# SurfControl RiskFilter Transition Guide

Websense® Email Security Gateway

v7.6

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R140511760

Published August 2011
Printed in the United States of America and Ireland.

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# Contents

# 1 Introduction

Websense® Email Security Gateway Anywhere is the next generation of email security that provides maximum protection against spam and viruses, and more sophisticated modern threats.

Unlike other email security solutions that rely exclusively on antispam, antivirus, reputation analysis, and URL filtering, Email Security Gateway combines these features with world-class Web analytics to protect against blended attacks. This Web-based application even offers market-leading, enterprise-class Data Loss Prevention (DLP) technology to accurately detect confidential data loss that goes through email. And it's all tied together in the first unified management console for email, Web, and data security across on-premises and in-the-cloud platforms.

Email Security Gateway Anywhere is a variation of Email Security Gateway that also integrates with the Websense hybrid service, blending the benefits of on-premises and in-the-cloud security by filtering spam and viruses before they reach your organization.

In addition to Email Security Gateway, Websense has 2 other email security solutions: SurfControl RiskFilter and Websense Email Security. This guide is designed for users of SurfControl RiskFilter who are considering making the transition to Email Security Gateway or Email Security Gateway Anywhere. It provides guidance and is intended to make the transition between the products easier.

In it, you will:

- Learn key concepts, such as the differences between the products'
  - *System architecture*
  - *Log and report system*
  - *Message management*
  - *Policies, filters, actions, and rules*, and more.
- Learn how to *Make the Move* to Email Security Gateway or Email Security Gateway Anywhere.

> ✓ **Note**
>
> Unless otherwise noted, all material in this guide pertains to both Email Security Gateway and Email Security Gateway Anywhere.

# 2 Key Concepts

Email Security Gateway is a functional replacement for SurfControl RiskFilter. However, some fundamental differences between these products need to be considered when planning a transition project, including the following:

- Differences in the *System architecture* and *Components*
- Differences in managing *Administration, licensing, and accounts*
- Differences in managing *Policies, filters, actions, and rules*
- Enhancements to the *Log and report system*
- Enhancements to the filter technology
- Ability to *Integrate the hybrid service*
- *Data Security integration*

## System architecture

Email Security Gateway is an integrated module of Websense® TRITON™ Enterprise - a unified content security solution that lets you manage Web Security, Data Security, and Email Security from the same management console. As a TRITON module, Email Security Gateway communicates directly with the server. It operates on a Websense V-Series appliance (V10000 G2 or V5000 G2) and the Email Security management component is installed on a separate Windows machine. Email Security Gateway also requires an installation of Microsoft SQL Server.  The back-end of Email Security Gateway is based on Linux, the front-end is based on Java, and the log database is based on Windows Server.

There are 2 administrator interfaces in Email Security Gateway:

- **TRITO- Email Security** - for functional and configuration management
- **Appliance Manager -** for hardware-related management (such as CPU, memory and disk usage)

Being part of a multi-function system, Email Security Gateway consists of appliance and management components. The appliance can be configured as dual mode (Email Security Gateway and Websense Web Security) or Email Security Gateway only.

The TRITON management server can host the TRITON infrastructure, the TRITON Unified Security Center (Email Security and Data Security modules enabled, Web

Security module optional), and the Email Security Log Server. Log Database can reside on a separate Microsoft SQL Server box.

RiskFilter on the other hand is a self-contained appliance that can perform email filtering without needing additional software or hardware components.

There are 2 user interfaces in RiskFilter:

- **RiskFilter Management Console** - for configuring the filtering settings on the appliance
- **RiskFilter System Management Console** - for configuring basic appliance settings, as well as its interaction with the surrounding network

## Administration, licensing, and accounts

Administrator accounts work differently in Email Security Gateway than in RiskFilter. Because Email Security Gateway is a part of the TRITON architecture, the administrator account management is unified across all TRITON modules (Web, email, data). You must, however, have an Email Security Gateway subscription for the unified administrator to access this module. In addition, Email Security Gateway has a role called Network Account that lets you can add one or more administrators from the LDAP user directory.

In Email Security Gateway there are 4 levels of administrator privileges, and each administrator level has predefined permissions that cannot be edited:

- Super Administrator
- Reporting Administrator
- Quarantine Administrator
- Auditor

Administrators are created in the TRITON settings, and managed in the Email Security Gateway Administrator Accounts page, **Settings > General > Administrator Accounts**.

RiskFilter on the other hand uses the concept of access control to delegate administrative privileges where you set the permission level for each administrator that allows them rights to manage the selected modules (such as System Settings, Policy Manager, Reports & Logs, or Isolated Messages to name a few). In RiskFilter, you define the administrator access in **System Settings > User Management > Account Manager**.

In addition, RiskFilter has a middle level of management called Domain Administrator whose access is limited to managing logs and isolated messages for a specific domain. Email Security Gateway does not have this level of administration.

# Components

TRITON - Email Security is displayed on a single, unified interface. It has the following core components:

- *Dashboard*
- *Rules administrator*
- *Message administrative functionality*

## Dashboard

The Today and History dashboards display alert messages and graphical charts that show the current state of your email scanning software, focusing on email traffic activity in your network. The charts on this page cover the 24-hour period beginning at 12:01 a.m. according to the time set on the Log Database machine. The History page displays a 30-day summary of the same data.

To access the Dashboard service in Email Security Gateway, go to **Main** > **Status** > **Today** or **Main** > **Status** > **History**.

## Rules administrator

You can configure rules by using the Email Security Gateway Policy Management function. You define the policies that are applied to specified sets of email senders and recipients. You can create multiple policies for different sets of users in your organization and apply different rules in each policy. Policy rules comprise the filters and the filter actions that determine how a message that matches a policy's sender/recipient conditions is handled.

To access rule and policy services, go to **Main** > **Policy Management**.

## Message administrative functionality

To control and manage connections and messages in Email Security Gateway, you can configure message properties and settings either via the Receive/Send function, or Message Management function.

To access these settings:

Go to **Settings** > **Receive/Send** to configure message size, volume limits, and the number of connections Email Security Gateway accepts, and how many at a time.

Go to **Main** > **Message Management** to create and manage message queues for blocked and delayed email messages.

# Database management

The Log Database is the repository where logs, rules, filters, and services are stored.

In Email Security Gateway you need to install an external log server and a log database on a Windows Server. The main database, **esglogdb76**, stores all the log information. You can also configure the main database to create partitions. Database partitions provide flexibility and performance advantages.

In RiskFilter you are not required to install any additional server or database. It operates as a self-contained application. A built-in server - MySQL server - resides within RiskFilter, and is run whenever you start the RiskFilter application.

# Message management

## Mail flow

Mail flow refers to the flow of inbound and outbound email messages in an organization.

Email Security Gateway monitors the flow of email messages in real time, and has a Message Log where you can view records of inbound messages (**Main** > **Status** > **Logs**). Email Security Gateway defines mail flow based on mail direction. The mail direction is based on the sender and recipient’s message address.

- **Inbound** - The sender address is not from a protected domain, and the recipient address is in a protected domain.
- **Outbound** - The sender address is from a protected domain and the recipient address is not in a protected domain.
- **Internal** - Both the sender and recipient addresses are in a protected domain.

## Mail routing

Mail routing is the process of directing an email message to a recipient's host where inbound email messages can be sorted based on the recipient’s domain name.

In RiskFilter, mail routing is domain-based. In Email Security Gateway, mail routing can be user directory-based or domain-based.

Domain-based routing uses the recipient's email domain to make a routing decision. It can use either a DNS or SMTP IP address or host name (Smart Host) for next hop. Domain-based routing includes the default domain route which cannot be deleted and is used for routing all domains that are not protected.

## Quarantined messages

Messages can be isolated (quarantined) instead of dropped so that administrators and end users can decide what to do with them.

In Email Security Gateway, sensitive messages can be stored either in local or remote queue storage in the quarantine system. You can use predefined default queues or create custom queues. In RiskFilter messages can only be stored only in local queues.

To manage queues, go to **Main** > **Message Management** > **Blocked Messages**.

# Policies, filters, actions, and rules

## Policies

Policies tell Websense software how and when to filter inbound and outbound email messages.

In TRITON - Email Security you define policies that apply to specific sender/recipient groups. You then specify the rule (the filter and action pair) that determines how a message that matches a sender/recipient condition is scanned and ultimately handled.

Policies are a reflection of mail flow split, and they have the same definition in both Email Security Gateway and RiskFilter. In Email Security Gateway there are 3 default policies, 1 for each mail direction: inbound, outbound, and internal.

Policy order is important in Email Security Gateway. You can specify policy order only for user-created policies. Default policies are always applied last, and you cannot change their order. If one policy is matched, then the rest are skipped. You can assign a maximum of 32 filters per policy.

**Note**

When a policy is created, it contains the default rules. Default rules can only be edited but not deleted.

RiskFilter has only 1 top-level policy, called Global Policy, which contains sub-policies. Sub-policies can be created within each policy to split the mail flow more precisely.

To create your own policies in Email Security Gateway, go to **Main** > **Policy Management** > **Policies**.

## Filters

An email filter defines what Email Security Gateway is scanning for (virus or spam). A filter action determines the final disposition of a message that triggers the filter (deliver, drop, or isolate).

Email filters apply actions (permit, restrict, or block) to inbound or outbound email messages.

There are 3 default filters in Email Security Gateway:

- Antivirus filter (on by default)
- Antispam filter (on by default)
- Disclaimer filter (off by default)

Email Security Gateway uses the concepts of filters, actions, and rules to define the scanning logic.

- **Filter** is an object that defines the scanning logic. Email Security Gateway has 3 predefined default filter types: antivirus, antispam, and disclaimer. You can create new filters based on these 3 filter types.
- **Action** is an object that defines what Email Security Gateway should do if a filter is matched. There are 2 default actions, and you can also create new actions.
- **Rules** link the filter and action to the policy so that the filter and action can take effect. Three rules are predefined for each policy to apply 3 type of filters. You cannot create new rules or remove the predefined rules, but you can disable and enable these rules.

The scanning logic is slightly different in RiskFilter. In RiskFilter, a filter is not an object, and the action concept does not exist. You can only create filters inside a policy. In other words, a filter is owned by the policy in which it is created and cannot be used by any other policy.

## Antispam filter

A variety of antispam tools are available in Email Security Gateway to let you filter spam more effectively. Email Security Gateway uses a combination of 4 antispam filters that are available in RiskFilter. In Email Security Gateway, the scans are performed in the following order:

1. URL scanning
2. Digital Fingerprinting scanning
3. LexiRules scanning
4. Heuristics scanning

✓ **Note**

These scans may not be performed if hybrid service has already scanned the email and sent its “spam score” to Email Security Gateway.

Below are the key differences in antispam filter technology between Email Security Gateway and RiskFilter:

- **Scanning order** - In RiskFilter, the order of the scanning is flexible. In Email Security Gateway, it is fixed.

- **URL scanning** - When performing a URL scan, Email Security Gateway needs to connect to a remote Websense Web Security server for the URL categorization. RiskFilter does not need to connect to a server and uses local implementation instead. There are also slight differences in the category names due to the use of different scanning engines.
- **Digital Fingerprinting scanning** – In Email Security Gateway, digital fingerprinting scans include all spam categories. In RiskFilter, you can customize category selections.
- **Heuristics scanning** – Email Security Gateway does not have a Header-only mode.

### Antivirus filter

The antivirus filter in Email Security Gateway is a Websense-enhanced Authentium engine that handles Internet-related threats more effectively.

The Antivirus filter in RiskFilter uses either McAfee or the original Authentium engine.

## Scheduler

The scheduler is a mechanism that lets you schedule events for regular activities (such as database maintenance and reporting activities).

In Email Security Gateway, you configure database maintenance and database downloads in 2 different locations.

- For database download scheduling, use the **Settings > General > Database Downloads** page.
- For database maintenance tasks, go to **Settings > Reporting > Log Database**.

In RiskFilter you can schedule events to update the antivirus and antispam database: **System Settings > License and Updates > Scheduled Update**. However there is no function to schedule events for database activities.

## Log and report system

In Email Security Gateway, the log and reporting systems are message-driven rather than event-driven.

In a message-driven environment, the scanned results of messages (clean or spam), and delivery status (delivered or deferred) are written to the Message Log rather than in separate logs. A message with multiple recipients has only 1 log entry, which contains the scan result and delivery status of each recipient. Only when the message has been delivered to all recipients is the overall message delivery status Delivered.

In an event-driven environment, separate logs are created for each message state. If a message has multiple recipients, it has multiple message logs. The log system for RiskFilter is event-driven.

## Logging

In Email Security Gateway, the service logging data is stored in the database. The database and scheduler logging data is stored in Windows event log.

In addition to the Message Log, mentioned previously, Email Security Gateway has the following 3 logs:

- **Audit** - is for changes to Email Security Gateway policies and settings
- **System** - is for recording system events
- **Console -** is for recording TRITON Console events

To access the Message Log in Email Security Gateway, go to **Main > Status > Logs** and view the Message tab.

In RiskFilter the log system is event-driven and separate logs are created for each message state. There are 7 types of logs in RiskFilter:

- **Message log** - for messages received
- **Delivery log** - for messages delivered to the email system by RiskFilter
- **Policy log -** for each policy breach
- **Spam log** - for each spam breach
- **Virus log** - for each virus breach
- **Recipient Validation log** - for each recipient validation incident
- **Connection log -** for each incoming connection to RiskFilter

## Reporting

Mirroring the Websense Web Security reporting solution, Email Security Gateway generates presentation reports of email traffic and system activities. The presentation reporting function loads report data directly from the Email Security Gateway log database. The Email Security Gateway reporting system provides a summary of the overall message, spam and virus, message transfer, and system capacity. The reporting function also provides data for the charts on the Today and History pages.

To access the reporting system in Email Security Gateway, go to **Main > Status > Presentation Reports**.

To access the reporting system in SurfControl RiskFilter, go to **Reports & Logs** and then select the report of interest.

## Historical reports

Email archiving is a common compliance requirement for many companies. Email Security Gateway does not support importing historical data from RiskFilter. Therefore, to access historical reports generated within the old system, you'll need to keep the legacy system running. Both the database and the report generator of the previous Websense email system need to be maintained.

For report generation purposes, the recommended length of time to maintain the legacy system should be equal to the length of time defined in the email retention policy. This way, if you need to generate a report from archived email messages, you can still use the old reporting system.

In RiskFilter, the database and report generation tool are contained in the same appliance.

For instructions on how to generate reports in RiskFilter, refer to the SurfControl RiskFilter Administrator's Guide. This file is accessible from the Help menu within the RiskFilter application.

# Data Security integration

Data Security analyzes email content and provides content filtering to prevent sensitive data from leaving the organization. It filters all content outside of antispam and antivirus scanning.

Email Security Gateway is tightly integrated with Websense Data Security and requires the TRITON - Data Security manager to operate. It does not require a separate Data Security subscription, and leverages Data Security rules, dictionary, fingerprinting, and filter technology.

The Data Loss Prevention (DLP) policies in Email Security Gateway are enabled by default, and you can apply a number of filters to them, such as message size, attachment name, attachment type, acceptable use, and number of attachments.

Registration with the Data Security server is automatic if you add an appliance to the TRITON Unified Security Center from the Email Security Gateway interface. Otherwise you need to manually register with Data Security through **Settings > General > Data Security**. After you register with the Data Security management server, you need to click the **Data Security** tab and then click **Deploy** to deploy Data Security policies on Email Security Gateway. For more information about Data Security registration, see Data Security registration information.

RiskFilter does not support integration with Websense Data Security.

## Data Loss Prevention (DLP)

TRITON - Data Security has its own policy framework, which incorporates email policies, Web policies, and other DLP policies.

The Data Security acceptable use and data loss prevention policies are defined in the TRITON - Data Security module. You can configure custom policies or rules, or apply granular controls to users and groups using the Data Security Rule Wizard. Messages in violation of the email DLP policy are quarantined on the TRITON management machine instead of the Email Security Gateway appliance.

To customize DLP policies for Email Security, you must first enable DLP policies in the TRITON - Email Security module.

To enable DLP policies in Email Security Gateway, go to **Main** > **Policy Management** > **Policies (for Inbound, Outbound, and Internal**).

To configure DLP policies, switch to the Data Security module, then select **Main** > **Policy Management** > **DLP Policies** > **Email DLP Policy**.

For more information on how to configure Email Data Loss Prevention Policy, refer to the Data Security Help section Configuring the Email Data Loss Prevention Policy. or refer to the Quick Email DLP document.

## Domain group and IP group

The concept of domain group and IP group are new in Email Security Gateway. These groups are common objects that can be used in several locations in Email Security Gateway. A collection of domain names or IP addresses can be defined in a single group.

For example, you can define a domain group to establish domain-based delivery options, or you can define an IP address group for which Reputation Service, Real-time Blacklist (RBL), or directory attack prevention scans are not performed.

You may create or delete a domain or IP address group. The default groups (Protected Domain, Trusted IP Addresses, and Encryption Gateway) cannot be deleted. Most of the Email Security Gateway configurations are for the whole domain group or IP group, or individual domains or IP addresses.

RiskFilter on the other hand treats each domain or IP address individually.

To configure groups in Email Security Gateway, go to **Settings** > **General** > **Domain Groups,** or **Settings** > **General** > **IP Groups**.

## Personal Email Manager

For SurfControl RiskFilter, Personal Email Manager is integrated and is used to manage blocked messages. The tool includes a My Junk Email page for managing blocked messages. It lets end users release specific messages and add senders to their own White List, so messages from these senders are not filtered for Spam. The end-user White List does not override any other global settings. Personal Email Manager is accessed via **System Settings** > **User Management** > **Personal E-mail Manager**.

In Email Security Gateway, personal email management is integrated and the interface is hosted in the appliance address (on the V10000 G2 and V5000 G2, it is port 9449 by default). By default, it is enabled, but notification message contents and end user authorization for maintaining block and permit lists must be set by an administrator in the **Settings > Personal Email** pages.

# 3 Make the Move

There are several steps involved when making the transition from SurfControl RiskFilter to Email Security Gateway.

This section provides instructions that will help you make a smooth transition to Email Security. It includes the following topics:

1. What you need to do *Before you begin* the transition
2. How to *Install Email Security Gateway*
3. How to *Get started with Email Security Gateway*

## Before you begin

Before you make the transition to the Email Security Gateway system, Websense recommends you perform the following steps:

1. *Meet the system requirements*

   Check that your system (network, hardware, software, server, and other elements) meets the minimum hardware and operating system requirements for Email Security Gateway.

2. *Back up your existing system*

   To safeguard your system while you prepare your Email Security Gateway deployment, back up your existing email system. You will continue to run your existing system in production while you set up and test the new system.

3. *Archive log database*

   You cannot migrate existing email logs from RiskFilter to Email Security Gateway. If you want to retain records from your existing system, you can archive your existing email logs.

4. *Determine existing settings*

   There are several settings you must configure manually when you make the transition to Email Security Gateway, such as mail relays, block lists, routing, and SMTP properties. To simplify this manual process, print your existing settings.

## Meet the system requirements

To successfully deploy Email Security Gateway, you need to ensure your system meets the minimum requirements so that it operates effectively.

Refer to the Deployment and Installation Center for details on the system resources required to support your deployment.

## Back up your existing system

Before you transition to Email Security Gateway, you should back up the configuration settings of your existing email system so that you can replicate the same settings on another server.

To back up the system settings in RiskFilter:

1. Log into the System Management Console user interface.
2. Select the **RiskFilter** tab.
3. Select the **RiskFilter Backup Manager** module.
4. Under Schedule Backups on Appliance, click **Backup Now** to perform an immediate backup of your files.

   RiskFilter creates a backup of your current configuration settings and saves the backup files in a zip file and stores them in the Backup files on appliance section.

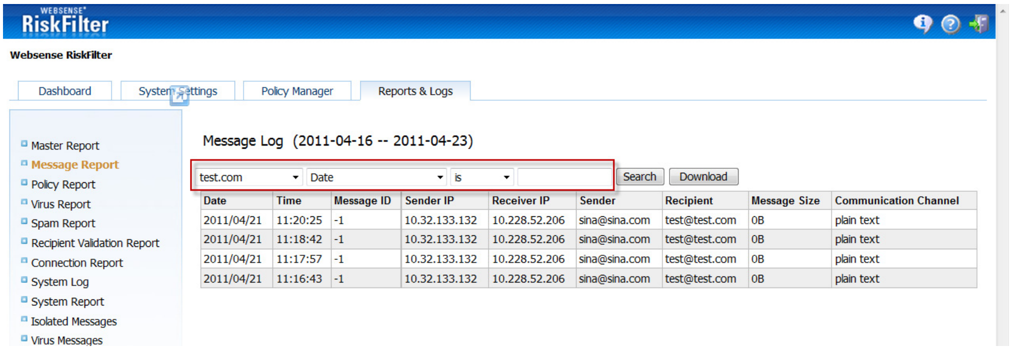
## Archive log database

You can archive log databases to retain a record of your log data since you cannot migrate existing log information to Email Security Gateway.

To archive the log database to a file in RiskFilter:

1. Log into the Management Console user interface.
2. Click the **Reports & Logs** tab.
3. Select **Message Report** from the left panel.
4. Select the type of log data you want to archive.
   - **Message Log** contains log data of messages received.
   - **Delivery log** contains log data of messages delivered to the email system by RiskFilter.

5. Use the list boxes in the **Message Log** or **Delivery Log** screen to specify the search criteria you want to use.



Message Log (2011-04-16 -- 2011-04-23)

| Date | Time | Message ID | Sender IP | Receiver IP | Sender | Recipient | Message Size | Communication Channel |
|---|---|---|---|---|---|---|---|---|
| 2011/04/21 | 11:20:25 | -1 | 10.32.133.132 | 10.228.52.206 | sina@sina.com | test@test.com | 0B | plain text |
| 2011/04/21 | 11:18:42 | -1 | 10.32.133.132 | 10.228.52.206 | sina@sina.com | test@test.com | 0B | plain text |
| 2011/04/21 | 11:17:57 | -1 | 10.32.133.132 | 10.228.52.206 | sina@sina.com | test@test.com | 0B | plain text |
| 2011/04/21 | 11:16:43 | -1 | 10.32.133.132 | 10.228.52.206 | sina@sina.com | test@test.com | 0B | plain text |

6. Click **Search** to display the results of the search criteria.
7. Click **Download** to download the logs to a zip file.

## Determine existing settings

Websense recommends that you manually configure your email security settings in the Email Security Gateway environment, because the default settings may not be the same as they were in RiskFilter. You should capture existing configuration settings before you make the move to Email Security Gateway.

Refer to Appendix*: Configuration Settings* to see the list of mapped configuration settings between RiskFilter and Email Security Gateway, and a list of recommended migration settings.

# Install Email Security Gateway

You can install Email Security Gateway on a Websense V-Series appliance (V5000 G2 or V10000 G2).

Installation instructions for both appliances are described in the Deployment and Installation Center.

- Email Security Gateway Installation (V5000 G2)
- Email Security Gateway installation (V10000 G2)

In addition, you also need to install the TRITON management server and the SQL Server.

- Creating TRITON management server
- Obtaining SQL Server

# Get started with Email Security Gateway

1. *Configure new settings*

   To prepare Email Security Gateway for use, you must enter the TRITON – Email Security user interface and configure basic settings. When you open Email Security Gateway the first time, the Configuration Wizard can help you configure some initial settings.

2. *Migrate existing settings*

   This section includes a list of recommended migration settings that you should reconfigure as part of the transition process.

3. *Integrate the hybrid service*

   Applies only to Email Security Gateway Anywhere. With the proper subscription, you can configure Email Security Gateway to use the Websense hybrid email service, so spam can be filtered in the cloud before it reaches your organization.

4. *Enable or disable policies*

   When you first install Email Security Gateway, the default policies are enabled to protect you against email threats. You can modify the default policies to suit your requirements.

5. *Create custom policies*

   Creating new policies can add flexibility in controlling how messages are filtered and executed. You can define your own rules and policy execution order, and apply these custom policies to specific groups according to your requirements.

6. *Create custom filters*

   You can create custom filters and control the filtering sensitivity levels to suit your requirements. Custom filters can be created based on 1 of the existing predefined filter types: antispam, antivirus, and disclaimer.

7. *Generate reports*

   Reports provide a graphical representation of statistical data captured by Email Security Gateway. As an indicator of good policy implementation, you can capture statistical data about incoming and outgoing messages, spam and virus activities, system capacity, and information about Data Security policies and users. You can also get reports of hybrid service activity.

8. *Test that your email system works*

   Testing the email system is an important step to ensure your email security system is correctly configured to protect your network from spam and viruses.

## Configure new settings

You need to assess whether default settings in Email Security Gateway need to be reconfigured so that the settings are consistent with the previous email system, and the transition to Email Security Gateway is steady.

To configure the new settings in Email Security Gateway:

1. If this is your first time using Email Security Gateway, then the Configuration Wizard appears. The Configuration Wizard is available only the first time you open Email Security Gateway.
2. Ensure you have captured your existing settings. Refer to Appendix*: Configuration Settings* to see a list of recommended migration settings you should configure.
3. Determine the settings to be modified and then configure them manually. Use the table in the Appendix: *Configuration Settings*, page 61 as a guide to help you locate and configure settings in the new environment.

   For example, if you wish to update the Routing information (**Send Settings > Domain-Based Delivery** in RiskFilter), then you would go to **Settings > Receive/Send > Mail Routing** in Email Security Gateway to configure the same settings.

## Migrate existing settings

It is recommended that you record data about certain settings. As you proceed with the transition process, you will need to re-enter these settings so you are properly protected against email threats. The following section lists RiskFilter settings that should be reconfigured in Email Security Gateway.

- Relay Control
- Domain-Based Delivery
- User Directories/Address Group
- Recipient Validation
- User Authentication
- Personal Email Manager
- Queue Manager

To find out where to access these settings in RiskFilter and in Email Security Gateway, refer to the table *Mapped settings in RiskFilter*, page 61.

## Integrate the hybrid service

This section applies only to customers with an Email Security Gateway Anywhere subscription.

Email Security Gateway Anywhere deployments include a hybrid service. The hybrid service lets you integrate on-premises Email Security Gateway with Websense in-the-cloud email filtering. Hybrid service detects infected email traffic before it reaches the on-premises infrastructure, thereby reducing considerable load from the Email Security Gateway internal systems.

Using the hybrid service is optional in Email Security Gateway and is not enabled by default. To enable the hybrid service, you need to register for the hybrid service and then activate it.

To integrate the hybrid service, follow these steps:

1. *Enter a valid subscription key*
2. *Open firewall ports*
3. *Activate the hybrid service*
4. *Enable or disable the hybrid service*

See the TRITON - Email Security Help section, "Registering for the hybrid service" for detailed instructions on how to configure the email hybrid service.

## Enter a valid subscription key

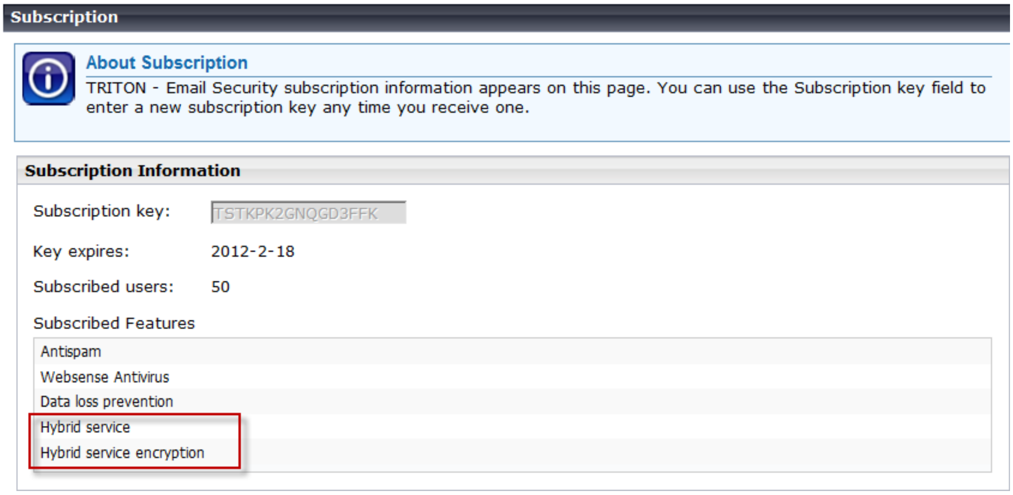
Ensure you have entered a valid Email Security Gateway Anywhere subscription key. This subscription key allows you to configure the hybrid service. You obtain the subscription key when you purchase TRITON - Email Security.

An Email Security Gateway Anywhere key includes the hybrid service and hybrid service encryption. If you want to use hybrid service encryption, be sure the encryption option is included in your subscription to the email hybrid service. The hybrid service lets you use hybrid filtering for inbound messages. The hybrid service encryption license gives you the added functionality to encrypt outbound messages.

If you did not enter the subscription key the first time you opened Email Security Gateway, you can follow these steps to enter the key:

1. Select **Settings** > **General** > **Subscription**.
2. Enter a subscription key in the **Subscription Information** panel and then click **OK**.

Depending on your Email Security Gateway Anywhere license, the Subscription Information panel displays the features included in your subscription (**Settings** > **General** > **Subscription Information**).



Subscription

About Subscription

TRITON - Email Security subscription information appears on this page. You can use the Subscription key field to enter a new subscription key any time you receive one.

Subscription Information

Subscription key: TSTKPK2GNQGD3FFK

Key expires: 2012-2-18

Subscribed users: 50

Subscribed Features

Antispam
Websense Antivirus
Data loss prevention
Hybrid service
Hybrid service encryption

## Open firewall ports

You should configure firewall ports so that Email Security Gateway can successfully connect to the server to send and receive messages.

By default, some ports used by Email Security Gateway are blocked by the firewall application, and attempts to connect to Email Security Gateway fail. You need to open the ports so that the firewall can bypass the connection limitation to allow incoming and outgoing traffic to Email Security Gateway.

- For outbound traffic, you need to open the following ports in your firewall: 25, 53, 80, and 443.
- For inbound traffic you need to open port 25.

For instructions on how to configure the firewall ports, refer to the Help file in the firewall application you are using.

## Activate the hybrid service

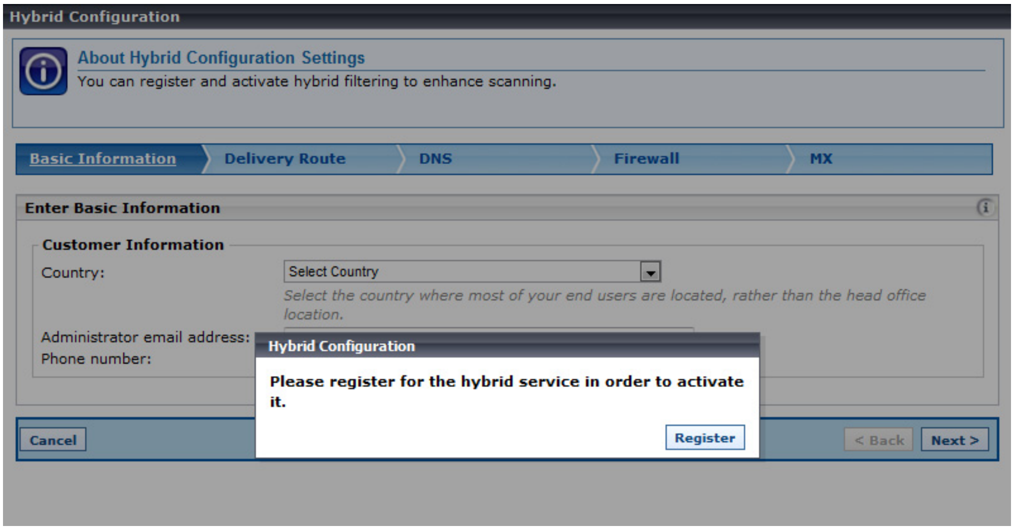
You need to perform 5 main steps to activate your hybrid service account:

1. *Enter your Basic Information*
2. *Define a Delivery Route*
3. *Configure your DNS*
4. *Configure your firewall*
5. *Configure your MX records*

To begin the activation process, follow these steps:

1. Select **Settings** > **General** > **Hybrid Configuration**.

   If you have successfully entered a valid subscription key, a dialog appears prompting you to register for the hybrid service. This dialog appears only when you set up your hybrid account for the first time.



You can register and activate hybrid filtering to enhance scanning.

Select the country where most of your end users are located, rather than the head office location.

Please register for the hybrid service in order to activate it.

2. Click **Register** to start the activation process.

### Enter your Basic Information

1. On the **Basic Information** page, enter some basic personal information.
   - **Country** – Select your country where most of the end-users are located. The country you select also provides the system with time zone information.
   - **Administrator email address** – Specify a legitimate email address. The token and password information are sent to this address so it’s important to specify a valid email address.
   - **Phone number** – Enter a valid phone number.
2. Click **Next** to continue.

### Define a Delivery Route

1. On the **Delivery Route** page, click **Add** to define a route.
2. Specify a delivery route.
   a. Enter a descriptive **Delivery route name**.
   b. Under **Protected Domains,** enter the domain name that you want to protect in the **Domain Address** field.
   c. Specify whether the delivery route should apply to all subdomains in the domain.
   d. To add multiple domains, click **Add** to define a domain name, and specify whether a subdomain is applied.

> ✓ **Note**
>
> When specifying a **Protected Domain**, you must also add it to the Protected Domain Groups list (**Settings** > **General** > **Domain Groups**), otherwise the registration will fail.

3. Click **Add** to define an **SMTP Inbound Server Address** so that you can securely receive messages from hybrid service.
   a. Enter the IP address or name of your Email Security Gateway server. This must be the external IP address or name, visible from outside your network.
   b. To add more servers, click **Add** again.
4. Click **Add** to define an **SMTP Outbound Server Address** so that you can securely encrypt outgoing messages.

> ✓ **Note**
>
> You are required to define the **SMTP Outbound Server Address** if you have a hybrid service encryption license. This step is not required for a hybrid service license without encryption.

   a. Enter the IP address or name of your Email Security Gateway server. This must be the external IP address or name, visible from outside your network.
   b. To add more servers, click **Add** again.

> ✓ **Note**
>
> If a security device (such as a firewall) sits in front of Email Security Gateway, then you must enter the external IP address of the device when defining the inbound or outbound SMTP Server Address.

5. Click **Next** to continue.

### Configure your DNS

To configure your Domain Name System (DNS) server, you must create a CNAME record for each domain in your DNS so that Email Security Gateway can verify that you have ownership of the protected domain(s).

Use the Alias and Associated domain information on the DNS page to create a CNAME record. The CNAME is created by your DNS manager - usually your Internet Service Provider (ISP). Contact your DNS manager and ask them to set up a CNAME record for each of your protected domains.

Once you have obtained a CNAME record, click **Next** to continue.

### Configure your firewall

The Firewall page shows the IP addresses that should be allowed to pass through the firewall. Check your firewall settings to ensure access requests from these addresses are allowed.

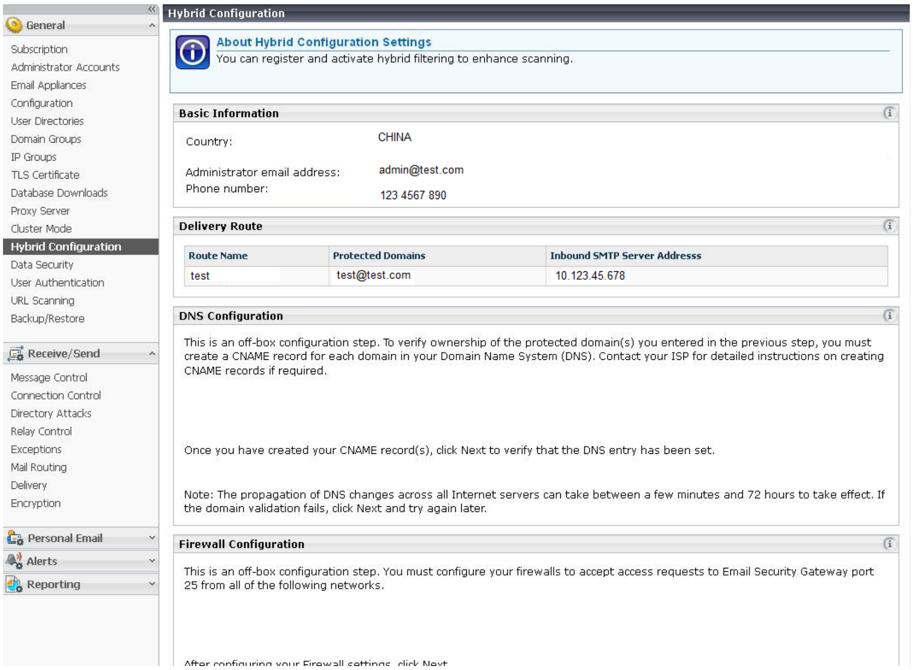
### Configure your MX records

An MX record is an entry in a DNS database that defines the host willing to accept mail for a given machine. Your MX records must route inbound email through the hybrid service to Email Security Gateway.

Your MX records, which end in in.mailcontrol.com, are listed on the MX page. Contact your DNS manager (usually your Internet service provider) and ask them to set up or replace your current MX records for each protected domain you have specified with the customer-specific records on the MX page.

Click **Finish** to complete your hybrid configuration.

After you have successfully activated the hybrid service, a page displays showing the summary of your hybrid service configuration settings.



Hybrid Configuration

About Hybrid Configuration Settings

You can register and activate hybrid filtering to enhance scanning.

Basic Information

Country: CHINA

Administrator email address: admin@test.com

Phone number: 123 4567 890

Delivery Route

| Route Name | Protected Domains | Inbound SMTP Server Addresss |
|---|---|---|
| test | test@test.com | 10.123.45.678 |

DNS Configuration

This is an off-box configuration step. To verify ownership of the protected domain(s) you entered in the previous step, you must create a CNAME record for each domain in your Domain Name System (DNS). Contact your ISP for detailed instructions on creating CNAME records if required.

Once you have created your CNAME record(s), click Next to verify that the DNS entry has been set.

Note: The propagation of DNS changes across all Internet servers can take between a few minutes and 72 hours to take effect. If the domain validation fails, click Next and try again later.

Firewall Configuration

This is an off-box configuration step. You must configure your firewalls to accept access requests to Email Security Gateway port 25 from all of the following networks.

After configuring your Firewall settings, click Next

## Enable or disable the hybrid service

Once the hybrid service is successfully activated, it is enabled by default. You can choose to disable the hybrid service at any time.

> ✓ **Note**
>
> The encryption option is available only if you have the hybrid service encryption license.

To activate or deactivate hybrid service filtering:

1. Select **Main > Policy Management > Filters**.
2. Under **Filters**, select (to enable) or deselect (to disable) the **Use hybrid service scanning results** check box.

To activate or deactivate hybrid service encryption:

1. Select **Settings > Receive/Send > Encryption**.
2. Under **Encryption Options**, select (to enable) or deselect (to disable) **Hybrid service** and then click **OK**.

## Enable or disable policies

Email Security Gateway has 3 types of policies, depending on the mail flow of the messages—inbound, outbound, or internal. For each email direction, there is 1 predefined default policy. There is also a default Data Security policy for each direction.

By default, predefined policies in Email Security Gateway and default Data Security policies are enabled, and are always applied last. You cannot change the order of, or delete default policies, but you can enable or disable them.

To enable or disable policies:

1. Select **Main** > **Policy Management** > **Policies**.
2. Click the policy you want to modify.
3. For the Status, select either the **Enabled** or **Disabled** option and then click **OK**.

**Important**

Data Security policies can only be enabled or disabled in Email Security Gateway. If you want to use the email DLP policies, you need to configure them in the Data Security module of TRITON Unified Security Center. See the TRITON - Data Security Help section, "Configuring the Email DLP Policy" for more information.

**Tip**

To protect yourself from email threats, you should make sure the spam and antivirus policies are enabled (default status).

## Create custom policies

Policies tell Websense software how and when to filter inbound and outbound email messages.

To create your own inbound, outbound, or internal policy in Email Security Gateway:

1. Select **Main** > **Policy Management** > **Policies**.
2. Click **Add** to open the Add Policy page and enter a unique Policy name. The policy name must be between 4 and 50 characters long. Use of the following special characters in the policy name is not recommended:

   < > { } ~ ! $ % & @ # . " | \ & + = ? / ; : ,

   Policy names can include spaces, dashes, and apostrophes.
3. Enter a clear and concise **Description** of the policy.

   The special character recommendations that apply to policy names also apply to descriptions.

4. Define the order in which this policy is applied in the **Order** field.

   By default the new policy is placed at the top of the list. You cannot have multiple policies with the same order number. If you select a number that is already in use, the policy that currently has that number and all those below it move down 1 place in the list.

5. Define 1 or more **Sender/Recipient Conditions**.

   By default, each new policy contains 1 sender/recipient condition that applies the policy to all email senders and recipients. Click **Add**, to configure additional sender/recipient conditions

6. Edit the available **Rules** to tailor the filters and actions to this policy. Click a rule name to edit its properties.
7. Click **OK** to save your policy.

## Create custom filters

You can create custom filters in Email Security Gateway, but they need to be based on 1 of the existing 3 predefined default filter types: spam, virus, or disclaimer.

To create a custom filter:

1. Select **Main** > **Policy Management** > **Filters**.
2. Click **Add**.
3. Set the properties of your new filter.
   a. Type a **Filter name**.
   b. Add a **Description** about the filter.
   c. Select the **Filter Type** you want to use. The filter type you choose determines the filter settings you can configure.
4. Click **OK**.

For more information on how to create custom filters, refer to the TRITON - Email Security Help section “Working with Filters and Policies”.

✓ **Note**

To retain custom filters created in RiskFilter, you need to migrate them as a policy or rule to Data Security and then manage them from there.

For instructions on how to migrate custom filters, refer to *Add custom rules to a policy*, page 37.

For more information on managing policies in Data Security, refer to the TRITON - Data Security Help section “Policies Overview”.

## Generate reports

You can use templates from the Report Catalog to generate graphical charts and tabular reports based on the current database.

> **Note**
> If you want to generate a report from a database in a previous Websense email system, you need to run both the old and new email system in parallel. For further information about this, refer to the section *Historical reports*, page 11.

To generate a report in Email Security Gateway:

1. Select **Main > Status > Presentation Reports**.
2. From the Report Catalog, select the report you want to create and then click **Run** to open the Run Report dialog box.
3. Specify a **Report start date** and **Report end date** for the report.
4. Select a **Report output format** from the drop-down list.

> **Note**
> Ensure you have the appropriate software installed to support the format of the report to be generated. For example, to generate a PDF report, you need to have Adobe Reader v7.0 or later installed. To generate an XLS report, you need to have Microsoft Excel 2003 or later installed.

5. Specify how you want the report to be generated:
   - Select **Run the report in the background** (default) to have the report run immediately as a scheduled job. Optionally, you can provide an email address to receive a notification message when the report is complete or cannot be generated. (You can also monitor the job queue for report status.)

     If you run the report in the background, a copy of the completed report is automatically saved, and a link to the report appears on the Review Reports page.
   - Deselect **Run the report in the background** to have the report run in the foreground. In this case, the report is not scheduled, and does not appear on the Review Reports page.

     If you run the report in the foreground, the report is not automatically saved when you close the application used to view the report (Microsoft Excel, Adobe Reader, or a Web browser, for example). You must save the report manually.
6. Click **Run** to generate the report.

For additional instructions on working with reports, see the TRITON - Email Security Help section, Working with presentation reports.

# Test that your email system works

After successfully configuring Email Security Gateway, it's important to test the functionality of the email system to ensure that policies are applied correctly so you are properly protected from spam and viruses.

You can perform the following steps to test that the email system functions correctly:

1. *Create a staging environment*
2. *Specify the server on which you want to test the email system*
3. *Create new user accounts*
4. *Test administrator privileges*
5. *Define always block and always permit lists*
6. *Perform tasks to test the email system*
7. *Test that the policies, rules, and alerts work correctly*

## Create a staging environment

The staging environment acts as a mirror of the actual environment. You should create a staging environment so that you have a temporary location in which to test the email security system.

Choose 1 of the following options:

- **Create an internal domain**

  You can create an internal domain that lives within the company or within the lab (with its own DNS servers, Exchange server, and Active Directory). When creating an internal domain you need to put Email Security Gateway in the front to manage the email messages.

- **Register a new domain**

  If you register a new domain, ensure it includes MX records.

## Specify the server on which you want to test the email system

You can choose to test the email system on a separate Exchange Server, or on the existing company server.

## Create new user accounts

For best practice, set up an additional account in the existing email client that points to the test server.

Alternatively, you can create a new user account in the new domain.

## Test administrator privileges

Set up multiple users with different permission levels to test whether administrator privileges in Email Security Gateway work.

## Define always block and always permit lists

You cannot directly migrate existing lists of addresses that are always blocked or always permitted from another email security system into Email Security Gateway. This data needs to be entered manually.

1. Go to **Main > Policy Management > Always Block/Permit**
   - Click **Always Block** and add IP or email addresses that you would like to always block.
   - Click **Always Permit** and add IP or email addresses that you would like to always permit.
2. Click **OK**.

## Perform tasks to test the email system

**Write and send messages**
Write messages that intentionally breach policy and then send them to the email address. For example, you may want to include content that contains spam or sensitive data.

**Send attachments**
Send email messages with attachments that include spam or virus content.

**Confirm that the mail is flowing in the right direction**
Check the transaction volume in Email Security Gateway.

## Test that the policies, rules, and alerts work correctly

If you have correctly configured the system, Email Security Gateway should be able to properly detect and block infected messages based on policy conditions (standard Email Security policies and DLP policies).

**Check the logs regularly**
Go to the Today page (**Main > Status > Today**) to view the current state of the email system. This page should correctly reflect email traffic activities that have occurred within the past 24 hours.

**Set up SNMP monitoring and alert**

1. Go to **Settings > Alerts > Enable Alerts**.
2. In the SNMP Alerts section, select the **Enable SNMP alerts** check box.
3. Specify the **Community name** on your SNMP Trap server, the **Server IP or nam**e of the Trap server, and the **Port** number the message uses.

**Set up a script**
Set up a script to send email messages at predefined time intervals.

### Check the filtering

If the policies are set up correctly, Email Security Gateway should properly detect and filter messages based on policy conditions.

- Check your inbox to see if legitimate email messages are correctly filtered.
- View the blocked messages to see if email messages are appropriately quarantined; go to **Main > Message Management > Blocked Messages.**

# 4 Policy migration samples

To ensure that you are properly protected against email threats, you should configure the policy settings in Websense Email Security Gateway so that email traffic can be properly and securely monitored.

The concept of configuring policies in one central location, as in SurfControl RiskFilter, does not exist in Email Security Gateway. Some Email Security Gateway policies are configured in the Email Security Gateway management interface, and DLP policies are configured in the Data Security module.

✓ **Note**

For Data Security policies to be applied to email, ensure you are registered with the Data Security Management Server. In the Email Security module, select **Settings > General > Data Security**.

This chapter includes instructions for replicating some sample SurfControl RiskFilter policies in Email Security Gateway.

# Block messages without sender’s address

Some spam email messages are sent from senders who are able to conceal their email addresses; therefore these messages do not contain envelope sender information and appear to be sent without a sender’s address. You can create a policy to quarantine inbound email messages whose envelope sender address is null.

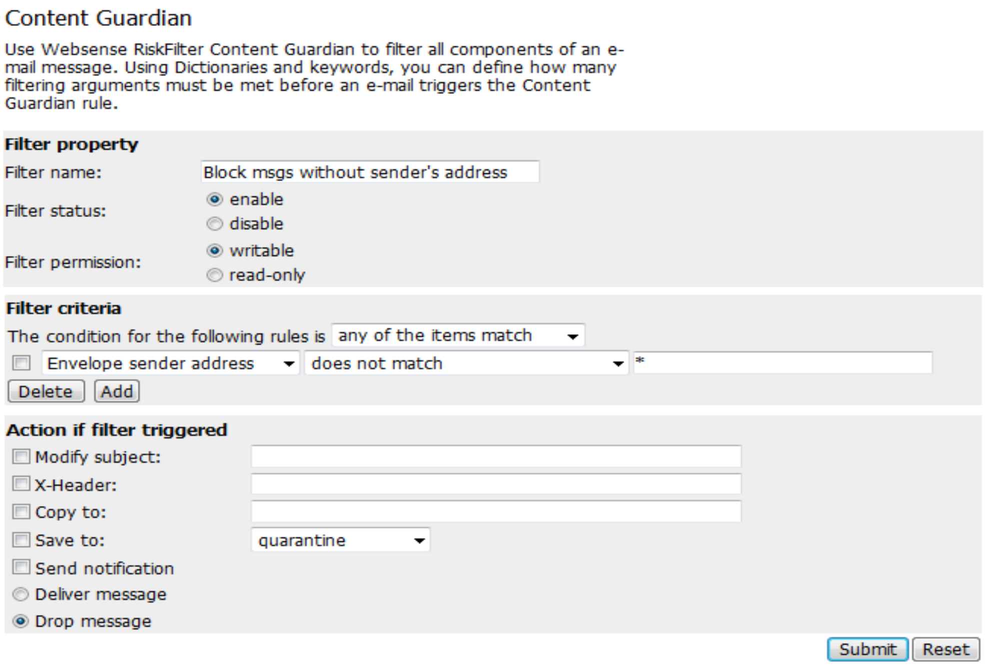
- *RiskFilter environment*, page 34
- *Email Security Gateway environment*, page 35

## RiskFilter environment

To create a policy in RiskFilter to block messages with a sender’s address, follow these steps:

1. Create a new **Content Guardian** filter.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Content Guardian** option, and then click **Next**.
2. Define the **Filter property** conditions - Specify a name, status, and permission for the filter.
3. Define the **Filter criteria**.
   a. **The condition for the following rule to is** - any of the items match.
   b. **Envelope recipient address - does not match - ***
4. In the **Action if filter triggered** section, select the **Drop message** option.

5. Click **Submit**.



Content Guardian

Use Websense RiskFilter Content Guardian to filter all components of an e-mail message. Using Dictionaries and keywords, you can define how many filtering arguments must be met before an e-mail triggers the Content Guardian rule.

**Filter property**

| | |
|---|---|
| Filter name: | Block msgs without sender's address |
| Filter status: | ● enable<br>○ disable |
| Filter permission: | ● writable<br>○ read-only |

**Filter criteria**

The condition for the following rules is any of the items match

□ Envelope sender address | does not match | *

Delete Add

**Action if filter triggered**

| | |
|---|---|
| □ Modify subject: | |
| □ X-Header: | |
| □ Copy to: | |
| □ Save to: | quarantine |
| □ Send notification | |
| ○ Deliver message | |
| ● Drop message | |

Submit Reset

## Email Security Gateway environment

You do not need to manually configure Email Security Gateway to block email messages without a sender's address. By design, Email Security Gateway automatically blocks email messages that do not contain any envelope sender information.

# Block some keywords

You can create a policy to quarantine email messages that contain specific keywords that appear either in the subject or body of the message.

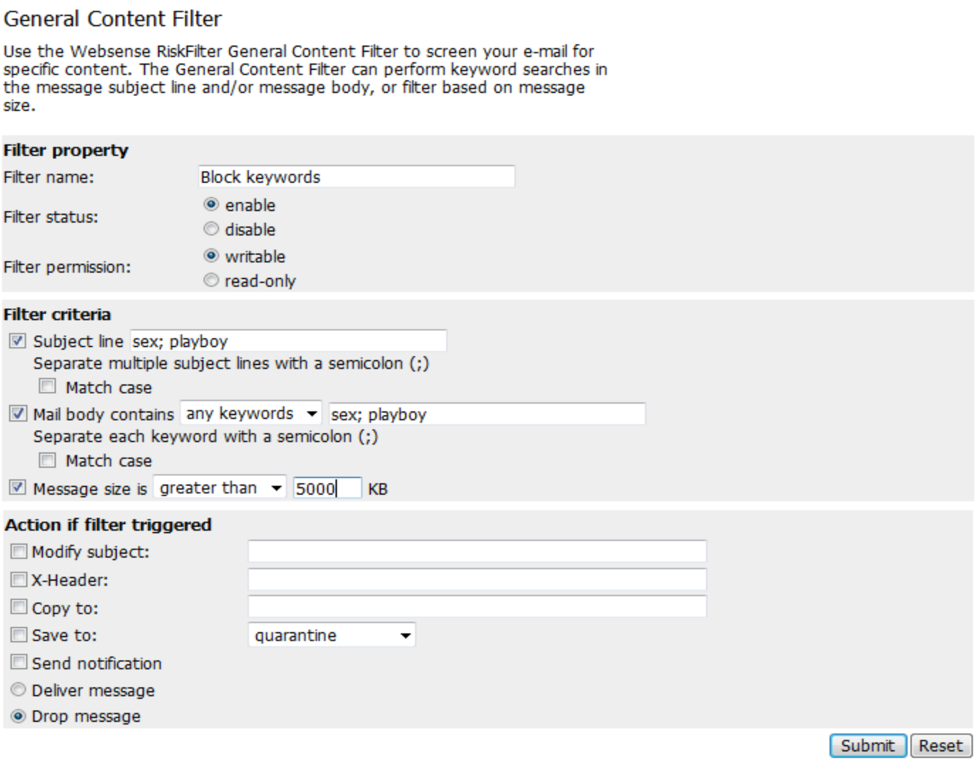
- *RiskFilter environment*, page 35
- *Email Security Gateway environment*, page 36

## RiskFilter environment

To create a policy in RiskFilter that blocks certain keywords, follow these steps:

1. Create a new **General Content** filter.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **General Content** option, and then click **Next**.

2. Define the filter conditions.
   a. **Filter property** - Specify a name, status, and permission for the filter.
   b. **Filter criteria** - Specify keywords or phrases to block. Optionally set a message size limit.
   c. **Action if filter triggered** - Assign a filter action. Select **Drop message** to block an incoming message that meets the filter criteria.
3. Click **Submit**.



General Content Filter

Use the Websense RiskFilter General Content Filter to screen your e-mail for specific content. The General Content Filter can perform keyword searches in the message subject line and/or message body, or filter based on message size.

**Filter property**

Filter name: Block keywords

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

☑ Subject line sex; playboy

Separate multiple subject lines with a semicolon (;)

□ Match case

☑ Mail body contains any keywords ▾ sex; playboy

Separate each keyword with a semicolon (;)

□ Match case

☑ Message size is greater than ▾ 5000 KB

**Action if filter triggered**

□ Modify subject:

□ X-Header:

□ Copy to:

□ Save to: quarantine ▾

□ Send notification

○ Deliver message

● Drop message

## Email Security Gateway environment

To create a policy that blocks keywords for Email Security Gateway, you must configure it in the Websense Data Security module.

1. In the Data Security module, select **Main** > **Policy Management** > **DLP Policies** > **Email DLP Policy**.
2. Select either the **Outbound** or **Inbound** tab, and then select the **Patterns & phrases** attribute.
3. Add a keyword.
   a. Select the **Enable attribute** check box and then click **Add** to define a keyword.
   b. Select the **Key phrase** option and then type a precise word or phrase you would like to block.

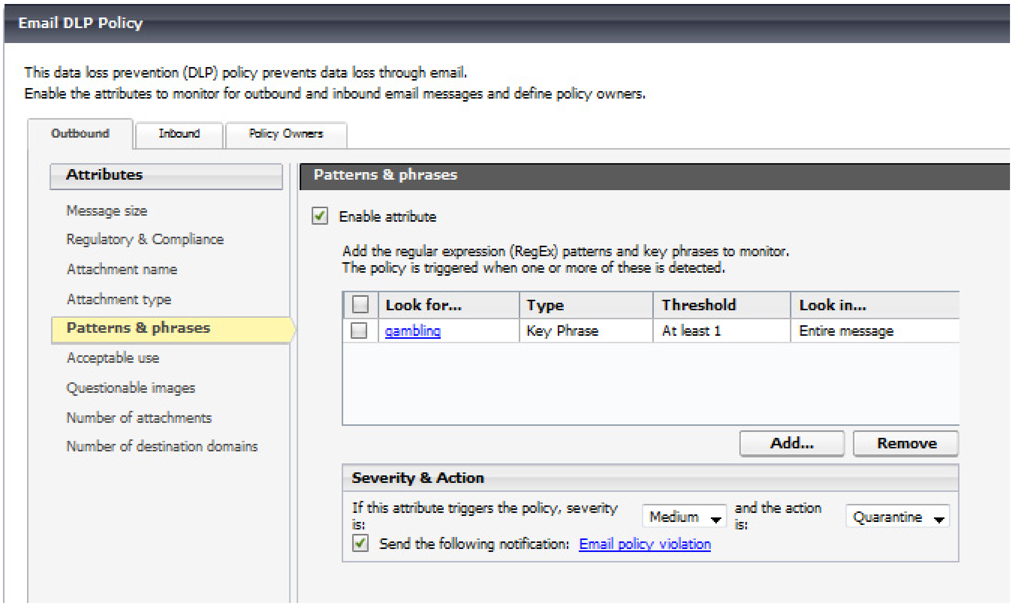
c. Select how many phrase matches must be made for the policy to trigger. The default number of matches is 1.

d. Specify whether you want to search all email fields or only specific fields.

e. Click **OK**.

4. Specify the **Severity** (High, Medium, or Low) and set the **Action** to **Quarantine**.

5. Click **OK**.



Email DLP Policy

This data loss prevention (DLP) policy prevents data loss through email.
Enable the attributes to monitor for outbound and inbound email messages and define policy owners.

☑ Enable attribute

Add the regular expression (RegEx) patterns and key phrases to monitor.
The policy is triggered when one or more of these is detected.

| □ | Look for... | Type | Threshold | Look in... |
|---|---|---|---|---|
| □ | gambling | Key Phrase | At least 1 | Entire message |

Severity & Action

If this attribute triggers the policy, severity is: Medium and the action is: Quarantine

☑ Send the following notification: Email policy violation

# Add custom rules to a policy

You can add custom rules to new or existing policies in Email Security Gateway so that you can granularly control email messages.

- *RiskFilter environment*, page 37
- *Email Security Gateway environment*, page 38

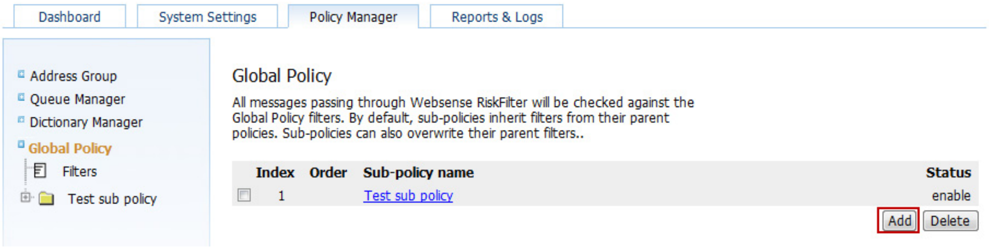
## RiskFilter environment

In a RiskFilter environment, you can add sub-policies to a global policy. To do so, follow these steps:

1. Select **Policy Manager > Global Policy** and then click **Add**.

2. Specify a sub-policy name, sub-policy status, and sub-policy description; and then click **Next**.

3. Specify a delivery route and then click **Submit**.



Global Policy

All messages passing through Websense RiskFilter will be checked against the Global Policy filters. By default, sub-policies inherit filters from their parent policies. Sub-policies can also overwrite their parent filters..

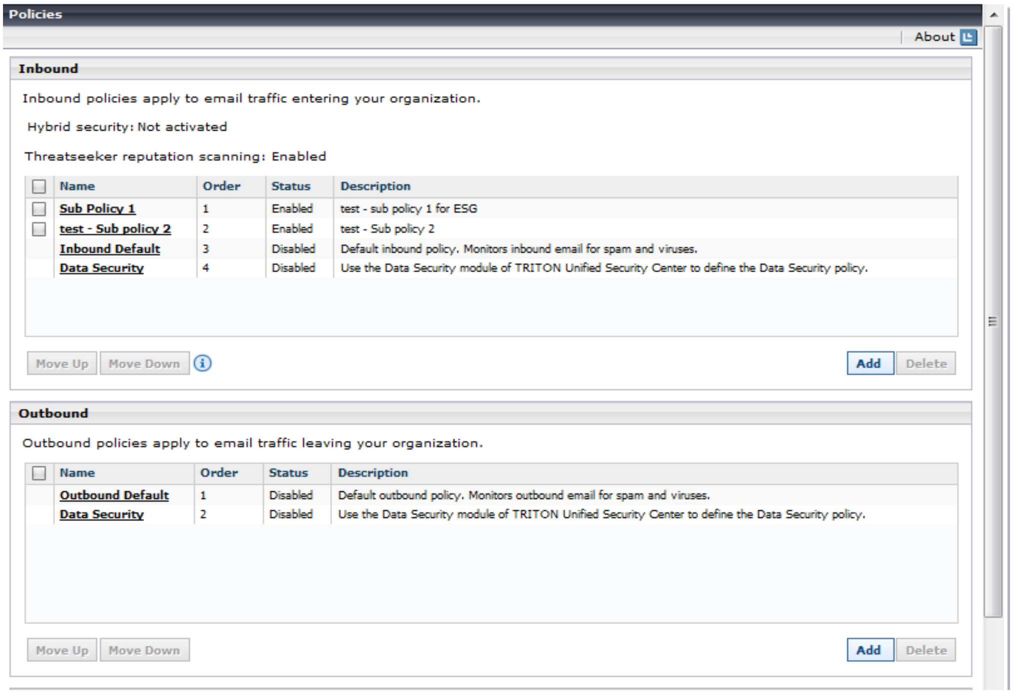
| | Index | Order | Sub-policy name | Status |
|---|---|---|---|---|
| □ | 1 | | Test sub policy | enable |

## Email Security Gateway environment

In an Email Security Gateway environment, you can add a custom rule to a policy. To do so, follow these steps:

1. In the Email Security module, select **Main > Policy Management > Policies** and then click **Add**.
2. Define the policy conditions:
   a. Specify a name and description for the policy.
   b. Set the status and assign the policy order.
3. Optionally, you can add new or edit existing rules to the policy. In the Rules section, click on a rule.
   a. To edit existing conditions, click **Edit**.
   b. To add new a new filter, select **Add filter** from the Filter name drop-down list.
   c. To add a new action, select **Add action** from the Action name drop-down list.
   d. Click **OK**.

4. Click **OK**.



**Inbound**

Inbound policies apply to email traffic entering your organization.

Hybrid security: Not activated

Threatseeker reputation scanning: Enabled

| □ | Name | Order | Status | Description |
|---|---|---|---|---|
| □ | Sub Policy 1 | 1 | Enabled | test - sub policy 1 for ESG |
| □ | test - Sub policy 2 | 2 | Enabled | test - Sub policy 2 |
| | Inbound Default | 3 | Disabled | Default inbound policy. Monitors inbound email for spam and viruses. |
| | Data Security | 4 | Disabled | Use the Data Security module of TRITON Unified Security Center to define the Data Security policy. |

**Outbound**

Outbound policies apply to email traffic leaving your organization.

| □ | Name | Order | Status | Description |
|---|---|---|---|---|
| | Outbound Default | 1 | Disabled | Default outbound policy. Monitors outbound email for spam and viruses. |
| | Data Security | 2 | Disabled | Use the Data Security module of TRITON Unified Security Center to define the Data Security policy. |

# Block custom rules within a policy

You can block rules within a policy by disabling the policy. For example, you want to define a policy to block all email messages with the subject containing specific keywords (for example, "confidential"), that are only sent from a specific user group such as sender A, B, C etc.

- *RiskFilter environment*, page 39
- *Email Security Gateway environment*, page 41

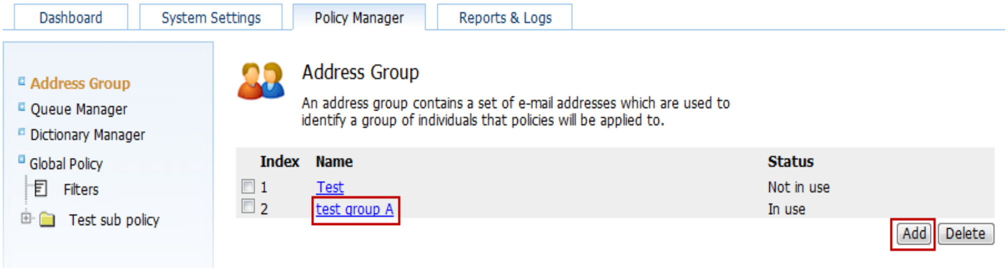
## RiskFilter environment

In RiskFilter, there are several steps involved in creating a policy that blocks exclusive sub-policies: create an address group, create a sub-policy, create a new filter, and configure the sub-policy's filter conditions.

1. Create a new address group.

   a. Select **Policy Manager > Address Group**, and then click **Add**.

b. Define an address group (for example, test group A) and then click **Submit**.



Address Group

An address group contains a set of e-mail addresses which are used to identify a group of individuals that policies will be applied to.

| | Index | Name | Status |
|---|---|---|---|
| □ | 1 | Test | Not in use |
| □ | 2 | test group A | In use |

2. Create a sub-policy and specify the following conditions (see *Add custom rules to a policy*, page 37 for instructions on how to create a sub-policy):

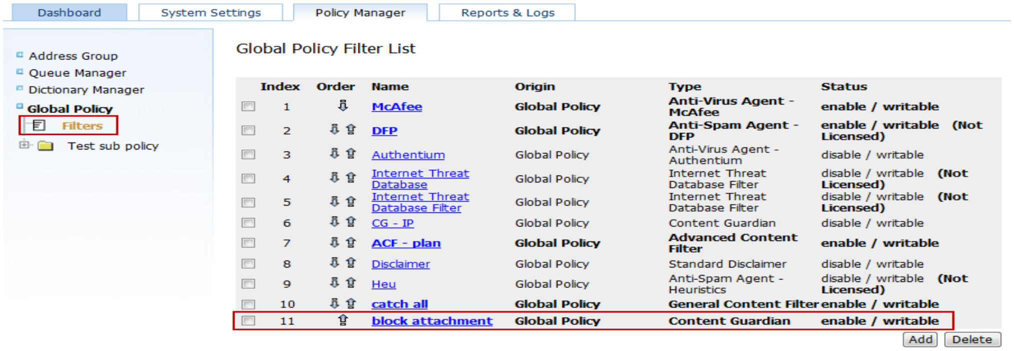
- **To** - select the address group created in the previous step (for example, test group A).
- **From** - Any address group.

3. Create a new global policy filter. For example, you can create a policy to block messages with attachments. See *Configure message attachment filter*, page 55 for instructions. Set the following conditions for the filter:

   a. **Filter Permission** - writable

   b. **The condition for the following rule is** - Any of the items match

   c. **Action if filter triggered** - Drop Message



Global Policy Filter List

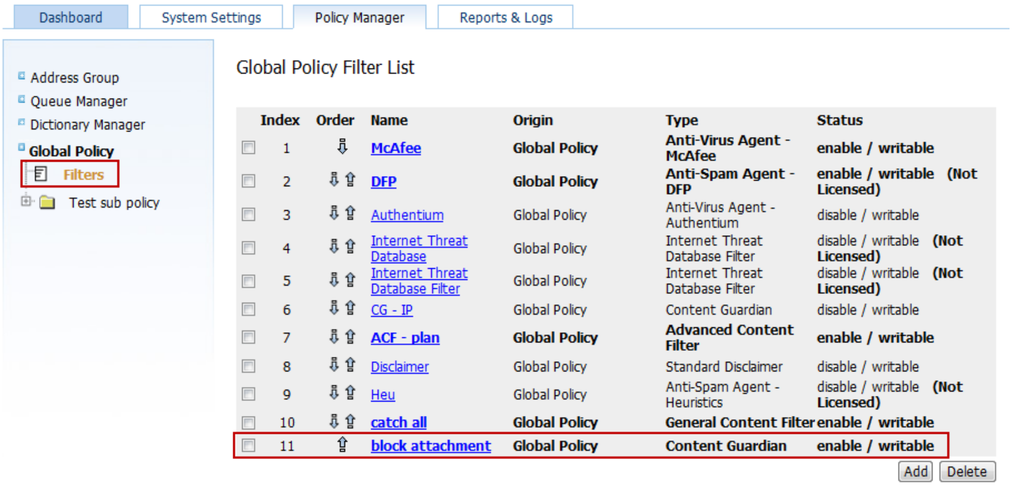
| | Index | Order | Name | Origin | Type | Status |
|---|---|---|---|---|---|---|
| □ | 1 | ⇩ | McAfee | Global Policy | Anti-Virus Agent - McAfee | enable / writable |
| □ | 2 | ⇩ ⇧ | DFP | Global Policy | Anti-Spam Agent - DFP | enable / writable (Not Licensed) |
| □ | 3 | ⇩ ⇧ | Authentium | Global Policy | Anti-Virus Agent - Authentium | disable / writable |
| □ | 4 | ⇩ ⇧ | Internet Threat Database | Global Policy | Internet Threat Database Filter | disable / writable (Not Licensed) |
| □ | 5 | ⇩ ⇧ | Internet Threat Database Filter | Global Policy | Internet Threat Database Filter | disable / writable (Not Licensed) |
| □ | 6 | ⇩ ⇧ | CG - IP | Global Policy | Content Guardian | disable / writable |
| □ | 7 | ⇩ ⇧ | ACF - plan | Global Policy | Advanced Content Filter | enable / writable |
| □ | 8 | ⇩ ⇧ | Disclaimer | Global Policy | Standard Disclaimer | disable / writable |
| □ | 9 | ⇩ ⇧ | Heu | Global Policy | Anti-Spam Agent - Heuristics | disable / writable (Not Licensed) |
| □ | 10 | ⇩ ⇧ | catch all | Global Policy | General Content Filter | enable / writable |
| □ | 11 | ⇧ | block attachment | Global Policy | Content Guardian | enable / writable |

4. Configure the sub-policy filter conditions.

   a. Under Global Policy, select the sub-policy filter: select **Policy Manager > Sub policy name > Filters**.

   b. Click **Add** to create a sub-policy filter. The filter type and filter name must be the same as the global policy filter created in the previous step.

c. Set the filter status to **disable** and then click **Submit**.



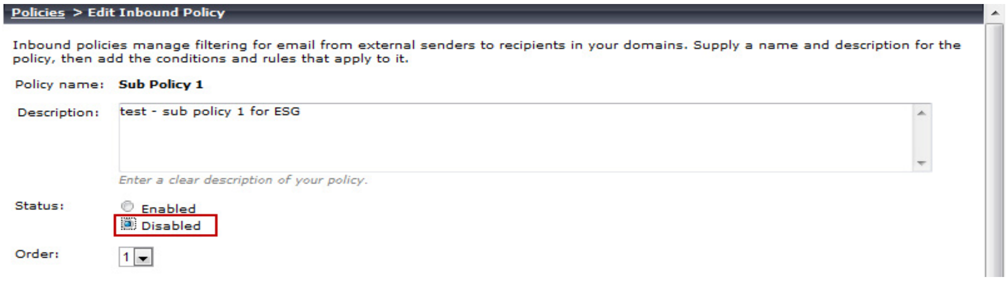
Global Policy Filter List

| | Index | Order | Name | Origin | Type | Status |
|---|---|---|---|---|---|---|
| □ | 1 | ⇩ | McAfee | Global Policy | Anti-Virus Agent - McAfee | enable / writable |
| □ | 2 | ⇩ ⇧ | DFP | Global Policy | Anti-Spam Agent - DFP | enable / writable (Not Licensed) |
| □ | 3 | ⇩ ⇧ | Authentium | Global Policy | Anti-Virus Agent - Authentium | disable / writable |
| □ | 4 | ⇩ ⇧ | Internet Threat Database | Global Policy | Internet Threat Database Filter | disable / writable (Not Licensed) |
| □ | 5 | ⇩ ⇧ | Internet Threat Database Filter | Global Policy | Internet Threat Database Filter | disable / writable (Not Licensed) |
| □ | 6 | ⇩ ⇧ | CG - IP | Global Policy | Content Guardian | disable / writable |
| □ | 7 | ⇩ ⇧ | ACF - plan | Global Policy | Advanced Content Filter | enable / writable |
| □ | 8 | ⇩ ⇧ | Disclaimer | Global Policy | Standard Disclaimer | disable / writable |
| □ | 9 | ⇩ ⇧ | Heu | Global Policy | Anti-Spam Agent - Heuristics | disable / writable (Not Licensed) |
| □ | 10 | ⇩ ⇧ | catch all | Global Policy | General Content Filter | enable / writable |
| □ | 11 | ⇧ | block attachment | Global Policy | Content Guardian | enable / writable |

## Email Security Gateway environment

To disable a sub-policy in Email Security Gateway, follow these steps:

1. In the Email Security module, select **Main** > **Policy Management** > **Policies**.
2. Select a sub-policy from the **Inbound** or **Outbound** list.
3. Select **Disabled** for the status.
4. Click **OK**.



Inbound policies manage filtering for email from external senders to recipients in your domains. Supply a name and description for the policy, then add the conditions and rules that apply to it.

Policy name: **Sub Policy 1**

Description: test - sub policy 1 for ESG

*Enter a clear description of your policy.*

Status: ○ Enabled ● Disabled

Order: 1

# Block bounce email messages

You can create a policy that detects and blocks bounce email messages.

- *RiskFilter environment*, page 42
- *Email Security Gateway environment*, page 43

## RiskFilter environment

To block bounce email messages in RiskFilter, follow these steps:

1. Create a new address group.
    a. Select **Policy Manager > Address Group**, and then click **Add**.
    b. Define the list of end-user email addresses and then click **Submit**.
2. Create a new "return message" sub-policy and specify the following conditions:

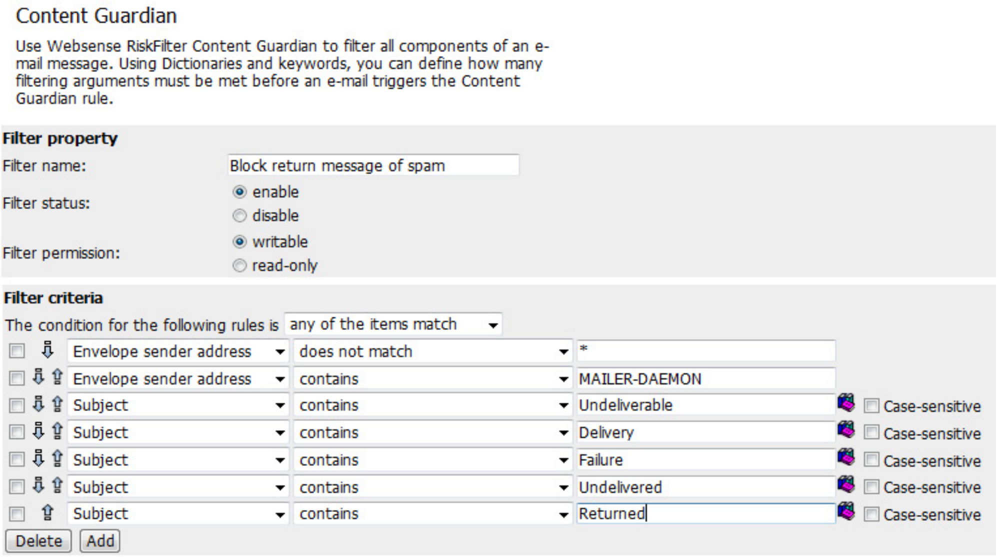
- **From** - Any address
- **To** - Return messages

See *Add custom rules to a policy*, page 37 for instructions on how to create a sub-policy.

3. Create a new filter. For example, you can create a policy to block messages with attachments. See *Configure message attachment filter*, page 55 for instructions.
4. Create a new sub-policy filter.
    a. Under Global Policy, select the sub-policy filter: select **Policy Manager > Sub policy name > Filters**.
    b. Select **Policy Manager > Sub-policy name > Filters**, and then click **Add**.
    c. Select the **Content Guardian** option, and then click **Next**.
5. Set the following filter criteria conditions to the rule:

- The condition for the following rules is - any of the items match.
- Envelope Sender address - does not match - *
- Envelope Sender address - contains - MAILER-DAEMON
- Subject - contains - Undeliverable
- Subject - contains - Delivery
- Subject - contains - Failure
- Subject - contains - Undelivered
- Subject - contains - Returned

6. Click **Submit**.



Content Guardian

Use Websense RiskFilter Content Guardian to filter all components of an e-mail message. Using Dictionaries and keywords, you can define how many filtering arguments must be met before an e-mail triggers the Content Guardian rule.

**Filter property**

Filter name: Block return message of spam

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

The condition for the following rules is any of the items match

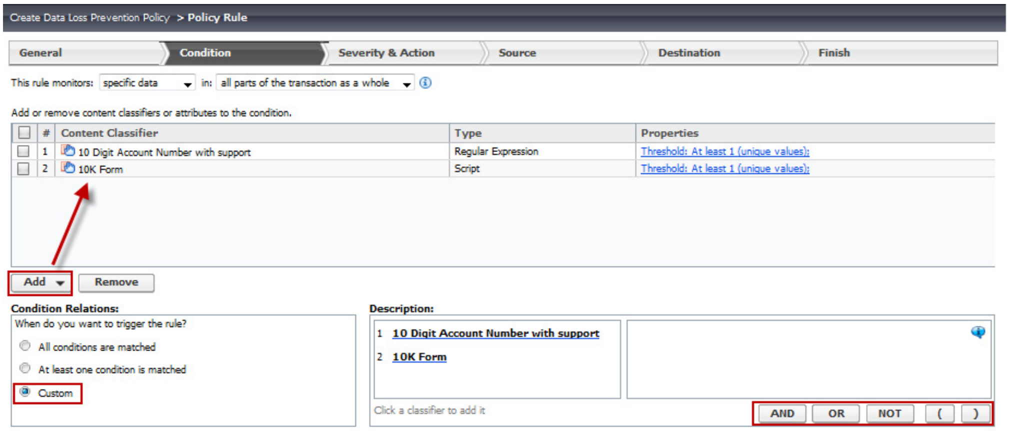
| | | | |
|---|---|---|---|
| □ | Envelope sender address | does not match | * |
| □ | Envelope sender address | contains | MAILER-DAEMON |
| □ | Subject | contains | Undeliverable | □ Case-sensitive |
| □ | Subject | contains | Delivery | □ Case-sensitive |
| □ | Subject | contains | Failure | □ Case-sensitive |
| □ | Subject | contains | Undelivered | □ Case-sensitive |
| □ | Subject | contains | Returned | □ Case-sensitive |

## Email Security Gateway environment

To create a policy that blocks bounce email messages, follow these steps:

1. In the Data Security module, select **Main > Policy Management > DLP Policies**.
2. Click **Create custom policy** to create a custom policy using the Custom Policy Wizard.
3. On the **General** tab, define the policy description.
4. On the **Condition** tab, click **Add** to add some content classifiers or attributes. You need at least 2 content classifiers or conditions.
5. For the Condition Relations option, select **Custom**.
6. For the Description section, click **AND**, **OR**, **NOT**, **(**, or **)**.

7. Click **Next** to continue using the Custom Policy Wizard to complete creating the policy.



This rule monitors: specific data in: all parts of the transaction as a whole

Add or remove content classifiers or attributes to the condition.

| □ | # | Content Classifier | Type | Properties |
|---|---|---|---|---|
| □ | 1 | 10 Digit Account Number with support | Regular Expression | Threshold: At least 1 (unique values); |
| □ | 2 | 10K Form | Script | Threshold: At least 1 (unique values); |

Condition Relations:

When do you want to trigger the rule?

○ All conditions are matched

○ At least one condition is matched

● Custom

Description:

1 10 Digit Account Number with support

2 10K Form

Click a classifier to add it

# Notification of invalid recipients

You can configure Websense to send a notification whenever messages with invalid recipients are received.

- *RiskFilter environment*, page 44
- *Email Security Gateway environment*, page 45

## RiskFilter environment

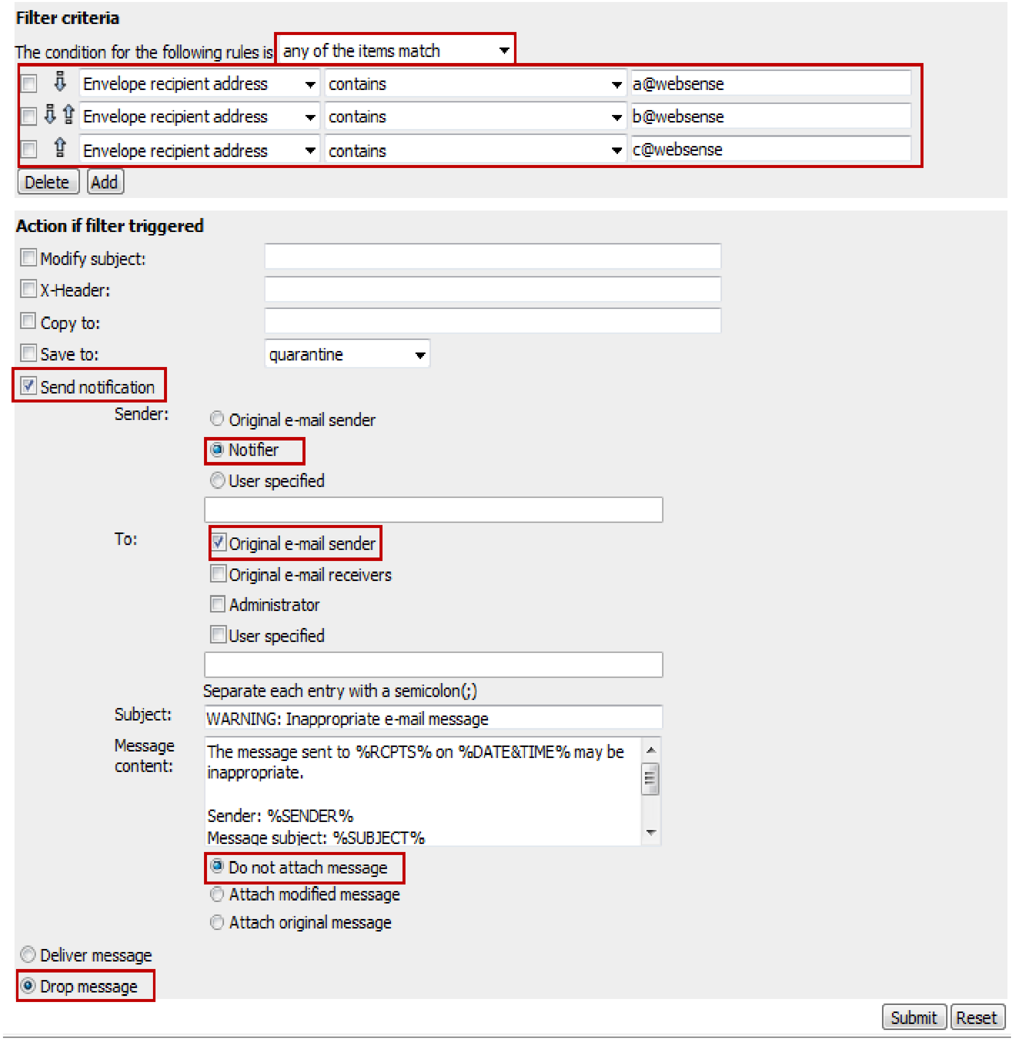
To create a policy in RiskFilter that sends a notification message when email messages with invalid recipients are received, follow these steps:

1. Create a new **Content Guardian** filter
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Content Guardian** option, and then click **Next**.
2. Define the **Filter property** conditions - Specify a name, status, and permission for the filter.
3. Define the **Filter criteria**.
   a. For the condition for the following rule to, select **any of the items match**.
   b. Select **Envelope recipient address - contains**, and then type the recipient email address.
   c. To add more filter criteria, click **Add**.
4. Define the **Action if filter triggered** conditions:
   a. Select the **Send notification** option and then set the following options:
   - **Sender**: Notifier

- **To**: Original e-mail sender
- **Do not attach this message**

b. Select the **Drop message** option.

5. Click **Submit**.



**Filter criteria**

The condition for the following rules is: any of the items match

| | | | |
|---|---|---|---|
| □ | Envelope recipient address | contains | a@websense |
| □ | Envelope recipient address | contains | b@websense |
| □ | Envelope recipient address | contains | c@websense |

Delete | Add

**Action if filter triggered**

□ Modify subject:

□ X-Header:

□ Copy to:

□ Save to: quarantine

☑ Send notification

Sender: ○ Original e-mail sender ● Notifier ○ User specified

To: ☑ Original e-mail sender □ Original e-mail receivers □ Administrator □ User specified

Separate each entry with a semicolon(;)

Subject: WARNING: Inappropriate e-mail message

Message content: The message sent to %RCPTS% on %DATE&TIME% may be inappropriate.

Sender: %SENDER%
Message subject: %SUBJECT%

● Do not attach message
○ Attach modified message
○ Attach original message

○ Deliver message
● Drop message

Submit | Reset

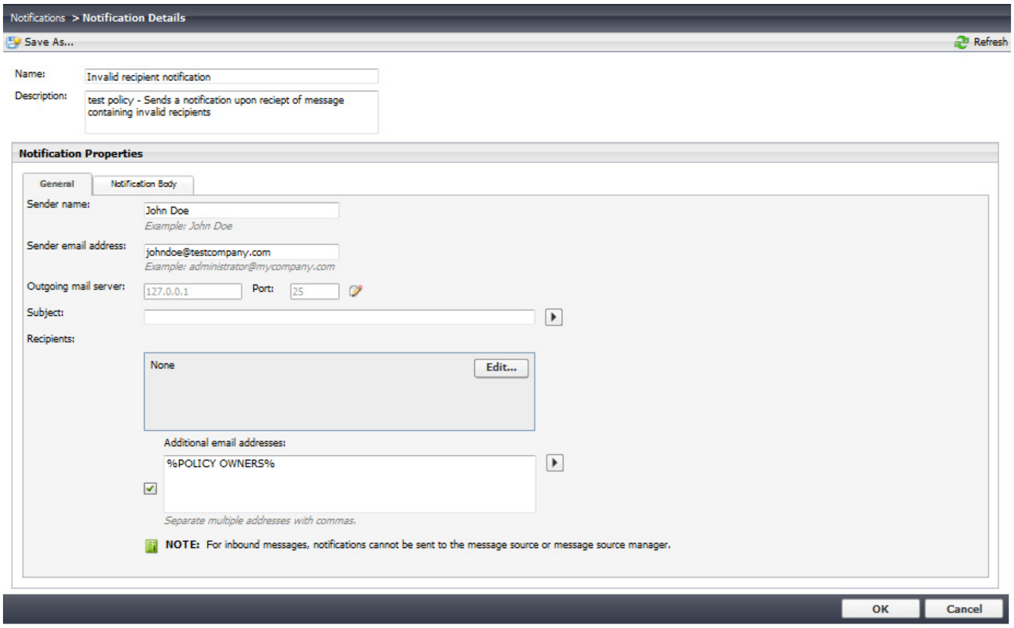
## Email Security Gateway environment

When creating a policy that sends an invalid recipients notification for Email Security Gateway, there are 2 general steps involved:

1. *Creating a notification message*
2. *Creating a policy*

## Creating a notification message

1. In the Data Security module, select **Main** > **Policy Management** > **Resources** > **Notifications**.
2. Click the **New** button to create a notification message.
3. Type a name and description for this notification template.
4. Define the notification properties on the **General** tab, and **Notification body** tab, and then click **OK**.



Name: Invalid recipient notification

Description: test policy - Sends a notification upon reciept of message containing invalid recipients

**Notification Properties**

Sender name: John Doe

*Example: John Doe*

Sender email address: johndoe@testcompany.com

*Example: administrator@mycompany.com*

Outgoing mail server: 127.0.0.1 Port: 25

Subject:

Recipients:

None

Additional email addresses:

☑ %POLICY OWNERS%

*Separate multiple addresses with commas.*

**NOTE:** For inbound messages, notifications cannot be sent to the message source or message source manager.

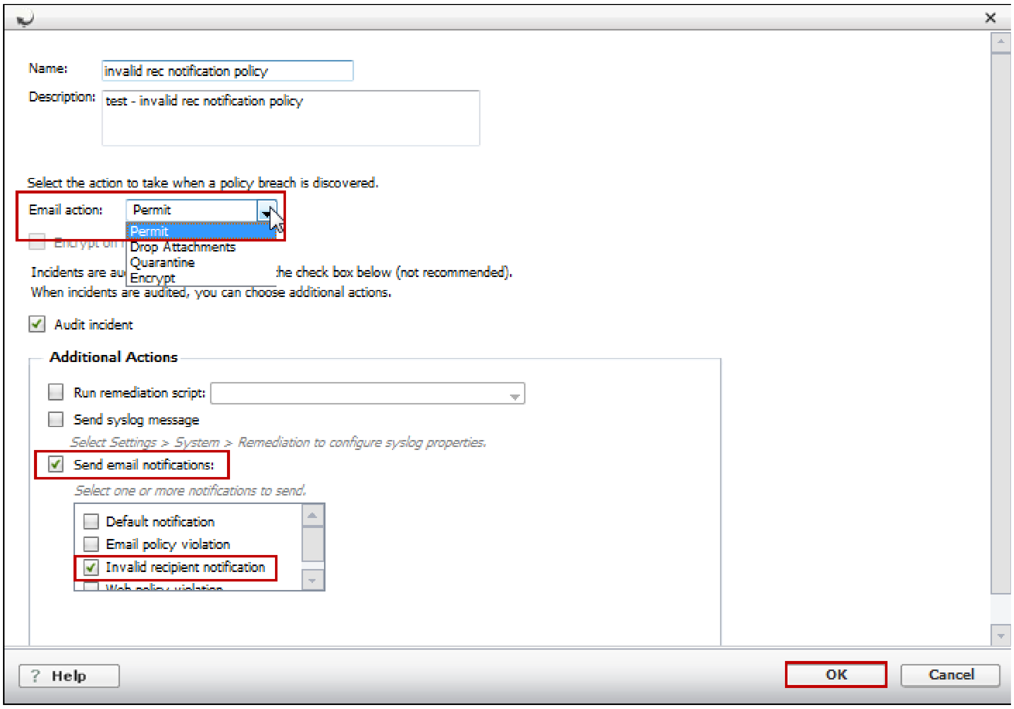
## Creating a policy

1. In the Data Security module, select **Main** > **Policy Management** > **DLP Policies**.
2. Click **Create custom policy** to create a policy using the Custom Policy Wizard.
3. Continue using the wizard to create a new policy until you reach the **Condition** tab. Click **Add** and then select **Patterns & Phrases**.
4. In the Select Content Classifier dialog that appears, on the General tab, select **New** > **Key Phrase** and then click **OK**.
5. Define the properties for the key phrase and then click **OK**.
6. Click the **Properties** tab and ensure you select the **Search all email fields** option and then click **OK**.
7. Click **Next** to continue.
8. In the **Severity & Action** tab, click the **Add a new action plan** icon.
9. Set the following actions for the policy:
   a. **Email action** - Permit

b. Select the **Send Email Notifications** check box and then select the notification message to send.

c. Click **OK**.

10. Click **Next** to continue using the Custom Policy Wizard to complete creating the policy.



Name: invalid rec notification policy

Description: test - invalid rec notification policy

Select the action to take when a policy breach is discovered.

Email action: Permit

☐ Encrypt on

Incidents are au the check box below (not recommended).
When incidents are audited, you can choose additional actions.

☑ Audit incident

Additional Actions

☐ Run remediation script:

☐ Send syslog message

*Select Settings > System > Remediation to configure syslog properties.*

☑ Send email notifications:

*Select one or more notifications to send.*

☐ Default notification
☐ Email policy violation
☑ Invalid recipient notification
☐ Web policy violation

# Spoofed message policy

Spoofed email is a form of spam and occurs when the sender manipulates the sender address information. The message header or sender information is modified to appear as though the message originated from a different source. You can create a policy to detect incoming spoofed email messages. To do so, define a rule that scans the envelope address and header address to detect legitimately sent email messages.

- *RiskFilter environment*, page 47
- *Email Security Gateway environment*, page 49

## RiskFilter environment

To create a policy in RiskFilter that blocks spoofed email messages, you need to create 2 criteria conditions. If the 2 conditions match, then the filter is triggered.

1. Create a new **Content Guardian** filter.

   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.

b. Select the **Content Guardian** option, and then click **Next**.

2. Define the **Filter property** conditions - Specify a name, status, and permission for the filter.

3. In the **Filter criteria** section, select **all of the items match** for **the condition for the following rules is** option.

4. Define the first criteria:

   a. Select **Envelope recipient address - does not contain**, and then type the recipient email address to block.

5. Define the second criteria:

   a. Click **Add** to define another filter criteria.

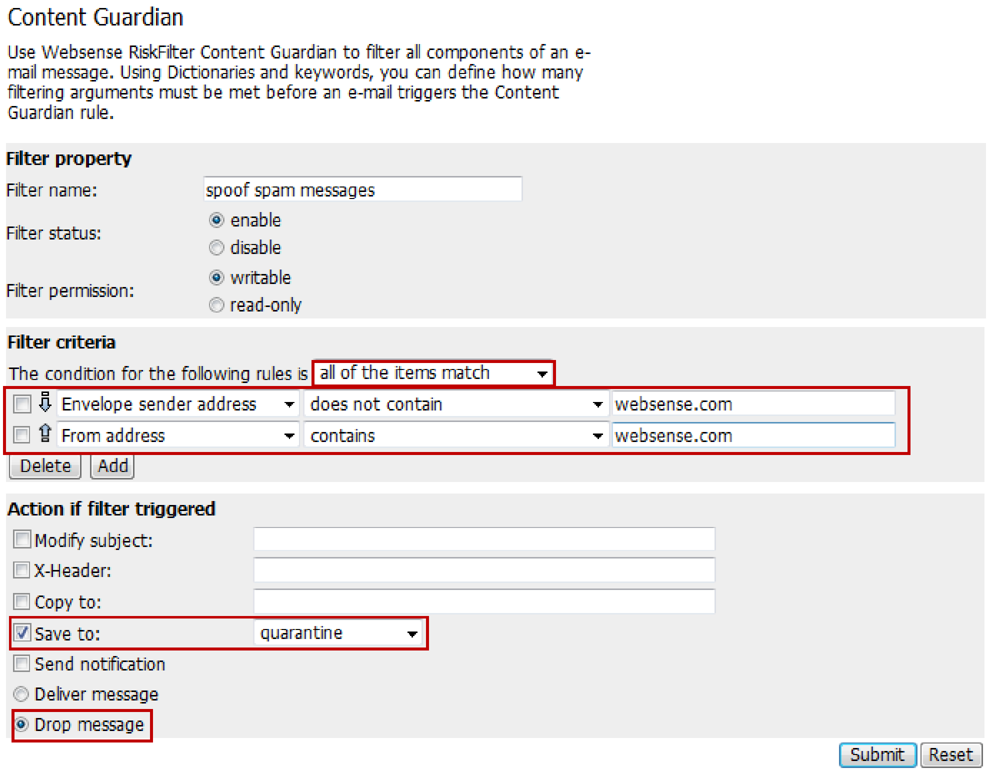
   b. Select **From address - contains**, and then type the recipient email address to block.

6. Define the **Action if filter triggered** conditions:

   a. Select the **Save to** option and then set it to **quarantine**.

   b. Select the **Drop message** option.

7. Click **Submit**.



Content Guardian

Use Websense RiskFilter Content Guardian to filter all components of an e-mail message. Using Dictionaries and keywords, you can define how many filtering arguments must be met before an e-mail triggers the Content Guardian rule.

**Filter property**

Filter name: spoof spam messages

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

The condition for the following rules is: all of the items match

□ Envelope sender address | does not contain | websense.com

□ From address | contains | websense.com

**Action if filter triggered**

□ Modify subject:

□ X-Header:

□ Copy to:

☑ Save to: quarantine

□ Send notification

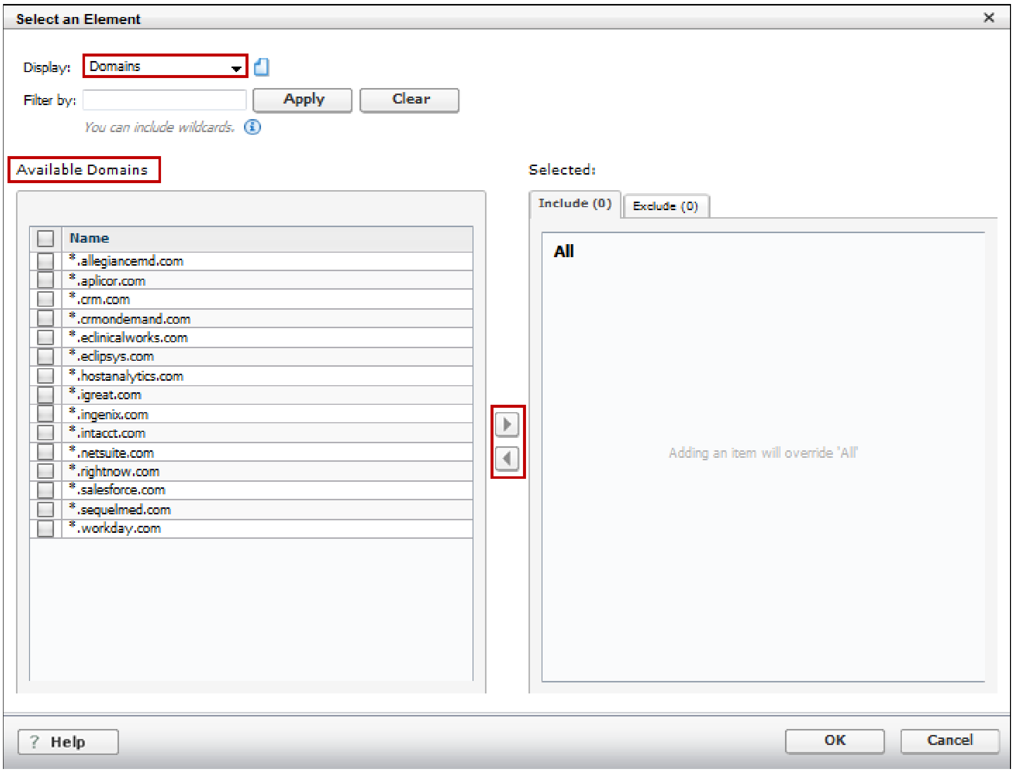
○ Deliver message

● Drop message

## Email Security Gateway environment

To create a policy in Email Security Gateway that blocks spoofed email messages, follow these steps:

1. In the Data Security module, select **Main** > **Policy Management** > **DLP Policies**.
2. Click **Create custom policy** to create a policy using the Custom Policy Wizard.
3. Continue using the wizard to create a new policy until you reach the **Source** tab.
4. Click **Edit** and then select **Domains** from the Display drop-down menu.
5. Add domains to be blocked by selecting the domain from the list and clicking the > arrow. Click **OK**.
6. Click **Next** to continue using the Custom Policy Wizard to complete creating the policy.



Display: Domains

Filter by:

| □ | Name |
|---|---|
| □ | *.allegiancemd.com |
| □ | *.aplicor.com |
| □ | *.crm.com |
| □ | *.crmondemand.com |
| □ | *.eclinicalworks.com |
| □ | *.eclipsys.com |
| □ | *.hostanalytics.com |
| □ | *.igreat.com |
| □ | *.ingenix.com |
| □ | *.intacct.com |
| □ | *.netsuite.com |
| □ | *.rightnow.com |
| □ | *.salesforce.com |
| □ | *.sequelmed.com |
| □ | *.workday.com |

## Configure message and attachment size

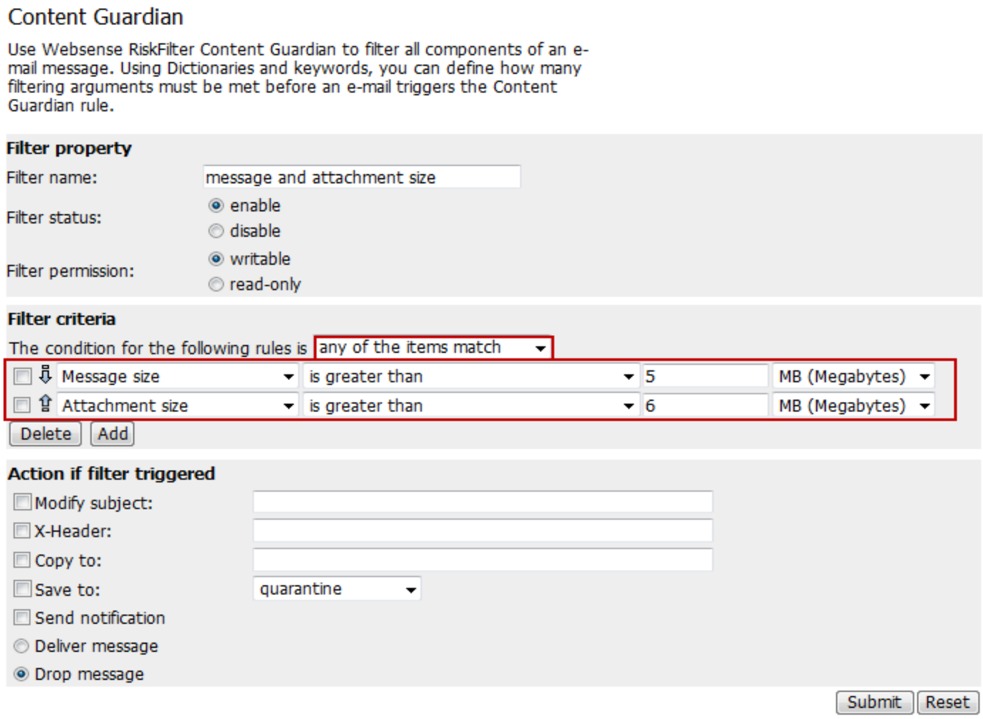
You can restrict inbound email messages from being delivered to the inbox if the message data exceeds a specific size. Create a policy to quarantine a message if the message body or attachment exceeds the specified limit.

- *RiskFilter environment*, page 50
- *Email Security Gateway environment*, page 51

## RiskFilter environment

To create a policy in RiskFilter that restricts email messages of a certain message data size, follow these steps:

1. Create a new **Content Guardian** filter.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Content Guardian** option, and then click **Next**.
2. Define the **Filter property** conditions - Specify a name, status, and permission for the filter.
3. In the **Filter criteria** section, select **any of the items match** for **the condition for the following rules is** option.
4. Define the message size criteria:
   a. Select **Message size - is greater than** and then specify a size and unit.
5. Define the attachment size criteria:
   a. Click **Add** to define another filter criteria.
   b. Select **Attachment size - is greater than** and then specify a size and unit.
6. In the **Action if filter triggered** section, select the **Drop message** option.



Content Guardian

Use Websense RiskFilter Content Guardian to filter all components of an e-mail message. Using Dictionaries and keywords, you can define how many filtering arguments must be met before an e-mail triggers the Content Guardian rule.

**Filter property**

Filter name: message and attachment size

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

The condition for the following rules is: any of the items match

| | | | | |
|---|---|---|---|---|
| □ | Message size | is greater than | 5 | MB (Megabytes) |
| □ | Attachment size | is greater than | 6 | MB (Megabytes) |

Delete Add

**Action if filter triggered**

□ Modify subject:
□ X-Header:
□ Copy to:
□ Save to: quarantine
□ Send notification
○ Deliver message
● Drop message

Submit Reset

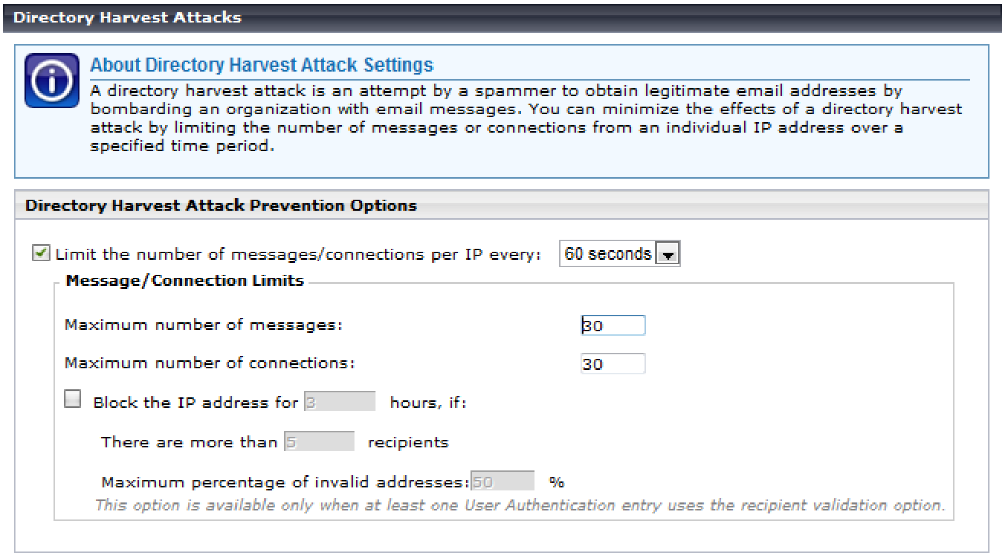
## Email Security Gateway environment

Message size and attachment size per connection limits can be set in the Email Security Gateway module or the Data Security module.

To restrict the message and attachment size per connection using the TRITON - Email Security Gateway module, follow these steps:

1. Select **Settings > Receive/Send > Directory Attacks**.
2. Select the **Limit the number of messages/connections per IP every** option, and then specify a time limit using the drop-down menu.
3. Specify a message limit in the **Maximum number of messages** field.
4. Specify a Connection limit in the **Maximum number of connections** field.
5. Click **OK**.

For more information about setting size and volume limitations in Email Security Gateway, refer to the Email Security Helpsections Managing domain and IP address groups and  Managing Messages.



Directory Harvest Attacks

About Directory Harvest Attack Settings

A directory harvest attack is an attempt by a spammer to obtain legitimate email addresses by bombarding an organization with email messages. You can minimize the effects of a directory harvest attack by limiting the number of messages or connections from an individual IP address over a specified time period.

Directory Harvest Attack Prevention Options

☑ Limit the number of messages/connections per IP every: 60 seconds

Message/Connection Limits

Maximum number of messages: 30

Maximum number of connections: 30

□ Block the IP address for 3 hours, if:

There are more than 5 recipients

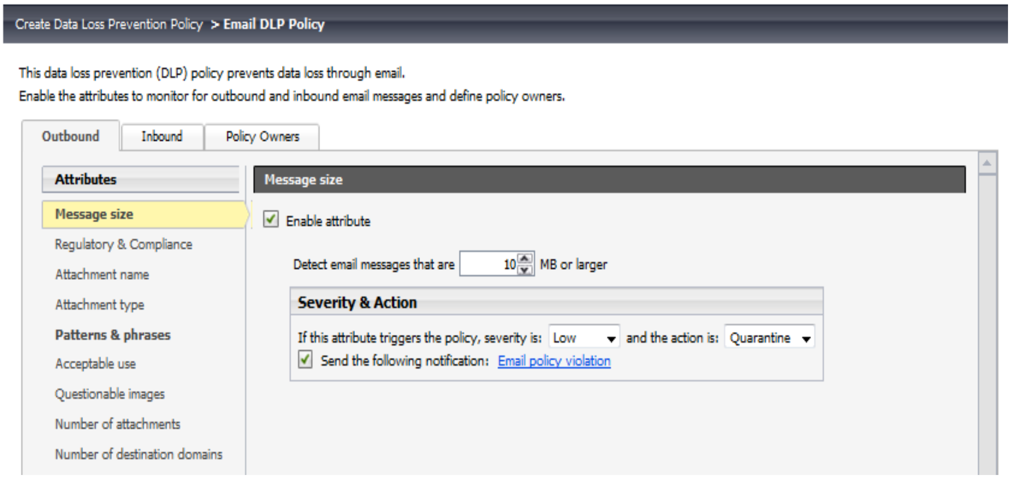
Maximum percentage of invalid addresses: 50 %

*This option is available only when at least one User Authentication entry uses the recipient validation option.*

To restrict the message and attachment size per connection using the TRITON - Data Security module, follow these steps:

1. Select **Main > Policy Management > DLP Policies > Email DLP Policy**.
2. Select the **Message size** attribute.
3. Select the **Enable attribute** check box and then select the message size to monitor.
4. Specify a **Severity** (High, Medium, Low) and set the **Action** to **Quarantine**.

5. Click **OK**.



Create Data Loss Prevention Policy > **Email DLP Policy**

This data loss prevention (DLP) policy prevents data loss through email.
Enable the attributes to monitor for outbound and inbound email messages and define policy owners.

Message size

☑ Enable attribute

Detect email messages that are 10 MB or larger

**Severity & Action**

If this attribute triggers the policy, severity is: Low and the action is: Quarantine

☑ Send the following notification: Email policy violation

# Configure advanced content filtering

The advanced content filter provides more comprehensive checking of message header, message body, and message attachments. It also supports the dynamic evaluation of keyword frequency to enhance flexibility.

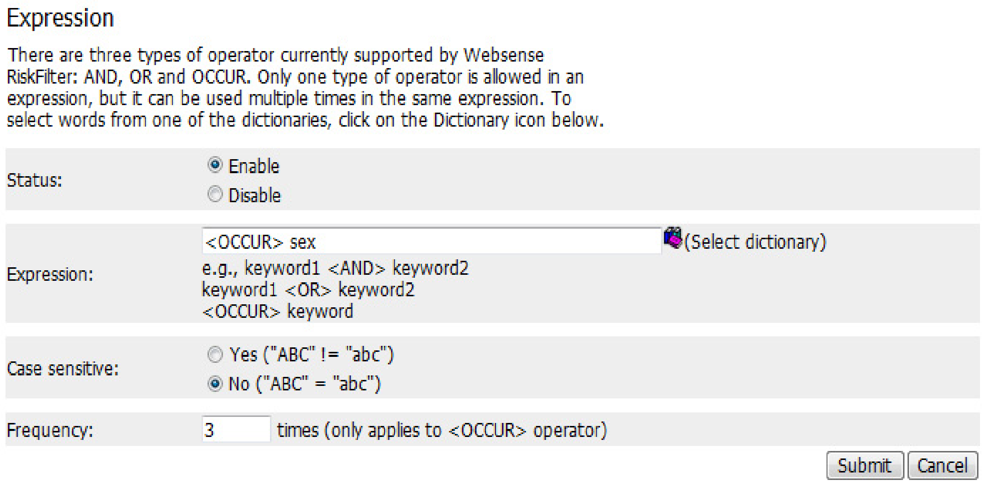
- *RiskFilter environment*, page 52
- *Email Security Gateway environment*, page 54

## RiskFilter environment

To configure advanced content filtering in RiskFilter, follow these steps:

1. Create a new **Advanced Content Filter**.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Advanced Content Filter** option, and then click **Next**.
2. In the Expression list section, click **Add**.

3. In the Expression field, type a keyword and then click **Submit**. Continue to add more keywords if necessary.



## Expression

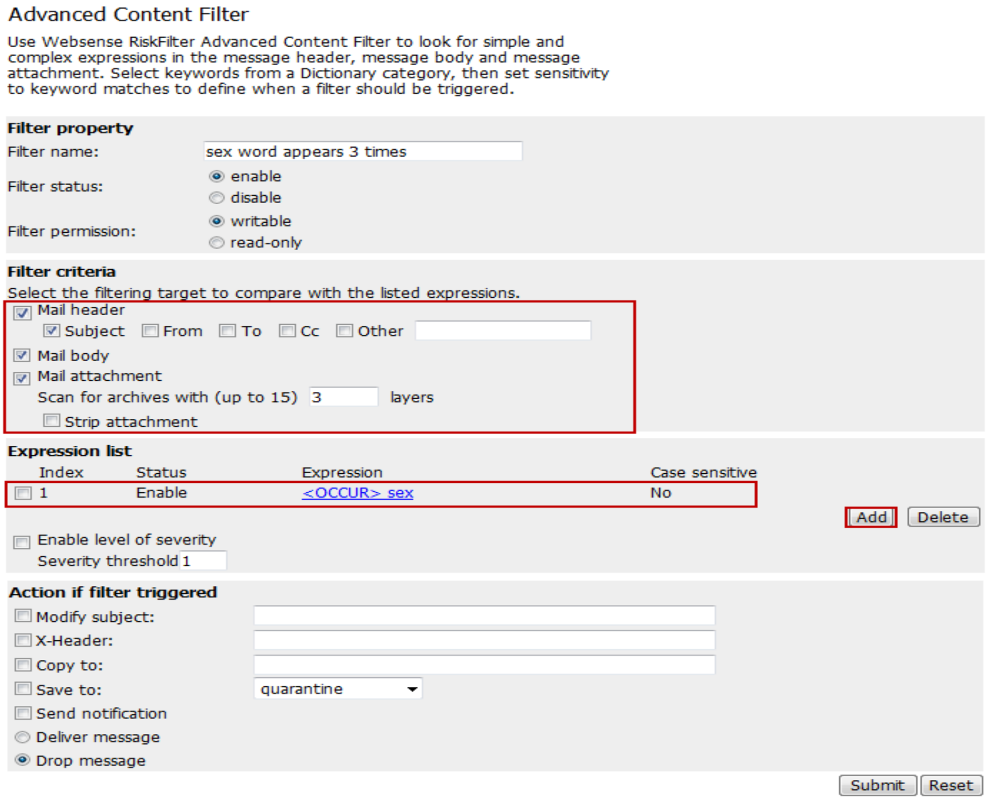
There are three types of operator currently supported by Websense RiskFilter: AND, OR and OCCUR. Only one type of operator is allowed in an expression, but it can be used multiple times in the same expression. To select words from one of the dictionaries, click on the Dictionary icon below.

Status: ● Enable ○ Disable

Expression: <OCCUR> sex (Select dictionary)
e.g., keyword1 <AND> keyword2
keyword1 <OR> keyword2
<OCCUR> keyword

Case sensitive: ○ Yes ("ABC" != "abc") ● No ("ABC" = "abc")

Frequency: 3 times (only applies to <OCCUR> operator)



## Advanced Content Filter

Use Websense RiskFilter Advanced Content Filter to look for simple and complex expressions in the message header, message body and message attachment. Select keywords from a Dictionary category, then set sensitivity to keyword matches to define when a filter should be triggered.

**Filter property**

Filter name: sex word appears 3 times

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

Select the filtering target to compare with the listed expressions.

☑ Mail header
☑ Subject □ From □ To □ Cc □ Other

☑ Mail body

☑ Mail attachment
Scan for archives with (up to 15) 3 layers
□ Strip attachment

**Expression list**

| | Index | Status | Expression | Case sensitive |
|---|---|---|---|---|
| □ | 1 | Enable | <OCCUR> sex | No |

□ Enable level of severity
Severity threshold 1

**Action if filter triggered**

□ Modify subject:
□ X-Header:
□ Copy to:
□ Save to: quarantine
□ Send notification
○ Deliver message
● Drop message

## Email Security Gateway environment

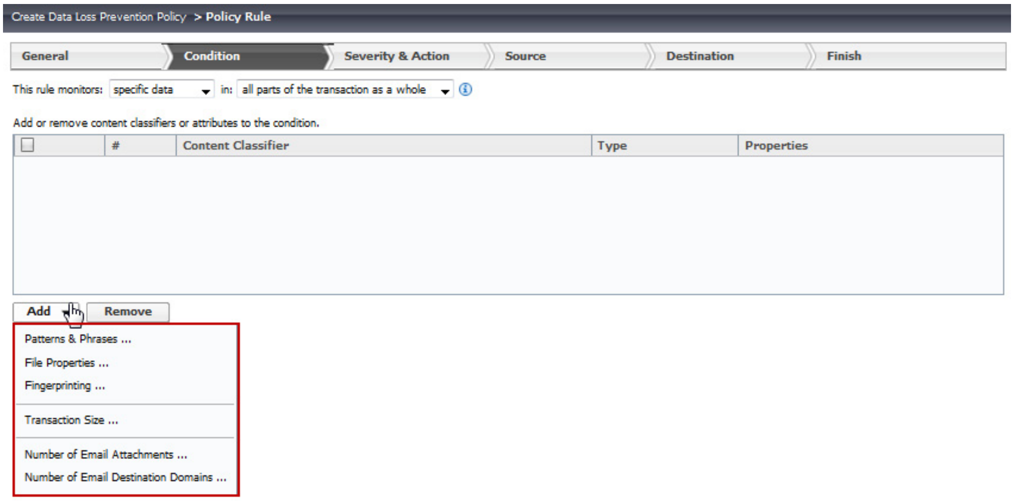
Advanced content filtering is configured in the TRITON - Data Security module. You can configure advanced content filtering settings for each of the following content classifiers:

- Patterns and phrases
- File Properties
- Fingerprint
- Transaction Size
- Number of Email Attachments
- Number of Email Destinations

To configure advanced content filtering for Email Security Gateway, follow these steps:

1. In the Data Security module, select **Main > Policy Management > DLP Policies**.
2. Click **Create custom policy** to create a new policy using the Custom Policy Wizard.
3. Use the wizard to guide you through the steps until you reach the **Condition** tab. Select **Add** and select a content classifier from the list to configure advanced settings for its content filtering.

   You may want to define a threshold for the content classifier, or impose a limit to the rule so that it searches for specific fields. The advanced settings available depend on the content classifier you select.
4. Click **Next** to continue using the Custom Policy Wizard to create a policy.



Create Data Loss Prevention Policy > **Policy Rule**

This rule monitors: specific data in: all parts of the transaction as a whole

Add or remove content classifiers or attributes to the condition.

# Configure message attachment filter

Websense email security products can block incoming and outgoing email messages that contain attachments. It works by identifying specific files names or file types, and if a condition matches then the filter is triggered.

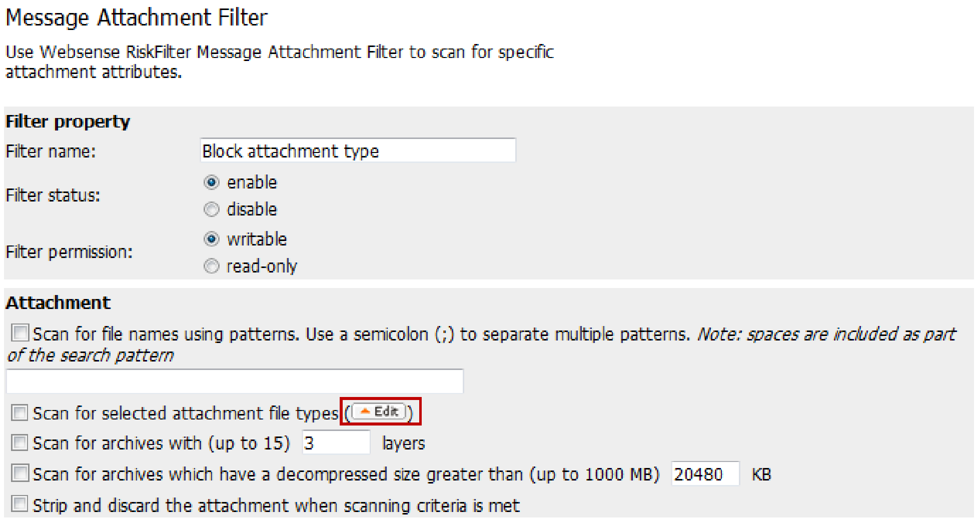
- *RiskFilter environment*, page 55
- *Email Security Gateway environment*, page 56

## RiskFilter environment

To create a policy that blocks messages which contain attachments, follow these steps:

1. Create a new **Message Attachment Filter**.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Message Attachment Filter** option, and then click **Next**.
2. Define the filter conditions.
   a. **Filter property** - Specify a name, status, and permission for the filter.
   b. **Attachment** - Select the **Scan for file names using patterns** and **Scan for selected attachment file types** check box. Additionally, you can click **Edit** to further define attachment file types to block.
   c. **Action if filter triggered** - Assign a filter action. Select **Drop message** to block an incoming message that meets the filter criteria.

3. Click **Submit**.



Message Attachment Filter

Use Websense RiskFilter Message Attachment Filter to scan for specific attachment attributes.

**Filter property**

Filter name: Block attachment type

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Attachment**

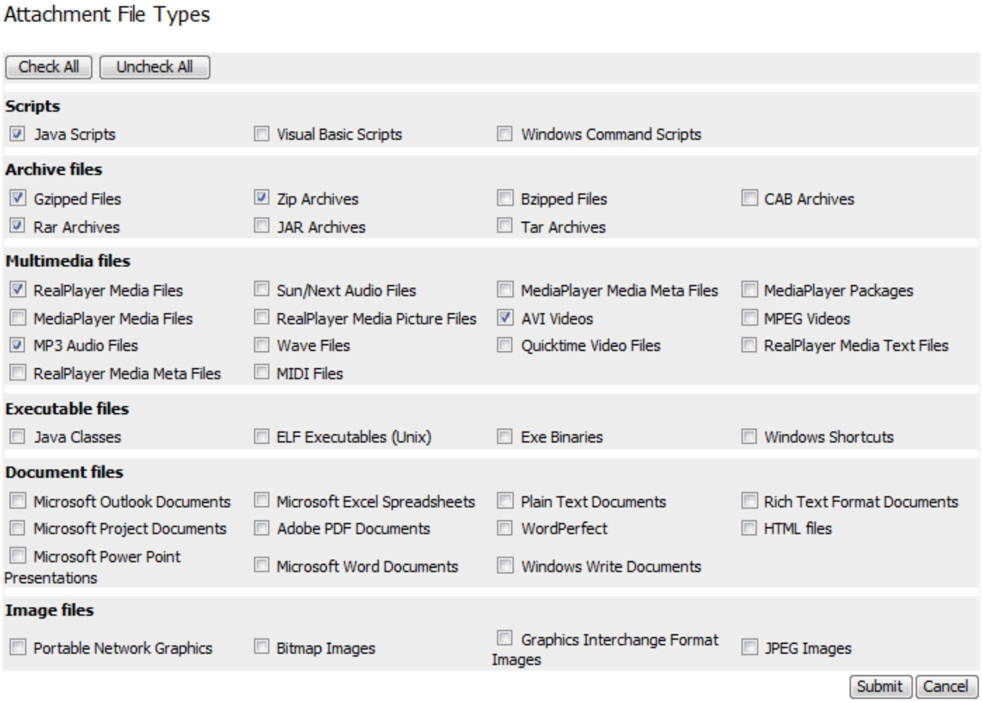
□ Scan for file names using patterns. Use a semicolon (;) to separate multiple patterns. *Note: spaces are included as part of the search pattern*

□ Scan for selected attachment file types( Edit )

□ Scan for archives with (up to 15) 3 layers

□ Scan for archives which have a decompressed size greater than (up to 1000 MB) 20480 KB

□ Strip and discard the attachment when scanning criteria is met



Attachment File Types

**Scripts**

| | | | |
|---|---|---|---|
| ☑ Java Scripts | □ Visual Basic Scripts | □ Windows Command Scripts | |

**Archive files**

| | | | |
|---|---|---|---|
| ☑ Gzipped Files | ☑ Zip Archives | □ Bzipped Files | □ CAB Archives |
| ☑ Rar Archives | □ JAR Archives | □ Tar Archives | |

**Multimedia files**

| | | | |
|---|---|---|---|
| ☑ RealPlayer Media Files | □ Sun/Next Audio Files | □ MediaPlayer Media Meta Files | □ MediaPlayer Packages |
| □ MediaPlayer Media Files | □ RealPlayer Media Picture Files | ☑ AVI Videos | □ MPEG Videos |
| ☑ MP3 Audio Files | □ Wave Files | □ Quicktime Video Files | □ RealPlayer Media Text Files |
| □ RealPlayer Media Meta Files | □ MIDI Files | | |

**Executable files**

| | | | |
|---|---|---|---|
| □ Java Classes | □ ELF Executables (Unix) | □ Exe Binaries | □ Windows Shortcuts |

**Document files**

| | | | |
|---|---|---|---|
| □ Microsoft Outlook Documents | □ Microsoft Excel Spreadsheets | □ Plain Text Documents | □ Rich Text Format Documents |
| □ Microsoft Project Documents | □ Adobe PDF Documents | □ WordPerfect | □ HTML files |
| □ Microsoft Power Point Presentations | □ Microsoft Word Documents | □ Windows Write Documents | |

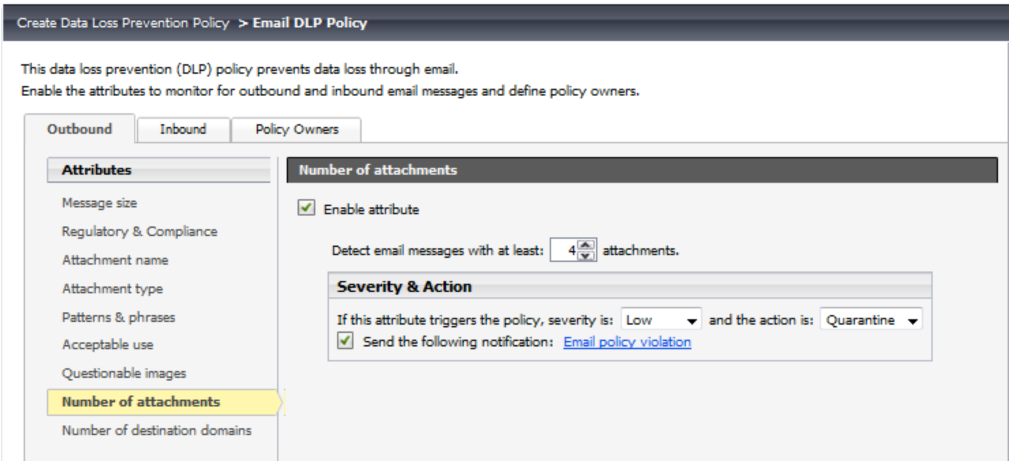
**Image files**

| | | | |
|---|---|---|---|
| □ Portable Network Graphics | □ Bitmap Images | □ Graphics Interchange Format Images | □ JPEG Images |

## Email Security Gateway environment

To configure the message attachment filter for Email Security Gateway, follow these steps:

1. In the Data Security module, select **Main** > **Policy Management** > **DLP Policies** > **Email DLP Policy**.
2. Click either the **Inbound** or **Outbound** tab, and then select the **Number of attachments** attribute.
3. Specify the attributes for number of attachments.
   a. Select the **Enable attribute** check box.
   b. Use the up or down arrow to specify the **Detect email messages with at least *n* attachments** condition.
   c. Specify the **Severity** (High, Medium, Low) and set the **Action** to **Quarantine**.
4. Click **OK**.



Create Data Loss Prevention Policy > **Email DLP Policy**

This data loss prevention (DLP) policy prevents data loss through email.
Enable the attributes to monitor for outbound and inbound email messages and define policy owners.

**Number of attachments**

☑ Enable attribute

Detect email messages with at least: 4 attachments.

**Severity & Action**

If this attribute triggers the policy, severity is: Low and the action is: Quarantine

☑ Send the following notification: Email policy violation

# Configure dictionary threshold filter

You can set a threshold value for words or phrases in a dictionary. This value determines whether a message should be blocked based on the keyword frequency within the message.

- *RiskFilter environment*, page 57
- *Email Security Gateway environment*, page 58

## RiskFilter environment

To configure the dictionary threshold filter in RiskFilter, follow these steps:

1. Create a new **Dictionary Threshold Filter**.
   a. Select **Policy Manager** > **Global Policy** > **Filters**, and then click **Add**.
   b. Select the **Dictionary Threshold Filter** option, and then click **Next**.
2. Define the filter conditions.

a. **Filter property** - Specify a name, status, and permission for the filter.

b. **Filter criteria** - Select the filtering targets to compare with the listed expressions.

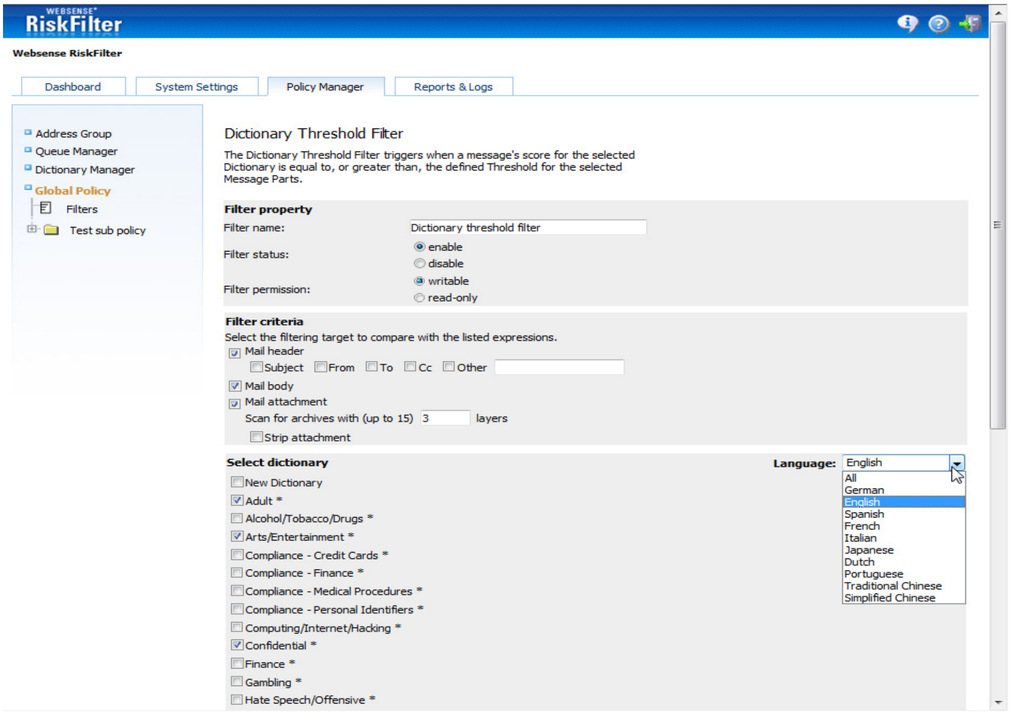
c. **Select Dictionary** - Select the dictionaries to add to the list. You can also select the preferred dictionary **Language** from the drop-down list.

d. **Select rule of dictionaries** - Select to use the **Or**, or **And** rule if there are multiple dictionaries.

e. **Select threshold** - Specify a value for the threshold.

f. **Action if filter triggered** - Assign a filter action. Select **Drop message** to block an incoming message that meets the filter criteria.

3. Click **Submit**.



Dictionary Threshold Filter

The Dictionary Threshold Filter triggers when a message's score for the selected Dictionary is equal to, or greater than, the defined Threshold for the selected Message Parts.

**Filter property**

Filter name: Dictionary threshold filter

Filter status: ● enable ○ disable

Filter permission: ● writable ○ read-only

**Filter criteria**

Select the filtering target to compare with the listed expressions.

☑ Mail header

□ Subject □ From □ To □ Cc □ Other

☑ Mail body

☑ Mail attachment

Scan for archives with (up to 15) 3 layers

□ Strip attachment

**Select dictionary**

**Language:** English

□ New Dictionary
☑ Adult *
□ Alcohol/Tobacco/Drugs *
☑ Arts/Entertainment *
□ Compliance - Credit Cards *
□ Compliance - Finance *
□ Compliance - Medical Procedures *
□ Compliance - Personal Identifiers *
□ Computing/Internet/Hacking *
☑ Confidential *
□ Finance *
□ Gambling *
□ Hate Speech/Offensive *

## Email Security Gateway environment

To configure the dictionary threshold for Email Security Gateway, follow these steps:

1. Create a new custom rule in the Data Security module.

   a. Select **Main > Policy Management > DLP Policies**.

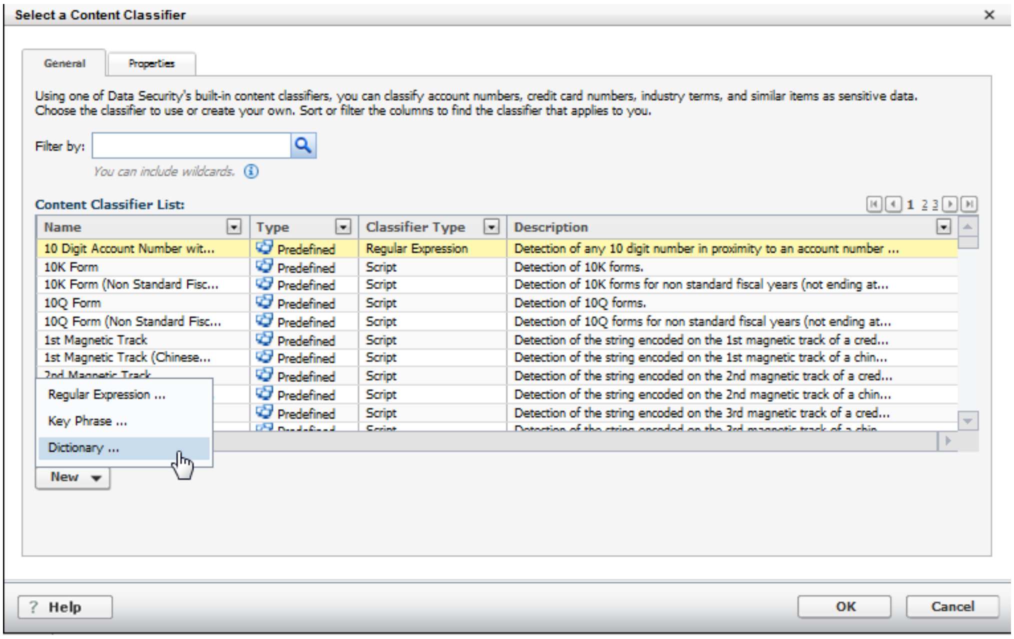
   b. Click **Create custom policy** to create a new rule.

2. On the **General** tab, type details for the policy such as policy name or description, and then click **Next**.

3. Add a custom dictionary classifier.

   a. On the **Condition** tab, select **Add > Patterns & Phrases**.

b. On the **General** tab, select **New > Dictionary**.



Select a Content Classifier

Using one of Data Security's built-in content classifiers, you can classify account numbers, credit card numbers, industry terms, and similar items as sensitive data. Choose the classifier to use or create your own. Sort or filter the columns to find the classifier that applies to you.

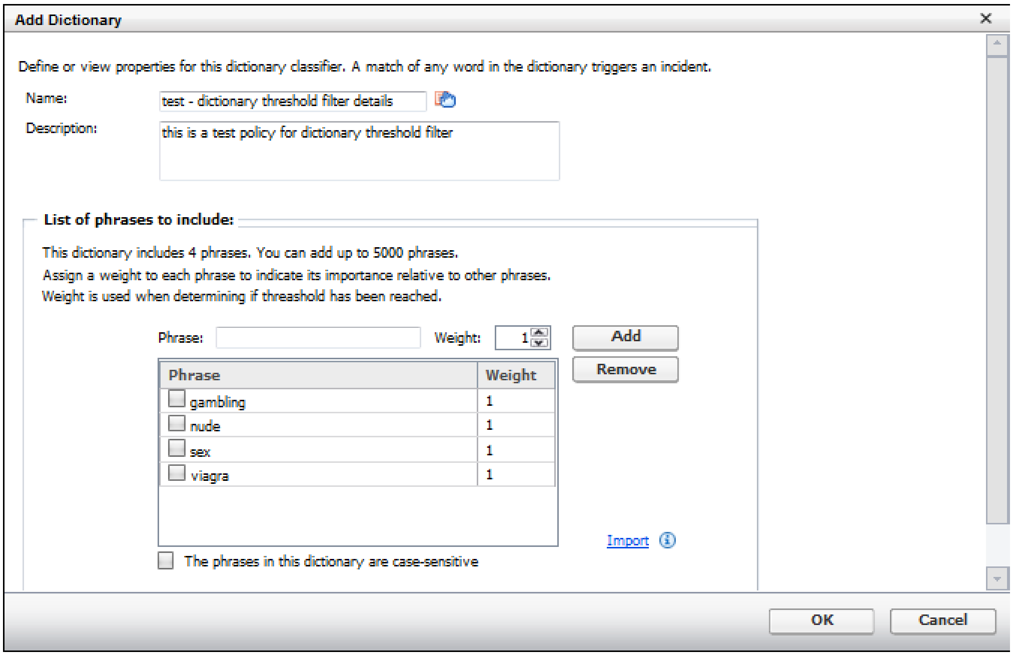
Filter by:

*You can include wildcards.*

Content Classifier List:

| Name | Type | Classifier Type | Description |
|---|---|---|---|
| 10 Digit Account Number wit... | Predefined | Regular Expression | Detection of any 10 digit number in proximity to an account number ... |
| 10K Form | Predefined | Script | Detection of 10K forms. |
| 10K Form (Non Standard Fisc... | Predefined | Script | Detection of 10K forms for non standard fiscal years (not ending at... |
| 10Q Form | Predefined | Script | Detection of 10Q forms. |
| 10Q Form (Non Standard Fisc... | Predefined | Script | Detection of 10Q forms for non standard fiscal years (not ending at... |
| 1st Magnetic Track | Predefined | Script | Detection of the string encoded on the 1st magnetic track of a cred... |
| 1st Magnetic Track (Chinese... | Predefined | Script | Detection of the string encoded on the 1st magnetic track of a chin... |
| 2nd Magnetic Track | Predefined | Script | Detection of the string encoded on the 2nd magnetic track of a cred... |
|  | Predefined | Script | Detection of the string encoded on the 2nd magnetic track of a chin... |
|  | Predefined | Script | Detection of the string encoded on the 3rd magnetic track of a cred... |
|  | Predefined | Script | Detection of the string encoded on the 3rd magnetic track of a chin... |

c. In the Add Dictionary dialog, define the properties for the dictionary classifier and then click **OK**. For more information about creating dictionary classifiers, refer to the Data Security Online Help section Adding a dictionary classifier.



Add Dictionary

Define or view properties for this dictionary classifier. A match of any word in the dictionary triggers an incident.

Name: test - dictionary threshold filter details

Description: this is a test policy for dictionary threshold filter

List of phrases to include:

This dictionary includes 4 phrases. You can add up to 5000 phrases.
Assign a weight to each phrase to indicate its importance relative to other phrases.
Weight is used when determining if threashold has been reached.

Phrase:

Weight: 1

| Phrase | Weight |
|---|---|
| □ gambling | 1 |
| □ nude | 1 |
| □ sex | 1 |
| □ viagra | 1 |

□ The phrases in this dictionary are case-sensitive

4. Click **Next**.

5. Specify the **Severity** (High, Medium, Low) and set the **Action** to **Quarantine**. You can also define **Advanced** conditions for the rule where you can define the severity at a more granular level.
6. Specify a **Source** filter range and then click Next.
7. Specify a **Destination** filter range and then click **Next**.

> ✓ **Note**
> The destination settings should be the same as the Source destination settings.

8. Click **Finish**.

APPENDIX A

# Configuration Settings

There is no automated process to migrate your SurfControl RiskFilter settings to Websense Email Security Gateway. This data needs to be manually entered and reconfigured.

Determining the correct settings and location of these settings can take a lot of time. This appendix lists the location of configuration settings found in RiskFilter, and maps them to the corresponding locations in Email Security Gateway.

## Mapped settings in RiskFilter

Email Security Gateway includes email filtering features that are similar to those in RiskFilter and other features that are not available in RiskFilter. Some RiskFilter features do not exist in Email Security Gateway.

The following table lists the mapping of the configuration settings in RiskFilter and where to find them in Email Security Gateway.

The RiskFilter configuration settings are accessible in the RiskFilter Management Console.

| RiskFilter | Email Security Gateway |
|---|---|
| **System Settings tab** | |
| General > Configuration | Settings > General > Configuration |
| General > User Directories | Settings > General > User Directories |
| General > Secure Proxies | Settings > General > Proxy Server<br>**Note**: Pop3/Webmail/IAMP proxy is not supported in Email Security Gateway. |
| General > Logs and Archives | Settings > Send/Receive > Message Control |
| General > TLS Certificate | Settings > General > TLS Certificate |
| Receive Settings > Connection Control | Receive/Send > Connection Control |

| RiskFilter | Email Security Gateway |
|---|---|
| Receive Settings > Directory Attack Control | Receive/Send > Directory Attacks |
| Receive Settings > Relay Control | Settings > Receive/Send > Relay Control |
| Receive Settings > SMTP Header Check | N/A |
| Receive Settings > Recipient Validation | Settings > General > User Authentication |
| Receive Settings > Message Control | Receive/Send > Message Control |
| Receive Settings > Exception Control | Receive/Send > Exceptions |
| Receive Settings > Global Black List/ White List | Main > Policy Management > Always Block/ Permit |
| Send Settings > Domain-Based Delivery | Settings > Receive/Send > Mail Routing<br>**Note**: Email Security Gateway supports 3 types of encryption: TLS, hybrid service, and third-party. RiskFilter supports only TLS. |
| Send Settings > Traffic Control | Settings > Receive/Send > Delivery |
| Send Settings > Advanced Delivery | Settings > Receive/Send > Delivery |
| User Management > Account Manager | Settings > General > Administrator Accounts<br>**Note**: The Administrator Accounts section is used to display accounts created. The actual configuration is done on the TRITON Unified Security Center Administrators page. |
| User Management > Personal E-mail Manager | Settings > Personal Email |
| User Management > End-user Control | Settings > Personal Email > Block/Permit Options |
| User Management > User Authentication | Settings > General > User Authentication |
| Domain Management > Domain Black List and White List | N/A - Email Security Gateway does not have domain level administration |
| Domain Management > Domain Report Subscriptions | N/A - Email Security Gateway does not have domain level administration |
| License & Updates | N/A |
| **Policy Manager tab** | |
| Address Group | N/A – The concept of Address Group no longer exists in Email Security Gateway. You can manage user groups in Settings > General > User Directories |

| RiskFilter | Email Security Gateway |
|---|---|
| Queue Manager | Main > Message Management > Blocked Messages<br>**Note**: The Blocked Message function in Email Security Gateway is a combination of several functions in RiskFilter: Queue Manager + Report & Log Spam Messages + Virus Messages + Isolated Messages. |
| Dictionary Manager | N/A – You cannot configure dictionary settings in Email Security Gateway. This function is now done in Data Security. |
| Global Policy | Main > Policy Management > Policies<br>**Note**: You can create custom filters in Email Security Gateway but you can only customize DLP policies in the Data Security module. |
| **Reports and Logs tab** | Main > Status > Presentation Reports |