

# Releasing Email Blocked by Forcepoint DLP

Releasing Blocked Email | Forcepoint DLP | v8.4.x, v8.5.x, v8.6.x

SMTP violations with the quarantine action are held in the Forcepoint DLP forensics repository. There are two ways to release messages from quarantine:

- Administrators with appropriate permissions can click **Remediate > Release** on Incidents report page in the Forcepoint Security Manager.
- Administrators or end users who receive notifications when email messages are blocked can be given permission to release the messages by replying to the notifications.

This option requires a force release mailbox.



## Important

To have notifications sent, select an action (or action plan) that specifies notifications when configuring a policy rule or attribute.

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There are two steps involved in configuring a force release mailbox:

1. [Configure Forcepoint DLP settings](#).
2. [Configure Microsoft Exchange](#) or another mail gateway.

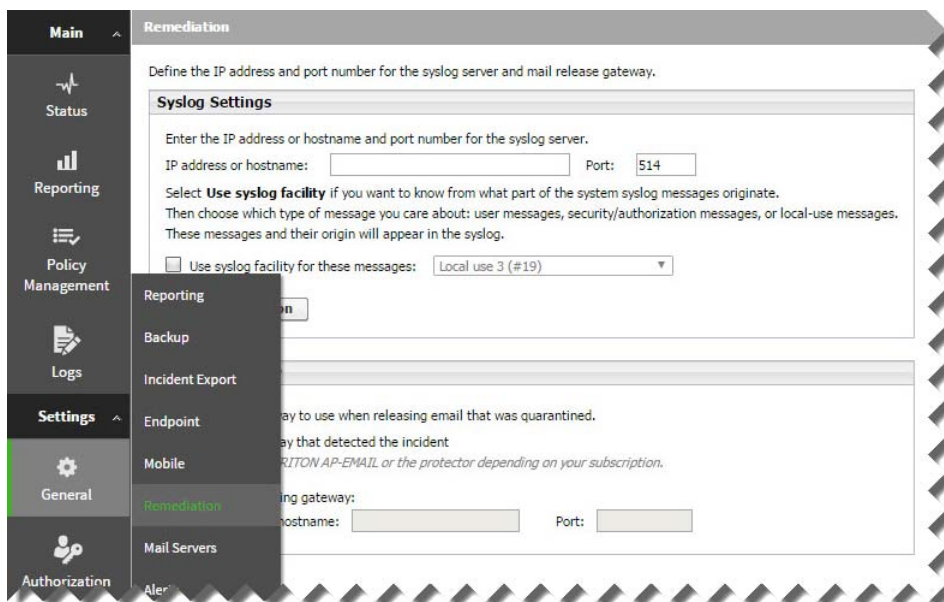
This document discusses Active Directory with Microsoft Exchange, but the concepts are universal.

It does not matter which component detected the SMTP violation. The force release mailbox can be used to release incidents detected by the protector in inline MTA mode or Forcepoint Email Security.

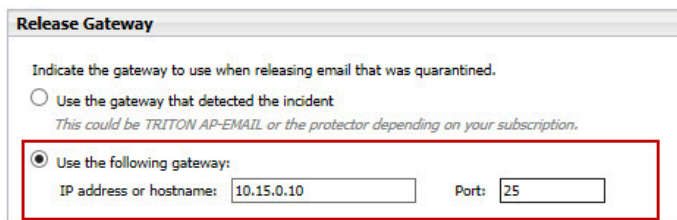
# Configure Forcepoint DLP settings

To configure a release gateway:

1. Log onto the Data Security module of the Security Manager.
2. Navigate to the **Settings > General > Remediation** page.



3. In the Release Gateway box, select **Use the following gateway**.
4. Enter an **IP address or hostname** and **Port** to use for communicating with the mail release gateway. The release gateway should be a mail hop used to route mail outside the organization.



5. Click **OK**.

After configuring a release gateway, also configure notifications. Instructions can be found in the [Forcepoint DLP Administrator Help](#).

To configure the mail server, see [Configure Microsoft Exchange, page 3](#).

# Configure Microsoft Exchange

There are three general steps to configuring Microsoft Exchange:

1. Create a new Exchange contact.
2. Create an Exchange mailbox.
3. Configure a forwarding address.

The procedures for configuring these settings varies by Microsoft Exchange version. See:

- [Configuring Exchange 2007 and 2010, page 4](#)
- [Configuring Exchange 2003, page 6](#)



## Note

Although the following procedures apply to specific Exchange versions, this process can also be used with other mail gateways.

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## Warning

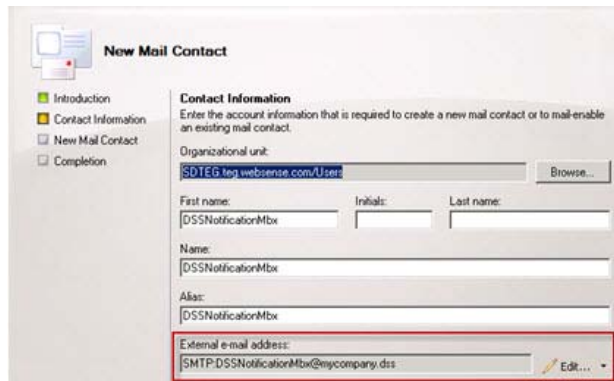
- If there are multiple notifications, configuration must be repeated for every sender email address.
  - When the force release mailbox feature is used, the Notifications sender cannot be a real email address.
  - The Active Directory-based process above can be used with other mail systems, as long as the protector or integrated Forcepoint Email Security is an MTA over outgoing email messages.
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# Configuring Exchange 2007 and 2010

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## Create a new Exchange contact

1. In the Exchange Management Console, under Recipient Configuration, right-click **Mail Contact** and select **New Mail Contact** from the pop-up menu.



**New Mail Contact**

Introduction  
Contact Information  
New Mail Contact  
Completion

**Contact Information**  
Enter the account information that is required to create a new mail contact or to mail-enable an existing mail contact.

Organizational unit:  
SDTEG.teg.webSense.com/Users Browse...

First name: DSSNotificationMbx Initials: Last name:  
Name: DSSNotificationMbx  
Alias: DSSNotificationMbx  
External e-mail address: SMTP:DSSNotificationMbx@mycompany.dss Edit...

2. Enter details for the contact.
3. Under External e-mail address, click **Edit**, then create a contact with an SMTP address like DLPNotificationMbx@mycompany.dlp.



### Note

The new contact can have any name or email address, but the email domain should not be internal. The domain preferably should not be resolvable by DNS.

In other words, create an Exchange email address for the contact that can be routed out of the exchange and through the Forcepoint DLP MTA to be processed.

4. Click **Next** on the wizard.
5. Click **Finish**.

## Create an Exchange mailbox

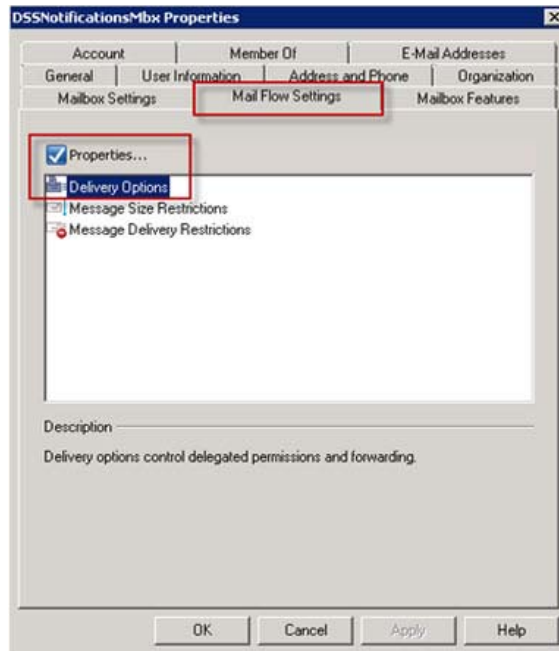
Create an Exchange mailbox and/or Active Directory user account as follows:

1. Open the Active Directory - Users and Computers console, open the Users folder.
2. Create a user with the email address of the notification sender that was configured in the Security Manager.
3. Follow the steps in the wizard to create an Exchange mailbox in the appropriate mailbox database.

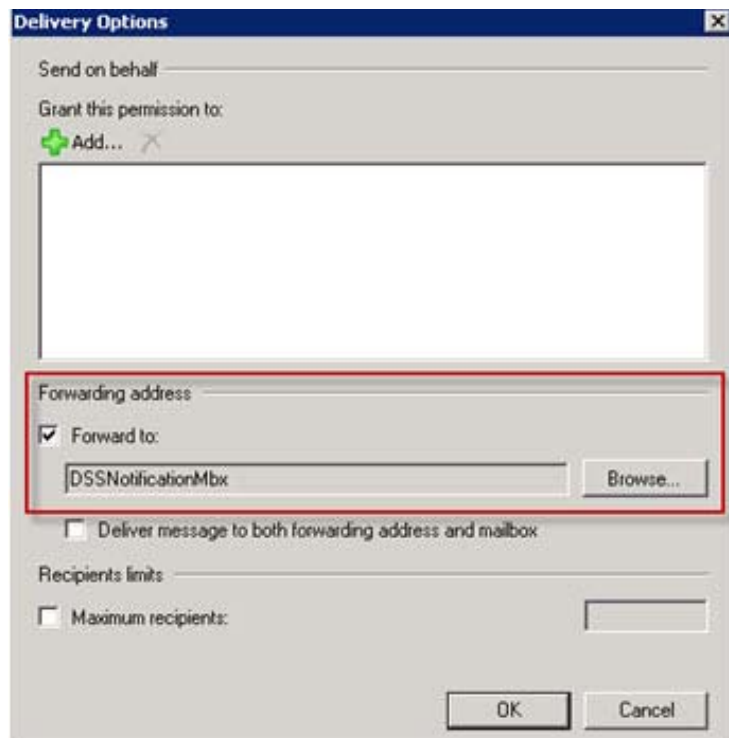
Consult the Exchange administrator with any questions.

## Configure a forwarding address

1. Right-click the user account and select **Properties**.
2. Select the **Mail Flow Settings** tab, then select the **Properties** checkbox.



3. Select **Delivery Options**, then mark the **Forward to** option.



4. Browse to the contact that was created in the steps above.
5. Click **OK** and complete the configuration.

## Configuring Exchange 2003

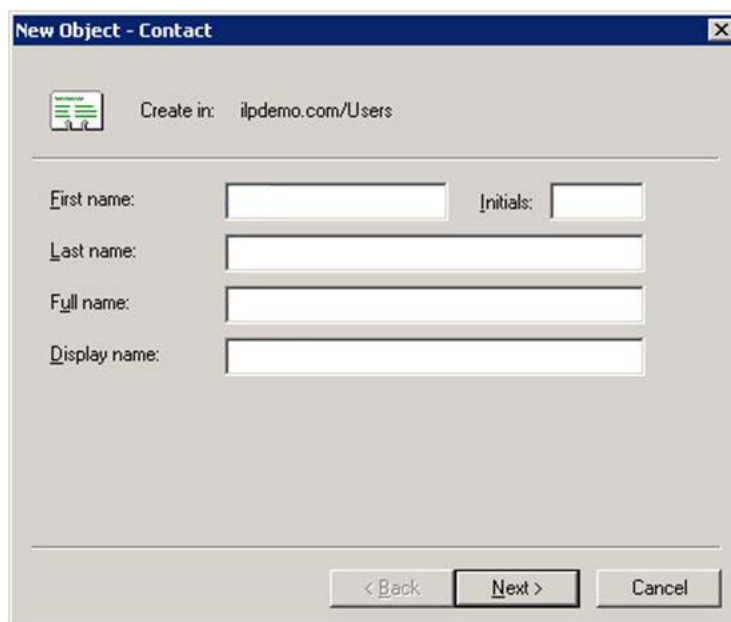
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### Create a new Exchange contact

The contact created in this step can have any name and email address, but the email domain should not be internal. As a best practice, the name should be one that cannot be resolved by DNS.

1. In the **Active Directory - Users and Computers** console, right-click any OU or AD container, and select **Users > New > Contact**.
2. Enter a **First name**, **Last name**, and **Display name** for the contact, then click **Next**.

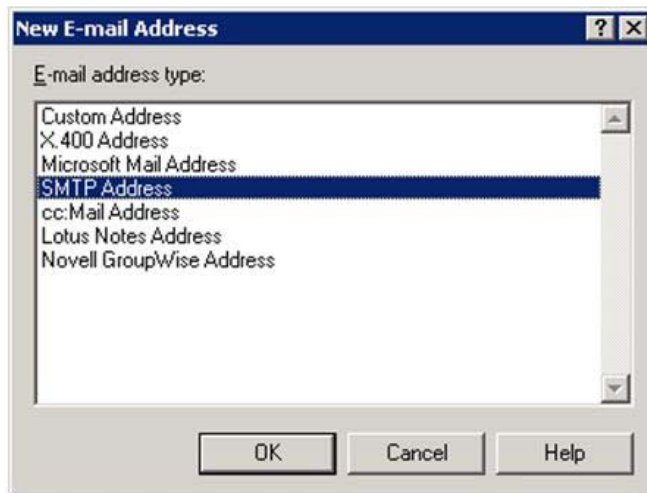
The new contact can have any name.



The screenshot shows a Windows dialog box titled "New Object - Contact". At the top, it says "Create in: ipldemo.com/Users". Below this are several input fields: "First name:", "Last name:", "Full name:", "Display name:", and "Initials:". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

3. Make sure **Create an Exchange e-mail address** is selected, then click **Modify**.

- In the New E-mail Address window, select **SMTP Address**, then click **OK**.

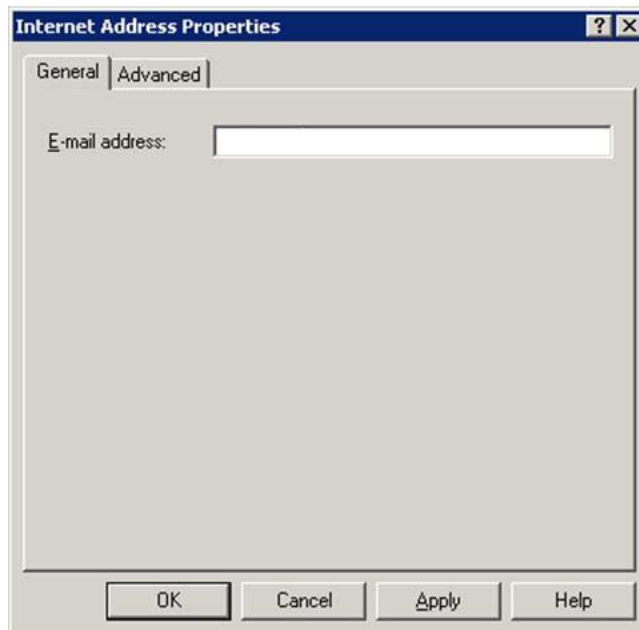


- On the General tab of the Internet Address Properties window, enter an **E-mail address** for the account.



**Note**

The email domain should not be internal, and preferably should not be resolved by DNS.



- Click **OK**.

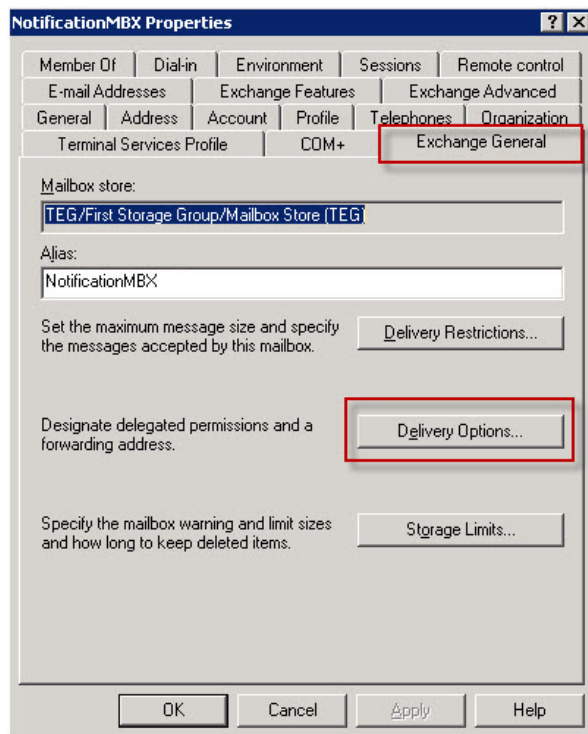
## Create an Exchange mailbox

To create an Exchange mailbox and/or Active Directory user account:

1. In the Active Directory - Users and Computers console, open the Users folder.
2. Create a user with the email address of the notification sender that was configured in the Security Manager.
3. Follow the steps in the wizard to create an Exchange mailbox for the user.  
Consult the Exchange administrator with any questions.

## Configure a forwarding address

1. Right-click the user account that was just created select **Properties**. The Properties dialog box appears.



2. Select the **Exchange General** tab, then click **Delivery Options**.
3. In the Forwarding address pane, select **Forward to**.
4. Click **Modify**. The Select Recipient window displays.
5. Select or search for the contact that was created. This will be the destination for the forwarding.
6. Click **OK** to complete the configuration.