



Security Appliance Manager Administrator Help

V Series, X Series, & Virtual Appliances

v1.1.0

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1

Getting Started

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Overview

The Forcepoint™ Security Appliance Manager is a browser-based console that provides a central, graphical interface for the configuration and management of your Forcepoint appliances.

The Forcepoint Security Appliance Manager allows you to configure appliance settings and manage services.

To learn to use the Forcepoint Security Appliance Manager, browse this guide or select one of the following topics as a launch point.

Navigating the Security Appliance Manager	Configuring your appliances
<ul style="list-style-type: none">• Launching the Security Appliance Manager• Banner• Filtering panel• All Appliances table• Status tab• Interfaces tab• Routing tab• Toolbox tab• SNMP tab	<ul style="list-style-type: none">• Adding or deleting an appliance• Interface settings• DNS settings• Static IPv4 Routes table• Static IPv6 Routes table• Component Routes table• SNMP Setup and Configuration• Remote SSH Access• Remote Assistance• Configuration Summary• Backup
Monitoring your appliances	Troubleshooting
<ul style="list-style-type: none">• Appliance status information	<ul style="list-style-type: none">• Related documents• Embedded help• Technical support

Related documents

The Forcepoint Security Appliance Manager must be installed on the machine that hosts the Forcepoint Security Manager (named TRITON Manager in versions 8.3.0 and earlier). For more information about the Forcepoint Security Manager, refer to the [Security Manager Help](#) document.

To install the Forcepoint Security Appliance Manager, refer to the [Forcepoint Security Appliance Manager Installation Guide](#).

For release information, refer to the [Forcepoint Security Appliance Manager Release Notes](#).

Launching the Security Appliance Manager

To launch the Forcepoint Security Appliance Manager:

- Open a supported browser on any machine in your network and enter the following:

`https://<IP_address_or_hostname>:9443/cm/`

Substitute the IP address or hostname of the Security Manager machine. It is recommended that you use the IP address, especially when launching the Forcepoint Security Appliance Manager from a remote machine.

At the logon screen, enter your **User name** and **Password**, then click **Log On**.

The user name is **admin**. The password was set when the firstboot script was run, and can be changed via the Forcepoint Security Manager.

If you are unable to connect to the Forcepoint Security Manager from a remote machine, make sure that your firewall allows communication on that port.



Note

After 10 minutes of idle time, a messages displays, warning that your session will expire in 5 minutes.

Embedded help

Access embedded help from the **Help** drop-down at the top right area of the screen, in the Forcepoint Security Appliance Manager banner.

Click **Help > Explain This Tab** to open context-sensitive help for the active configuration tab.

Click **Help > Filtering Panel** to open help information for the filtering panel on the left side of the screen.

Click **Help > All Appliances Table** to open help information for the All Appliances table in the middle of the screen.

Click **Help > Help Contents** to display the complete embedded help contents. To find a topic, select one of the following tabs:

- **Contents**

Double-click a book icon to expand that book's topics.

Click a table of contents entry to display the corresponding topic.

- **Search**

Enter a word or phrase and click **Go**.

Click an entry in the results list to display the corresponding topic.

Click **Help > Support Portal** to access the Forcepoint online [support site](#). For more information, refer to the *Technical support* section of this document.

Click **Help > About** for product information.

Technical support

Click **Help > Support Portal** in the Forcepoint Security Appliance Manager to access the Forcepoint online [support site](#). Technical information about Forcepoint software and services is available 24 hours a day, including:

- a searchable Knowledge Base
- product documentation
- answers to frequently asked questions

For additional questions, click the **Contact Support** tab at the top of the page.

The contact page includes information for finding solutions, opening an online support case, and calling Technical Support.

For faster phone response, please use your Account ID, which you can find in the Profile section on the [My Account](#) page.

For telephone requests, please have ready:

- Product subscription key
- Access to the management console for your solutions
- Familiarity with your network's architecture, or access to a specialist

2

Navigating the Security Appliance Manager

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The Forcepoint™ Security Appliance Manager interface can be divided into several main areas:








- *Banner*
- *Filtering panel*
- *All Appliances table*
- Configuration tabs
 - *Status tab*
 - *Interfaces tab*
 - *Routing tab*
 - *Toolbox tab*
 - *SNMP tab*

The filtering pane and the configuration tabs pane can be collapsed or expanded using the left and right arrow buttons.

Icons

The following icons are used throughout the Forcepoint Security Appliance Manager:

Navigation/Operations	
Icon	Description
	Information
	Collapse/expand panel
	Collapse/expand panel

	Settings
	Idle
	Loading
	Restart/restarting
Status	
Icon	Description
	OK Appliance is connected; services are running
	Degraded Appliance is connected; one or more services are down
	Disconnected Appliance is disconnected OR appliance is connected but all services are down

Banner

The banner, located at the top of the browser page, shows:

- The **Help** drop-down menu, which provides access to [Embedded help](#), Technical Support resources, and product information.
- The user name drop-down menu, which displays your logon account user name, and a **Log Off** option, which allows you to end your session.
- The refresh button, which allows you to refresh the information in the active tab.

Filtering panel

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The filtering panel allows you to filter the appliances that display in the **All Appliances** table in the appliance window.

- Click **Version** to filter on a software version.
- Click **Mode** to filter on a deployment mode.

- Click **Status** to filter on an alert status.
- Click on **All Appliances** to display all registered appliances in the table.

All Appliances table

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The **All Appliances** table displays information about all appliances that are registered through the Forcepoint Security Manager (TRITON Manager), including:

- Status (appliance status *Icons*)
- Hostname (hostname of the appliance)
- C IP Address (IP address of the C interface)
- Version (software version number)
- Mode (Web mode or Web and Email mode)

To change the sort order of a column, click the column header to display the sorting arrow, and click the arrow.

To filter the appliances that display in this table, use the *Filtering panel*.

Adding or deleting an appliance

To add or delete (register or unregister) an appliance, please go to the Appliance page in the Forcepoint Security Manager (named TRITON Manager in versions 8.3.0 and earlier). Refer to the [Security Manager Help](#) document.

Status tab

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The **Status** tab displays general information for each registered appliance and related service. This tab also allows you to restart services and edit appliance information.

This tab uses appliance status *Icons* to indicate connectivity status.

Appliance status information

General section

The **General** section of the **Status** tab displays appliance connectivity status and appliance uptime information, and allows you to restart the appliance.

Appliance Info window

Click on or hover over the **Appliance Info** link to display the **Appliance Info** window. The **Appliance Info** window displays additional appliance information, including:

- Hostname
- Description
- Time zone
- Date and time
- Security mode
- Software version
- Installed hotfixes (listed by ID)
- Hardware platform
- Service tag

Editing Appliance Information

The **Edit Appliance Info** window allows you to edit the appliance hostname, description, time zone, and date and time.

To edit your appliance information:

1. Select the appliance you want to edit in the **All Appliances** table by clicking in the appropriate table row.
2. Click **Appliance Info** at the top of the **Status** tab.
The **Appliance Info** window displays.
3. Click the **Edit** button in the **Appliance Info** window.
The **Edit Appliance Info** window displays.
4. Edit the appliance information:
 - a. To edit the appliance hostname or description, enter the information into the **Hostname** or **Description** field.
 - b. To edit the time zone, use the **Time zone** drop-down menu to select the desired time zone.
5. To edit the date and time, you can either automatically synchronize with an NTP server or manually set the date and time:
 - a. To synchronize with an NTP server, select the **Automatically synchronize...** radio button and enter the NTP server IP address(es).
 - b. To manually set the date and time, select the **Manually set...** radio button and enter the desired date (yyyy/mm/dd or use the date picker) and time (hh:mm:ss).
6. Click the **Save** button.

When the appliance information is saved, a confirmation message displays in the Security Appliance Manager banner.

If the appliance information cannot be saved, an error message displays at the top of the **Edit Appliance Info** window, indicating the error.

Restarting the appliance

To restart the appliance:

1. Click the restart icon in the upper right corner of the **General** section of the **Status** tab. Select **Restart appliance** from the drop-down menu.
A **Restart Appliance** dialog box displays.
2. Click the **Yes** button in the dialog box.
A **Restarting appliance** status message displays.
3. When the appliance has been restarted successfully, the **Connectivity status** field will display a green **Connected** icon. See the [Icons](#) section for more information about the icons used in the Forcepoint Security Appliance Manager.

Service status information

Web Security Services (TRITON AP-WEB in versions 8.3 and earlier)

The **Web Services** section of the **Status** tab displays the status of related services, including:

- Bridge Service
- Cloud App Agent
- Control Service
- Event Message Broker
- Filtering Service
- Message Broker Handler
- Multiplexer
- Policy Broker
- Policy Database
- Policy Server
- SIEM Connector
- Usage Monitor
- User Service

For more information about Web services, refer to the [Web Security Administrator Help](#) document.

Proxy Services

The **Proxy Services** section of the **Status** tab displays the status of related services, including:

- Analytics Server
- Content Cop
- Content Gateway
- Content Gateway Manager
- Endpoint Authentication Server

For more information about the Proxy services, refer to the [Content Gateway Manager Help](#) document.

Network Agent Services

The **Network Agent Services** section of the Status tab displays the status of related services, including:

- Control Service
- Network Agent

For more information about the Network Agent services, refer to the [Web Security Administrator Help](#) document.

Email Security Services (TRITON AP-EMAIL in versions 8.3 and earlier)

The Email Security Services section of the Status tab displays the status of related services, such as:

- Authentication Service
- Configuration Service
- Filtering Service
- Log Service
- Mail Transfer Agent
- Quarantine Service
- Update Service

For more information about the Email Security services, refer to the [Email Security Administrator Help](#) document.

Stopping or restarting services

The **Status** tab allows you to stop or restart Proxy, Web Security, Network Agent, or Email Security services.

To stop services:

1. Click the restart icon in the upper right corner of the appropriate section of the **Status** tab. Select **Stop services** from the drop-down menu.
A **Stop Services** confirmation message displays.
2. Click the **Yes** button.
A **Services stopped** status message displays.

When the services have been stopped successfully, the service fields will display the appropriate status icons. See the [Icons](#) section for more information about the icons used in the Forcepoint Security Appliance Manager.

To restart services:

1. Click the restart icon in the upper right corner of the appropriate section of the **Status** tab. Select **Restart service** from the drop-down menu.
A **Restart Services** confirmation message displays.
2. Click the **Yes** button.
A **Restarting service** status message displays.

When the services have been restarted successfully, the service fields will display the appropriate status icons. See the [Icons](#) section for more information about the icons used in the Forcepoint Security Appliance Manager.

Interfaces tab

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The **Interfaces** tab displays and allows you to edit network interface and domain name system (DNS) setting information.

Interface settings

The **Network Interface Settings** section of the **Interfaces** tab displays interface settings for Appliance Controller, Network Agent, Proxy, and Email.

Click the right arrow to expand each section and display its information, including:

- State (Enabled/Disabled)
- MAC address
- Interface speed
- Interface status
- IPv4 or IPv6 address
- Subnet mask
- Subnet prefix
- Default gateway
- Interface bonding (On/Off)

Editing Interface settings

To edit the interface settings:

1. Expand the section for which you want to edit the settings.
The interface settings display.

2. Click the **Edit** button at the bottom of the section.
The interface settings display as editable.
3. Edit the settings using the toggle buttons, drop-down menus, or editable fields.
4. Click the **Save** button.

For more information about interface settings, refer to the [Forcepoint Appliances Getting Started Guide](#).

DNS settings

The **DNS Settings** section of the **Interfaces** tab displays the DNS settings for the Appliance Controller, Network Agent, Proxy, and Web Security.

Click the right arrow to expand each section and display DNS information.

Editing DNS settings

To edit the DNS settings:

1. Expand the section for which you want to edit the settings.
The DNS settings display.
2. Click the **Edit** button at the bottom of the section.
The DNS settings display as editable.
3. Edit the primary, secondary, and tertiary DNS settings by entering the information in the appropriate fields.
4. Click the **Save** button.

Routing tab

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The **Routing** tab displays static and component route information and allows you to add or delete static and component routes from your appliance.

Static IPv4 Routes table

The **Static IPv4 Routes** table displays IPv4 static route information, including:

- Destination network
- Subnet mask
- Gateway
- Interface

Adding a static IPv4 route

To add a static IPv4 route:

1. Click the **Add Route** button below the **Static IPv4 Routes** table.
An **Add Static IPv4 Routes** dialog box displays.
2. Enter the destination network address in the **Destination network** field (the machine to route all traffic through the interface).
3. Enter the subnet mask address in the **Subnet mask** field.
4. Enter the gateway address in the **Gateway** field.
5. Select the interface from the **Interface** drop-down menu.
6. Click the **Save** button.
A confirmation message displays in the Security Appliance Manager banner.

Importing static IPv4 routes

To import static IPv4 routes:

1. Click the **Import** link below the **Static IPv4 Routes** table.
An **Import Static IPv4 Routes** dialog box displays.
2. Click the **text template** link to download the IPv4 route template file.
3. Populate the file with routes to be imported. Save the file.
4. Click the **Browse** button to navigate to the populated file.
5. Click the **Import** button.

When the routes are imported, a confirmation message displays in the Security Appliance Manager banner.

If the import fails, an error message displays in the **Import IPv4 Routes** dialog box, indicating the error(s).

Exporting static IPv4 routes

To export IPv4 static routes to a file, click the **Export** link below the **Static IPv4 Routes** table.

The exported file downloads to the local downloads location.

Deleting a static IPv4 route

To delete a static IPv4 route:

1. Highlight the route you want to delete in the **Static IPv4 Routes** table.
2. Click the **Delete** button below the table.
3. A **Delete Route** dialog box displays, confirming that you want to delete the route.
4. Click the **Delete** button in the dialog box to delete the route.
A “route deleted” confirmation message displays.

Multiple routes can be selected for deletion using the **Ctrl** and **Shift+Ctrl** keys.

Static IPv6 Routes table

The **Static IPv6 Routes** table displays static IPv6 route information, including:

- Destination network
- Prefix
- Gateway
- Interface

Adding a static IPv6 route

To add a static IPv6 route:

1. Click the **Add** button below the **Static IPv6 Routes** table.
An **Add Static IPv6 Routes** dialog box displays.
2. Enter the destination network address in the **Destination network** field (the machine to route all traffic through the interface).
3. Enter the prefix in the **Prefix length** field.
4. Enter the gateway address in the **Gateway** field.
5. Select the interface from the **Interface** drop-down menu. Only interfaces with IPv6 enabled will be listed.
6. Click the **Save** button.
A confirmation message displays in the Security Appliance Manager banner.

Importing static IPv6 routes

To import static IPv6 routes:

1. Click the **Import** link below the **Static IPv6 Routes** table.
An **Import Static IPv6 Routes** dialog box displays.
2. Click the **text template** link to download the IPv6 route template file.
3. Populate the file with routes to be imported. Save the file.
4. Click the **Browse** button to navigate to the populated file.
5. Click the **Import** button.

When the routes are imported, a confirmation message displays in the Security Appliance Manager banner.

If the import fails, an error message displays in the **Import Static IPv6 Routes** dialog box, indicating the error(s).

Exporting static IPv6 routes

To export IPv6 static routes to a file, click the **Export** link below the **Static IPv6 Routes** table.

The exported file downloads to the local downloads location.

Deleting a static IPv6 route

To delete a static IPv6 route:

1. Highlight the route you want to delete in the **Static IPv6 Routes** table.
2. Click the **Delete** button below the table.
3. A **Delete Route** dialog box displays, confirming that you want to delete the route.
4. Click the **Delete** button in the dialog box to delete the route.
A “route deleted” confirmation message displays.

Multiple routes can be selected for deletion using the **Ctrl** and **Shift+Ctrl** keys.

Component Routes table

The **Component Routes** table displays component route information, including:

- Module
- Destination network
- Subnet mask

Adding a component route

To add a component route:

1. Click the **Add** button below the **Component Routes** table.
An **Add Component Route** dialog box displays.
2. Enter the destination network address in the **Destination network** field (the machine to route all traffic through interface C).
3. Enter the subnet mask ID in the **Subnet mask** field.
4. Select the module from the **Module** drop-down menu.

Click the **Save** button.

A confirmation message displays in the Security Appliance Manager banner.

Deleting a component route

To delete an component route:

1. Highlight the route you want to delete in the **Component Routes** table.
2. Click the **Delete** button below the table.
3. A **Delete Route** dialog box displays, confirming that you want to delete the route.
4. Click the **Delete** button in the dialog box to delete the route.
A “route deleted” confirmation message displays.

Toolbox tab

Security Appliance Manager Help | Forcepoint Appliances | v1.1.0

The **Toolbox** tab allows you to enable remote SSH access to the appliance command line interface, enable remote access for Technical Support, view a configuration summary report, and view backup files.

Remote SSH Access

To enable access to the appliance command line interface (CLI) using a remote SSH client, toggle the **ON/OFF** button in the **Remote SSH Access** section to ON. For more information about the CLI, refer to the [Forcepoint Appliances CLI Guide](#).

Remote Assistance

To enable remote access for Technical Support assistance, toggle the **ON/OFF** button in the **Remote Assistance** section to ON.



Note

Enable remote access only at the request of Technical Support. When remote access is enabled, a passcode is automatically generated and displays in the **Remote Assistance** section. Provide the passcode to the Technical Support technician.

Configuration Summary

The configuration summary tool gathers data from the appliance and generates a file that can be sent to Forcepoint Technical Support for analysis and debugging. The file will take approximately 3-5 minutes to generate.

To generate a configuration summary file:

1. Click the **Generate** button in the **Configuration Summary** section.
A status message displays.
When the file has been generated, a confirmation message and download link displays.
2. Click the **Download file** link to download the configuration summary file.

Backup

The **Backup** section displays the latest local backup file, the version number, and the date the backup was created.

Click the Previous Backup Files button to display a table listing the previous 5 local backup files.

SNMP tab

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The **SNMP** tab allows you to view and edit Simple Network Management Protocol (SNMP) setup and event specifications.

For more information about SNMP, refer to the [Forcepoint Appliance Getting Started Guide](#).

SNMP Setup

The **SNMP Setup** section displays SNMP monitoring and trap server information.

To edit SNMP monitoring and trap information:

1. Click the **Edit** button in the **SNMP Setup** section.
The section fields display as editable.
2. Toggle the monitoring or trap server on or off using the **ON/OFF** buttons.
3. Select the SNMP version from the **SNMP version** drop-down menus.
4. Enter the community name in the **Community name** field.
5. Enter the IP address in the **IP address** field.
6. Enter the Port in the **Port** field.

SNMP Events

The **SNMP Events** section of the **SNMP** tab allows you to view SNMP events tables for each module: Appliance Controller, Proxy, Web Security, Network Agent, and Email Security. Click the right arrow to expand each section and display its table.

Each SNMP event table indicates which events are enabled or disabled, and lists the notification thresholds and event types.

To edit an SNMP event table:

1. Click the Edit button at the bottom of the event table.
The enable/disable check boxes and the notification threshold fields display as editable.
2. Edit which events you would like to enable or disable by selecting or deselecting the check boxes.
3. Edit the notification thresholds by using the drop-down menus in the **Threshold** column.
4. Click **Save**.

3

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