



Security Appliance Manager (FSAM) Administrator Help

V Series, X Series, & Virtual Appliances

v2.0.x

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Chapter

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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, monitor system performance, manage services, perform system backups, apply hotfixes and upgrade patches, and perform diagnostic tasks.

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• Appliances table• Status tab• Software Updates 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 and restore• Creating a filestore• Creating Custom groups• Bulk hotfix installation

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 the most recent 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 nine (9) minutes of idle time, a messages displays, warning that your session will expire in one (1) minute.

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 > Appliances Table** to open help information for the 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

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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*
- *Appliances table*
- Configuration tabs
 - *Status tab*
 - *Software Updates 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
	Unsupported Appliance is pre-v8.3 and unsupported in FSAM.
	Hotfix & SSO Required Appliance is v8.3 and does not have the required hotfix(es) installed AND/OR does not have SSO enabled OR appliance is v8.4 or later and does not have SSO enabled.

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 account user name; shows active downloads and upgrade; allows access to bulk actions, user settings, and filestore settings; and provides a **Log Off** option, which ends your session.

- The refresh button, which allows you to refresh the information in the active tab.

With each upgrade to a newer version of FSAM, the banner also provides the version number and information about what has changed in the new version.

When a newer version of FSAM is available, a link to the upgrade displays in the banner, allowing you to (optionally) upgrade directly from the user interface.

Filtering panel

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The filtering panel allows you to filter the appliances that display in the **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 **Custom Groups** to filter on groups you have created.
- Click on **All Appliances** to display all registered appliances in the table.



Note

Unsupported appliances and appliances requiring a hotfix or SSO enabled will display in the Appliances table, but will not be selectable. Information for these appliances will not display in the right panel. When no active appliances are displayed in the Appliance table (for example, when filtering on unsupported appliances), the tab in the right panel will display as inactive, but will show the most recent valid information.

Custom groups

Through the Appliances table, you can create and delete custom groups, and manage the appliances that are part of each custom group.

Creating a new custom group

To create a custom group:

1. In the **Appliances** table, check the check box next to each appliance to be added to the new custom group.
2. Select **Create Group** in the **Actions** drop-down menu above the Appliances table.
3. In the **Create Custom Group** dialog box, enter a name for the new custom group.

4. Click **Submit**.

Adding an appliance to an existing custom group

To add an appliance to a custom group:

1. In the **Appliances** table, check the check box next to each appliance to be added to the existing custom group.
2. Select **Add to Group** in the **Actions** drop-down menu above the Appliances table.
3. In the **Add to Custom Group** dialog box, select the group to which the selected appliances should be added.
4. Click **Submit**.

Remove an appliance from a custom group

To remove an appliance from a custom group:

1. In the **Appliances** table, check the check box next to each appliance to be removed from the existing custom group.
2. Select **Remove from Group** in the **Actions** drop-down menu above the Appliances table.
3. In the **Remove from Custom Group** dialog box, select the group from which the selected appliances should be removed.
4. Click **Submit**.

Appliances table

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The **Appliances** table displays information about all appliances that are registered through the Forcepoint Security 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 Email mode)
- Appliance model (virtual or physical)
- Description (this is a user-added field, accessible through the Status tab)

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

To change the width of a column, drag the column edges to the desired width.

To select the columns that display in the **Appliances** table, click the column icon in the upper right of the table, and select the columns to display. Custom column selections are retained in subsequent FSAM sessions.

To filter the appliances that display in this table, use the [Filtering panel](#).

Actions drop-down list

The **Actions** drop-down list in the upper right of the **Appliances** table allows you to manage [Custom groups](#) and perform [Bulk hotfix installation](#).

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. Refer to the [Security Manager Help](#) document.

Creating a filestore

Filestores can be created in several ways:

1. Through the [Backup and restore](#) process
2. Through the filestore settings (see the [Banner](#) section)
3. Through the [Bulk hotfix installation](#) process

Bulk hotfix installation

Starting with Forcepoint Security Appliance Manager version 2.0, hotfixes can be installed to more than one appliance simultaneously.

To perform a bulk hotfix installation:

1. In the **Appliances** table, check the check box next to each appliance to which the hotfixes should be installed.
2. From the **Actions** drop-down list, select **Install hotfix**. This option is only active if the selected appliances are at the same version. The **Bulk Hotfix Install** wizard is launched.
3. Click **Next**.
4. Select a location from which to display available hotfixes. Only filestores created through the FSAM will be displayed in the list. You can also create a new filestore location from this dialog box:
 - a. Select the **Create new filestore** radio button.
 - b. Enter the host, path, port, alias, and user information into the appropriate fields. Select the appropriate **Type** radio button.
 - c. Click **Submit**.

5. Select the hotfix(es) to be installed. Only hotfixes available to all of the selected appliances display. Installed hotfixes also display. Hover over the hotfixes to see additional information.
6. Click **Install**.
A status window displays.
7. If a restart is necessary, the appliance will restart automatically. Depending on how many hotfixes are being installed, the appliance might restart multiple times.

To uninstall hotfixes:

1. In the **Appliances** table, check the check box next to each appliance from which the hotfixes should be uninstalled.
2. From the **Actions** drop-down list, select **Uninstall hotfix**. This option is only active if the selected appliances are at the same version.
The **Bulk Hotfix Uninstall** wizard is launched.
3. Click **Next**.
4. Select the hotfix(es) to be uninstalled. Only hotfixes common to all of the selected appliances display. Installed hotfixes also display. Hover over the hotfixes to see additional information.
5. Click **Uninstall**.
A status window displays.
6. If a restart is necessary, the appliance will restart automatically. Depending on how many hotfixes are being uninstalled, the appliance might restart multiple times.

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 edit appliance information; view resource usage data; and stop, start, and restart services.

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 uptime data, and allows you to edit appliance information and 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, start, 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 start services:

1. Click the restart icon in the upper right corner of the appropriate section of the **Status** tab. Select **Start services** from the drop-down menu.
A **Starting services** status message displays.
2. When the services have been started 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.

Usage section

The **Usage** section of the **Status** tab displays CPU and memory usage, including the total, used, and free resources, and the percentage being used.

This section also displays information about disk space usage, including:

- Email: system disk and email spool data
- Web: system disk, fingerprinting, and proxy cache data
- URL Filtering: system disk data

Software Updates tab

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The **Software Updates** tab displays available and installed hotfixes and upgrades, and allows you to upload hotfixes and upgrades to your appliances.

Available Items

The **Available Items** section displays the available hotfixes and upgrades that are applicable to the selected appliance. Once installed, the hotfix or upgrade is removed from the list of available items.



Note

Beginning with FSAM v2.0, you can install hotfixes to more than one appliance simultaneously. See the [Bulk hotfix installation](#) section.

To view available hotfixes and upgrades:

1. Expand the **Hotfixes** or **Upgrades** section using the arrow to the left of the section. A list of available hotfixes or upgrades displays, including the hotfix ID or upgrade filename, as well as the description, available actions, and severity (hotfixes only).
2. To view more information about a hotfix or upgrade, click the plus sign to the left of the item.

To download a hotfix or upgrade:

1. Expand the **Hotfixes** or **Upgrades** section using the arrow to the left of the section. A list of available hotfixes or upgrades displays.
2. Click **Download** to the right of the item.
A **Downloads** status window displays.

To install a hotfix:

1. Expand the **Hotfixes** section using the arrow to the left of the section.
A list of available hotfixes displays.
2. Click **Install** to the right of the item.
A confirmation window displays.
3. Click **Yes**.
An installation status window displays.



Note

Some hotfix installations require you to restart the appliance.



Note

During the installation and restart process, the appliance will not be available through the FSAM. All other appliances are available.

To install an upgrade:

1. Expand the **Upgrades** section using the arrow to the left of the section.
A list of available upgrades displays.
2. Click **Install** to the right of the item.
A subscription agreement window displays.
3. Click **I Agree**.
A confirmation window displays.
4. Click **Yes**.
A progress window displays.
Once the installation is complete, a confirmation message displays.



Note

Upgrade installations require you to restart the appliance.



Note

During the installation and restart process, the appliance will not be available through the FSAM. All other appliances are available.

To delete a hotfix or upgrade:

1. Expand the **Hotfixes** or **Upgrades** section using the arrow to the left of the section.
A list of available hotfixes or upgrades displays.
2. Click **Delete** to the right of the item.
A confirmation window displays.
3. Click **Yes**.
A progress window displays.
Once the deletion is complete, a confirmation message displays.

Installed items

The **Installed Items** section displays hotfix and upgrade history.

To view history:

1. Expand the **Hotfix History** or **Upgrade History** section using the arrow to the left of the section.
A list of installed hotfixes or upgrades displays.
2. To view more information about a hotfix or upgrade, click the plus sign to the left of the item.

To uninstall a hotfix:

1. Expand the **Hotfix History** section using the arrow to the left of the section. A list of installed hotfixes displays.
2. Click **Uninstall** to the right of the item. A confirmation window displays.
3. Click **Yes**.
Once the hotfix is uninstalled, a confirmation message displays

Upload (8.5 and later)

The **Upload** section allows you to manually upload a hotfix or upgrade to the appliance, once it has been downloaded locally. To upload a hotfix or upgrade:

1. Be sure that the hotfix or upgrade to be uploaded has already been downloaded locally.
2. In the **Upload** section of the **Software Updates** tab, select **Hotfix** or **Upgrade**.
3. Browse to the hotfix or upgrade location.
4. Click **Upload**.
A progress window displays. Once the upload is complete, a confirmation message displays.

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. This tab also allows you to import and export static routes.

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:

1. Disable any browser pop-up blockers.
2. 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

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The **Toolbox** tab allows you:

- Enable/disable remote SSH access to the appliance command line interface
- Enable/disable remote access for Technical Support
- Generate a configuration summary report for Technical Support
- Create backup files
- Create backup schedules
- Restore from 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. Disable any browser pop-up blockers.
2. 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.
3. Click the **Download file** link to download the configuration summary file.

Backup and restore

The **Backup & Restore** section allows you to view the most recent backup files, create backup files and schedules, and restore from backup files.



Note

Restoring the appliance from a backup can take up to 20 minutes, and requires the appliance to be rebooted.

The most recent backup file displays in the **Backup & Restore** section.

To view previous backup files:

- Expand the **Backup Files** section.
A table listing the previous backup files displays, including file name, version number, creation date, description, storage location, backup type, and any available actions (restore or delete).

To delete a locally stored backup file:



Note

Only locally stored backup files can be deleted through the FSAM. Backups stored elsewhere must be deleted through the Command Line Interface (CLI).

1. Expand the **Backup Files** section.
2. In the **Available Actions** drop-down menu, select **Delete**.
A **Confirm Backup Delete** window displays.
3. Click **Yes**.
A confirmation message displays.

To view current backup schedules:

- Expand the **Backup Schedules** section.
Backup schedules display, including schedule type, frequency, location, last backup time, next backup time, and any available actions (cancel).

To create a backup file:

1. Click the icon at the top of the **Backup & Restore** section.

2. Select "Create backup now".
The **Create Backup Now** window displays.
3. Select the backup type.
4. Select the backup location.
If you select "Create new filestore" editable fields display:
 - a. Enter the filestore description, host, path, and port.
 - b. Select the filestore type (FTP, Samba, or TFTP).
 - c. Enter the filestore alias, user name, and password.
5. Enter a description for the backup file.

To restore from a backup file:



Note

All existing backup files for this hostname display in the file list. Only backups which match the current appliance's version and type can be restored.

1. Expand the **Backup Files** section.
2. Click **Restore** to the right of the backup file from which you want to restore.
The **Confirm Backup Restore** confirmation message displays.
3. Click **Yes**.
The appliance will restart.

To create a backup schedule:

1. Click the icon at the top of the **Backup & Restore** section.
2. Select "Schedule backup".
The **Schedule Backup** window displays.
3. Select the backup frequency.
For a weekly schedule, also select the day of the week.
For a monthly schedule, also select the day of the month.
4. Select the backup type.
5. Enter the time of day for the backup to occur.
6. Select the backup location. If you select "Create new filestore" editable fields display:
 - a. Enter the filestore description, host, path, and port.
 - b. Select the filestore type (FTP, Samba, or TFTP).
 - c. Enter the filestore alias, user name, and password.
7. Enter a description for the backup file

To cancel a backup schedule:

1. Expand the **Backup Schedules** section.
2. Click **Cancel** to the right of the backup schedule you want to cancel.
The **Confirm Backup Schedule Cancel** confirmation message displays.

3. Click **Yes**.
The backup schedule will be removed and cannot be resumed.

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 monitor and trap server information.

To edit SNMP monitor and trap server information:

1. Click the **Edit** button in the **SNMP Setup** section.
The section fields display as editable.
2. Toggle the monitor 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 (trap server only).
6. Enter the Port in the **Port** field (trap server only).
7. Click **Save**.

A test trap can be sent by clicking the **Send Test Trap** button.

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**.