

Application Support with TRITON AP-ENDPOINT DLP

Endpoint Applications | TRITON AP-ENDPOINT DLP | Version 8.1.x

You can monitor any number of applications for data loss on endpoint clients when they are off network. Websense has analyzed the metadata for more than a hundred applications and can monitor these with great accuracy. (They are listed in this article.) You can add other applications to the list. If you want to analyze the applications based on their metadata, you can use a utility that Websense provides.

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Built-in support

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Following are the applications that you can choose to monitor on the endpoint when you set up your endpoint policy in the Data Security manager. This includes software applications, web applications, and cloud applications.

Also noted is whether the application is supported on Windows endpoint, Mac endpoint, or both, and the type of operations that can be analyzed by TRITON AP-DATA.

Group	Application	Windows	Mac	Supported Operations	Default Operations
Browsers	Chrome	✓	✓	Copy/Cut Paste File Access	Copy/Cut Paste
	Firefox	✓	✓		
	Internet Explorer	✓			
	Internet Explorer 10, 11 (store app)	✓			
	Opera Internet Browser	✓	✓		
	Safari Web Browser	✓	✓		
	Torch Browser	✓	✓		
CD Burners	Acoustica MP3 CD Burner	✓		Copy/Cut Paste File Access	File Access
	Alcohol 120%	✓			
	Alcohol Launcher	✓			
	CD Mate	✓			
	Disk Utility		✓		
	Nero Burning ROM	✓			
	Roxio Creator Classic	✓			
	iTunes	✓	✓		

Group	Application	Windows	Mac	Supported Operations	Default Operations
Cloud Storage	Amazon Cloud Drive		✓	Copy/Cut Paste File Access	Copy/Cut Paste File Access
	Box (Box.com)	✓	✓		
	Box (store app)	✓			
	Dropbox	✓	✓		
	Dropbox (store app)	✓			
	Google Drive	✓	✓		
	iCloud**	✓			
	iCloud Drive	✓	✓		
	OneDrive	✓	✓		
	OneDrive (store app)	✓ *			

Group	Application	Windows	Mac	Supported Operations	Default Operations
Email	Apple Mail		✓	Copy/Cut Paste File Access	Paste
	Eudora	✓			
	Eudora Light	✓			
	Eudora Pro	✓			
	Lotus Notes	✓	✓		
	MailMate		✓		
	Microsoft Outlook 2003, 2007, 2010, 2013	✓	✓		
	Microsoft Outlook Mobile Manager 2003, 2007, 2010	✓	✓		
	Mozilla Thunderbird	✓	✓		
	Outlook Express	✓			
	Pegasus Mail for Windows	✓			
	Pegasus Mail WSENDTO Utility	✓			
	Postbox	✓	✓		
	Sparrow		✓		
Windows Mail	✓				
Encryption Software	DK2 Network Server Remote Monito - DK2 DESkey	✓		Copy/Cut Paste File Access	File Access
	File Encryption XP	✓			
	Windows Privacy Tray (WinPT)	✓			

Group	Application	Windows	Mac	Supported Operations	Default Operations
FTP	Core FTP App	✓		Copy/Cut Paste File Access	File Access
	CuteFTP File Transfer Application	✓	✓		
	FileZilla FTP Client	✓	✓		
	FlashFXP	✓			
	FTP Voyager®	✓			
	LeechFTP	✓			
	Serv-U File Server EXE	✓			
	Serv-U File Server Tray Application	✓			
	Serv-U FTP Server Setup Utility	✓			
	SmartFTP Client	✓			
	WS_FTP Pro Application - WS_FTP Professional	✓			
	IM	Adium			
AOL Instant Messenger		✓	✓		
Camfrog		✓	✓		
Google Talk		✓	✓		
iChat			✓		
ICQ (store app)		✓			
ICQ Library		✓	✓		
ICQLite		✓	✓		
Jabber Messenger		✓			

Group	Application	Windows	Mac	Supported Operations	Default Operations
	ManyCam	✓	✓		
	Messenger	✓			
	Microsoft Communicator 2007, 2010	✓	✓		
	Microsoft Lync 2007, 2010, 2013	✓	✓		
	MXit PC v1.2	✓			
	Office Communicator 2005	✓	✓		
	ooVoo	✓	✓		
	Pidgin	✓			
	QQ	✓	✓		
	Skype	✓	✓**		
	Skype (store app)	✓			
	Trillian	✓	✓		
	Viber	✓	✓		
	Windows Live Messenger	✓	✓		
	Windows Messenger	✓			
	Yahoo! Messenger	✓	✓		
	YServer Module - Yahoo! Messenger	✓			
Office Applications	Adobe Reader 8.1	✓	✓	Copy/Cut Paste File Access	Copy/Cut
	Bean		✓		
	Eclipse	✓	✓		
	Emacs	✓	✓**		

Group	Application	Windows	Mac	Supported Operations	Default Operations
	Evernote	✓	✓		
	Keynote		✓		
	LibreOffice/ Apache OpenOffice	✓	✓		
	Mellel		✓		
	Microsoft Access 2003, 2007, 2010, 2013	✓			
	Microsoft Excel 2003, 2007, 2010, 2013	✓	✓		
	Microsoft InfoPath 2007, 2010	✓			
	Microsoft OneNote 2003, 2007, 2010, 2013	✓			
	Microsoft PowerPoint 2003, 2007, 2010, 2013	✓	✓		
	Microsoft Project 2003, 2007, 2010	✓			
	Microsoft Publisher 2003, 2007, 2010, 2013	✓			
	Microsoft Visio 2003, 2007, 2010	✓			
	Microsoft Word 2003, 2007, 2010, 2013	✓	✓		
	Notepad	✓			
	Numbers		✓		
	OpenOffice.or g Suite	✓	✓		

Group	Application	Windows	Mac	Supported Operations	Default Operations
	Pages		✓		
	Reminders		✓		
	Stickies		✓		
	TextEdit		✓		
	WordPad	✓			
Online Medical (online)	AllegianceMD	✓		Copy/Cut Paste File Access Download	Copy/Cut Download
	eClinicalWorks	✓			
	ECLIPSYS	✓			
	INGENIX	✓			
	inteGreat	✓			
	Sequel	✓			

Group	Application	Windows	Mac	Supported Operations	Default Operations
P2P	Ares p2p for windows	✓		Copy/Cut Paste File Access	File Access Paste
	Azureus	✓			
	BearShare	✓			
	BitComet	✓			
	BitLord	✓			
	BitTornado	✓			
	Bittorrent	✓			
	eMule - eMule	✓			
	FrostWire	✓			
	Kazaa download/ database viewer a - K-Dat	✓			
	Kazaa QuickLinks Handler/ Generat - K-Sig	✓			
	klrun: protocol - Kazaa Lite Extensions	✓			
	LimeWire	✓			
	pando	✓			
	Transmission	✓	✓		
uTorrent	✓	✓			
Packaging Software	7-Zip File Manager	✓		Copy/Cut Paste File Access	File Access
	iArchiver		✓		
	WinRAR archiver	✓	✓		
	WinZip	✓	✓		

Group	Application	Windows	Mac	Supported Operations	Default Operations
Portable Devices	Bluetooth Stack COM Server - BTStackServer	✓		Copy/Cut Paste File Access	File Access
	Fsquirt	✓			
	iTunes	✓	✓		
	Microsoft Reader (store app)	✓			
	Wireless Link File Transfer App - Irftp	✓			
	Zune Music (store app)	✓			
	Zune Videos (store app)	✓			
Cloud***	Aplicor	✓		Copy/Cut Paste File Access Download	Copy/Cut Download
	CRM.com	✓			
	HostAnalytics	✓			
	Intacct	✓			
	NetSuite	✓			
	Oracle CRM on demand	✓			
	outlook.com	✓			
	RightNow	✓			
	Salesforce	✓			
	WorkDay	✓			

Group	Application	Windows	Mac	Supported Operations	Default Operations
None	FoxPro	✓		Copy/Cut Paste File Access	None
	LD	✓			
	MSTSC	✓			
	NT Backup Tool	✓			
	Vista Backup Tool	✓			
	VMWare	✓			

*Requires adding the applications **runtimebroker.exe**, **bulkoperationhost.exe**, and **filemanager.exe** to the FTP application group. See the section on importing [Windows Desktop Applications](#) for instructions.

**File Access only. The Copy, Cut, and Paste operations are not supported.

***The cut, copy, paste, file access, and download operations are not supported for cloud apps on Windows endpoints when they are used through a Windows Store browser. Online application download is not supported in Firefox.

You can also configure the system to block and/or audit screen captures when a specific endpoint application is running. Navigate to the **Resources > Endpoint Applications** page and click on the application name to enable this feature. This feature is only supported on Windows operating systems.

Importing other applications

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If you want to monitor an endpoint application other than the ones supplied by Websense, follow the instructions below. The instructions vary depending on the operating system, as well as the type of application.

- ◆ [Windows Desktop Applications, page 11](#)
- ◆ [Windows Store apps, page 13](#)
- ◆ [Mac Applications, page 14](#)

Windows Desktop Applications

The following applies to Windows applications prior to Windows 8, as well as Windows 8 desktop applications. For instructions on how to monitor Windows Store applications, see the section below, [Windows Store apps](#).

There are 2 ways to import applications onto the TRITON AP-DATA server for Windows desktop applications:

1. Selecting **Main > Resources > Applications > New Application/Online Application**. See [Endpoint Applications](#).

When you add applications using this screen, they are identified by their executable name. Occasionally, users try to get around being monitored by changing the executable name. For example, if you're monitoring "winword.exe" on users' endpoint devices, they may change the executable name to "win-word.exe" to avoid being monitored.

2. Using an external utility program, **EPRRegApps.exe**. This method records the application's metadata, so that TRITON AP-DATA can analyze the metadata.

In other words, if the name of the application is modified by an end users, TRITON AP-ENDPOINT DLP can still identify the application and apply policies.



Note

This tool can be copied to any other machine and be executed on it as long as it has connectivity to the TRITON management server.

To use the external tool to import applications in the TRITON AP-DATA server:

1. Go to [%DSS_Home%] directory (Default: C:\Program Files\WebSense\Data Security Suite) and double-click **EPRRegApps.exe**. The Get File Properties screen is displayed.
2. Complete the following fields:

Field	Description
IP Address/ Hostname	Insert the IP Address or Hostname of the TRITON AP-DATA Server.
User Name	Provide the user name used to access the TRITON AP-DATA Server. This is the user name assigned to administrators that have relevant permissions.
Password	Enter the Password used to access the TRITON AP-DATA Server. This is the password assigned to administrators with relevant permissions
File Name	Insert the File Name of the application, e.g. Excel.exe OR click the Browse... button and in the Open dialog box, navigate to the File Name of the application and double-click it.
Display Name	Enter the name of the application as you want it displayed in the TRITON management server.

3. Click **OK**.

A message will appear indicating that the application was successfully registered with the TRITON AP-DATA Server. The Get File Properties screen will be re-displayed with the TRITON AP-DATA Server fields completed, but the File Name and Display Name empty. This allows you to select additional applications to register with the TRITON AP-DATA Server. Continue this process until all applications are registered.

When you are finished adding applications, click the Cancel button in the Get File Properties screen.

Windows Store apps

The following instructions do not apply to Windows 8/8.1 desktop applications. For instructions on how to monitor Windows 8/8.1 desktop applications, see the section above, [Windows Desktop Applications](#).



Note

In order to monitor file access on Windows 8 Store apps, you must first add **RuntimeBroker.exe** as an endpoint application, and monitor file access on this application. For Windows 8.1 store apps, you must also add **BulkOperationHost.exe** and **FileManager.exe**. The endpoint monitors all Windows Store apps accessing files through the runtime broker and not just the designated app. **RuntimeBroker.exe** is a Windows desktop application, so follow the instructions in [Windows Desktop Applications](#) to add this as an endpoint application.

To import Windows 8 Store apps, select **Main > Resources > Applications > New Application**. See [Endpoint Applications](#).

Windows 8 Store applications are identified by their application name. You should use this name in the “executable name field on this screen. Wildcards are supported.

To identify the application name:

1. Open **PowerShell** (run as administrator if you want to collect Windows 8 Store apps for **all** users, or run as the current user if you want to collect apps for the current user).
2. Run the command "Get-AppXpackage -Allusers" to list apps for all users (requires you to run PowerShell as administrator).
or
Run the command "Get-AppXpackage" to list apps for the current user.
3. Find the application name located in either the **Name** field or **PackageFullName** field.
 - a. When entering the value from the **Name** field into TRITON AP-DATA, you must add the wildcard "*" after the application name (e.g. microsoft.microsoftonedrive*). This method allows for greater flexibility when the app version changes.
 - b. When entering the value from the **PackageFullName** field into TRITON AP-DATA, no wildcard is necessary, but you will need to update the value if the app version changes.

Mac Applications

To import Mac applications, select **Main > Resources > Applications > New Application**. See [Endpoint Applications](#).

To find the value to enter for Mac applications:

1. Locate the application you want to monitor.
2. Right click on the application and click **Show Package Contents**.
3. Open the file **info.plist** in the **Contents** folder.
4. Look for the key(s) **CFBundleName** and enter the value of the string(s) under it (e.g. for “<string>Example</string>” enter “Example”).
5. If there is no key by that name, or no **info.plist** file, use the process(es) name(s).

If there are multiple **CFBundleName** keys and/or multiple string entries below the key(s), each string value must be added separately.

Very rarely, apps will launch other processes along with the main application. These processes should be added as endpoint applications as well. In order to know what processes belong to an app you need to see what processes are created when opening an application, for example by using **Activity Monitor**.