



**F1E**

**26.02**

**End User Guide**

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# Contents

<b>1</b>	<b>Introduction to F1E.....</b>	5
	About the Product.....	6
	Forcepoint F1E Agent components.....	6
<b>2</b>	<b>Forcepoint Web Security Endpoint.....</b>	7
	Checking the status of Forcepoint Web Security Endpoint.....	7
	Using the Forcepoint Web Security Endpoint Diagnostics Tool.....	9
	Fallback mode.....	10
	Viewing logs (Windows only).....	10
	Disabling Forcepoint Web Security Endpoint protection.....	10
<b>3</b>	<b>Forcepoint DLP Endpoint.....</b>	13
	RMS/MIP decryption limitation.....	14
	Checking the status of Forcepoint DLP Endpoint.....	14
	Updating Forcepoint DLP Endpoint.....	17
	Disabling Forcepoint DLP Endpoint.....	17
	Using the Forcepoint DLP Endpoint Diagnostics Tool (Windows only).....	18
	Enabling the Forcepoint Safari extension.....	19
	Updating the Mail plug-in.....	20
	Deploying Forcepoint F1E Outlook Add in.....	21
	Custom Logo for Coaching Dialog.....	21
	Custom Text for Coaching Dialog.....	22
	Enabling Manifest V3 Extension.....	24
	Configuring Domain Bypass in MV3 Extension.....	25
	Configuring Web Request Inclusion list for Custom Websites.....	26
	Forcepoint DLP Inline Proxy.....	26
	Managing Custom Configuration.....	36
	Online Applications in macOS.....	38
	Allowing or blocking a policy violation.....	38
	Blocking Sensitive Information in Microsoft Teams.....	40
	Applying policies to Google Drive mounted as a USB device.....	42
	Encrypting files for removable media.....	42
	Setting encryption passwords.....	43
	Decrypting files on a removable media device.....	44
	Viewing contained files and saving them to an authorized location.....	47
	Viewing logs.....	48
<b>4</b>	<b>Forcepoint Endpoint Context Agent.....</b>	51
	Checking the status of Forcepoint Endpoint Context Agent.....	51
	Viewing Forcepoint Endpoint Context Agent connection details.....	53
	Using the Forcepoint ECA Diagnostics Tool.....	53



# Chapter 1

# Introduction to F1E

## Contents

- [About the Product](#) on page 6
- [Forcepoint F1E Agent components](#) on page 6

This guide covers the full range of functionality available in the Forcepoint F1E agents.



### Note

Some functionality might be disabled by your organization's security policies. This disabled functionality will not be available to use. Disabling the endpoint software introduces possible vulnerabilities, because you are no longer receiving the protection provided by Forcepoint Web Security Endpoint or Forcepoint DLP Endpoint.

### Related concepts

- [Fallback mode](#) on page 10
- [Viewing logs \(Windows only\)](#) on page 10
- [RMS/MIP decryption limitation](#) on page 14
- [Updating Forcepoint DLP Endpoint](#) on page 17
- [Disabling Forcepoint DLP Endpoint](#) on page 17
- [Enabling the Forcepoint Safari extension](#) on page 19
- [Updating the Mail plug-in](#) on page 20
- [Deploying Forcepoint F1E Outlook Add in](#) on page 21
- [Online Applications in macOS](#) on page 38
- [Custom Logo for Coaching Dialog](#) on page 21
- [Forcepoint DLP Inline Proxy](#) on page 26

### Related tasks

- [Using the Forcepoint Web Security Endpoint Diagnostics Tool](#) on page 9
- [Disabling Forcepoint Web Security Endpoint protection](#) on page 10
- [Using the Forcepoint DLP Endpoint Diagnostics Tool \(Windows only\)](#) on page 18
- [Allowing or blocking a policy violation](#) on page 38
- [Setting encryption passwords](#) on page 43
- [Viewing contained files and saving them to an authorized location](#) on page 47
- [Viewing logs](#) on page 48
- [Custom Text for Coaching Dialog](#) on page 22

### Related reference

- [Checking the status of Forcepoint Web Security Endpoint](#) on page 7

# About the Product

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F1E solutions protect you and other users against advanced web-based threats and data theft while on and off the corporate network. F1E solutions are installed on the endpoint machines (for example, desktop computer or laptop) and communicate with Forcepoint software installed on corporate servers.

## Forcepoint F1E Agent components

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This guide covers details on the following F1E agents:

- **Forcepoint Web Security Endpoint:** The Forcepoint Web Security Endpoint v8.5.4 (or later) agent defends your endpoint machine against web threats.
- **Forcepoint DLP Endpoint:** The Forcepoint DLP Endpoint v8.9.x (or later) agent protects your organization from the unintended loss of data and data theft.
- **Forcepoint Endpoint Context Agent:** The Forcepoint Endpoint Context v6.10 (or later) agent monitors your Windows endpoint machine and determines which connections are allowed by the firewall.

If you see this icon  in the notification area of the task bar (Windows) or the status menu of the menu bar (Mac), one or more of the above F1E agents are enabled on your endpoint machine.

## Chapter 2

# Forcepoint Web Security Endpoint

### Contents

- [Checking the status of Forcepoint Web Security Endpoint on page 7](#)
- [Using the Forcepoint Web Security Endpoint Diagnostics Tool on page 9](#)
- [Fallback mode on page 10](#)
- [Viewing logs \(Windows only\) on page 10](#)
- [Disabling Forcepoint Web Security Endpoint protection on page 10](#)

Forcepoint Web Security Endpoint is a software application that runs on the endpoint machines (for example, desktop computer or laptop), protecting the users from malware and enforcing their organization's acceptable user policy.

#### Related concepts

[Fallback mode on page 10](#)

[Viewing logs \(Windows only\) on page 10](#)

#### Related tasks

[Using the Forcepoint Web Security Endpoint Diagnostics Tool on page 9](#)

[Disabling Forcepoint Web Security Endpoint protection on page 10](#)

#### Related reference

[Checking the status of Forcepoint Web Security Endpoint on page 7](#)

## Checking the status of Forcepoint Web Security Endpoint

The F1E status icon (

Icon	Meaning	Description
	Enabled	All installed F1E agents are successfully configured and activated.

Icon	Meaning	Description
	Disabled	<p>All installed F1E agents are disabled.</p> <p>To verify the connection status, move your mouse over the F1E icon. A pop-up window shows the connection status for all installed agents. All installed agents should show <b>Disabled</b> (Forcepoint ECA shows as <b>Disconnected</b>).</p> <p>If you manually disable the agent, your endpoint machine is no longer being protected against web threats. You can re-enable the software manually or it will be enabled when your endpoint machine is restarted.</p> <p>The ability to enable/disable endpoint software is allocated by your system administrator.</p> <p>See <i>Disabling Forcepoint Web Security Endpoint protection</i>.</p>
	<p>Fallback</p> <p>Partially Disabled</p>	<p>This status may indicate that:</p> <ul style="list-style-type: none"> <li>One or more installed agent (Forcepoint DLP Endpoint, Forcepoint Web Security Endpoint or Forcepoint ECA) is disabled, but at least one agent is enabled or running. If all agents are disabled, this status icon is not shown (the Disabled status icon described above is shown).</li> <li>Forcepoint Web Security Endpoint is in Fallback mode. See <i>Fallback mode</i> for more information.</li> </ul>



#### Important

- If you manually disable Forcepoint Web Security Endpoint, restarting the endpoint machine always re-enables it.
- If your organization installs more than one F1E agent (Forcepoint Web Security Endpoint, Forcepoint DLP Endpoint, and/or Forcepoint Endpoint Context Agent) on your endpoint machine, you can access all installed agents from one Forcepoint icon on your task bar.

For more information on Forcepoint DLP Endpoint and Forcepoint Endpoint Context Agent, see *Forcepoint DLP Endpoint* and *Forcepoint Endpoint Context Agent*.

#### Related concepts

[Forcepoint DLP Endpoint](#) on page 13

[Forcepoint Endpoint Context Agent](#) on page 51

# Using the Forcepoint Web Security Endpoint Diagnostics Tool

The Diagnostics Tool displays all information about the Forcepoint Web Security Endpoint that you can provide to your system administrator to assist with troubleshooting.

To launch the Diagnostics Tool:

- 1) Right-click the F1E icon in the task bar's notification area (Windows) or single click the menu bar's status menu (Mac).
- 2) Select **Open F1E Diagnostics**.

When the tool is launched, the diagnostic tests are executed in sequence. If one of the tests results in a failure, the subsequent tests are not automatically run.

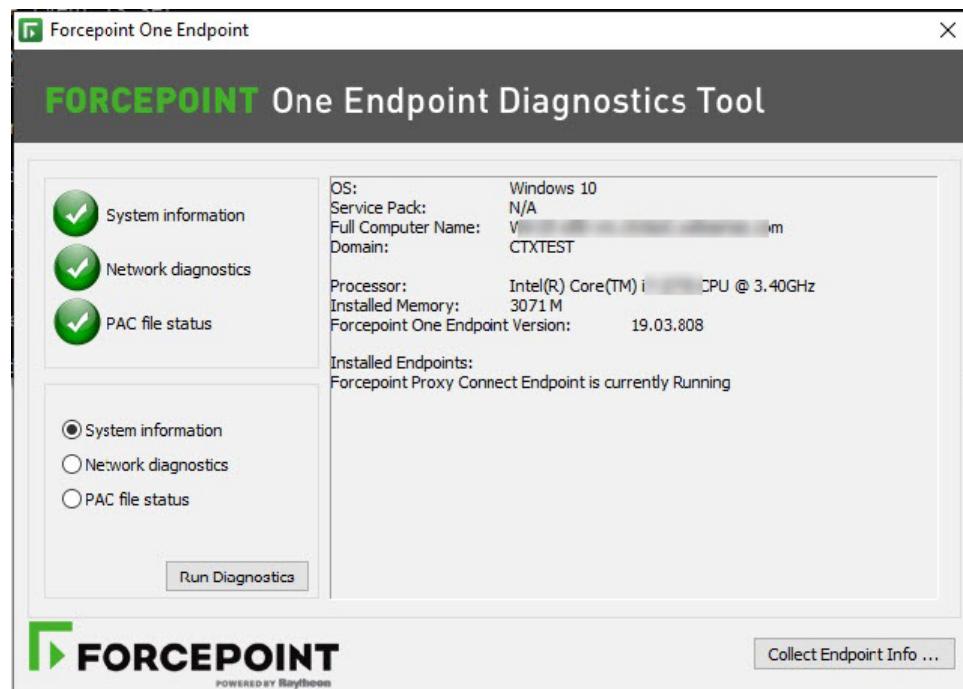
Three diagnostic tests are accessed from this tool:

- **System information** - Collects basic information related to the specific endpoint machine on which the Forcepoint Web Security Endpoint software is installed.
- **Network diagnostics** - Collects information related to network connectivity.
- **PAC file status** (Windows only) - For endpoint machines that go through a proxy before connecting to the Internet, this test collects information to determine if the PAC file is accessible.

OR

**Cloud services** - For endpoint machines that connect directly to the Internet, this test collects information to determine if the endpoint software can contact the cloud service for disposition information (i.e., whether to block or allow the request).

To manually run the diagnostics tests, select one of the above tests and click the **Run Diagnostics** button.



**Note**

Corresponding log files generated from these new diagnostic tests can easily be collected with the existing **CLIENTINFO.EXE** tool. Your Help Desk might ask you to run this tool to collect these files. To run it, click the **Collect Endpoint Info...** button on the diagnostics screen. The resulting file is placed onto the desktop. Attach the file to an email to your Help Desk or system administrator.

## Fallback mode

Forcepoint Web Security Endpoint provides a Fallback mode if your network connection to the cloud service is interrupted. Events that might trigger Fallback mode include:

- Changing from Wi-Fi to an Ethernet network connection or vice-versa
- Connecting to a virtual private network (VPN)
- Assigning a new IP address to your laptop
- Disconnecting from the Internet

While in Fallback mode, the F1E icon displayed in your task bar changes to reflect your level of protection. If you see this icon (F) in your task bar (Windows) or menu bar (Mac), your system is in Fallback mode and is **not** protected against web threats. When network events prevent endpoint machines from connecting with cloud services, Forcepoint Web Security Endpoint is automatically and temporarily bypassed. If this happens, you can continue to access the Internet (if Internet access is available), but endpoint protection is not provided during this time.

Once the network issue is resolved, Forcepoint Web Security Endpoint is automatically re-enabled.

## Viewing logs (Windows only)

To view the logs about system events related to Forcepoint Web Security Endpoint, go to the Application section of the Windows system event log (**Start > Control Panel > Administrative Tools > Event Viewer > Windows Logs > Application**).

These logs might be helpful to share with your system administrator. All logs are in English.

**Important**

Log files are automatically deleted after 5 days.

## Disabling Forcepoint Web Security Endpoint protection

This functionality may be turned off by your system administrator. If it is turned off, you do not see the Disable option in the F1E menu. On Windows and Mac endpoint machines, you can disable both the Proxy Connect (PC) Endpoint and the Direct Connect (DC) Endpoint.

Disabling the Forcepoint Web Security Endpoint software removes the protection provided by the endpoint service, and stops it from intercepting traffic and securing your endpoint machine from web threats. Sometimes,

it might be useful to manually disable the endpoint software to troubleshoot issues with the assistance of your system administrator.

If your organization allows you to disable Forcepoint Web Security Endpoint:

- 1) Right-click the F1E icon in the task bar's notification area (Windows) or single click the menu bar's status menu (Mac).
- 2) Select **Disable Forcepoint Proxy Connect Endpoint** or **Disable Forcepoint Direct Connect Endpoint** from the menu. Only one of the options is shown in the menu. The option depends on the type of Forcepoint Web Security Endpoint installed.

If you see an authentication page asking for your username and logon credentials, you need to change your proxy auto-config (PAC) file settings in Internet Explorer.

Contact your system administrator for assistance with changing your PAC file settings.

To re-enable Forcepoint Web Security Endpoint:

- 1) Right-click the F1E icon in the task bar's notification area (Windows) or single click the menu bar's status menu (Mac).
- 2) Select **Enable Forcepoint Proxy Connect Endpoint** or **Enable Forcepoint Direct Connect Endpoint** from the menu. Only one of the options is shown in the menu. The option depends on the type of Forcepoint Web Security Endpoint installed.



#### Important

If you manually disable Forcepoint Web Security Endpoint, restarting the endpoint machine always re-enables it.



## Chapter 3

# Forcepoint DLP Endpoint

### Contents

- RMS/MIP decryption limitation on page 14
- Checking the status of Forcepoint DLP Endpoint on page 14
- Updating Forcepoint DLP Endpoint on page 17
- Disabling Forcepoint DLP Endpoint on page 17
- Using the Forcepoint DLP Endpoint Diagnostics Tool (Windows only) on page 18
- Enabling the Forcepoint Safari extension on page 19
- Updating the Mail plug-in on page 20
- Deploying Forcepoint F1E Outlook Add in on page 21
- Custom Logo for Coaching Dialog on page 21
- Custom Text for Coaching Dialog on page 22
- Enabling Manifest V3 Extension on page 24
- Configuring Domain Bypass in MV3 Extension on page 25
- Configuring Web Request Inclusion list for Custom Websites on page 26
- Forcepoint DLP Inline Proxy on page 26
- Managing Custom Configuration on page 36
- Online Applications in macOS on page 38
- Allowing or blocking a policy violation on page 38
- Blocking Sensitive Information in Microsoft Teams on page 40
- Applying policies to Google Drive mounted as a USB device on page 42
- Encrypting files for removable media on page 42
- Setting encryption passwords on page 43
- Decrypting files on a removable media device on page 44
- Viewing contained files and saving them to an authorized location on page 47
- Viewing logs on page 48

Forcepoint DLP Endpoint expands protection to sensitive information stored on the endpoint machines.

Depending on your corporate policy, data could be quarantined or encrypted when you try to email it, print it, or copy it to removable media such as thumb drives, CD/DVD burners, and Android devices (CD/DVD and Android support depends on your operating system).

### Related concepts

- [RMS/MIP decryption limitation](#) on page 14
- [Updating Forcepoint DLP Endpoint](#) on page 17
- [Disabling Forcepoint DLP Endpoint](#) on page 17
- [Enabling the Forcepoint Safari extension](#) on page 19
- [Updating the Mail plug-in](#) on page 20
- [Deploying Forcepoint F1E Outlook Add in](#) on page 21
- [Online Applications in macOS](#) on page 38
- [Encrypting files for removable media](#) on page 42
- [Decrypting files on a removable media device](#) on page 44
- [Custom Logo for Coaching Dialog](#) on page 21
- [Forcepoint DLP Inline Proxy](#) on page 26

### Related tasks

- [Viewing detailed Forcepoint DLP Endpoint status information](#) on page 16
- [Using the Forcepoint DLP Endpoint Diagnostics Tool \(Windows only\)](#) on page 18
- [Allowing or blocking a policy violation](#) on page 38
- [Setting encryption passwords](#) on page 43
- [Decrypting files on Windows](#) on page 44
- [Decrypting files on Mac](#) on page 45
- [Viewing contained files and saving them to an authorized location](#) on page 47
- [Viewing logs](#) on page 48
- [Custom Text for Coaching Dialog](#) on page 22

### Related reference

- [Checking the status of Forcepoint DLP Endpoint](#) on page 14

## RMS/MIP decryption limitation

Using RMS/MIP decryption is not supported when more than one user is actively logged in.

## Checking the status of Forcepoint DLP Endpoint

The F1E status icon ( ⓘ) is shown in the task bar's notification area (Windows) or the menu bar's status menu (Mac). To view the status of Forcepoint DLP Endpoint, move your mouse over the icon. The following table describes the available status indicators.

Icon	Meaning	Description
	Enabled	All installed F1E agents are successfully configured and activated.
	Disabled	All installed F1E agents are disabled or disconnected. To verify the connection status, move your mouse over the F1E icon. A pop-up window shows the connection status for all installed agents. All installed agents should show Disabled (Forcepoint ECA shows as Disconnected). If you manually disable the agent, your endpoint machine is no longer being protected. You can re-enable the software manually or it will be enabled when your endpoint machine is restarted. The ability to enable/disable endpoint software is allocated by your system administrator. See <b>Disabling Forcepoint DLP Endpoint</b> .
	Fallback Partially Disabled	This status may indicate that: <ul style="list-style-type: none"> <li>One or more installed agent (Forcepoint DLP Endpoint, Forcepoint Web Security Endpoint or Forcepoint ECA) is disabled, but at least one agent is enabled or running. If all agents are disabled, this status icon is not shown (the Disabled status icon described above is shown).</li> <li>Forcepoint Web Security Endpoint is in Fallback mode. See <b>Fallback mode</b>, for more information.</li> </ul>

**Important**

If you manually disable Forcepoint DLP Endpoint, restarting the endpoint machine always re-enables it.

If your organization installs more than one F1E agent (Forcepoint Web Security Endpoint, Forcepoint DLP Endpoint, and/or Forcepoint Endpoint Context Agent) on your endpoint machine, you can access all installed agents from one Forcepoint icon on your task bar.

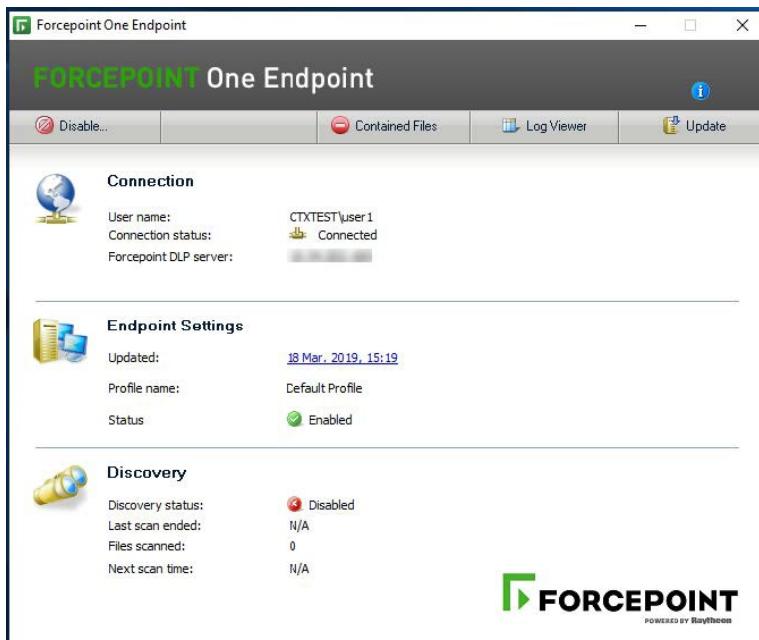
For more information about Forcepoint Web Security Endpoint and Forcepoint Endpoint Context Agent, see *Forcepoint Web Security Endpoint*, and *Forcepoint Endpoint Context Agent*.

**Related concepts**[Forcepoint Web Security Endpoint](#) on page 7[Forcepoint Endpoint Context Agent](#) on page 51

# Viewing detailed Forcepoint DLP Endpoint status information

To see more detailed status information about Forcepoint DLP Endpoint:

- 1 Right-click the Forcepoint One Endpoint icon in the task bar's notification area (Windows) or single click the menu bar's status menu (Mac).
- 2 Select **Open Forcepoint DLP Endpoint** from the Windows menu, or **Forcepoint DLP Endpoint** from the Mac menu.



On the Forcepoint DLP Endpoint screen, you can:

- See whether your machine is connected to a Forcepoint DLP server.
- Check the IP address of the Forcepoint DLP server hosting the endpoint server software.
- View your endpoint software profile name and when it was last updated.
- Disable/enable Forcepoint DLP Endpoint. For more information, see *Disabling Forcepoint DLP Endpoint*.
- Check profile version to compare to the DLP manager.
- Determine if Forcepoint DLP Endpoint protection is enabled or bypassed.
- View discovery status and details of the last and next discovery scans.
- View Contained Files. For more information, see *Viewing contained files and saving them to an authorized location*.
- View the Forcepoint DLP Endpoint log files. For more information, see *Viewing logs*.

**Related concepts**[Disabling Forcepoint DLP Endpoint on page 17](#)**Related tasks**[Viewing contained files and saving them to an authorized location on page 47](#)[Viewing logs on page 48](#)

# Updating Forcepoint DLP Endpoint

Periodically, updated corporate policies and Forcepoint DLP Endpoint profiles are pushed to your endpoint machine to keep them up to date. To update them manually, click **Update** on the Forcepoint DLP Endpoint screen.

# Disabling Forcepoint DLP Endpoint

**Important**

Disabling the endpoint software introduces possible vulnerabilities, because you are no longer receiving the protection provided by Forcepoint DLP Endpoint.

- 1) On the Forcepoint DLP Endpoint screen, click **Disable**.



- 2) Report the bypass ID to your Forcepoint DLP administrator.
- 3) Enter the bypass code supplied by the administrator.
- 4) Click **OK**.

The Forcepoint DLP Endpoint software is disabled for the length of time specified when the bypass code was created. When the bypass protection expires, the Disabled icon (☒) on the task bar updates to the Default icon (☒).

## Enabling Monitoring in bypass mode

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When we have the endpoint set to work in bypass mode, the DLP Endpoint does not report incidents to FSM (Forcepoint Security Manager) and no policies are enforced. The endpoint bypass mode might have been enabled for a fixed period of time, to allow the user to perform certain tasks which will otherwise be blocked. For example, say to allow the user to copy a file to USB.

During the time, the endpoint is operating in bypass mode, there is no way of stopping a user from doing more than what they requested the bypass for and without the reporting, security administrators have no visibility into the user actions.

To allow the security administrators to see incidents for user actions for endpoint that are in bypass mode, we need to be able to see what policies would have been triggered on an endpoint that is in bypass mode, even when the endpoint is in bypass mode. For example, say the endpoint is in bypass mode, and the user copies a file that should be blocked to a USB, but because the endpoint is in bypass mode the file copy is allowed.

The endpoint will now record the actual action (Allowed) and the action that would have occurred if not in bypass mode (blocked). This information would be sent to the FSM (Forcepoint Security Manager) where it will get reported in the incident report.

## Settings on the FSM to enable monitoring in bypass mode:

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Security Administrators need to optionally select to monitor (report) policies violations when the Endpoint is in Bypass mode.

Set at the profile level in the "Deployment > Endpoint Profiles" section under the "**Properties**" tab.

## Using the Forcepoint DLP Endpoint Diagnostics Tool (Windows only)

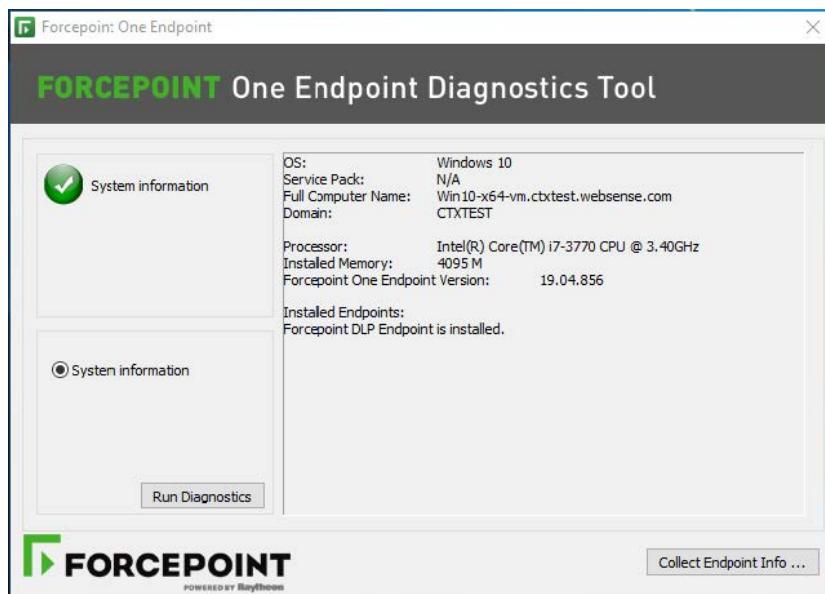
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The Diagnostics Tool shows Forcepoint DLP Endpoint information that you can provide to your system administrator to assist with troubleshooting.

To launch the Diagnostics Tool:

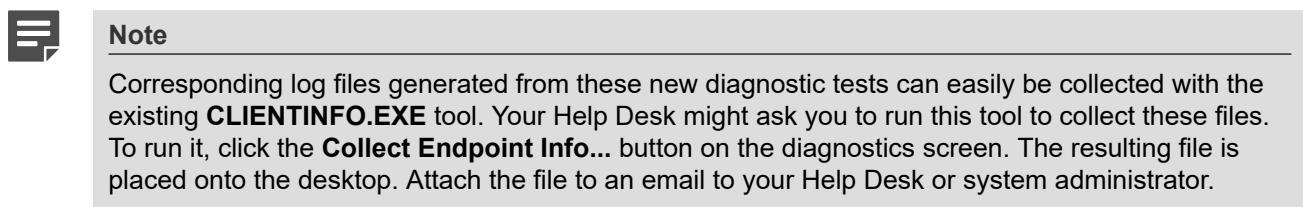
- 1) Right-click the F1E icon in the task bar's notification area (Windows).
- 2) Select **Open F1E Diagnostics**.

When you launch the tool, the Diagnostics Tool automatically executes the **System information** diagnostics test, which collects basic information related to the specific endpoint machine on which the Forcepoint DLP Endpoint software is installed. To manually run the diagnostics test, click the **Run Diagnostics** button.



If Forcepoint Web Security Endpoint is also installed on your endpoint machine, the Diagnostics Tool shows additional information. See [Using the Forcepoint Web Security Endpoint Diagnostics Tool](#) for more information.

If Forcepoint Endpoint Context Agent is also installed on your endpoint machine, the Diagnostics Tool shows additional information for Forcepoint ECA.

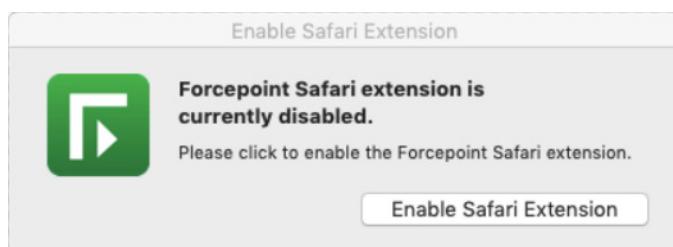


#### Related tasks

[Using the Forcepoint Web Security Endpoint Diagnostics Tool on page 9](#)

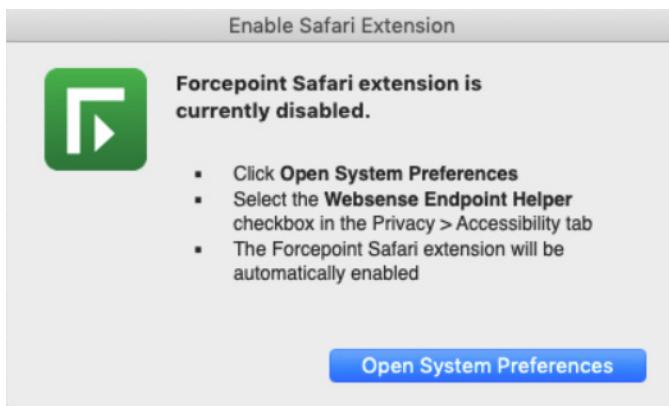
## Enabling the Forcepoint Safari extension

Forcepoint DLP Endpoint on macOS 10.14 and higher uses a Safari browser extension for Safari 12 and higher. This extension must be enabled. If the Forcepoint Safari extension is disabled on a JAMF-managed endpoint machine, a notification is shown when you open the Safari browser:



To enable the Forcepoint Safari extension, click the **Enable Safari Extension** button. An Extension window opens, allowing you to enable the Safari extension.

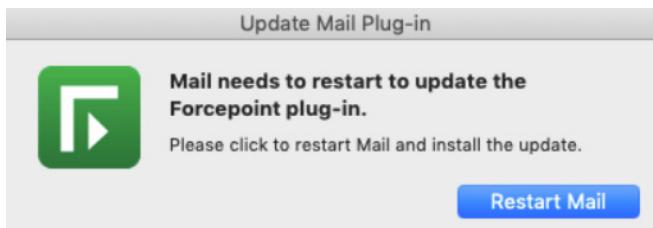
If the endpoint machine is not JAMF managed, the following notification is shown when you open the Safari browser:



To enable the Forcepoint Safari extension from this notification, click the **Open System Preferences** button. Select the **Websense Endpoint Helper** check box in the **Privacy > Accessibility** tab. Then, the Forcepoint Safari extension is automatically enabled.

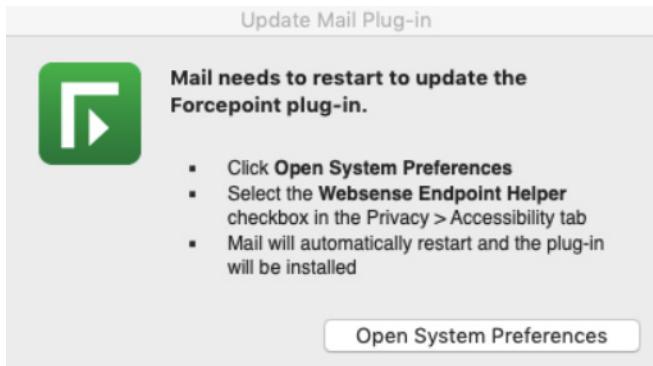
## Updating the Mail plug-in

Forcepoint DLP Endpoint on macOS 10.14 and higher uses an Apple Mail plug-in for Safari 12 and higher. If the Forcepoint Mail plug-in needs to be updated on a JAMF-managed endpoint machine, a notification is shown when you open Mail:



To enable the Forcepoint Mail plug-in, click the **Restart Mail** button. Mail is automatically restarted with the update installed.

If the endpoint machine is not JAMF managed, the following notification is shown when you open Mail:



To enable the Forcepoint Mail plug-in from this notification, click the **Open System Preferences** button. Select the **Websense Endpoint Helper** check box in the **Privacy > Accessibility** tab. The Forcepoint Mail plug-in is automatically restarted with the update installed.

# Deploying Forcepoint F1E Outlook Add in

You must deploy the Forcepoint F1E Add-in Outlook Feature to users accounts in order to monitor content on Outlook clients on macOS and Windows. On Windows, the add-in is only required when New Outlook is in use. For more information, see [Deploying Forcepoint F1E Outlook Add in on macOS](#) and [Deploying Forcepoint F1E Outlook Add-in on Windows](#).

## Custom Logo for Coaching Dialog

The coaching dialog feature allows to add a customer specific logo while building the installer for Forcepoint DLP Endpoint.

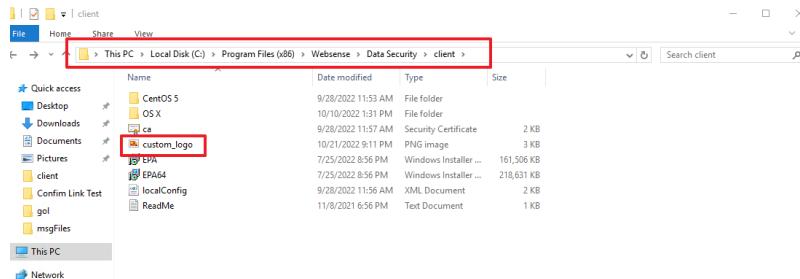


### Important

You should not use this feature if you plan to deploy the agent to Sequoia macOS 15 devices, as it will cause issues with policy enforcement on the Safari browser.

## Steps to enable customer logo on the user's Endpoint machine:

- 1) On the DLP Server, navigate to **C:\Program Files(x86)\Websense\Data Security\client**. (See the image below)



- 2) Add "custom\_logo" file in the folder and run the **Package Build v22.12 or later** as you normally would.

**Important**

- a)** Make sure the name of the logo file to be added is correct.(File name should be "custom\_logo.png")
- b)** When you are adding the image file of the custom logo, make sure that:
  - i)** The image height is less than 35px and the image width is less than 300px.
  - ii)** The file type of the image should be of PNG format.

**Note**

You will receive the notification of successful installation after waiting for few minutes post running the package builder.

## Custom Text for Coaching Dialog

The custom text feature allows a custom message to be displayed to the end user whenever a confirm action plan is triggered. The text can be customized per policy rule.

The text can explain the reason for the block, and when required, a URL can be configured to provide the end user extra information.

**Note**

- The character limit of custom text is 250 characters.
- The number of lines is limited to 5 rows.
- Make sure the custom message(text) and the URL are arranged in the following format:
- Correct syntax: `<link>url="https://forcepoint.com" text="More Info"</link>`.
- The required policy must have the confirmation action before implementation.

## Steps

1) Navigate to **FSM > Policy Management > DLP Policies > Manage DLP Policies**.

2) Expand your preferred policy and click on the policy rule.  
 3) Insert the custom text and URL in the “confirmation dialog text” field.

**Note**

You can also add custom text at the policy rule exception level.

4) Click **OK**.  
 5) Click **Deploy** to implement the policy rule to the Endpoint.

**Note**

After the deployment is finished, switch to any Endpoint to check its functionality.

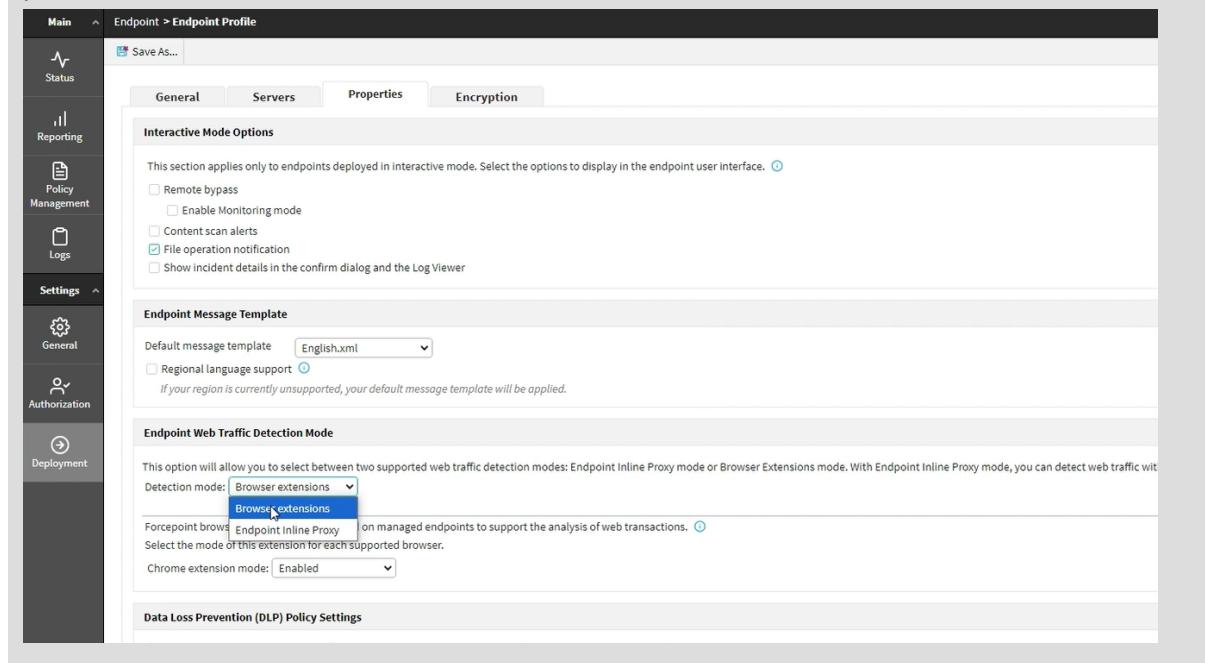
# Enabling Manifest V3 Extension

This section outlines what you need to know when transitioning to the Manifest V3 extension.



## Note

Ensure that the device on which you plan to enable the V3 extension is configured with an endpoint profile set to use browser extension mode for web traffic detection.



If you are deploying the Manifest V2 browser extension through some external means, such as Gsuite or another MDM tool, ensure that it is disabled or modified to prevent conflicts with the enablement of the Manifest V3 extension. For more details, see [Deploying the Forcepoint Chrome Extension Using Chrome Domain Policy Templates](#).

For information on deploying Chrome extension using Jamf, see [Deploying Chrome extension](#).

For instructions on deploying Forcepoint Chrome extension using Intune, see [Deploying the Forcepoint Chrome Extension Using Intune](#).



## Note

The introduction of Manifest V3 does not change how the Firefox extension is added. It is automatically added to Firefox as part of the agent installation.

You can now choose to enable or disable print detection for web pages using browser extensions when creating endpoint installation packages. For details on availing of this option, refer to [Creating the installation package from the package builder](#).

# Configuring Domain Bypass in MV3 Extension

Specific domains or sub-domains can be configured to bypass the MV3 extension.

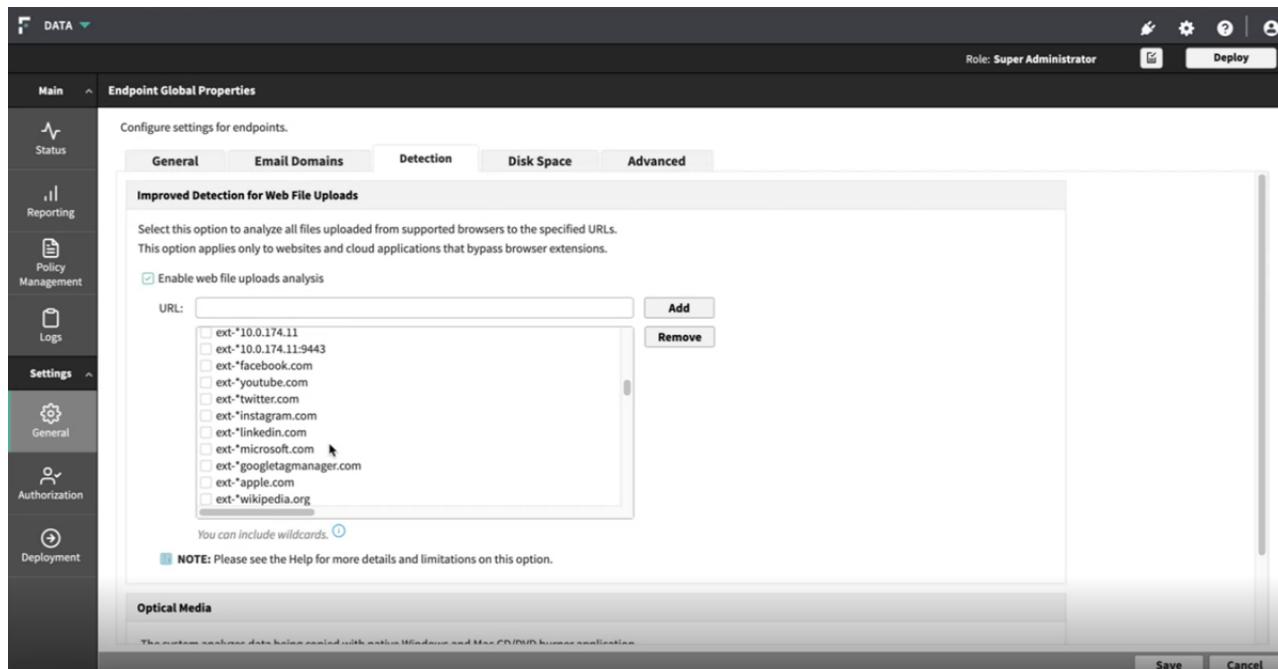


## Note

This feature is supported in Forcepoint F1E v25.09 and later.

In order to allow the bypass configuration to be done from older FSM versions, we are leveraging the **Improved Detection for Web File Uploads** section in the **Detection** tab under **General > Endpoint > Endpoint Global Properties**. This option is no longer required for MV3.

To differentiate the domains that should be used for bypassing they should be prefixed with the text “ext-“.



Wildcard entries are supported before and after the domain name, enabling flexible matching. For example, `ext-*forbes.com` will match any subdomain of `forbes.com`, and `ext-*office*` will match domains such as `office.com` or `libreoffice.org`. Wildcard characters placed before the `ext-` prefix are not supported—entries like `*ext-*channel*` will not be bypassed.

The length of the configured extensions must not exceed 2000 characters; any entries beyond this limit will be rejected. Users can add or remove extensions using the provided options and must deploy the changes for them to take effect. When a sensitive keyword is detected within a domain listed in the bypass configuration, it is not blocked or flagged, allowing the site to load without interruption. Domains not included in the bypass list continue to be monitored and handled according to standard detection rules.

This functionality is supported across Windows platforms for Chrome and Edge browsers. On macOS, support is available for Chrome and Safari.

# Configuring Web Request Inclusion list for Custom Websites

This section outlines the settings for configuring custom websites in the web request inclusion list. This results in the block or allow decisions taken in web request handlers as opposed to UI events, based on analysis of data entered in the websites.

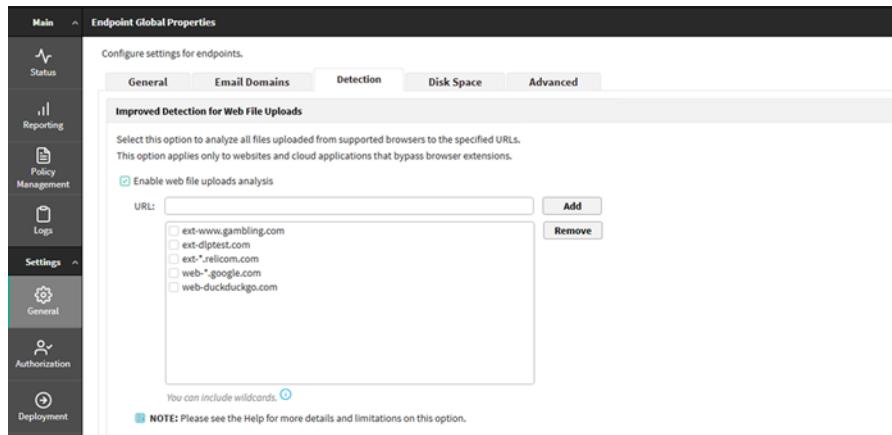


## Note

This feature is supported in Forcepoint F1E v25.09 and later.

In order to configure the web request inclusion list for custom websites, we are leveraging the **Improved Detection for Web File Uploads** section in the **Detection** tab under **General > Endpoint > Endpoint Global Properties**.

To differentiate the domains that should be used for web request inclusion, they should be prefixed with the text "web-". For example, to include `example.com`, you should add `web-example.com`.



Wildcard entries are supported before and after the domain name, enabling flexible matching. For example, `web-*google.com` will match any subdomain of `google.com`, and `web-*office*` will match domains such as `office.com` or `libreoffice.org`. Wildcard characters placed before the `web-` prefix are not supported—entries like `*web-*channel*` will not be included.

The length of the configured entries must not exceed 2000 characters; any entries beyond this limit will be rejected. Users can add or remove entries using the provided options and must deploy the changes for them to take effect. Browser restart is required after configuring domains in the web request inclusion list.

This functionality is supported across Windows platforms for Chrome and Edge browsers. On macOS, support is available for Chrome only.

# Forcepoint DLP Inline Proxy

Currently, Forcepoint F1E DLP uses its browser extensions to capture actions within web browsers. These extensions (in conjunction with File Access channel monitoring through the **Advanced Tab**) are used to enforce web inspection/policies on the endpoint machine.

The inline proxy, which runs locally on the Endpoint Client machine, is an alternative to enforce web policies and is intended to replace the use of Forcepoint Endpoint browser extensions eventually. Browser extensions will continue to be supported until we are satisfied with the inline proxy covering the web channel use cases.

It carries out local SSL decryption on the Endpoint Client to perform the required DLP analysis. Content is only decrypted locally and is re-encrypted before leaving the Endpoint.

## Enabling Inline Proxy Mode in FSM

Users have the option to switch over to the Inline Proxy or stay in the browser extension mode to enable web traffic detection.

**1) Go to FSM > Deployment > Endpoint Profiles.**

You can see the list of profiles available for users.

Name	Enabled	Description
Default Profile	✓	Applies to all hosts not listed in any other Endpoint Profile

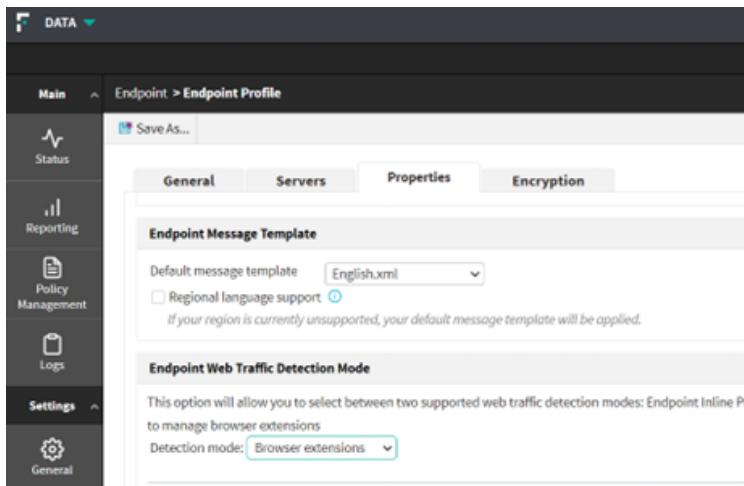
**2) Click on the required Profile and go to Properties section.**

**3) In the Endpoint Web Traffic Detection Mode, you have the following options:**

**a) Endpoint Inline Proxy**

**b) Browser Extensions**

Select your preferred web traffic detecting option.



4) Select **Save**.

5) Click **Deploy**.



#### Note

Update the Forcepoint DLP Endpoint software.

6) Close your already opened browser session and reopen it.

## Choosing Endpoint Web Traffic Capturing Mode

In the Inline Proxy mode, users can choose how they want the web traffic to be captured and sent to inline proxy. There are 2 options and both of them are enabled by default.

1) Using the system PAC.

2) Using the Forcepoint Driver.

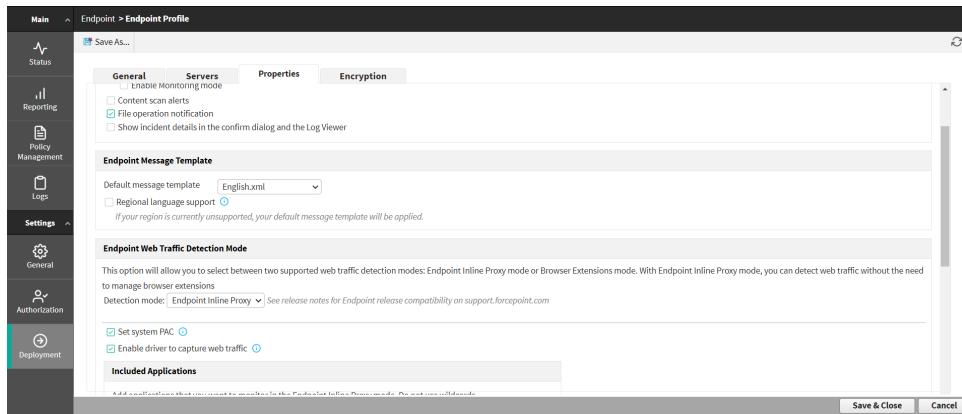
This feature is useful when the user is using another agent, that uses the system PAC. In such case, user should deselect the system PAC in the FSM and use the driver only to capture traffic.

### Steps

1) Navigate to **FSM > Deployment > Endpoint Profiles**.

You can see the list of profiles available for users.

2) Click on the required Profile and go to **Properties** Section.



### Note

Both the system PAC and Endpoint Driver are enabled by default in FSM.

- 3) Un-select **system PAC/Enable driver** and save it.
- 4) Click **Deploy**.
- 5) Update the Forcepoint DLP Endpoint software.

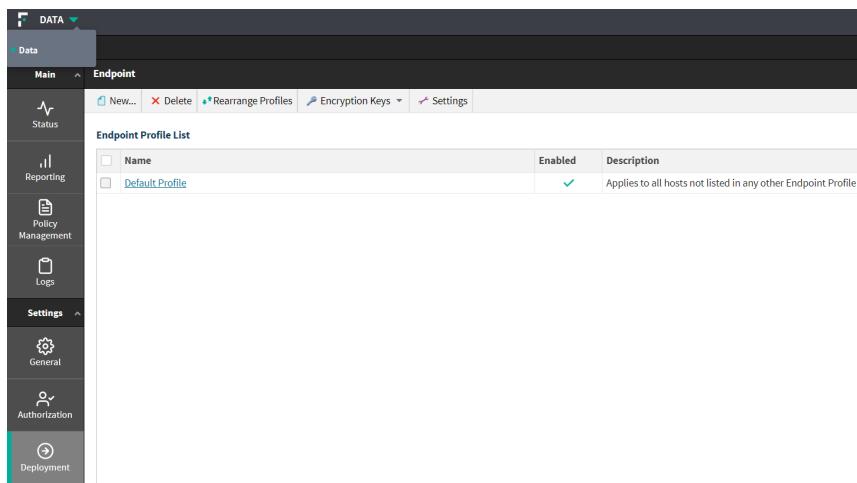
## Adding applications to monitor list in Inline Proxy mode

Users can add applications they want to monitor in the Endpoint Inline Proxy Mode. They can also remove any application they want from the list. When a user removes any application from the list, the inline proxy stops monitoring the origin of the web traffic on the specific application.

### Steps

- 1) Navigate to **FSM > Deployment > Endpoint Profiles**.

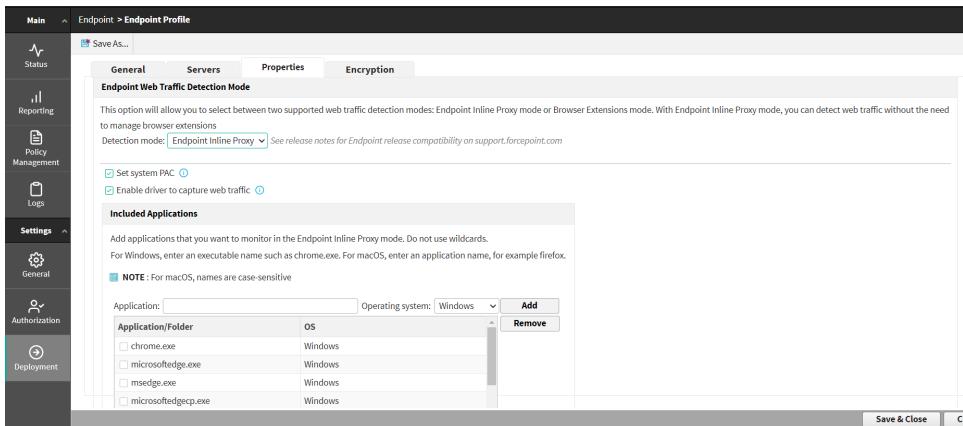
You can see the list of profiles available for users.



- 2) Click on your required Profile and go to **Properties** Section.
- 3) Scroll down to the **Included Applications** section.

**Note**

This section is only available when you have selected Inline Proxy mode for Web Traffic Detection.



Application/Folder	OS
chrome.exe	Windows
microsoftedge.exe	Windows
msedge.exe	Windows
microsoftedgecp.exe	Windows

**Note**

Currently, the Inline Proxy mode supports the monitoring of browsers as applications.

- 4) Write the application name and select the OS.
- 5) Click **ADD**.  
Check your application is added to the list.
- 6) Select **Save&Close**.
- 7) Click **Deploy**.

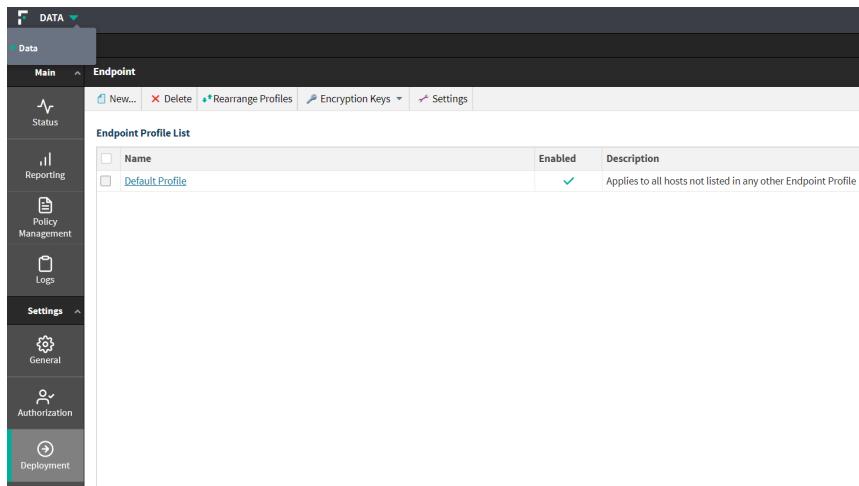
## Excluding domains for JavaScript Injection

In Forcepoint Security Manager (FSM) 10.2 onwards, you can add or remove a domain to or from the domain list of an endpoint profile. When you add a domain URL to the list, JS injection is applied to all sites except to those in the list.

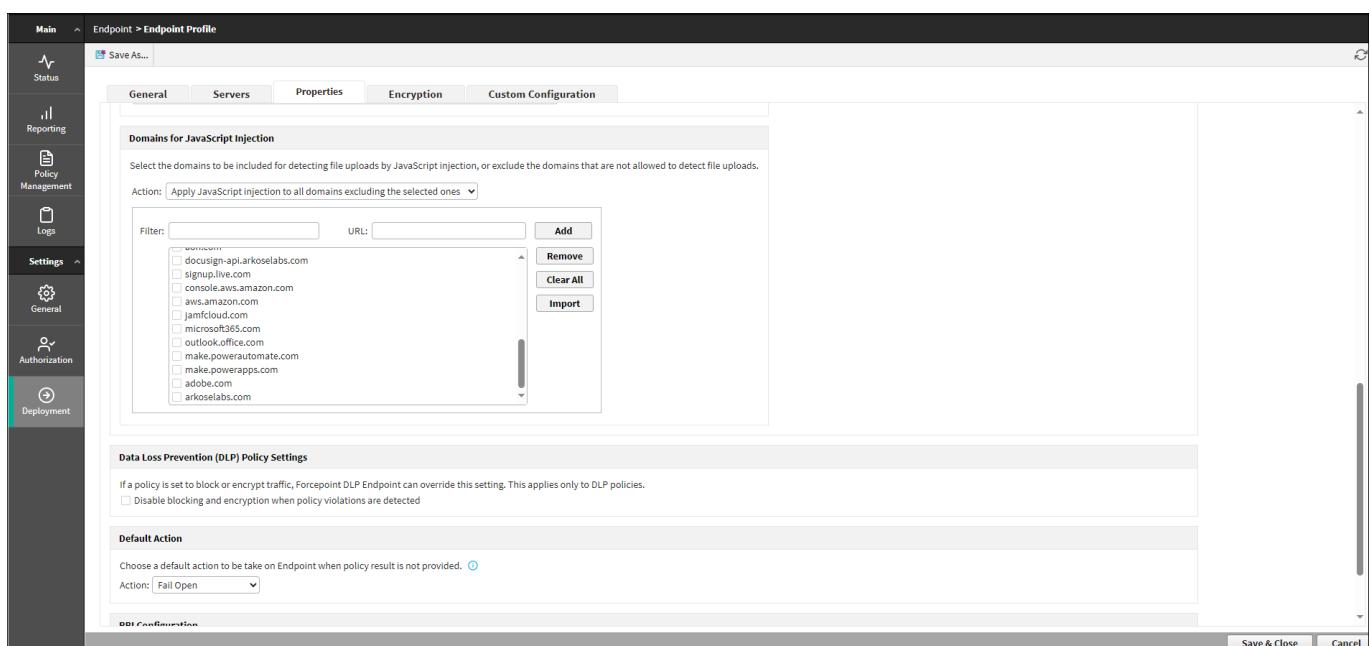
F1E retrieves the JS injection bypass list from FSM and applies policies accordingly. In FSM 10.3 onwards you can use the **Import** functionality which can save time and improve efficiency by importing multiple domains simultaneously.

### Steps

- 1) Navigate to **FSM > Deployment > Endpoint Profiles**.  
The list of profiles available for users appears.



- 2) Click your required profile, and go to the **Properties** section.
- 3) In **Detection mode** in **Endpoint Web Traffic Detection Mode**, select **Endpoint Inline Proxy**.
- 4) Navigate to the **Domains for JavaScript Injection** section.



- 5) To configure the detection of file uploads via JavaScript injection, select one of the following in **Action**:
  - To apply the JavaScript injection only to the selected domains, select **Apply JavaScript injection only to the selected domains**.
  - To apply the JavaScript injection to all domains excluding the selected ones, select **Apply JavaScript injection to all domains excluding the selected ones**.
- 6) To search a specific URL, enter a search term in the **Filter** field.
- 7) To add the URL to the excluded list, do the following:
  - a) Enter the domain name in the **URL** field.

- b)** Click **Add**.
- 8)** To perform bulk addition of domain lists, do the following:
  - a)** Create a file listing the URLs.
    - The file must be in .CSV file format.
    - Ensure that the URLs in the CSV file are separated by commas.
    - The maximum number of URLs is 6000.
    - The maximum number of characters allowed in a URL is 254.
    - The maximum number of characters for the overall list is 120,000.
  - b)** Click **Import**.
  - c)** Browse to the file you created, and then click **OK**.
- 9)** To remove the URL from list, do the following:
  - a)** Select the desired check boxes from the list to select the URLs.
  - b)** Click **Remove**.
  - c)** Click **Clear All** button to clear all URLs from the list.

## Adding domains to the SSL bypass list

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You can add domain URLs that need to be excluded from SSL decryption to a bypass list.

When you add domain URLs to the list, decryption is excluded for those in the list. F1E retrieves the SSL bypass list from FSM and applies policies accordingly. In Forcepoint Security Manager (FSM) 10.3 onwards, you can use the **Import** functionality which can save time and improve efficiency by importing multiple domains simultaneously.

### Steps

- 1)** Go to **FSM > General > Endpoint > Advanced**.

2) Scroll down to **Excluded Domains For SSL Decryption by Endpoint Inline Proxy**.



**Note**

To enable the **Inline Proxy** mode, you must go to **Deployment > Endpoint Profiles**, and select **Endpoint Inline Proxy** in **Endpoint Web Traffic Detection Mode** in **Properties** for your selected profile.

- 3) To search a specific URL, enter a search term in the **Filter** field.
- 4) To add the domain which you want to bypass in the URL section, do the following:
  - a) Enter the domain name in the **URL** field.



**Note**

Do not use wildcards.

- b) Click **Add**

The domain update gets applied to both macOS and Windows Endpoints.

- 5) To perform bulk addition of domain lists, do the following:
  - a) Create a file listing the URLs.
    - The file must be in **.CSV** file format.
    - Ensure that the URLs in the CSV file are separated by commas.
    - The maximum number of URLs is 6000.
    - The maximum number of characters allowed in a URL is 254.
    - The maximum number of characters for the overall list is 120,000.
  - b) Click **Import**.
  - c) Browse to the file you created, and then click **OK**.

- 6) To remove URLs from the list, do the following:
  - a) Select the desired check boxes from the list to select the URLs.
  - b) Click **Remove**.
  - c) Click **Clear All** to clear all URLs from the list.
- 7) Click **Save**.
- 8) Click **Deploy**.



#### Warning

No DLP Policies are applicable to the Inline Proxy bypassed URLs when these sites use HTTPS or Encryption.

## Port Forwarding to Support Third Party Agents

The port forwarding feature allows users having more than one local proxy, to enter multiple IP addresses and port numbers of their local proxies, thus enabling the inline proxy to forward the web traffic to the user's local proxies.

This feature can be used if a 3rd party agent is also running on the endpoint which is intercepting traffic using a PAC file and redirecting to a local proxy. In this case, the IP address and port of the local proxy needs to be configured to ensure Forcepoint F1E endpoint also receives the traffic.

## Steps to configure port forwarding

- 1) Navigate to **FSM > Deployment > Endpoint Profiles**.  
You can see the list of profiles available for users.

Name	Enabled	Description
Default Profile	✓	Applies to all hosts not listed in any other Endpoint Profile

- 2) Click on the required Profile and go to **Properties** Section.

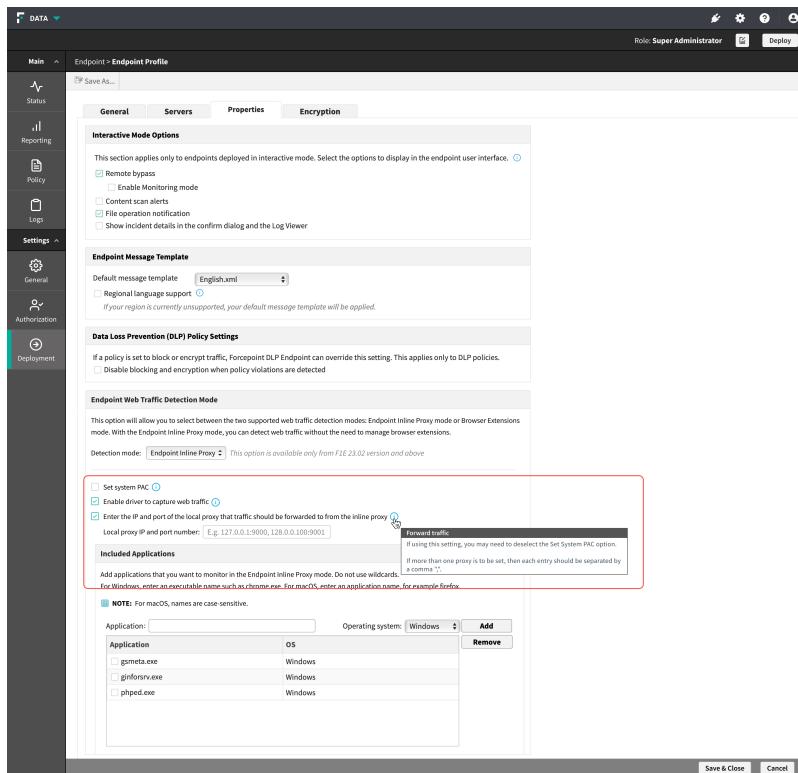
- 3) In the **Web Traffic Detection Mode**, select **Endpoint Inline Proxy**.
- 4) Disable the system PAC file.
- 5) Enter your local proxy IP address and port number.



#### Note

If more than one proxy is to be set, then each entry should be separated by a comma ","

E.G:- 127.0.0.1:9000, 127.0.0.100:9001



- 6) Select **Save**.
- 7) Click **Deploy**.

#### Note

Update the Forcepoint DLP Endpoint software.

- 8) Close your already opened browser session and reopen it.

# Inline Proxy Settings for Forcepoint DLP Endpoint

This topic covers the FSM Inline Proxy Settings for various product combinations on different Endpoint machines. For detailed information, see [Agent Compatibility](#).

## Managing Custom Configuration

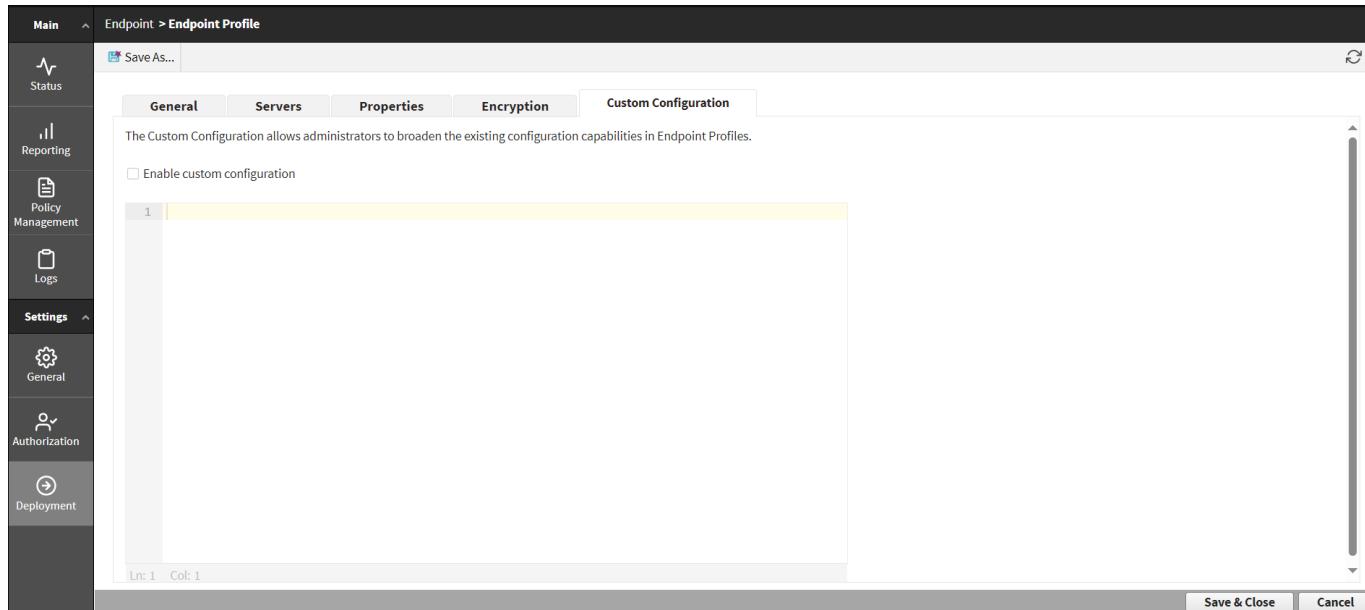
The **Custom Configuration** feature allows administrators to broaden the existing configuration capabilities in endpoint profiles.

You can enable or disable the custom configuration in the endpoint profile by toggling the **Enable custom configuration** checkbox in the **Custom Configuration** tab of an endpoint profile.



### Note

- This feature is available starting with Forcepoint Security Manager (FSM) 10.3.
- This feature requires F1E and is not currently supported by the F1A agent.
- Detailed instructions for using this setting will be featured in an upcoming Knowledge Base Article.
- This feature is only available for the administrator role with **Manage custom configuration** permission. To add **Manage custom configuration** permission to the role, navigate to **Authorization > Roles**, select the **Manage custom configuration** checkbox under **Manage endpoint profiles** in the **Deployment** section.



To enable the custom configuration, do the following:

## Steps

- 1) Select the **Enable custom configuration** checkbox.

By default, the **Enable custom configuration** checkbox will be disabled.

- 2) Enter the configuration text in JSON format into the JSON Editor to define the custom configuration for the DLP administrator.

When a user attempts to save a configuration containing incorrect format, an error message 'Custom configuration JSON format is invalid' will be triggered by the JSON Editor.



### Note

Custom Configuration can override the existing Endpoint Profile configuration. If you decide to override, ensure that the changes are applied correctly.

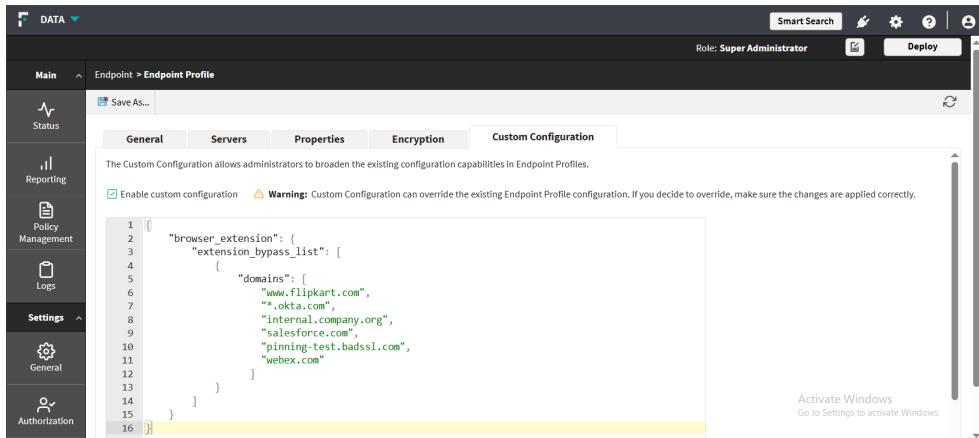
- 3) Click **Save & Close**.

## Configuring Browser Extension Bypass Domains

Administrators can use the **Custom Configuration** to specify a list of domains where the browser extension should not run.

When configured, the endpoint retrieves this list and updates the browser extension behavior accordingly. The configuration must be added under the `endpoint` section in JSON format as given in the example below

```
{
  "browser_extension": {
    "extension_bypass_list": [
      {
        "domains": [
          "www.flipkart.com",
          "*.okta.com",
          "internal.company.org",
          "salesforce.com",
          "pinning-test.badssl.com",
          "webex.com"
        ]
      }
    ]
  }
}
```



```

1  {
2   "browser_extension": {
3     "extension_bypass_list": [
4       {
5         "domains": [
6           "www.flipkart.com",
7           "okta.com",
8           "internal.company.org",
9           "salesforce.com",
10          "pinning-test.badssl.com",
11          "webex.com"
12        ]
13      }
14    ]
15  }
16

```

The browser extension will bypass all domains defined in the list.



#### Note

- The list is merged with all other MV3 bypass mechanisms.
- If a browser restart is required for the updated entries to take effect, this behavior is acceptable and will be documented.
- If a minimum MV3 extension version is required for bypass support, this will be documented.
- The endpoint retrieves the bypass list from the Custom Configuration section and applies it during normal configuration processing.
- The bypass list is stored in the endpoint's configuration file ( `dser_profile.xml` )

## Online Applications in macOS

Online applications are web-based mail services (e.g., Gmail and Yahoo Mail) and file storage systems (e.g., Google Drive). Protection for sensitive data in attachments for these services mitigates upload risk for Chrome, Firefox, and Safari browsers in macOS. This protection (Online Apps) is supported for macOS 10.14 and higher.



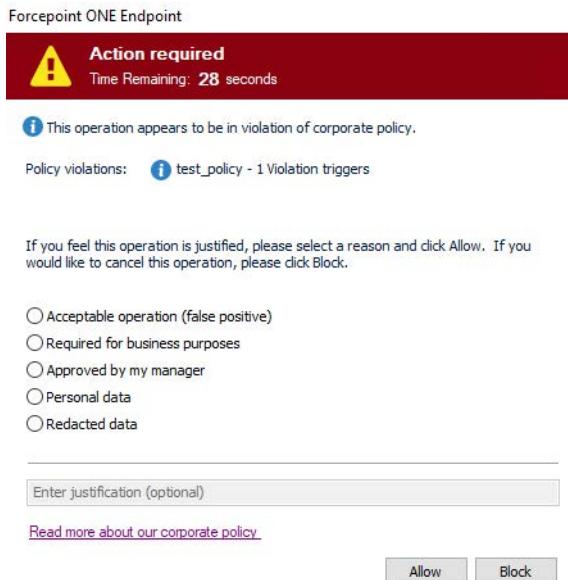
#### Note

The online applications are only available in the browser extensions mode.

## Allowing or blocking a policy violation

When the confirmation dialog functionality is enabled at your site, corporate policy violations are not automatically blocked by Forcepoint DLP Endpoint. Instead, they are allowed if you provide a valid explanation for the operation.

If a policy violation is detected, Forcepoint DLP Endpoint displays a confirmation dialog box.



From this confirmation dialog box, you can choose to allow the operation to continue, or you can block the operation and cancel the request.

To continue with the action:

- 1) Select a valid reason from the list.
- 2) Optionally, type additional information in the text box (maximum 256 characters).
- 3) Click **Allow**.

To cancel the action, click **Block**.

If the timer expires, the default action is taken. The timer default is set to 30 seconds, but can be changed by your system administrator to between 9 and 58 seconds.



### Important

If you click the corporate policy link at the bottom of the window and Chrome is your default browser, Chrome does not open the link until you close the confirmation dialog window.

The behavior of the confirmation or block action varies depending on the action and the affected channel:

- Removable Media Channel:
  - If you copy or move sensitive documents either through the Windows command line or by dragging and dropping the files through Windows Explorer to a USB drive, a writable DVD, or a mobile phone through WPD protocol, and choose the Block action in the confirmation box, Forcepoint DLP Endpoint might also block non-sensitive files if they are copied or moved with the sensitive files.
- LAN Channel:
  - If you copy or move files to other machines mounted on the endpoint machine in the same local network, and choose the Block action in the confirmation dialog box, Forcepoint DLP Endpoint might incorrectly state that the files were copied or moved.
  - If you try to move a sensitive file to a network share folder using cut and paste, then choose the Block action in the confirmation dialog box, Forcepoint DLP Endpoint removes the file from both the source location and the destination. If this happens, look for the file in the Contained Files. See *Viewing contained files and saving them to an authorized location*.
- HTTP/HTTPS (Web) Channel:

- If you compose email through a web-based mail service (e.g., Gmail or Yahoo Mail), a confirmation dialog box is shown whenever the service syncs to the hosting server (i.e., when the email is auto-saved). This causes the confirmation dialog box to be shown multiple times within a short timeframe.
- Each sensitive attachment within an email triggers a separate confirmation dialog box.
- If you choose the Block action, you might receive an error message from the mail service, because the Block action interrupts the activity with the mail service.

■ Print Channel:

- This channel blocks the printing of sensitive content when you try to print a hard copy through a printer or a soft copy through a PDF converter.

Since F1E version 25.09, we have resolved a limitation where text in documents formatted using Aptos or Calibri fonts was not getting analysed for DLP policy violations.

■ Application Clipboard Channel:

- This channel allows you to copy and/or paste sensitive content within the same document, or to the same type of document (e.g., from one Microsoft Word document to another Word document).

■ Application File Access Channel:

- If you choose the Block action, you might receive an error message from the application, because the Block action interrupts the activity with the application.
- When saving a sensitive document, you might receive multiple confirmation dialog boxes, because temporary files created by the application trigger the confirmation dialog box.

■ Email Channel:

- In Outlook, the Outlook process is suspended when the confirmation dialog box is shown. This makes it appear as if Outlook is no longer working. Once you choose either the Allow or Block action, the Outlook process works as normal.

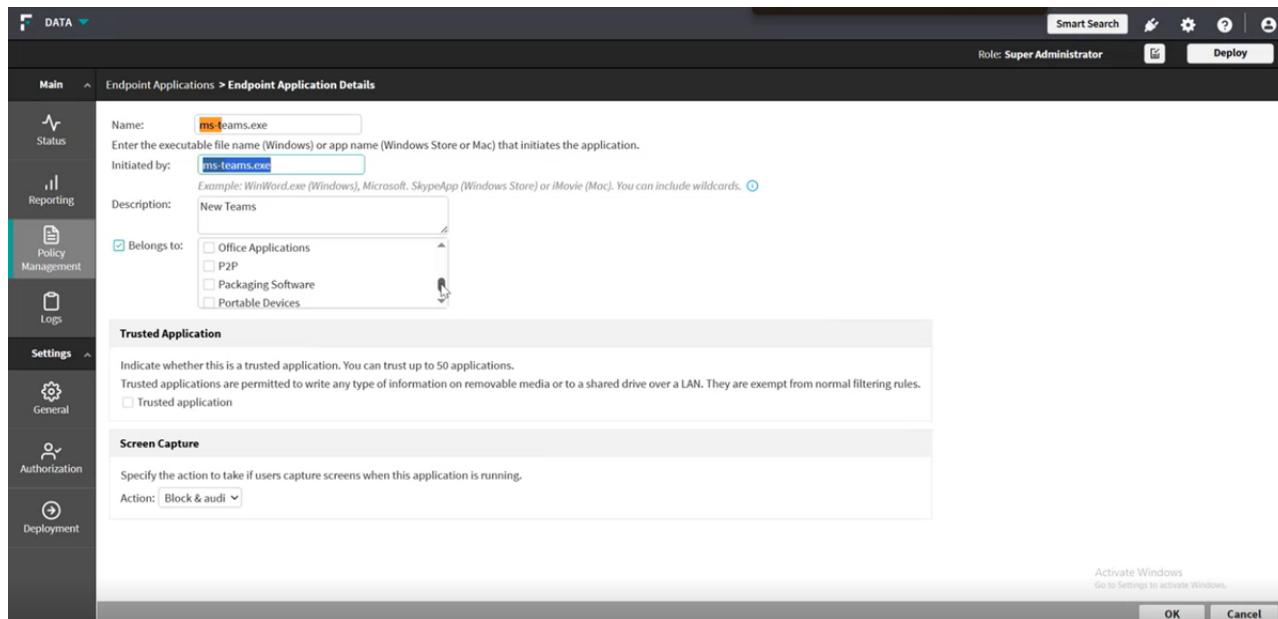
#### Related tasks

[Viewing contained files and saving them to an authorized location](#) on page 47

## Blocking Sensitive Information in Microsoft Teams

The endpoint prevents sensitive information from being shared via the Microsoft Teams desktop application.

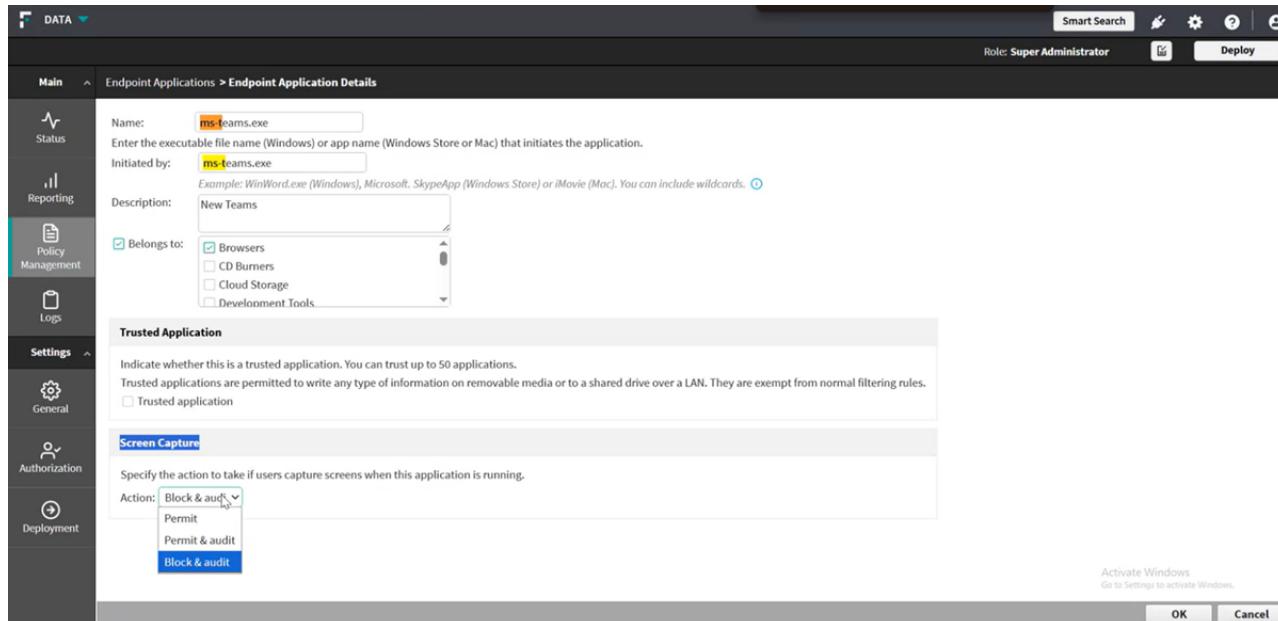
To configure this, you can navigate to **Policy Management > Resources > Endpoint Applications** and select the `ms-teams.exe` file.



The **Belongs to** field displays the relevant application group where the blocking configuration is applied. The group is managed under **Policy Management > Resources > Endpoint Application Groups**. In the **Endpoint Operations** section in the **Endpoint Application Group Details** view, the **File Access** option is enabled which blocks the upload of sensitive files in Teams.

Users are restricted from dragging, dropping, or attaching sensitive files. A pop notification is displayed when a block occurs, and an incident is automatically created.

Additionally, in the **Endpoint Application Details** view, under the **Screen Capture** section, the **Block & audit** action is enabled to prevent screenshots of Microsoft Teams, ensuring sensitive content cannot be captured.



# Applying policies to Google Drive mounted as a USB device

F1E DLP applies web channel policies to files transferred in Google Drive.

Google Drive, when mounted as a USB device or other network drive is classified as cloud storage rather than removable media. When you upload a file having sensitive information restricted for web channels to Google Drive, F1E DLP applies policies and blocks the file from being uploaded to Google Drive. Files containing sensitive information that is blocked for a USB device is not blocked in Google Drive.

For more information, see *Configuring the Web DLP Policy in Forcepoint DLP v10.3 Administrator Help guide*.

# Encrypting files for removable media

Forcepoint DLP Endpoint provides two methods for encrypting sensitive data that is copied to removable media:

- **Encrypt with profile key** (Windows only): When you transfer files to removable media, the files are encrypted automatically with an encryption password deployed in the endpoint profile. When you try to transfer the encrypted files again, Forcepoint DLP Endpoint automatically decrypts the files using the deployed password if the user decrypting the files is using the same profile.
- **Encrypt with user password** (Windows only): When you transfer files to removable media, the files are encrypted automatically. When you try to transfer the encrypted files again, you must use the Forcepoint Decryption Utility and an encryption password to decrypt the files.



## Note

macOS only supports password based decryption. A user cannot encrypt files on Windows using a profile key and then decrypt them on macOS.

For more information about setting your encryption password, see *Setting encryption passwords*.

For more information about decrypting files, see *Decrypting files on a removable media device*.

Contact your administrator to see which option is configured in your organization. To see if your organization encrypts data with a user password, right-click the Forcepoint One Endpoint icon in the task bar's notification area on a Windows endpoint machine. If you see a **Set Encryption Password** option, your organization encrypts data with a user password.

## Related concepts

[Decrypting files on a removable media device](#) on page 44

## Related tasks

[Setting encryption passwords](#) on page 43

# Setting encryption passwords

Some corporate policies dictate that sensitive data be encrypted before being copied to a removable media device such as a USB drive. If this is the case for your organization, you cannot copy files to such media until you set the password to decrypt them.



## Note

Forcepoint DLP Endpoint does not support the encryption of data transferred to a Windows Portable Device (WPD) from a Windows endpoint machine.

Set the password one time on a Windows machine running Forcepoint DLP endpoint. Once configured, any time you copy sensitive data to removable media, it is encrypted and copied along with a Forcepoint Decryption Utility to the device. To access the encrypted files on any other machine - including those where the Forcepoint DLP Endpoint is not installed, or even if the same password is configured - the password must still be manually entered in the decryption utility. Password-based encryption always requires explicit user input to decrypt, regardless of password similarity across machines.



## Important

The encryption password can only be set on a Windows endpoint machine running Forcepoint DLP Endpoint. You cannot set an encryption password or encrypt files on a mac endpoint machine. You can only decrypt files on a mac endpoint machine using password based decryption. A user cannot encrypt files on Windows using a profile key and then decrypt them on macOS.

To set the encryption password:

- 1) Right-click the F1E icon in the task bar's notification area.
- 2) Select **Set Encryption Password** from the menu.
- 3) Enter your password, then re-enter your password.



## Note

The password should be at least 8 characters in length (maximum is 15 characters), and it should contain:

- At least one numeral
- At least one symbol
- At least one capital letter
- At least one lowercase letter

The following example shows a strong password:

- 8%w@s1\*F

- 4) Click **OK**.



## Warning

Keep the encryption password in a safe place. If you forget your password, it cannot be recovered and the file cannot be decrypted.

# Decrypting files on a removable media device

To decrypt the content on your removable media device, you must run a Forcepoint Decryption Utility. Content that was encrypted on Windows can be decrypted on any Windows or Mac machine. (Content cannot be encrypted on Mac. It can only be decrypted on Mac.)



## Note

macOS only supports password based decryption. A user cannot encrypt files on Windows using a profile key and then decrypt them on macOS.

The Forcepoint Decryption Utility is copied to your removable media device along with the encrypted files. For more information, see *Decrypting Files on Windows* and *Decrypting Files on Mac*.

## Related tasks

[Decrypting files on Windows](#) on page 44

[Decrypting files on Mac](#) on page 45

# Decrypting files on Windows

## Steps

- 1) Insert the removable device into a Windows laptop or desktop.
- 2) Double-click **Forcepoint Decryption Utility.exe** or **wsdecrypt.exe**, depending on the Forcepoint DLP Endpoint version installed:
  - Forcepoint Decryption Utility.exe:
    - Decrypts files on a Windows endpoint machine that does not have Forcepoint DLP Endpoint installed.
    - Decrypts files that were encrypted on a Windows endpoint machine with TRITON AP-ENDPOINT v8.3, Forcepoint DLP Endpoint v8.4, or higher.
  - wsdecrypt.exe:
    - Decrypts files that were encrypted on a Windows endpoint machine with TRITON AP-ENDPOINT DLP v8.2.5 or lower installed.



## Note

If you don't know the version, open Forcepoint Decryption Utility.exe. This utility checks the version and either decrypts the files, or opens wsdecrypt.exe if the version is v8.2.5 or lower.

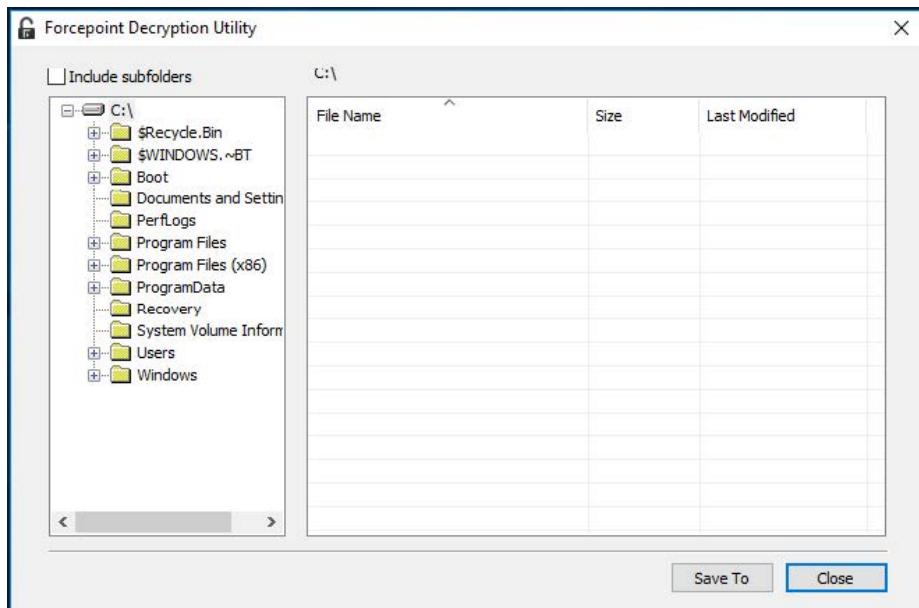
3) Enter the encryption password when prompted. For more information about setting the encryption password, see *Setting encryption passwords*.



### Warning

Keep the encryption password in a safe place. If you forget your password, it cannot be recovered and the file cannot be decrypted.

A dialog box opens and displays lists of subdirectories and files on your system.



4) Navigate to the folder containing the encrypted files. By default, the files are on your removable media device.

5) Select the folders and files to decrypt, right-click, and select **Save To**.

6) Select the folder in which to save the decrypted files.



### Note

The Decryption Utility Help page might show an older version (8.5.x) and updated date. This is the latest version of the utility and works with Forcepoint DLP Endpoint v22.12.

### Related tasks

[Setting encryption passwords](#) on page 43

## Decrypting files on Mac

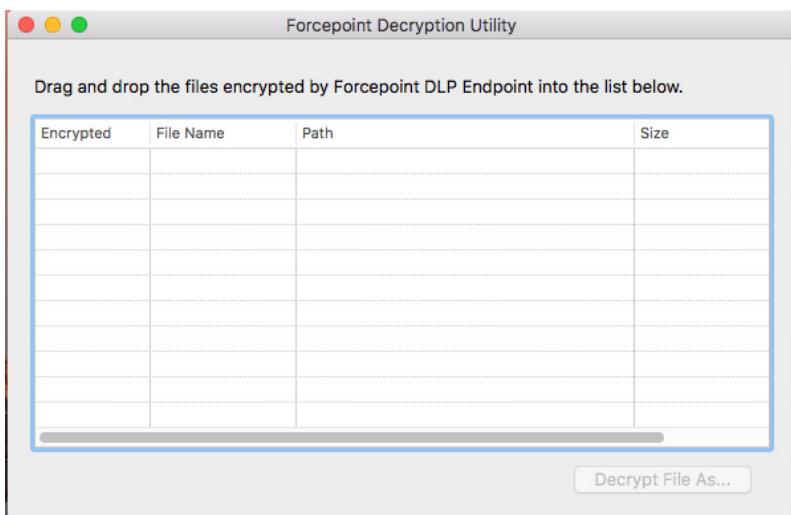


### Note

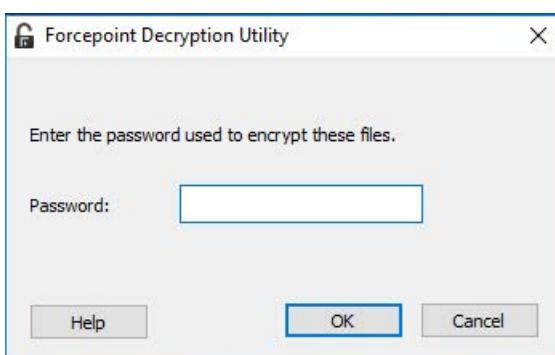
macOS only supports password based decryption. A user cannot encrypt files on Windows using a profile key and then decrypt them on macOS.

## Steps

- 1) Insert the removable device into a Mac laptop or desktop.
- 2) Double-click **Forcepoint Decryption Utility.dmg** and mount it as a disk volume.
- 3) Launch the application **Forcepoint Decryption Utility** in the disk volume or from the launchpad.
- 4) Drag and drop the encrypted files from the removable media device into the application's list window.

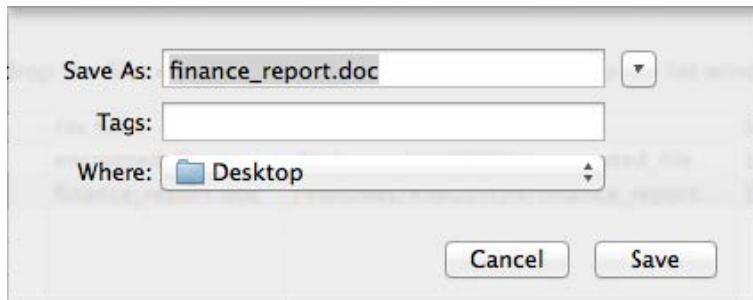


- 5) Select the file to decrypt, and select **Decrypt File As**. If the selected file is not encrypted by Forcepoint DLP Endpoint, the operation is disabled.
- 6) Enter the encryption password when prompted, then click **OK**. For more information about setting the encryption password, see *Setting encryption passwords*.



A file save dialog box opens if the correct password is entered.

7) Enter the file name that you want to save the decrypted file as.



8) If necessary, select the next file to decrypt. The password prompt is not shown again if the file is encrypted by the same password.

The Forcepoint Decryption Utility decrypts the files using the password you provided and places them in this path. Files that were encrypted with a different password are not decrypted.



#### Note

The Decryption Utility Help page might show an older version (8.5.x). This is the latest version of the utility and works with Forcepoint DLP Endpoint v22.12.

#### Related tasks

[Setting encryption passwords](#) on page 43

## Viewing contained files and saving them to an authorized location

Contained files are files that are held in temporary storage on an endpoint machine.

Files are contained if your organization prevents sensitive information from being written from an endpoint machine to a removable device (such as a USB flash drive, CD/DVD, or external hard disk) or a network drive, and you try to move a file to an unauthorized device. If the file has been modified, the contained file includes the modified file, but removes the modified file from the unauthorized device.

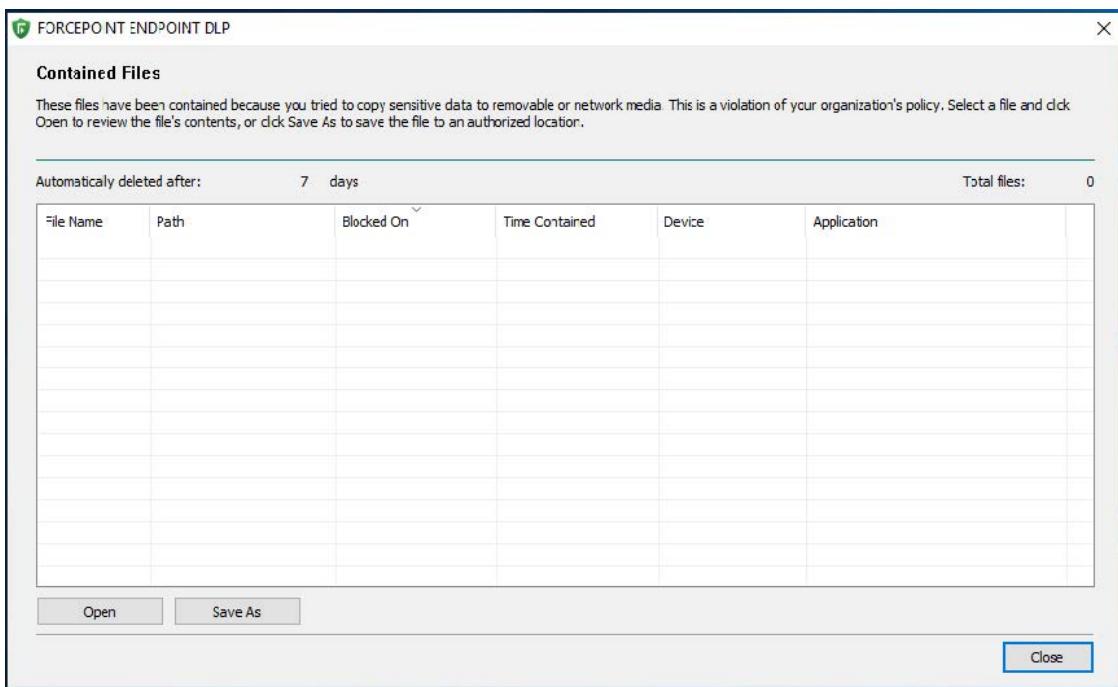


#### Important

Contained files are automatically deleted after 7 days.

You can view the contents of contained files and choose to save them to an authorized location instead.

1) On the Forcepoint DLP Endpoint screen, click **Contained Files**.



- 2) To see the contents of a file, select the file and click **Open**.
- 3) To save a file to an authorized location, select the file and click **Save As**. You can now view the file from the new location.
- 4) Click **Close** when done.

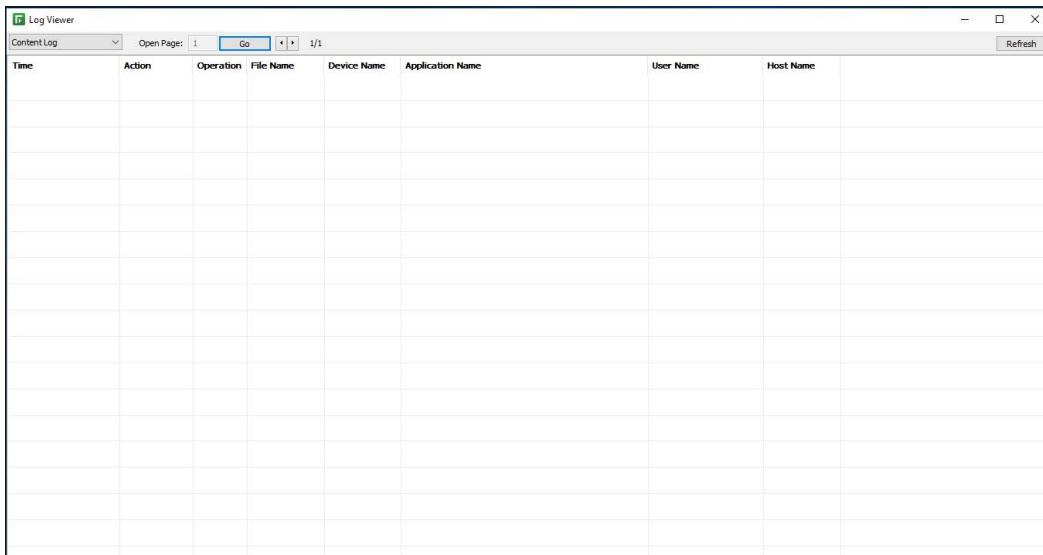
## Viewing logs

There are two logs available in Forcepoint DLP Endpoint:

- The **System Log** contains information about changes on your machine. For example:
  - Changes of connection status, such as your endpoint machine moving from an office to a remote location
  - When Forcepoint DLP Endpoint is enabled or disabled
  - When Forcepoint DLP Endpoint profiles are applied and updated
  - When Forcepoint DLP Endpoint is connected to or disconnected from the Forcepoint DLP Endpoint server
- The **Content Log** contains information about file operations that have been picked up by the endpoint policy and any actions taken by Forcepoint DLP Endpoint as a result.

To see the log details, choose one of the following options:

- 1) On the Forcepoint DLP Endpoint screen, click **Log Viewer**.
- 2) Right-click the F1E icon in the task bar's notification area and select **Open Log Viewer** from the menu (Windows), or single click the menu bar's status menu (Mac) and select **Log Viewer** from the menu.



3) To see the latest log information, click **Refresh**.



**Important**

Log files are automatically deleted after 5 days.



## Chapter 4

# Forcepoint Endpoint Context Agent

### Contents

- Checking the status of Forcepoint Endpoint Context Agent on page 51
- Viewing Forcepoint Endpoint Context Agent connection details on page 53
- Using the Forcepoint ECA Diagnostics Tool on page 53

Forcepoint Endpoint Context Agent (Forcepoint ECA) is a software application that runs on your Windows endpoint machine (e.g., desktop computer or laptop), providing user and application information to the Forcepoint Next Generation Firewall (Forcepoint NGFW).

#### Related concepts

[Viewing Forcepoint Endpoint Context Agent connection details](#) on page 53

#### Related tasks

[Using the Forcepoint ECA Diagnostics Tool](#) on page 53

#### Related reference

[Checking the status of Forcepoint Endpoint Context Agent](#) on page 51

## Checking the status of Forcepoint Endpoint Context Agent

The F1E status icon (■) is shown in the task bar's notification area. To view the status of Forcepoint ECA, move your mouse over the icon. The following table describes the available status indicators.

Icon	Meaning	Description
	Running	Forcepoint ECA software is successfully connected to Forcepoint NGFW, configured and activated.

Icon	Meaning	Description
	Disconnected	<p>All Forcepoint ECA connections are disconnected from Forcepoint NGFW.</p> <p>If other agents are installed on your endpoint machine, this status indicates that all installed F1E agents are disabled or disconnected.</p> <p>To verify the connection status, move your mouse over the F1E icon. A pop-up window shows the connection status for all installed agents. All installed agents should show <b>Disabled</b> (Forcepoint ECA shows as <b>Disconnected</b>).</p>
	Fallback Partially Disabled	<p>This status may indicate that:</p> <ul style="list-style-type: none"> <li>One or more installed agent (Forcepoint DLP Endpoint, Forcepoint Web Security Endpoint or Forcepoint ECA) is disabled, but at least one agent is enabled or running. If all agents are disabled, this status icon is not shown (the Disabled status icon described above is shown).</li> <li>Forcepoint Web Security Endpoint is in Fallback mode. See <i>Fallback mode</i> for more information.</li> </ul>

If your organization installs more than one F1E agent (Forcepoint Web Security Endpoint, Forcepoint DLP Endpoint and/or Forcepoint ECA) on your endpoint machine, you can access all installed agents from one Forcepoint icon on your task bar.

For more information about Forcepoint Web Security Endpoint and Forcepoint DLP Endpoint, see *Forcepoint Web Security Endpoint* and *Forcepoint DLP Endpoint*.

#### Related concepts

[Fallback mode](#) on page 10

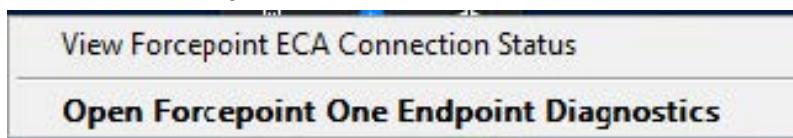
[Forcepoint Web Security Endpoint](#) on page 7

[Forcepoint DLP Endpoint](#) on page 13

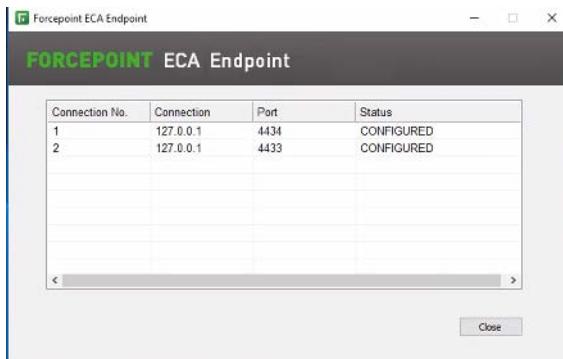
# Viewing Forcepoint Endpoint Context Agent connection details

To see a list of Forcepoint ECA connections to Forcepoint NGFW:

- 1) Right-click the F1E icon located in the Windows task bar's notification area.
- 2) Select **View Forcepoint ECA Connection Status** from the menu.



A window opens showing all available connections to Forcepoint NGFW and the connection status.



The connection status can be one of the following:

- **DISCONNECTED**: Forcepoint ECA is not connected to the Forcepoint NGFW Engine.
- **WAITING\_RECONNECT**: The connection between Forcepoint ECA and the Forcepoint NGFW Engine was stopped. Forcepoint ECA is trying to establish the connection again.
- **CONNECTING**: Forcepoint ECA is connecting to the Forcepoint NGFW Engine.
- **CONNECTED**: Forcepoint ECA is connected to the Forcepoint NGFW Engine.
- **HANDSHAKING**: Forcepoint ECA is establishing a communication link to the Forcepoint NGFW Engine.
- **CONFIGURING**: Forcepoint ECA is getting configuration information from the Forcepoint NGFW Engine.
- **CONFIGURED**: Forcepoint ECA is successfully configured on the endpoint machine and is sending data to the Forcepoint NGFW Engine.

# Using the Forcepoint ECA Diagnostics Tool

The Diagnostics Tool shows Forcepoint ECA information that you can provide to your system administrator to assist with troubleshooting.

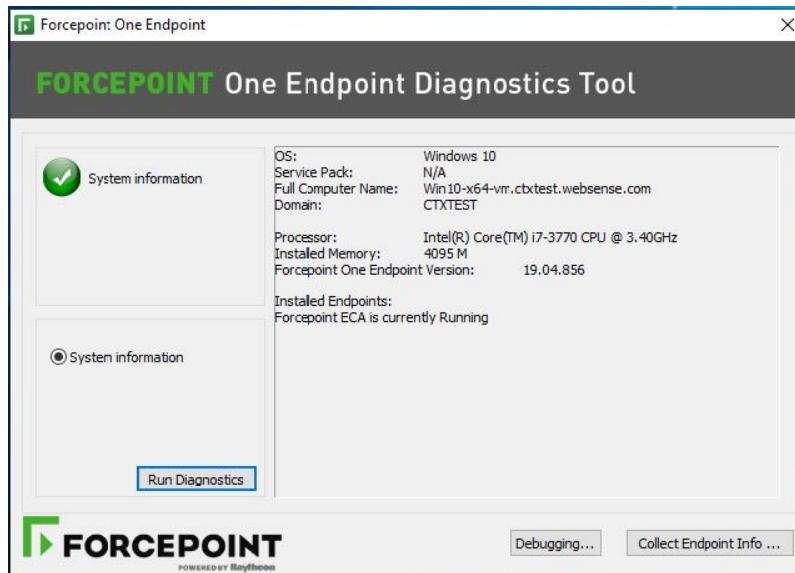
To launch the Diagnostics Tool:

## Steps

- 1) Right-click the F1E icon located in the Windows task bar's notification area.
- 2) Select **Open F1E Diagnostics** from the menu.

## Next steps

When you launch the tool, the Diagnostics Tool automatically executes the **System information** diagnostics test, which collects basic information related to the specific endpoint machine on which the Forcepoint ECA software is installed. To manually run the diagnostics test, click the **Run Diagnostics** button.



If Forcepoint Web Security Endpoint is also installed on your endpoint machine, the Diagnostics Tool shows additional diagnostics tests and Forcepoint Web Security Endpoint information. See *Using the Forcepoint Web Security Endpoint Diagnostics Tool* for more information.

If Forcepoint DLP Endpoint is installed on your endpoint machine, the Diagnostics Tool shows both Forcepoint DLP Endpoint and Forcepoint ECA information.



### Note

Corresponding log files generated from these new diagnostic tests can easily be collected with the existing **CLIENTINFO.EXE** tool. Your Help Desk might ask you to run this tool to collect these files. To run it, click the **Collect Endpoint Info...** button on the Diagnostics Tool. The resulting zip file is placed onto the desktop. Attach the file to an email to your Help Desk or system administrator.

## Related tasks

[Using the Forcepoint Web Security Endpoint Diagnostics Tool](#) on page 9

