



# Forcepoint DLP

8.9.1

Forcepoint Email Security Cloud and  
Forcepoint DLP Integration Guide

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# Chapter 1

# Introduction

## Contents

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Forcepoint Cloud Security Gateway is an integrated cloud security service that merges web security, network security, and cloud application security into one easy-to-consume service. With the introduction of Data Protection Service, email security and data loss prevention are now available as an additional integration with Forcepoint Cloud Security Gateway. Data Protection Service connects the Forcepoint Security Manager with Forcepoint Email Security Cloud, allowing you to enjoy the benefits of Forcepoint DLP analysis in the cloud.

Forcepoint Email Security Cloud protects your organization against the threats of malware, spam, and other unwanted content in email traffic. When combined with Forcepoint DLP, email messages that present potential data loss are sent to Forcepoint DLP for further inspection. Forcepoint DLP then returns its finding to the cloud service for policy enforcement.

The integration between Forcepoint DLP and Forcepoint Email Security Cloud is available starting in Forcepoint DLP 8.8.2 and the June 2021 release of Forcepoint Email Security Cloud.

## Getting Started

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This section provides a high-level overview of the Forcepoint Email Security Cloud and Forcepoint DLP access and integration process.

### Steps

- 1) Purchase the Data Protection for Email license.  
See *License Information* for more information about the Data Protection for Email license and licensing information if you purchase the products separately.
- 2) Review your fulfillment email. The fulfillment email contains:
  - a) License information, including the subscription keys for the products.
  - b) Credentials to sign in to the products.
  - c) A JSON file with unique configuration information. This JSON file is used to connect Data Protection Service with Forcepoint Security Manager.
  - d) An XML license file. This file is used to activate your Forcepoint DLP subscription in the Forcepoint Security Manager.

- 3) Check your Forcepoint Cloud Security Gateway access.  
Verify that you can sign in to the products using the credentials in the fulfillment email:
  - a) Sign in to the Forcepoint Cloud Security Gateway Portal to access Forcepoint Email Security Cloud.
  - b) Sign in to the Forcepoint Security Manager and use the XML license file to access Forcepoint DLP.
- 4) Start the integration process.  
For more information about setting up this integration, see *Integrating Forcepoint DLP and Forcepoint Email Security Cloud*.

#### Related concepts

[License Information](#) on page 7

[Integrating Forcepoint DLP and Forcepoint Email Security Cloud](#) on page 11

## Additional documentation

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- [Forcepoint DLP v9.0 Administrator Guide](#)
- [Forcepoint Email Security Cloud Help](#)
- [Forcepoint Cloud Security Gateway Integration Guide: Forcepoint Web Security, Forcepoint DLP, and Forcepoint CASB](#)

## Chapter 2

# License Information

### Contents

- New Forcepoint Email Security Cloud and Forcepoint DLP customers on page 7
- Existing Forcepoint Email Security Cloud and Forcepoint DLP customers on page 9

To enjoy the benefits of the data loss protection for your organization's email system, new customers need a license for Forcepoint Email Security Cloud and a license for Forcepoint DLP.

## New Forcepoint Email Security Cloud and Forcepoint DLP customers

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When you purchase Data Protection for Email, you will receive a fulfillment email on purchase, which contains:

- License information, including the subscription keys for the products.
- Credentials to sign in to the products.
- A JSON file with unique configuration information. This JSON file is used to connect Data Protection Service with Forcepoint Security Manager.
- A Forcepoint Email Security Cloud XML license file. This file is used to activate your Forcepoint DLP subscription in the Forcepoint Security Manager.

## Check your license in Forcepoint Cloud Security Gateway Portal

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After you receive your fulfillment email, verify that "Forcepoint DPS" is listed on the **Account > Licenses** page in the Forcepoint Cloud Security Gateway Portal (also known as the cloud portal). Your account is automatically updated on purchase:

Account > Licenses

## Licenses

**Account Settings**

Account status: **Active**  
 Enrollment key:  
 License summary:

| Web   | Email  |
|---|--|
| Forcepoint Web Security Cloud<br>Reporting data retention - 90 days   | Forcepoint Email Security Cloud<br>Reporting data retention - 90 days  |
| <b>Add-on modules:</b>  | <b>Add-on modules:</b>   |
| Forcepoint Advanced Malware Detection for Web<br>Forcepoint Mobile Security<br>Forcepoint CASB<br>Forcepoint DPS<br>Extended Reporting Data Retention | Forcepoint Advanced Malware Detection for Email<br>Forcepoint Email Security - Encryption Module<br>Forcepoint Email Security - Image Analysis Module<br>Extended Reporting Data Retention |

*Under normal circumstances, these correspond to the current licenses associated with your account.*

After the license is active, configure the Forcepoint DLP and Forcepoint Email Security Cloud integration. For more information, see *Integrating Forcepoint DLP and Forcepoint Email Security Cloud*.

### Related concepts

[Integrating Forcepoint DLP and Forcepoint Email Security Cloud on page 11](#)

## Upload your license in Forcepoint DLP

### Before you begin

To enable Forcepoint DLP configuration, upload your XML license file in the Forcepoint Security Manager:

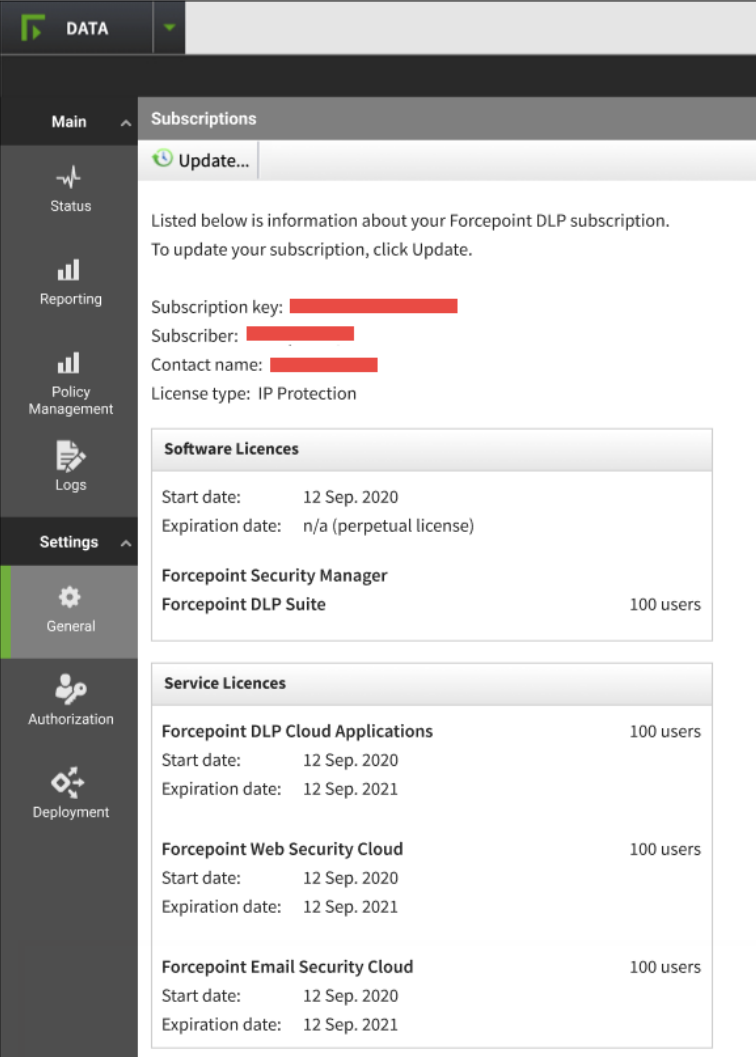
### Steps

- 1) Log on to the Forcepoint Security Manager. If the Data Security module is not displayed by default, hover over the Forcepoint logo at the top of the Forcepoint header and select Data from the drop-down list.
  - a) If this is your first login, the subscription page appears automatically.
  - b) To navigate to the subscription page, select **Settings > General > Subscription**



- 2) Browse to the subscription file, then click **Submit**. Current subscription information is displayed, and the Forcepoint DLP application restarts.

Your subscription terms displayed on this page include the license name (**Forcepoint Email Security Cloud** for this new license), the start and expiration dates (or “n/a” if you have a perpetual subscription), the number of subscribed users, and the modules and services to which you subscribe.



The screenshot shows the Forcepoint DLP Administrator interface. The left sidebar contains navigation options: Main, Status, Reporting, Policy Management, Logs, Settings (General, Authorization, Deployment), and DATA. The main content area is titled 'Subscriptions' and includes an 'Update...' button. Below the button, there is a message: 'Listed below is information about your Forcepoint DLP subscription. To update your subscription, click Update.' The subscription details are as follows:

- Subscription key: [Redacted]
- Subscriber: [Redacted]
- Contact name: [Redacted]
- License type: IP Protection

The interface also displays two tables of licenses:

| Software Licences                  |                         |
|------------------------------------|-------------------------|
| Start date:                        | 12 Sep. 2020            |
| Expiration date:                   | n/a (perpetual license) |
| <b>Forcepoint Security Manager</b> |                         |
| <b>Forcepoint DLP Suite</b>        | 100 users               |

| Service Licences                         |              |
|--|--------------|
| <b>Forcepoint DLP Cloud Applications</b> |              |
| Start date:                              | 12 Sep. 2020 |
| Expiration date:                         | 12 Sep. 2021 |
| <b>Forcepoint Web Security Cloud</b>     |              |
| Start date:                              | 12 Sep. 2020 |
| Expiration date:                         | 12 Sep. 2021 |
| <b>Forcepoint Email Security Cloud</b>   |              |
| Start date:                              | 12 Sep. 2020 |
| Expiration date:                         | 12 Sep. 2021 |

See [Entering a subscription key](#) in *Forcepoint DLP Administrator Help* for more information.

## Existing Forcepoint Email Security Cloud and Forcepoint DLP customers

Existing customers using Forcepoint DLP v8.8.2 or upgrading from Forcepoint DLP v8.8.2 to v8.9 can use the DLP Network XML license to subscribe and use the Data Protection for Email in the Forcepoint Security Manager.

If you already have Forcepoint Email Security Cloud deployment with the on- premises Forcepoint Email Security DLP Module, you can switch to this license. Contact [Forcepoint Support](#) for more information.

If you already have the Forcepoint Web Security Cloud integration with Data Protection Service, you need to purchase the Data Protection for Email license. You need a new JSON file for reconnecting Data Protection Service with the cloud portal, and you do not need to reconnect Data Protection Service with Forcepoint Security Manager. However, you need to configure your email policies for Data Protection Service. See *Step 3: Configure Data Protection Service in the cloud portal*.

**Related tasks**

[Step 3: Configure Data Protection Service in the cloud portal](#) on page 17

## Chapter 3

# Integrating Forcepoint DLP and Forcepoint Email Security Cloud

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This chapter provides an overview of how to configure the integration between Forcepoint DLP and Forcepoint Email Security Cloud.

## General Flow

### Before you begin

Before beginning your configuration, ensure that you have connected the cloud portal and Forcepoint Security Manager by following the steps in *License Information*.

### Steps

- 1) Connect the Forcepoint Security Manager with Data Protection Service by uploading the JSON tenant information to the Data Protection Service tab (**Settings > General > Services**). See *Connect Forcepoint DLP to Data Protection Service*.
- 2) Configure Data Protection Service in the Forcepoint Cloud Security Gateway Portal by uploading the JSON tenant information to the Data Protection Service tab (**Account > Data Protection Settings**). See *Step 2: Connect Forcepoint Email Security Cloud to Data Protection Service in the cloud portal*.
- 3) Enable Data Protection Service in the Forcepoint Cloud Security Gateway portal and configure email policies. See *Step 3: Configure Data Protection Service in the cloud portal*.
- 4) Configure email policies in Forcepoint Security Manager. See *Step 4: Configure Email DLP policies in the Forcepoint Security Manager*.

- 5) Deploy the configuration to Data Protection Service and begin receiving incidents in Forcepoint Security Manager. See *Step 5: Deploy to Data Protection Service in the Forcepoint Security Manager*.
- 6) View incident reports using Data Protection Service in Forcepoint Security Manager. See *Step 6: View DLP incident reports in the Forcepoint Security Manager*.

#### Related concepts

License Information on page 7

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#### Related tasks

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Step 2: Connect Forcepoint Email Security Cloud to Data Protection Service in the cloud portal on page 15

Step 3: Configure Data Protection Service in the cloud portal on page 17

## Step 1: Configure Data Protection Service in Forcepoint Security Manager

Data Protection Service connects to both Forcepoint DLP in the Forcepoint Security Manager and Forcepoint Email Security Cloud in the Cloud Security Gateway Portal, or cloud portal.

Each of these steps requires you to upload the configuration file provided by Forcepoint in the fulfillment email you received. This file provides the information needed to connect both products to Data Protection Service.



#### Important

Make sure you update your subscription before connecting to Data Protection Service. If you connected first, the new license is not reaching Data Protection Service. To resolve this issue, follow the instructions provided in the Knowledge Base article [“Failure to deploy a subscription XML to Data Protection Service after subscription change.”](#)

## Connect Forcepoint DLP to Data Protection Service

Forcepoint DLP and Data Protection Service are connected in Forcepoint Security Manager DLP in the Data Protection Service tab **General > Services > Data Protection Service**, as follows:

## Steps

- 1) Click **Select File**, and in the dialog box that appears, click **Choose File**, and browse to the JSON file you received from Forcepoint, and then click **OK**.  
The file is uploaded to the server, and the information begins to appear in the Connection area of the Data Protection Service tab.
- 2) Click **Connect** to establish the connection with Data Protection Service.
- 3) Click **OK** at the bottom of the screen to complete the process.
- 4) To deploy all the configured changes, click **Deploy**.

## Next steps

When the connection is active, the Connect button turns into a Disconnect button, enabling disconnection of Data Protection Service from Forcepoint DLP.

In the Data Protection Service Status area, upon successful connection, the status is marked as **Connected successfully**, the time and date of the connection is displayed, and the **Recheck connection** link is enabled. This link is used to check the connection status in the event of problems. If an error is returned upon checking the connection, the status is listed as **Failed to connect**.

**Services**

Set services preferences.

URL Categories
Microsoft RMS
Cloud Applications
Data Protection Service
File Labeling
Risk-Adaptive Protection

Data Protection Service gives you the option to enforce DLP rules that protect cloud applications through integration with Forcepoint CASB. It also protects data over web traffic through integration with Forcepoint Web Security Cloud.

**Connection**

Select the JSON file that you received with the Forcepoint order confirmation email.

Select File...

No file selected

Connect

**Tenant Information**

Customer name: -

Tenant ID: -

Tenant name: -

Primary region: -

Client ID: -

Client secret: -

Environment: -

**Data Protection Service Status**

Updated to: N/A [Recheck connections](#) i

Never connected

Upon successful connection, you can see Data Protection Service on the System Modules page (**Settings > Deployment > System Modules**).

# Error handling

- If Data Protection Service shows the status **Failed to connect**, the module is temporarily unavailable. Click **Connect** or **Recheck connection** to try to connect again. If the problem continues, contact Forcepoint Technical Support.
- If the JSON file is uploaded for the first time, and when you click **Connect** the connection fails, the status shown is **Never connected**. This is because the Forcepoint Security Manager has never successfully connected to the Cloud Policy Engine. In this case, it is probable that a Cloud Policy Engine was not created. Contact Forcepoint Technical Support for assistance.
- When you contact Forcepoint Technical Support, you can share the following files to help troubleshoot the issue:
  - `%DSS_HOME%tomcat\logs\dlp\dlp-all.log`
  - `%DSS_HOME%mediator\logs\mediator.out`

The default location for `%DSS_HOME%` is `C:\Program Files (x86)\ Websense\Data Security\`. If you cannot find these files at the default location, check with your Forcepoint Security Manager administrator.

# Step 2: Connect Forcepoint Email Security Cloud to Data Protection Service in the cloud portal

## Before you begin

Use the **Account > Data Protection Settings** page of the cloud portal to enable and configure the integration with Forcepoint Email Security Cloud and Forcepoint DLP.

Account > Data Protection Settings

### Data Protection Settings

Use this page to configure your account and set defaults to be used when adding a new policy.

#### Tenant Information

Configuration file:

Browse to the tenant-information.json file emailed as part of the onboarding process, then click Upload.

Customer name:  
 Tenant ID:  
 Tenant name:  
 Primary region:

#### Web Defaults

Default when creating a new policy:  Use DLP Lite  Use Data Protection Service

DPS timeout:  seconds

DPS fallback behavior:  Block  Allow

Use the arrows to move a policy from one list to the other and change the data security option for that policy. The policy must then be configured for the new selection.

DLP Lite:

Data Protection Service:

Export all web categories to an XML file that can be uploaded to Data Protection Service.

#### Email Defaults

Data Protection Service is enabled for this account.  
 DPS fallback behavior is set to Allow by default: if the Data Protection Service is unavailable, email messages will be delivered.  
 Navigate to Email > Policy > Policy Name > Data Protection to configure DPS on an Email policy.

Upload the configuration file provided by Forcepoint in the fulfillment email you received. This file provides the information needed to connect the cloud service to Data Protection Service and is the same file used when configuring Data Protection Service in the Data module of the on-premises Forcepoint Security Manager.

## Steps

- 1) Click **Browse**, then locate and select the JSON file you received from Forcepoint. The filename appears in the Configuration file entry.

2) Click **Upload**.

When the upload is successful, the remaining fields are automatically populated.

3) Verify that the correct **Customer Name** is shown in the Forcepoint Security Manager. If the Customer Name is incorrect, contact Forcepoint Technical Support.

The **Browse** and **Upload** buttons are not available for users with **View Configuration** web permissions.

4) Use the Email Defaults section to view how data security is handled in new email policies. DPS fallback behavior is set to Allow by default and cannot be changed.

DPS fallback behavior is configured as a backup in the event of a Data Protection Service timeout or other error. With this behavior set to Allow, all email messages received while Data Protection Service is unreachable are delivered. This ensures that emails are not unnecessarily quarantined.

Navigate to **Email > Policy > Policy Name > Data Protection** to configure your email policies with the new data security option.

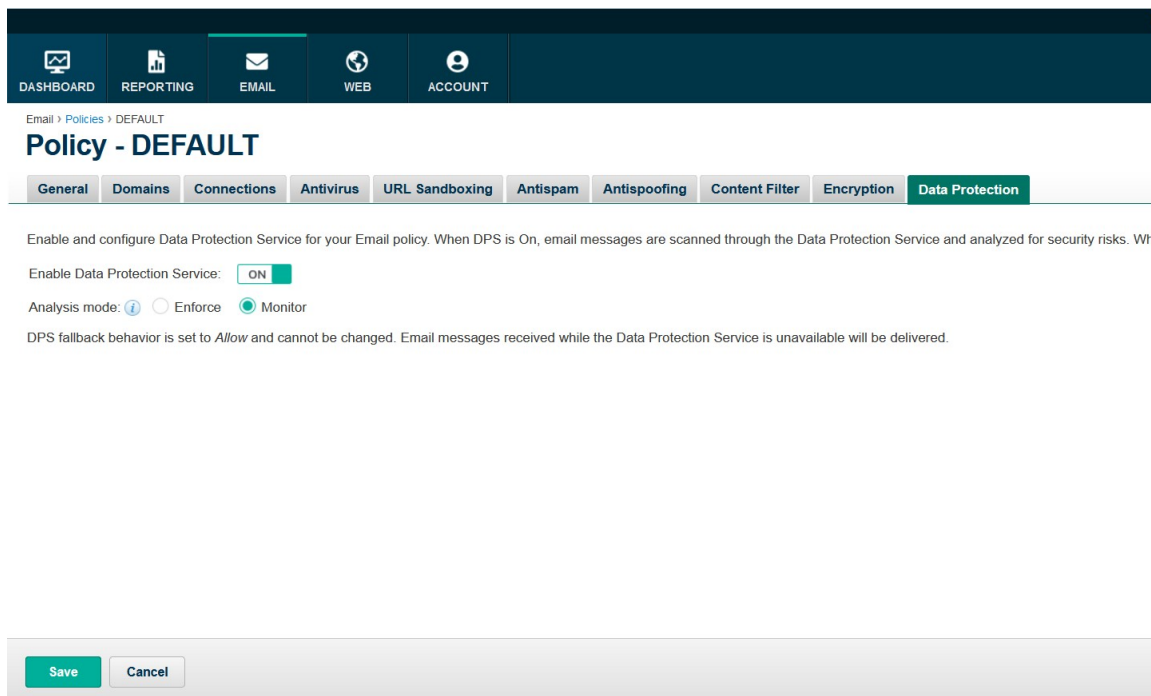


# Step 3: Configure Data Protection Service in the cloud portal

## Before you begin

After Data Protection Service is enabled for your account, it must be enabled for each email policy. A Data Protection tab is available when adding or editing an email policy. Navigate to **Email > Policy** and select the policy for which to configure data protection.

Click the Data Protection tab in the policy to configure options for handling potential data issues using Data Protection Service.



## Steps

- 1) When you are ready for Data Protection Service to be used for data security, toggle the Enable Data Protection Service button to **ON**.  
Until this switch has been turned on and the change saved, data security is not monitored for the policy.
- 2) From Analysis mode, select the type of analysis provided by Data Protection Service: **Enforce** or **Monitor**.  
When Enforce is selected, data security is monitored on the policy and enforced through Data Protection Service. When Monitor is selected, data security is monitored on the policy, but not enforced, and results are logged.
- 3) The default selection for Data Protection Service fallback behavior is **Allow**. This cannot be changed. In the event of a Data Protection Service timeout or other error, all email messages are allowed.
- 4) Click **Save**.

## Step 4: Configure Email DLP policies in the Forcepoint Security Manager

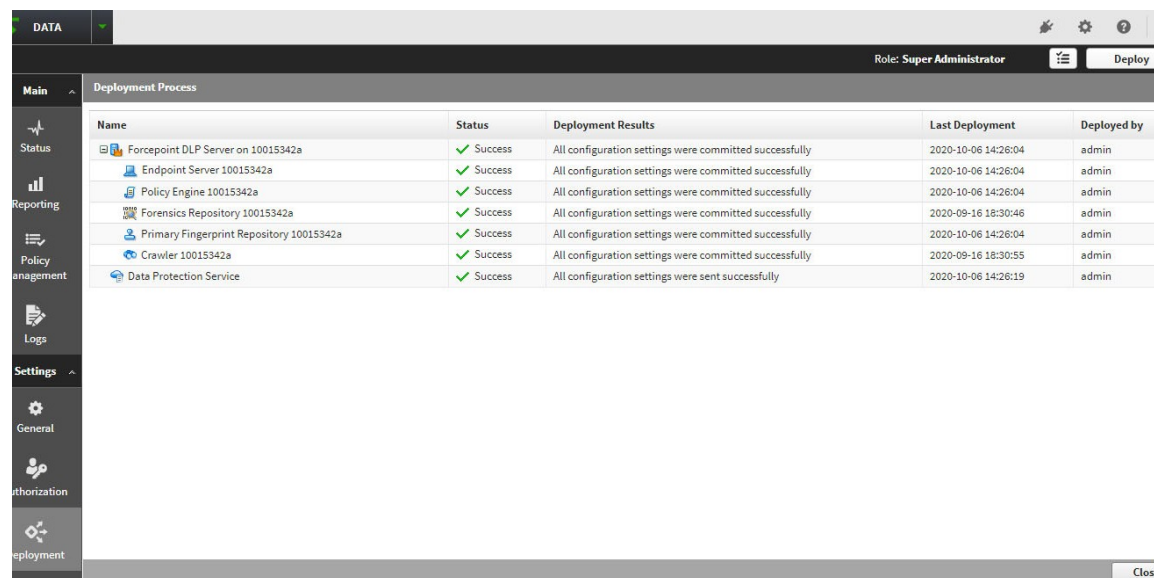
See [“Configuring the DLP Email Policy”](#) or [“Creating Custom DLP Policies”](#) in *Forcepoint DLP Administrator Help* for information on configuring your policies and editing the email destination for the Network Email channel.

When configuring DLP policies for integration with Forcepoint Email Security Cloud, keep the following in mind:

- Email direction: Forcepoint Email Security Cloud only applies to outbound emails.
- Supported actions are Permit, Encrypt, and Quarantine. The “drop attachments” action is not supported for Forcepoint Email Security Cloud. If this option is configured, the actual mitigation that will take place is Quarantine, but the incident report will display “drop attachments” as the action.
- Quarantined email messages cannot be released from the Forcepoint Security Manager. To release quarantined messages, use the cloud portal.
- For multiple recipients (destinations), the strongest mitigation applies to all destinations.

## Step 5: Deploy to Data Protection Service in the Forcepoint Security Manager

Deploy the configuration to Data Protection Service by clicking **Deploy**, and begin receiving incidents in Forcepoint Security Manager.



The screenshot shows the Forcepoint Security Manager interface. The top navigation bar includes 'DATA', 'Role: Super Administrator', and a 'Deploy' button. The main content area is titled 'Deployment Process' and contains a table with the following data:

| Name                                     | Status  | Deployment Results                                     | Last Deployment     | Deployed by |
|--|---------|--|---------------------|-------------|
| Forcepoint DLP Server on 10015342a       | Success | All configuration settings were committed successfully | 2020-10-06 14:26:04 | admin       |
| Endpoint Server 10015342a                | Success | All configuration settings were committed successfully | 2020-10-06 14:26:04 | admin       |
| Policy Engine 10015342a                  | Success | All configuration settings were committed successfully | 2020-10-06 14:26:04 | admin       |
| Forensics Repository 10015342a           | Success | All configuration settings were committed successfully | 2020-09-16 18:30:46 | admin       |
| Primary Fingerprint Repository 10015342a | Success | All configuration settings were committed successfully | 2020-10-06 14:26:04 | admin       |
| Crawler 10015342a                        | Success | All configuration settings were committed successfully | 2020-09-16 18:30:55 | admin       |
| Data Protection Service                  | Success | All configuration settings were sent successfully      | 2020-10-06 14:26:19 | admin       |

The interface also features a left-hand navigation menu with options like Status, Reporting, Policy Management, Logs, Settings, General, Authorization, and Deployment. A 'Close' button is visible at the bottom right of the table area.

# Step 6: View DLP incident reports in the Forcepoint Security Manager

The screenshot displays the Forcepoint Security Manager interface. The main area shows a table of incidents for the last 7 days. The table has columns for ID, Incident Time, Source, Policies, Channel, Destination, Severity, Action, and Maximum Matches. One incident is highlighted in yellow.

| ID     | Incident Time       | Source               | Policies             | Channel              | Destination           | Severity | Action      | Maximum Matches |
|--------|---------------------|----------------------|----------------------|----------------------|-----------------------|----------|-------------|-----------------|
| 368014 | 2021-06-22 16:49:18 | Cloud Email          | DictionaryFirstName  | DLP Cloud API (Un... | Box                   | Medium   | Permitted   |                 |
| 366661 | 2021-06-22 16:49:16 | Tom.Cruise@gmail.com | Cloud_Email_From     | Network email        | g...@... .            | Medium   | Permitted   |                 |
| 367870 | 2021-06-22 16:49:14 | Ran Bar Natan        | Cloud_Email_Multi... | Network email        | John.Stuart@gmail.com | High     | Quarantined |                 |
| 367867 | 2021-06-22 16:49:12 | New Order            | US PII               | Network email        | ...@... .             | Medium   | Permitted   |                 |
| 367864 | 2021-06-22 16:49:11 | New Order            | DictionaryFirstName  | DLP Cloud Proxy (... | toyryus@gmail.com     | Medium   | Permitted   |                 |
| 366211 | 2021-06-22 16:49:10 | Cloud Email          | Regex                | DLP Cloud API (Un... | Box                   | Medium   | Permitted   |                 |
| 366208 | 2021-06-22 16:49:09 | New Order            | MachineLearning      | HTTPS                | www.mcafee.com        | Medium   | Permitted   |                 |
| 366205 | 2021-06-22 16:49:07 | Cloud Email          | ArchiveFiles         | HTTPS                | www.broadcom.com      | Medium   | Permitted   |                 |
| 366202 | 2021-06-22 16:49:06 | Cloud Email          | FileType             | HTTPS                | www.nsa.gov           | Medium   | Permitted   |                 |
| 366087 | 2021-06-22 16:49:04 | Cloud Email          | FingerprintingStr... | DLP Cloud API (Un... | Box                   | Medium   | Permitted   |                 |
| 366084 | 2021-06-22 16:49:03 | Cloud Email          | DictionaryFirstName  | Network email        | g...@... .            | Medium   | Permitted   |                 |

The detailed view for incident 367870 shows the following information:

- Incident Details:** Severity: High, Status: New, Action: Quarantined, Released incident: No.
- Channels:** Network email.
- Analyzed by:** Data Protection Service.
- Detected by:** Forcepoint Email Security Cloud.
- Event ID:** 2021-06-22-164914-367870.
- Incident time:** 2021-06-22 16:49:14.
- Assigned to:** Unassigned.
- Incident tag:** N/A.
- Max matches:** 4.
- Source:** Full name: Ran Bar Natan, Email address: ran@qaexch2010.wbsn, Login name: ran, Manager: Inna Diner, Title: QA Engineer, Department: QA.

Viewing and managing reports for **SMTP traffic** is the same as in Forcepoint Security Manager. The difference involves what is displayed for a DLP incident:

- **Source:** Email address
- **Destination:** Email address
- **Channel:** Network Email
- **Analyzed by:** Data Protection Service
- **Detected by:** Forcepoint Email Security Cloud



