

PRODUCTS/SOFTWARE | TEST DRIVE

INTRALINKS VIA SECURE FILE SHARING

Intralinks VIA[®] file-sharing software commands files even after they leave your control.

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LAWYERS HAVE AN ETHICAL DUTY TO KEEP client data confidential and secure, which is often at odds with conducting business in a global, competitive marketplace that requires collaboration and mobility. The tension is apparent in file sharing products and services where collaboration and mobility can be hampered by security controls. Apply too much security and lawyers will find alternative methods to collaborate to accomplish work.

Most noted for its Intralinks Dealspace[®] virtual data rooms, the company also makes Intralinks VIA content management and collaboration software for enterprises and law firms. Intralinks VIA comes in two editions: Intralinks VIA Elite and Intralinks VIA Pro. Intralinks VIA Elite is an enterprise content management system with document-centric workflows and granular file permissions. Intralinks VIA Pro offers Web-based content collaboration and desktop synchronization software. I took Intralinks VIA Pro for a test

drive and found its ad hoc and easy manner of creating collaborative Workspaces was manageable and secure.

Intralinks VIA makes it easy to synchronize documents between Web-based Workspaces, PC desktops and mobile devices. Intralinks software securely shares content and keeps it secure with information rights management (IRM). You stay in command of your data after it leaves your control—no additional software or browser plug-in is required.

Intralinks VIA plugs in to Microsoft Corp.'s Outlook, supports document version control, customer-managed encryption keys (optional), multi-factor authentication, options to bind file sharing to hosting platforms in the U.S. or EU, and a multi-lingual interface, which includes support for Chinese, English, French, German, Portuguese and Spanish, and product support in more than 140 languages. It works with Hewlett Packard Corp.'s HP WorkSite (Autonomy

iManage) through the Outlook interface and comes with out-of-the-box connectors for external systems.

Connectors or adapters enable communications between Intralinks VIA and external systems, such as line of business applications, SharePoint and HP WorkSite using a client-side .NET application and XML-based file messaging. The adapters provide Intralinks VIA a mechanism to share documents, folders, users, permissions, alerts and reports between systems. Application programming interfaces based on Representational State Transfer (REST) architecture allow Intralinks VIA to take document sharing to its Web-based software as a service.

MOBILE COLLABORATION

I installed the Intralinks VIA desktop client to a Lenovo ThinkPad T520 running Windows 7 and upgraded it to version 2.2.40916 without incident during the review. I also installed



Intralinks VIA client software to Google Inc.'s Android version 5 on a Samsung Corp.'s S5 smartphone and Apple Inc.'s iOS 8.3 on an iPad2. When I logged onto Intralinks VIA from mobile devices, the system prompted me to set up a six-digit session passcode to continue accessing the site after an inactivity timeout.

To use Intralinks VIA's SaaS, you need the latest version of Google Chrome or Mozilla Firefox, Apple's Safari version 6.1 or later, or Microsoft Internet Explorer 8 or later. To upload files to Intralinks VIA using drag-and-drop functionality, the browser must support HTML5.

Whether I used my PC or mobile device, Intralinks VIA's interface had a consistent look and feel. The landing page to the apps and website featured a view of Workspaces, which are collections of files and folders and Workboards, which are logical collections of Workspaces. Workspaces appear as cards or tiles and indicate the Workspace owner, creation date, and who last modified it, when.

Administrators can control the sprawl of file shares by requiring creators or owners to select an expiration date. If a Workspace expiration date becomes effective, the Workspace owner can still view the Workspace but cannot change the space or make it active again. Owners can expire or delete a Workspace on demand and change the expiration date on a Workspace.

After creating a Workspace, the UI provides a drag-and-drop zone to add files from the local computer or another Workspace. Workspaces also have obvious add-file and add-folder features and a "Shared With" box, which informed me with whom the space is shared. In one click I shared Workspaces with others via email and assigned them permissions to

the space: view (read and download files), editor (read, edit and download files) or owner, which has all the rights of an editor, but can manage files, folders and users. Permissions to files operate on the Workspace not file level.

Individuals invited to the Workspace receive a link to access the website where they are first prompted to enter a password. As long as the workspace is shared with them, they will receive updates on new and changed files and comments on files stored in the space. Editors and owners can replace any file in the space with a new version. Workspaces do not have a facility to compare document versions.

IRM SECURITY

Administrators can require IRM protection on all new and existing Workspaces. If an administrator leaves it up to the user to protect files, a shield icon is in plain view in the Workspace to apply IRM protection to the entire Workspace or to folders in a Workspace. IRM applies to Adobe Systems Inc.'s PDF files; Office 2003, 2007, 2010 and 2013 documents on Windows PCs; and Office 2009 and 2011 on Mac OS X computers. IRM does not work on PDF or Word documents previously encrypted or secured by password.

APPLY TOO MUCH SECURITY AND LAWYERS WILL FIND ALTERNATIVE METHODS TO COLLABORATE TO ACCOMPLISH WORK.

IRM protects sensitive files and prevents access to them without your permission even after they are downloaded and shared with others. Protected files remain encrypted after they have been downloaded and they can only be viewed by authorized users who must enter their email address and Intralinks password to open the file. When I unshared protected files, previously authorized users no longer had access to the files—even after they were downloaded.

Intralinks VIA has a rich desktop integration that synchronizes local folders with Web-based Workspaces. The client software can create a Workspace right from the desktop, show folder synchronization status and pause file sync if you are in a restricted network environment. You can also view all notifications for Workspaces and filter the log entries by Work-

space, notification type (document update, new document, invitation, comment), and Workspace user. Client options include the ability to limit bandwidth usage, albeit the lower limit is restricted to 20 percent for optimal client performance.

OUTLOOK

Intralinks VIA's Outlook integration turns the mail client into a collaboration station and provided a mechanism to offload Outlook file attachments to Intralinks VIA Workspaces. I set up a default Workspace for all Outlook attachments and configured all email recipients as viewers, not editors, and opted to make each viewer invisible to other viewers and editors, but not to Workspace owners, when they were accessing the attachments on the Intralinks VIA platform.

For email messages sent with attachments, Intralinks VIA created folders in the Workspace and shared it with all email recipients. The folder was named according to the subject line of the message. To give access to the Intralinks VIA folder to other recipients, it is best done using the Web client. Sending another email with the attachment will create another shared folder even if you give the

email the exact same subject name.

Intralinks VIA also supports compliance officer reports in Excel format on users, accounts and the flow of information in and out of Intralinks VIA. Usage reports on individuals include name, account creation date, email address, account status and login information. Workspace activity reports include information on action taken on content in Workspaces, providing the name of the person taking the action and the action taken. ■

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