Teramind DLP

Features Guide

Version 1.7 (26 SEP 2024)



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1 Teramind DLP Features Overview

Teramind DLP (Data Loss Prevention) solution allows you to implement effective protection against data exfiltration, IP loss, and various malicious or inadvertent security risks. Using automated data classifications, intelligent behavioral analysis, and tagging technologies, Teramind DLP can detect threats to your data in real time. Additionally, in case of a data breach incident, it provides you with the necessary tools to conduct forensic investigations and comply with breach reporting regulations.

Teramind DLP includes all the Teramind UAM features and adds content-based rules that control data sharing over the clipboard, files, emails, and IMs.

Check out the Features Comparison table below to learn more about what features are available under each Teramind offer.

2 Features Comparison

	Starter	UAM	DLP	Enterprise
	Quick and easy screen recording and live view, website and app tracking	User activity monitoring at its fullest, audit, forensics, UBA, policies and rules	Content-based data exfiltration prevention plus stellar activity monitoring for forensics	For the most demanding enterprises and government organizations: SLA, Professiona Services, Customizations
User Activity Monitoring				
Web pages & applications	√	√	\checkmark	\checkmark
OCR				√
Remote control	\checkmark	√	\checkmark	√
Email		√	\checkmark	\checkmark
Console commands		✓	\checkmark	√
File transfers		√	\checkmark	\checkmark
Network		√	\checkmark	\checkmark
Instant messaging	\checkmark	✓	\checkmark	√
Social media activity	\checkmark	\checkmark	\checkmark	\checkmark
Online meetings		\checkmark	\checkmark	√
Geolocation		√	\checkmark	\checkmark
Camera usage		√	\checkmark	√
Keystrokes		√	\checkmark	\checkmark
Clipboard (copy and paste)			\checkmark	√
Searches	\checkmark	√	\checkmark	\checkmark
Printing		\checkmark	\checkmark	√
Browser plugins	\checkmark	\checkmark	√	√
Registry	\checkmark	\checkmark	√	√
OS state	1	1	1	1
Custom website field capture				1
Custom app field capture				1
Data Loss Prevention				
Data discovery & classifications			\checkmark	√
Define content-based rules			\checkmark	√
Define file operation-based rules			1	√
Prevent malicious or negligent data exfiltration			1	√
Document and data fingerprinting			1	√
Regulatory compliance including HIPAA, GDPR, etc.			\checkmark	√
User Behavior Analytics				
Insider threat detection	√	√	√	√
Abusive behavior	1	\checkmark	\checkmark	√
Malicious behavior	√	√	\checkmark	√
Dynamic risk scoring		\checkmark	1	√
Anomaly detection		√	1	1
Workforce productivity analysis	√	1	1	1
Active vs idle time analysis	√	√	1	√
Template based scheduling	√	√	1	√
Interactive productivity reporting	√	√	1	√
Policy and Rules Management	•	•		•
Policy manager	1	1	✓	√
Visual rule editor	√	√	1	√
Regular expression support	•	1	1	√ √
Out-of-the box rule templates		√ √	1	√ √
Activity blocking + 7 other rule actions	Limited	√	1	↓ √
Audit & Forensics		•		•
Video recording of all user activity	√	√	√	√
Audio recording			1	↓ √
OCR of screen content, OCR search, OCR rules	•	•		v √
Option to record only during violation		√	1	√ √
Full text search of activities and meta-data		√ √	✓ ✓	√ √
Professional Services		v	v	v
Tailored deployment assistance				√
Custom reporting configuration				√ √
Custom behavior rules configuration				√ √
Custom third-party integrations				√ √
Availability in AWS GovCloud				√
Availability in Azure Government				√ √
Enterprise SLA				√ √
On-Premise and Private Cloud Deployment				V
Installation assistance	√	√	1	√
24x7 follow-the-sun support	✓ ✓		√ √	√ √
24x7 follow-the-sun support Subscription includes software updates	√ √	1	√ √	
Worry-Free Cloud Hosting	V	\checkmark	V	\checkmark
	/	,	1	/
No servers needed	✓ ✓	1	1	1
We set up and host for you	1	1	\checkmark	1
Secure, Tier 3 data center	√ √	✓ ✓	\checkmark	✓ ✓

3 Monitoring and Detection Capabilities

Teramind DLP monitors user activity for virtually all user activities such as Websites, Applications, Social Media, IMs, Searches, Clipboard (copy & paste), etc. in real-time. The captured data is then presented on an enterprise-grade Business Intelligence (BI) dashboard. The BI tools allow you to customize, aggregate, or group data as you need and present them in visually engaging formats. Compare trends and data movement over time and view snapshots of key metrics and KPIs at a glance or drill down for in-depth analysis or export them to other applications.



Privacy Friendly Monitoring

While Teramind can capture virtually all computer activity, you have complete control over privacy. Each monitored object supports monitoring profiles and granular settings to ensure user privacy. You can track as much or as little as you want based on your organization's needs and alleviate any privacy concerns. Built-in Access Control panel lets you configure what admins can view or edit eliminating privilege abuse.

On Teramind DLP, you can create behavioral rules based on user activities, work schedules, and content sharing. Then, receive real-time alerts and notifications when any rule is violated. Using the smart policy and rules engine, you can prevent data breaches and malicious or accidental insider threats with preemptive actions such as warning a user, blocking an action, or taking control over their computers at any time.

3.1 Applications & Websites

What report can I access for this activity?



- You can view the timestamp, employee, computer, process/URL, usage duration, idle time, active time, app/webpage, title, etc.
- View top employees, departments, app/domain, categories, browsers, security categories, reputations, classification timeline (e.g. productive vs. unproductive), etc.
- Automatically classify apps and websites based on inCompass[®] NetSTAR technology.
- View individual items or aggregate and compare them in different ways such as group by departments or compare app category vs. app reputation.
- Filter the report by the employee, department, computer, web/app, productive/unproductive, etc., and LDAP groups/attributes (if integrated with Active Directory).

- Classify apps/websites into productive, unproductive, or custom categories.
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.

What monitoring & tracking controls do I have?

NO TRACK CON	ISOLE COMMANDS	
IONITOR ONLY THESE	APPLICATIONS	
Salesforce × SA	Websites: Edit settings	×
SUSPEND MONITORI	MONITOR ONLY THESE WEBSITES	
facebook x me	Salesforce X SAP Logon 720 X Sage 50 Portal X	0
SUSPEND KEYSTROK	DON'T MONITOR WEB TRAFFIC FOR THESE WEBSITES	
	teramind.co X mail.google.com X	0
SUSPEND MONITORI	SUSPEND MONITORING WHEN THESE WEBSITES ARE VISITED	
stype x meto	gmail.com X mail.google.com X outlook.live.com X	•
	SUSPEND MONITORING WHEN WEBSITE CONTENT CONTAINS	
SUSPEND KEYSTROK	Text list - URL X	•
	DON'T MONITOR WEB TRAFFIC FOR THESE IPS	
	Network list - Safe sites 🗙	0
IDLE TIME THRESHOL	SUSPEND MONITORING WHEN BROWSING TO THESE IPS	
10		0
	SUSPEND MONITORING WHEN BROWSING TO IPS NOT IN LIST	
	Network list - Blacklisted IPs 🗶	0
	SUSPEND KEYSTROKE MONITORING WHEN THESE WEBSITES ARE VISITED	
	eccounts.google.com x login.live.com x login.yehos.com x login.skype.com x	0
	NO DON'T MONITOR PRIVATE BROWSING	
	WSS PORT	
	1501	

- Track all websites and applications and console commands. Or, you can configure the settings to monitor only select apps/websites.
- Monitor browser plugins and extensions.
- Suspend monitoring of keystrokes logging for certain applications/websites.
- Dynamically blackout screen recording when certain content is detected on a webpage. For example, when a user visits their bank's website or accesses a login page.
- You can suspend monitoring/keystrokes logging with extra conditions. For example, you can suspend monitoring Internet Explorer while it's used from an approved access control list (ACL).
- Option to monitor secure connections (HTTPS), SSH, and even private browsing sessions.
- Option to disable monitoring for password fields.
- Control the tracking of application idle time.

What rule and alert triggers can I use with this activity?

Condition 1	>	
Webpage Url		
ONDITION		
Contains facebook.com x Contains instagram.com x Co		
Contains youtube.com x Contains pinterest x Contains	tumblr x	
Contains facebook.com/business		
Contains youtube.com/channel/UCSkRq9qTqFJyyjQdovb0-Lg/	×	
	× (?)	
	× ⑦	
Contains youtube.com/channel/UCSkRq9qTqFJyyJQdovb0-Lg/	*	
Contains youtube.com/channel/UCSSRq9qTqFJyy/Qdoub04g/ ondition 2		ĸ
Contains youtube.com/dhannel/UCSSRq9qTqFJyy/Qdoub04g/ ondition 2 Webpage Title		ĸ
Contains youtube.com/channel/UCSkRdpqTqFJyygQdoxb04g/ ondition 2 Webpage Title© OXOFIION		×
Contains youtube.com/dhannel/UCSSRq9qTqFJyy/Qdoub04g/ ondition 2 Webpage Title		×
Containe youtube.com/dhannel/UCS/RidPiqTigfyyyQdorb01g/ ondition 2 Webpage Title © Ocomon Equals list Shopping Sites _x	· · · · · · · · · · · · · · · · · · ·	ĸ
Contains youtube.com/channel/UCSSR/pigTgyygdoub01g/ ondition 2 Webpage Title Ontomon Equate list Shopping Sites X KCEPT	· · · · · · · · · · · · · · · · · · ·	×
Containe youtube.com/dhannel/UCS/RidPiqTigfyyyQdorb01g/ ondition 2 Webpage Title © Ocomon Equals list Shopping Sites _x	· · · · · · · · · · · · · · · · · · ·	×

- On Teramind DLP, you can create Activity-based rules for the Websites and Browser Plugins.
- For the Webpages, you can use the Webpage Title, URL, and Query Arguments (URL variables) as inputs for the rule conditions.
- For the Applications, you can use the Application Name, Application Caption, Time Active, Time Idle, Focus Time, etc., and detect if it's launched from a CLI (Command Line Interface), or detect specific version of the OS.
- For the Browser Plugin, you can use the Plugin Name, Browser (i.e. IE, Firefox), Plugin Permission (i.e. Proxy VPN, Requests, User Data) as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video,

What are some sample rules using this feature?



3.2 Browser Plugins

What report can I access for this activity?



No settings

The Browser Plugins do settings panel and is co Websites settings pane

What rule and alert triggers can I use with this activity?

Condition 1 Browser × Plugin permissions ×	
CONDITION	
Opera 🗙 Firefox 🗙	0
EXCEPT	
Start typing	(?)

What are some sample rules using this feature?

Execute Windows Command, etc., and additionally a Redirect action for webpages.

- Restrict access to non-whitelisted/unauthorized applications or websites but allow managers to override if needed.
- Detect and block when a dangerous application (e.g., Windows Registry Editor) is launched.
- Warn users when spending excessive time on social media or entertainment sites such as YouTube.
- Find out potential turnover by checking if employees are searching on job sites. Get notified if the time spent on such sites exceeds a threshold.

- Browser Plugins activities can be monitored under the <u>Applications & Websites</u> and other related BI reports (e.g. the <u>Web File Events</u> report shows details for all the uploads/downloads done through the browser).
- The Browser Plugins does not have a dedicated settings panel and is controlled under the Websites settings panel. Check out the <u>Applications & Websites</u> monitoring and tracking controls for more information.
- On Teramind DLP, you can create Activity-based rules for the Browser Plugins.
- You can detect specific browser name (e.g. Chrome), plugin name, and plugin permission (i.e. Proxy VPN, Requests, User Data) as inputs for the rule conditions.
- You can use Warn, Block, Notify, Lock Out User, Execute Windows Command rule Actions.

	lle Block dangerous plugins Summary R Compliance Policy
Ľ	Category
	Activity
*	Users
	Apply to Everyone
5	Browser
	Plugin permissions Proxy VPN
0	Actions
	After 2 violation(s) Block with message Potential dangerous plugin

3.3 Emails

What report can I access for this activity?



What monitoring & tracking controls do I have?

Emails: Edit settings	×
YES CAPTURE INCOMING	
YES CAPTURE OUTGOING	
YES O SAVE ATTACHMENTS	
YES CAPTURE EMAIL CONTENT	
NORE ATTACHMENTS WITH FILENAMES MATCHING (REGEX)	- 1
^.*\.(mp3 MP3 mp4 MP4 avi AVI mpg MPG)\$	
A.*_mp3 MP3 mp4 MP4 avi AVI mpg MPG)\$	
APTURE EMAILS THROUGH Desktop Outlook X Outlook Web Access X Gmail X Yahoo Mail X	1
APTURE EMAILS THROUGH	Ø

- Restrict use of certain browsers, e.g. old version of Internet Explorer.
- Block dangerous browser plugins and extensions to reduce the risk of malware infection or prevent a plugin from utilizing certain permissions such as the ability to access critical proxy settings or user data.
- View all emails and attachments being sent or received by employees and departments.
- View incoming/outgoing emails by timestamp, top employees/departments by no. of emails sent/received, attachment heatmaps, top domains, statistics for email sources, etc.
- Group email activities by the employee, departments, domain, source, etc. or compare trends such as outgoing vs. incoming emails.
- Save a copy of the email or attachments.
- Filter the report by the employee, department, computer, email direction, email client, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.
- You can select which emails to capture, incoming/outgoing, or both.
- You can decide if you want to capture the attachments or email content.
- You can use Regular Expressions (RegEx) to further filter or ignore any attachments you do not want to be captured. For example, video files.
- You can specify which email clients will be captured. Teramind supports popular clients such as Outlook, Gmail, Yahoo, etc. both desktop and web versions.

What rule and alert triggers can I use with this activity?

Condition 1		×
Mail Direction		
INCOMING	OUTGOING	(?)
Condition 2		×
Mail To		
CONDITION		
Start typing		?
EXCEPT		
Contains teramind.co 🗙		(?)

What are some sample rules using this feature?



3.4 Online Meetings

Online Meetings O Image: Source of the sour

What report can I access for this activity?

on of Loci jo	_					
Date / time =	Employee	Computer	Duration	Application	Direction	Participants
021-01-08-03:48 🗰			0.00108	Zoom	incoming	Tia Sanders, +1
2021 01 08 03 48 🖶	Tia Sanders	WN 0356H	0.00108	200M	Outgoing	Tia Sanders, Woharred Wogh, jgollan
021-01-08-03-48 B	Mohamed Rogh	WN 03501	0.00.08	200M	incoming	Tia Sanders, +1
021-01-08-03-38 B	jackson Gollan	WIN 035401_	0.00.06	2001	incoming	Tia Sanders. +1
021-01-05 03 37L. 🖷	Tia Sanders	WN-03569-	0.01.01	20011	Outgoing	Tia Sanders, gollan
021-01-07-00:43 🗰	Kate Sparrow	WN-035491	0.00.05	20011	Outgoing	Kate Sparrow
021-01-07 09:20 🖷	Leo Stiles	WN-035491_	0.00.04	Zoom	Incoming	Leo Stifes. Kate Sparrow
021-01-07-09:20 🗰	Kate Sparrow	WIN 035401_	0.00.25	Zoom	Outgoing	Kate Sparrow
021-01-07 09:00: B	Kate Sparrow	WN-005404_	0:02:13	Zoom	Outgoing	Kate Sparrow
021-01-07-03:23 🗰	Thomas Cook	WIN 035404_	0.00.25	Zoom	incoming	Tia Sandara, +1
021-01-07-02-23: 🗰	Jackson Gollan	WN-0256H	0:00:25	200m	incoming	Tia Sanders, +1
021-01-07-03:23 B	Mohamed Rough	WIN 0354H	0:00:13	Zoom	incoming	Tia Sanders, +1
021-01-07 03:23: 🖶	Tia Sanders	WN-0356H	0.00.26	200m	Outgoing	Tia Sanders, tcook, Nohamed Krogh, jgsilan
2021-01-07-03:11 🖿	Tia Sanders	WIN 0354H	0.01.28	Zoom	Outgoing	Tia Sanders
2021-01-06 13:58	Leo Stiles	WIN-0354H	0.00:04	200m	Outgoing	Leo Stiles

What monitoring & tracking controls do I have?

- On Teramind DLP, you can create Activity-based and Content-based rules for the Emails.
- You can use the Data Content to detect your own content or use the pre-defined Classified Data (Personally Identifiable Data, Financial Data, Health Data, Code) and File Origin.
- You can use the Mail Body, Subject, CC/To/From fields, Mail Direction, Mail Client, Mail Size fields and detect if the mail has any attachments as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video, Execute Windows Command, etc.
- Detect sensitive information like Credit Card Numbers, Social Security Numbers, Health Records, or your own custom data types inside email body or attachments and act based on what's detected. For example, warn the user when sending out an email that contains a document containing contacts to prevent data exfiltration or comply with privacy laws.
- Prevent attaching files from a certain location(s) such as local, network, or cloud drives.
- Restrict sending work emails from personal email accounts.
- Prevent sending of attachments to non-business addresses.
- Detect if a competitor is contacting your employees or vice versa.
- Get notified if a user is sending emails with large attachments.
- Track online meeting activities for apps such as Zoom, AirCall, Microsoft Teams, etc.
- View employee/computer, when the meeting took place, duration, app, direction, participants, etc.
- Filter the report by employee, department, computer, etc.
- Optionally, view and/or hear the meetings (check out the <u>Audit & Forensics</u> section to learn more).

Online Meetings: Edit settings	×
RACK THESE APPLICATIONS 8x8 x Zoom x RingCentral x AirCall x	
8x8 X Zoom X Kingcentral X Aircall X	0

• You can select which online meeting applications to monitor such as, Zoom, Microsoft Teams, AirCall, etc.

What rule and alert triggers can I use with this activity?

Condition 1		
Application Name	Time Active (min) [×] ⊕	
ONDITION		
Contains aircall \times		3
XCEPT		
Start typing		(?)

What are some sample rules using this feature?

Rul test	e test Summary ^{Policy}	l
Ľ	Category	I
	Activity	I
2	Users	I
	Apply to Everyone	I
B	Applications	I
	Time Active (min) >= 60min.	I
1	Application Name contains aircall	I
8	Actions	I
	Record Smin before and Smin after violation	I

3.5 Console Commands

What report can I access for this activity?

2021 - Jan 1	6. 2021 🛅							and sold in case of the same of the same	0.000
-1-1									
-			44				a (lalena		
									-
						1.00	1 1		
			2				1 3		
			-						
41.04		- W2 - 4	A					Country of and Country	
KORTEY -1-1			March Street of Street		2415	144			
0.010823608			Anti-Alicente descent	-	10004	used			1.1
Las California			and dwal on design	and a	ALC: NO.	and a second			
10100000			And in Concession Services	-	100.00				- 1
			Anti-Description destruction	-	-	Inflaten			- 11
0.0 2884.03			back-Despire because		10.000	and the second s			
80188700			and the second second		100.0				- 51
D-D Y-MRD-DM			Party and a second desired		Marking Street				
0-0 1003-08			had the second descent	makey	1000	Proven la			
0-0-2002-000			tere deserve serves	-	10100	and the second s			
0.010.010.010.0100			policitation and out		1000	0.048			
PO-SALAR-ON			printing and descent		441.4				
00-0189-018			and a desired denoted		2000	Init States in 1			
Data di Malandaria			term de anna airean		10000	14			
NO-THERE IS A			photosen anno	-	1616.1				(D av
1.21.01000000			manufacturi descut	-	Marine.	and the second s			
COMN		ter WIN-03	ISKHOR8PEI						\$ >
		and TERAN		1-035KH	ONSPE	\$: "C:\Users\tic	ya\AppUata\	Local\yahoomessenge	erlap
	warati								
	T								
jun 30	Tama								
jun 30			5KHOR8PEI						
jun 30	Compu	ter WIN-03		0.025/24	0.0000	a seal la sealada			
jun 30	Compu Comm	ter WIN-03 and TERAN	IIND-DEMO\WIN	1-035KH	ORSPE	\$: "C:\Users\tlo	ya\AppData\	Locallyahoomessenge	er\ap
	Compu Comm Durati	ter WIN-03 and TERAN an 00:00:00	IIND-DEMO\WIN	1-035KH	ORBPE	\$: "C:\Users\tlo	ya\AppData\	Local\yahoomessenge	erlap
jun 30	Compu Comm Duratio	ter WIN-03 and TERAM on 00:00:00 r Loya	IIND-DEMO\WIN	1-035KH	ORSPE	l\$: "C:\Users\tic	vya\AppData\	Locallyahoomessenge	er\ap

What monitoring & tracking controls do I have?

- Online Meetings do not have dedicated rule triggers. However, you can use the Application category and use Activity-based rules for them.
- You can then use Warn, Block, Notify, Lock Out User, Execute Windows Command rule Actions.
- Record the session if a user spending excess times in meetings.
- Get notified if the total meeting duration during a day is greater than a certain value.
- Detect what files are being shared at a meeting.

- Monitor any console commands executed by a user or an application from the command line.
- View date/time, employee, computer, username, PID (program ID), command heatmap by timeline, etc.
- Group activities by the employee, departments, app, etc. or compare trends such as top commands vs. top employees.
- Filter the report by the employee, department, computer, task, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.

Applications: Edit settings	×	
NO TRACK CONSOLE COMMANDS		

• Console Commands are tracked as part of the Applications object and can be turned on/off from the Applications settings.

What rule and alert triggers can I use with this activity?

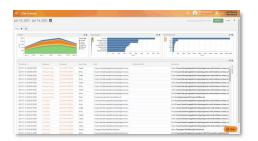
pplications		
Condition 1		
Application Name × Launched from C	±u [×] ⊕	
NO	YES	0

What are some sample rules using this feature?

Ru Der	e Preventing running of network sniffers from the console Summary • Policy Policy
6	Category
	Activity
4	Users
	Apply to Everyone
B	Applications
	Application Name contains nmap or contains wireshark or contains smartsniff
	Launched from CLI
S	Actions
	Lock user with message Dangerous console command detected. You are locked out of the system.

3.6 File Events

What report can I access for this activity?



- Activity-based rules for console commands can be created under the Applications category and has the same capabilities as the applicationbased rules. For additional detection triggers, you can use the Launched from CLI condition.
- Track privileged user activities for system-level applications.
- Block DOS commands such as *ren*, *del*, *attrib*, etc.
- Detect *ipconfig*, *nmap*, *WireShark*, or similar network scanning software.
- Prevent running of batch files and scripts.
- Block access to the command prompt entirely.
- View all file activities on the local, external, network, and cloud drives.
- View employee and computers for file actions (access, write, upload/download, etc.), source (i.e. local disk, network), the full path of the file, file name, extension, and what app initiated the file operation.
- Group by top employees/extensions or compare between two file activities such as Upload vs. Download.
- Filter the report by the employee, department, computer, task, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.

What monitoring & tracking controls do I have?

File transfers: Edit settings	×
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WHAT TO TRACK	
YES TRACK LOCAL FILES	
YES TRACK NETWORK FILES	
YES TRACK LOCAL DOCUMENTS	
YES TRACK NETWORK DOCUMENTS	
YES TRACK EXTERNAL DOCUMENTS	
YES TRACK CD/DVD BURNING	
YES TRACK EXTERNAL DRIVES	
YES TRACK FILE SYNC WITH CLOUD SERVICES	
FILE TYPES TO TRACK	
YES TXT FILES	
YES DOC(X) FILES	
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YES PPT FILES	
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TRACK DOWNLOADS AND UPLOADS FROM THESE APPLICATIONS	
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DO NOT MONITOR THESE LOCATIONS	
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- You can specify what sources to track, such as local/network files, local/network documents, external documents, CD/DVD burning, external drives (i.e. USB / pen drives), etc.
- You can control which file types/extensions to track such as *doc*, *xls*, *ppt*.
- You can specify which applications should be monitored for upload/download activities.
- You can exclude select locations, folders, or drives from tracking.
- You can specify exactly what file operations to monitor, i.e. copy/move/upload/write.

What rule and alert triggers can I use with this activity?

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What are some sample rules using this feature?

Rule Protect confidential documents Summary Demo Policy Policy
Category
Content sharing
🛎 Users
Apply to Everyone
E Content
String document field named WATERMARK contains Confidential
🛃 Files
File operation Write
2 External Drive
© Actions
Block with message Do not share confidential documents.

- On Teramind DLP, you can create Activity-based and Content-based rules for the File Transfers.
- You can use the Data Content to detect your own content or use the pre-defined Classified Data (Personally Identifiable Data, Financial Data, Health Data, Code), File Origin, and File Properties.
- You can use the File Operations such as access, write, rename, insert/eject), copy, upload/download, etc. as inputs for the rule conditions.
- Other conditions such as network host, file path, cloud provider, download file name, URL/size, etc. are available depending on which file operation is selected.
- Prevent sharing of files that contain sensitive information, such as Credit Card Numbers, Social Security Numbers, Health Records, or your own custom data type.
- Prevent sharing of a file based on certain properties, such as, when a document contains a 'confidential' watermark.
- Create rules based on file origin, such as, stop all network sharing from certain applications.
- Detect/block access to sensitive folders.

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3.7 Web File Events

What report can I access for this activity?

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- Make a folder or drive ready only, preventing any changes to the files in that folder.
- Get notified when files are uploaded to Cloud sharing sites such as Google Drive, DropBox, OneDrive, etc.
- Block files from being copied to/from removable media such as USB drives.
- Prevent changes of program settings or tampering with configuration files.
- Stop transfer of large files.

- View all web file events (upload/download, cloud sync, etc.).
- Group and compare events such as timeline (uploads vs. downloads), top employees, top domains, etc.
- Filter the report by the employee, department, computer, task, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.



What monitoring & tracking controls do I have?

 Web File Events does not have a dedicated settings panel and controlled under the File Transfers and Websites settings panel to specify which URLs and files to track, when to track, etc. Check out the <u>Applications & Websites</u> and <u>File Events</u> sections for more information.

What rule and alert triggers can I use with this activity?

Condition 1	
File operation Download URL × 🕣	
CONDITION	
Download x	?
EXCEPT	
Start typing	?

- Web File Events do not have dedicated rule triggers. However, you can use the Files category and use Activity-based rules or Content-based rules to detect file transfer activities including web uploads/downloads.
- You can then use Warn, Block, Notify, Lock Out User, Execute Windows Command rule Actions.

What are some sample rules using this feature?



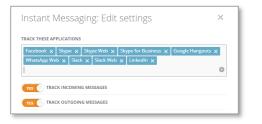
3.8 Instant Messaging

What report can I access for this activity?

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- Prevent upload or download of files to/from unknown or suspicious sites.
- Block torrent files.
- Limit the download/upload size to reduce abuse of bandwidth and storage.
- Prevent upload of sensitive files based on content.
- Monitor detailed information about users instant messaging activities such as: *Employee, Computer, Metting App, Direction, Messages, Attachments,* etc.
- Add chart/grid widgets to analyze data and visually represent them. Compare or group activities such as outgoing messages trend by users, Attachments shared vs tasks, etc.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.

What monitoring & tracking controls do I have?



- You can select which messages to capture, incoming/outgoing, or both.
- You can specify which IM clients will be captured. Teramind supports popular clients, such as WhatsApp, Facebook Messenger, LinkedIn, Skype, Slack, Google Hangout, and Microsoft Teams both desktop and web versions.

What rule and alert triggers can I use with this activity?

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What are some sample rules using this feature?

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3.9 Social Media

What report can I access for this activity?

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- On Teramind DLP, you can create Activity-based and Content-based rules for Instant Messaging.
- You can use the Data Content to detect your own content or use the pre-defined Classified Data (Personally Identifiable Data, Financial Data, Health Data, Code).
- You can use the Message Body, Message Direction, Messaging Application, and Contact Name as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video, Execute Windows Command, etc.
- Improve productivity and data security. For example, detect if customer service agents are not responding to complaints or queries coming through your Instant Messaging channels.
- Create rules that warn HR about angry exchanges, harassment, or other potential negative sentiments in chat conversations.
- Detect if a user is targeted for phishing or social engineering online.
- Restrict messages to/from select contacts.
- Detect if a user is in contact with suspicious people or criminal groups.
- Monitor support chat conversations to improve the quality of customer service and SLA.
- Get notified if the chat body contains specific keywords or sensitive phrases such as lawsuit threats, angry sentiments, sexual harassment, etc.
- View the source and action (post, comment, etc.) for the users' social media activities.
- View timeline (shows no. actions for a post, comment, edit post, etc.), top employees (by no. of social media activities), and top keywords, etc.
- See if any attachments are being shared.
- Aggregate or compare activities such as post vs. comments, Facebook vs. Twitter, etc.

- View the actual message.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.
- What monitoring & tracking controls do I have?

Social media: Edit settings	×
RACK THESE APPLICATIONS	
Facebook X Twitter X LinkedIn X	٥
YES TRACK NEW COMMENT	
YES TRACK EDIT COMMENT	
YES TRACK NEW POST	
YES 🕥 TRACK EDIT POST	

- You can specify which social media platforms to track. Teramind supports the most popular social media platforms, such as Facebook, Twitter, LinkedIn, etc.
- You can track New Comment, Edit Comment, New Post, and Edit Post activities in those applications.

What rule and alert triggers can I use with this activity?

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What are some sample rules using this feature?

- Rule Excessive usage of social media Summary

 Example Company

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- Social Media does not have a dedicated rules category. However, you can create rules to monitoring social media sites using the Activitybased rules using the Webpages category. You can also create Content-based rules for social media. For example, using the Files category with a Content-based rule to detect sensitive contents and then use the Upload URL condition to block uploads of those files to a social media site.
- Warn employees about excessive use of social media that might hamper productivity.
- Block posting of comments on certain social media sites such as Facebook but make an exception for the Marketing department.
- Monitor your corporate social channels. Get notified when any updates, posts, or comments are made on your social media accounts.
- Block uploading of sensitive files to a social media site.

3.10 Keystrokes

What report can I access for this activity?

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What monitoring & tracking controls do I have?



Automatically suspend keylogging when certain

•

content is detected on <u>Applications & Websites</u>.

You can turn the Clipboard tracking on/off.

certain Applications & Websites.

You can automatically suspend keylogging for

What rule and alert triggers can I use with this activity?

ondition 1		
Text Typed 🛛 🕀		
ONDITION		
Contains <prtsc> 🗙</prtsc>	Contains <shift+prtsc> ×</shift+prtsc>	(?)
		Ŭ
KCEPT		
Start typing		?

- View all the keystrokes entered by the users in all apps/websites.
- In addition to regular keys, you can monitor the clipboard operations (copy/paste), use of special keys such as the Print Screen or key combinations.
- Compare items such as by timeline (e.g. no. of words vs no. of characters/letters typed for the duration), heatmap of keys pressed, top app/domains where the most keyboard activity occurred, etc.
- Group keystrokes by app/web categories, security categories, and reputation.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the dashboard or the BI reports.

- On Teramind DLP, you can create Activity-based and Content-based rules for Keystrokes.
- You can use the Data Content to detect your own content or use the pre-defined Classified Data (Personally Identifiable Data, Financial Data, Health Data, Code).

- You can use Text Typed, Word Typed, Special Key Typed as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video, Execute Windows Command, etc.

What are some sample rules using this feature?

	ule Screenshot taken Summary mo Policy Policy	
B	Category	
	Activity	
4	Users	
	Apply to Everyone	
ń	Keystrokes	
	Text Typed contains <prtsc> or contains <shift+prtsc></shift+prtsc></prtsc>	
8	Actions	
	Block	

- Detect if someone is taking screenshots with the likely intention of stealing information.
- Detect if an employee is using unprofessional language with a customer on live chat.
- Detect PII, PHI, PFI or other sensitive contents to prevent data leaks in real-time, as the texts are types.
- A user repeating easy-to-guess passwords (hence, creating a security risk).
- Disable keyboard macros or select combo keys in certain applications or for some users.

There is no dedicated report for the Clipboard.

search for hidden characters that indicate
copy/paste operations, for example:
<Control+C> or <Control+V>.

However, you can use the Keystrokes report and

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3.11 Clipboard (Copy and Paste)

What report can I access for this activity?

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Fang Shen	WIN-0	ISKHORBPEI	Control+Do	creat	e a target market state	ment silet

What monitoring & tracking controls do I have?



Clipboard does not have a settings panel. However, you can turn it on/off from the Keystroke's settings panel.

What rule and alert triggers can I use with this activity?

Condition 1	
Webpage Url	
CONDITION	
Start typing	?
RCEPT	
Contains lightning.force.com	(?)
	U.

What are some sample rules using this feature?

- On Teramind DLP, you can create Content-based rules for the Clipboard.
- You can use the Data Content to detect your own content or use the pre-defined Classified Data (Personally Identifiable Data, Financial Data, Health Data, Code). You can also use Clipboard Origin to monitor clipboard activity on certain websites or applications.

в	Category	
	Content sharing	
4	Users	
	Apply to Everyone	
	Content	
	Copied from Webpage URL contains lightning.force.com	
Ð	Clipboard	
	Webpage Url excludes contains lightning force.com	
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3.12 Searches

What report can I access for this activity?

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- Prevent sharing of customer data outside of your CRM site.
- Warn users when they copy social security numbers from an Excel spreadsheet and paste it on an email client like Outlook.
- Prevent data defined as sensitive on your *Classified List* to be pasted on an image application. So that the user cannot later upload the image to bypass your document upload rules.

- View all the search phrases by timestamp, site, employee, department, computer, etc.
- Compare or group searches by timeline, top searches by employees, sites, keywords, etc.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
 - Add real-time widgets on the BI reports.
- No settings

What monitoring & tracking controls do I have?

• Search does not have a dedicated settings panel. Search engines are treated like regular websites on Teramind. You can control the website settings from the Websites settings panel. See the <u>Applications & Websites</u> section for more information.

What rule and alert triggers can I use with this activity?

Condition 1	
Webpage Url × Webpage Title × 🕤	
Match list Keywords ×	0
EXCEPT	
Start typing	?

What are some sample rules using this feature?

• You cannot create any Search-based rules directly. However, in Teramind DLP you can create Activity-based rules and use the *Website URL* and *Website Title* conditions to detect a search engine and the term(s) a user is searching for.



3.13 Printing

What report can I access for this activity?

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Use the Webpages rules to detect when an employee searches for certain keywords.

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• Redirect to another URL when a certain search engine is detected. For example, redirect all searches from Bing to Google.

- Track all documents sent to the local or network printers including the name of the document, printer, pages, copies, computer, and the user initiating the print job.
- Compare or group print activities by timeline (e.g. no. of print jobs, pages, and copies), heatmap, etc.
- View or print a copy of the document or save it as a PDF file.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add real-time widgets on the BI reports.

Printed docs: Edit settings	×
PRINTER TRACKING ACCOUNT USER	
demo@teramind.co	
PRINTER TRACKING ACCOUNT PASSWORD	
YES CAPTURE ACTUAL DOCUMENT	
MAXIMUM CAPTURE DOCUMENT SIZE (PAGES)	
50	
EXCLUDED PRINTER NAME (REGEXP)	
	0

What monitoring & tracking controls do I have?

- Specify which printer account will be used for printers that require login (e.g. network printers).
- Turn the capture of actual documents on/off.
- Specify the maximum size of the document (pages) to be captured.
- Exclude printers you do not want to track.

What rule and alert triggers can I use with this activity?

rinting	
Condition 1	×
Printer name [×] Number of pages [×] ⊕	
CONDITION	
Contains HP_Color ×	(?)
EXCEPT	
Start typing	(?)

What are some sample rules using this feature?

3.14 Network

What report can I access for this activity?

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- On Teramind DLP, you can create Activity-based rules for the Printer.
- You can use the Document Name, Printer Name, and Number of Pages as inputs for the rule conditions.
- You can use all the available rule Actions, such as: Warn, Block, Notify, Lock Out User, Record Video, Execute Windows Command, etc.
- Warn the user about large print jobs to reduce waste.
- Prevent data leaks over hardcopies by restricting what documents can be printed.

- Monitor detailed information on the network usage such as: *Employee*, *Computer*, *Source/Destination IP*, *Ports*, *Hosts*, *Bytes Sent/Received*, etc.
- Add chart/grid widgets to analyze data and visually represent them. Compare or group activities such as outgoing traffic trend by users, most used host vs computers, etc.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.
- Add a real-time *Network Usage* widget on the dashboard.

What monitoring & tracking controls do I have?

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- You can turn SSL on to monitor secure connections (i.e. HTTPS).
- Select which IPs and Ports you want to track. For example, you can decide to track only external IPs or connections.
- Similarly, you can specify which network processes to track. You can use names (i.e. svchost.exe), Regular Expressions, Network Shared Lists, etc. to fine-tune the processes to track.

What rule and alert triggers can I use with this activity?

etworking	
Condition 1	×
Remote host \times Bytes sent \times \odot	
ONDITION	
Match 1.1.1.1/32 🗙	0
XCEPT	
Start typing	3

What are some sample rules using this feature?

PCI	
D	Category
	Activity
4	Users
	No one selected
٩,	Networking
	Remote host excludes match 192.168.0.0/18 or match 10.0.0.1/8
0	Actions
	Block with message Outbound internet traffic from cardholder data environment hosts is not allowed per PCI-DSS 1.3.4 and
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3.15 Geolocation

What report can I access for this activity?

- On Teramind DLP, you can create Activity-based rules for the Network.
- You can use the Application Name, Remote Host and Port, Bytes Sent and Received, Local IP, etc. as inputs for the rule conditions.
- You can use these rule Actions: Warn, Block, Notify, Lock Out User, Execute Windows Command, etc.
- Implement network security-related rules, for example, restrict outgoing internet traffic from the payment server (to comply with PCI DSS regulation).
- Limit network access such as, disable login via RDP (Remote Desktop Protocol).
- Detect if a user has established a connection to a peripheral local or VPN network or has changed the network route to bypass your corporate VPN.
- Get notified when abnormal network activity (i.e. sudden spike in network traffic) is detected which might indicate an intrusion.

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						10,00		

- Monitor detailed information about the users' location such as: *Employee*, *Computer*, *Latitude*, *Longitude*, *Country*, *City*, etc.
- Plot coordinates and chart *Dimensions* and *Measures* on a map.
- Compare or group locations by timeline (e.g., by remote vs on-site employees), create charts, etc.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.

What monitoring & tracking controls do I have?

Geolocation: Edit settings	×
TIME THRESHOLD (S)	
600	

• You can set a time threshold before a location is reported.

What rule and alert triggers can I use with this activity?

• Currently you cannot create any behavior rules/alerts based on Geolocation.

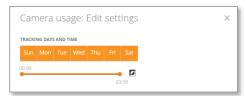
3.16 Camera Usage

What report can I access for this activity?



- Monitor detailed information on the camera usage such as: *Employee, Computer, Duration, Time Started, Meeting Application, Camera Name*, etc.
- Add chart/grid widgets to analyze data and visually represent them. Compare or group activities such as camera usage by apps, usage timeline by employees, etc.
- Filter the report by the employee, department, computer, platform, etc. and LDAP groups/attributes (if integrated with Active Directory).
- Print or export the reports as PDF/CSV files.
- Schedule regular report delivery to email addresses.
- View video records of the activities by date/time.

What monitoring & tracking controls do I have?



• You can toggle the Camera Usage monitoring on/off or set up a monitoring schedule.

What rule and alert triggers can I use with this activity?

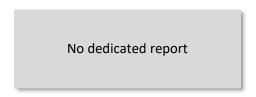
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What are some sample rules using this feature?

Ru Cam	le Camera App Summary ere Policy
	Category
	Activity
-	Users
	Apply to Everyone
0	Camera
	Camera name contains VMware Virtual USB Video Device or contains Logitech HD Webcam or co ntains ZioMi USB 2.0
	Camera application name contains zoom.exe or contains chrome.exe or contains webex
\otimes	Actions
	Show warning with message Camera use detected

3.17 Registry

What report can I access for this activity?



What monitoring & tracking controls do I have?

- ctivity?
- You can detect the camera name and in which application the camera is being used.
- You can use the Notification, Lock Out User, Warn, Set User's Active Task, Record Video and Command Actions with the Camera.
- Allow webcam usage only in your company's approved apps such as Webex and block other apps to reduce security and privacy risks.
- Respect user privacy by only recording video for a specific camera. For example, record screen sessions of remote users by tracking the camera supplied by the company and not record when the user is using their personal/built-in webcam.
- Registry changes aren't tracked on a dedicated report but you can view rule violation incidents related to the registry on the <u>Behavior Alerts</u> report.
- You can toggle the registry monitoring on/off or set up a monitoring schedule.

What rule and alert triggers can I use with this activity?

ieneral	Registry		Rule Registry changes Summary Semple Rules Policy
iser legistry ictions Changes saved	Condition 1 Key Name ^X Value ^X Program ^X Concerns Concerns Neg. Inc.d. machinel. (k) CODP	00	Category Activity Clean Apply to If Registry Program contains regedit Key contains hing Scall machinet.
		٢	Name equals Starts Value equals 3 © Actions Notify ben@teramind.co

- You can detect changes to registry keys, names, values and programs.
- You can use the Notification, Block, Lock Out User, Warn, Set User's Active Task, Record Video and Command Actions with the Registry.

What are some sample rules using this feature?



- Prevent changes to sensitive keys/programs or other items in the registry. For example, network or internet settings, security policies, etc.
- Detect/prevent unauthorized changes of permissions or privileges of files, folders, drives or applications. For example, a malicious user or intruder can change the USBSTOR values to enable the use of external drives compromising security. By monitoring the registry key, you can prevent such changes.
- Detect if a user is trying to install a dangerous or problematic software by monitoring what changes the software is making to the system.

3.18 OS State

What report can I access for this activity?

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Own spiller	Balaning dama.com	THAT	0.014	with Difficulture Ware	Act 14	No.	144	

What monitoring & tracking controls do I have?

OS State: Edit settings	×
VES O LOCK	
VES SLEEP	
YES SCREENSAVER	

- OS State changes aren't tracked on a dedicated report but you can view a user's OS State and change the "Lock" state under the *Status* column of the <u>Employees</u> report.
- You can toggle the monitoring of Lock, Sleep and Screensaver states.

What rule and alert triggers can I use with this activity?



• You cannot use any rules directly with the OS State. However, you can monitor <u>idle time</u> with the Agent Schedule-based rules. You can also use the Lock Out action with some rules to lock out the user's computer (Windows only).

3.19 Remote Control

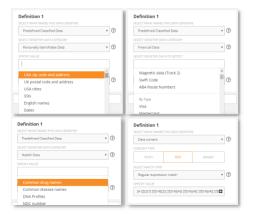
The Remote Control feature allows you to take full control of a user's computer over the internet. Additionally, you can block the user's input or freeze their screen remotely.

Remote Control is available through Teramind's Session Player and is part of Teramind's audit and forensics capabilities. Please check out the <u>Audit & Forensics</u> section for more information.

4 Data Loss Prevention

Teramind data loss prevention feature utilizes automated data discovery, classification, and contentbased rules to protect your sensitive data and IP from exfiltration. Additionally, built-in support for PII, PHI/HIPAA, PFI/PCI DD, and GDPR-regulated information means your data protection and security policies conform with regulatory standards and compliances.

4.1 Protect All Data Types and IP



4.2 Define Content-Based Rules



4.3 Define File Operation-Based Rules

File Origin			• ?			
ELECT FILE ORIGIN						
SHARE		Definitio	n 1			
		SELECT WHAT	MAKES THIS DAT	A SENSITIVE		
SELECT MATCH TYPE		File Prope	rties		*	0
All shares		FIELD TYPE				
	_	ANY	STRING	INTEGER	DATE	?
		FIELD NAME				
		departmen	nt			?
		SELECT MATCH	H TYPE			
		Equals			*	?
		SPECIFY VALU	E			
		HR				

- Teramind has built-in templates for many classified and sensitive data types you can use to protect your confidential data and IP.
- You can create custom data types specific to your organization easily using Regular Expressions (RegEx) and natural language definitions. For example, billing/invoice numbers, signup, enrollment and payment data, OGD, GSCP, special codes, etc.
- Protect your IP data such as Deal Management Information, Trading Algorithms, Financial Modeling, Code Snippets, IPO Plans, M&A Plans.
- In addition to defining activity-based rules, you can create Content-based rules in Teramind DLP to protect important information from malicious or accidental data leaks.
- You can create content-based rules for Files, Emails, IMs, and Clipboard.
- Content rules detect sensitive content anywhere: from applications, websites, IM chats, and email attachments to 'on-the-fly' information, displayed on the screen.
- In addition to the regular file activities (i.e. read/write, upload/download, etc.), Teramind DLP comes with two special types of content categories for file operations: File Properties and File Origin.
- *File Properties* lets you create rules to detect file properties/meta tags against any string (text), integer (number), or date.
- *File Origin* lets you create rules based on the file source, such as Cloud, URL, or all shares.

4.4 Prevent Malicious and Negligent Data Exfiltration



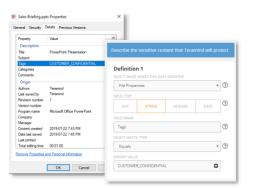
- Use the File Transfer rules to block external drives, Clipboard rules to prevent sharing of confidential information across apps and websites.
- There are hundreds of use cases where Teramind DLP can proactively defend your data from malicious or accidental leaks or misuse.

4.5 Use Pre-Defined Data Categories

LECT WHAT MAKES THIS DATA SENSITIVE		
Predefined Classified Data	*	?
ECT SENSITIVE DATA CATEGORY		
Code Snippets	*	?
Financial Data		
Health Data		
Personally Identifiable Data		
Code Snippets		
1		(?)

- Teramind has built-in templates for many predefined data categories to help you classify information automatically and in real-time.
- *Financial Data* allows you to detect credit card numbers, Swift codes, ABA Route Numbers, etc. for PCI DSS.
- *Health Data Category* allows you to identify common drug/disease names, DNA profiles, HICN, ICD codes, etc. for HIPAA compliance.
- *Personally Identifiable Data* allows you to detect names, addresses, birth dates, zip codes, etc. for privacy such as GDPR compliance.
- *Code Snippet* allows you to prevent source code leaks for SQL and many other popular languages.

4.6 Leverage Document and Data Fingerprinting to Protect Sensitive Data



- This feature is useful to secure patents or legal documents, government forms, HIPAA data, HR records, etc.
- In Teramind DLP, *File Properties* and *File Origin* allow you to identify files based on their tags and sources, allowing you to track them even when changed or shared across users.
- Data Content allows you to track any text or binary patterns in a file, allowing you to create document signatures that can be tracked to ensure data integrity.

4.7 Ensure Regulatory Compliance Involving PII, PHI/HIPAA, GDPR, and More



- Teramind DLP has built-in support for many regulatory compliances including GDPR, HIPAA, PCI DSS, ISO 27001, NIST, FISMA, etc.
- Teramind's detailed alerts, session logs, anomaly and risk analysis, and incident reports help you demonstrate data security best practices and fulfill breach reporting and burden of proof requirements.
- Additionally, your can configure Teramind's monitoring features to meet privacy requirements set by GDPR and similar regulations.

5 User Behavior Analytics

Teramind comes with powerful User & Entity Behavior Analytics (UEBA) to identify and alert you about a wide range of anomalous behavior and potential threats by either a malicious, inadvertent, or compromised employee or third-party entity. Predictive and situational threat information derived from machine learning, regression analysis, and risk analysis helps you detect vulnerabilities early; identify security weak spots, and develop risk mitigation plans for the future.

5.1 Insider Threats

In Teramind DLP, insider threat detection works utilizing a combination of monitoring, authentication, data classification, risk analysis, and behavioral rule features. For example:

- Discover and identify sensitive information from structured and unstructured sources. Built-in classification templates for Personally Identifiable Information (PII), Personal Health Information (PHI), Personal Financial Information (PFI), etc.
- Clipboard monitoring and interception feature allow you to protect sensitive data from being shared through the clipboard copy/paste operations.
- Fingerprinting and tagging features identify important documents and files and then monitors their usage so that you can keep track of your data even when modified or transferred by insiders.
- Establish organization-wide visibility and control for over 12 objects including screens, apps, websites, files, emails, etc. Locate suspicious activity in real-time.
- Detect activities of all types of insiders: employees, third-party vendors, freelancers, contracts, etc.
- Activity, Agent-Schedule-based rules to automatically detect when users violate rules.
- Utilize sophisticated anomaly rules to identify user activities outside the normal behavior.
- Real-time alerts and notifications immediately warn you about harmful insider activity.
- Use session playback, monitoring reports, and logs to investigate data breaches and identify what happened, who, and what caused the incidents.
- Risk analysis to identify security gaps & vulnerabilities.

5.2 Abusive Behavior

These are user behaviors that, while not malicious or particularly dangerous, still can cause your organization loss of productivity and in some cases, other damages. With Teramind DLP, you can create Content, Activity, and Agent Schedule-based rules to detect abusive behaviors easily. For example:

- Sign of discontent, harassment, legal threats, or other sentiments in emails or IM chats indicating underlying issues.
- Development team using production data for testing and development.
- IT department storing authentication information such as credit card magnetic data which is prohibited in PCI DSS regulation.
- User entering sensitive data such as passwords or personal details on potentially harmful or unsecured sites.

- Employees looking at materials online that are questionable, suspicious, or otherwise dangerous. For example, hacking sites, pornography, or piracy content.
- Workers spending too much time on Facebook, watching YouTube videos, or surfing online shopping sites.
- Employees idling too much, coming to work late, frequently absent, etc.
- Spending excess time on personal tasks such as applying for jobs.
- Abusing company resources, such as printing unnecessary copies of documents, throttling the network, etc.
- Using applications or sites that are unproductive or unauthorized.
- Not following prescribed policy when dealing with customers.
- Not following corporate etiquette policy, for example, visiting gambling sites.
- Using browser's incognito/private mode.
- Contractor submitting invoices that do match work hours or task completion status.

5.3 Malicious Behavior

With Teramind DLP you can create Activity, Agent Schedule, and Content-based rules to detect malicious behavior or suspicious intents easily. For example:

- Customer agent asking for credit card numbers in unsecured email or support chat.
- Sales rep copying customer data from the CRM site and emailing it outside.
- Uploading documents that contain sensitive data to personal Cloud drives.
- Unauthorized users reading documents they should not have access to.
- An employee participating in insider trading by sharing embargoed information.
- A user trying to hide information in an image.
- Sending out emails with sensitive files to non-corporate emails.
- The non-authorized use of cloud sharing drives as an attempt to exfiltrate data.
- Sharing 'not for the pubic' files on social media or IMs.
- Running network snooper, registry editor, or other dangerous applications.
- Running software from external media or cloud services.
- Changing the configuration of the network or system settings.
- Saving files on removable media.
- Employees communicating with competitors.
- RDP connection attempts to forbidden hosts or unauthorized use of RDP applications.
- Sudden change in schedules or work patterns.

5.4 Dynamic Risk Scoring



Chose time period for	thresholds	
Choose the period of time for threshold cal	ulations	
Daily		• ?
Configure action thre	shold	
Configure action three	shold	
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0	shold O	

RULE TRIGGER					
WHAT TRISGERS THE RULE					
Select the action which the rule v	vill be built upon				
Webpages					
CONDITIONS					
Select parameters for this r					
Anomely baseline	*	15	Department		* *
Time (%)	•		* 10		×
ADD CONDITION					
RULE RISK LEVEL					
RISK					
Select the degree of risk for viole	ting this rule				
	•				
No Risk	Low	Modera	Ce .	High	Critical
ACCUMULATES RISK					
					_
Whether this rule should be cour	rted multiple times per day on mu	ultiple violations			715

5.5 Anomaly Detection

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FILTER RULES	τ.	RULES	CONDITIONS			APPLIES TO	ACTO	NS	
Input the name of	rale	Webpages Anomalies	Webpages Time (%) > huity	7		All employees	1	0	×
Add employees	or departments	File upload anomaly	Files: Web- Threshold	ipload operati count > 3	on	All employees	1	0	×
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019-07-22 11:22:52	Cherol Guillen			Newsfor		com 54.3% of time. Department av			

Conduct Risk Analysis:

You can use the BI Reports > Behavior Alerts > Risk screen or create your own risk analysis reports to conduct an organization-wide risk assessment. You can find out top risky users, rules, and objects (applications and websites). You can plot risk trends, for example, by department, severity, number of violations, tag, etc. Unique risk score helps you identify high-risk users or policies so that plans can be developed for treating the risks.

Assign Risks to Rules:

Each rule has an Advanced Action tab where you can assign risk to an activity based on frequency. You can add multiple thresholds, assign risk levels and take different actions depending on how often the rule is violated. For example, you can set an email rule that sets a Low risk when a user sends 5 emails in a day. However, if they send more than 10 emails a day, then the rule will set a Moderate risk level and trigger a Notification action.

Assign Risks to Behavioral Baselines:

With the Anomaly Rules, you can assign dynamic risks to anomalous behaviors based on time and baseline compared at user, departmental, or organization level. For example, you can set up a website anomaly rule that assigns a high risk to a user's behavior if they spend more than 20% of their time over their departmental baseline. The risk score will then auto-adjust over time as both the user's and the department's activities change. The risk score will also reflect this on the Risk report.

Anomaly Rules (On-Premise):

Anomaly Rules are special types of rules available on Teramind UAM and Teramind DLP. They allow you to identify anomalies in user behavior or application activities by utilizing behavioral baselines. An anomaly rule also allows you to assign risk levels to the behavior and a notification action to inform admins or managers about such anomalies. You can view the anomalies on the Alert report along with the rule violation incidents.

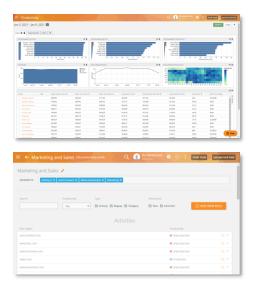
Create Anomaly Rule		×
	USE TEMPLATE	
TEMPLATE TO USE		•
By Type Applications Application usage anomaly Fmails		^

Built-in Templates:

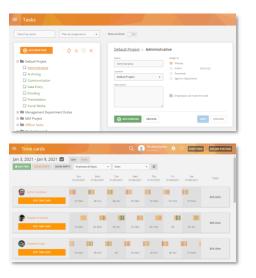
Teramind DLP comes with many anomaly rule templates for Applications, Emails, Files, Instant Messages, Networking, Printing, etc. Using the templates, you can start creating sophisticated anomaly rules in no time.

6 Workforce Productivity

6.1 Productivity Analysis & Reporting



6.2 Time Tracking



- Productivity reports allow you to track productive, unproductive, active, and idle time and performance KPIs for employees and departments.
- Classify apps/websites as productive, unproductive or into custom categories.
- Identify top employees by Work Time, Idle Time, Productive Time, Session Time, Activity %, etc.
- Track time spent and wages on different employees, departments, projects, or tasks.
- Understand exactly how shifts are spent through minute-by-minute activity monitoring to best utilize your workers.
- Automatically assign tasks to employees and track time based on their activity or let them manage their clock-in.
- Comes with Time Tracker, Employee Cost, Task Cost, Time Records, and Time Card reports.
- Add missing time entries and notes such as PTO/time off, accruals, etc. for auditing and compliance purposes.
- Analyze payroll and discover your cost drivers such as unproductive hours and absence.
- View screen snapshots and session records of the selected time period.
- Import projects and tasks from PM solutions such as Zendesk, JIRA, etc.

6.3 Template-Based Scheduling



Edit FAIL Opar's Shint A Feb 25, Thursday ALLOWED BREAK Thursday 9:00 18:00 60 min 18:00 SET DAY OFF

6.4 Workflow Automation

	Simple Mode	Advanced Mode	Rule Accounting/Auditing task Summary Redecter Tests Inter
ications	Select how the system should	react to violations	B Category Activity
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	8.00	000	Application Name contains excellance
	CROX OUT UNDA	080	Switch user's task to Administrative
		(19)	
	INT ULEP'S ACTIVE TALK		
	Process some that task will be antighed to agent and not	-	
	antigred to agent and not a	i (Metil	
ULE TR	IGGER		
	IGGER		
HAT TRIGG		e built upon	
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HAT TRIGG	ERS THE RULE ction which the rule will b Productivity	e built upon	v
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HAT TRIGG elect the air Activity: 1 CONDI Select Ani	EERS THE RULE ction which the rule will b Productivity ITIONS parameters for this rule		Department v

- Create daily and weekly schedules for your employees and contractors.
- Notify employees about their schedule changes automatically.
- Configure worktime, launch breaks, days off, etc.
- See who is late, stays overtime, or leaves early.
- Prevent users from using their computers or access certain apps when they are not scheduled to work.
- Batch-assign schedules to multiple employees at once.
- Create schedule-based rules such as late, absent, early start, late shift, etc.
- Create productivity rules. For example, if an employee is idle for longer than a certain time, send them a warning automatically.
- Create anomaly rules to get early warning on fringe cases. For example, employee productivity dropping below their own, departmental or organizational baseline.
- Train new staff or provide job shadowing support using the Remote Control feature. Develop training materials, demo, tutorials, etc. using the Screen and Audio recording features.
- Provide on-demand feedback and gamify performance reviews utilizing custom alert messages. For example, automatically send a congratulatory message to an employee when their productivity reaches the Top 10 spot.

Policy and Rules Management 7

The core of Teramind is its policy and rules engine which can automatically detect malicious, inadvertent, or accidental threats. You can get started right away with hundreds of pre-built rule templates, activity classification lists, and data categories. Create your own policies and rules with an intuitive, visual rule editor. Use natural English, regular expressions, and sample conditions to easily define your requirements. Create monitoring profiles for individual employees, groups, or departments all from a wizard-like interface.

7.1 Policy Manager

olicies			Search for rules Q
POLICIES	# RULES TAGS	AUDIENCE	ACTIONS
CREATE NEW POLICY			IMPORT POLICY 1
GDPR Compliance	20 rules	Everyone	()#7) I
Demo Policy v	13 rules	Everyone	••• •
Productive Tasks	7 rules	Everyone	••• •
Agent üser Experience Demo v	4 rules	Everyone	•••
PCI-DSS Compliance v	10 rules		.
HEPAA Compliance	13 rules	Everyone	.
Sensitive Data	4 roks	Everyone	.

Policies help you organize similar rules together or apply a set of rules to some particular users. For example, you can have all your HR-specific rules such as 'Preventing email harassment', 'Limiting social media use' etc. under the 'Business Etiquette' policy.

- You can create as many policies as you want.
- Import or export policies and share rules across • them.
- Teramind DLP comes with a sample policy with some rules for you to experiment with.

7.3 Regular Expression Support

Regular express	ion match	* (?
PECIFY VALUE		

The Rules Editor is an intuitive, visual editor where you can create even complex rules easily without going through multiple screens or coding.

- A step-by-step wizard guides you through the • entire rule creation process.
- The editor shows an easy-to-read natural language summary of the rule so anyone can follow how it works and what it does.
- Hundreds of built-in templates to choose from. •
- Simple and Advanced modes for beginners and experienced users.

A Regular Expression or RegEx is a sequence of characters that define a pattern. Such patterns are very powerful compared to keywords or simple text searches in locating hard-to-find, repetitive information.

- Teramind DLP allows you to use Regular Expressions in rule conditions, searches, filters, monitoring settings, etc.
- You can use it to detect numeric or structured data such as credit card numbers, zip/postal codes, account numbers, etc.

7.2 Visual Rule Editor



7.4 Out-of-the-Box Rule Templates



- You can also detect sensitive words or phrases such as harassment or angry sentiment in emails.
- Find all pages that contain a certain set of words in a specific order in web pages or documents.

- Teramind DLP comes with hundreds of predefined policies and rules. For example block email containing sensitive keywords, stop the uploading of a confidential document, detect screen capture, prevent the use of external drives, etc.
- MITRE ATT&CK Detection & Prevention Library with over 350 behavior policies and rules
- Other pre-packaged sample rules ready for use.
- Unlike Teramind Starter or Teramind UAM, there are no restrictions on which of the templates/rules you can use on Teramind DLP.

8 Audit & Forensics

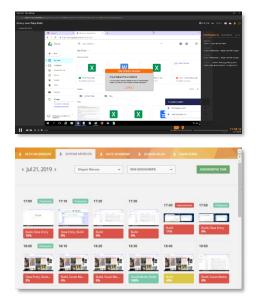
In addition to the monitoring and alert reports, Teramind DLP comes with a Session Player that allows you to access a user's desktop live or view recordings of previous sessions. You can see all the notifications the user received and search for specific information/activity.

8.1 Real-Time Alerts & Audit Logs

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	Bisk +									
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- View all rule violation incidents and alerts, actions taken by the system, alerts trend, and timeline, most violated policy & rules, most risky users, etc.
- Click on an alert to view the session recording or to investigate an employee.
- Prioritize alerts to prevent false alarms.
- Get scheduled alert digest and email notifications.
- Configure alert messages and templates with HTML.
- View and analyze immutable system and user logs with the built-in *Audit, All Events, Computer, Employee* and *Session Logs* reports.
- Export the alerts and logs as CSV or PDF.
- Integrate with SIEM and log analytics systems such as Splunk to send alerts and event logs.

8.2 Video Recording of All User Activity

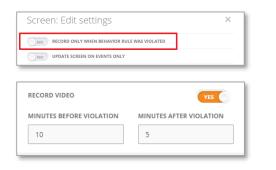


- Teramind visually captures every action that a user makes in real-time.
- Live View or History Playback of the user's desktop.
- Take remote control or freeze input.
- Precisely locate when a rule violation incident occurred and view the user activities leading up to the event.
- Take screenshots or export the recordings as MP4 files.
- Supports multi-screen setups and virtual desktops.
- View user activity at a glance with Live Montage and Screen Snapshots with simple color-coding.
- Access the recordings from the Monitoring Reports, Alerts, and Session Logs for any date/time and activity.

8.3 Audio Recording

When enabled, Audio Recording captures both input (Microphone, Line-in) and output (Speakers, Line-Out, Application Sounds), etc. The audio recording is available as part of the video recordings and can be played back with the video player. Please see the <u>Video Recording of All User Activity</u> section above for more information.

8.4 Option to Record Only During Violation



- Teramind can be configured to record the Screen/Desktop only during a rule violation incident (by default Teramind records for 24/7).
- Additionally, Teramind UAM and Teramind DLP allow dynamic recording on a rule-by-rule basis. You can control how long it will record both before and after the rule violation incident.

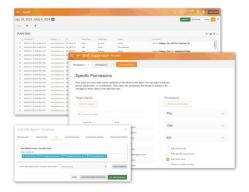
9 Role-Based Access Control (RBAC)

Teramind comes with a comprehensive set of access control features to help you monitor and manage access to critical systems and data to prevent privilege misuse and abuse. A dedicated Access Control Dashboard allows you to create customized access control policies and rules to manage user privileges.

9.1 Standardized Account Roles and Profiles



9.2 Access Control Dashboard



- Use built-in account types such as Admin, Ops Admin, Sys Admin, Employee, Department Managers, etc.
- Control monitoring settings, authentication and productivity profiles of users or groups.
- Enforce password policy, expiry and complexity requirements.
- Enforce session policy, time out, lifespan, etc.
- Implement multi-layered identity authentication, authorization, and access control policies.
- Create access permissions, view and edit controls for privileged users.
- Apply special role permissions to department managers, supervisors, etc.
- Audit admin activities with immutable system logs.

10 Third-Party Integrations

Teramind comes with built-in integration support for Security Information and Event Management (SIEM) and Project Management (PM) software. You can send real-time event and meta-data from Teramind to the integrated software. Teramind can also be integrated with Active Directory and Single Sign On (SSO) solutions. Here's a quick overview of the integration options.

10.1 SIEM / Threat Analytics Solutions



- Built-in integration support for Splunk, HP ArcSight, IBM QRadar, LogRhythm, etc.
- Send real-time event telemetry and meta-data.
- Common Event Format (CEF), Common Information Model (CIM) and JSON formats enable integration with virtually any solution in minutes.
- Customizable field mapping.
- Customized business process tracking.
- Secure connection option over TCP, TLS, UDP.

10.2 Project Management & Ticketing Solutions



- Built-in integration support for JIRA, Redmine, Zendesk, etc.
- Sync projects, task statuses and test statuses.
- Import time tracking information directly to Teramind.
- Assign users, testers and supervisor roles.
- Customizable field mapping.
- Launch the Revealed Agent from your existing solution to track time with special launch parameters.

10.3 Active Directory



- Built-in integration with Active Directory over LDAP.
- Import users, computers, groups/OUs, attributes.
- Filter reports with attributes and groups.
- Apply rules to OU's and/or groups.
- Remote install using Group Policy (GPO).
- Use Teramind only on a specific group.
- Use your own custom AD sync profiles.
- Sync with multiple AD domains/servers.

10.4 Single Sign On (SSO)



10.5 API



- Authenticate to the Teramind Dashboard using a Single Sign On (SSO) service such as Okta, One Login etc.
- Support for SAML 2.0 protocol, X.509 certificate.
- Auto register new agents and configure default options.
 - View and control most aspects of the solution with a set of robust APIs.
 - Secure connectivity with your own JW access tokens.
 - Use Teramind with any web services solution to push/pull data.

11 Deployment

11.1 Supported Platforms

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Windows 8 & Up	Citrix XenApp [®] & XenDesk [®]	Windows Server 2012 & Up	VMware Horizon	macOS 10.14 & Up

11.2 Hosting Options

Cloud	On-Premise	Private Cloud
No server maintenance, only install Teramind Agents on the machines you want to monitor and set up your users, policies, and rules and let us take care of the rest.	Control your Teramind implementation in its entirety. Leverage LDAP groups and users to identify which users and groups to apply which policies and rules to.	Use your own secure, scalable private cloud implementation including AWS, Google Cloud, Azure, and more.

11.3 Support

- Installation assistance
- We set up the host for you (for the Cloud deployment option)
- 24x7 follow-the-sun support
- Option for Enterprise SLA
- Subscription includes software updates

www.teramind.co sales@teramind.co