur after the upgrade. No system reboot will occur after upgrading the other MSIs.

Security Access Error

A SecurityAccessDeniedException error is listed in the Server Event Log when the client service starts. This does not affect product functionality.

SP1 System Backup Incompatible with SP2

SP1 config files are not compatible with SP2. It is advised that you do not restore SP1 config files onto an SP2 system.

Windows Live Mail—Spell Check

When Windows Live Mail Basic Spell Check catches an error, two incidents are logged into the Event Browser:

1. Normail Email incident, 2. Auto Save incident.

Protect Network Monitor Inspections

Protect Network Monitor cannot inspect encrypted data streams, such as SSL web sessions and encrypted versions of AOL Instant Messenger (version 6.1 and above) and Skype.

Destination Types in Email Audit Incidents

Currently, when getting the Destinations list for an email incident, the DestinationType only displays the "To," destinations which will include any "Cc" and/or "Bcc" destinations in the original email.

Live Messenger

Currently, files shared using Live Messenger shared folders are not intercepted by the sniffer.

Security NullReferenceException

Intermittently, a NullReferenceException violation is issued by Security into the event log.

Backup & Restore

Backups created prior to renaming an appliance should not be restored. Doing so will severely limit product functionality. It is always recommended that a backup is created before any restoration.

Customer Support

This appendix provides information about related documentation, the Workshare Knowledge Base, and Workshare customer support services.

Related Technical Documentation

For detailed information about Workshare Protect Premium, refer to the following technical documentation, available on the Workshare Web site at www.workshare.com/support/learningcenter:

- Workshare Protect Network Administrator's Guide
- Workshare Protect Network User's Guide

Workshare Knowledge Base

The Workshare Knowledge Base provides solutions to common problems experienced when using Workshare Protect.

To search the Knowledge Base:

1. In a Web browser, navigate to <http://www.workshare.com>.
2. Click the **Support** tab at the top.
3. In the **Resource Center** pane on the left, click **Knowledge Base**.
4. Enter relevant keywords in the **Search for** field, for example, email protection.
5. Select the family of articles to search in the ***in** dropdown list.
6. Click **Find Article** to display a list of results.
7. Click a link to display the article of your choice.

Contacting Customer Support

The Workshare Customer Support Center is a 24-hour service for Workshare users, regardless of location.

For support information, including reporting issues and troubleshooting, contact us by email at support@workshare.com.