

FREQUENTLY ASKED SUPPORT QUESTIONS

WHAT PLATFORMS / OPERATING SYSTEMS CAN PURIFILE RUN ON?

PuriFile, written in Java, is designed as a platform-independent application. The product has been formally tested and approved for order Windows XP, Windows 7, Windows 8, Windows 10, Windows 11, Windows 2003-2016 Server, Windows 2019 Server (for PuriFile version 9 and later), Windows 2022 Server, Linux, and Solaris (for PuriFile version 8 only).

HOW MANY WINDOWS SERVICES DOES PURIFILE HAVE?

It depends on the version of PuriFile. PuriFile version 8 installs two Windows services. The first is the PuriFile service application that does the actual processing and the second is Apache Tomcat that provides the web and web administrator interfaces to the PuriFile service. Apache Tomcat is optional but recommended. Without Apache Tomcat you can only use a command line administrator to directly control PuriFile, if required. PuriFile version 9 and later installs one Windows service which manages the PuriFile application and web service.

I AM A CURRENT CUSTOMER. IS IT POSSIBLE TO HAVE ARCFIELD EXTEND ITS CAPABILITIES TO MEET MY NEEDS?

Yes. We've made many updates to meet customer requirements and we are constantly looking for new opportunities to improve PuriFile. Please contact suggestions@purifile.com with your requirements.

HOW DO I LOAD POLICIES TO THE PURIFILE SERVER?

In the Web Administrator you can create new policies as well as import other policies into PuriFile.

I WOULD LIKE TO INTEGRATE PURIFILE FUNCTIONALITY INTO MY CUSTOM APPLICATION. IS THERE AN API THROUGH WHICH PURIFILE CAN BE CALLED?

Yes – Java, C, and .NET documented APIs are available for all versions. Additionally, a Web Services (REST) API is available for PuriFile Version 9 and later. Availability of the API(s) is dependent on the product purchased. Contact sales@purifile.com for additional information.

WHAT TYPE OF DOCUMENTS (FORMATS) CAN PURIFILE PROCESS?

PuriFile specializes in Microsoft Office documents – PowerPoint, Word and Excel but also handles Adobe PDF files, Open Office documents, and many image and archive file formats. PuriFile performs many specific inspections relative to these file types.

WILL PURIFILE HIGHLIGHT THE EXACT LOCATION OF THE HIDDEN DATA IT FINDS IN OFFICE APPLICATIONS?

Yes. PuriFile detects hidden data in documents and provides information on the location of the data when possible. This capability is enhanced through PuriFile Assistants, that identify the location of the hidden data and visualize that information within the Microsoft Office Application. For example, if PuriFile detects a cropped picture, the PuriFile Assistants will drive you to that location and provides an "uncrop" capability.

CAN PURIFILE INSPECT FOR STRINGS OF NUMBERS (E.G.: PHONE, CREDIT CARD, SOCIAL SECURITY, ETC.)?

Yes. PuriFile uses a powerful inspection capability based on industry standard regular expressions. Although regular expressions can get a bit complicated,

they can be designed to detect a wide array of words, phrases and strings of numbers.

I RECEIVED AN ERROR STATING "PURIFILE IS TEMPORARILY UNAVAILABLE. PLEASE TRY AGAIN LATER." WHAT SHOULD I DO?

Contact your administrator to have the PuriFile service started. Once the service is started you can login.

WHAT SIZE FILES CAN I SCAN WITH PURIFILE?

Properly configured, PuriFile version 9.2.x and later can handle a file of any size. Limitations of operating system, browser, or default webserver configuration may limit file size. Although larger files generally consume more resources, actual resources consumed depend on policy configuration, file type, and file content.

HOW MUCH MEMORY / RESOURCES DOES PURIFILE USE?

For PuriFile 9.2.x and later, the PuriFile service is configured by default to use 2GB of memory for the Java JVM although this can be increased. The PuriFile Engine installation takes up approximately 2GB of disk space. Processing resources are dependent on users, tool used, and licensing model.

HOW DO I ACCESS THE WEB INTERFACE?

The web address depends on your provided installation parameters and system type. The default standalone desktop location for PuriFile version 8 is <http://127.0.0.1:8080/purifile> to scan or cleanse a file and <http://127.0.0.1:8080/purifile-webadmin> to administer the system. For PuriFile version 9 and later, all features are accessed at <http://127.0.0.1:8443/>.