

Identity Finder Tips and Tricks

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I. Scan at Night

Start Identity Finder scans when you leave for the day and review results when you return.

II. Save results for later review

If you don't have time to review all the results at once, save them to review later.

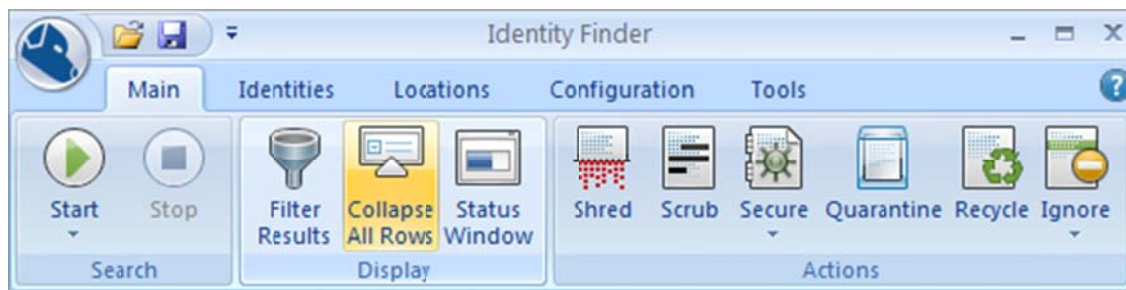
Identity Finder will prompt you to save results when you exit the program.

Make a note of where you save them (I.E. My Documents).

NOTE: These .idf files are encrypted with your Identity Finder profile password.

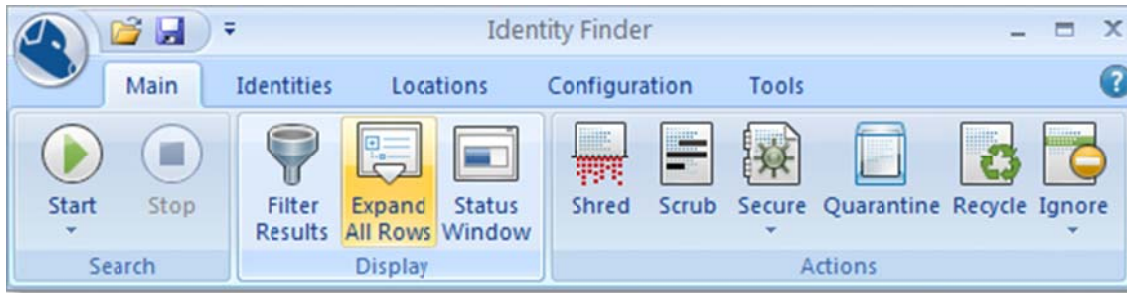
III. Collapse All Rows

Identity Finder may uncover multiple unique identity matches within a location. Unique identity matches are distinct from multiple occurrences of the same identity type. For example, when five different passwords are discovered in a file there are five unique identity matches, however, when five instances of the same password are discovered in one file there are five occurrences of that specific password. When Identity Finder uncovers multiple unique identity matches within a single result, a parent row will be displayed in the results view that says **Multiple Matches** with a total counter of all matches in the location. Each unique match will be displayed in a child row beneath the parent. By default, all parent rows are expanded to allow you to see all of the matches uncovered by Identity Finder. You may choose to collapse these rows for ease of viewing by clicking the **Collapse All Rows** button on the **Main** ribbon.

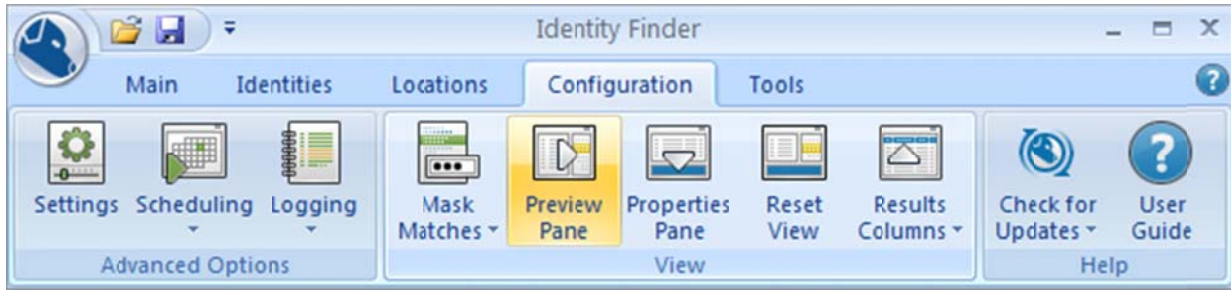


When you do this, two things occur:

1. All parent rows are collapsed, not just the row you have highlighted
2. The button changes to **Expand All Rows** so that you can later expand all of the rows.



IV. Toggle Preview Pane



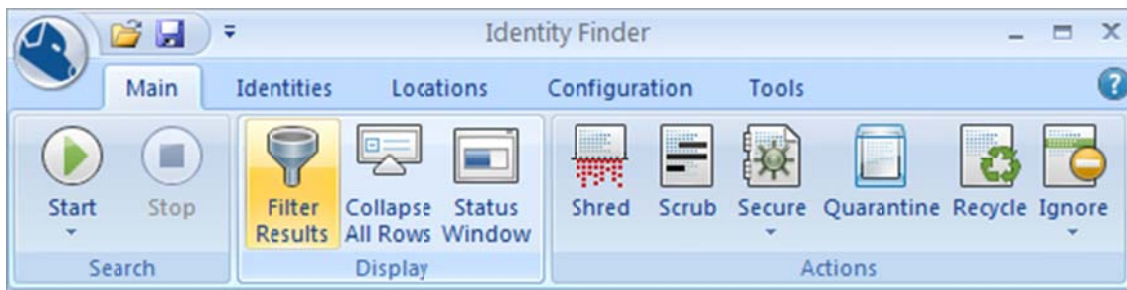
The **Preview Pane** is enabled by default but can be turned on and off by clicking the **Preview Pane** button on the **Configuration** ribbon. The **Preview Pane** displays an unformatted version of the result you have selected. Disabling the preview pane speeds up location selections.

V. Sort by Location

Look for common locations of files and deal with them in Windows Explorer

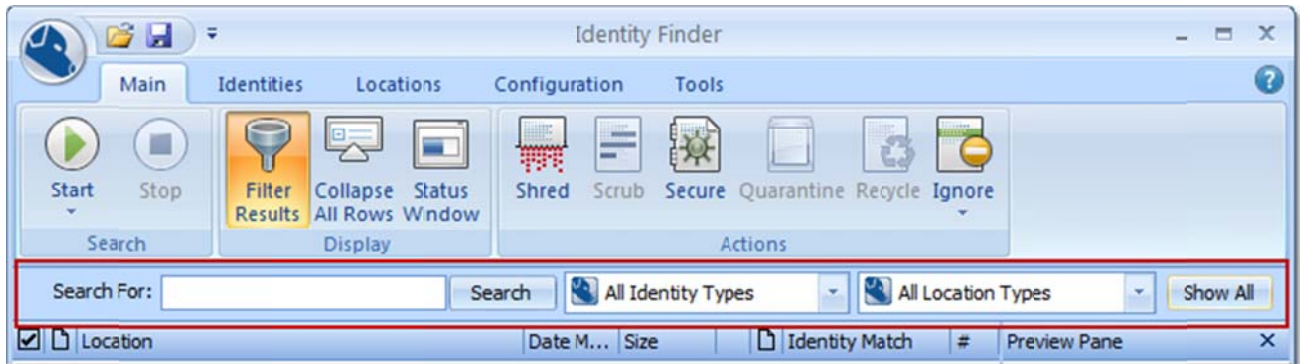
Right click a folder name, then Identity Finder→Shred

VI. Filter results

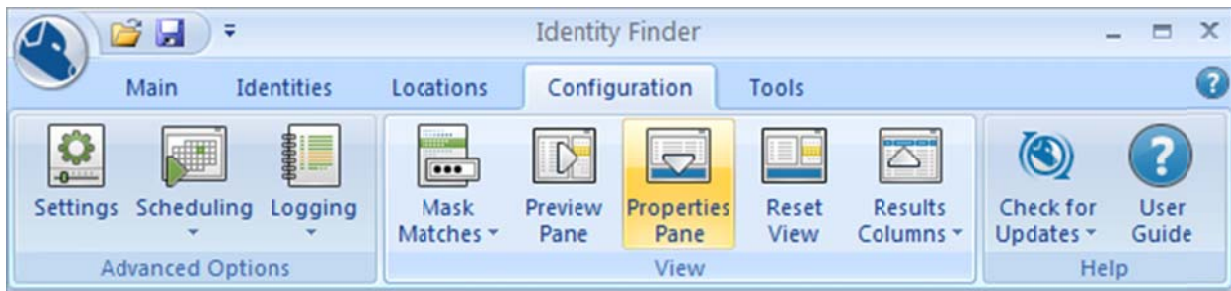


Filtering your results allows you to search through the results in your view and temporarily hide any that do not meet your criteria. To turn on filtering, click the **Filter Results** button on the **Main** ribbon. To search by keyword(s), begin typing in the **Search For** field and results that do not match your criteria will immediately be hidden. The **Filter** acts on both the **Location** and **Identity Match** columns. You may use the **Identity Type** (i.e., Social Security Numbers, Credit Cards, etc.) dropdown box to select only the identity types you want to see or the **Location Type** drop down to select only the location types (i.e., Files, E-Mails, etc.) you want to see. The keyword, identity type, and location type filters work together to allow you to further

refine your results. If you wish to search only by keyword, ensure that **All Identity Types** is visible in the identity type filter. If you wish to search only by **Identity Type**, ensure that the **Keyword Filter** is blank. You may clear or remove your filter at anytime. Note that while the filter is active, the **Filter Results** button will be highlighted orange. To reset or clear your filter and view all results, click the **Show All** button on the filter bar, or click the **Filter Results** button on the **Main** ribbon. When you click the **Filter Results** button on the **Main** ribbon, the filter bar will disappear, all filters will be cleared and the **Filter Results** button will no longer be highlighted orange.

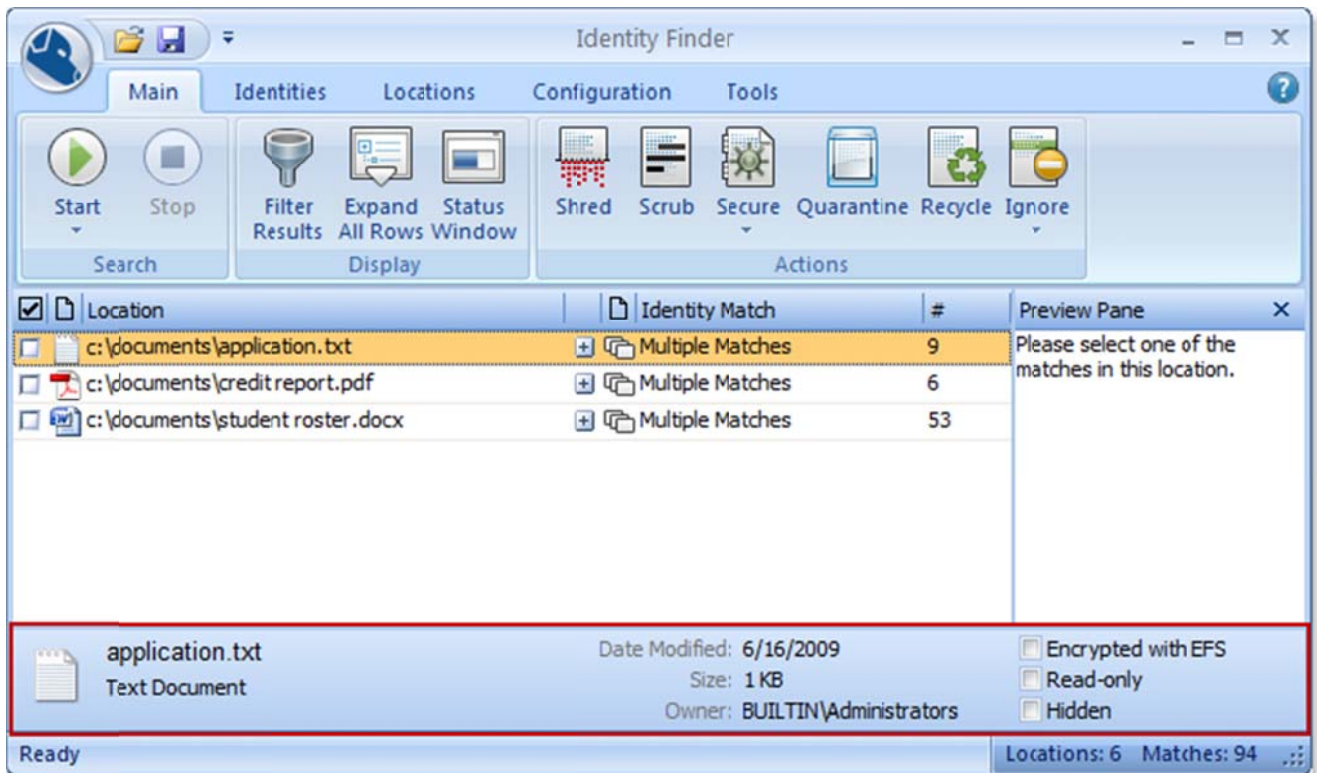


VII. Review file Properties



The **Properties Pane** is enabled by default but can be turned on and off by clicking the **Properties Pane** button on the **Configuration** ribbon. The **Properties Pane** displays additional information about the item you are viewing:

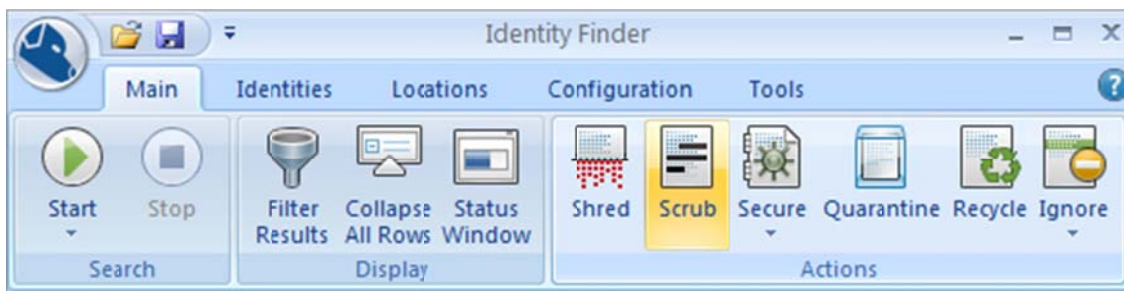
- Location name
- Location type
- Date Modified
- Size
- Owner
- Encrypted with EFS
- Read-Only
- Hidden



NOTE: The “Owner” is the last person to save the file. You can also view the properties of files in many applications, such as Word, Excel and Acrobat. This can help reveal who the original owner was.

VIII. Scrub when you can

When a location has sensitive identity match information in it and you wish to keep the item but remove the personal information only, you should utilize the **Scrub** feature. **Scrub** is great when you no longer need the personal information but want to keep the original item. This feature is also known as Redact.



The **Scrub** button is located on the **Main** ribbon and is enabled for certain file types. You may only scrub Office 2007 file (e.g., docx, xlsx, pptx) and text files (i.e., *.txt, *.log, *.ini).

Note: Older office documents (doc, xls, ppt) can be converted to the new format to enable scrubbing. However, document information such as modified date and owner will be lost. Submit a Service Request if you would like help converting large numbers of files.

IX. Manually Scrub Adobe PDF documents

Open the .PDF file in Adobe Acrobat X Pro and follow these steps:

- Click the Tools menu
- Expand the Protection submenu
- Click the Mark for Redaction tool
 - Mark any portions of the document that contain sensitive data
- Optionally, if the PDF has text, Click the Search and Remove Text
 - Read note about images
 - Decide where to search (start with the an example document)
 - In the "Search for" section choose "Patterns" and then "Social Security Numbers" or "Credit Cards"
 - Click Search and Redact
 - Review/select the matches
 - Click "Mark Checked Results for Redaction"
 - Close the Search Dialog
- Click Apply Redactions
- Click Remove Hidden Information
- Save the document with the same name as the original so it is overwritten
 - NOTE: Acrobat defaults to *filename_Redacted* when saving
- Close the document and if prompted, select "close this document without removing the information"

There is more information on this procedure at the [Adobe help site](#).

X. Open Document to review contents

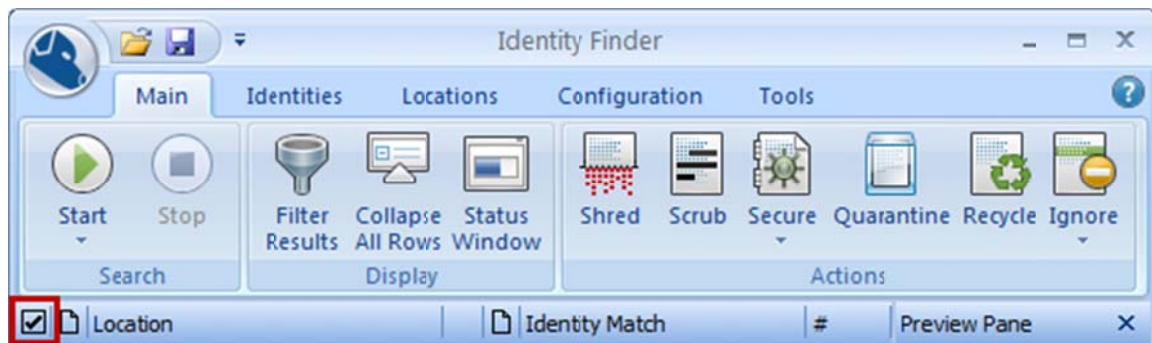
Double-Click location

Right click→ Launch

Delete offending contents, save and then rescan.

XI. Select groups of similar files

Once you have filtered the matches to groups of similar files, select or deselect all rows in the search results. You can click the checkbox on top left of the column header and it will select all unless all are already selected in which case it will deselect all.



You can also click on the beginning of the list of files and then Shift-Click on the last file to do a group select or de-select.

Take action on the selections (shred, scrub, ignore) as a group instead of one at a time.

XII. False Positive SSN Matches

Formatted: nnn-nn-nnnn numbers must be real SSNs.

Unformatted: nine characters that are real SSNs with the keywords: SSN, Social Security Number, SS#, etc. anywhere in the result location.

NOTE: It is possible with the latest version of Identity Finder to add “negative keywords” to the list. This will remove the match if a key word also exists in the file. This can be useful for forms that are known to be false positives.

XIII. Ignore Match

This Item Location – refers to the file or location containing the match

This Identity Match – refers to the match itself

View/Manage your Ignore list by clicking on the Configuration ribbon, then click the Settings button, then select the Ignore page.

XIV. Global Ignore Locations

ILR Technology Services can create global ignore entries for file locations that are accessed by numerous individuals. Submit a Service Request with the exact folder name that you would like ignored.

Examples:

ILR Tech services has L:\PC Apps

L:\Dept folder\Research data

XV. Custom Searches

ILR default settings load each time you launch Identity Finder, however you can change many settings within the session.

You can also scan specific locations by opening Windows Explorer, right click the location, click Identity Finder→Scan (or Shred).

NOTE: Don't add ignore locations from Explorer Shell searches. Instead, save the results list and then load the .idf file into your Identity Finder profile. The current version of Identity Finder uses the “guest profile” to do these scans and does not save the ignore list properly.