

Symantec™ Data Loss Prevention Administration Guide

Version 12.0

Symantec Data Loss Prevention Administration Guide

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North America and Latin America	supportsolutions@symantec.com

Contents

Technical Support	4
Section 1 Getting started	43
Chapter 1 Introducing Symantec Data Loss Prevention	45
About Symantec Data Loss Prevention	45
About the Enforce platform	48
About Network Monitor and Prevent	49
About Network Discover	49
About Network Protect	50
About Mobile Prevent	51
About Mobile Email Monitor	51
About Endpoint Discover	52
About Endpoint Prevent	52
Chapter 2 Getting started administering Symantec Data Loss Prevention	55
About Symantec Data Loss Prevention administration	55
About the Enforce Server administration console	56
Logging on and off the Enforce Server administration console	57
About the administrator account	58
Performing initial setup tasks	58
Changing the administrator password	59
Adding an administrator email account	59
Editing a user profile	60
Changing your password	63
Chapter 3 Working with languages and locales	65
About support for character sets, languages, and locales	65
Supported languages for detection	66
Working with international characters	68
About Symantec Data Loss Prevention language packs	69
About locales	70

Using a non-English language on the Enforce Server administration console	71
Using the Language Pack Utility	72

Section 2 Managing the Enforce Server platform 77

Chapter 4 Managing Enforce Server services and settings 79

About Enforce Server services	79
About starting and stopping services on Windows	80
Starting an Enforce Server on Windows	80
Stopping an Enforce Server on Windows	80
Starting a Detection Server on Windows	81
Stopping a Detection Server on Windows	81
Starting services on single-tier Windows installations	82
Stopping services on single-tier Windows installations	82
Starting and stopping services on Linux	83
Starting an Enforce Server on Linux	83
Stopping an Enforce Server on Linux	84
Starting a detection server on Linux	84
Stopping a detection server on Linux	84
Starting services on single-tier Linux installations	85
Stopping services on single-tier Linux installations	85

Chapter 5 Managing roles and users 87

About role-based access control	87
About authenticating users	88
About configuring roles and users	92
About recommended roles for your organization	92
Roles included with solution packs	94
Configuring roles	95
Configuring user accounts	103
Configuring password enforcement settings	106
Resetting the Administrator password	107
Manage and add roles	108
Manage and add users	108
Integrating Active Directory for user authentication	109
Creating the configuration file for Active Directory integration	110
Verifying the Active Directory connection	112

	Configuring the Enforce Server for Active Directory authentication	113
	About configuring certificate authentication	114
	Configuring certificate authentication for the Enforce Server administration console	117
	Adding certificate authority (CA) certificates to the Tomcat trust store	119
	Mapping Common Name (CN) values to Symantec Data Loss Prevention user accounts	122
	About certificate revocation checks	123
	Troubleshooting certificate authentication	129
	Disabling password authentication and forms-based log on	130
Chapter 6	Connecting to group directories	131
	About connecting to directory servers	131
	Configuring directory server connections	132
	Scheduling directory server indexing	134
Chapter 7	Managing stored credentials	137
	About the credential store	137
	Adding new credentials to the credential store	138
	Configuring endpoint credentials	138
	Managing credentials in the credential store	139
Chapter 8	Managing system events and messages	141
	About system events	141
	System events reports	142
	Working with saved system reports	145
	Server event detail	146
	Configuring event thresholds and triggers	147
	About system event responses	149
	Enabling a syslog server	151
	About system alerts	153
	Configuring the Enforce Server to send email alerts	153
	Configuring system alerts	155
	About log review	157
	System event codes and messages	157
Chapter 9	Adding a new product module	173
	Installing a new license file	173
	About system upgrades	174

Chapter 10	Integrating Enforce with Symantec Protection Center (SPC)	175
	About Symantec Protection Center (SPC)	175
	About Enforce Server integration with SPC	176
	Considerations and requirements for integrating the Enforce Server with SPC	177
	Integrating the Enforce Server with SPC	178
Section 3	Managing detection servers	187
Chapter 11	Installing and managing detection servers	189
	About managing Symantec Data Loss Prevention servers	190
	Enabling Advanced Process Control	190
	Server controls	192
	Server configuration—basic	193
	Network Monitor Server—basic configuration	195
	Network Prevent for Email Server—basic configuration	197
	Network Prevent for Web Server—basic configuration	200
	Network Discover Server and Network Protect—basic configuration	203
	Endpoint Server—basic configuration	204
	Classification Server—basic configuration	205
	Server configuration—advanced	206
	Adding a detection server	207
	Removing a server	208
	Importing SSL certificates to Enforce or Discover servers	209
	About the System Overview screen	210
	Server status overview	211
	Recent error and warning events list	213
	Server Detail screen	213
	Advanced server settings	215
	Advanced agent settings	247
Chapter 12	Managing log files	267
	About log files	267
	Operational log files	268
	Debug log files	271
	Log collection and configuration screen	276
	Configuring server logging behavior	276
	Collecting server logs and configuration files	281
	About log event codes	285

Network and Mobile Prevent for Web operational log files and event codes	286
Network and Mobile Prevent for Web access log files and fields	288
Network and Mobile Prevent for Web protocol debug log files	290
Network Prevent for Email log levels	291
Network Prevent for Email operational log codes	291
Network Prevent for Email originated responses and codes	295
 Chapter 13 Using Symantec Data Loss Prevention utilities	299
About the Symantec Data Loss Prevention utilities	299
About Endpoint utilities	301
About the Environment Check Utility	302
Running the Environment Check Utility on Windows	303
Running the Environment Check Utility on Linux	303
About Environment Check Utility output	304
About DBPasswordChanger	304
DBPasswordChanger syntax	305
Example of using DBPasswordChanger	305
About the sslkeytool utility and server certificates	306
About sslkeytool command line options	307
Using sslkeytool to generate new Enforce and detection server certificates	308
Using sslkeytool to add new detection server certificates	310
Verifying server certificate usage	311
About using the SQL Preindexer	311
SQL Preindexer command function and options	312
Troubleshooting preindexing errors	313
About using the Remote EDM Indexer	314
System requirements for the Remote EDM Indexer	314
Using the Remote EDM Indexer	315
Installing the Remote EDM Indexer	316
Installing from the command line (for Linux)	317
Creating an EDM profile for remote indexing	317
Remote EDM Indexer command options	320
Copying and using generated index files	321
Troubleshooting index jobs	322
Uninstalling Remote Indexer on a Windows platform	323
Uninstalling Remote Indexer on a Linux platform	323

Section 4	Authoring policies	325
Chapter 14	Introduction to policies	327
	About Data Loss Prevention policies	327
	Policy components	329
	Policy templates	330
	Solution packs	331
	Policy groups	331
	Policy deployment	332
	Policy severity	333
	Policy authoring privileges	334
	Data Profiles	335
	User Groups	336
	Policy import and export	336
	Workflow for implementing policies	337
Chapter 15	Overview of policy detection	339
	Detecting data loss	339
	Content that can be detected	340
	Files that can be detected	340
	Protocols that can be monitored	340
	Endpoint events that can be detected	341
	Identities that can be detected	341
	Languages that can be detected	341
	Data Loss Prevention policy detection technologies	341
	Policy matching conditions	343
	Content matching conditions	344
	File property matching conditions	345
	Protocol matching condition for network and mobile	346
	Endpoint matching conditions	347
	Groups (identity) matching conditions	348
	Detection messages and message components	349
	Exception conditions	350
	Compound conditions	351
	Policy detection execution	352
	Two-tier detection for DLP Agents	353
Chapter 16	Creating policies from templates	355
	Creating a policy from a template	355
	US Regulatory Enforcement policy templates	357
	UK and International Regulatory Enforcement policy templates	360

	Customer and Employee Data Protection policy templates	360
	Confidential or Classified Data Protection policy templates	362
	Network Security Enforcement policy templates	363
	Acceptable Use Enforcement policy templates	363
	Choosing an Exact Data Profile	365
	Choosing an Indexed Document Profile	366
Chapter 17	Configuring policies	369
	Adding a new policy or policy template	369
	Configuring policies	370
	Adding a rule to a policy	372
	Configuring policy rules	374
	Defining rule severity	377
	Configuring match counting	378
	Selecting components to match on	380
	Adding an exception to a policy	381
	Configuring policy exceptions	384
	Configuring compound match conditions	386
	Input character limits for policy configuration	388
Chapter 18	Administering policies	389
	Manage and add policies	389
	Manage and add policy groups	391
	Creating and modifying policy groups	392
	Importing policy templates	393
	Exporting policy detection as a template	394
	Adding an automated response rule to a policy	394
	Removing policies and policy groups	395
	Troubleshooting policies	396
Chapter 19	General policy authoring considerations	399
	About policy authoring considerations	399
	Develop a policy strategy that supports your data security objectives	400
	Use a limited number of policies to get started	400
	Use policy templates but modify them to meet your requirements	401
	Use the appropriate match condition for your data loss prevention objectives	401
	Test and tune policies to improve match accuracy	402
	Start with high match thresholds to reduce false positives	404

Use a limited number of exceptions to narrow detection scope	404
Use compound conditions to improve match accuracy	404
Author policies to limit the potential effect of two-tier detection	405
Use policy groups to manage policy lifecycle	406
Follow detection-specific considerations	406

Chapter 20

Detecting content using Exact Data Matching (EDM)

About Exact Data Matching (EDM)	409
How EDM works	410
About the Exact Data Profile	411
About creating and cleansing the exact data source file	411
About profile validation	412
About index scheduling	413
About remote indexing	413
About the Content Matches Exact Data From condition	413
About Data Owner Exception	413
About profiled Directory Group Matching (DGM)	414
About two-tier detection for EDM on the endpoint	415
Implementing Exact Data Matching (EDM)	415
Manage and add Exact Data Profiles	416
Creating the exact data source file	418
Preparing the exact data source file for indexing	419
Uploading exact data source files to the Enforce Server	420
Creating and modifying Exact Data Profiles	422
Mapping Exact Data Profile fields	426
Scheduling Exact Data Profile indexing	428
Configuring the Content Matches Exact Data condition	429
Implementing Data Owner Exception	432
Advanced server settings for EDM policies	433
Configuring exact data match counting	434
EDM policy considerations	434
Ensure data source has at least one column of unique data	435
Cleanse the data source file of blank columns and duplicate rows	435
Remove ambiguous character types from the data source file	436
Avoid indexing multi-token cells to detect unstructured data	436
Use the pipe delimiter to ensure accurate column separation	437

Map data source column to system fields to leverage validation	437
Include column headers as the first row of the data source file	438
Check the system alerts to tune profile accuracy	438
Use stopwords to exclude common words from causing false positives	438
Use scheduled indexing to automate profile updates	439
Match on 3 columns in an EDM condition to increase detection accuracy	439
Leverage exception tuples to avoid false positives	440
Use a where clause to detect records that meet specific criteria	441
Use the minimum matches field to fine tune EDM rules	441
Combine Data Identifiers with EDM rules to limit the impact of two-tier detection	441

Chapter 21

Detecting content using Indexed Document Matching (IDM)

About Indexed Document Matching (IDM)	443
How IDM works	444
About the Indexed Document Profile	444
About the document data source	445
About indexing documents remotely on SharePoint servers	445
About the server index	446
About configuring the Content Matches Document Signature condition	447
Using IDM to protect file contents	447
Using IDM to protect files	449
About using IDM for policy exceptions	450
About whitelisting content	451
About two-tier detection for IDM on the endpoint	451
Implementing IDM policies	451
Preparing the document source for indexing	452
Whitelisting file contents to exclude from matching	453
Manage and add Indexed Document Profiles	455
Creating and modifying Indexed Document Profiles	456
Uploading a document archive to the Enforce Server	458
Referencing a document archive on the Enforce Server	459
Using local path on Enforce Server	461
Using the Remote SMB Share option to index the data source	462

Using remote SMB share to index SharePoint documents	462
Filtering documents by file name	465
Filtering documents by file size	467
Scheduling document profile indexing	468
Configuring the Content Matches Document Signature	
condition	468
Changing the default indexer properties	470
IDM policy considerations	471
Do not compress files in the document source	471
Avoid using IDM solely for binary files	471
Do not index empty documents	472
Use whitelisting to exclude non-sensitive content from	
matching	472
Filter documents from indexing to reduce false positives	473
Distinguish IDM exceptions from whitelisting and filtering	473
Create separate profiles to index large document sources	474
Use WebDAV to index remote document sources	474
Use scheduled indexing to keep profiles up to date	475
Use parallel IDM rules to tune match thresholds	475

Chapter 22

Detecting content using Vector Machine Learning (VML)	477
About Vector Machine Learning (VML)	477
About the Vector Machine Learning Profile	478
About the content you train	478
About the base accuracy from training percentage rates	479
About the Similarity Threshold and Similarity Score	480
About using unaccepted VML profiles in policies	481
Implementing Vector Machine Learning (VML)	481
Creating new VML profiles	483
Working with the Current Profile and Temporary Workspace	
tabs	483
Uploading example documents for training	484
Training VML profiles	486
Adjusting memory allocation	488
Managing training set documents	489
Managing VML profiles	490
Changing names and descriptions for VML profiles	492
Configuring the Detect using Vector Machine Learning Profile	
condition	493
Configuring VML policy exceptions	494
Adjusting the Similarity Threshold	495

Testing and tuning VML profiles	496
Properties for configuring training	497
Log files for troubleshooting VML training and policy detection	499
VML policy considerations	500
When to use VML	500
When not to use VML	501
Recommendations for training set definition	502
Guidelines for training set sizing	503
Recommendations for uploading documents for training	504
Guidelines for profile sizing	505
Recommendations for accepting or rejecting a profile	505
Guidelines for accepting or rejecting training results	506
Recommendations for deploying profiles	507
 Chapter 23	
Detecting content using Data Identifiers	509
About Data Identifiers	509
Available system Data Identifiers	510
About Data Identifier breadths	513
About optional validators	514
Acceptable characters for optional validators	515
About cross-component matching for Data Identifiers	517
About modifying Data Identifiers	517
About Data Identifier patterns	518
About pattern language limitations for Data Identifiers	519
About data validators	519
About custom Data Identifiers	522
About data normalizers	522
About Data Identifier configuration	523
About unique match counting for Data Identifiers	525
About the change to randomized US SSNs	526
Implementing system-defined Data Identifiers	527
Manage and add Data Identifiers	527
Configuring the Content Matches Data Identifier condition	528
Selecting system Data Identifier breadth	530
Configuring optional validators	533
Implementing unique match counting for Data Identifiers	534
Modifying and creating Data Identifiers	535
Manually cloning a system Data Identifier before modifying it	536
Editing required validator input	536
Implementing custom Data Identifiers	537

Writing patterns to match data	538
Character limits for Data Identifier patterns	539
Selecting required data validators	539
Creating custom script validators	540
Creating the US SSN - Randomized custom DI	541
Data Identifier policy considerations	543
Use Data Identifiers instead of regular expressions to improve accuracy	543
Clone system-defined Data Identifiers before modifying to preserve original state	544
Modify Data Identifier definitions when you want tuning to apply globally	544
Consider using multiple breadths in parallel to detect different severities of confidential data	545
Avoid matching on the Envelope over HTTP to reduce false positives	545
Implement the US SSN Randomized custom Data Identifier to detect newly issued SSNs	546
Recommendations for using the US SSN - Randomized custom DI	546
Use unique match counting to improve accuracy and ease remediation	546

Chapter 24 Detecting content using keyword matching 549

About keyword matching	549
About keyword proximity matching	549
Keyword matching syntax	550
Keyword matching examples	550
Implementing keyword matching	552
Configuring the Content Matches Keyword condition	552
Keyword matching policy considerations	555
Use partial word matching to detect keywords in Chinese, Japanese, and Korean	555
Use a keyword rule to tune keywords lists for validators to improve accuracy	556
Use indexing to generate and maintain keyword dictionaries	556

Chapter 25 Detecting content using regular expressions 557

About regular expression matching	557
About writing regular expressions	557
Configuring the Content Matches Regular Expression condition	559

	Regular expression matching considerations	560
	When to use regular expression matching	560
	Use look ahead and look behind characters to improve regex accuracy	561
	Use regular expressions sparingly to support efficient performance	561
	Test regular expressions before deployment to improve accuracy	561
Chapter 26	Detecting file properties	563
	About file property matching	563
	About file type matching	563
	About file size matching	564
	About file name matching	565
	Implementing file property matching	566
	Configuring the Message Attachment or File Type Match condition	567
	Configuring the Message Attachment or File Size Match condition	568
	Configuring the Message Attachment or File Name Match condition	569
	Enabling custom file type detection	569
	Configuring the Custom File Type Signature condition	570
	Consider using compound file property rules to protect design and multimedia files	571
Chapter 27	Detecting network and mobile incidents	573
	About protocol monitoring for network	573
	About protocol monitoring for mobile	574
	Configuring the Protocol Monitoring condition for network detection	575
	Configuring the Protocol Monitoring condition for mobile detection	576
	Consider separate policies for specific protocols	577
Chapter 28	Detecting endpoint events	579
	About endpoint event detection	579
	About endpoint protocol monitoring	579
	About endpoint destination monitoring	580
	About endpoint application monitoring	581
	About endpoint device detection	581

	About endpoint location detection	581
	Implementing endpoint event matching	582
	Configuring the Endpoint Monitoring condition	582
	Configuring the Endpoint Location condition	584
	Configuring the Endpoint Device Class or ID condition	585
	Manage and add endpoint devices	586
	Creating and modifying endpoint device configurations	587
	Gathering endpoint device IDs	588
	Endpoint event policy considerations	589
Chapter 29	Detecting described identities	591
	About described identity matching	591
	Implementing described identity matching	591
	Described identity matching examples	592
	Configuring the Sender/User Matches Pattern condition	593
	Configuring the Recipient Matches Pattern condition	595
	Described identity matching policy considerations	596
	Define precise identity patterns to match users	596
	Specify email addresses exactly to improve accuracy	597
	Match domains instead of IP addresses to improve accuracy	597
Chapter 30	Detecting synchronized identities	599
	About synchronized Directory Group Matching (DGM)	599
	About two-tier detection for synchronized DGM	600
	Implementing synchronized DGM	600
	Creating or modifying a User Group	601
	Configuring the Sender/User based on a Directory Server Group condition	603
	Configuring the Recipient based on a Directory Server Group condition	604
	Synchronized DGM policy considerations	605
	Refresh the directory on initial save of the User Group	605
	Distinguish synchronized DGM from other types endpoint detection	606
Chapter 31	Detecting profiled identities	607
	About profiled Directory Group Matching (DGM)	607
	About profiled DGM conditions	607
	About two-tier detection for profiled DGM	608
	Implementing profiled DGM	608

	Creating the exact data source file for profiled DGM	609
	Configuring the Sender/User based on a Profiled Directory condition	610
	Configuring the Recipient based on a Profiled Directory condition	611
	Profiled DGM policy considerations	612
	Follow EDM best practices when implementing profiled DGM	612
	Include an email address field in the Exact Data Profile	612
	Use profiled DGM for Network Prevent for Web identity detection	612
Chapter 32	Detecting international content	613
	About implementing non-English language detection	613
	International policy templates	614
	Using find keywords for international system data identifiers	615
	Use partial keyword matching for Chinese, Japanese, and Korean	617
Chapter 33	Detecting document metadata	619
	About file format metadata detection	619
	Supported file formats for metadata detection	620
	Enabling server metadata detection	620
	Enabling endpoint metadata detection	621
	Considerations for implementing metadata detection	621
	Use filter to verify file format metadata support	622
	Distinguish metadata from file content and application data	625
	Use and tune keyword lists to avoid false positives on metadata	626
	Understand performance implications of enabling endpoint metadata detection	626
	Create a separate endpoint configuration for metadata detection	626
	Use response rules to tag incidents with metadata	626
Chapter 34	Detecting email for data classification services	627
	About implementing detection for Enterprise Vault Classification	627
	About matching on the message Subject for Data Classification Services	628

Enabling classification test mode	628
Configuring the Message/Email Properties and Attributes condition	630

Chapter 35 File formats 633

File formats whose content can be extracted	633
Supported word processing file formats	634
Supported presentation formats	635
Supported spreadsheet formats	636
Supported encapsulation formats	637
Supported text and markupt file formats	638
Supported email file formats	639
Supported computer-aided design formats	639
Supported graphics formats	640
Supported database formats	640
Other supported formats	640
File types that can be recognized	641
Custom file formats	656

Chapter 36 Data identifiers 657

ABA Routing Number data identifier	658
ABA Routing Number wide breadth	659
ABA Routing Number medium breadth	659
ABA Routing Number narrow breadth	660
Australian Medicare Number data identifier	661
Australian Tax File Number data identifier	662
Burgerservicenummer data identifier	662
Canadian Social Insurance Number data identifier	663
Canadian Social Insurance Number wide breadth	663
Canadian Social Insurance Number medium breadth	664
Canadian Social Insurance Number narrow breadth	664
Codice Fiscale data identifier	665
Credit Card Magnetic Stripe Data data identifier	666
Credit Card Number data identifier	668
Credit Card Number wide breadth	668
Credit Card Number medium breadth	669
Credit Card Number narrow breadth	671
CUSIP Number data identifier	674
CUSIP Number wide breadth	674
CUSIP Number medium breadth	675
CUSIP Number narrow breadth	675
Drivers License Number – CA State data identifier	676

Drivers License Number – CA State wide breadth	676
Drivers License Number – CA State medium breadth	677
Drivers License Number - FL, MI, MN States data identifier	677
Drivers License Number- FL, MI, MN States wide breadth	678
Drivers License Number- FL, MI, MN States medium breadth	678
Drivers License Number - IL State data identifier	679
Drivers License Number- IL State wide breadth	680
Drivers License Number- IL State medium breadth	680
Drivers License Number - NJ State data identifier	681
Drivers License Number- NJ State wide breadth	681
Drivers License Number- NJ State medium breadth	682
Drivers License Number - NY State data identifier	682
Drivers License Number- NY State wide breadth	683
Drivers License Number - NY State medium breadth	683
French INSEE Code data identifier	684
Hong Kong ID data identifier	684
IBAN Central data identifier	685
IBAN East data identifier	687
IBAN West data identifier	690
IP Address data identifier	692
IP Address wide breadth	692
IP Address medium breadth	693
IP Address narrow breadth	694
National Drug Code (NDC) data identifier	694
National Drug Code (NDC) wide breadth	695
National Drug Code (NDC) medium breadth	695
National Drug Code (NDC) narrow breadth	696
People's Republic of China ID data identifier	697
Singapore NRIC data identifier	697
South Korea Resident Registration Number data identifier	698
South Korea Resident Registration Number wide breadth	698
South Korea Resident Registration Number medium breadth	699
Spanish DNI ID data identifier	699
SWIFT Code data identifier	700
SWIFT Code wide breadth	700
SWIFT Code narrow breadth	701
Swiss AHV Number data identifier	702
Taiwan ID data identifier	702
UK Drivers License Number data identifier	703
UK Drivers License Number wide breadth	703
UK Drivers License Number medium breadth	704

- UK Drivers License Number narrow breadth 704
- UK Electoral Roll Number data identifier 705
- UK National Health Service (NHS) Number data identifier 706
 - UK National Health Service (NHS) Number medium breadth 707
 - UK National Health Service (NHS) Number narrow breadth 707
- UK National Insurance Number data identifier 708
 - UK National Insurance Number wide breadth 709
 - UK National Insurance Number medium breadth 709
 - UK National Insurance Number narrow breadth 710
- UK Passport Number data identifier 711
 - UK Passport Number wide breadth 711
 - UK Passport Number medium breadth 711
 - UK Passport Number narrow breadth 712
- UK Tax ID Number data identifier 713
 - UK Tax ID Number wide breadth 713
 - UK Tax ID Number medium breadth 714
 - UK Tax ID Number narrow breadth 714
- US Individual Tax Identification Number (ITIN) data identifier 715
 - US Individual Tax Identification Number (ITIN) wide breadth 716
 - US Individual Tax Identification Number (ITIN) medium breadth 716
 - US Individual Tax Identification Number (ITIN) narrow breadth 717
- US Social Security Number (SSN) data identifier 718
 - US Social Security Number (SSN) wide breadth 718
 - US Social Security Number (SSN) medium breadth 720
 - US Social Security Number (SSN) narrow breadth 721
- US SSN – Randomized custom Data Identifier 722

- Chapter 37 Policy templates 723
 - Caldicott Report policy template 725
 - Canadian Social Insurance Numbers policy template 727
 - CAN-SPAM Act policy template 727
 - Common Spyware Upload Sites policy template 729
 - Competitor Communications policy template 729
 - Confidential Documents policy template 730
 - Credit Card Numbers policy template 731
 - Customer Data Protection policy template 731
 - Data Protection Act 1998 (UK) policy template 733
 - Data Protection Directives (EU) policy template 734

Defense Message System (DMS) GENSER Classification policy	
template	735
Design Documents policy template	737
Employee Data Protection policy template	738
Encrypted Data policy template	739
Export Administration Regulations (EAR) policy template	740
FACTA 2003 (Red Flag Rules) policy template	741
Financial Information policy template	745
Forbidden Websites policy template	746
Gambling policy template	746
Gramm-Leach-Bliley policy template	747
HIPAA and HITECH (including PHI) policy template	749
Human Rights Act 1998 policy template	753
Illegal Drugs policy template	754
Individual Taxpayer Identification Numbers (ITIN) policy	
template	755
International Traffic in Arms Regulations (ITAR) policy	
template	755
Media Files policy template	756
Merger and Acquisition Agreements policy template	757
NASD Rule 2711 and NYSE Rules 351 and 472 policy template	759
NASD Rule 3010 and NYSE Rule 342 policy template	760
NERC Security Guidelines for Electric Utilities policy template	762
Network Diagrams policy template	764
Network Security policy template	765
Offensive Language policy template	765
Office of Foreign Assets Control (OFAC) policy template	766
OMB Memo 06-16 and FIPS 199 Regulations policy template	768
Password Files policy template	769
Payment Card Industry (PCI) Data Security Standard policy	
template	770
PIPEDA policy template	771
Price Information policy template	773
Project Data policy template	774
Proprietary Media Files policy template	774
Publishing Documents policy template	775
Racist Language policy template	776
Restricted Files policy template	776
Restricted Recipients policy template	776
Resumes policy template	777
Sarbanes-Oxley policy template	778
SEC Fair Disclosure Regulation policy template	780
Sexually Explicit Language policy template	782

- Source Code policy template 783
- State Data Privacy policy template 784
- SWIFT Codes policy template 788
- Symantec DLP Awareness and Avoidance policy template 788
- UK Drivers License Numbers policy template 789
- UK Electoral Roll Numbers policy template 789
- UK National Health Service (NHS) Number policy template 790
- UK National Insurance Numbers policy template 790
- UK Passport Numbers policy template 791
- UK Tax ID Numbers policy template 791
- US Intelligence Control Markings (CAPCO) and DCID 1/7 policy
template 791
- US Social Security Numbers policy template 793
- Violence and Weapons policy template 793
- Webmail policy template 793
- Yahoo Message Board Activity policy template 794
- Yahoo and MSN Messengers on Port 80 policy template 796

Section 5 Responding to policy violations 799

Chapter 38 Responding to policy violations 801

- About response rules 802
- About response rule actions 802
- Response rules for all detection servers 803
- Response rules for Endpoint detection 804
- Response rules for Network and Mobile Prevent for Web
detection 805
- Response rules for Network Protect detection 806
- Response rule for the Classification Server 807
- About response rule execution types 807
- About Automated Response rules 808
- About Smart Response rules 808
- About response rule conditions 809
- About response rule action execution priority 810
- About response rule authoring privileges 812
- Implementing response rules 813
- Response rule best practices 814

Chapter 39 Configuring and managing response rules 817

- Manage response rules 817
- Adding a new response rule 818

	Configuring response rules	819
	About configuring Smart Response rules	820
	Configuring response rule conditions	820
	Configuring response rule actions	821
	Modifying response rule ordering	823
	About removing response rules	824
Chapter 40	Response rule conditions	825
	Configuring the Endpoint Location response condition	825
	Configuring the Endpoint Device response condition	826
	Configuring the Incident Type response condition	827
	Configuring the Incident Match Count response condition	828
	Configuring the Protocol or Endpoint Monitoring response condition	829
	Configuring the Severity response condition	831
Chapter 41	Response rule actions	833
	Configuring the Add Note action	834
	Configuring the Limit Incident Data Retention action	834
	Retaining data for endpoint incidents	835
	Discarding data for network incidents	836
	Configuring the Log to a Syslog Server action	837
	Configuring the Send Email Notification action	838
	Configuring the Server FlexResponse action	840
	Configuring the Set Attribute action	841
	Configuring the Set Status action	842
	Configuring the Endpoint: FlexResponse action	843
	Configuring the Endpoint Discover: Quarantine File action	844
	Configuring the Endpoint Prevent: Block action	845
	Configuring the Endpoint Prevent: Notify action	848
	Configuring the Endpoint Prevent: User Cancel action	851
	Configuring the Network and Mobile Prevent for Web: Block FTP Request action	854
	Configuring the Network and Mobile Prevent for Web: Block HTTP/S action	854
	Configuring the Network Prevent: Block SMTP Message action	856
	Configuring the Network Prevent: Modify SMTP Message action	857
	Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action	858
	Configuring the Network Protect: Copy File action	860
	Configuring the Network Protect: Quarantine File action	860

Section 6	Remediating and managing incidents	863
Chapter 42	Remediating incidents	865
	About incident remediation	865
	Remediating incidents	868
	Executing Smart response rules	869
	Incident remediation action commands	870
	Response action variables	871
	Monitor and Prevent incident variables	871
	Mobile incident variables	872
	Discover incident variables	873
Chapter 43	Remediating Network incidents	875
	Network incident list	875
	Network incident list—Actions	878
	Network incident list—Columns	879
	Network incident snapshot	880
	Network incident snapshot—Heading and navigation	881
	Network incident snapshot—General information	881
	Network incident snapshot—Matches	884
	Network incident snapshot—Attributes	885
	Network summary report	885
Chapter 44	Remediating Endpoint incidents	889
	Endpoint incident lists	889
	Endpoint incident snapshot	892
	Reporting on Endpoint Prevent response rules	897
	Endpoint incident destination or protocol-specific information	899
	Endpoint incident summary reports	900
	Configuring Endpoint Server file filters	901
Chapter 45	Remediating Mobile incidents	905
	Mobile incident reports	905
	Mobile incident snapshot	906
	Mobile incident list	906
	Mobile Prevent incident list—Actions	908
	Mobile incident list—Columns	909
	Mobile incident snapshot—Heading and navigation	910
	Mobile incident snapshot—General information	911
	Mobile incident snapshot—Matches	913

	Mobile incident snapshot—Attributes	914
	Mobile summary report	914
Chapter 46	Remediating Discover incidents	917
	About reports for Network Discover	1159
	About incident reports for Network Discover	1160
	Discover incident reports	919
	Discover incident snapshots	920
	Working around the issues with go to links in the Firefox browser	923
	Discover incident lists	924
	Network Discover incident actions	924
	Network Discover incident entries	925
	Discover summary reports	928
Chapter 47	Working with Classification incidents	929
	Classification incident list	929
	Classification incident snapshot	930
Chapter 48	Managing and reporting incidents	933
	About Symantec Data Loss Prevention reports	935
	About strategies for using reports	936
	Setting report preferences	937
	About incident reports	938
	About dashboard reports and executive summaries	940
	Viewing dashboards	941
	Creating dashboard reports	941
	Configuring dashboard reports	943
	Choosing reports to include in a dashboard	944
	About summary reports	945
	Viewing summary reports	945
	Creating summary reports	946
	Viewing incidents	947
	About custom reports and dashboards	948
	Using IT Analytics to manage incidents	950
	Filtering reports	950
	Saving custom incident reports	951
	Scheduling custom incident reports	952
	Delivery schedule options for incident and system reports	954
	Delivery schedule options for dashboard reports	956
	Using the date widget to schedule reports	958

	Editing custom dashboards and reports	958
	Exporting incident reports	958
	Exported fields for Network Monitor	959
	Exported fields for Network Discover	960
	Exported fields for Mobile Prevent for Web	961
	Exported fields for Endpoint Discover	962
	Deleting incidents	963
	Deleting custom dashboards and reports	964
	Common incident report features	965
	Page navigation in incident reports	966
	Incident report filter and summary options	966
	Sending incident reports by email	967
	Printing incident reports	968
	Incident snapshot history tab	969
	Incident snapshot attributes section	969
	Incident snapshot correlations tab	969
	Incident snapshot policy section	970
	Incident snapshot matches section	970
	Incident snapshot access information section	971
	Customizing incident snapshot pages	972
	About filters and summary options for reports	972
	General filters for reports	974
	Summary options for incident reports	977
	Advanced filter options for reports	983
Chapter 49	Archiving incidents	993
	About incident archiving	993
	Archiving incidents	994
	Restoring archived incidents	994
	Preventing incidents from being archived	995
	Deleting archived incidents	996
Chapter 50	Working with incident data	997
	About incident status attributes	997
	Configuring status attributes and values	999
	Configuring status groups	1000
	Export web archive	1001
	Export web archive—Create Archive	1002
	Export web archive—All Recent Events	1004
	About custom attributes	1004
	About using custom attributes	1006
	How custom attributes are populated	1006

	Configuring custom attributes	1007
	Setting the values of custom attributes manually	1008
Chapter 51	Working with the User Risk Summary	1009
	About user risk	1009
	About user data sources	1011
	Defining custom attributes for user data	1012
	Bringing in user data	1013
	Viewing the user list	1017
	Viewing user details	1017
	Working with the user risk summary	1018
Chapter 52	Implementing lookup plug-ins	1019
	About lookup plug-ins	1019
	Types of lookup plug-ins	1020
	About lookup parameters	1023
	About plug-in deployment	1024
	About plug-in chaining	1024
	About upgrading lookup plug-ins	1025
	Implementing and testing lookup plug-ins	1026
	Managing and configuring lookup plug-ins	1027
	Creating new lookup plug-ins	1029
	Selecting lookup parameters	1030
	Enabling lookup plug-ins	1034
	Chaining lookup plug-ins	1035
	Reloading lookup plug-ins	1035
	Troubleshooting lookup plug-ins	1036
	Configuring detailed logging for lookup plug-ins	1037
	Configuring advanced plug-in properties	1038
	Configuring the CSV Lookup Plug-In	1040
	Requirements for creating the CSV file	1041
	Specifying the CSV file path	1042
	Choosing the CSV file delimiter	1043
	Selecting the CSV file character set	1043
	Mapping attributes and parameter keys to CSV fields	1043
	CSV attribute mapping example	1044
	Testing and troubleshooting the CSV Lookup Plug-In	1046
	CSV Lookup Plug-In tutorial	1047
	Configuring LDAP Lookup Plug-Ins	1049
	Requirements for LDAP server connections	1050
	Mapping attributes to LDAP data	1051
	Attribute mapping examples for LDAP	1052

Testing and troubleshooting LDAP Lookup Plug-ins	1052
LDAP Lookup Plug-In tutorial	1053
Configuring Script Lookup Plug-Ins	1054
Writing scripts for Script Lookup Plug-Ins	1055
Specifying the Script Command	1056
Specifying the Arguments	1057
Enabling the stdin and stdout options	1057
Enabling incident protocol filtering for scripts	1058
Enabling and encrypting script credentials	1059
Chaining multiple Script Lookup Plug-Ins	1061
Script Lookup Plug-In tutorial	1061
Example script	1063
Configuring migrated Custom (Legacy) Lookup Plug-Ins	1065

Section 7 Monitoring and preventing data loss in the network 1067

Chapter 53 Implementing Network Monitor	1069
Implementing Network Monitor	1069
Choosing a network packet capture method	1071
About packet capture software installation and configuration	1072
Installing WinPcap on a Windows platform	1073
Updating the Endace card driver	1073
Installing and updating the Napatech network adapter and driver software	1073
Configuring the Network Monitor Server	1075
Enabling GET processing with Network Monitor	1076
Creating a policy for Network Monitor	1077
Testing Network Monitor	1078

Chapter 54 Implementing Network Prevent for Email	1079
Implementing Network Prevent for Email	1079
About Mail Transfer Agent (MTA) integration	1081
Configuring Network Prevent for Email Server for reflecting or forwarding mode	1082
Configuring Linux IP tables to reroute traffic from a restricted port	1086
Specifying one or more upstream mail transfer agents (MTAs)	1087
Creating a policy for Network Prevent for Email	1088
About policy violation data headers	1090
Enabling policy violation data headers	1090

	Testing Network Prevent for Email	1091
Chapter 55	Implementing Network Prevent for Web	1093
	Implementing Network Prevent for Web	1093
	Licensing Network Prevent	1095
	Configuring Network Prevent for Web Server	1095
	About proxy server configuration	1098
	Proxy server compatibility with Network Prevent for Web	1099
	Configuring request and response mode services	1100
	Specifying one or more proxy servers	1101
	Enabling GET processing for Network Prevent for Web	1102
	Creating policies for Network Prevent for Web	1103
	Testing Network Prevent for Web	1104
	Troubleshooting information for Network Prevent for Web Server	1105
Section 8	Discovering where confidential data is stored	1107
Chapter 56	About Network Discover	1109
	About Network Discover	1109
	How Network Discover works	1111
Chapter 57	Setting up and configuring Network Discover	1113
	Setting up and configuring Network Discover	1113
	Modifying the Network Discover Server configuration	1114
	About Linux Network Discover Servers	1116
	Adding a new Network Discover target	1117
	Editing an existing Network Discover target	1118
Chapter 58	Network Discover scan target configuration options	1121
	Network Discover scan target configuration options	1121
	Configuring the required fields for Network Discover targets	1123
	Scheduling Network Discover scans	1124
	Providing the password authentication for Network Discover scanned content	1126
	Encrypting passwords in configuration files	1127

Setting up Discover filters to include or exclude items from the scan	1128
Filtering Discover targets by item size	1130
Filtering Discover targets by date last accessed or modified	1131
Optimizing resources with Network Discover scan throttling	1134
Creating an inventory of the locations of unprotected sensitive data	1135

Chapter 59	Managing Network Discover target scans	1139
	Managing Network Discover target scans	1139
	Managing Network Discover Targets	1140
	About the Network Discover scan target list	1140
	Working with Network Discover scan targets	1141
	Removing Network Discover scan targets	1142
	Managing Network Discover scan histories	1142
	About Network Discover scan histories	1143
	Working with Network Discover scan histories	1144
	Deleting Network Discover scans	1145
	About Network Discover scan details	1145
	Working with Network Discover scan details	1148
	Managing Network Discover Servers	1149
	Viewing Network Discover server status	1149
	About Network Discover scan optimization	1150
	About the difference between incremental scans and differential scans	1152
	About incremental scans	1153
	Scanning new or modified items with incremental scans	1154
	About managing incremental scans	1155
	Scanning new or modified items with differential scans	1155
	Configuring parallel scanning of Network Discover targets	1156

Chapter 60	Managing Network Discover incident reports	1159
	About reports for Network Discover	1159
	About incident reports for Network Discover	1160

Chapter 61	Using Server FlexResponse plug-ins to remediate incidents	1163
	About the Server FlexResponse platform	1163
	Using Server FlexResponse custom plug-ins to remediate incidents	1165
	Deploying a Server FlexResponse plug-in	1166

	Adding a Server FlexResponse plug-in to the plug-ins properties file	1167
	Creating a properties file to configure a Server FlexResponse plug-in	1168
	Locating incidents for manual remediation	1171
	Using the action of a Server FlexResponse plug-in to remediate an incident manually	1172
	Verifying the results of an incident response action	1173
	Troubleshooting a Server FlexResponse plug-in	1174
Chapter 62	Setting up scans of file shares	1177
	Setting up server scans of file systems	1177
	Supported file system targets	1178
	Automatically discovering servers and shares before configuring a file system target	1179
	Working with Content Root Enumeration scans	1179
	Troubleshooting Content Root Enumeration scans	1183
	Automatically discovering open file shares	1183
	About automatically tracking incident remediation status	1184
	Troubleshooting automated incident remediation tracking	1185
	Configuration options for Automated Incident Remediation Tracking	1186
	Excluding internal DFS folders	1189
	Configuring scans of Microsoft Outlook Personal Folders (.pst files)	1190
	Configuring and running scans of file systems	1191
	Optimizing file system target scanning	1194
	Configuring Network Protect for file shares	1195
Chapter 63	Setting up scans of Lotus Notes databases	1199
	Setting up server scans of Lotus Notes databases	1199
	Supported Lotus Notes targets	1200
	Configuring and running Lotus Notes scans	1200
	Configuring Lotus Notes DIIOP mode configuration scan options	1203
Chapter 64	Setting up scans of SQL databases	1205
	Setting up server scans of SQL databases	1205
	Supported SQL database targets	1206
	Configuring and running SQL database scans	1206
	Installing the JDBC driver for SQL database targets	1209

	SQL database scan configuration properties	1210
Chapter 65	Setting up scans of SharePoint servers	1213
	Setting up server scans of SharePoint servers	1213
	About scans of SharePoint servers	1214
	Supported SharePoint server targets	1216
	Access privileges for SharePoint 2007 and 2010 scans	1216
	About Alternate Access Mapping Collections	1217
	Configuring and running SharePoint server scans	1217
	Installing the SharePoint solution on the Web Front Ends in a farm	1220
	Setting up SharePoint scans to use Kerberos authentication	1222
	Troubleshooting SharePoint scans	1223
Chapter 66	Setting up scans of Exchange servers	1225
	Setting up server scans of Exchange 2003 and 2007 repositories using the Exchange Web Store connector	1226
	About scans of Exchange 2003 and 2007 servers	1226
	Supported Exchange Server Web Store connector targets	1227
	Providing access rights to scan all mailboxes and public folders	1228
	Configuring Exchange 2003 and 2007 server scans	1229
	Example configurations and use cases for Exchange 2003 and 2007 scans	1233
	Troubleshooting Exchange 2003 and 2007 scans	1235
	Setting up server scans of Exchange 2007 SP2 and 2010 repositories using Exchange Web Services	1235
	About scans of Exchange 2007 SP2 and 2010 servers	1236
	Supported Exchange Server Web Services connector targets	1237
	Configuring Exchange 2007 SP2 and 2010 Server scans	1238
	Example configurations and use cases for Exchange 2007 SP2 and 2010 scans	1242
	Troubleshooting Exchange 2007 SP2 and 2010 scans	1243
Chapter 67	About Network Discover scanners	1245
	Setting up scanning of Microsoft Exchange Servers	1245
	How Network Discover scanners work	1246
	Troubleshooting scanners	1247
	Scanner processes	1249
	Scanner installation directory structure	1249
	Scanner configuration files	1251
	Scanner controller configuration options	1252

Chapter 68	Setting up scanning of file systems	1255
	Setting up remote scanning of file systems	1256
	Supported file system scanner targets	1257
	Installing file system scanners	1257
	Starting file system scans	1260
	Installing file system scanners silently from the command line	1261
	Configuration options for file system scanners	1262
	Example configuration for scanning the C drive on a Windows computer	1263
	Example configuration for scanning the /usr directory on UNIX	1264
	Example configuration for scanning with include filters	1264
	Example configuration for scanning with exclude filters	1265
	Example configuration for scanning with include and exclude filters	1265
	Example configuration for scanning with date filtering	1266
	Example configuration for scanning with file size filtering	1266
	Example configuration for scanning that skips symbolic links on UNIX systems	1267
Chapter 69	Setting up scanning of Web servers	1269
	Setting up remote scanning of Web servers	1269
	Supported Web server (scanner) targets	1270
	Installing Web server scanners	1271
	Starting Web server scans	1273
	Configuration options for Web server scanners	1274
	Example configuration for a Web site scan with no authentication	1277
	Example configuration for a Web site scan with basic authentication	1278
	Example configuration for a Web site scan with form-based authentication	1278
	Example configuration for a Web site scan with NTLM	1279
	Example of URL filtering for a Web site scan	1279
	Example of date filtering for a Web site scan	1280
Chapter 70	Setting up scanning of Documentum repositories	1281
	Setting up remote scanning of Documentum repositories	1281
	Supported Documentum (scanner) targets	1282
	Installing Documentum scanners	1282
	Starting Documentum scans	1285

	Configuration options for Documentum scanners	1286
	Example configuration for scanning all documents in a Documentum repository	1288
Chapter 71	Setting up scanning of Livelink repositories	1291
	Setting up remote scanning of Livelink repositories	1291
	Supported Livelink scanner targets	1292
	Creating an ODBC data source for SQL Server	1292
	Installing Livelink scanners	1293
	Starting Livelink scans	1295
	Configuration options for Livelink scanners	1297
	Example configuration for scanning a Livelink database	1298
Chapter 72	Setting up Web Services for custom scan targets	1299
	Setting up Web Services for custom scan targets	1299
	About setting up the Web Services Definition Language (WSDL)	1300
	Example of a Web Services Java client	1300
	Sample Java code for the Web Services example	1302
Section 9	Discovering and preventing data loss on endpoint computers	1305
Chapter 73	Using Endpoint Discover and Endpoint Prevent	1307
	About Endpoint Discover and Endpoint Prevent	1307
	How Endpoint Discover works	1308
	How Endpoint Prevent works	1309
	About virtual desktop support with Endpoint Prevent	1309
	About the Endpoint Server	1310
	About the Symantec DLP Agent	1311
	About Endpoint Prevent monitoring	1311
	About removable storage monitoring	1312
	About CD/DVD monitoring	1313
	About print/fax monitoring	1314
	About clipboard monitoring	1315
	About application monitoring	1315
	About network share monitoring	1316
	About Endpoint network monitoring	1316
	About Endpoint Discover monitoring	1317
	About targeted Endpoint Discover scans	1319

	About policies for endpoints	1319
	About policy creation for Endpoint Prevent	1321
	About monitoring policies with response rules for Endpoint Servers	1321
	About rules results caching (RRC)	1324
	About Endpoint reports	1325
Chapter 74	Implementing Endpoint Discover	1327
	How to implement Endpoint Discover	1327
	Creating a policy group for Endpoint Discover	1328
	Creating a policy for Endpoint Discover	1328
	Adding a rule for Endpoint Discover	1329
	Setting up scanning of an Endpoint Discover target	1330
	Configuration options for Endpoint Discover targets	1332
	Configuring Endpoint Discover scan timeout settings	1333
Chapter 75	Implementing Endpoint Prevent	1335
	How to implement Endpoint Prevent	1335
	Setting the endpoint location	1336
	About Endpoint Prevent response rules in different locales	1337
Chapter 76	Working with agent configurations	1341
	About agent configurations	1341
	About cloning agent configurations	1342
	Adding agent configurations	1342
	Applying agent configurations to an Endpoint Server	1347
Chapter 77	Working with Endpoint FlexResponse	1349
	About Endpoint FlexResponse	1349
	Deploying Endpoint FlexResponse	1351
	About deploying Endpoint FlexResponse plug-ins on endpoint computers	1352
	Deploying Endpoint FlexResponse plug-ins using a silent installation process	1353
	About the Endpoint FlexResponse utility	1354
	Deploying an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility	1356
	Enabling Endpoint FlexResponse on the Enforce Server	1357
	Uninstalling an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility	1358

	Retrieving an Endpoint FlexResponse plug-in from a specific endpoint computer	1358
	Retrieving a list of Endpoint FlexResponse plug-ins from an endpoint computer	1359
Chapter 78	Implementing Symantec DLP Agents	1361
	About the Symantec Management Console	1361
	Cloning advertisements and programs	1362
	Using computer discovery	1363
	Installing the Symantec Management Agent	1363
	About Symantec Management Console reporting	1364
	About Symantec Management Console agent tasks	1365
	Creating user tasks	1366
	About Symantec DLP Agent Installation	1367
	What gets installed for Symantec DLP Agents	1367
	About preinstallation steps for Symantec DLP Agents	1369
	About Symantec DLP Agent security	1370
	About the watchdog service	1372
	About Endpoint Server redundancy	1373
	About the AgentInstall.msi package	1374
	About uninstallation passwords	1375
	Installing Symantec DLP Agents with the Symantec Management Console	1378
	Installing Symantec DLP Agents silently	1379
	Installing Symantec DLP Agents manually	1381
Chapter 79	Managing Symantec DLP Agents	1385
	About Symantec DLP Agent administration	1385
	Using the agents summary screen	1385
	Agent management events screen	1392
	About Symantec DLP Agent removal	1394
	About Endpoint Agent logs	1398
	Setting the log levels for an Endpoint Agent	1399
Chapter 80	About application monitoring	1401
	About application monitoring	1401
	Adding an application	1402
Chapter 81	Using Endpoint Server tools	1405
	About Endpoint tools	1405
	Using Endpoint tools with Windows 7 or Vista	1406

	About endpointkeytool utility	1406
	Shutting down the agent and the watchdog services	1409
	Inspecting the database files accessed by the agent	1409
	Viewing extended log files	1410
	About the Device ID utility	1411
	Creating passwords with the password generation tool	1413
Section 10	Monitoring and preventing data loss on mobile devices	1415
Chapter 82	Introducing Symantec Data Loss Prevention Mobile Prevent	1417
	How Mobile Prevent works	1417
	Deployment options for Mobile Prevent	1419
	About deploying Mobile Prevent as a standalone solution	1420
	About deploying Mobile Prevent and Network Prevent for Web together	1422
	About digital certificates for Mobile Prevent	1424
	About the VPN server and VPN On Demand	1425
	About Microsoft Exchange ActiveSync and Mobile Prevent	1426
	Ignoring Microsoft Exchange ActiveSync monitoring	1427
	About mobile device management	1428
Chapter 83	Implementing Mobile Prevent for Web	1429
	Implementing Mobile Prevent	1429
	Configuring the Mobile Prevent for Web Server	1430
	Configuring the VPN profile	1435
	About proxy server configuration for Mobile Prevent	1436
	Specifying one or more proxy servers	1438
	Enabling GET processing for Mobile Prevent	1439
	Creating policies for Mobile Prevent	1439
	Configuring Mobile Prevent for secure banking	1441
	Testing Mobile Prevent	1442

- Section 11 Monitoring data loss from corporate emails downloaded to mobile devices 1443
- Chapter 84 Introducing Symantec Data Loss Prevention Mobile Email Monitor 1445
 - About Mobile Email Monitor 1445
 - How Mobile Email Monitor works 1446
 - Using Mobile Email Monitor with Mobile Prevent for Web 1447
- Chapter 85 Implementing Symantec Data Loss Prevention Mobile Email Monitor 1449
 - Symantec Data Loss Prevention Mobile Email Monitor set up overview 1449
 - Adding and configuring the Mobile Email Monitor Server 1450
 - About proxy server configuration 1452
 - Specifying one or more proxy servers 1452
 - Configuring the response mode service 1453
 - About digital certificates for Mobile Email Monitor 1454
 - Setting up native email clients for monitoring 1454
 - Creating policies for Mobile Email Monitor 1454
 - Testing Symantec Data Loss Prevention Mobile Email Monitor 1455
 - Troubleshooting Mobile Email Monitor Server 1456
- Index 1457

Getting started

- [Chapter 1. Introducing Symantec Data Loss Prevention](#)
- [Chapter 2. Getting started administering Symantec Data Loss Prevention](#)
- [Chapter 3. Working with languages and locales](#)

Introducing Symantec Data Loss Prevention

This chapter includes the following topics:

- [About Symantec Data Loss Prevention](#)
- [About the Enforce platform](#)
- [About Network Monitor and Prevent](#)
- [About Network Discover](#)
- [About Network Protect](#)
- [About Mobile Prevent](#)
- [About Mobile Email Monitor](#)
- [About Endpoint Discover](#)
- [About Endpoint Prevent](#)

About Symantec Data Loss Prevention

Symantec Data Loss Prevention enables you to:

- Discover and locate confidential information on file and Web servers, in databases, on mobile devices, and on endpoints (desk and laptop systems)
- Protect confidential information through quarantine
- Monitor network traffic for transmission of confidential data
- Monitor and prevent the transmission of confidential data on mobile devices connected to a VPN

- Monitor the transmission of confidential data contained in corporate emails that are sent using Microsoft Exchange ActiveSync and downloaded to mobile devices
- Monitor the use of sensitive data on endpoint computers
- Prevent transmission of confidential data to outside locations
- Automatically enforce data security and encryption policies

Symantec Data Loss Prevention includes the following components:

- Enforce Server
 - See [“About the Enforce platform”](#) on page 48.
 - See [“About Symantec Data Loss Prevention administration”](#) on page 55.
 - See [“About the Enforce Server administration console”](#) on page 56.
- Network Discover
 - See [“About Network Discover”](#) on page 49.
- Network Protect
 - See [“About Network Protect”](#) on page 50.
- Network Monitor
- Network Prevent
- Mobile Email Monitor
 - See [“About Mobile Email Monitor”](#) on page 51.
- Mobile Prevent
 - See [“About Mobile Prevent”](#) on page 51.
- Endpoint Discover
 - See [“About Endpoint Discover”](#) on page 52.
 - See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.
- Endpoint Prevent
 - See [“About Endpoint Prevent”](#) on page 52.

The Discover, Protect, Monitor, Mobile Prevent, Mobile Email Monitor, and Prevent modules can be deployed as stand-alone products or in combination. Regardless of which stand-alone products you deploy, the Enforce Server is always provided for central management. Note that the Network Protect module requires the Network Discover module.

Associated with each product module are corresponding detection servers:

- Network Discover Server locates the exposed confidential data on a broad range of enterprise data repositories including:

- File servers
- Databases
- Microsoft SharePoint
- Lotus Notes
- EMC Documentum
- Livelink
- Microsoft Exchange
- Web servers
- Other data repositories

If you are licensed for Network Protect, this server also copies and quarantines sensitive data on file servers, as specified in your policies.

See [“About Network Discover”](#) on page 49.

- Network Monitor Server monitors the traffic on your network.
See [“About Network Monitor and Prevent”](#) on page 49.
- Network Prevent for Email Server blocks emails that contain sensitive data.
See [“Implementing Network Prevent for Email”](#) on page 1079.
- Network Prevent for Web Server blocks HTTP postings and FTP transfers that contain sensitive data.
See [“Implementing Network Prevent for Web”](#) on page 1093.
- Mobile Prevent for Web Server monitors and blocks HTTP/S and FTP transfers that contain sensitive data over mobile devices that are connected to a VPN.
See [“Implementing Mobile Prevent”](#) on page 1429.
- Mobil Email Monitor Server monitors corporate emails that are sent through Microsoft Exchange ActiveSync and downloaded to mobile devices.
See [“About Mobile Email Monitor”](#) on page 1445.
- Endpoint Server monitors and prevents the misuse of confidential data on endpoint computers.
See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

The distributed architecture of Symantec Data Loss Prevention allows organizations to:

- Perform centralized management and reporting.
- Centrally manage data security policies once and deploy immediately across the entire Symantec Data Loss Prevention suite.
- Scale data loss prevention according to the size of your organization.

About the Enforce platform

The Symantec Data Loss Prevention Enforce Server is the central management platform that enables you to define, deploy, and enforce data loss prevention and security policies. The Enforce Server administration console provides a centralized, Web-based interface for deploying detection servers, authoring policies, remediating incidents, and managing the system.

See [“About Symantec Data Loss Prevention”](#) on page 45.

The Enforce platform provides you with the following capabilities:

- Build and deploy accurate data loss prevention policies. You can choose among various detection technologies, define rules, and specify actions to include in your data loss prevention policies. Using provided regulatory and best-practice policy templates, you can meet your regulatory compliance, data protection and acceptable-use requirements, and address specific security threats.
See [“About Data Loss Prevention policies”](#) on page 327.
See [“Detecting data loss”](#) on page 339.
- Automatically deploy and enforce data loss prevention policies. You can automate policy enforcement options for notification, remediation workflow, blocking, and encryption.
- Measure risk reduction and demonstrate compliance. The reporting features of the Enforce Server enables you to create actionable reports identifying risk reduction trends over time. You can also create compliance reports to address conformance with regulatory requirements.
See [“About Symantec Data Loss Prevention reports”](#) on page 935.
See [“About incident reports”](#) on page 938.
- Empower rapid remediation. Based on incident severity, you can automate the entire remediation process using detailed incident reporting and workflow automation. Role-based access controls empower individual business units and departments to review and remediate those incidents that are relevant to their business or employees.
See [“About incident remediation”](#) on page 865.
See [“Remediating incidents”](#) on page 868.
- Safeguard employee privacy. You can use the Enforce Server to review incidents without revealing the sender identity or message content. In this way, multi-national companies can meet legal requirements on monitoring European Union employees and transferring personal data across national boundaries.
See [“About role-based access control”](#) on page 87.

About Network Monitor and Prevent

The Symantec Data Loss Prevention network data monitoring and prevention products include:

- Network Monitor

Network Monitor captures and analyzes traffic on your network. It detects confidential data and significant traffic metadata over the protocols that you specify. For example, SMTP, FTP, HTTP, and various IM protocols. You can configure a Network Monitor Server to monitor custom protocols and to use a variety of filters (per protocol) to filter out low-risk traffic.

See [“Implementing Network Monitor”](#) on page 1069.

- Network Prevent for Email

Network Prevent for Email integrates with standard MTAs and hosted email services to provide in-line active SMTP email management. Policies that are deployed on in-line Network Prevent for Email Server direct the next-hop mail server to block, reroute, or tag email messages. These blocks are based on specific content and other message attributes. Communication between MTAs and Network Prevent for Email Server can be secured as necessary using TLS. Implement Network Monitor, review the incidents it captures, and refine your policies accordingly before you implement Network Prevent for Email.

See [“Implementing Network Prevent for Email”](#) on page 1079.

See the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent for Email*.

- Network Prevent for Web

For in-line active Web request management, Network Prevent for Web integrates with an HTTP, HTTPS, or FTP proxy server. This integration uses the Internet Content Adaptation Protocol (ICAP). The Network Prevent for Web Server detects confidential data in HTTP, HTTPS, or FTP content. When it does, it causes the proxy to reject requests or remove HTML content as specified by the governing policies.

See [“Implementing Network Prevent for Web”](#) on page 1093.

About Network Discover

Network Discover scans networked file shares, Web content servers, databases, document repositories, and endpoint systems at high speeds to detect exposed data and documents. Network Discover enables companies to understand exactly where confidential data is exposed and helps significantly reduce the risk of data loss.

Network Discover gives organizations the following capabilities:

- Pinpoint unprotected confidential data. Network Discover helps organizations accurately locate at risk data that is stored on their networks. You can then inform shared file server owners to protect the data.
- Reduce proliferation of confidential data. Network Discover helps organizations to detect the spread of sensitive information throughout the company and reduce the risk of data loss.
- Automate investigations and audits. Network Discover streamlines data security investigations and compliance audits. It accomplishes this task by enabling users to scan for confidential data automatically, as well as review access control and encryption policies.
- During incident remediation, Symantec Data Insight helps organizations solve the problem of identifying data owners and responsible parties for information due to incomplete or inaccurate metadata or tracking information.
See the *Symantec Data Loss Prevention Data Insight Implementation Guide*.
- To provide additional flexibility in remediating Network Discover incidents, use the FlexResponse application programming interface (API), or the FlexResponse plug-ins that are available.
See the *Symantec Data Loss Prevention FlexResponse Platform Developers Guide*, or contact Symantec Professional Services for a list of plug-ins.

See [“About Symantec Data Loss Prevention”](#) on page 45.

See [“About Network Discover”](#) on page 1109.

About Network Protect

Network Protect reduces your risk by removing exposed confidential data, intellectual property, and classified information from open file shares on network servers or desktop computers. Note that there is no separate Network Protect server; the Network Protect product module adds protection functionality to the Network Discover Server.

Network Protect gives organizations the following capabilities:

- Quarantine exposed files. Network Protect can automatically move those files that violate policies to a quarantine area that re-creates the source file structure for easy location. Optionally, Symantec Data Loss Prevention can place a marker text file in the original location of the offending file. The marker file can explain why and where the original file was quarantined.
- Copy exposed or suspicious files. Network Protect can automatically copy those files that violate policies to a quarantine area. The quarantine area can re-create the source file structure for easy location, and leave the original file in place.

- Quarantine file restoration. Network Protect can easily restore quarantined files to their original or a new location.
- Enforce access control and encryption policies. Network Protect proactively ensures workforce compliance with existing access control and encryption policies.

See [“About Symantec Data Loss Prevention”](#) on page 45.

See [“Configuring Network Protect for file shares”](#) on page 1195.

About Mobile Prevent

Mobile Prevent monitors email, Web, and application communications from mobile devices to prevent sensitive information from leaving your organization. After the connection to the corporate network is established, all network traffic is sent to the Mobile Prevent for Web Server for analysis. In this way, you can protect your organization's sensitive information while allowing mobile device users to access sites and apps such as Facebook, Dropbox, and Twitter.

With Mobile Prevent, you can perform the following activities:

- Monitor confidential information leaving a mobile device through HTTP, HTTPS, or FTP traffic.
- Prevent confidential information from leaving a mobile device through HTTP, HTTPS, or FTP traffic.
- Remediate incidents originating from a mobile device.

Mobile Email Monitor and Mobile Prevent are both included in the Symantec Data Loss Prevention for Mobile license.

See [“About mobile device management”](#) on page 1428.

See [“Implementing Mobile Prevent”](#) on page 1429.

See [“About Symantec Data Loss Prevention”](#) on page 45.

About Mobile Email Monitor

Mobile Email Monitor monitors corporate email that are sent through Microsoft Exchange ActiveSync and downloaded to the native email client on supported mobile devices.

With Mobile Email Monitor, you can perform the following activities:

- Monitor confidential information sent in corporate emails that are downloaded to mobile devices.

- Track what sensitive information was downloaded to monitored mobile devices that are subsequently lost or stolen.

Mobile Email Monitor and Mobile Prevent are both included in the Symantec Data Loss Prevention for Mobile license.

See [Table 85-1](#) on page 1450.

See [“About Symantec Data Loss Prevention”](#) on page 45.

About Endpoint Discover

Endpoint Discover detects sensitive data on your desktop or your laptop endpoint computers. It consists of at least one Endpoint Server and at least one Symantec DLP Agent that runs on an endpoint computer. You can have many Symantec DLP Agents connected to a single Endpoint Server. Symantec DLP Agents:

- Detect sensitive data in the endpoint file system.
- Collect data on that activity.
- Send incidents to the Endpoint Server.
- Send the data to the associated Endpoint Server for analysis, if necessary.

See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

See [“About Symantec Data Loss Prevention”](#) on page 45.

About Endpoint Prevent

Endpoint Prevent detects and prevents sensitive data from leaving from your desktop or your laptop endpoint computers. It consists of at least one Endpoint Server and all the Symantec DLP Agents running on the endpoint systems that are connected to it. You can have many Symantec DLP Agents connected to a single Endpoint Server. Endpoint Prevent detects on the following data transfers:

- Application monitoring
- CD/DVD
- Clipboard
- Email/SMTP
- eSATA removable drives
- FTP
- HTTP/HTTPS

- IM
- Network shares
- Print/Fax
- USB removable media devices

See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

See [“About Symantec Data Loss Prevention”](#) on page 45.

Getting started administering Symantec Data Loss Prevention

This chapter includes the following topics:

- [About Symantec Data Loss Prevention administration](#)
- [About the Enforce Server administration console](#)
- [Logging on and off the Enforce Server administration console](#)
- [About the administrator account](#)
- [Performing initial setup tasks](#)
- [Changing the administrator password](#)
- [Adding an administrator email account](#)
- [Editing a user profile](#)
- [Changing your password](#)

About Symantec Data Loss Prevention administration

The Symantec Data Loss Prevention system consists of one Enforce Server and one or more detection servers.

The Enforce Server stores all system configuration, policies, saved reports, and other Symantec Data Loss Prevention information and manages all activities.

System administration is performed from the Enforce Server administration console, which is accessed by a Firefox or Internet Explorer Web browser. The Enforce console is displayed after you log on.

See [“About the Enforce Server administration console”](#) on page 56.

After completing the installation steps in the *Symantec Data Loss Prevention Installation Guide*, you must perform initial configuration tasks to get Symantec Data Loss Prevention up and running for the first time. These are essential tasks that you must perform before the system can begin monitoring data on your network.

See [“Performing initial setup tasks”](#) on page 58.

About the Enforce Server administration console

You administer the Symantec Data Loss Prevention system through the Enforce Server administration console.

The Administrator user can see and access all parts of the administration console. Other users can see only the parts to which their roles grant them access. The user account under which you are currently logged on appears at the top right of the screen.

When you first log on to the administration console, the **Home** screen is displayed. To navigate through the system, select items from one of the four menu clusters (**Home**, **Incidents**, **Policies**, and **System**). To access the online Help, click **Help** at the top right of the screen.

Located in the upper-right portion of the administration console are the following navigation and operation icons:

Table 2-1 Administration console navigation and operation icons





Icon	Description
	Back to previous screen. Symantec recommends using this Back button rather than your browser Back button. Use of your browser Back button may lead to unpredictable behavior and is not recommended.
	Screen refresh. Symantec recommends using this Refresh button rather than your browser Reload or Refresh button. Use of your browser buttons may lead to unpredictable behavior and is not recommended.
	Send the current report to the printer. If the current screen contents cannot be sent to the printer, this icon is unavailable.

Table 2-1 Administration console navigation and operation icons (*continued*)

Icon	Description
	Email the current report to one or more recipients. If the current screen contents cannot be sent as an email, this icon is unavailable.

See [“Logging on and off the Enforce Server administration console”](#) on page 57.

Logging on and off the Enforce Server administration console

If you are assigned more than one role, you can only log on under one role at a time. You must specify the role name and user name at logon.

To log on to the Enforce Server

- 1 On the Enforce Server host, open a browser and point it to the URL for your server (as provided by the Symantec Data Loss Prevention administrator).
- 2 On the Symantec Data Loss Prevention logon screen, enter your user name in the **Username** field. For the administrator role, this user name is always `Administrator`. Users with multiple roles should specify the role name and the user name in the format `role\user` (for example, `ReportViewer\bsmith`). If they do not, Symantec Data Loss Prevention assigns the user a role upon logon.

See [“Configuring roles”](#) on page 95.

- 3 In the **Password** field, type the password. For the administrator at first logon, this password is the password you created during the installation.

For installation details, see the appropriate *Symantec Data Loss Prevention Installation Guide*.

- 4 Click **login**.

The Enforce Server administration console appears. The administrator can access all parts of the administration console, but another user can see only those parts that are authorized for that particular role.

To log out of the Enforce Server

- 1 Click **logout** at the top right of the screen.
- 2 Click **OK** to confirm.

Symantec Data Loss Prevention displays a message confirming the logout was successful.

See [“Editing a user profile”](#) on page 60.

About the administrator account

The Symantec Data Loss Prevention system is preconfigured with a permanent administrator account. Note that the name is case sensitive and cannot be changed. You configured a password for the administrator account during installation.

Refer to the *Symantec Data Loss Prevention Installation Guide* for more information.

Only the administrator can see or modify the administrator account. Role options do not appear on the **administrator configure** screen, because the administrator always has access to every part of the system.

See [“Changing the administrator password”](#) on page 59.

See [“Adding an administrator email account”](#) on page 59.

Performing initial setup tasks

After completing the installation steps in the *Symantec Data Loss Prevention Installation Guide*, you must perform initial configuration tasks to get Symantec Data Loss Prevention up and running for the first time. These are essential tasks that you must perform before the system can begin monitoring data on your network.

- Change the Administrator's password to a unique password only you know, and add an email address for the Administrator user account so you can be notified of various system events.
See [“About the administrator account”](#) on page 58.
- Add and configure your detection servers.
See [“Adding a detection server”](#) on page 207.
See [“Server configuration—basic”](#) on page 193.
- Add any user accounts you need in addition to those supplied by your Symantec Data Loss Prevention solution pack.
- Review the policy templates provided with your Symantec Data Loss Prevention solution pack to familiarize yourself with their content and data requirements. Revise the policies or create new ones as needed.
- Add the data profiles that you plan to associate with policies.
Data profiles are not always required. This step is necessary only if you are licensed for data profiles and if you intend to use them in policies.

Changing the administrator password

During installation, you created a generic administrator password. When you log on for the first time, you should change this password to a unique, secret password.

See the *Symantec Data Loss Prevention Installation Guide* for more information.

Passwords are case-sensitive and they must contain at least eight characters.

Note that you can configure Symantec Data Loss Prevention to require strong passwords. Strong passwords are passwords specifically designed to be difficult to break. Password policy is configured from the **System > Settings > General > Configure** screen.

When your password expires, Symantec Data Loss Prevention displays the Password Renewal window at the next login. When the Password Renewal window appears, type your old password, and then type your new password and confirm it.

See [“Configuring user accounts”](#) on page 103.

To change the administrator password

- 1 Log on as administrator.
- 2 Click **Profile** in the upper-right corner of the administration console.
- 3 On the **Edit Profile** screen:
 - Enter your new password in the **New Password** field.
 - Re-enter your new password in the **Re-enter New Password** field. The two new passwords must be identical.

Note that passwords are case-sensitive.

- 4 Click **Save**.

See [“About the administrator account”](#) on page 58.

See [“About the Enforce Server administration console”](#) on page 56.

See [“About the System Overview screen”](#) on page 210.

Adding an administrator email account

You can specify an email address to receive administrator account related messages.

To add or change an administrator email account

- 1 Click **Profile** in the upper-right corner of the administration console.
- 2 Type the new (or changed) administrator email address in the **email Address** field.

The email addresses must include a fully qualified domain name. For example:
`my_name@acme.com`.

- 3 Click **Save**.

See [“About the administrator account”](#) on page 58.

See [“About the Enforce Server administration console”](#) on page 56.

See [“About the System Overview screen”](#) on page 210.

Editing a user profile

System users can use the **Profile** screen to configure their profile passwords, email addresses, and languages.

Users can also specify their report preferences at the **Profile** screen.

To display the **Profile** screen, click **Profile** at the top-right of the Enforce Server administration console.

The **Profile** screen is divided into the following sections:

- **General.** Use this section to change your password, specify your email address, and choose a language preference.
- **Report Preferences.** Use this section to specify your preferred text encoding, CSV delimiter, and XML export preferences.
- **Roles.** This section displays your role. Note that this section is not displayed for the administrator because the administrator is authorized to perform all roles.

The **General** section:

To change your password

- 1 Enter your current valid password in the **Old Password** field.
- 2 Enter your new password in the **New Password** field.
- 3 Re-enter your new password in the **Re-enter New Password** field.
- 4 Click **Save**.

The next time you log on, you must use your new password.

See [“Changing your password”](#) on page 63.

To specify a new personal email address

- 1 Enter your current valid password in the **Old Password** field.
- 2 In the **Email Address** field enter your personal email address.
- 3 Click **Save**.

Individual Symantec Data Loss Prevention users can choose which of the available languages and locales they want to use.

To choose a language for individual use

- 1 On the Enforce Server administration console, click **Profile** at the top-right of the screen.
Your profile appears.
- 2 In the **General** section of the screen, enter your password in the **Old Password** field.
- 3 Click the option next to your language choice.
- 4 Click **Save**.

The Enforce Server administration console is re-displayed in the new language.

Choosing a language profile has no effect on the detection of policy violations. Detection is performed on all content that is written in any supported language regardless of the language you choose for your profile.

See [“About support for character sets, languages, and locales”](#) on page 65.

The languages available to you are determined when the product is installed and the later addition of language packs for Symantec Data Loss Prevention. The effect of choosing a different language varies as follows:

- **Locale only.** If the language you choose has the notice *Translations not available*, dates and numbers are displayed in formats appropriate for the language. Reports and lists are sorted in accordance with that language. But the administration console menus, labels, screens, and Help system are not translated and remain in English.
See [“About locales”](#) on page 70.
- **Translated.** The language you choose may not display the notice *Translations not available*. In this case, in addition to the number and date format, and sort order, the administration console menus, labels, screens, and in some cases the Help system, are translated into the chosen language.
See [“About Symantec Data Loss Prevention language packs”](#) on page 69.

The **Report Preferences** section:

To select your text encoding

- 1 Enter your current valid password in the **Old Password** field.
- 2 Select a text encoding option:
 - **Use browser default encoding.** Check this box to specify that text files use the same encoding as your browser.
 - Pull down menu. Click on an encoding option in the pull down menu to select it.

- 3 Click **Save**.

The new text encoding is applied to CSV exported files. This encoding lets you select a text encoding that matches the encoding that is expected by CSV applications.

To select a CSV delimiter

- 1 Enter your current valid password in the **Old Password** field.
- 2 Choose one of the delimiters from the pull-down menu.
- 3 Click **Save**.

The new delimiter is applied to the next comma-separated values (CSV) list that you export.

See [“About incident reports”](#) on page 938.

See [“Exporting incident reports”](#) on page 958.

To select XML export details

- 1 Enter your current valid password in the **Old Password** field.
- 2 **Include Incident Violations in XML Export.** If this box is checked, reports exported to XML include the highlighted matches on each incident snapshot.
- 3 **Include Incident History in XML Export.** If this box is checked, reports exported to XML include the incident history data that is contained in the **History** tab of each incident snapshot.
- 4 Click **Save**.

Your selections are applied to the next report you export to XML.

If neither box is checked, the exported XML report contains only the basic incident information.

See [“About incident reports”](#) on page 938.

See [“Exporting incident reports”](#) on page 958.

Changing your password

When your password expires, the system requires you to specify a new one the next time you attempt to log on. If you are required to change your password, the **Password Renewal** window appears.

To change your password from the Password Renewal window

- 1 Enter your old password in the **Old password** field of the **Password Renewal** window.
- 2 Enter your new password in the **New Password** field of the **Password Renewal** window.
- 3 Re-enter your new password in the **Re-enter New Password** field of the **Password Renewal** window.

The next time you log on, you must use your new password.

You can also change your password at any time from the **Profile** screen.

See [“Editing a user profile”](#) on page 60.

See [“About the administrator account”](#) on page 58.

See [“Logging on and off the Enforce Server administration console”](#) on page 57.

Working with languages and locales

This chapter includes the following topics:

- [About support for character sets, languages, and locales](#)
- [Supported languages for detection](#)
- [Working with international characters](#)
- [About Symantec Data Loss Prevention language packs](#)
- [About locales](#)
- [Using a non-English language on the Enforce Server administration console](#)
- [Using the Language Pack Utility](#)

About support for character sets, languages, and locales

Symantec Data Loss Prevention fully supports international deployments by offering a large number of languages and localization options:

- Policy creation and violation detection across many languages.
The supported languages can be used in keywords, data identifiers, regular expressions, exact data profiles (EDM) and document profiles (IDM).
See [“Supported languages for detection”](#) on page 66.
- Operation on localized and Multilingual User Interface (MUI) versions of Windows operating systems.

- International character sets. To view and work with international character sets, the system on which you are viewing the Enforce Server administration console must have the appropriate capabilities.
See [“Working with international characters”](#) on page 68.
- Locale-based date and number formats, as well as sort orders for lists and reports.
See [“About locales”](#) on page 70.
- Localized user interface (UI) and Help system. Language packs for Symantec Data Loss Prevention provide language-specific versions of the Enforce Server administration console. They may also provide language-specific versions of the online Help system.

Note: These language packs are added separately following initial product installation.

- Localized product documentation.

Supported languages for detection

Symantec Data Loss Prevention supports a large number of languages for detection. Policies can be defined that accurately detect and report on the violations found in content in these languages.

Table 3-1 Languages supported by Symantec Data Loss Prevention

Language	Version 10.x	Versions 11.0, 11.1.x, 11.5, 11.6	Version 12.x
Arabic	Yes	Yes	Yes
Brazilian Portuguese	Yes	Yes	Yes
Chinese (traditional)	Yes	Yes	Yes
Chinese (simplified)	Yes	Yes	Yes
Czech	Yes	Yes	Yes
Danish	Yes	Yes	Yes
Dutch	Yes	Yes	Yes
English	Yes	Yes	Yes

Table 3-1 Languages supported by Symantec Data Loss Prevention (*continued*)

Language	Version 10.x	Versions 11.0, 11.1.x, 11.5, 11.6	Version 12.x
Finnish	Yes	Yes	Yes
French	Yes	Yes	Yes
German	Yes	Yes	Yes
Greek	Yes	Yes	Yes
Hebrew	Yes	Yes	Yes
Hungarian	Yes	Yes	Yes
Italian	Yes	Yes	Yes
Japanese	Yes	Yes	Yes
Korean	Yes	Yes	Yes
Norwegian	Yes	Yes	Yes
Polish	Yes	Yes	Yes
Portuguese	Yes	Yes	Yes
Romanian	Yes	Yes	Yes
Russian	Yes	Yes	Yes
Spanish	Yes	Yes	Yes
Swedish	Yes	Yes	Yes
Turkish	Yes*	Yes*	Yes*

*Symantec Data Loss Prevention cannot be installed on a Windows operating system that is localized for the Turkish language, and you cannot choose Turkish as an alternate locale.

For additional information about specific languages, see the *Symantec Data Loss Prevention Release Notes*.

A number of capabilities are not implied by this support:

- Technical support provided in a non-English language. Because Symantec Data Loss Prevention supports a particular language does not imply that technical support is delivered in that language.

- Localized administrative user interface (UI) and documentation. Support for a language does not imply that the UI or product documentation has been localized into that language. However, even without a localized UI, user-defined portions of the UI such as pop-up notification messages on the endpoint can still be localized into any language by entering the appropriate text in the UI.
- Localized content. Keywords are used in a number of areas of the product, including policy templates and data identifiers. Support for a language does not imply that these keywords have been translated into that language. Users may, however, add keywords in the new language through the Enforce Server administration console.
- New file types, protocols, applications, or encodings. Support for a language does not imply support for any new file types, protocols, applications, or encodings that may be prevalent in that language or region other than what is already supported in the product.
- Language-specific normalization. An example of normalization is to treat accented and unaccented versions of a character as the same. The product already performs a number of normalizations, including standard Unicode normalization that should cover the vast majority of cases. However, it does not mean that all potential normalizations are included.
- Region-specific normalization and validation. An example of this is the awareness the product has of the format of North American phone numbers, which allows it to treat different versions of a number as the same, and to identify invalid numbers in EDM source files. Support for a language does not imply this kind of functionality for that language or region.

Items in these excluded categories are tracked as individual product enhancements on a language- or region-specific basis. Please contact Symantec Support for additional information on language-related enhancements or plans for the languages not listed.

See [“About support for character sets, languages, and locales”](#) on page 65.

Working with international characters

You can use a variety of languages in Symantec Data Loss Prevention, based on:

- The operating system-based character set installed on the computer from which you view the Enforce Server administration console
- The capabilities of your browser

For example, an incident report on a scan of Russian-language data would contain Cyrillic characters. To view that report, the computer and browser you use to

access the Enforce Server administration console must be capable of displaying these characters. Here are some general guidelines:

- If the computer you use to access the Enforce Server administration console has an operating system localized for a particular language, you should be able to view and use a character set that supports that language.
- If the operating system of the computer you use to access the administration console is not localized for a particular language, you may need to add supplemental language support. This supplemental language support is added to the computer you use to access the administration console, not on the Enforce Server.
 - On a Windows system, you add supplemental language support using the **Control Panel > Regional and Language Options > Languages (tab) - Supplemental Language Support** to add fonts for some character sets.
- It may also be necessary to set your browser to accommodate the characters you want to view and enter.

Note: The Enforce Server administration console supports UTF-8 encoded data.

- On a Windows system, it may also be necessary to use the **Languages – Supplemental Language Support** tab under **Control Panel > Regional and Language Options** to add fonts for some character sets.

See the *Symantec Data Loss Prevention Release Notes* for known issues regarding specific languages.

See [“About support for character sets, languages, and locales”](#) on page 65.

About Symantec Data Loss Prevention language packs

Language packs for Symantec Data Loss Prevention localize the product for a particular language on Windows-based systems. After a language pack has been added to Symantec Data Loss Prevention, administrators can specify it as the system-wide default. If multiple language packs have been made available by the administrator for use, individual users can choose the language they want to work in.

See [“Using a non-English language on the Enforce Server administration console”](#) on page 71.

Language pack selection results in the following:

- Its locale becomes available to administrators and end users in Enforce Server **Configuration** screen.
- Enforce Server screens, menu items, commands, and messages appear in the language.
- The Symantec Data Loss Prevention Help system may be displayed in the language.

Language packs for Symantec Data Loss Prevention are available from [Symantec File Connect](#).

Caution: When you install a new version of Symantec Data Loss Prevention, any language packs you have installed are deleted. For a new, localized version of Symantec Data Loss Prevention, you must upgrade to a new version of the language pack.

See [“About locales”](#) on page 70.

See [“About support for character sets, languages, and locales”](#) on page 65.

About locales

A locale provides the following:

- Displays dates and numbers in formats appropriate for that locale.
- Sorts lists and reports based on text columns, such as "policy name" or "file owner," alphabetically according to the rules of the locale.

Locales are installed as part of a language pack.

An administrator can also configure an additional locale for use by individual users. This additional locale need only be supported by the required version of Java.

For a list of these locales, see

<http://www.oracle.com/technetwork/java/javase/javase7locales-334809.html>.

The locale can be specified at product installation time, as described in the *Symantec Data Loss Prevention Installation Guide*. It can also be configured at a later time using the Language Pack Utility.

See [“Using a non-English language on the Enforce Server administration console”](#) on page 71.

See [“About support for character sets, languages, and locales”](#) on page 65.

Using a non-English language on the Enforce Server administration console

The use of locales and languages is specified through the Enforce Server administration console by the following roles:

- Symantec Data Loss Prevention administrator. Specifies that one of the available languages be the default system-wide language and sets the locale.
- Individual Symantec Data Loss Prevention user. Chooses which of the available locales to use.

Note: The addition of multiple language packs could slightly affect Enforce Server performance, depending on the number of languages and customizations present. This results because an additional set of indexes has to be built and maintained for each language.

Warning: Do not modify the Oracle database NLS_LANGUAGE and NLS_TERRITORY settings.

See [“About Symantec Data Loss Prevention language packs”](#) on page 69.

See [“About locales”](#) on page 70.

A Symantec Data Loss Prevention administrator specifies which of the available languages is the default system-wide language.

To choose the default language for all users

- 1 On the Enforce Server, go to **System > Settings > General** and click **Configure**. The **Edit General Settings** screen is displayed.
- 2 Scroll to the **Language** section of the **Edit General Settings** screen, and click the button next to the language you want to use as the system-wide default.
- 3 Click **Save**.

Individual Symantec Data Loss Prevention users can choose which of the available languages and locales they want to use by updating their profiles.

See [“Editing a user profile”](#) on page 60.

Administrators can use the Language Pack Utility to update the available languages.

See [“Using the Language Pack Utility”](#) on page 72.

See [“About support for character sets, languages, and locales”](#) on page 65.

Note: If the Enforce Server runs on a Linux host, you must install language fonts on the host machine using the Linux Package Manager application. Language font packages begin with `fonts-<language_name>`. For example, `fonts-japanese-0.20061016-4.el5.noarch`

Using the Language Pack Utility

To make a specific locale available for Symantec Data Loss Prevention, you add language packs through the Language Pack Utility.

You run the Language Pack Utility from the command line. Its executable, `LanguagePackUtility.exe`, resides in the `\SymantecDLP\Protect\bin` directory.

To use the Language Pack Utility, you must have Read, Write, and Execute permissions on all of the `\SymantecDLP` folders and subfolders.

To display help for the utility, such as the list of valid options and their flags, enter `LanguagePackUtility` without any flags.

Note: Running the Language Pack Utility causes the VontuManager and VontuIncidentPersister services to stop for as long as 20 seconds. Any users who are logged on to the Enforce Server administration console will be logged out automatically. When finished making its updates, the utility restarts the services automatically, and users can log back on to the administration console.

Language packs for Symantec Data Loss Prevention can be obtained from Symantec [File Connect](#).

To add a language pack (Windows)

- 1 Advise other users that anyone currently using the Enforce Server administration console must save their work and log off.
- 2 Run the Language Pack Utility with the `-a` flag followed by the name of the ZIP file for that language pack. Enter:

```
LanguagePackUtility -a filename
```

where *filename* is the fully qualified path and name of the language pack ZIP file.

For example, if the Japanese language pack ZIP file is stored in `c:\temp`, add it by entering:

```
LanguagePackUtility -a c:\temp\Symantec_DLP_12.0_Lang_Pack-JP.zip
```

To add multiple language packs during the same session, specify multiple file names, separated by spaces, for example:

```
LanguagePackUtility -a  
c:\temp\Symantec_DLP_12.0_Lang_Pack-TW.zip  
Symantec_DLP_12.0_Lang_Pack-CS.zip
```

- 3 Log on to the Enforce Server administration console and confirm that the new language option is available on the **Edit General Settings** screen. To do this, go to **System > Settings > General > Configure > Edit General Settings**.

To add a language pack (Linux)

- 1 Advise other users that anyone currently using the Enforce Server administration console must save their work and log off.
- 2 Open a terminal session to the Enforce Server host and switch to the *DLP_system_account* by running the following command:

```
su - DLP_system_account
```

- 3 Run the following command:

```
DLP_home/Protect/bin/LanguagePackUtility -a <path to language  
pack zip file>
```

- 4 Log on to the Enforce Server administration console and confirm that the new language option is available on the **Edit General Settings** screen. To do this, go to **System > Settings > General > Configure > Edit General Settings**.

To remove a language pack

- 1 Advise users that anyone currently using the Enforce Server administration console must save their work and log off.
- 2 Run the Language Pack Utility with the `-r` flag followed by the Java locale code of the language pack you want to remove. Enter:

```
LanguagePackUtility -r locale
```

where *locale* is a valid Java locale code corresponding to a Symantec Data Loss Prevention language pack.

For example, to remove the French language pack enter:

```
LanguagePackUtility -r fr_FR
```

To remove multiple language packs during the same session, specify multiple file names, separated by spaces.

- 3 Log on to the Enforce Server administration console and confirm that the language pack is no longer available on the **Edit General Settings** screen. To do this, go to **System > Settings > General > Configure > Edit General Settings**.

Removing a language pack has the following effects:

- Users can no longer select the locale of the removed language pack for individual use.

Note: If the locale of the language pack is supported by the version of Java required for running Symantec Data Loss Prevention, the administrator can later specify it as an alternate locale for any users who need it.

- The locale reverts to the system-wide default configured by the administrator.
- If the removed language was the system-wide default locale, the system locale reverts to English.

To change or add a locale

- 1 Advise users that anyone currently using the Enforce Server administration console must save their work and log off.
- 2 Run the Language Pack Utility using the `-c` flag followed by the Java locale code for the locale that you want to change or add. Enter:

```
LanguagePackUtility -c locale
```

where *locale* is a valid locale code recognized by Java, such as `pt_PT` for Portuguese.

For example, to change the locale to Brazilian Portuguese enter:

```
LanguagePackUtility -c pt_BR
```

- 3 Log on to the Enforce Server administration console and confirm that the new alternate locale is now available on the **Edit General Settings** screen. To do this, go to **System > Settings > General > Configure > Edit General Settings**.

If you specify a locale for which there is no language pack, "Translations not available" appears next to the locale name. This means that formatting and sort order are appropriate for the locale, but the Enforce Server administration console screens and online Help are not translated.

Note: Administrators can only make one additional locale available for users that is not based on a previously installed Symantec Data Loss Prevention language pack.

See [“About support for character sets, languages, and locales”](#) on page 65.

Managing the Enforce Server platform

- [Chapter 4. Managing Enforce Server services and settings](#)
- [Chapter 5. Managing roles and users](#)
- [Chapter 6. Connecting to group directories](#)
- [Chapter 7. Managing stored credentials](#)
- [Chapter 8. Managing system events and messages](#)
- [Chapter 9. Adding a new product module](#)
- [Chapter 10. Integrating Enforce with Symantec Protection Center \(SPC\)](#)

Managing Enforce Server services and settings

This chapter includes the following topics:

- [About Enforce Server services](#)
- [About starting and stopping services on Windows](#)
- [Starting and stopping services on Linux](#)

About Enforce Server services

The Symantec Data Loss Prevention services may need to be stopped and started periodically. This section provides a brief description of each service and how to start and stop the services on supported platforms.

The Symantec Data Loss Prevention services for the Enforce Server are described in the following table:

Table 4-1 Services on the Enforce Server

Service Name	Description
Vontu Manager	Provides the centralized reporting and management services for Symantec Data Loss Prevention.
Vontu Monitor Controller	Controls the detection servers (monitors).
Vontu Notifier	Provides the database notifications.
Vontu Incident Persister	Writes the incidents to the database.
Vontu Update	Installs the Symantec Data Loss Prevention system updates.

See [“About starting and stopping services on Windows”](#) on page 80.

About starting and stopping services on Windows

The procedures for starting and stopping services vary according to installation configurations and between Enforce and detection servers.

- See [“Starting an Enforce Server on Windows”](#) on page 80.
- See [“Stopping an Enforce Server on Windows”](#) on page 80.
- See [“Starting a Detection Server on Windows”](#) on page 81.
- See [“Stopping a Detection Server on Windows”](#) on page 81.
- See [“Starting services on single-tier Windows installations”](#) on page 82.
- See [“Stopping services on single-tier Windows installations”](#) on page 82.

Starting an Enforce Server on Windows

Use the following procedure to start the Symantec Data Loss Prevention services on a Windows Enforce Server.

To start the Symantec Data Loss Prevention services on a Windows Enforce Server

- 1 On the computer that hosts the Enforce Server, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 Before starting other Symantec Data Loss Prevention services, start the Vontu Notifier service.
- 3 Start the remaining Symantec Data Loss Prevention services, including the following services:
 - Vontu Manager
 - Vontu Incident Persister
 - Vontu Update
 - Vontu Monitor Controller

See [“Stopping an Enforce Server on Windows”](#) on page 80.

Stopping an Enforce Server on Windows

Use the following procedure to stop the Symantec Data Loss Prevention services on a Windows Enforce Server.

To stop the Symantec Data Loss Prevention Services on a Windows Enforce Server

- 1 On the computer that hosts the Enforce Server, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 From the Services menu, stop all running Symantec Data Loss Prevention services, which might include the following services:
 - Vontu Update
 - Vontu Incident Persister
 - Vontu Manager
 - Vontu Monitor Controller
 - Vontu Notifier

See [“Starting an Enforce Server on Windows”](#) on page 80.

Starting a Detection Server on Windows

To start the Symantec Data Loss Prevention services on a Windows detection server

- 1 On the computer that hosts the detection server, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 Start the Symantec Data Loss Prevention services, which might include the following services:
 - Vontu Monitor
 - Vontu Update

See [“Stopping a Detection Server on Windows”](#) on page 81.

Stopping a Detection Server on Windows

Use the following procedure to stop the Symantec Data Loss Prevention services on a Windows detection server.

To stop the Symantec Data Loss Prevention Services on a Windows detection server

- 1 On the computer that hosts the detection server, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 From the **Services** menu, stop all running Symantec Data Loss Prevention services, which might include the following services:

- Vontu Update
- Vontu Monitor

See [“Starting a Detection Server on Windows”](#) on page 81.

Starting services on single-tier Windows installations

Use the following procedure to start the Symantec Data Loss Prevention services on a single-tier installation on Windows.

To start the Symantec Data Loss Prevention services on a single-tier Windows installation

- 1 On the computer that hosts the Symantec Data Loss Prevention server applications, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 Before starting other Symantec Data Loss Prevention services, start the Vontu Notifier service.
- 3 Start the remaining Symantec Data Loss Prevention services, which might include the following services:
 - Vontu Manager
 - Vontu Monitor
 - Vontu Incident Persister
 - Vontu Update
 - Vontu Monitor Controller

See [“Stopping services on single-tier Windows installations”](#) on page 82.

Stopping services on single-tier Windows installations

Use the following procedure to stop the Symantec Data Loss Prevention services on a single-tier installation on Windows.

To stop the Symantec Data Loss Prevention services on a single-tier Windows installation

- 1 On the computer that hosts the Symantec Data Loss Prevention server applications, navigate to **Start > All Programs > Administrative Tools > Services** to open the Windows Services menu.
- 2 From the Services menu, stop all running Symantec Data Loss Prevention services, which might include the following services:
 - Vontu Update

- Vontu Incident Persister
- Vontu Manager
- Vontu Monitor Controller
- Vontu Notifier
- Vontu Monitor

See [“Starting services on single-tier Windows installations”](#) on page 82.

Starting and stopping services on Linux

The procedures for starting and stopping services vary according to installation configurations and between Enforce and detection servers.

- See [“Starting an Enforce Server on Linux”](#) on page 83.
- See [“Stopping an Enforce Server on Linux”](#) on page 84.
- See [“Starting a detection server on Linux”](#) on page 84.
- See [“Stopping a detection server on Linux”](#) on page 84.
- See [“Starting services on single-tier Linux installations”](#) on page 85.
- See [“Stopping services on single-tier Linux installations”](#) on page 85.

Starting an Enforce Server on Linux

Use the following procedure to start the Symantec Data Loss Prevention services on a Linux Enforce Server.

To start the Symantec Data Loss Prevention services on a Linux Enforce Server

- 1 On the computer that hosts the Enforce Server, log on as root.
- 2 Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3 Before starting other Symantec Data Loss Prevention services, to start the Vontu Notifier service, enter:

```
./VontuNotifier.sh start
```

- 4 To start the remaining Symantec Data Loss Prevention services, enter:

```
./VontuManager.sh start  
./VontuIncidentPersister.sh start  
./VontuUpdate.sh start  
./VontuMonitorController.sh start
```


See [“Stopping an Enforce Server on Linux”](#) on page 84.

Stopping an Enforce Server on Linux

Use the following procedure to stop the Symantec Data Loss Prevention services on a Linux Enforce Server.

To stop the Symantec Data Loss Prevention services on a Linux Enforce Server

- 1 On the computer that hosts the database, log on as root.
- 2 Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3 To stop all running Symantec Data Loss Prevention services, enter:

```
./VontuUpdate.sh stop  
./VontuIncidentPersister.sh stop  
./VontuManager.sh stop  
./VontuMonitorController.sh stop  
./VontuNotifier.sh stop
```

See [“Starting an Enforce Server on Linux”](#) on page 83.

Starting a detection server on Linux

Use the following procedure to start the Symantec Data Loss Prevention services on a Linux detection server.

To start the Symantec Data Loss Prevention services on a Linux detection server

- 1 On the computer that hosts the Enforce Server, log on as root.
- 2 Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3 To start the Symantec Data Loss Prevention services, enter:

```
./VontuMonitor.sh start  
./VontuUpdate.sh start
```

See [“Stopping a detection server on Linux”](#) on page 84.

Stopping a detection server on Linux

Use the following procedure to stop the Symantec Data Loss Prevention services on a Linux detection server.

To stop the Symantec Data Loss Prevention services on a Linux detection server

- 1 On the computer that hosts the database, log on as root.
- 2 Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3 To stop all running Symantec Data Loss Prevention services, enter:

```
./VontuUpdate.sh stop  
./VontuMonitor.sh stop
```

See [“Starting a detection server on Linux”](#) on page 84.

Starting services on single-tier Linux installations

Use the following procedure to start the Symantec Data Loss Prevention services on a single-tier installation on Linux.

To start the Symantec Data Loss Prevention services on a single-tier Linux installation

- 1 On the computer that hosts the Symantec Data Loss Prevention server applications, log on as root.
- 2 Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3 Before starting other Symantec Data Loss Prevention services, to start the Vontu Notifier service, enter:

```
./VontuNotifier.sh start
```

- 4 To start the remaining Symantec Data Loss Prevention services, enter:

```
./VontuManager.sh start  
./VontuMonitor.sh start  
./VontuIncidentPersister.sh start  
./VontuUpdate.sh start  
./VontuMonitorController.sh start
```

See [“Stopping services on single-tier Linux installations”](#) on page 85.

Stopping services on single-tier Linux installations

Use the following procedure to stop the Symantec Data Loss Prevention services on a single-tier installation on Linux.

To stop the Symantec Data Loss Prevention services on a single-tier Linux installation

- 1** On the computer that hosts the Symantec Data Loss Prevention servers, log on as root.
- 2** Change directory to `/opt/SymantecDLP/Protect/bin`.
- 3** To stop all running Symantec Data Loss Prevention services, enter:

```
./VontuUpdate.sh stop  
./VontuIncidentPersister.sh stop  
./VontuManager.sh stop  
./VontuMonitor.sh stop  
./VontuMonitorController.sh stop  
./VontuNotifier.sh stop
```

See [“Starting services on single-tier Linux installations”](#) on page 85.

Managing roles and users

This chapter includes the following topics:

- [About role-based access control](#)
- [About authenticating users](#)
- [About configuring roles and users](#)
- [About recommended roles for your organization](#)
- [Roles included with solution packs](#)
- [Configuring roles](#)
- [Configuring user accounts](#)
- [Configuring password enforcement settings](#)
- [Resetting the Administrator password](#)
- [Manage and add roles](#)
- [Manage and add users](#)
- [Integrating Active Directory for user authentication](#)
- [About configuring certificate authentication](#)

About role-based access control

Symantec Data Loss Prevention provides role-based access control to govern how users access product features and functionality. For example, a role might let users view reports, but prevent users from creating policies or deleting incidents. Or, a role might let users author policy response rules but not detection rules.

Roles determine what a user can see and do in the Enforce Server administration console. For example, the Report role is a specific role that is included in most Symantec Data Loss Prevention solution packs. Users in the Report role can view incidents and create policies, and configure Discover targets (if you are running a Discover Server). However, users in the Report role cannot create Exact Data or Document Profiles. Also, users in the Report role cannot perform system administration tasks. When a user logs on to the system in the Report role, the **Manage > Data Profiles** and the **System > Login Management** modules in the Enforce Server administration console are not visible to this user.

You can assign a user to more than one role. Membership in multiple roles allows a user to perform different kinds of work in the system. For example, you grant the information security manager user (InfoSec Manager) membership in two roles: ISR (information security first responder) and ISM (information security manager). The InfoSec Manager can log on to the system as either a first responder (ISR) or a manager (ISM), depending on the task(s) to perform. The InfoSec Manager only sees the Enforce Server components appropriate for those tasks.

You can also combine roles and policy groups to limit the policies and detection servers that a user can configure. For example, you associate a role with the European Office policy group. This role grants access to the policies that are designed only for the European office.

See [“Policy deployment”](#) on page 332.

Users who are assigned to multiple roles must specify the desired role at log on. Consider an example where you assign the user named "User01" to two roles, "Report" and "System Admin." If "User01" wanted to log on to the system to administer the system, the user would log on with the following syntax: **Login:**
 System Admin\User01

See [“Logging on and off the Enforce Server administration console”](#) on page 57.

The Administrator user (created during installation) has access to every part of the system and therefore is not a member of any access-control role.

See [“About the administrator account”](#) on page 58.

About authenticating users

Symantec Data Loss Prevention provides the following options for authenticating users to the Enforce Server administration console:

Table 5-1 Enforce Server authentication mechanisms

Authentication mechanism	Sign-on mechanism	Description
Password authentication	Forms-based sign-on	<p>With password authentication, the Enforce Server administration console authenticates each user by determining if the supplied user name and password combination matches an active user account in the Enforce Server configuration. An active user account is authenticated if it has been assigned a valid role.</p> <p>When using this authentication mechanism, users enter their credentials into the Enforce Server administration console's login page and submit them over an HTTPS connection to the Tomcat container that hosts the administration console.</p> <p>With password authentication, you must configure the user name and password of each user account directly in the Enforce Server administration console. You must also ensure that each user account has at least one assigned role.</p> <p>See “Manage and add users” on page 108.</p>
Active Directory authentication	Forms-based sign-on	<p>With Microsoft Active Directory authentication, the Enforce Server administration console first evaluates a supplied user name to determine if the name exists in a configured Active Directory server. If the user name exists in Active Directory, the supplied password for the user is evaluated against the Active Directory password. Any password configured in the Enforce Server configuration is ignored.</p> <p>With Active Directory authentication, you must configure a user account for each Active Directory user in the Enforce Server administration console. You do not have to enter a password for an Active Directory user account. You can switch to Active Directory authentication after you have already created user accounts in the system. However, only those existing user names that match Active Directory user names remain valid after the switch.</p> <p>Note: The Administrator user can log in to the Enforce Server administration console using the Enforce Server system account password that you created during installation.</p> <p>See “Verifying the Active Directory connection” on page 112.</p>

Table 5-1

Enforce Server authentication mechanisms *(continued)*

Authentication mechanism	Sign-on mechanism	Description
SPC authentication	Single sign-on from SPC console	<p>You can optionally integrate the Enforce Server with a single Symantec Protection Center (SPC) instance. With SPC integration, a user first logs into the SPC console, and may then access the Enforce Server administration console from within the SPC interface. When the user requests the administration console option, the SPC console delivers the user name or user name and role of an Enforce Server administration console user over a trusted connection. The SPC administrator can map all SPC users to a single Enforce Server user account, can map different SPC users to different Enforce Server user accounts.</p> <p>The Administration Console authenticates that the request originates from the registered SPC instance. It also verifies that the requested Enforce Server user account is active and has a valid role in the Enforce Server configuration. If SPC is configured to log on using a specific user name and role combination, the Enforce Server validates that the requested role is assigned to the active user account.</p> <p>To use SPC-integrated single sign-on, you must first enable SPC authentication on the Enforce Server and register an SPC instance with the Enforce Server administration console. You then map each SPC user to a user account in the Enforce Server configuration. It is possible to map multiple SPC users to a single Enforce Server user account. You can also specify Enforce Server user account and role combinations, or accept the default role assigned to the account in the Enforce Server configuration.</p> <p>See “About Enforce Server integration with SPC” on page 176.</p> <p>See “Manage and add users” on page 108.</p>

Table 5-1 Enforce Server authentication mechanisms (*continued*)

Authentication mechanism	Sign-on mechanism	Description
Certificate authentication	Single sign-on from Public Key Infrastructure (PKI)	<p>Certificate authentication enables a user to automatically log on to the Enforce Server administration console using an X.509 client certificate that is generated by your public key infrastructure (PKI). To use certificate-based single sign-on, you must first enable certificate authentication in the Enforce Server.</p> <p>See “Configuring certificate authentication for the Enforce Server administration console” on page 117.</p> <p>The client certificate must be delivered to the Enforce Server when a client's browser performs the SSL handshake with the Enforce Server administration console. For example, you might use a smart card reader and middleware with your browser to automatically present a certificate to the Enforce Server. Or, you might obtain an X.509 certificate from a certificate authority and upload the certificate to a browser that is configured to send the certificate to the Enforce Server.</p> <p>When a user accesses the Enforce Server administration console, the PKI automatically delivers the user's certificate to the Tomcat container that hosts the administration console. The Tomcat container validates the client certificate using the certificate authorities that you have configured in the Tomcat trust store.</p> <p>See “Adding certificate authority (CA) certificates to the Tomcat trust store” on page 119.</p> <p>The Enforce Server administration console uses the validated certificate to determine whether the certificate has been revoked.</p> <p>See “About certificate revocation checks” on page 123.</p> <p>If the certificate is valid and has not been revoked, then the Enforce Server uses the common name (CN) in the certificate to determine if that CN is mapped to an active user account with a role in the Enforce Server configuration. For each user that will access the Enforce Server administration console using certificate-based single sign-on, you must create a user account in the Enforce Server that defines the corresponding user's CN value. You must also assign one or more valid roles to the user account.</p> <p>See “Manage and add users” on page 108.</p>

When you install the Enforce Server, the installer prompts you to select the authentication mechanism to use. Password authentication is the default mechanism used with Symantec Data Loss Prevention, and you can use password authentication even if you also use SPC authentication or certificate authentication.

If you use certificate authentication, you can optionally disable password authentication to rely on your PKI for all access to the Enforce Server administration console.

If you upgrade from an earlier version of Symantec Data Loss Prevention, you can enable SPC authentication or certificate authentication using manual procedures.

About configuring roles and users

When you install the Enforce Server, you create a default Administrator user that has access to all roles. If you import a solution pack to the Enforce Server, the solution pack includes several roles and users to get you started.

See [“About the administrator account”](#) on page 58.

You may want to add roles and users to the Enforce Server. When adding roles and users, consider the following guidelines:

- Understand the roles necessary for your business users and for the information security requirements and procedures of your organization.
See [“About recommended roles for your organization”](#) on page 92.
- Review the roles that created when you installed a solution pack. You can likely use several of them (or modified versions of them) for users in your organization.
See [“Roles included with solution packs”](#) on page 94.
- If necessary, modify the solution-pack roles and create any required new roles.
See [“Configuring roles”](#) on page 95.
- Create users and assign each of them to one or more roles.
See [“Configuring user accounts”](#) on page 103.
- Manage roles and users and remove those not being used.
See [“Manage and add roles”](#) on page 108.
See [“Manage and add users”](#) on page 108.

About recommended roles for your organization

To determine the most useful roles for your organization, review your business processes and security requirements.

Most businesses and organizations find the following roles fundamental when they implement the Symantec Data Loss Prevention system:

- **System Administrator**

This role provides access to the **System** module and associated menu options in the Enforce Server administration console. Users in this role can monitor and manage the Enforce Server and detection servers(s). Users in this role can also deploy detection servers and run Network Discover scans. However, users in this role cannot view detailed incident information or author policies. All solution packs create a "Sys Admin" role that has system administrator privileges.

■ **User Administrator**

This role grants users the right to manage users and roles. Typically this role grants no other access or privileges. Because of the potential for misuse, it is recommended that no more than two people in the organization be assigned this role (primary and backup).

■ **Policy Administrator**

This role grants users the right to manage policies and response rules. Typically this role grants no other access or privileges. Because of the potential for misuse, it is recommended that no more than two people in the organization be assigned this role (primary and backup).

■ **Policy Author**

This role provides access to the **Policies** module and associated menu options in the Enforce Server administration console. This role is suited for information security managers who track incidents and respond to risk trends. An information security manager can author new policies or modifying existing policies to prevent data loss. All solution packs create an "InfoSec Manager" (ISM) role that has policy authoring privileges.

■ **Incident Responder**

This role provides access to the **Incidents** module and associated menu options in the Enforce Server administration console. Users in this role can track and remediate incidents. Businesses often have at least two incident responder roles that provide two levels of privileges for viewing and responding to incidents.

A first-level responder may view generic incident information, but cannot access incident details (such as sender or recipient identity). In addition, a first-level responder may also perform some incident remediation, such as escalating an incident or informing the violator of corporate security policies. A second-level responder might be escalation responder who has the ability to view incident details and edit custom attributes. A third-level responder might be an investigation responder who can create response rules, author policies, and create policy groups.

All solution packs create an "InfoSec Responder" (ISR) role. This role serves as a first-level responder. You can use the ISM (InfoSec Manager) role to provide second-level responder access.

Your business probably requires variations on these roles, as well as other roles. For more ideas about these and other possible roles, see the descriptions of the roles that are imported with solution packs.

See [“Roles included with solution packs”](#) on page 94.

Roles included with solution packs

The various solution packs offered with Symantec Data Loss Prevention create roles and users when installed. For all solution packs there is a standard set of roles and users. You may see some variation in those roles and users, depending on the solution pack you import.

The following table summarizes the Financial Services Solution Pack roles. These roles are largely the same as the roles that are found in other Symantec Data Loss Prevention solution packs.

See [Table 5-2](#) on page 94.

Table 5-2 Financial Services Solution Pack roles

Role Name	Description
Compliance	<div>Compliance Officer:</div> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents; look up attributes; and edit all custom attributes.■ This comprehensive role provides users with privileges to ensure that compliance regulations are met. It also allows users to develop strategies for risk reduction at a business unit (BU) level, and view incident trends and risk scorecards.
Exec	<div>Executive:</div> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents; look up attributes; and view all custom attributes.■ This role provides users with access privileges to prevent data loss risk at the macro level. Users in this role can review the risk trends and performance metrics, as well as incident dashboards.
HRM	<div>HR Manager:</div> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents; look up attributes; and edit all custom attributes.■ This role provides users with access privileges to respond to the security incidents that are related to employee breaches.

Table 5-2 Financial Services Solution Pack roles (*continued*)

Role Name	Description
Investigator	<p>Incident Investigator:</p> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents; look up attributes; and edit all custom attributes.■ This role provides users with access privileges to research details of incidents, including forwarding incidents to forensics. Users in this role may also investigate specific employees.
ISM	<p>InfoSec Manager:</p> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents. They can look up attributes, edit all custom attributes, author all policies and policy groups, and author response rules.■ This role provides users with second-level incident response privileges. Users can manage escalated incidents within information security team.
ISR	<p>InfoSec Responder:</p> <ul style="list-style-type: none">■ Users in this role can view, remediate, and delete incidents; look up attributes; and view or edit some custom attributes. They have no access to sender or recipient identity details.■ This role provides users with first-level incident response privileges. Users can view policy incidents, find broken business processes, and enlist the support of the extended remediation team to remediate incidents.
Report	<p>Reporting and Policy Authoring:</p> <ul style="list-style-type: none">■ Users in this role can view and remediate incidents, and author all policies and policy groups. They have no access to incident details.■ This role provides a single role for policy authoring and data loss risk management.
Sys Admin	<p>System administrator:</p> <ul style="list-style-type: none">■ Users in this role can administer the system and the system users, and can view incidents. They have no access to incident details.

Configuring roles

Each Symantec Data Loss Prevention user is assigned to one or more roles that define the privileges and rights that user has within the system. A user's role

determines system administration privileges, policy authoring rights, incident access, and more. If a user is a member of multiple roles, the user must specify the role when logging on, for example: **Login:** Sys Admin/sysadmin01.

See [“About role-based access control”](#) on page 87.

See [“About configuring roles and users”](#) on page 92.

To configure a role

- 1 Navigate to the **System > Login Management > Roles** screen.
- 2 Click **Add Role**.

The **Configure Role** screen appears, displaying the following tabs: **General**, **Incident Access**, **Policy Management**, and **Users**.

- 3 In the **General** tab:
 - Enter a unique **Name** for the role. The name field is case-sensitive and is limited to 30 characters. The name you enter should be short and self-describing. Use the **Description** field to annotate the role name and explain its purpose in more details. The role name and description appear in the **Role List** screen.
 - In the **User Privileges** section, you grant user privileges for the role. **System** privileges(s):

User Administration (Superuser)	Select the User Administration option to enable users to create additional roles and users in the Enforce Server.
Server Administration	Select the Server Administration option to enable users to perform the following functions: <ul style="list-style-type: none">■ Configure detection servers.■ Create and manage Data Profiles for Exact Data Matching (EDM), Indexed Document Matching (IDM), and Vector Machine Learning (VML).■ Configure and assign incident attributes.■ Configure system settings.■ Configure response rules.■ Create policy groups.■ Configure recognition protocols.■ View system event and traffic reports.
Symantec Protection Center Registration	Select the Symantec Protection Center Registration option to allow users to integrate Symantec Data Loss Prevention with Symantec Protection Center (SPC). See “About Symantec Protection Center (SPC)” on page 175.

People privilege:

User Reporting (Risk Summary, User Snapshot)	<p>Select the User Reporting option to enable users to view the user risk summary.</p> <p>Note: The Incident > View privilege is automatically enabled for all incident types for users with the User Reporting privilege.</p> <p>See “About user risk” on page 1009.</p>
---	--

- In the **Incidents** section, you grant users in this role the following incident privilege(s). These settings apply to all incident reports in the system, including the Executive Summary, Incident Summary, Incident List, and Incident Snapshots.

View	<p>Select the View option to enable users in this role to view policy violation incidents.</p> <p>You can customize incident viewing access by selecting various Actions and Display Attribute options as follows:</p> <ul style="list-style-type: none"> ■ By default the View option is enabled (selected) for all types of incidents: Network Incidents, Discover Incidents, Endpoint Incidents, Mobile Incidents, and Classification Events. ■ To restrict viewing access to only certain incident types, select (highlight) the type of incident you want to authorize this role to view. (Hold down the Ctrl key to make multiple selections.) If a role does not allow a user to view part of an incident report, the option is replaced with "Not Authorized" or is blank. <p>Note: If you revoke an incident-viewing privilege for a role, the system deletes any saved reports for that role that rely on the revoked privilege. For example, if you revoke (deselect) the privilege to view network incidents, the system deletes any saved network incident reports associated with the role.</p>
-------------	---

Actions

Select among the following **Actions** to customize the actions a user can perform when an incident occurs:

■ Remediate Incidents

This privilege lets users change the status or severity of an incident, set a data owner, add a comment to the incident history, set the **DoNot Archive** and **Allow Archive** options, and execute response rule actions. In addition, if you are using the Incident Reporting and Update API, select this privilege to remediate the location and status attributes.

■ Smart Response Rules to execute

You specify which Smart Response Rules that can be executed on a per role basis. Configured Smart Response Rules are listed in the "Available" column on the left. To expose a Smart Response Rule for execution by a user of this role, select it and click the arrow to add it to the right-side column. Use the CTRL key to select multiple rules.

■ Perform attribute lookup

Lets users look up incident attributes from external sources and populate their values for incident remediation.

■ Delete incidents

Lets users delete an incident.

■ Archive incidents

Lets users archive an incident.

■ Restore archived incidents

Lets users restore previously archived incidents.

■ Export Web archive

Lets users export a report that the system compiles from a Web archive of incidents.

■ Export XML

Lets users export a report of incidents in XML format.

■ Email incident report as CSV attachment

Lets users email as an attachment a report containing a comma-separated listing of incident details.

**Incident
Reporting and
Update API**

Select among the following user privileges to enable access for Web Services clients that use the Incident Reporting and Update API or the deprecated Reporting API:

■ **Incident Reporting**

Enables Web Services clients to retrieve incident details.

■ **Incident Update**

Enables Web Services clients to update incident details.
 (Does not apply to clients that use the deprecated Reporting API.)

See the *Symantec Data Loss Prevention Incident Reporting and Update API Developers Guide* for more information.

Display Attributes

Select among the following **Display Attributes** to customize what attributes appear in the Incidents view for the policy violations that users of the role can view.

Shared attributes are common to all types of incidents:

- **Matches**

The highlighted text of the message that violated the policy appears on the **Matches** tab of the Incident Snapshot screen.

- **History**

The incident history.

- **Body**

The body of the message.

- **Attachments**

The names of any attachments or files.

- **Sender**

The message sender.

- **Recipients**

The message recipients.

- **Subject**

The subject of the message.

- **Original Message**

Controls whether or not the original message that caused the policy violation incident can be viewed.

Note: To view an attachment properly, both the "Attachment" and the "Original Message" options must be checked.

Endpoint attributes are specific to Endpoint incidents:

- **Username**

The name of the Endpoint user.

- **Machine name**

The name of the computer where the Endpoint Agent is installed.

Discover attributes are specific to Discover incidents:

- **File Owner**

The name of the owner of the file being scanned.

- **Location**

The location of the file being scanned.

Custom Attributes

The **Custom Attributes** list includes all of the custom attributes configured by your system administrator, if any.

- Select **View All** if you want users to be able to view all custom attribute values.
- Select **Edit All** if you want users to edit all custom attribute values.
- To restrict the users to certain custom attributes, clear the **View All** and **Edit All** check boxes and individually select the **View** and/or **Edit** check box for each custom attribute you want viewable or editable.

Note: If you select Edit for any custom attribute, the View check box is automatically selected (indicated by being grayed out). If you want the users in this role to be able to view all custom attribute values, select **View All**.

- In the **Discover** section, you grant users in this role the following privileges:

Folder Risk Reporting

This privilege lets users view Folder Risk Reports. Refer to the *Symantec Data Loss Prevention Data Insight Implementation Guide*.

Note: This privilege is only available for Symantec Data Loss Prevention Data Insight licenses.

Content Root Enumeration

This privilege lets users configure and run Content Root Enumeration scans. For more information about Content Root Enumeration scans, See [“Working with Content Root Enumeration scans”](#) on page 1179.

- 4 In the **Incident Access** tab, configure any conditions (filters) on the types of incidents that users in this role can view.

Note: You must select the **View** option on the **General** tab for settings on the **Incident Access** tab to have any effect.

To add an Incident Access condition:

- Click **Add Condition**.
- Select the type of condition and its parameters from left to right, as if writing a sentence. (Note that the first drop-down list in a condition contains the alphabetized system-provided conditions that are associated with any custom attributes.)

For example, select **Policy Group** from the first drop-down list, select **Is Any Of** from the second list, and then select **Default Policy Group** from the final listbox. These settings would limit users to viewing only those incidents that the default policy group detected.

- 5 In the **Policy Management** tab, select one of the following policy privileges for the role:

- **Author Policies**

This role privilege lets users add, edit, and delete policies within the policy groups that are selected.

It also lets users modify system data identifiers, and create custom data identifiers.

It also lets users create and modify User Groups.

This privilege does not let users create or manage Data Profiles. This activity requires Enforce Server administrator privileges.

- **Discover Scan Control**

Lets the users in this role create Discover targets, run scans, and view Discover Servers.

- **Credential Management**

Lets users create and modify the credentials that the system requires to access target systems and perform Discover scans.

- **Policy Groups**

Select **All Policy Groups** only if users in this role need access to all existing policy groups and any that will be created in the future.

Otherwise you can select individual policy groups or the **Default Policy Group**.

Note: These options do not grant the right to create, modify, or delete policy groups. Only the users whose role includes the Server Administration privilege can work with policy groups.

- **Author Response Rules**

Enables users in this role to create, edit, and delete response rules.

Note: Users cannot edit or author response rules for policy remediation unless you select the **Author Response Rules** option.

Note: Preventing users from authoring response rules does not prevent them from executing response rules. For example, a user with no response-rule authoring privileges can still execute smart response rules from an incident list or incident snapshot.

- 6 In the **Users** tab, select any users to which to assign this role. If you have not yet configured any users, you can assign users to roles after you create the users.
- 7 Click **Save** to save your newly created role to the Enforce Server database.

Configuring user accounts

User accounts are the means by which users log onto the system and perform tasks. The role that the user account belongs to limits what the user can do in the system.

To configure a user account:

- 1 In the Enforce Server Administration Console, select **System > Login Management > DLP Users** to create a new user account or to reconfigure an existing user account. Or, click **Profile** to reconfigure the user account to which you are currently logged on.
- 2 Click **Add User** to add a new user, or click the name of an existing user to modify that user's configuration.
- 3 Enter a name for a new user account in the **Name** field.
 - The user account name must be between 8 and 30 characters long, is case-sensitive, and cannot contain backslashes (\).
 - If you use certificate authentication, the **Name** field value does not have to match the user's Common Name (CN). However, you may choose to use the same value for both the **Name** and **Common Name (CN)** so that you can easily locate the configuration for a specific CN. The Enforce Server administration console shows only the **Name** field value in the list of configured users.
 - If you are using Active Directory authentication, the user account name must match the name of the Active Directory user account. Note that all Symantec Data Loss Prevention user names are case-sensitive, even though Active Directory user names are not. Active Directory users will need to enter the case-sensitive account name when logging onto the Enforce Server administration console.

See [“Integrating Active Directory for user authentication”](#) on page 109.

4 Configure the **Authentication** section of the **Configure User** page as follows:

Option	Instructions
Use Password authentication	<p>Select this option to use password authentication and allow the user to sign on using the Enforce Server administration console log on page. This option is required if the user account will be used for a Reporting API Web Service client.</p> <p>If you select this option, also enter the user password in the Password and the Re-enter Password fields. The password must be at least eight characters long and is case-sensitive. For security purposes, the password is obfuscated and each character appears as an asterisk.</p> <p>If you configure advanced password settings, the user must specify a strong password. In addition, the password may expire at a certain date and the user has to define a new one periodically.</p> <p>See “Configuring password enforcement settings” on page 106.</p> <p>You can choose password authentication even if you also use SPC authentication or certificate authentication. If you use certificate authentication, you can optionally disable sign on from the Enforce Server administration console log on page.</p> <p>See “Disabling password authentication and forms-based log on” on page 130.</p> <p>Symantec Data Loss Prevention authenticates all Reporting API clients using password authentication. If you configure Symantec Data Loss Prevention to use certificate authentication, any user account that is used to access the Reporting API Web Service must have a valid password. See the <i>Symantec Data Loss Prevention Reporting API Developers Guide</i>.</p> <p>Note: If you configure Active Directory integration with the Enforce Server, users authenticate using their Active Directory passwords. In this case the password field does not appear on the Users screen.</p> <p>See “Integrating Active Directory for user authentication” on page 109.</p>

Option	Instructions
Use Certificate authentication	<p>Select this option to use certificate authentication and allow the user to automatically single sign-on with a certificate that is generated by a separate Private Key Infrastructure (PKI). This option is available only if you have configured certificate authentication during the Symantec Data Loss Prevention installation, or you have manually configured support for certificate authentication.</p> <p>See “About authenticating users” on page 88.</p> <p>See “About configuring certificate authentication” on page 114.</p> <p>If you select this option, you must specify the common name (CN) value for the user in the Common Name (CN) field. The CN value appears in the Subject field of the user's certificate, which is generated by the PKI. Common names generally use the format, <i>first_name last_name identification_number</i>.</p> <p>The Enforce Server uses the CN value to map the certificate to this user account. If an authenticated certificate contains the specified CN value, all other attributes of this user account, such as the default role and reporting preferences, are applied when the user logs on.</p> <p>Note: You cannot specify the same Common Name (CN) value in multiple Enforce Server user accounts.</p>
Account Disabled	<p>Select this option to lock the user out of the Enforce Server administration console. This option disables access for the user account regardless of which authentication mechanism you use.</p> <p>For security, after a certain number of consecutive failed logon attempts, the system automatically disables the account and locks out the user. In this case the Account Disabled option is checked. To reinstate the user account and allow the user to log on to the system, clear this option by unchecking it.</p> <ol style="list-style-type: none"> Optionally enter an Email Address and select a Language for the user in the General section of the page. The Language selection depends on the language pack(s) you have installed. In the Report Preferences section of the Users screen you specify the preferences for how this user is to receive incident reports, including Text File Encoding and CSV Delimiter. <p>If the role grants the privilege for XML Export, you can select to include incident violations and incident history in the XML export.</p> In the Roles section, select the roles that are available to this user to assign data and incident access privileges. <p>You must assign the user at least one role to access the Enforce Server administration console.</p> <p>See “Configuring roles” on page 95.</p>

- 8 Select the **Default Role** to assign to this user at log on.

The default role is applied if no specific role is requested when the user logs on.

For example, the Enforce Server administration console uses the default role if the user uses single sign-on with certificate authentication or uses the logon page. With SPC authentication, you can specify the exact role to request at log on time, in which case the default role is ignored.

Note: Individual users can change their default role by clicking **Profile** and selecting a different option from the **Default Role** menu. The new default role is applied at the next logon.

See [“About authenticating users”](#) on page 88.

- 9 Click **Save** to save the user configuration.

Note: Once you have saved a new user, you cannot edit the user name.

- 10 Manage users and roles as necessary.

See [“Manage and add roles”](#) on page 108.

See [“Manage and add users”](#) on page 108.

Configuring password enforcement settings

At the **Systems > Settings > General** screen you can require users to use strong passwords. Strong passwords must contain at least eight characters, at least one number, and at least one uppercase letter. Strong passwords cannot have more than two repeated characters in a row. If you enable strong passwords, the effect is system-wide. Existing users without a strong password must update their profiles at next logon.

You can also require users to change their passwords at regular intervals. In this case at the end of the interval you specify, the system forces users to create a new password.

If you use Active Directory authentication, these password settings only apply to the Administrator password. All other user account passwords are derived from Active Directory.

See [“Integrating Active Directory for user authentication”](#) on page 109.

To configure advanced authentication settings

- 1 Go to **System > Settings > General** and click **Configure**.
- 2 To require strong passwords, locate the **Password Enforcement** section and select **Require Strong Passwords**.

Symantec Data Loss Prevention prompts existing users who do not have strong passwords to create one at next login.

- 3 To set the period for which passwords remain valid, type a number (representing the number of days) in the **Password Rotation Period** field.
To let passwords remain valid forever, type 0 (the character for zero).

Resetting the Administrator password

Symantec Data Loss Prevention provides the `AdminPasswordReset` utility to reset the Administrator's password. There is no method to recover a lost password, but you can use this utility to assign a new password. You can also use this utility if certificate authentication mechanisms are disabled and you have not yet defined a password for the Administrator account.

To use the `AdminPasswordReset` utility, you must specify the password to the Enforce Server database. Use the following procedure to reset the password.

To reset the Administrator password for forms-based log on

- 1 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Symantec Data Loss Prevention configuration file in the steps that follow.

- 2 Change directory to the `/opt/SymantecDLP/Protect/bin` (Linux) or `c:\SymantecDLP\Protect\bin` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 3 Execute the `AdminPasswordReset` utility using the following syntax:

```
AdminPasswordReset -dbpass oracle_password -newpass new_administrator_password
```

Replace *oracle_password* with the password to the Enforce Server database, and replace *new_administrator_password* with the password you want to set.

Manage and add roles

The **System > Login Management > Roles** screen displays an alphabetical list of the roles that are defined for your organization.

Roles listed on this screen display the following information:

- **Name** – The name of the role
- **Description** – A brief description of the role

Assuming that you have the appropriate privileges, you can view, add, modify, or delete roles as follows:

- Add a new role, or modify an existing one.
Click **Add Role** to begin adding a new role to the system.
Click anywhere in a row or the **pencil** icon (far right) to modify that role
See [“Configuring roles”](#) on page 95.
- Click the **red X** icon (far right) to delete the role; a dialog box confirms the deletion.

Before editing or deleting roles, note the following guidelines:

- If you change the privileges for a role, users in that role who are currently logged on to the system are not affected. For example, if you remove the Edit privilege for a role, users currently logged on retain permission to edit custom attributes for that session. However, the next time users log on, the changes to that role take effect, and those users can no longer edit custom attributes.
- If you revoke an incident-viewing privilege for a role, the Enforce Server automatically deletes any saved reports that rely on the revoked privilege. For example, if you revoke the privilege to view network incidents, the system deletes any saved network incident reports associated with the newly restricted role.
- Before you can delete a role, you must make sure there are no users associated with the role.
- When you delete a role, you delete all shared saved reports that a user in that role saved.

See [“Manage and add users”](#) on page 108.

Manage and add users

The **System > Login Management > DLP Users** screen lists all the active user accounts in the system.

For each user account listed, the following information is listed:

- **User Name** – The name the user enters to log on to the Enforce Server
- **Email** – The email address of the user
- **Access** – The role(s) in which the user is a member

Assuming that you have the appropriate privileges, you can add, edit, or delete user accounts as follows:

- Add a new user account, or modify an existing one.
Click **Add** to begin adding a new user to the system.
Click anywhere in a row or the **pencil** icon (far right) to view and edit that user account.
See [“Configuring user accounts”](#) on page 103.
- Click the **red X** icon (far right) to delete the user account; a dialog box confirms the deletion.

Note: The Administrator account is created on install and cannot be removed from the system.

Note: When you delete a user account, you also delete all private saved reports that are associated with that user.

See [“Manage and add roles”](#) on page 108.

Integrating Active Directory for user authentication

You can configure the Enforce Server to use Microsoft Active Directory for user authentication.

After you switch to Active Directory authentication, you must still define users in the Enforce Server administration console. If the user names you enter in the Administration Console match Active Directory users, the system associates any new user accounts with Active Directory passwords. You can switch to Active Directory authentication after you have already created user accounts in the system. Only those existing user names that match Active Directory user names remain valid after the switch.

Users must use their Active Directory passwords when they log on. Note that all Symantec Data Loss Prevention user names remain case sensitive, even though Active Directory user names are not. You can switch to Active Directory authentication after already having created user names in Symantec Data Loss

Prevention. However, users still have to use the case-sensitive Symantec Data Loss Prevention user name when they log on.

To use Active Directory authentication

- 1 Verify that the Enforce Server host is time-synchronized with the Active Directory server.

Note: Ensure that the clock on the Active Directory host is synched to within five minutes of the clock on the Enforce Server host.

- 2 (Linux only) Make sure that the following Red Hat RPMs are installed on the Enforce Server host:

- krb5-workstation
- krb5-libs
- pam_krb5

- 3 Create the `krb5.ini` (or `krb5.conf` for Linux) configuration file that gives the Enforce Server information about your Active Directory domain structure and Active Directory server addresses.

See [“Creating the configuration file for Active Directory integration”](#) on page 110.

- 4 Confirm that the Enforce Server can communicate with the Active Directory server.

See [“Verifying the Active Directory connection”](#) on page 112.

- 5 Configure Symantec Data Loss Prevention to use Active Directory authentication.

See [“Configuring the Enforce Server for Active Directory authentication”](#) on page 113.

Creating the configuration file for Active Directory integration

You must create a `krb5.ini` configuration file (or `krb5.conf` on Linux) to give Symantec Data Loss Prevention information about your Active Directory domain structure and server locations. This step is required if you have more than one Active Directory domain. However, even if your Active Directory structure includes only one domain, it is still recommended to create this file. The `kinit` utility uses this file to confirm that Symantec Data Loss Prevention can communicate with the Active Directory server.

Note: If you are running Symantec Data Loss Prevention on Linux, verify the Active Directory connection using the kinit utility. You must rename the `krb5.ini` file as `krb5.conf`. The kinit utility requires the file to be named `krb5.conf` on Linux. Symantec Data Loss Prevention assumes that you use kinit to verify the Active Directory connection, and directs you to rename the file as `krb5.conf`.

Symantec Data Loss Prevention provides a sample `krb5.ini` file that you can modify for use with your own system. The sample file is stored in *SymantecDLP\Protect\config* (for example, *\SymantecDLP\Protect\config* on Windows or */opt/Vontu/Protect/config* on Linux). If you are running Symantec Data Loss Prevention on Linux, Symantec recommends renaming the file to `krb5.conf`. The sample file, which is divided into two sections, looks like this:

```
[libdefaults]
    default_realm = TEST.LAB
[realms]
    ENG.COMPANY.COM = {
        kdc = engAD.eng.company.com
    }
    MARK.COMPANY.COM = {
        kdc = markAD.eng.company.com
    }
    QA.COMPANY.COM = {
        kdc = qaAD.eng.company.com
    }
```

The `[libdefaults]` section identifies the default domain. (Note that Kerberos realms correspond to Active Directory domains.) The `[realms]` section defines an Active Directory server for each domain. In the previous example, the Active Directory server for `ENG.COMPANY.COM` is `engAD.eng.company.com`.

To create the `krb5.ini` or `krb5.conf` file

- 1 Go to *SymantecDLP\Protect\config* and locate the sample `krb5.ini` file. For example, locate the file in *\SymantecDLP\Protect\config* (on Windows) or */opt/Vontu/Protect/config* (on Linux).
- 2 Copy the sample `krb5.ini` file to the *c:\windows* directory (on Windows) or the */etc* directory (on Linux). If you are running Symantec Data Loss Prevention on Linux, plan to verify the Active Directory connection using the kinit command-line tool. Rename the file as `krb5.conf`.

See [“Verifying the Active Directory connection”](#) on page 112.

- 3 Open the `krb5.ini` or `krb5.conf` file in a text editor.

- 4 Replace the sample `default_realm` value with the fully qualified name of your default domain. (The value for `default_realm` must be all capital letters.) For example, modify the value to look like the following:

```
default_realm = MYDOMAIN.LAB
```

- 5 Replace the other sample domain names with the names of your actual domains. (Domain names must be all capital letters.) For example, replace `ENG.COMPANY.COM` with `ADOMAIN.COMPANY.COM`.
- 6 Replace the sample `kdc` values with the host names or IP addresses of your Active Directory servers. (Be sure to follow the specified format, in which opening brackets are followed immediately by line breaks.) For example, replace `engAD.eng.company.com` with `ADserver.eng.company.com`, and so on.
- 7 Remove any unused `kdc` entries from the configuration file. For example, if you have only two domains besides the default domain, delete the unused `kdc` entry.
- 8 Save the file.

Verifying the Active Directory connection

`kinit` is a command-line tool you can use to confirm that the Active Directory server responds to requests. It also verifies that the Enforce Server has access to the Active Directory server. For Microsoft Windows installations, the utility is installed by the Symantec Data Loss Prevention installer in the `SymantecDLP\jre\bin` directory. For Linux installations, the utility is part of the Red Hat Enterprise Linux distribution, and is in the following location: `/usr/kerberos/bin/kinit`. You can also download Java SE 6 and locate the `kinit` tool in `\java_home\jdk1.6.0\bin`.

If you run the Enforce Server on Linux, use the `kinit` utility to test access from the Enforce Server to the Active Directory server. Rename the `krb5.ini` file as `krb5.conf`. The `kinit` utility requires the file to be named `krb5.conf` on Linux.

See [“Configuring the Enforce Server for Active Directory authentication”](#) on page 113.

To test the connection to the Active Directory server

- 1 On the Enforce Server host, go to the command line and navigate to the directory where `kinit` is located.
- 2 Issue a `kinit` command using a known user name and password as parameters. (Note that the password is visible in clear text when you type it on the command line.) For example, issue the following:

```
kinit kchatterjee mypwd10#
```

The first time you contact Active Directory you may receive an error that it cannot find the `krb5.ini` or `krb5.conf` file in the expected location. On Windows, the error looks similar to the following:

```
krb_error 0 Could not load configuration file c:\winnt\krb5.ini  
(The system cannot find the file specified) No error.
```

In this case, copy the `krb5.ini` or `krb5.conf` file to the expected location and then rerun the `kinit` command that is previously shown.

- 3 Depending on how the Active Directory server responds to the command, take one of the following actions:
 - If the Active Directory server indicates it has successfully created a Kerberos ticket, continue configuring Symantec Data Loss Prevention.
 - If you receive an error message, consult with your Active Directory administrator.

Configuring the Enforce Server for Active Directory authentication

Perform the procedure in this section when you first set up Active Directory authentication, and any time you want to modify existing Active Directory settings. Make sure that you have completed the prerequisite steps before you enable Active Directory authentication.

See [“Integrating Active Directory for user authentication”](#) on page 109.

To configure the Enforce Server to use Active Directory for authentication:

- 1 Make sure all users other than the Administrator are logged out of the system.
- 2 In the Enforce Server administration console, go to **System > Settings > General** and click **Configure** (at top left).

- 3 At the **Edit General Settings** screen that appears, locate the Active Directory Authentication section near the bottom and select (check) **Perform Active Directory Authentication**.

The system then displays several fields to fill out.

- 4 In the **Default Active Directory Domain** field, enter the name of the default domain on your Active Directory system. This field is required. All Windows domain names must be uppercase (for example, TEST.LAB). If your setup includes a `krb5.ini` or `krb5.conf` file, the default Active Directory domain is the same as the value for `default_realm` in the `krb5.ini` or `krb5.conf` file.
- 5 In the **Default Active Directory KDC** field, type the IP address (or the hostname) of the Active Directory server. The KDC (Key Distribution Center) is an Active Directory service that runs on port 88 by default. If the KDC is running on a different port, specify the port using the following format:

`ipaddress_or_hostname:port_number.`

For example, if AD is running on the host `Adserver.company.com` and the KDC listens on port 53, type `Adserver.company.com:53.`

- 6 If you created a `krb5.ini` or `krb5.conf` file, enter the absolute path to the file in the **krb5.ini File Path** field. This file is required if your environment includes more than one domain, and recommended even if it does not. For example, type `C:\winnit\krb5.ini` (on Windows) or `/opt/Vontu/Protect/config/krb5.conf` (on Linux).

See [“Creating the configuration file for Active Directory integration”](#) on page 110.

- 7 If your environment has more than one Active Directory domain, enter the domain names (separated by commas) in the **Active Directory Domain List** field. The system displays them in a drop-down list on the user login page. Users then select the appropriate domain at login. Do not list the default domain, as it already appears in the drop-down list by default.
- 8 Click **Save**.
- 9 Go to the operating system services tool and restart the Symantec Data Loss Prevention Manager service.

About configuring certificate authentication

Certificate authentication enables a user to automatically log on to the Enforce Server administration console using a client certificate that is generated by your public key infrastructure (PKI). When a user accesses the Enforce Server

administration console, the PKI automatically delivers the user's certificate to the Tomcat container that hosts the administration console. The Tomcat container validates the client certificate using the certificate authorities that you have configured in the Tomcat trust store.

The client certificate is delivered to the Enforce Server computer when a client's browser performs the SSL handshake with the Enforce Server. For example, some browsers might be configured to operate with a smart card reader to present the certificate. As an alternative, you may choose to upload the X.509 certificate to a browser and configure the browser to send the certificate to the Enforce Server.

If the certificate is valid, the Enforce Server administration console may also determine if the certificate was revoked.

See [“About certificate revocation checks”](#) on page 123.

If the certificate is valid and has not been revoked, then the Enforce Server uses the common name (CN) in the certificate to determine if that CN is mapped to an active user account with a role in the Enforce Server configuration.

Note: Some browsers cache a user's client certificate, and will automatically log the user onto the Administration Console after the user has chosen to sign out. In this case, users must close the browser window to complete the log out process.

The following table describes the steps necessary to use certificate authentication with Symantec Data Loss Prevention.

Table 5-3 Configuring certificate authentication

Phase	Action	Description
Phase 1	Enable certificate authentication on the Enforce Server computer.	<p>You can enable certificate authentication when you install the Enforce Server, or you can reconfigure an existing Enforce Server to enable authentication.</p> <p>See “Configuring certificate authentication for the Enforce Server administration console” on page 117.</p>

Table 5-3 Configuring certificate authentication (*continued*)

Phase	Action	Description
Phase 2	Add certificate authority (CA) certificates to establish the trust chain.	<p>You can add CA certificates to the Tomcat trust store when you install the Enforce Server. Or, you can use the Java <code>keytool</code> utility to manually add certificates to an existing Enforce Server.</p> <p>See “Adding certificate authority (CA) certificates to the Tomcat trust store” on page 119.</p>
Phase 3	(Optional) Change the Tomcat trust store password.	<p>The Symantec Data Loss Prevention installer configures each new Enforce Server installation with a default Tomcat trust store password. Follow these instructions to configure a secure password.</p> <p>See “Changing the Tomcat trust store password” on page 120.</p>
Phase 4	Map certificate common name (CN) values to Enforce Server user accounts.	See “Mapping Common Name (CN) values to Symantec Data Loss Prevention user accounts” on page 122.
Phase 5	Configure the Enforce Server to check for certificate revocation.	See “About certificate revocation checks” on page 123.
Phase 6	Verify Enforce Server access using certificate-based single sign-on.	See “Troubleshooting certificate authentication” on page 129.
Phase 7	(Optional) Disable forms-based log on.	<p>If you want to use certificate-based single sign-on for all access to the Enforce Server, disable forms-based log on.</p> <p>See “Disabling password authentication and forms-based log on” on page 130.</p>

Configuring certificate authentication for the Enforce Server administration console

If you selected certificate authentication as the single sign-on option when you installed Symantec Data Loss Prevention, then the Enforce Server administration console is already configured to support certificate authentication.

Follow this procedure to manually enable certificate authentication on an upgraded Symantec Data Loss Prevention installation, or to disable or verify certificate authentication on the Enforce Server. Or, follow this procedure if you want to disable password authentication (and forms-based log on) for the Enforce Server.

To configure certificate authentication for the Enforce Server administration console

- 1 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Symantec Data Loss Prevention configuration file in the steps that follow.

- 2 Change directory to the `/opt/SymantecDLP/Protect/config` (Linux) or `c:\SymantecDLP\Protect\config` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 3 Open the `Manager.properties` file with a text editor.

- 4 To enable or verify certificate authentication, add or edit the following line in the file:

```
com.vontu.manager.certificate_authentication = true
```

To disable certificate authentication, change the value to “false.” However, if you disable certificate authentication, also ensure that you have enabled password authentication to ensure that you can log into the Enforce Server administration console. To enable password authentication, add or edit the line:

```
com.vontu.manager.form_authentication = true
```

Set this option to false (disable forms-based log on) only if you want to require a valid certificate for all Enforce Server administration console accounts, including Administrator accounts. Ensure that you have installed all necessary certificates and you have verified that users can log on using certificate authentication.

See [“Adding certificate authority \(CA\) certificates to the Tomcat trust store”](#) on page 119.

- 5 Save your changes and exit the text editor.
- 6 Change directory to the `/opt/SymantecDLP/Protect/tomcat/conf` (Linux) or `c:\SymantecDLP\Protect\tomcat\conf` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 7 Open the `server.xml` file with a text editor.
- 8 To enable or verify certificate authentication, add or edit the option `clientAuth="want"` as shown in the following line in the file:

```
<Connector URIEncoding="UTF-8" acceptCount="100" clientAuth="want"
debug="0" disableUploadTimeout="true" enableLookups="false"
keystoreFile="conf/.keystore" keystorePass="protect"
maxSpareThreads="75" maxThreads="150" minSpareThreads="25"
port="443" scheme="https" secure="true" sslProtocol="TLS"
truststoreFile="conf/truststore.jks" truststorePass="protect"/>
```

- 9 Save your changes and exit the text editor.
- 10 Stop and then restart the Vontu Manager service to apply your changes.
- 11 Configure and enable certificate revocation.

See [“About certificate revocation checks”](#) on page 123.

Adding certificate authority (CA) certificates to the Tomcat trust store

This procedure is required only if you did not import CA certificates during the Symantec Data Loss Prevention installation, or if you upgraded an earlier Symantec Data Loss Prevention installation and you are configuring certificate authentication. This procedure is also required to add OCSP responder certificates to the truststore for some OCSP configurations.

To use certificate authentication with Symantec Data Loss Prevention, you must add to the Tomcat trust store all CA certificates that are required to authenticate users in your system. Each X.509 certificate must be provided in Distinguished Encoding Rules (DER) format in a `.cer` file. If multiple CAs are required to establish the certificate chain, then you must add multiple `.cer` files.

To add certificate CA certificates to the Tomcat trust store

- 1 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Tomcat configuration files in the steps that follow.

- 2 Change directory to the `/opt/SymantecDLP/Protect/tomcat/conf` (Linux) or `c:\SymantecDLP\Protect\tomcat\conf` (Windows) directory. If you installed Symantec Data Loss Prevention to a different directory, substitute the correct path.
- 3 Copy all certificate files (`.cer` files) that you want to import to the `conf` directory on the Enforce Server computer.

- 4 Use the `keytool` utility installed with Symantec Data Loss Prevention to add a certificate to the Tomcat truststore. For Windows systems, enter:

```
c:\SymantecDLP\jre\bin\keytool -import -trustcacerts
    -alias CA_CERT_1
    -file certificate_1.cer
    -keystore .\truststore.jks
```

For Linux systems, enter:

```
/opt/SymantecDLP/jre/bin/keytool -import -trustcacerts
    -alias CA_CERT_1
    -file certificate_1.cer
    -keystore ./truststore.jks
```

In the above commands, replace `CA_CERT_1` with a unique alias for the certificate that you are importing. Replace `certificate_1.cer` with the name of the certificate file you copied to the Enforce Server computer.

- 5 Enter the password to the keystore when the `keytool` utility prompts you to do so. If you did not change the default keystore password, then the password is “protect.”
- 6 Repeat these steps to install all the certificate files that are necessary to complete the certificate chain.
- 7 Stop and then restart the Vontu Manager service to apply your changes.
- 8 If you have not yet changed the default Tomcat keystore password, do so now.

See [“Changing the Tomcat trust store password”](#) on page 120.

Changing the Tomcat trust store password

When you install Symantec Data Loss Prevention, the Tomcat trust store uses the default password, “protect.” Follow this procedure to assign a secure password to the Tomcat trust store when using certificate authentication.

To change the Tomcat trust store password

- 1 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Tomcat configuration files in the steps that follow.

- 2 Change directory to the `/opt/SymantecDLP/Protect/tomcat/conf` (Linux) or `c:\SymantecDLP\Protect\tomcat\conf` (Windows) directory. If you installed Symantec Data Loss Prevention to a different directory, substitute the correct path.
- 3 Use the `keytool` utility installed with Symantec Data Loss Prevention to change the Tomcat truststore password. For Windows systems, enter:

```
c:\SymantecDLP\jre\bin\keytool -storepasswd -new new_password -keystore ./truststore.jks
```

For Linux systems, enter:

```
/opt/SymantecDLP/jre/bin/keytool -storepasswd -new new_password -keystore ./truststore.jks
```

In the above commands, replace *new_password* with a secure password.

- 4 Enter the current password to the keystore when the `keytool` utility prompts you to do so. If you did not change the default keystore password, then the password is “protect.”
- 5 Change directory to the `/opt/SymantecDLP/Protect/tomcat/conf` (Linux) or `c:\SymantecDLP\Protect\tomcat\conf` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 6 Open the `server.xml` file with a text editor.

- 7 In the following line in the file, edit the `truststorePass="protect"` entry to specify your new password:

```
<Connector URIEncoding="UTF-8" acceptCount="100" clientAuth="want"
debug="0" disableUploadTimeout="true" enableLookups="false"
keystoreFile="conf/.keystore" keystorePass="protect"
maxSpareThreads="75" maxThreads="150" minSpareThreads="25"
port="443" scheme="https" secure="true" sslProtocol="TLS"
truststoreFile="conf/truststore.jks" truststorePass="protect"/>
```

Replace *protect* with the new password that you defined in the `keytool` command.

- 8 Save your changes and exit the text editor.
- 9 Change directory to the `/opt/SymantecDLP/Protect/config` (Linux) or `c:\SymantecDLP\Protect\config` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.

- 10 Open the `Manager.properties` file with a text editor.

- 11 Add the following line in the file to specify the new password:

```
com.vontu.manager.tomcat.truststore.password = password
```

Replace *password* with the new password. Do not enclose the password with quotation marks.

- 12 Save your changes and exit the text editor.
- 13 Stop and then restart the Vontu Manager service to apply your changes.

Mapping Common Name (CN) values to Symantec Data Loss Prevention user accounts

Each user that will access the Enforce Server administration console using certificate-based single sign-on must have an active user account in the Enforce Server configuration. The user account associates the common name (CN) value from the user's client certificate to one or more roles in the Enforce Server administration console. You can map a CN value to only one Enforce Server user account.

The user account that you create does not require a separate Enforce Server administration console password. However, you can optionally configure a password if you want to allow the user to also log on from the Enforce Server administration console log on page. If you enable password authentication and the user does not provide a certificate when the browser asks for one, then the

Enforce Server displays the log on page. (If password authentication is disabled, a log on failure is displayed if the user does not provide a certificate.)

In order for a user to log on using single sign-on with certificate authentication, an active user account must identify the user's CN value, and it must be assigned a valid role in the Enforce Server configuration. If you want to prevent a user from accessing the Enforce Server administration console without revoking the user's client certificate, disable or delete the associated Enforce Server user account.

See [“Configuring user accounts”](#) on page 103.

About certificate revocation checks

While managing your public key infrastructure, you will periodically need to revoke a client's certificate with the CA. For example, you might revoke a certificate if an employee leaves the company, or if an employee's credentials are lost or stolen. When you revoke a certificate, the CA uses one or more Certificate Revocation Lists (CRLs) to publish those certificates that are no longer valid. Symantec Data Loss Prevention also supports the use of an Online Certificate Status Protocol (OCSP) responder, which clients can use to determine if a particular certificate has been revoked. The OCSP responder can be implemented as a service on your CA server, or as a separate OCSP server.

OCSP is the first mechanism that Symantec Data Loss Prevention uses to perform certificate revocation checks. After the Tomcat container has determined that a client certificate is valid, the Enforce Server sends an OCSP request to a designated OCSP responder to determine if the certificate was revoked. The information used to contact the OCSP responder can be provided in one of two ways:

- The Authority Information Access (AIA) field in a client certificate. The client certificate itself can include the URL of the OCSP responder in an AIA field. The following shows an example AIA field that defines an OCSP responder:

```
[1]Authority Info Access Access Method=On-line  
Certificate Status Protocol (1.3.6.1.5.5.7.48.1)  
Alternative Name: URL=http://my_ocsp_responder
```

This method is commonly used when you configure an internal CA to provide the OCSP responder service. If the OCSP responder specified in the AIA field is directly accessible from the Enforce Server computer, then no additional configuration is required to perform revocation checks. However, if the OCSP responder is accessible only by a proxy server, then you must configure the proxy server settings in the Symantec Data Loss Prevention configuration.

- The OCSP configuration file. As an alternative, you can manually configure OCSP responder properties using the `manager-certauth.security` configuration file. If you choose to use this file, the configuration in the file

overrides any information that is present in a client certificate's AIA field. This method is commonly used if you want to use a local OCSP responder instead of the one specified in the AIA field, or if your client certificates do not include an AIA field.

See [“Manually configuring OCSP responder properties”](#) on page 128.

Note: If the OCSP responder that you configure in this file does not use the CA certificate to sign its responses, then you must add the OCSP responder's certificate to the Tomcat trust store.

See [“Adding certificate authority \(CA\) certificates to the Tomcat trust store”](#) on page 119.

If a certificate's revocation status cannot be determined using OCSP, then Symantec Data Loss Prevention retrieves revocation lists from a Certificate Revocation List Distribution Point (CRLDP). To check revocation using a CRLDP, the client certificate must include a CRL distribution point field. The following shows an example CRLDP field definition:

```
[1]CRL Distribution Point
  Distribution Point Name:
    Full Name:  URL=http://my_crl dp
```

Note: Symantec Data Loss Prevention does not support specifying the CRLDP using an LDAP URL.

If the CRL distribution point is defined in each certificate and the Enforce Server can directly access the server, then no additional configuration is required to perform revocation checks. However, if the CRL distribution point is accessible only by a proxy server, then you must configure the proxy server settings in the Symantec Data Loss Prevention configuration.

See [“Accessing the OCSP responder or CRLDP with a proxy”](#) on page 126.

Regardless of which revocation checking method you use, you must enable certificate revocation checks on the Enforce Server computer. Certificate revocation checks are enabled by default if you select certificate installation during the Enforce Server installation. If you upgraded an existing Symantec Data Loss Prevention installation, certificate revocation is not enabled by default.

See [“Configuring certificate revocation checks”](#) on page 125.

If the Enforce Server computer must use a proxy to access either the OCSP responder service or CRLDP, then you must configure the proxy settings on the Enforce Server computer.

See [“Accessing the OCSP responder or CRLDP with a proxy”](#) on page 126.

If you are using OCSP for revocation checks but certificate client certificate AIA fields do not specify a valid OCSP responder, then you must manually configure OCSP responder properties in the `manager-certauth.security` configuration file.

See [“Manually configuring OCSP responder properties”](#) on page 128.

Configuring certificate revocation checks

When you enable certificate revocation checks, Symantec Data Loss Prevention uses OCSP to determine if each client certificate was revoked by a certificate authority. If the certificate status cannot be determined using OCSP, Symantec Data Loss Prevention uses a CRLDP to determine the revocation status.

Follow this procedure to enable certificate revocation checks.

To configure certificate revocation checks

- 1 Ensure that the OCSP responder is configured, either in the AIA field of each certificate or in the `manager-certauth.security` file.
See [“About certificate revocation checks”](#) on page 123.
See [“Manually configuring OCSP responder properties”](#) on page 128.
- 2 Ensure that the CRLDP is defined in the CRL distribution point field of each client certificate.
- 3 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Symantec Data Loss Prevention configuration file in the steps that follow.

- 4 Change directory to the `/opt/SymantecDLP/Protect/config` (Linux) or `c:\SymantecDLP\Protect\config` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 5 Open the `VontuManager.conf` file with a text editor.

- 6 To enable certificate revocation checks, add or edit the following line in the file:

```
wrapper.java.additional.18=-Dcom.sun.net.ssl.checkRevocation=true
```

To disable the checks, change the value to “false.”

- 7 If you want to configure the OCSP responder server manually, rather than using the AIA field in client certificates, edit the following line in the file:

```
wrapper.java.additional.19=-Djava.security.properties=../config/manager-certauth.security
```

Also enable this line in the file if you want to disable OCSP revocation checking. (You can then configure a property in `manager-certauth.security` to disable OCSP checks.)

Ensure that the configuration parameter points to the indicated OCSP configuration file. Always edit the existing `manager-certauth.security` file, rather than creating a new file.

See [“Manually configuring OCSP responder properties”](#) on page 128.

- 8 To enable revocation checking using a CRLDP, add or uncomment the following line in the file:

```
wrapper.java.additional.21=-Dcom.sun.security.enableCRLDP=true
```

This option is enabled by default for new Symantec Data Loss Prevention installations.

- 9 If you are using CRLDP revocation checks, optionally configure the cache lifetime using the property:

```
wrapper.java.additional.20=-Dsun.security.certpath.ldap.cache.lifetime=30
```

This parameter specifies the length of time, in seconds, to cache the revocation lists that are obtained from a CRL distribution point. After this time is reached, a lookup is performed to refresh the cache the next time there is an authentication request. 30 seconds is the default cache lifetime. Specify 0 to disable the cache, or -1 to store cache results indefinitely.

- 10 Stop and then restart the Vontu Manager service to apply your changes.

Accessing the OCSP responder or CRLDP with a proxy

Symantec recommends that you allow direct access from the Enforce Server computer to all OCSP responder servers and CRLDP servers that are required to perform certificate revocation checks. However, if the OCSP responder or the

CRLDP server are accessible only through a proxy, then you must configure the proxy settings on the Enforce Server computer.

When you configure a proxy, the Enforce Server uses your proxy configuration for all HTTP connections, such as those connections that are created when connecting to a Data Insight server to fetch certificates. Check with your proxy administrator before you configure these proxy settings, and consider allowing direct access to OCSP and CRDLP servers if at all possible.

To configure proxy settings for an OCSP responder or CRLDP server

- 1 Ensure that the OCSP responder is configured in the AIA field of each certificate.
See [“About certificate revocation checks”](#) on page 123.
- 2 Ensure that the CRLDP is defined in the CRL distribution point field of each client certificate.
- 3 Log onto the Enforce Server computer using the account that you created during Symantec Data Loss Prevention installation.

Note: If you log on with a different account (such as the root or Administrator account) ensure that you do not change the permissions or ownership on any Symantec Data Loss Prevention configuration file in the steps that follow.

- 4 Change directory to the `/opt/SymantecDLP/Protect/config` (Linux) or `c:\SymantecDLP\Protect\config` (Windows) directory. If you installed Symantec Data Loss Prevention into a different directory, substitute the correct path.
- 5 Open the `VontuManager.conf` file with a text editor.
- 6 Add or edit the following configuration properties to identify the proxy:

```
wrapper.java.additional.22=-Dhttp.proxyHost=myproxy.mydomain.com
wrapper.java.additional.23=-Dhttp.proxyPort=8080
wrapper.java.additional.24=-Dhttp.nonProxyHosts=hosts
```

Replace *myproxy.mydomain.com* and *8080* with the host name and port of your proxy server. Replace *hosts* with one or more accessible OCSP responder to use if the proxy is unavailable. You can include server host names, fully qualified domain names, or IP addresses separated with a pipe character. For example:

```
wrapper.java.additional.24=-Dhttp.nonProxyHosts=ocsp-server|
127.0.0.1|DataInsight_Server_Host
```


- 7
- Save your changes to the configuration file.
- 8
- Stop and then restart the Vontu Manager service to apply your changes.

Manually configuring OCSP responder properties

You can optionally edit the `manager-certauth.security` file to configure OCSP connection parameters for your system. By default, this file enables OCSP checks, but all other options are commented and inactive. If you uncomment any parameters in the file, those parameters override the OCSP configuration that is present in the AIA fields of a client certificate.

See [“About certificate revocation checks”](#) on page 123.

Note: If the OCSP responder that you configure in this file does not use the CA certificate to sign its responses, then you must add the OCSP responder's certificate to the Tomcat trust store.

See [“Adding certificate authority \(CA\) certificates to the Tomcat trust store”](#) on page 119.

`manager-certauth.security` is located in the `/opt/SymantecDLP/Protect/config` (Linux) or `c:\SymantecDLP\Protect\config` (Windows) directory. Always edit the existing `manager-certauth.security` file, rather than create a new file. You may want to backup the file before making your changes to preserve the original contents. The `manager-certauth.security` contains additional information about these parameters

The file contains the following parameters.

Table 5-4 OCSP configuration parameters

Configuration parameter with example	Description
<code>ocsp.enable=true</code>	This parameter enables OCSP for revocation checks if certificate revocation is also enabled in the <code>VontuManager.properties</code> file. This parameter is enabled by default for all Symantec Data Loss Prevention installations. Disable the property if you want to use only CRLDP checks instead of OCSP.
<code>ocsp.responderURL=http://ocsp.example.net:80</code>	Defines the URL of OCSP responder. If you do not define this parameter, the URL is taken from the AIA field in the client certificate, if available.

Table 5-4 OCSP configuration parameters (*continued*)

Configuration parameter with example	Description
<code>ocsp.responderCertSubjectName=CN=OCSP Responder, O=XYZ Corp</code>	<p>Defines the subject name of the certificate that corresponds to the OCSP responder. By default Symantec Data Loss Prevention assumes that the certificate of the issuer of the client certificate corresponds to the OCSP responder's certificate. If you do not use this default configuration, you must identify the OCSP responder's certificate in some other way. You must also add the OCSP responder certificate to the Tomcat trust store.</p> <p>See “Adding certificate authority (CA) certificates to the Tomcat trust store” on page 119.</p> <p>If you cannot accurately identify the certificate of the OCSP responder using only the subject name, then use both the <code>ocsp.responderCertIssuerName</code> and <code>ocsp.responderCertSerialNumber</code> parameters instead of <code>ocsp.responderCertSubjectName</code>. (If you define <code>ocsp.responderCertSubjectName</code>, then the remaining two parameters in this table are ignored.)</p>
<code>ocsp.responderCertIssuerName=CN=Enterprise CA, O=XYZ Corp</code>	<p>Use this parameter in combination with <code>ocsp.responderCertSerialNumber</code> to identify the OCSP responder certificate. This parameter defines the certificate issuer of the OCSP responder's certificate.</p> <p>If you use this parameter, do not also use the <code>ocsp.responderCertSubjectName</code> parameter.</p>
<code>ocsp.responderCertSerialNumber=2A:FF:00</code>	<p>Use this parameter in combination with <code>ocsp.responderCertIssuerName</code> to identify the OCSP responder certificate. This parameter defines the serial number of the OCSP responder's certificate.</p> <p>If you use this parameter, do not also use the <code>ocsp.responderCertSubjectName</code> parameter.</p>

Troubleshooting certificate authentication

By default Symantec Data Loss Prevention logs each successful log on request to the Enforce Server administration console. Symantec Data Loss Prevention also logs an error message if a logon request is made without supplying a certificate, or if a valid certificate presents a CN that does not map to a valid user account in the Enforce Server configuration.

Note: If certificate authentication fails while the browser is establishing an HTTPS connection to the Enforce Server administration console, then Symantec Data Loss Prevention cannot log an error message.

You can optionally log additional information about certificate revocation checks by adding or uncommenting the following system property in the `VontuManager.conf` file:

```
wrapper.java.additional.90=-Djava.security.debug=certpath
```

`VontuManager.conf` is located in the `c:\SymantecDLP\Protect\config` (Windows) or `/opt/SymantecDLP/Protect/config` (Linux) directory. All debug messages are logged to `c:\SymantecDLP\Protect\logs\debug\VontuManager.log` (Windows) or `/var/log/SymantecDLP/debug/VontuManager.log` (Linux).

Disabling password authentication and forms-based log on

Forms-based log on with password authentication can be used as a fallback access mechanism while you configure and test certificate authentication. After you configure certificate authentication, you may choose to disable forms-based log on and password authentication to rely on your public key infrastructure for all log on requests. To disable forms-based log on entirely, add or edit the following value in the `Manager.properties` configuration file:

```
com.vontu.manager.form_authentication = false
```

See [“Configuring certificate authentication for the Enforce Server administration console”](#) on page 117.

You must stop and then restart the Vontu Manager service to apply your changes.

Note: Disabling forms-based log on disables the feature for all users, including those with Administrator privileges. As an alternative, you can disable forms-based log on or certificate authentication for an individual user by configuring that user's account.

See [“Configuring user accounts”](#) on page 103.

If you later turn on forms-based log on but the Administrator user account does not have a password configured, you can reset the Administrator password using the `AdminPasswordReset` utility.

See [“Resetting the Administrator password”](#) on page 107.

Connecting to group directories

This chapter includes the following topics:

- [About connecting to directory servers](#)
- [Configuring directory server connections](#)
- [Scheduling directory server indexing](#)

About connecting to directory servers

Symantec Data Loss Prevention supports directory server connections to LDAP-compliant directory servers such as Microsoft Active Directory (AD). A group directory connection specifies how the Enforce Server or Discover Server connects to the directory server.

The connection to the directory server must be established before you create any user groups in the Enforce Server. The Enforce Server or Discover Server uses the connection to obtain details about the groups. If this connection is not created, you are not able to define any User Groups. The connection is not permanent, but you can configure the connection to synchronize at a specified interval. The directory server contains all of the information that you need to create User Groups.

See [“User Groups”](#) on page 336.

If you use a directory server that contains a self-signed authentication certificate, you must add the certificate to the Enforce Server or the Discover Server. If your directory server uses a pre-authorized certificate, it is automatically added to the Enforce Server or Discover Server.

See [“Importing SSL certificates to Enforce or Discover servers”](#) on page 209.

Configuring directory server connections

The **Directory Connections** page is the home page for configuring directory server connections. Once you define the directory connection, you can create one or more User Groups.

See [“Creating or modifying a User Group”](#) on page 601.

Table 6-1 Configuring directory server connections

Step	Action	Description
1	Navigate to the Directory Connections page (if not already there).	This page is available at System > Settings > Directory Connections .
2	Click Create New Connection .	This action takes you to the Configure Directory Connection page.
3	Enter a Name for the directory server connection.	The Connection Name is the user-defined name for the connection. It appears at the Directory Connections home page once the connection is configured.
4	Specify the Network Parameters for the directory server connection.	<p>Table 6-2 provides details on these parameters.</p> <p>Enter or specify the following parameters:</p> <ul style="list-style-type: none">■ The Hostname of the computer where the directory server is installed.■ The Port on the directory server that supports connections.■ The Base DN (distinguished name) of the directory server.■ The Encryption Method for the connection, either None or Secure.
5	Specify the Authentication mode for connecting to the directory server.	Table 6-3 provides details on configuring the authentication parameters.
6	Click Test Connection to verify the connection.	If there is anything wrong with the connection, the system displays an error message describing the problem.
7	Click Save to save the direction connection configuration.	The system to automatically indexes the directory server once after you successfully create, test, and save the directory connection.

Table 6-1 Configuring directory server connections (*continued*)

Step	Action	Description
8	Select the Index and Replication Status tab.	Verify that the directory server was indexed. After some time (depending on the size of the directory server query), you should see that the Replication Status is "Completed <date> <time>". If you do not see that the status is completed, verify that you have configured and tested the directory connection properly. Contact your directory server administrator for assistance.
9	Select the Index Settings tab.	You can adjust the directory server indexing schedule as necessary at the Index Settings tab. See “Scheduling directory server indexing” on page 134.

Table 6-2 Directory connection network parameters

Network parameters	Description
Hostname	Enter the Hostname of the directory server. For example: <code>enforce.dlp.symantec.com</code> You must enter the Fully Qualified Name (FQN) of the directory server. Do not use the IP address.
Port	Enter the connection Port for the directory server. For example: <code>389</code> Typically the port is 389 or 636 for secure connections.
Base DN	Enter the Base DN for the directory server. For example: <code>dc=enforce,dc=dlp,dc=symantec,dc=com</code> The Base DN string cannot contain any space characters. The Base DN is the base distinguished name of the directory server. Typically, this name is the domain name of the directory server. The Base DN parameter defines the initial depth of the directory server search.
Encryption Method	Select the Secure option if you want the communication between the directory server and the Enforce Server to be encrypted using SSL. Note: If you choose to use a secure connection, you may need to import the SSL certificate for the directory server to the Enforce Server keystore. See “Importing SSL certificates to Enforce or Discover servers” on page 209.

Table 6-3 Directory connection authentication parameters

Authentication	Description
Anonymous	Select the Anonymous option to connect to the directory server anonymously (that is, without authentication). Note: Most directory servers do not allow anonymous connections.
Authenticated	Select the Authenticated option to connect to the directory server using authentication mode.
Username	Enter the user name to authenticate to the directory server. To authenticate with Active Directory, use one of the following methods: <ul style="list-style-type: none">■ Domain and user name, for example: Domain\username■ User name and domain, for example: username@domain.com■ Fully distinguished user name and domain (without spaces), for example: cn=username,cn=Users,dc=domain,dc=com To authenticate with another type of directory server: <ul style="list-style-type: none">■ A different syntax may be required, for example: uid=username,ou=people,o=company
Password	Enter the password for the user name that was specified in the preceding field. The password is obfuscated when you enter it.

Scheduling directory server indexing

Each directory connection is set to automatically index the configured LDAP server **once** at 12:00 AM the day after you create the initial connection. You can modify the indexing schedule to specify when and how often the index is synchronized.

Each directory server connection is set to automatically index the configured User Groups hosted in the directory server **once** at 12:00 AM the day after you create the initial connection.

After you create, test, and save the directory server connection, the system automatically indexes all of the User Groups that are hosted in the directory whose connection you have established. You can modify this setting, and schedule indexing daily, weekly, or monthly.

To schedule group directory indexing

- 1 Select an existing group directory server connection from the **System > Settings > Directory Connections** screen. Or, create a new connection.

See [“Configuring directory server connections”](#) on page 132.

- 2 Adjust the Index Settings to the desired schedule.

See [Table 6-4](#) on page 135.

Table 6-4 Schedule group directory server indexing and view status

Index Settings	Description
Index the directory server once.	<p>The Once setting is selected by default and automatically indexes the director server at 12:00 AM the day after you create the initial connection.</p> <p>You can modify the default Once indexing schedule by specifying when and how often the index is supposed to be rebuilt.</p>
Index the directory server daily.	<p>Select the Daily option to schedule the index daily.</p> <p>Specify the time of day and, optionally, the Until duration for this schedule.</p>
Index the directory server weekly.	<p>Select the Weekly option to schedule the index to occur once a week.</p> <p>Specify the day of the week to index.</p> <p>Specify the time to index.</p> <p>Optionally, specify the Until duration for this schedule.</p>
Index the directory server monthly.	<p>Specify the day of the month to index the directory and the time.</p> <p>Optionally, specify the Until duration for this schedule.</p>
View the indexing and replication status.	<p>Select the Index and Replication Status tab to view the status of the indexing process.</p> <ul style="list-style-type: none">■ Indexing Status Displays the next scheduled index, date and time.■ Detection Server Name Displays the detection server where the User Group profile is deployed.■ Replication Status ■ Displays the data and time of the most recent synchronization with the directory group server.

Managing stored credentials

This chapter includes the following topics:

- [About the credential store](#)
- [Adding new credentials to the credential store](#)
- [Configuring endpoint credentials](#)
- [Managing credentials in the credential store](#)

About the credential store

An authentication credential can be stored as a named credential in a central credential store. It can be defined once, and then referenced by any number of Discover targets. Passwords are encrypted before they are stored.

The credential store simplifies management of user name and password changes.

You can add, delete, or edit stored credentials.

See [“Adding new credentials to the credential store”](#) on page 138.

See [“Managing credentials in the credential store”](#) on page 139.

The Credential Management screen is accessible to users with the "Credential Management" privilege.

Stored credentials can be used when you edit or create a Discover target.

See [“Network Discover scan target configuration options”](#) on page 1121.

Adding new credentials to the credential store

You can add new credentials to the credential store. These credentials can later be referenced with the credential name.

To add a stored credential

- 1 Click **System > Settings > Credentials**, and click **Add Credential**.
- 2 Enter the following information:

Credential Name	Enter your name for this stored credential. The credential name must be unique within the credential store. The name is used only to identify the credential.
Access Username	Enter the user name for authentication.
Access Password	Enter the password for authentication.
Re-enter Access Password	Re-enter the password.

- 3 Click **Save**.
 - 4 You can later edit or delete credentials from the credential store.
See [“Managing credentials in the credential store”](#) on page 139.
- See [“Configuring endpoint credentials”](#) on page 138.

Configuring endpoint credentials

You must add credentials to the Credential Store before you can access credentials for Endpoint FlexResponse or the Endpoint Discover Quarantine response rule. The credentials are stored in an encrypted folder on all endpoint computers that are connected to an Endpoint Server. Because all endpoint computers store the credentials, you must be careful about the type of credentials you store. Use credentials that cannot access other areas of your system. Before your endpoint credentials can be used, you must enable the Enforce Server to recognize them.

To create endpoint credentials

- 1 Go to: **System > Settings > General**.
- 2 Click **Configure**.
- 3 Under the **Credential Management** section, ensure that the **Allow Saved Credentials on Endpoint Agent** checkbox is selected.

- 4 Click **Save**.
- 5 Go to: **System > Settings > Credentials**.
- 6 Click **Add Credential**.
- 7 Under the **General** section, enter the details of the credential you want to add.
- 8 Under **Usage Permission**, select **Servers and Endpoint agents**.
- 9 Click **Save**.

See [“About the credential store”](#) on page 137.

See [“Configuring the Endpoint Discover: Quarantine File action”](#) on page 844.

Managing credentials in the credential store

You can delete or edit a stored credential.

To delete a stored credential

- 1 Click **System > Settings > Credentials**. Locate the name of the stored credential that you want to remove.
- 2 Click the delete icon to the right of the name. A credential can be deleted only if it is not currently referenced in a Discover target or indexed document profile.

To edit a stored credential

- 1 Click **System > Settings > Credentials**. Locate the name of the stored credential that you want to edit.
- 2 Click the edit icon (pencil) to the right of the name.
- 3 Update the user name or password.
- 4 Click **Save**.
- 5 If you change the password for a given credential, the new password is used for all subsequent Discover scans that use that credential.

Managing system events and messages

This chapter includes the following topics:

- [About system events](#)
- [System events reports](#)
- [Working with saved system reports](#)
- [Server event detail](#)
- [Configuring event thresholds and triggers](#)
- [About system event responses](#)
- [Enabling a syslog server](#)
- [About system alerts](#)
- [Configuring the Enforce Server to send email alerts](#)
- [Configuring system alerts](#)
- [About log review](#)
- [System event codes and messages](#)

About system events

System events related to your Symantec Data Loss Prevention installation are monitored, reported, and logged.

System event reports are viewed from the Enforce Server administration console:

- The five most recent system events of severity Warning or Severe are listed on the **Servers Overview** screen (**System > Servers > Overview**).
See [“About the System Overview screen”](#) on page 210.
- Reports on all system events of any severity can be viewed by going to **System > Servers > Events**.
See [“System events reports”](#) on page 142.
- Recent system events for a particular detection server are listed on the **Server Detail** screen for that server.
See [“Server Detail screen”](#) on page 213.
- Click on any event in an event list to go to the **Event Details** screen for that event. The **Event Details** screen provides additional information about the event.
See [“Server event detail”](#) on page 146.

There are three ways that system events can be brought to your attention:

- System event reports displayed on the administration console
- System alert email messages
See [“About system alerts”](#) on page 153.
- Syslog functionality
See [“Enabling a syslog server”](#) on page 151.

Some system events require a response.

See [“About system event responses”](#) on page 149.

To narrow the focus of system event management you can:

- Use the filters in the various system event notification methods.
See [“System events reports”](#) on page 142.
- Configure the system event thresholds for individual servers.
See [“Configuring event thresholds and triggers”](#) on page 147.




System events reports

To view all system events, go to the system events report screen (**System > Servers > Events**). This screen lists events, one event per line. The list contains those events that match the selected data range, and any other filter options that are listed in the **Applied Filters** bar. For each event, the following information is displayed:

Table 8-1 System events list

Type	The type (severity) of the event. Type may be any one of those listed in Table 8-2 .
Time	The date and time of the event.
Server	The name of the server on which the event occurred.
Host	The IP address or host name of the server on which the event occurred.
Code	A number that identifies the kind of event. See “System event codes and messages” on page 157.
Summary	A brief description of the event. Click on the summary for more detail about the event.

Table 8-2 System event types

	System information
	Warning
	Severe

You can select from several report handling options.

See [“Common incident report features”](#) on page 965.

Click any event in the list to go to the **Event Details** screen for that event. The **Event Details** screen provides additional information about the event.

See [“Server event detail”](#) on page 146.

Since the list of events can be long, filters are available to help you select only the events that you are interested in. By default, only the Date filter is enabled and it is initially set to All Dates. The Date filter selects events by the dates the events occurred.

To filter the list of system events by date of occurrence

- 1 Go to the Filter section of the events report screen and select one of the date range options.
- 2 Click **Apply**.
- 3 Select **Custom** from the date list to specify beginning and end dates.

In addition to filtering by date range, you can also apply advanced filters. Advanced filters are cumulative with the current date filter. This means that events are only listed if they match the advanced filter and also fall within the current date range.

Multiple advanced filters can be applied. If multiple filters are applied, events are only listed if they match all the filters and the date range.

To apply additional advanced filters

- 1

Click on **Advanced Filters and Summarization**.
- 2

Click on **Add Filter**.
- 3

Choose the filter you want to use from the left-most drop-down list. Available filters are listed in [Table 8-3](#).
- 4

Choose the filter-operator from the middle drop-down list.

For each advanced filter you can specify a filter-operator **Is Any Of** or **Is None Of**.
- 5

Enter the filter value, or values, in the right-hand text box, or click a value in the list to select it.
 - To select multiple values from a list, hold down the Control key and click each one.
 - To select a range of values from a list, click the first one, then hold down the Shift key and click the last value in the range you want.
- 6

(Optional) Specify additional advanced filters if needed.
- 7

When you have finished specifying a filter or set of filters, click **Apply**.

Click the red X to delete an advanced filter.

The **Applied Filters** bar lists the filters that are used to produce the list of events that is displayed. Note that multiple filters are cumulative. For an event to appear on the list it must pass all the applied filters.

The following advanced filters are available:

Table 8-3	System events advanced filter options
Event Code	Filter events by the code numbers that identify each kind of event. You can filter by a single code number or multiple code numbers separated by commas (2121, 1202, 1204). Filtering by code number ranges, or greater than, or less than operators is not supported.
Event type	Filter events by event severity type (Info, Warning, or Severe).
Server	Filter events by the server on which the event occurred.

Note: A small subset of the parameters that trigger system events have thresholds that can be configured. These parameters should only be adjusted with advice from Symantec Support or Professional Services. Before changing these settings, you should have a thorough understanding of the implications that are involved. The default values are appropriate for most installations.

See [“Configuring event thresholds and triggers”](#) on page 147.

See [“About system events”](#) on page 141.

See [“Server event detail”](#) on page 146.

See [“Working with saved system reports”](#) on page 145.

See [“Configuring event thresholds and triggers”](#) on page 147.

See [“About system alerts”](#) on page 153.

Working with saved system reports

The **System Reports** screen lists system and agent-related reports that have previously been saved. To display the **System Reports** screen, click **System > System Reports**. Use this screen to work with saved system reports.

To create a saved system report

- 1 Go to one of the following screens:
 - System Events (**System > Events**)
 - Agents Overview (**System > Agents > Overview**)
 - Agents Events (**System > Agents > Events**)See [“About the Enforce Server administration console”](#) on page 56.
- 2 Select the filters and summaries for your custom report.
See [“About custom reports and dashboards”](#) on page 948.
- 3 Select **Report > Save As**.
- 4 Enter the saved report information.
See [“Saving custom incident reports”](#) on page 951.
- 5 Click **Save**.

The **System Reports** screen is divided into two sections:

- **System Event - Saved Reports** lists saved system reports.
- **Agent Management - Saved Reports** lists saved agent reports.

For each saved report you can perform the following operations:

- Share the report. Click **share** to allow other Symantec Data Loss Prevention users who have the same role as you to share the report. Sharing a report cannot be undone; after a report is shared it cannot be made private. After a report is shared, all users with whom it is shared can view, edit, or delete the report. See [“Saving custom incident reports”](#) on page 951.
- Change the report name or description. Click the pencil icon to the right of the report name to edit it.
- Change the report scheduling. Click the calendar icon to the right of the report name to edit the delivery schedule of the report and to whom it is sent. See [“Saving custom incident reports”](#) on page 951. See [“Delivery schedule options for incident and system reports”](#) on page 954.
- Delete the report. Click the red X to the right of the report name to delete the report.

Server event detail

The **Server Event Detail** screen is reached by **System > Servers > Events** and then clicking on one of the listed events.

See [“System events reports”](#) on page 142.

The **Server Event Detail** screen displays all of the information available for the selected event. None of the information on this screen is editable.

The **Server Event Detail** screen is divided into two sections—**General** and **Message**.

Table 8-4 Event detail — General

Type	The event is one of the following types: <ul style="list-style-type: none">■ Info: Information about the system.■ Warning: A problem that is not severe enough to generate an error.■ Severe: An error that requires immediate attention.
Time	The date and time of the event.
Server	The name of the server.
Host	The host name or IP address of the server.

Table 8-5 Event detail — Message

Code	A number that identifies the kind of event. See “System event codes and messages” on page 157.
Summary	A brief description of the event.
Detail	Detailed information about the event.

See [“About system events”](#) on page 141.
 See [“Server event detail”](#) on page 146.
 See [“System events reports”](#) on page 142.
 See [“About system alerts”](#) on page 153.

Configuring event thresholds and triggers

A small subset of the parameters that trigger system events have thresholds that can be configured. These parameters are configured for each detection server separately. These parameters should only be adjusted with advice from Symantec Support or Professional Services. Before changing these settings, you should have a thorough understanding of the implications. The default values are appropriate for most installations.

See [“About system events”](#) on page 141.

To view and change the configurable parameters that trigger system events

- 1 Go to the **Server Overview** screen (**System > Servers > Overview**).
- 2 Click on the name of a detection server to display that server's **Server Detail** screen.
- 3 Click the **Server Settings** tab.
The **Advanced Server Settings** screen for that server is displayed.
- 4 Change the configurable parameters, as needed.

Table 8-6 Configurable parameters that trigger events

Parameter	Description	Event
BoxMonitor.DiskUsageError	Indicates the amount of filled disk space (as a percentage) that triggers a severe system event. For example, a Severe event occurs if a detection server is installed on the C drive and the disk space error value is 90. The detection server creates a Severe system event when the C drive usage is 90% or greater. The default is 90.	Low disk space
BoxMonitor.DiskUsageWarning	Indicates the amount of filled disk space (as a percentage) that triggers a Warning system event. For example, a Warning event occurs if the detection server is installed on the C drive and the disk space warning value is 80. Then the detection server generates a Warning system event when the C drive usage is 80% or greater. The default is 80.	Low disk space
BoxMonitor.MaxRestartCount	Indicates the number of times that a system process can be restarted in one hour before a Severe system event is generated. The default is 3.	<i>process name</i> restarts excessively
IncidentDetection.MessageWaitSevere	Indicates the number of minutes messages need to wait to be processed before a Severe system event is sent about message wait times. The default is 240.	Long message wait time
IncidentDetection.MessageWaitWarning	Indicates the number of minutes messages need to wait to be processed before sending a Severe system event about message wait times. The default is 60.	Long message wait time

Table 8-6 Configurable parameters that trigger events (*continued*)

Parameter	Description	Event
IncidentWriter.BacklogInfo	Indicates the number of incidents that can be queued before an Info system event is generated. This type of backlog usually indicates that incidents are not processed or are not processed correctly because the system may have slowed down or stopped. The default is 1000.	N incidents in queue
IncidentWriter.BacklogWarning	Indicates the number of incidents that can be queued before generating a Warning system event. This type of backlog usually indicates that incidents are not processed or are not processed correctly because the system may have slowed down or stopped. The default is 3000.	N incidents in queue
IncidentWriter.BacklogSevere	Indicates the number of incidents that can be queued before a Severe system event is generated. This type of backlog usually indicates that incidents are not processed or are not processed correctly because the system may have slowed down or stopped. The default is 10000.	N incidents in queue

About system event responses

There are three ways that system events can be brought to your attention:

- System event reports displayed on the administration console
- System alert email messages
See [“About system alerts”](#) on page 153.
- Syslog functionality
See [“Enabling a syslog server”](#) on page 151.

In most cases, the system event summary and detail information should provide enough information to direct investigation and remediation steps. The following table provides some general guidelines for responding to system events.

Table 8-7 System event responses

System Event or Category	Appropriate Response
Low disk space	<p>If this event is reported on a detection server, recycle the Symantec Data Loss Prevention services on the detection server. The detection server may have lost its connection to the Enforce Server. The detection server then queues its incidents locally, and fills up the disk.</p> <p>If this event is reported on an Enforce Server, check the status of the Oracle and the Vontu Incident Persister services. Low disk space may result if incidents do not transfer properly from the file system to the database. This event may also indicate a need to add additional disk space.</p>
Tablespace is almost full	<p>Add additional data files to the database. When the hard disk is at 80% of capacity, obtain a bigger disk instead of adding additional data files.</p> <p>Refer to the <i>Symantec Data Loss Prevention Installation Guide</i>.</p>
Licensing and versioning	Contact Symantec Support.
Monitor not responding	<p>Restart the Symantec Monitor service. If the event persists, check the network connections. Make sure the computer that hosts the detections server is turned on by connecting to it. You can connect with terminal services or another remote desktop connection method. If necessary, contact Symantec Support.</p> <p>See “About Enforce Server services” on page 79.</p>
Alert or scheduled report sending failed	Go to System > Settings > General and ensure that the settings in the Reports and Alerts and SMTP sections are configured correctly. Check network connectivity between the Enforce Server and the SMTP server. Contact Symantec Support.
Auto key ignition failed	Contact Symantec Support.
Cryptographic keys are inconsistent	Contact Symantec Support.

Table 8-7 System event responses (*continued*)

System Event or Category	Appropriate Response
Long message wait time	<p>Increase detection server capacity by adding more CPUs or replacing the computer with a more powerful one.</p> <p>Decrease the load on the detection server. You can decrease the load by applying the traffic filters that have been configured to detect fewer incidents. You can also re-route portions of the traffic to other detection servers.</p> <p>Increase the threshold wait times if all of the following items are true:</p> <ul style="list-style-type: none"> ■ This message is issued during peak hours. ■ The message wait time drops down to zero before the next peak. ■ The business is willing to have such delays in message processing.
process_name restarts excessively	<p>Check the process by going to System > Servers > Overview. To see individual processes on this screen, Process Control must be enabled by going to System > Settings > General > Configure.</p>
N incidents in queue	<p>Investigate the reason for the incidents filling up the queue.</p> <p>The most likely reasons are as follows:</p> <ul style="list-style-type: none"> ■ Connection problems. Response: Make sure the communication link between the Endpoint Server and the detection server is stable. ■ Insufficient connection bandwidth for the number of generated incidents (typical for WAN connections). Response: Consider changing policies (by configuring the filters) so that they generate fewer incidents.

Enabling a syslog server

Syslog functionality sends Severe system events to a syslog server. Syslog servers allow system administrators to filter and route the system event notifications on a more granular level. System administrators who use syslog regularly for

monitoring their systems may prefer to use syslog instead of alerts. Syslog may be preferred if the volume of alerts seems unwieldy for email.

Syslog functionality is an on or off option. If syslog is turned on, all Severe events are sent to the syslog server.

To enable syslog functionality

- 1 Go to the `\SymantecDLP\Protect\config` directory on Windows or the `/opt/SymantecDLP/Protect/config` directory on Linux.
- 2 Open the `Manager.properties` file.
- 3 Uncomment the `#systemevent.syslog.host=` line by removing the `#` symbol from the beginning of the line, and enter the hostname or IP address of the syslog server.
- 4 Uncomment the `#systemevent.syslog.port=` line by removing the `#` symbol from the beginning of the line. Enter the port number that should accept connections from the Enforce Server server. The default is 514.
- 5 Uncomment the `#systemevent.syslog.format= [{0}] {1} - {2}` line by removing the `#` symbol from the beginning of the line. Then define the system event message format to be sent to the syslog server:

If the line is uncommented without any changes, the notification messages are sent in the format: `[server name] summary - details`. The format variables are:

- `{0}` - the name of the server on which the event occurred
- `{1}` - the event summary
- `{2}` - the event detail

For example, the following configuration specifies that Severe system event notifications are sent to a syslog host named `server1` which uses port 600.

```
systemevent.syslog.host=server1
systemevent.syslog.port=600
systemevent.syslog.format= [{0}] {1} - {2}
```

Using this example, a low disk space event notification from an Enforce Server on a host named `dlp-1` would look like:

```
dlp-1 Low disk space - Hard disk space for
incident data storage server is low. Disk usage is over 82%.
```

Note: Be sure to comment out the `#systemevent.syslog.format= [{0}] {1} - {2}` line. Do not comment out the `#systemevent.jmx.format= [{0}] {1} - {2}` line. The `jmx` option is not compatible with syslog servers.

See [“About system events”](#) on page 141.

About system alerts

System alerts are email messages that are sent to designated addresses when a particular system event occurs. You define what alerts (if any) that you want to use for your installation. Alerts are specified and edited on the **Configure Alert** screen, which is reached by **System > Servers > Alerts > Add Alert**.

Alerts can be specified based on event severity, server name, or event code, or a combination of those factors. Alerts can be sent for any system event.

The email that is generated by the alert has a subject line that begins with `Symantec Data Loss Prevention System Alert` followed by a short event summary. The body of the email contains the same information that is displayed by the **Event Detail** screen to provide complete information about the event.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

See [“Configuring system alerts”](#) on page 155.

See [“Server event detail”](#) on page 146.

Configuring the Enforce Server to send email alerts

To send out email alerts regarding specified system events, the Enforce Server has to be configured to support sending of alerts and reports. This section describes how to specify the report format and how to configure Symantec Data Loss Prevention to communicate with an SMTP server.

After completing the configuration described here, you can schedule the sending of specific reports and create specific system alerts.

To configure Symantec Data Loss Prevention to send alerts and reports

- 1 Go to **System > Settings > General** and click **Configure**.

The **Edit General Settings** screen is displayed.

- 2 In the **Reports and Alerts** section, select one of the following distribution methods:

- **Send reports as links, logon is required to view.** Symantec Data Loss Prevention sends email messages with links to reports. You must log on to the Enforce Server to view the reports.

Note: Reports with incident data cannot be distributed if this option is set.

- **Send report data with emails.** Symantec Data Loss Prevention sends email messages and attaches the report data.
- 3 Enter the Enforce Server domain name or IP address in the **Fully Qualified Manager Name** field.

If you send reports as links, Symantec Data Loss Prevention uses the domain name as the basis of the URL in the report email.

Do not specify a port number unless you have modified the Enforce Server to run on a port other than the default of 443.

- 4 If you want alert recipients to see any correlated incidents, check the **Correlations Enabled** box.

When correlations are enabled, users see them on the **Incident Snapshot** screen.

- 5 In the **SMTP** section, identify the SMTP server to use for sending out alerts and reports.

Enter the relevant information in the following fields:

- **Server:** The fully qualified hostname or IP address of the SMTP server that Symantec Data Loss Prevention uses to deliver system events and scheduled reports.
- **System email:** The email address for the alert sender. Symantec Data Loss Prevention specifies this email address as the sender of all outgoing email messages. Your IT department may require the system email to be a valid email address on your SMTP server.
- **User ID:** If your SMTP server requires it, type a valid user name for accessing the server. For example, enter `DOMAIN\bsmith`.
- **Password:** If your SMTP server requires it, enter the password for the User ID.

- 6 Click **Save**.

See [“About system alerts”](#) on page 153.

See [“Configuring system alerts”](#) on page 155.

See [“About system events”](#) on page 141.

Configuring system alerts

You can configure Symantec Data Loss Prevention to send an email alert whenever it detects a specified system event. Alerts can be specified based on event severity, server name, or event code, or a combination of those factors. Alerts can be sent for any system event.

See [“About system alerts”](#) on page 153.

Note that the Enforce Server must first be configured to send alerts and reports.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

Alerts are specified and edited on the **Configure Alert** screen, which is reached by **System > Servers > Alerts** and then choosing **Add Alert** to create a new alert, or clicking on the name of an existing alert to modify it.

To create or modify an alert

- 1 Go to the **Alerts** screen (**System > Servers > Alerts**).
- 2 Click the **Add Alert** tab to create a new alert, or click on the name of an alert to modify it.

The Configure Alert screen is displayed.

- 3 Fill in (or modify) the name of the alert. The alert name is displayed in the subject line of the email alert message.
- 4 Fill in (or modify) a description of the alert.
- 5 Click **Add Condition** to specify a condition that will trigger the alert.

Each time you click **Add Condition** you can add another condition. If you specify multiple conditions, every one of the conditions must be met to trigger the alert.

Click on the red X next to a condition to remove it from an existing alert.

- 6 Enter the email address that the alert is to be sent to. Separate multiple addresses by commas.

- 7 Limit the maximum number of times this alert can be sent in one hour by entering a number in the **Max Per Hour** box.

If no number is entered in this box, there is no limit on the number of times this alert can be sent out. The recommended practice is to limit alerts to one or two per hour, and to substitute a larger number later if necessary. If you specify a large number, or no number at all, recipient mailboxes may be overloaded with continual alerts.

- 8 Click **Save** to finish.

The Alerts list is displayed.

There are three kinds of conditions that you can specify to trigger an alert:

- Event type - the severity of the event.
- Server - the server associated with the event.
- Event code - a code number that identifies a particular kind of event.

For each kind of condition, you can choose one of two operators:

- Is any of.
- Is none of.

For each kind of condition, you can specify appropriate parameters:

- Event type. You can select one, or a combination of, **Information**, **Warning**, **Severe**. Click on an event type to specify it. To specify multiple types, hold down the Control key while clicking on event types. You can specify one, two, or all three types.
- Server. You can select one or more servers from the list of available servers. Click on the name of server to specify it. To specify multiple servers, hold down the Control key while clicking on server names. You can specify as many different servers as necessary.
- Event code. Enter the code number. To enter multiple code numbers, separate them with commas or use the Return key to enter each code on a separate line. See [“System event codes and messages”](#) on page 157.

By combining multiple conditions, you can define alerts that cover a wide variety of system conditions.

Note: If you define more than one condition, the conditions are treated as if they were connected by the Boolean "AND" operator. This means that the Enforce Server only sends the alert if all conditions are met. For example, if you define an event type condition and a server condition, the Enforce Server only sends the alert if the specified event occurs on the designated server.

See [“About system alerts”](#) on page 153.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

See [“System events reports”](#) on page 142.

About log review

Your Symantec Data Loss Prevention installation includes a number of log files. These files provide information on server communication, Enforce Server and detection server operation, incident detection, and so on.

By default, logs for the Enforce Server and detection server are stored in the following directories:

- Windows: `SymantecDLP\Protect\logs`
- Linux: `/var/log/SymantecDLP`

See [“About log files”](#) on page 267.

See also the *Symantec Data Loss Prevention System Maintenance Guide* for additional information about working with logs.

System event codes and messages

Symantec Data Loss Prevention system events are monitored, reported, and logged. Each different event is identified by code number listed in the following table.

See [“About system events”](#) on page 141.

System event lists and reports can be filtered by event codes.

See [“System events reports”](#) on page 142.

Note that numbers enclosed in braces, such as {0}, indicate where appropriate text strings are inserted in the actual message.

Code	Name	Description
1000	Monitor started	All monitor processes have been started.
1001	Local monitor started	All monitor processes have been started.
1002	Monitor started	Some monitor processes are disabled and haven't been started.

Code	Name	Description
1003	Local monitor started	Some monitor processes are disabled and haven't been started.
1004	Monitor stopped	All monitor processes have been stopped.
1005	Local monitor stopped	All monitor processes have been stopped.
1006	{0} failed to start	Process {0} can't be started. See log files for more detail.
1007	{0} restarts excessively	Process {0} has restarted {1} times during last {2} minutes.
1008	{0} is down	{0} process went down before it had fully started.
1010	Restarted {0}	{0} process was restarted because it went down unexpectedly.
1011	Restarted {0}	{0} was restarted because it was not responding.
1012	Unable to start {0}	Cannot bind to the shutdown datagram socket. Will retry.
1013	{0} resumed starting	Successfully bound to the shutdown socket.
1014	Low disk space	Hard disk space is low. Symantec Data Loss Prevention server disk usage is over {0}%.
1100	Aggregator started	
1101	Aggregator failed to start	Error starting Aggregator. {0} No incidents will be detected.
1200	Loaded policy	"{0}" Policy "{0}" v{1} ({2}) has been successfully loaded.
1201	Loaded policies {0}	
1202	No policies loaded	No relevant policies are found. No incidents will be detected. 1203 Unloaded policy "{0}" Policy "{0}" has been unloaded.

Code	Name	Description
1204	Updated policy "{0}"	Policy "{0}" has been successfully updated. The current policy version is {1}. Active channels: {2}.
1205	Incident limit reached for Policy "{0}"	The policy "{0}" has found incidents in more than {1} messages within the last {2} hours. The policy will not be enforced until the policy is changed, or the reset period of {2} hours is reached.
1206	Long message wait time	Message wait time was {0}:{1}:{2}:{3}.
1301	File Reader started	
1302	File Reader failed to start	Error starting File Reader. {0} No incidents will be detected.
1303	Unable to delete folder	File Reader was unable to delete folder "{0}" in the file system. Please investigate, as this will cause system malfunction.
1304	Channel enabled	Monitor channel "{0}" has been enabled.
1305	Channel disabled	Monitor channel "{0}" has been disabled. 1306 License received. {0}.
1400	ICAP channel configured	The channel is in {0} mode
1401	Invalid license	The ICAP channel is not licensed or the license has expired. No incidents will be detected or prevented by the ICAP channel.
1402	Content Removal Incorrect	Configuration rule in line {0} is outdated or not written in proper grammar format. Either remove it from the config file or update the rule.

Code	Name	Description
1403	Out of memory Error (Web Prevent) while processing message	While processing request on connection ID{0}, out of memory error occurred. Please tune your setup for traffic load.
1404	Host restriction	Any host (ICAP client) can connect to Web Prevent.
1405	Host restriction error	Unable to get the IP address of host {0}
1406	Host restriction error	Unable to get the IP address of any host in Icap.AllowHosts
1407	Protocol Trace	Enabled Traces available at {0} 1408 Invalid Load Balance Factor Icap.LoadBalanceFactor configured to 0. Treating it as 1.
1500	Invalid license	The SMTP Prevent channel is not licensed or the license has expired. No incidents will be detected or prevented by the SMTP Prevent channel.
1501	Bind address error	Unable to bind {0}. Please check the configured address or the RequestProcessor log for more information. 1502 MTA restriction error Unable to resolve host {0}.
1503	All MTAs restricted	Client MTAs are restricted, but no hosts were resolved. Please check the RequestProcessor log for more information and correct the RequestProcessor.AllowHosts setting for this Prevent server.
1600	Override folder invalid	Monitor channel {0} has invalid source folder: {1} Using folder: {2}.
1601	Source folder invalid	Monitor channel {0} has invalid source folder: {1} The channel is disabled.

Code	Name	Description
1700	Scan start failed	Discover target with ID {0} does not exist. 1701 Scan terminated {0}
1702	Scan completed	Discover target "{0}" completed a scan successfully.
1703	Scan start failed	{0}
1704	Share list had errors	{0}
1705	Scheduled scan failed	Failed to start a scheduled scan of Discover target {0}. {1}
1706	Scan suspend failed	{0}
1707	Scan resume failed	{0}
1708	Scheduled scan suspension failed	Scheduled suspension failed for scan of Discover target {0}. {1}
1709	Scheduled scan resume failed	Scheduled suspension failed for scan of Discover target {0}. {1}
1800	Incident Persister is unable to process incident Incident	Persister ran out of memory processing incident {0}.
1801	Incident Persister failed to process incident {0}	
1802	Corrupted incident received	A corrupted incident was received, and renamed to {0}.
1803	Policy misconfigured	Policy "{0}" has no associated severity.
1804	Incident Persister is unable to start	Incident Persister cannot start because it failed to access the incident folder {0}. Check folder permissions.
1805	Incident Persister is unable to access	Incidents folder The Incident Persister is unable to access the incident folder {0}. Check folder permissions.
1806	Response rule processing failed to start	Response rule processing failed to start: {0}.

Code	Name	Description
1807	Response rule processing execution failed	Response rule command runtime execution failed from error: {0}.
1808	Unable to write incident	Failed to delete old temporary file {0}.
1809	Unable to write incident	Failed to rename temporary incident file {0}.
1810	Unable to list incidents	Failed to list incident files in folder {0}. Check folder permissions.
1811	Error sending incident	Unexpected error occurred while sending an incident. {0} Look in the incident writer log for more information.
1812	Incident writer stopped	Failed to delete incident file {0} after it was sent. Delete the file manually, correct the problem and restart the incident writer.
1813	Failed to list incidents	Failed to list incident files in folder {0}. Check folder permissions.
1814	Incident queue backlogged	There are {0} incidents in this server's queue.
1815	Low disk space on incident server	Hard disk space for the incident data storage server is low. Disk usage is over {0}%.
1900	Failed to load update package	Database connection error occurred while loading the software update package {0}.
1901	Software update failed	Failed to apply software update from package {0}. Check the update service log.
2000	Key ignition error	Failed to ignite keys with the new ignition password. Detection against Exact Data Profiles will be disabled.

Code	Name	Description
2001	Unable to update key ignition password.	The key ignition password won't be updated, because the cryptographic keys aren't ignited. Exact Data Matching will be disabled.
2100	Administrator saved	The administrator settings were successfully saved.
2101	Data source removed	The data source with ID {0} was removed by {1}.
2102	Data source saved	The {0} data source was saved by {1}.
2103	Document source removed	The document source with ID {0} was removed by {1}.
2104	Document source saved	The {0} document source was saved by {1}.
2105	New protocol created	The new protocol {0} was created by {1}.
2106	Protocol order changed	The protocol {0} was moved {1} by {2}.
2107	Protocol removed	The protocol {0} was removed by {1}.
2108	Protocol saved	The protocol {0} was edited by {1}.
2109	User removed	The user with ID {0} was removed by {1}.
2110	User saved	The user {0} was saved by {1}.
2111	Runaway lookup detected	One of the attribute lookup plug-ins did not complete gracefully and left a running thread in the system. Manager restart may be required for cleanup.
2112	Loaded Custom	Attribute Lookup Plug-ins The following Custom Attribute Lookup Plug-ins were loaded: {0}.

Code	Name	Description
2113	No Custom Attribute Lookup Plug-in was loaded	No Custom Attribute Lookup Plug-in was found.
2114	Custom attribute lookup failed	Lookup plug-in {0} timed out. It was unloaded.
2115	Custom attribute lookup failed	Failed to instantiate lookup plug-in {0}. It was unloaded. Error message: {1}
2116	Policy changed	The {0} policy was changed by {1}.
2117	Policy removed	The {0} policy was removed by {1}.
2118	Alert or scheduled report sending failed. {0}	configured by {1} contains the following unreachable email addresses: {2}. Either the addresses are bad or your email server does not allow relay to those addresses.
2119	System settings changed	The system settings were changed by {0}.
2120	Endpoint Location settings changed	The endpoint location settings were changed by {0}.
2121	The account "{1}" has been locked out	The maximum consecutive failed logon number of {0} attempts has been exceeded for account "{1}", consequently it has been locked out.
2122	Loaded FlexResponse Actions	The following FlexResponse Actions were loaded: {0}.
2123	No FlexResponse Action was loaded.	No FlexResponse Action was found.
2124	A runaway FlexResponse action was detected.	One of the FlexResponse plug-ins did not complete gracefully and left a running thread in the system. Manager restart may be required for cleanup.

Code	Name	Description
2200	End User License Agreement accepted	The Symantec Data Loss Prevention End User License Agreement was accepted by {0}, {1}, {2}.
2201	License is invalid	
2202	License has expired	One or more of your product licenses has expired. Some system feature may be disabled. Check the status of your licenses on the system settings page.
2203	License about to expire	One or more of your product licenses will expire soon. Check the status of your licenses on the system settings page.
2204	No license	The license does not exist, is expired or invalid. No incidents will be detected.
2205	Keys ignited	The cryptographic keys were ignited by administrator logon.
2206	Key ignition failed	Failed to ignite the cryptographic keys manually. Please look in the Enforce Server logs for more information. It will be impossible to create new exact data profiles.
2207	Auto key ignition	The cryptographic keys were automatically ignited.
2208	Manual key ignition required	The automatic ignition of the cryptographic keys is not configured. Administrator logon is required to ignite the cryptographic keys. No new exact data profiles can be created until the administrator logs on.
2300	Low disk space	Hard disk space is low. Symantec Data Loss Prevention Enforce Server disk usage is over {0}%.

Code	Name	Description
2301	Tablespace is almost full	Oracle tablespace {0} is over {1}% full.
2302	{0} not responding	Detection Server {0} did not update its heartbeat for at least 20 minutes.
2303	Monitor configuration changed	The {0} monitor configuration was changed by {1}.
2304	System update uploaded	A system update was uploaded that affected the following components: {0}.
2305	SMTP server is not reachable.	SMTP server is not reachable. Cannot send out alerts or schedule reports.
2306	Enforce Server started	The Enforce Server was started.
2307	Enforce Server stopped	The Enforce Server was stopped.
2308	Monitor status updater exception	The monitor status updater encountered a general exception. Please look at the Enforce Server logs for more information.
2309	System statistics update failed	Unable to update the Enforce Server disk usage and database usage statistics. Please look at the Enforce Server logs for more information.
2310	Statistics aggregation failure	The statistics summarization task encountered a general exception. Refer to the Enforce Server logs for more information.
2311	Version mismatch	Enforce version is {0}, but this monitor's version is {1}.
2312	Incident deletion failed	Incident Deletion failed .
2313	Incident deletion completed	Incident deletion ran for {0} and deleted {1} incident(s).
2314	Endpoint data deletion failed	Endpoint data deletion failed.

Code	Name	Description
2400	Export web archive finished	Archive "{0}" for user {1} was created successfully.
2401	Export web archive canceled	Archive "{0}" for user {1} was canceled.
2402	Export web archive failed	Failed to create archive "{0}" for user {1}. The report specified had over {2} incidents.
2403	Export web archive failed	Failed to create archive "{0}" for user {1}. Failure occurred at incident {2}.
2404	Unable to run scheduled report	The scheduled report job {0} was invalid and has been removed.
2405	Unable to run scheduled report	The scheduled report {0} owned by {1} encountered an error: {2}.
2406	Report scheduling is disabled	The scheduled report {0} owned by {1} cannot be run because report scheduling is disabled.
2407	Report scheduling is disabled	The scheduled report cannot be run because report scheduling is disabled.
2408	Unable to run scheduled report	Unable to connect to mail server when delivery scheduled report {0}{1}.
2409	Unable to run scheduled report	User {0} is no longer in role {1} which scheduled report {2} belongs to. The schedule has been deleted.
2410	Unable to run scheduled report	Unable to run scheduled report {0} for user {1} because the account is currently locked.
2411	Scheduled report sent	The schedule report {0} owned by {1} was successfully sent.
2412	Export XML report failed	XML Export of report by user [{0}] failed XML Export of report by user [{0}] failed.

Code	Name	Description
2420	Unable to run scheduled data owner report distribution	Unable to distribute report {0} (id={1}) by data owner because sending of report data has been disabled.
2421	Report distribution by data owner failed	Report distribution by data owner for report {0} (id={1}) failed.
2422	Report distribution by data owner finished	Report distribution by data owner for report {0} (id={1}) finished with {2} incidents for {3} data owners. {4} incidents for {5} data owners failed to be exported.
2423	Report distribution to data owner truncated	The report distribution {1} (id={2}) for the data owner "{0}" exceeded the maximum allowed size. Only the first {3} incidents were sent to "{0}".
2500	Unexpected Error Processing Message	{0} encountered an unexpected error processing a message. See the log file for details.
2501	Memory Throttler disabled	{0} x {1} bytes need to be available for memory throttling. Only {2} bytes were available. Memory Throttler has been disabled.
2600	Communication error	Unexpected error occurred while sending {1} updates to {0}. {2} Please look at the monitor controller logs for more information.
2700	Monitor Controller started	Monitor Controller service was started.
2701	Monitor Controller stopped	Monitor Controller service was stopped.
2702	Update transferred to {0}	Successfully transferred update package {1} to detection server {0}.
2703	Update transfer complete	Successfully transferred update package {0} to all detection servers.

Code	Name	Description
2704	Update of {0} failed	Failed to transfer update package to detection server {0}.
2800	Bad spool directory configured for Packet Capture	Packet Capture has been configured with a spool directory: {0}. This directory does not have write privileges. Please check the directory permissions and monitor configuration file. Then restart the monitor.
2801	Failed to send list of NICs. {0}	
2900	EDM profile search failed {0}	
2901	Keys are not ignited	Exact Data Matching will be disabled until the cryptographic keys are ignited.
2902	Index folder inaccessible	Failed to list files in the index folder {0}. Check the configuration and the folder permissions.
2903	Created index folder	The local index folder {0} specified in the configuration had not existed. It was created.
2904	Invalid index folder	The index folder {0} specified in the configuration does not exist.
2905	{0} {1} Exact data profile was not created.	
2906	Indexing canceled	Creation of database profile {0} was canceled.
2907	Replication canceled	Canceled replication of database profile {0} to server {1}.
2908	Replication failed	Connection to database was lost while replicating database profile {0} to server {1}.
2909	Replication failed	Database error occurred while replicating database profile {0} to server {1}.

Code	Name	Description
2910	Failed to remove index file	Failed to delete index file {1} of database profile {0}.
2911	Failed to remove index files	Failed to delete index files {1} of database profile {0}.
2912	Failed to remove orphaned file	Failed to remove orphaned database profile index file {0}.
2913	Replication failed	Replication of database profile {0} to server {2} failed.{1} Check the monitor controller log for more details.
2914	Replication completed	Completed replication of database profile {0} to server {2}. File {1} was transferred successfully.
2915	Replication completed	Completed replication of database profile {0} to the server {2}. Files {1} were transferred successfully. 2916 Database profile removed Database profile {0} was removed. File {1} was deleted successfully.
2917	Database profile removed	Database profile {0} was removed. Files {1} were deleted successfully.
2918	Loaded database profile	Loaded database profile {0} from {1}.
2919	Unloaded database profile	Unloaded database profile {0}.
2920	Failed to load database profile {1}	No incidents will be detected against database profile {0}.
2921	Failed to unload database profile {1}	It may not be possible to reload the database profile {0} in the future without monitor restart.
2922	could not find registered content	Registered content with ID {0} was not found in database during indexing.
2923	Database error	Database error occurred during indexing. {0}

Code	Name	Description
2924	Process shutdown during indexing	The process has been shut down during indexing. Some registered content may have failed to create.
2925	Policy is inaccurate	Policy "{0}" has one or more rules with unsatisfactory detection accuracy against {1}. {2}
2926	Created exact data profile	Created {0} from file "{1}". Rows processed: {2} Invalid rows: {3} The exact data profile will now be replicated to all Symantec Data Loss Prevention Servers.
3000	{0} {1}	Document profile was not created.
3001	Indexing canceled	Creation of document profile {0} was canceled.
3002	Replication canceled	Canceled replication of document profile {0} to server {1}.
3003	Replication failed	Connection to database was lost while replicating document profile {0} to server {1}.
3004	Replication failed	Database error occurred while replicating document profile {0} to server {1}.
3005	Failed to remove index file	Failed to delete index file {1} of document profile {0}.
3006	Failed to remove index files	Failed to delete index files {1} of document profile {0}.
3007	Failed to remove orphaned file {0}	
3008	Replication failed	Replication of document profile {0} to server {2} failed. {1} Check the monitor controller log for more details.
3009	Replication completed	Completed replication of document profile {0} to server {2}. File {1} was transferred successfully.

Code	Name	Description
3010	Replication completed	

Adding a new product module

This chapter includes the following topics:

- [Installing a new license file](#)
- [About system upgrades](#)

Installing a new license file

When you first purchase Symantec Data Loss Prevention, upgrade to a later version, or purchase additional product modules, you must install one or more Symantec Data Loss Prevention license files. License files have names in the format `name.slf`.

You can also enter a license file for one module to start and, later on, enter license files for additional modules.

For detailed information about installing the license file for your initial purchase of Symantec Data Loss Prevention, see the *Symantec Data Loss Prevention Installation Guide* for your operating system.

To install a license:

- 1 Download the new license file.

For information on downloading and extracting a license file, see the document *Acquiring Symantec Data Loss Prevention Software*, available at the Symantec FileConnect site.

- 2 Go to **System > Settings > General** and click **Configure**.
- 3 At the **Edit General Settings** screen, scroll down to the **License** section.

- 4 In the **Install License** field, browse for the new Symantec Data Loss Prevention license file you downloaded, then click **Save** to agree to the terms and conditions of the end user license agreement (EULA) for the software and to install the license.

Note: If you do not agree to the terms and conditions of the EULA, you cannot install the software.

- 5 To enable full functionality of new product license-related features, restart the Vontu Manager Service.

See [“About Enforce Server services”](#) on page 79.

The **Current License** list displays the following information for each product license:

- **Product** – The individual Symantec Data Loss Prevention product name
- **Count** – The number of users licensed to use the product
- **Status** – The current state of the product
- **Expiration** – The expiration date of license for the product

A month before **Expiration** of the license, warning messages appear on the **System > Servers > Overview** screen. When you see a message about the expiration of your license, contact Symantec to purchase a new license key before the current license expires.

About system upgrades

The **Upgrade** button on the **System Overview** screen initiates the loading and upgrading of your system to a newer version of Symantec Data Loss Prevention.

For information about upgrading the Symantec Data Loss Prevention software, see the *Symantec Data Loss Prevention Upgrade Guide*.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

Integrating Enforce with Symantec Protection Center (SPC)

This chapter includes the following topics:

- [About Symantec Protection Center \(SPC\)](#)
- [About Enforce Server integration with SPC](#)
- [Considerations and requirements for integrating the Enforce Server with SPC](#)
- [Integrating the Enforce Server with SPC](#)

About Symantec Protection Center (SPC)

Symantec Protection Center (SPC) is a common user interface which lets you centralize data and management of Symantec and third-party security products on one web console. This consolidation provides increased visibility into the status of the security of your enterprise systems by letting you see many aspects of security at one time.

Using SPC you can:

- View reports.
- View notifications.
- Perform remediation tasks.
- Configure SPC settings.
- Manage integrated products.

SPC leverages the power of the Symantec Global Intelligence Network (GIN) to provide customers with real-time feedback on the security of their enterprise systems, offering information on detected vulnerabilities, known threats within customer networks, and malicious traffic exiting customer networks. SPC also offers intelligent prioritization of security risks to let customers prioritize risk resolution through integration with patching systems and ticketing systems or change configuration settings in the security products.

See [“About Enforce Server integration with SPC”](#) on page 176.

See [“Considerations and requirements for integrating the Enforce Server with SPC”](#) on page 177.

See [“Integrating the Enforce Server with SPC”](#) on page 178.

About Enforce Server integration with SPC

By integrating Symantec Data Loss Prevention with Symantec Protection Center (SPC), you can administer Data Loss Prevention servers, manage policies, and remediate incidents from within the SPC interface. This single console is especially useful if you have other Symantec products that integrate with SPC. For example, if you also use Symantec Messaging Gateway, you can integrate both it and Data Loss Prevention with SPC. Doing so would enable you to sign on once for both products (single sign-on) and monitor and manage both product configurations from the same SPC interface.

In addition, you can also integration non-Symantec security-related products with SPC. Refer to the SPC documentation for this type of use.

Note: Integrating your Enforce Server with SPC does not affect the operation of Symantec Data Loss Prevention. You can still access and use Data Loss Prevention from the standalone instance of the Enforce Server administration console if you so choose.

See [“Considerations and requirements for integrating the Enforce Server with SPC”](#) on page 177.

See [“Integrating the Enforce Server with SPC”](#) on page 178.

Considerations and requirements for integrating the Enforce Server with SPC

Before integrating the Enforce Server with SPC, keep in mind the following considerations:

- Symantec Data Loss Prevention version 11.1 integration with SPC is only at the interface level. There is no reporting integration for Symantec Data Loss Prevention through SPC.
- Integration with SPC is not compatible with the certificate authentication installation mode of Symantec Data Loss Prevention.
If you have already installed or enabled Symantec Data Loss Prevention for certificate authentication mode, and you want to integrate the Enforce Server with SPC:
 - Disable certificate authentication mode for the Enforce Server.
 - Integrate the Enforce Server with SPC.
See [“Integrating the Enforce Server with SPC”](#) on page 178.
 - Renew certificate authentication mode for the Enforce Server.
- The ability to integrate the Enforce Server with SPC is enabled by default. You can disable this feature by changing the SPC authentication setting in the file `\Protect\configManager.properties`.

Before integrating the Enforce Server with SPC, adhere to the following requirements:

- Synchronize the system clocks to within the same minute for both the SPC appliance host and any Enforce Server host you want to integrate with SPC.
- Make sure you can ping the SPC host from the host where the Enforce Server is installed, and vice versa.
- Create a dedicated Data Loss Prevention role and user that is granted the “Symantec Protection Center Registration” privilege.
This privilege allows a user to instruct the Enforce Server to trust a certificate. This is a significant privilege and is only necessary for registering and unregistering the Enforce Server with SPC. It is recommended that you revoke this privilege after you complete the registration of the Enforce Server with SPC. At the least, you should limit the number of users who are added to this dedicated role and granted this privilege. Note that the “Symantec Protection Center Registration” privilege by itself does not allow a user to log on to the Enforce Server.

- To give Data Loss Prevention users access to the Enforce Server through SPC, you must map the Data Loss Prevention users to SPC.

To simplify user access, it is recommended that you create a user in SPC with the same name and password as the corresponding user account in the Enforce Server.

See “[Integrating the Enforce Server with SPC](#)” on page 178.

Integrating the Enforce Server with SPC

The following steps assume that you have already installed Symantec Protection Center (SPC). If you do not have an instance of SPC installed, refer to the *Symantec Protection Center Getting Started Guide* that is available here

<http://www.symantec.com/business/protection-center> to obtain and install SPC.

There are two methods for integrating the Enforce Server with SPC:

- By adding a single known Enforce Server instance to SPC.
See [Table 10-1](#) on page 179.
- By discovering and registering one or more Enforce Server instances with SPC.
See [Table 10-2](#) on page 184.

Complete the following steps to integrate a single known Enforce Server instance with SPC.

Table 10-1 Add a single known Enforce Server instance to SPC

Step	Action	Description
Step 1	Create a dedicated Data Loss Prevention role and user with the SPC privilege.	<p>To add or register the Enforce Server administration console with SPC, you must first grant the SPC Registration privilege to a Data Loss Prevention role and assign a user to that role. It is recommended that you create a dedicated role and user for the specific purpose of integrating the Enforce Server with SPC.</p> <p>To create a dedicated role for integrating the Enforce Server with SPC:</p> <ul style="list-style-type: none">■ Log on to the Enforce Server administration console as a user with User Administration privileges.■ Create a new role. See “Configuring roles” on page 95.■ To this role grant the Symantec Protection Center Registration privilege. There is no need to grant this role any other privileges.■ Create a new user account. See “Configuring user accounts” on page 103.■ Add the new user to the newly created role. <p>Note: The Symantec Protection Center Registration privilege does not allow a user to log on to the Enforce Server.</p>

Table 10-1 Add a single known Enforce Server instance to SPC (*continued*)

Step	Action	Description
Step 2	Add and enable the Symantec Data Loss Prevention product in SPC.	<p>To add the Data Loss Prevention product to SPC:</p> <ul style="list-style-type: none"> ■ Logon to the SPC appliance as a user with SPC administrator credentials. ■ Select the Admin tab. ■ Click Add Product. ■ At the Add and Enable Product Instance screen enter the following information: <ul style="list-style-type: none"> ■ Product Select Symantec Data Loss Prevention from the drop-down menu. ■ Host name or IP address Enter the host name or IP address of the system where the Enforce Server administration console is installed. ■ Product user name Enter the name of the user you created in Step 1 who is granted the "Symantec Protection Center" privilege. Password Enter the password for this user. ■ Click Enable. The system indicates successful enablement. ■ Click Finish.
Step 3	Verify that Symantec Data Loss Prevention was added to SPC and enabled.	<p>To verify that Data Loss Prevention was added to SPC:</p> <ul style="list-style-type: none"> ■ In the SPC console, navigate to the Admin > Supported Products screen. ■ In the Enabled Supported Products tab, verify that you see that Symantec Data Loss Prevention 12.0.0.0 is listed and the host name or IP address of the Enforce Server host that you have added.

Table 10-1 Add a single known Enforce Server instance to SPC *(continued)*

Step	Action	Description
Step 4	Provide SPC user access to Symantec Data Loss Prevention.	

Table 10-1 Add a single known Enforce Server instance to SPC *(continued)*

Step	Action	Description
		<p>Once the Enforce Server is integrated with SPC, you need to map each Data Loss Prevention user to SPC so that each user can access the Enforce Server administration console by SPC.</p> <p>To provide Data Loss Prevention users with access to the Enforce Server through SPC:</p> <ul style="list-style-type: none">■ In the SPC console, select Admin > User Management.■ Click New to add a new user.■ Select the option Locally Authenticated Account. <p>Note: Refer to the SPC documentation for details on creating multiple user accounts by LDAP synchronization.</p> <ul style="list-style-type: none">■ Enter the User name and Password, and, optionally, the user's actual name and email address.■ Click Next.■ Click Next at the "Protection Center Permissions" screen. <p>These permissions are specific to SPC. Since you are mapping Data Loss Prevention users, there is no need to give these users SPC privileges.</p> <ul style="list-style-type: none">■ Click Next at the "Grant Organizational Access Rights" screen.■ At the "Link to Integrated Products" screen:<ul style="list-style-type: none">■ Integrated Product Select the Enforce Server instance that you added.■ Linked User Name Enter the name of the Data Loss Prevention user to whom you want to grant SPC access.■ Click Add to add the new user and mapping.■ Click Save. <p>The system confirms the privileges granted.</p> <ul style="list-style-type: none">■ Click Finish. <p>Note: The SPC user account can be mapped with either an Enforce user or an Enforce Role\Enforce</p>

Table 10-1 Add a single known Enforce Server instance to SPC (*continued*)

Step	Action	Description
		user combination. In the user-only method, when the user logs on to Enforce using SPC, the default role is used. In the case of the role\user method, the user logs on to Enforce in the specified role and cannot change his or her role. When performing the mapping, you can use the following syntax while entering the Enforce user name to lock the user into a specified role: <enforce role>\<enforce user>, for example: <code>remediator\bob</code> .
Step 5	Verify Enforce Server integration with SPC.	<p>To verify successful integration:</p> <ul style="list-style-type: none"> ■ Log out of SPC. ■ Log back into SPC as the user you created in Step 4. ■ At the SPC Home screen, select the target icon in the upper left of the interface. ■ Select the Symantec Data Loss Prevention option. ■ Select the host name or IP address of the Enforce Server instance you added. <p>The Data Loss Prevention system should appear with you logged in as the user you created and mapped.</p>
Step 6	Troubleshoot any connection issues.	Refer to Step 7 in Table 10-2 .
Step 7	Revoke the SPC Registration privilege.	<p>Once you have successfully integrated your Enforce Server instance with SPC, it is recommended that you disable the user account that you assigned to the “Symantec Protection Center Registration” role for SPC integration (Step 1). Once integration is complete, there is no need for a user to have this privilege. If you need to redo the integration or unregister the Symantec Data Loss Prevention product from SPC, you can add re-enable the user account assigned to the SPC role.</p> <p>See Table 10-3 on page 186.</p>

Complete the following steps to discover and register one or more Enforce Server instances for integration with SPC, and to troubleshoot any integration issues you may encounter.

Table 10-2 Steps to discover and register Enforce Server with SPC

Step	Action	Description
Step 1	Grant the SPC Registration privilege to a Data Loss Prevention role and user.	Refer to Step 1 in Table 10-1 .
Step 2	Discover one or more Enforce Server instances.	<p>To discover an Enforce Server instance:</p> <ul style="list-style-type: none"> ■ Logon to the SPC appliance with administrator credentials. ■ Select Admin > Settings > Product Discovery from the SPC console interface. ■ Enter the IP address of the Enforce Server host in the Discovery IP Selection field. <p>To integrate more than one Enforce Server instance with SPC, enter a comma-separated list of IP addresses.</p> <ul style="list-style-type: none"> ■ Select (check) Symantec DLP 12.0.0.0. ■ Click Discover Products. <p>A message appears beneath the Discover Products button that indicates that the Enforce Server host was successfully discovered.</p>
Step 3	Register one or more Enforce Server instances with SPC.	<p>To register a discovered Enforce Server instance:</p> <ul style="list-style-type: none"> ■ In the SPC console, select Admin > Product Registration. ■ Select the tab Available Supported Products. ■ For the Host name, select the IP address for the Enforce Server host. ■ Enter the User name and Password of the Data Loss Prevention user who has been granted the "Symantec Protection Center Registration" role privilege (from Step 1). ■ Click Enable. <p>On the right side of the console you should see a message indicating that the Enforce Server instance was successfully registered: "Supported product was successfully enabled!"</p>

Table 10-2 Steps to discover and register Enforce Server with SPC (*continued*)

Step	Action	Description
Step 4	Verify that one or more Enforce Server instances were registered with SPC.	Refer to Step 3 in Table 10-1 .
Step 5	Provide user access to Symantec Data Loss Prevention from SPC.	Refer to Step 4 in Table 10-1 .
Step 6	Verify Symantec Data Loss Prevention integration with SPC.	Refer to Step 5 in Table 10-1 .
Step 7	Troubleshoot any connection issues.	<p>To debug connection issues:</p> <ul style="list-style-type: none">■ If your browser cannot connect to the Enforce Server from SPC, make sure that you have loaded the Enforce Server certificate in the browser. You can do this by accessing the Enforce Server administration console standalone outside of SPC.■ The Data Loss Prevention users you map to from within SPC must have appropriate privileges to access Enforce Server resources, build policies, and so forth. If you can log on to the Enforce Server from SPC but cannot do anything inside the administration console, update the Data Loss Prevention user privileges.■ If the registration fails and you receive the error "A time synchronization error has been detected," make sure that the system clocks on both the SPC host and the Enforce Server host are in sync to the minute.■ If you have integrated more than one Enforce Server instance, from within SPC click the arrow beneath the Symantec Data Loss Prevention product heading and then select the Enforce Server instance that you want to access.
Step 8	Revoke the SPC Registration privilege.	Refer to Step 7 in Table 10-1 .

The following steps provide instructions for unregistering an Enforce Server instance from SPC.

Table 10-3 Steps to unregister the Enforce Server from SPC

Step	Action	Description
Step 1	Log on to SPC as an administrator.	Logon to the SPC appliance as a user with SPC administrator credentials.
Step 2	Unregister the Enforce Server instance from SPC.	<p>To unregister an Enforce Server instance from SPC:</p> <ul style="list-style-type: none">■ Select Admin > Supported Products.■ In the Enabled Supported Products tab, select the Enforce Server instance you want to unregister.■ Select Disable Product at the top left of the screen. This option is listed beneath the Supported Products heading.■ Enter the user name and password of the Data Loss Prevention user who is granted the Symantec Protection Center Registration privilege.■ Click Disable. The system displays a message indicating if the unregistration completed successfully.

Managing detection servers

- [Chapter 11. Installing and managing detection servers](#)
- [Chapter 12. Managing log files](#)
- [Chapter 13. Using Symantec Data Loss Prevention utilities](#)

Installing and managing detection servers

This chapter includes the following topics:

- [About managing Symantec Data Loss Prevention servers](#)
- [Enabling Advanced Process Control](#)
- [Server controls](#)
- [Server configuration—basic](#)
- [Server configuration—advanced](#)
- [Adding a detection server](#)
- [Removing a server](#)
- [Importing SSL certificates to Enforce or Discover servers](#)
- [About the System Overview screen](#)
- [Server status overview](#)
- [Recent error and warning events list](#)
- [Server Detail screen](#)
- [Advanced server settings](#)
- [Advanced agent settings](#)

About managing Symantec Data Loss Prevention servers

Symantec Data Loss Prevention servers are managed from the **System > Servers > Overview** screen. This screen provides an overview of your system, including server status and recent system events. It displays summary information about all Symantec Data Loss Prevention servers, a list of recent error and warning events, and information about your license. From this screen you can add or remove detection servers.

- Click on the name of a server to display its **Server Detail** screen, from which you can control and configure that server.

See [“Installing a new license file”](#) on page 173.

See [“About the Enforce Server administration console”](#) on page 56.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Adding a detection server”](#) on page 207.

See [“Removing a server”](#) on page 208.

See [“Server controls”](#) on page 192.

See [“Server configuration—basic”](#) on page 193.

Enabling Advanced Process Control

Symantec Data Loss Prevention Advanced Process Control lets you start or stop individual server processes from the Enforce Server administration console. You do not have to start or stop an entire server. This feature can be useful for debugging. When Advanced Process Control is off (the default), each **Server Detail** screen shows only the status of the entire server. When you turn Advanced Process Control on, the **General** section of the **Server Detail** screen displays individual processes.

See [“Server Detail screen”](#) on page 213.

To enable Advanced Process Control

- 1 Go to **System > Settings > General** and click **Configure**.
The **Edit System Settings** screen is displayed.
- 2 Scroll down to the **Process Control** section and check the **Advanced Process Control** box.
- 3 Click **Save**.

[Table 11-1](#) describes the individual processes and the servers on which they run once advanced process control is enabled.

Table 11-1 Advanced processes

Process	Description	Control
Monitor Controller	The Monitor Controller process controls detection servers.	The MonitorController Status is available for the Enforce Server.
File Reader	The File Reader process detects incidents.	The FileReader Status is available for all detection servers.
Incident Writer	The Incident Writer process sends incidents to the Enforce Server.	The IncidentWriter Status is available for all detection servers, unless they are part of a single-tier installation, in which case there is only one Incident Writer process.
Packet Capture	The Packet Capture process captures network streams.	The PacketCapture Status is available for Network Monitor.
Request Processor	The Request Processor processes SMTP requests.	The RequestProcessor Status is available for Network Prevent for Email.
Endpoint Server	The Endpoint Server process interacts with Symantec DLP Agents.	The EndpointServer Status is available for Endpoint Prevent.
Detection Server Database	The Detection Server Database process is used for automated incident remediation tracking.	The DetectionServerDatabase Status is available for Network Discover.

See [“Server configuration—basic”](#) on page 193.

Server controls

Servers and their processes are controlled from the **Server Detail** screen.







- To reach the **Server Detail** screen for a particular server, go to the **Overview** screen (**System > Servers > Overview**) and click on the server's name in the list.

See “[Server Detail screen](#)” on page 213.

The status of the server and its processes appears in the **General** section of the **Server Detail** screen. The **Start**, **Recycle** and **Stop** buttons control server and process operations.

Current status of the server is displayed in the **General** section of the **Server Detail** screen. The possible values are:

Table 11-2 Server status values

Icon	Status
	Starting - In the process of starting.
	Running - Running without errors.
	Running Selected - Some processes on the server are stopped or have errors. To see the statuses of individual processes, you must first enable Advanced Process Control on the System Settings screen.
	Stopping - In the process of stopping.
	Stopped - Fully stopped.
	Unknown - The Server has encountered one of the following errors:

- **Start**. To start a server or process, click **Start**.
- **Recycle**. To stop and restart a server, click **Recycle**.
- **Stop**. To stop a server or process, click **Stop**.
- To halt a process during its start-up procedure, click **Terminate**.

Note: Status and controls for individual server processes are only displayed if Advanced Process Control is enabled for the Enforce Server. To enable Advanced Process Control, go to **System > Settings > General > Configure**, check the **Advanced Process Control** box, and click **Save**.

- To update the status, click the refresh icon in the upper-right portion of the screen, as needed.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“System events reports”](#) on page 142.

See [“Server event detail”](#) on page 146.

Server configuration—basic

Enforce Servers are configured from the **System > Settings** menu.

Detection servers are configured from each server's individual **Configure Server** screen.

To configure a server

- 1 Go to the **Overview** screen (**System > Servers > Overview**).
- 2 Click on the name of the server in the list.

That server's **Server Detail** screen is displayed. In the upper-left portion of a **Server Detail** screen are the following buttons:

- **Done.** Click **Done** to return to the previous screen.
- **Configure.** Click **Configure** to specify a basic configuration for this server.
- **Server Settings.** Click **Server Settings** to specify advanced configuration parameters for this server. Use caution when modifying advanced server settings. It is recommended that you check with Symantec Support before changing any of the advanced settings.

See [“Server configuration—advanced”](#) on page 206.

See Symantec Data Loss Prevention online Help for information about advanced server configuration.

- 3 Click **Configure** or **Server Settings** to display a configuration screen for that type of server.
- 4 Specify or change settings on the screen as needed, and then click **Save**.
Click **Cancel** to return to the previous screen without changing any settings.

Note: A server must be recycled before new settings take effect.

See [“Server controls”](#) on page 192.

The **Configure Server** screen contains a **General** section for all detection servers that contains the following parameters:

- **Name.** The name you choose to give the server. This name appears in the Enforce Server administration console (**System > Servers > Overview**). The name is limited to 255 characters.
- **Host.** The host name or IP address of the system hosting the server. Host names must be fully qualified. If the host has more than one IP address, specify the address on which the detection server listens for connections to the Enforce Server.
- **Port.** The port number used by the detection server to communicate with the Enforce Server. The default is 8100.

For single-tier installations a **Same as Enforce** option is available. If the detection server is installed on the same host as the Endpoint Server, select this option to automatically populate the Host field with the local IP address (127.0.0.1).

The remaining portions of a **Configure Server** screen vary according to the type of server.

See [“Network Monitor Server—basic configuration”](#) on page 195.

See [“Network Discover Server and Network Protect—basic configuration”](#) on page 203.

See [“Network Prevent for Email Server—basic configuration”](#) on page 197.

See [“Network Prevent for Web Server—basic configuration”](#) on page 200.

See [“Endpoint Server—basic configuration”](#) on page 204.

See [“Server Detail screen”](#) on page 213.

See [“Classification Server—basic configuration”](#) on page 205.

See [“Server Detail screen”](#) on page 213.

Network Monitor Server—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure Server** screen, go to the **Overview** screen (**System > Servers > Overview**) and click the name of the server in the list. That server's **Server Detail** screen appears. Click **Configure** to display the **Configure Server** screen.

A Network Monitor Server's **Configure Server** screen is divided into a general section and two tabs:

- **General** section. Use this section to specify the server's name, host, and port. See [“Server configuration—basic”](#) on page 193.
- **Packet Capture** tab. Use this tab to configure network packet capture settings.
- **SMTP Copy Rule** tab. Use this tab to modify the source folder where the server retrieves SMTP message files.

The top portion of the **Packet Capture** defines general packet capture parameters. It provides the following fields:

Field	Description
Source Folder Override	The source folder is the directory the server uses to buffer network streams before it processes them. The recommended setting is to leave the Source Folder Override field blank to accept the default. If you want to specify a custom buffer directory, type the full path to the directory.
Archive Folder	If you do not want to archive data, leave the Archive Folder field blank. To archive data, enter the full path to the directory you want to use for that purpose.
Network Interfaces	Select the network interface card(s) to use for monitoring. Note that to monitor a NIC WinPcap software must be installed on the Network Monitor Server. See the <i>Symantec Data Loss Prevention Installation Guide</i> for more information about NICs.

See [“Implementing Network Monitor”](#) on page 1069.

The **Protocol** section of the **Packet Capture** specifies the types of network traffic (by protocol) to capture. It also specifies any custom parameters to apply. This section lists the standard protocols that you have licensed with Symantec, and any custom TCP protocols you have added.

To monitor a particular protocol, check its box. When you initially configure a server, the settings for each selected protocol are inherited from the system-wide protocol settings. You configure these settings by going to **System > Settings > Protocol**. System-wide default settings are listed as **Standard**.

Consult Symantec Data Loss Prevention online Help for information about working with system-wide settings.

To override the inherited filtering settings for a protocol, click the name of the protocol. The following custom settings are available (some settings may not be available for some protocols):

- IP filter
- L7 sender filter
- L7 recipient filter
- Content filter
- Search Depth (packets)
- Sampling rate
- Maximum wait until written
- Maximum wait until dropped
- Maximum stream packets
- Minimum stream size
- Maximum stream size
- Segment Interval
- No traffic notification timeout (The maximum value for this setting is 360000 seconds.)

Use the **SMTP Copy Rule** to modify the source folder where this server retrieves SMTP message files. You can modify the Source Folder by entering the full path to a folder.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

In addition to the settings available through the **Configure Server** screen, you can specify advanced settings for this server. To specify advanced configuration parameters, click **Server Settings** on the server's **Overview** screen. Use caution when modifying advanced server settings. Check with Symantec Support before you change any advanced setting.

See [“Advanced server settings”](#) on page 215.

See the Symantec Data Loss Prevention online Help for information about advanced server settings.

Network Prevent for Email Server—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure Server** screen, go to the **Overview** screen (**System > Servers > Overview**) and click the name of the server in the list. That server's **Server Detail** screen appears. Click **Configure** to display the **Configure Server** screen.

A Network Prevent for Email Server **Configure Server** screen is divided into a **General** section and an **InlineSMTP** tab. The **General** section specifies the server's name, host, and port.

See [“Server configuration—basic”](#) on page 193.

Use the **InlineSMTP** tab to configure different Network Prevent for Email Server features:

Field	Description
Trial Mode	Trial mode lets you test prevention capabilities without blocking requests. When trial mode is selected, the server detects incidents and creates incident reports, but does not block any messages. Deselect this option to block those messages that are found to violate Symantec Data Loss Prevention policies.
Keystore Password	If you use TLS authentication in a forwarding mode configuration, enter the correct password for the keystore file.
Confirm keystore Password	Re-enter the keystore file password.

Field	Description
Next Hop Configuration	<p>Select Reflect to operate Network Prevent for Email Server in reflecting mode. Select Forward to operate in forwarding mode.</p> <p>Note: If you select Forward you must also select Enable MX Lookup or Disable MX Lookup to configure the method used to determine the next-hop MTA.</p>
Enable MX Lookup	<p>This option applies only to forwarding mode configurations.</p> <p>Select Enable MX Lookup to perform a DNS query on a domain name to obtain the mail exchange (MX) records for the server. Network Prevent for Email Server uses the returned MX records to select the address of the next hop mail server.</p> <p>If you select Enable MX Lookup, also add one or more domain names in the Enter Domains text box. For example:</p> <p><code>companyname.com</code></p> <p>Network Prevent for Email Server performs MX record queries for the domain names that you specify.</p> <p>Note: You must include at least one valid entry in the Enter Domains text box to successfully configure forwarding mode behavior.</p>

Field	Description
Disable MX Lookup	<p>This field applies only to forwarding mode configurations.</p> <p>Select Disable MX Lookup if you want to specify the exact hostname or IP address of one or more next-hop MTAs. Network Prevent for Email Server uses the hostnames or addresses that you specify and does not perform an MX record lookup.</p> <p>If you select Disable MX Lookup, also add one or more hostnames or IP addresses for next-hop MTAs in the Enter Hostnames text box. You can specify multiple entries by placing each entry on a separate line. For example:</p> <pre>smtp1.companyname.com smtp2.companyname.com smtp3.companyname.com</pre> <p>Network Prevent for Email Server always tries to use the first MTA that you specify in the list. If that MTA is not available, Network Prevent for Email Server tries the next available entry in the list.</p> <p>Note: You must include at least one valid entry in the Enter Hostnames text box to successfully configure forwarding mode behavior.</p>

See the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent for Email* for additional information about configuring Network Prevent for Email Server options.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

In addition to the settings available through the **Configure Server** screen, you can specify advanced settings for this server. To specify advanced configuration parameters, click **Server Settings** on the server's **Overview** screen. Use caution

when modifying advanced server settings. Check with Symantec Support before you change any advanced setting.

See “[Advanced server settings](#)” on page 215.

See the Symantec Data Loss Prevention online Help for information about advanced server settings.

Network Prevent for Web Server—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure Server** screen, go to the **Overview** screen (**System > Servers > Overview**) and click the name of the server in the list. That server's **Server Detail** screen appears. Click **Configure** to display the **Configure Server** screen.

A Network Prevent for Web Server **Configure Server** screen is divided into a general section and one tab:

- **General** section. This section specifies the server's name, host, and port.
See “[Server configuration—basic](#)” on page 193.
- **ICAP** tab. This tab is for configuring Internet Content Adaptation Protocol (ICAP) capture.

Use the **ICAP** tab to configure Web-based network traffic. The **ICAP** tab is divided into four sections:

- The **Trial Mode** section enables you to test prevention without blocking traffic. When trial mode is selected, the server detects incidents and creates incident reports, but it does not block any traffic. This option enables you to test your policies without blocking traffic. Check the box to enable trial mode.
- The **Request Filtering** section configures traffic filtering criteria:

Field	Description
Ignore Requests Smaller Than	Specify the minimum body size of HTTP requests to inspect on this server. The default value is 4096 bytes. HTTP requests with bodies smaller than this number are not inspected.
Ignore Requests without Attachments	Check this box to inspect only those HTTP requests that contain attachments.

Field	Description
Ignore Requests to Hosts or Domains	Enter the host names or domains whose requests should be filtered out (ignored). Enter one host or domain name per line.
Ignore Requests from User Agents	Enter the names of user agents whose requests should be filtered out (ignored). Enter one agent per line.

- The **Response Filtering** section configures the filtering criteria to manage HTTP responses:

Field	Description
Ignore Responses Smaller Than	Enter the minimum body size of HTTP responses to inspect on this server. The default value is 4096 bytes. HTTP responses with bodies smaller than this number are not inspected.
Inspect Content Type	Specify the MIME content types that this server is to monitor. By default, this field contains content type values for standard Microsoft Office, PDF, and plain-text formats. You can add other MIME content type values. Enter separate content types on separate lines. For example, to inspect WordPerfect 5.1 files, enter application/wordperfect5.1 .
Ignore Responses from Hosts or Domains	Enter the host names or domains whose responses are to be ignored. Enter one host or domain name per line.

Field	Description
Ignore Responses to User Agents	Enter the names of user agents whose responses are to be ignored. Enter one user agent per line.

- The **Connection** section configures settings for the ICAP connection between an HTTP proxy server and the Network Prevent for Web Server:

Field	Description
TCP Port	Specify the TCP port number that this server is to use to listen to ICAP requests. The same value must be configured on the HTTP proxy sending ICAP requests to this server. The recommended value is 1344.
Maximum Number of Requests	Enter the maximum number of simultaneous ICAP connections from the HTTP proxy that are allowed. The default is 25.
Maximum Number of Responses	Enter the maximum number of simultaneous ICAP response connections from the HTTP proxy or proxies that are allowed. The default is 25.
Connection Backlog	Enter the maximum number of waiting connections allowed. Each waiting connection means that a user waits at their browser. The minimum value is 1.

See [“Configuring Network Prevent for Web Server”](#) on page 1095.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

In addition to the settings available through the **Configure Server** screen, you can specify advanced settings for this server. To specify advanced configuration parameters, click **Server Settings** on the server's **Overview** screen. Use caution when modifying advanced server settings. Check with Symantec Support before you change any advanced setting.

See [“Advanced server settings”](#) on page 215.

See the Symantec Data Loss Prevention online Help for information about advanced server settings.

Network Discover Server and Network Protect—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure** screen for a server, go to the **Overview** screen (**System > Servers > Overview**) and click on the name of the server in the list. That server's **Server Detail** screen is displayed. Click **Configure**. The server's **Configure Server** screen is displayed.

See [“Modifying the Network Discover Server configuration”](#) on page 1114.

A Network Discover Server's **Configure Server** screen is divided into a general section and one tab:

- **General** section. This section is for specifying the server's name, host, and port.
See [“Server configuration—basic”](#) on page 193.
- **Discover** tab. This tab is for modifying the number of parallel scans that run on this Discover Server.

The maximum count can be increased at any time. After it is increased, any queued scans that are eligible to run on the Network Discover Server are started. The count can be decreased only if the Network Discover Server has no running scans. Before you reduce the count, pause, or stop, all scans running on the server.

To view the scans running on Network Discover Servers, go to **Manage > Discover Scanning > Discover Targets**.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

In addition to the settings available through the **Configure Server** screen, you can also specify advanced settings for this server. To specify advanced configuration parameters, click **Server Settings** on the **Server Detail** screen. Use caution when modifying advanced server settings. It is recommended that you check with Symantec Support before changing any of the advanced settings.

See [“Advanced server settings”](#) on page 215.

Endpoint Server—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure** screen for a server, go to the **Overview** screen (**System > Servers > Overview**) and click the name of the server. The **Server Detail** screen for that server is displayed. Click **Configure** to display the **Configure Server** screen for that server.

See [“Adding a detection server”](#) on page 207.

The **Configure Server** screen for an Endpoint Server is divided into a general section and the following tabs:

- **General.** This section is for specifying the server name, host, and port.
See [“Server configuration—basic”](#) on page 193.
- **Agent.** This section is for configuring the Endpoint Server to a specific endpoint configuration.
See [“Adding agent configurations”](#) on page 1342.

Agent Listener. Use this section to configure the Endpoint Server to listen for connections from Symantec DLP Agents:

Field	Description
Bind address	Enter the IP address on which the Endpoint Server listens for communications from the Symantec DLP Agents. The default IP address is 0.0.0.0 which allows the Endpoint Server to listen on all host IP addresses.
Port	Enter the port over which the Endpoint Server listens for communications from the Symantec DLP Agents.

Agent Configuration. Use this section to specify which agent configuration module you want to associate with the new Endpoint Server.

Field	Description
Agent Configuration	Use the drop-down menu to select the agent configuration module that you want. If only one module has been defined, Endpoint Servers are automatically associated with the agent configuration.

See [“About agent configurations”](#) on page 1341.

Classification Server—basic configuration

Detection servers are configured from each server's individual **Configure Server** screen. To display the **Configure Server** screen, go to the **Overview** screen (**System > Servers > Overview**) and click the name of the server in the list. The **Server Detail** screen for that server appears. Click **Configure** to display the **Configure Server** screen.

The **Configure Server** screen for a Classification Server is divided into two sections:

- **General** section. This section specifies the server name, host, and port that is used for communicating with the Enforce Server.
See [“Server configuration—basic”](#) on page 193.
- **Classification** section. This section specifies the connection properties that the Data Classification for Enterprise Vault filter uses to communicate with the Classification Server.

Use the fields of the **Classification** section to configure connection properties for the server:

Maximum number of sessions	Enter the maximum number of concurrent sessions that the Classification Server can accept from Data Classification for Enterprise Vault filters. The default is 12. The maximum number of sessions that a Classification Server can support depends on the CPU and memory available to the server. See the <i>Symantec Enterprise Vault Data Classification Services Implementation Guide</i> for more information.
Session Timeout (in milliseconds)	Enter the maximum number of milliseconds that a Data Classification for Enterprise Vault filter can remain idle before the Classification Server terminates the session. The default value is 30000 milliseconds.

Classification Service Port

Specify the port number on which the Classification Server accepts connections from Data Classification for Enterprise Vault filters. The default port is 10080.

Note: The Classification Server is used only with the Symantec Enterprise Vault Data Classification solution, which is licensed separately from Symantec Data Loss Prevention. You must configure the Enterprise Vault Data Classification Services filter and Classification Server to communicate with one another. See the *Symantec Enterprise Vault Data Classification Services Implementation Guide* for more information.

Server configuration—advanced

Symantec Data Loss Prevention provides advanced server configuration settings for each detection server in your system.

Note: Check with Symantec Support before changing any advanced settings. If you make a mistake when changing advanced settings, you can severely degrade performance or even disable the server entirely.

To change an advanced configuration setting for a detection server

- 1 Go to **System > Servers > Overview** and click on the name of the detection server.

That server's **Server Detail** screen appears.

- 2 Click **Server Settings**.

The **Advanced Server Settings** screen appears.

See Symantec Data Loss Prevention online Help for information about advanced server configuration.

See [“Advanced server settings”](#) on page 215.

- 3 With the guidance of Symantec Support, modify the appropriate setting(s).
- 4 Click **Save**.

Changes to settings on this screen normally do not take effect until you restart the server.

See [“Server configuration—basic”](#) on page 193.

Adding a detection server

Add the detection servers that you want to your Symantec Data Loss Prevention system from the **System > Servers > Overview** screen.

You can add the following types of servers:

- Network Monitor Server, which monitors network traffic.
- Network Protect Server, which inspects stored data for policy violations (Network Discover).
- Network Prevent for Email Server, which prevents SMTP violations.
- Network Prevent for Web Server, which prevents ICAP proxy server violations such as FTP, HTTP, and HTTPS.
- Mobile Prevent for Web Server, which monitors and prevents HTTPS, HTTPS, and FTP violations over mobile devices using a VPN.
- Mobile Email Monitor Server, which monitors corporate emails that are sent through Microsoft Exchange ActiveSync and downloaded to mobile devices.

Note: If your Symantec Data Loss Prevention license includes both Mobile Prevent for Web and Network Prevent for Web Servers you add a single detection server called **Network and Mobile Prevent for Web Server**.

- Endpoint Server, which controls Symantec DLP Agents that monitor endpoint computers.
- Classification Server, which analyzes email messages that are sent from a Symantec Enterprise Vault filter, and provides a classification result that Enterprise Vault can use to perform tagging, archival, and deletion as necessary.

To add a detection server

- 1 Go to the **System Overview** screen (**System > Servers > Overview**).
See [“About the System Overview screen”](#) on page 210.
- 2 Click **Add Server**.
The **Add Server** screen appears.
- 3 Select the type of server you want to install and click **Next**.
The **Configure Server** screen for that detection server appears.

- 4 To perform the basic server configuration, use the **Configure Server** screen, then click **Save** when you are finished.
See [“Network Monitor Server—basic configuration”](#) on page 195.
See [“Network Prevent for Email Server—basic configuration”](#) on page 197.
See [“Network Prevent for Web Server—basic configuration”](#) on page 200.
See [“Network Discover Server and Network Protect—basic configuration”](#) on page 203.
See [“Adding and configuring the Mobile Email Monitor Server”](#) on page 1450.
See [“Endpoint Server—basic configuration”](#) on page 204.
See [“Classification Server—basic configuration”](#) on page 205.
- 5 To return to the **System Overview** screen, click **Done**.
Your new server is displayed in the **Servers** list with a status of **Unknown**.
- 6 Click on the server to display its **Server Detail** screen.
See [“Server Detail screen”](#) on page 213.
- 7 Click **[Recycle]** to restart the server.
- 8 Click **Done** to return to the **System Overview** screen.
When the server is finished restarting, its status displays **Running**.
- 9 If necessary, click **Server Settings** on the **Server Detail** screen to perform Advanced Server configuration.
See [“Advanced server settings”](#) on page 215.
See Symantec Data Loss Prevention online Help for information about Advanced Server configuration.
See [“Server configuration—basic”](#) on page 193.

Removing a server

See the appropriate *Symantec Data Loss Prevention Installation Guide* for information about uninstalling Symantec Data Loss Prevention from a server.

An Enforce Server administration console lists the detection servers registered with it on the **System > Overview** screen. If Symantec Data Loss Prevention is uninstalled from a detection server, or that server is stopped or disconnected from the network, its status is shown as Unknown on the console.

A detection server can be removed (de-registered) from an Enforce Server administration console. When a detection server is removed from an Enforce

Server, its Symantec Data Loss Prevention services continue to operate. This means that even though a detection server is de-registered from Enforce, it continues to function unless some action is taken to halt it. In other words, even though it is removed from an Enforce Server administration console, a detection server continues to operate. Incidents it detects are stored on the detection server. If a detection server is re-registered with an Enforce Server, incidents detected and stored are then forwarded to Enforce.

To remove (de-register) a detection server from Enforce

- 1 Go to **System > Overview**.
See [“About the System Overview screen”](#) on page 210.
- 2 In the **Servers** section of the screen, click the red X on a server's status line to remove it from this Enforce Server administration console.
See [“Server controls”](#) on page 192.
- 3 Click **OK** to confirm.
The server's status line is removed from the System Overview list.

Importing SSL certificates to Enforce or Discover servers

You can import SSL certificates to the Java trusted keystore on the Enforce or Discover servers. The SSL certificate can be self-signed (server) or issued by a well-known certificate authority (CA).

You may need to import an SSL certificate to make secure connections to external servers such as Active Directory (AD). If a recognized authority has signed the certificate of the external server, the certificate is automatically added to the Enforce Server. If the server certificate is self-signed, you must manually import it to the the Enforce or Discover Servers.

Table 11-3 Importing an SSL certificate to Enforce or Discover

Step	Description
1	Copy the certificate file you want to import to the Enforce Server or Discover Server computer.
2	Change directory to <code>c:\SymantecDLP\jre\bin</code> on the Enforce Server or Discover Server computer.

Table 11-3 Importing an SSL certificate to Enforce or Discover (continued)

Step	Description
3	<p>Execute the <code>keytool</code> utility with the <code>-importcert</code> option to import the public key certificate to the Enforce Server or Discover Server keystore:</p> <pre>keytool -importcert -alias new_endpointgroup_alias -keystore ..\lib\security\cacerts -file my-domaincontroller.crt</pre> <p>In this example command, <i>new_endpointgroup_alias</i> is a new alias to assign to the imported certificate and <i>my-domaincontroler.crt</i> is the path to your certificate.</p>
4	<p>When you are prompted, enter the password for the keystore.</p> <p>By default, the password is changeit. If you want you can change the password when prompted.</p> <p>To change the password, use: <code>keytool -storepassword -alias new_endpointgroup_alias -keystore ..\lib\security\cacerts</code></p>
5	<p>Answer Yes when you are asked if you trust this certificate.</p>
6	<p>Restart the Enforce Server or Discover Server.</p>

See “[Configuring directory server connections](#)” on page 132.

About the System Overview screen

The **System Overview** screen is reached by **System > Servers > Overview**. This screen provides a quick snapshot of system status. It lists information about the Enforce Server, and each registered detection server.

The **System Overview** screen provides the following features:







- The **Add Server** button is used to register a detection server. When this screen is first viewed after installation, only the Enforce Server is listed. You must register your various detection servers with the **Add Server** button. After you register detection servers, they are listed in the **Servers** section of the screen. See “[Adding a detection server](#)” on page 207.
- The **Upgrade** button is for upgrading Symantec Data Loss Prevention to a newer version.
See “[About system upgrades](#)” on page 174.
See also the appropriate *Symantec Data Loss Prevention Upgrade Guide*.
- The **Servers** section of the screen displays summary information about each server's status. It can also be use to remove (de-register) a server.
See “[Server status overview](#)” on page 211.

- The **Recent Error and Warning Events** section shows the last five events of error or warning severity for any of the servers listed in the Servers section. See [“Recent error and warning events list”](#) on page 213.
 - The **License** section of the screen lists the Symantec Data Loss Prevention individual products that you are licensed to use. See [“Server configuration—basic”](#) on page 193.
- See [“About Symantec Data Loss Prevention administration”](#) on page 55.

Server status overview

The **Server** section of the **System Overview** screen is reached by **System > Servers > Overview**. This section of the screen provides a quick overview of system status.

Table 11-4 Server statuses

Icon	Status	Description
	Starting	The server is starting up.
	Running	The server is running normally without errors.
	Running Selected	Some Symantec Data Loss Prevention processes on the server are stopped or have errors. To see the statuses of individual processes, you must first enable Advanced Process Control on the System Settings screen. See “Enabling Advanced Process Control” on page 190.
	Stopping	The server is in the process of stopping Symantec Data Loss Prevention services. See “About Enforce Server services” on page 79.
	Stopped	All Symantec Data Loss Prevention processes are stopped.
	Unknown	The server is experiencing one of the following errors: <ul style="list-style-type: none">■ The Enforce Server is not reachable from server.■ Symantec Data Loss Prevention is not installed on the server.■ A license key has not been configured for the Enforce Server.■ There is problem with Symantec Data Loss Prevention account permissions in Windows.

For each server, the following additional information appears. You can also click on any server name to display the **Server Detail** screen for that server.

Table 11-5 Server status additional information

Column name	Description
Messages (Last 10 sec)	The number of messages processed in the last 10 seconds
Messages (Today)	The number of messages processed since 12 am today
Incidents (Today)	The number of incidents processed since 12 am today For Endpoint Servers, the Messages and Incidents are not aligned. This is because messages are being processed at the Endpoint and not the Endpoint Server. However, the incident count still increases.
Incident Queue	For the Enforce Server, this is the number of incidents that are in the database, but do not yet have an assigned status. This number is updated whenever this screen is generated. For the other types of servers, this is the number of incidents that have not yet been written to the Enforce Server. This number is updated approximately every 30 seconds. If the server is shut down, this number is the last number updated by the server. Presumably the incidents are still in the incidents folder.
Message Wait Time	The amount of time it takes to process a message after it enters the system. This data applies to the last message processed. If the server that processed the last message is disconnected, this is N/A.

To see details about a server

- ◆ Click on any server name to see additional details regarding that server.

See [“Server Detail screen”](#) on page 213.

To remove a server from an Enforce Server

- ◆ Click the red X for that server, and then confirm your decision.



Note: Removing (de-registering) a server only disconnects it from this Enforce Server server, it does not stop the detection server from operating.

See [“Removing a server”](#) on page 208.

Recent error and warning events list

The **Recent Error and Warning Events** section of the **System Overview** screen is reached by **System > Servers > Overview**. This section of the screen shows the last five events of either error or warning severity for any of the servers listed in the **Servers** section.

Table 11-6 Recent error and warning events information

Column name	Description
Type	  The yellow triangle indicates a warning, the red circle indicates an error.
Time	The date and time when the event occurred.
Server	The name of the server on which the event occurred.
Host	The IP address or name of the machine where the server resides. The server and host names may be the same.
Code	The system event code. The Message column provides the code text. Event lists can be filtered by code number.
Message	A summary of the error or warning message that is associated with this event code.

- To display a list of all error and warning events, click **Show all**.
- To display the **Event Detail** screen for additional information about that particular event, click an event.

See [“About the System Overview screen”](#) on page 210.

See [“System events reports”](#) on page 142.

See [“Server event detail”](#) on page 146.

Server Detail screen

The **Server Detail** screen provides detailed information about a single selected server. The **Server Detail** screen is also used to control and configure a server.

To display the Server Detail screen for a particular server

- 1
- Navigate to the **System > Servers > Overview** screen.
- 2
- Click the detection server name in the **Server Overview** list.

See “[About the System Overview screen](#)” on page 210.

The **Server Detail** screen is divided into sections. The sections listed below are displayed for all server types. The system displays sections based on the type of detection server.

Table 11-7 Server Detail screen display information

Server Detail display sections	Description
General	<p>The General section identifies the server, displays system status and statistics, and provides controls for starting and stopping the server and its processes.</p> <p>See “Server controls” on page 192.</p>
Configuration	<p>The Configuration section displays the Channels, Policy Groups, Agent Cofiguration, User Device, and Cofiguration Status for the detection server.</p>
Agent Summary	<p>The Agent Summary section displays a summary of all agents assigned to the Endpoint Server.</p> <p>Click the number next to an agent status to view agent details on the System > Agents > Overview > Summary Reports screen.</p> <p>Note: The system only displays the Agent Summary section for an Endpoint Server.</p>
Recent Error and Warning Events	<p>The Recent Error and Warning Events section displays the five most recent Warning or Severe events that have occurred on this server.</p> <p>Click on an event to show event details. Click show all to display all error and warning events.</p> <p>See “About system events” on page 141.</p>
All Recent Events	<p>The All Recent Events section displays all events of all severities that have occurred on this server during the past 24 hours.</p> <p>Click on an event to show event details. Click show all to display all detection server events.</p>

Table 11-7 Server Detail screen display information (*continued*)

Server Detail display sections	Description
Deployed Data Profiles	The Deployed Data Profile section lists any Exact Data or Document Profiles you have deployed to the detection server. The system displays the version of the index in the profile. See “Data Profiles” on page 335.

See [“About the System Overview screen”](#) on page 210.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

See [“System events reports”](#) on page 142.

See [“Server event detail”](#) on page 146.

Advanced server settings

Use the **Server Settings** tab of a detection server's **System > Servers > Overview > Server Detail** screen to modify the settings on that server.

Use caution when modifying these settings on a server. It is recommended that you check with Symantec Support before changing any of the settings on this screen. Changes to these settings normally do not take effect until after the server has been restarted.

There are no advanced settings on the Enforce Server that can be modified from its server detail screen.

Table 11-8 Detection server advanced settings

Setting	Default	Description
BoxMonitor.Channels	varies	<p>The values are case sensitive and comma-separated if multiple.</p> <p>Although any mix of them can be configured, the following are the officially supported configurations:</p> <ul style="list-style-type: none"> ■ Network Monitor Server: Packet Capture, Copy Rule ■ Discover Server: Discover ■ Endpoint Server: Endpoint ■ Network Prevent for Email: Inline SMTP ■ Network Prevent for Web: ICAP ■ Mobile Email Monitor: ICAP ■ Classification Server: Classification
BoxMonitor.DetectionServerDatabase	on	<p>Enables the BoxMonitor process to start the Automated Incident Remediation Tracking database on the Detection Server. If you set this to <code>off</code>, you must start the remediation tracking database manually.</p>
BoxMonitor.DetectionServerDatabaseMemory	See description	<p>Any combination of JVM memory flags can be used. The default setting is:</p> <pre>-Xrs -Xms300M -Xmx1024M -XX:+UseG1GC.</pre>
BoxMonitor.DiskUsageError	90	<p>The amount of disk space filled (as a percentage) that will trigger a severe system event. For instance, if Symantec Data Loss Prevention is installed on the C drive and this value is 90, then the detection server creates a severe system event when the C drive usage is above 90%.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
BoxMonitor.DiskUsageWarning	80	The amount of disk space filled (as a percentage) that will trigger a warning system event. For instance, if Symantec Data Loss Prevention is installed on the C drive and this value is 80, then the detection server generates a warning system event when the C drive usage is above 80%.
BoxMonitor.EndpointServer	on	Enables the Endpoint Server.
BoxMonitor.EndpointServerMemory		Any combination of JVM memory flags can be used. For example: -Xrs -Xms300M -Xmx1024M
BoxMonitor.FileReader	on	If off, the BoxMonitor cannot start the FileReader, although it can still be started manually.
BoxMonitor.FileReaderMemory		FileReader JVM command line arguments. For example: -Xrs -Xms1200M -Xmx1200M
BoxMonitor.HeartbeatGapBeforeRestart	960000	The time interval (in milliseconds) that the BoxMonitor waits for a monitor process (for example, FileReader, IncidentWriter) to report the heartbeat. If the heartbeat is not received within this time interval the BoxMonitor restarts the process.
BoxMonitor.IncidentWriter	on	If off, the BoxMonitor cannot start the IncidentWriter in the two-tier mode, although it can still be started manually. This setting has no effect in the single-tier mode.
BoxMonitor.IncidentWriterMemory		IncidentWriter JVM command line arguments. For example: -Xrs
BoxMonitor.InitialRestartWaitTime	5000	
BoxMonitor.MaxRestartCount	3	

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
BoxMonitor.MaxRestartCountDuringStartup	5	The maximum times that the Monitor server will attempt to restart on its own.
BoxMonitor.PacketCapture	on	If off, the BoxMonitor cannot start PacketCapture, although it can still be started manually. The PacketCapture channel must be enabled for this setting to work.
BoxMonitor.PacketCaptureDirectives		PacketCapture command line parameters (in Java). For example: -Xrs
BoxMonitor.ProcessLaunchTimeout	30000	The time interval (in milliseconds) for a monitor process (e.g. FileReader) to start.
BoxMonitor.ProcessShutdownTimeout	45000	The time interval (in milliseconds) allotted to each monitor process to shut down gracefully. If the process is still running after this time the BoxMonitor attempts to kill the process.
BoxMonitor.RequestProcessor	on	If off, the BoxMonitor cannot start the RequestProcessor; although, it can still be started manually. The Inline SMTP channel must be enabled for this setting to work.
BoxMonitor.RequestProcessorMemory		Any combination of JVM memory flags can be used. For example: -Xrs -Xms300M -Xmx1300M
BoxMonitor.RmiConnectionTimeout	15000	The time interval (in milliseconds) allowed to establish connection to the RMI object.
BoxMonitor.RmiRegistryPort	37329	The TCP port on which the BoxMonitor starts the RMI registry.
BoxMonitor.StatisticsUpdatePeriod	10000	The monitor statistics are updated after this time interval (in milliseconds).

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
Classification.BindAddress	0.0.0.0	The IP address on which the Classification Server accepts messages for detection. By default, the Classification Server listens on all interfaces (0.0.0.0). If you have a multi-homed server computer and you want to limit classification requests to a specific network interface, enter the IP address of that interface in this field.
Classification.MaxMemory	120M	The maximum amount of memory that the Classification Server allocates. After this limit is reached, any additional requests to classify Exchange messages are spooled to disk until memory is freed.
Classification.SessionReapInterval	20000	The time interval (in milliseconds) after which the Classification Server purges stale sessions.
Classification.WebserviceLogRetentionDays	7	The number of days to retain the Classification Server web service request log. These log files are stored in c:\SymantecDLP\Protect\logs\jetty (Windows) or /var/log/SymantecDLP/logs/jetty (Linux).

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
ContentExtraction.EnableMetaData	off	Allows detection on file metadata. If the setting is turned on , you can detect metadata for Microsoft Office and PDF files. For Microsoft Office files, OLE metadata is supported, which includes the fields Title, Subject, Author, and Keywords. For PDF files, only Document Information Dictionary metadata is supported, which includes fields such as Author, Title, Subject, Creation, and Update dates. Extensible Metadata Platform (XMP) content is not detected. Note that enabling this metadata detection option can cause false positives.
ContentExtraction.LongContentSize	1M	If the message component exceeds this size (in bytes) then the ContentExtraction.LongTimeout is used instead of ContentExtraction.ShortTimeout.
ContentExtraction.LongTimeout	Varies	The default value for this setting varies depending on detection server type (60,000 or 120,000). The time interval (in milliseconds) given to the ContentExtractor to process a document larger than ContentExtraction.LongContentSize. If the document cannot be processed within the specified time it's reported as unprocessed. This value should be greater than ContentExtraction.ShortTimeout and less than ContentExtraction.RunawayTimeout.
ContentExtraction.MarkupAsText	off	Bypasses Content Extraction for files that are determined to be XML or HTML. This should be used in cases such as web 2.0 pages containing data in the header block or script blocks. Default is off.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
ContentExtraction.MaxContentSize	30M	The maximum size (in MB) of the document that can be processed by the ContentExtractor.
ContentExtraction.RunawayTimeout	300,000	The time interval (in milliseconds) given to the ContentExtractor to finish processing of any document. If the ContentExtractor does not finish processing some document within this time it will be considered unstable and it will be restarted. This value should be significantly greater than ContentExtraction.LongTimeout.
ContentExtraction.ShortTimeout	30,000	The time interval (in milliseconds) given to the ContentExtractor to process a document smaller than ContentExtraction.LongContentSize. If the document cannot be processed within the specified time it is reported as unprocessed. This value should be less than ContentExtraction.LongTimeout.
ContentExtraction.TrackedChanges	off	<p>Allows detection of content that has changed over time (Track Changes content) in Microsoft Office documents.</p> <p>Note: Using the foregoing option might reduce the accuracy rate for IDM and data identifiers. The default is set to off (disallow).</p> <p>To index content that has changed over time, set ContentExtraction.TrackedChanges=on in file \\Protect\\config\\Indexer.properties. The default and recommended setting is ContentExtraction.TrackedChanges=off.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
DDM.MaxBinMatchSize	300,000,000	<p>The maximum size (in bytes) used to generate the MD5 hash for an exact binary match in an IDM. This setting should NOT be changed. The following conditions MUST be matched for IDM to work correctly:</p> <ul style="list-style-type: none"> ■ 1 - This setting must be exactly identical to the <code>max_bin_match_size</code> setting on the Enforce Server in file <code>indexer.properties</code>. ■ 2 - This setting must be smaller or equal to the <code>FileReader.FileMaxSize</code> value. ■ 3 - This setting must be smaller or equal to the <code>ContentExtraction.MaxContentSize</code> value on the Enforce Server in file <code>indexer.properties</code>. <p>Note: Changing 1) and/or 3) requires re-indexing all IDM files.</p>
DDM.UseJavaMD5	false	<p>Setting this flag to true makes the indexer/detection use the default Java MD5. False uses a faster MD5 library. In general, this setting should not be changed. If it is it must match the setting in the <code>Indexer.properties</code> file.</p>
Detection.EncodingGuessingDefaultEncoding	ISO-8859-1	<p>Specifies the backup encoding assumed for a byte stream.</p>
Detection.EncodingGuessingEnabled	on	<p>Designates whether the encoding of unknown byte streams should be guessed.</p>
Detection.EncodingGuessingMinimumConfidence	50	<p>Specifies the confidence level required for guessing the encoding of unknown byte streams.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
DI.MaxViolations	100	Specifies the maximum number of violations allowed with data identifiers.
Discover.CountAllFilteredItems	false	Provides more accurate scan statistics by counting the items in folders skipped because of filtering. To count all items, set this setting to true.
Discover.Exchange.FollowRedirects	true	Specifies whether to follow redirects. Symantec Data Loss Prevention follows redirects only from the public root folder.
Discover.Exchange.ScanHiddenItems	false	Scan hidden items in Exchange repositories, when set to true.
Discover.Exchange.UseSecureHttpConnections	true	Specifies whether connections to Exchange repositories and Active Directory are secure when using the Exchange Web Services crawler.
Discover.FileSystem.OnlyAutoDiscoverAdministrativeShares	false	Specifies whether file system scans will discover all open shares on a specified server or only administrative shares corresponding to logical drives, such as C\$, D\$, and so on.
Discover.IgnorePstMessageClasses	IBM.Appointment, IBM.Contact, IBM.Task, REPORT, IBM.Note, DR, REPORT, IBM.Note, IPNRN	This setting specifies a comma-separated list of .pst message classes. All items in a .pst file that have a message class in the list will be ignored (no attempt will be made to extract the .pst item). This setting is case sensitive.

Table 11-8 Detection server advanced settings (continued)

Setting	Default	Description
Discover.IncludePstMessageClasses	IPM.Note	<p>This setting specifies a comma-separated list of .pst message classes. All items in a .pst file that have a message class in the list will be included.</p> <p>When both the include setting and the ignore setting are defined, Discover.IncludePstMessageClasses takes precedence.</p>
Discover.PollInterval	10000	<p>Specifies the time interval (in milliseconds) at which Enforce retrieves data from the Discover monitor while scanning.</p>
Discover.Sharepoint.FetchACL	true	<p>Turns off ACL fetching for integrated SharePoint scans. The default value is true (on).</p>
Discover.ValidateSSLCertificates	false	<p>Set to true to enable validation of the SSL certificates for the HTTPS connections for SharePoint and Exchange targets. When validation is enabled, scanning SharePoint or Exchange servers using self-signed or untrusted certificates fails. If the SharePoint web application or Exchange server is signed by a certificate issued by a certificate authority (CA), then the server certificate or the server CA certificate must reside in the Java trusted keystore used by the Discover Server. If the certificate is not in the keystore, you must import it manually using the <code>keytool</code> utility.</p> <p>See “Importing SSL certificates to Enforce or Discover servers” on page 209.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
EDM.MatchCountVariant	3	<p>Specifies how matches are counted.</p> <ul style="list-style-type: none"> ■ 1 - counts the number of matched database rows regardless of use of the same tokens across several matches ■ 2 - eliminates matches that consist of identical sets of tokens ■ 3 - eliminates matches that consist of a subset of tokens from some other match (the default) <p>See “Configuring exact data match counting” on page 434.</p>
EDM.MaximumNumberOfMatchesToReturn	100	Defines a top limit on the number of matches returned from each RAM index search. For multi-file indices, this limit is applied to each sub-index search independently before the search results are combined. As a result the number of actual matches can exceed this limit for multiple file indices.
EDM.RunProximityLogic	true	If true, runs the token proximity check. The free-form (a.k.a. simple) text proximity is defined by EDM.SimpleTextProximityRadius setting. The tabular text proximity is defined by belonging to the same table row.
EDM.SimpleTextProximityRadius	35	Number of tokens to the left and to the right of the current token that are evaluated together when the proximity check is enabled.
EDM.VerifyJohnJohnCases	true	Specifies whether to consider matches where more than one database column has the same value. For example, the first name is John and the last name is John. This verification incurs a slight performance penalty.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
EndpointMessageStatistics.MaxFileDetectionCount	100	The maximum number of times a valid file will be scanned. The file must not cause an incident. After exceeding this number, a system event is generated recommending that the file be filtered out.
EndpointMessageStatistics.MaxFolderDetectionCount	1800	The maximum number of times a valid folder will be scanned. The folder must not cause an incident. After exceeding this number, a system event is generated recommending that the file be filtered out.
EndpointMessageStatistics.MaxMessageCount	2000	The maximum number of times a valid message will be scanned. The message must not cause an incident. After exceeding this number, a system event is generated recommending that the file be filtered out.
EndpointMessageStatistics.MaxSetSize	3	The maximum list of hosts displayed from where valid files, folders, and messages come. When a system event for <code>EndpointMessageStatistics.MaxFileDetectionCount</code> , <code>EndpointMessageStatistics.MaxFolderDetectionCount</code> , or <code>EndpointMessageStatistics.MaxMessageCount</code> is generated, Symantec Data Loss Prevention lists the host machines where these system events were generated. This setting limits the number of hosts displayed in the list.
EndpointServer.Discover.ScanStatusBatchInterval	60000	The interval of time in milliseconds the aggregator will accumulate scan statuses before sending them to the MonitorController as a batch.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
EndpointServer.EndpointSystemEventQueueSize	20000	The maximum number of system events that can be stored in the endpoint agent's queue to be sent to the Endpoint Server. If the database connection is lost or some other occurrence results in a massive number of system events, any additional system events that occur after this number is reached are discarded. This value can be adjusted according to memory requirements.
EndpointServer.MaxPercentageMemToStoreEndpointFiles	60	The maximum amount (in percentage) of memory to use to store shadow cache files.
EndpointServer.MaxTimeToKeepEndpointFilesOpen	20000	The time interval (in minutes) that the endpoint file is kept open or the file size can exceed the EndpointServer.MaxEndpointFileSize setting whichever occurs first.
EndpointServer.MaxTimeToWaitForWriter	1000	The maximum time (in milliseconds) that the agent will wait to connect to the server.
EndpointServer.NoOfRecievers	15	The number of endpoint shadow cache file receivers.
EndpointServer.NoOfWriters	10	The number of endpoint shadow cache file writers.
FileReader.MaxFileSize	30M	The maximum size (in MB) of a message to be processed. Larger messages are truncated to this size.
FileReader.MaxFileSystemCrawlerMemory	30M	The maximum memory that is allocated for the File System Crawler. If this value is less than FileReader.MaxFileSize, then the greater of the two values is assigned.
FileReader.MaxReadGap	15	The time that a child process can have data but not have read anything before it stops sending heartbeats.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
FileReader.ScheduledInterval	1000	The time interval (in milliseconds) between drop folder checks by the filereader. This affects Copy Rule, Packet Capture, and File System channels only.
Icap.AllowHosts	any	The default value of "any" permits all systems to make a connection to the Network Prevent for Web Server on the ICAP service port. Replacing "any" with the IP address or Fully-Qualified Domain Name (FQDN) of one or more systems restricts ICAP connections to just those designated systems. To designate multiple systems, separate their IP addresses or FQDNs by commas.
Icap.AllowStreaming	false	If true, ICAP output is streamed to the proxy directly without buffering the ICAP request first. NetApp NetCache 6.0 does not support such streaming.
Icap.BindAddress	0.0.0.0	IP address to which a Network Prevent for Web Server listener binds. When BindAddress is configured, the server will only answer a connection to that IP address. The default value of 0.0.0.0 is a wild card that permits listening to all available addresses including 127.0.0.1.
Icap.BufferSize	3K	The size (in kilobytes) of the memory buffer used for ICAP request streaming and chunking. The streaming can happen only if the request is larger than FileReader.MaxFileSize and the request has a Content-Length header.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
Icap.DisableHealthCheck	false	If true, disables the ICAP periodic self-check. If false, enables the ICAP periodic self-check. This setting is useful for debugging to remove clutter produced by self-check requests from the logs.
Icap.EnableIncidentSuppression	true	If the parameter is set to true, Incident Suppression Cache for Gmail traffic on Mobile Prevent for Web is enabled. If the parameter is set to false, suppression is disabled.
Icap.EnableTrace	false	If set to true, protocol debug tracing is enabled once a folder is specified using the Icap.TraceFolder setting.
Icap.ExchangeActiveSyncCommandsToInspect	SendMail	A comma-separated, case-sensitive list of ActiveSync commands which need to be sent through Symantec Data Loss Prevention detection. If this parameter is left blank, ActiveSync support is disabled. If this parameter is set to "any", all ActiveSync commands are inspected.
Icap.LoadBalanceFactor	1	The number of web proxy servers that a Network Prevent for Webserver is able to communicate with. For example, if the server is configured to communicate with 3 proxies, set the Icap.LoadBalanceFactor value to 3.
Icap.IncidentSuppressionCacheCleanupInterval	120000	The time interval in milliseconds for running the Incident Suppression cache clean-up thread.
Icap.IncidentSuppressionCacheTimeout	120000	The time in milliseconds to invalidate the Incident Suppression cache entry.
Icap.SpoolFolder		This value is needed for ICAP Spools. This setting must be set to the correct drive letter when updating from Vontu DLP 5.0 U3 to 6.0 GA; otherwise, the FileReader will not start.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
Icap.TraceFolder		The fully qualified name of the folder or directory where protocol debug trace data is stored when the Icap.EnableTrace setting is true. By default, the value for this setting is left blank.
IncidentDetection.IncidentLimitResetTime	86400000	Specifies the time frame (in milliseconds) used by the IncidentDetection.MaxIncidentsPerPolicy setting. The default setting 86400000 equals one day.
IncidentDetection.MaxContentLength	2000000	Applies only to regular expression rules. On a per component basis, only the first MaxContentLength number of characters are scanned for violations. The default (2,000,000) is equivalent to > 1000 pages of typical text. The limiter exists to prevent regular expression rules from taking too long.
IncidentDetection.MaxIncidentsPerPolicy	10000	Defines the maximum number of incidents detected by a specific policy on a particular monitor within the time-frame specified in the IncidentDetection.IncidentTimeLimitResetTime. The default is 10,000 incidents per policy per time limit.
IncidentDetection.MessageWaitSevere	240	The number of minutes to wait before sending a severe system event about message wait times.
IncidentDetection.MessageWaitWarning	60	The number of minutes to wait before sending a warning system event about message wait times.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
IncidentDetection.MinNormalizedSize	30	This setting applies to IDM detection. It MUST be kept in sync with the corresponding setting in the Indexer.properties file on the Enforce Server (which applies to indexing). Derivative detections only apply to messages when their normalized content is greater than this setting. If the normalized content size is less than this setting, IDM detection does a straight binary match.
IncidentDetection.patternConditionMaxViolations	100	The maximum number of pattern violations highlighted by detection. The exact number of matches may still be 'correct' but only the first 'patternConditionMaxViolations' are marked up in reporting. Increasing this number increases the size of incidents and potentially slows down the incident snapshot report.
IncidentDetection.StopCachingWhenMemoryLowerThan	400M	<p>Instructs Detection to stop caching tokenized and cryptographic content between rule executions if the available JVM memory drops below this value (in megabytes). Setting this attribute to 0 enables caching regardless of the available memory and is not recommended because OutOfMemoryErrors may occur.</p> <p>Setting this attribute to a value close to, or larger than, the value of the -Xmx option in BoxMonitor.FileReaderMemory effectively disables the caching.</p> <p>Note that setting this value too low can have severe performance consequences.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
IncidentDetection.TrialMode	false	Prevention trial mode setting to generate prevention incidents without having a prevention setup. If true, SMTP incidents coming from the Copy Rule and Packet Capture channels appear as if they were prevented and HTTP incidents coming from Packet Capture channel appear as if they were prevented.
IncidentWriter.BacklogInfo	1000	The number of incidents that collect in the log before an information level message about the number of messages is generated.
IncidentWriter.BacklogSevere	10000	The number of incidents that collect in the log before a severe level message about the number of messages is generated.
IncidentWriter.BacklogWarning	3000	The number of incidents that collect in the log before a warning level message about the number of messages is generated.
IncidentWriter.ResolveIncidentDNSNames	false	If true, only recipient host names are resolved from IP.
IncidentWriter.ShouldEncryptContent	true	If true, the monitor will encrypt the body of every message, message component and cracked component before writing to disk or sending to Enforce.
L7.cleanHttpBody	true	If true, the HTML entity references are replaced with spaces.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
L7.DefaultBATV	Standard	This setting determines the tagging scheme that Network Prevent for Email uses to interpret Bounce Address Tag Validation (BATV) tags in the MAIL FROM header of a message. If this setting is “Standard” (the default), Network Prevent uses the tagging scheme described in the BATV specification (see http://tools.ietf.org/html/draft-levine-mass-batv-02). Change this setting to “Ironport” to enable compatibility with the IronPort proxy’s implementation of BATV tagging.
L7.DefaultUrlEncodedCharset	UTF-8	Defines the default character set to be used in decoding query parameters or url-encoded body when the character set information is missing from the header.
L7.discardDuplicateMessages	true	If true, the Monitor ignores duplicate messages based on the messageID.
L7.ExtractBATV	true	If true (the default), Network Prevent for Email interprets Bounce Address Tag Validation (BATV) tags that are present in the MAIL FROM header of a message. This allows Network Prevent to include a meaningful sender address in incidents that are generated from messages having BATV tags. If this setting is false, Network Prevent for Email does not interpret BATV tags, and a message that contains BATV tags may generate an incident that has an unreadable sender address. See http://tools.ietf.org/html/draft-levine-mass-batv-02 for more information about BATV.
L7.httpClientIdHeader		The sender identifier header name. The default setting is X-Forwarded-For .

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
L7.MAX_NUM_HTTP_HEADERS	30	If any HTTP message that contains more than the specified header lines, it is discarded.
L7.maxWordLength	30	The maximum word length (in characters) allowed in UTCP string extraction.
L7.messageIDCacheCleanupInterval	600000	The length of time that the messageID is cached. The system will not cache duplicate messages during this time period if the L7.discardDuplicateMessages setting is set to true.
L7.minSizeOfGetUrl	100	<p>The minimum size of the GET URL to process. HTTP GET actions are not inspected by Symantec Data Loss Prevention for policy violations if the number of bytes in the URL is less than the value of this setting. For example, with the default value of 100, no detection check is performed when a browser displays the Symantec Web site at: http://www.symantec.com/index.jsp. The reason is that the URL contains only 33 characters which is less than the 100 minimum.</p> <p>Note: Other request types such as POST or PUT are not affected by L7.minSizeofGetURL. In order for Symantec Data Loss Prevention to inspect any GET actions at all, the L7.processGets setting must be set to true.</p>
L7.processGets	true	If true, the GET requests are processed. If false, the GET requests are not processed. Note that this setting interacts with the L7.minSizeofGetURL setting.
Lexer.AllowCommasWithOtherSeparatorInTabular	true	

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
Lexer.IncludeLinesWithOnlyWordsInTabular	false	If true, words-only lines are recognized as tabular data.
Lexer.IncludePostalCodeInMultiWord	true	If true, postal code is included in multi-word columns of tabular text.
Lexer.IncludePunctuationInWords	true	If true, punctuation characters are considered as part of a word.
Lexer.MaximumNumberOfTokens	30000	Maximum number of tokens (including separators) extracted from each message component for detection. Applicable to all detection technologies where tokenization is required, for example, System patterns, EDM, DGM. Increasing this value may cause the detection to run out of memory and restart. Default is 30,000.
Lexer.MultiWordRecognition	true	If true, multi-word columns are recognized in tabular data.
Lexer.StopwordLanguages	en	Enables the elimination of stop words for the specified languages. The default is English.
Lexer.Validate	true	If true, performs system pattern-specific validation.
MessageChain.ArchiveTimedOutStreams	false	Specifies whether messages should be archived to the temp folder
MessageChain.CacheSize	8	Limits the number of messages that can be queued in the message chains.
MessageChain.ContentDumpEnabled	false	
MessageChain.MaximumComponentTime	60,000	The time interval (in milliseconds) allowed before any chain component is restarted.
MessageChain.MaximumFailureTime	360000	Number of milliseconds that must elapse before restarting the filereader. This is tracked after a message chain error is detected and that message chain has not been recovered.

Table 11-8 Detection server advanced settings (continued)

Setting	Default	Description
MessageChain.MaximumMessageTime	varies	<p>This setting varies between is either 600,000 or 1,800,000 depending on detection server type.</p> <p>The maximum time interval (in milliseconds) that a message can remain in a message chain.</p>
MessageChain.MemoryThrottlerReservedBytes	200,000,000	<p>Number of bytes required to be available before a message is sent through the message chain. This setting can avoid out of memory issues. The default value is 200 MB. The throttler can be disabled by setting this value to zero.</p>
MessageChain.MinimumFailureTime	30000	<p>Number of milliseconds that must elapse before failure of a message chain is tracked. Failure eventually leads to restarting the message chain or file reader.</p>
MessageChain.NumChains	varies	<p>This number varies depending on detection server type. It is either 4 or 8.</p> <p>The number of messages, in parallel, that the filereader will process. Setting this number higher than 8 (with the other default settings) is not recommended. A higher setting does not substantially increase performance and there is a much greater risk of running out of memory. Setting this to less than 8 (in some cases 1) helps when processing big files, but it may slow down the system considerably.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
MessageChain.StopProcessingWhenMemoryLowerThan	200M	Instructs Detection to stop drilling down into and processing sub-files if JVM available memory drops below this value. Setting this attribute to 0 will force sub-file processing, regardless of how little memory is available. Setting this attribute to a value close to or larger than the value of the -Xmx option in BoxMonitor.FileReaderMemory will effectively disable sub-file processing.
PacketCapture.DISCARD_HTTP_GET	true	If true, discards HTTP GET streams.
PacketCapture.DOES_DISCARD_TRIGGER_STREAM_DUMP	false	If true, a list of tcpstreams is dumped to an output file in the log directory the first time a discard message is received.
PacketCapture.ENDACE_BIN_PATH		To enable packet-capture using an Endace card, enter the path to the Endace /bin directory. Note that environment variables (such as %ENDACE_HOME%) cannot be used in this setting. For example: /usr/local/bin
PacketCapture.ENDACE_LIB_PATH		To enable packet-capture using an Endace card, enter the path to the Endace /lib directory. Note that environment variables (such as %ENDACE_HOME%) cannot be used in this setting. For example: /usr/local/lib
PacketCapture.ENDACE_XILINX_PATH		To enable packet-capture using an Endace card, enter the path to the Endace /xilinx directory. Note that environment variables (such as %ENDACE_HOME%) cannot be used in this setting. For example: /usr/local/dag/xilinx

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
PacketCapture.Filter		<p>The default setting is tcp ip proto 47 (vlan && (tcp ip proto 47)).</p> <p>When set to the default value all non-TCP packets are filtered out and not sent to Network Monitor. The default value can be overridden using the tcpdump filter format documented in the tcpdump program. This setting allows specialists to create more exact filters (source and destination IPs for given ports).</p>
PacketCapture.INPUT_SOURCE_FILE	/dummy.dmp	The full path and name of the input file.
PacketCapture.IS_ARCHIVING_PACKETS	false	DO NOT USE THIS FIELD. Diagnostic setting that creates dumps of packets captured in packetcapture for later reuse. This feature is unsupported and does not have normal error checking. May cause repeated restarts on pcap.
PacketCapture.IS_ENDACE_ENABLED	false	To enable packet-capture using an Endace card, set this value to true.
PacketCapture.IS_FTP_RETR_ENABLED	false	If true, FTP GETS and FTP PUTS are processed. If false, only process FTP PUTS are processed.
PacketCapture.IS_INPUT_SOURCE_FILE	false	If true, continually reads in packets from a tcpdump formatted file indicated in INPUT_SOURCE_FILE. Set to dag when an Endace card is installed.
PacketCapture.IS_NAPATECH_ENABLED	false	To enable packet-capture using a Napatech card, set this value to true. The default setting is false.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
PacketCapture.KERNEL_BUFFER_SIZE_I686	64M	For 32-bit Linux platforms, this setting specifies the amount of memory allocated to buffer network packets. Specify K for kilobytes or M for megabytes. Do not specify a value larger than 128M.
PacketCapture.KERNEL_BUFFER_SIZE_Win32	16M	For 32-bit Windows platforms, this setting specifies the amount of memory allocated to buffer network packets. Specify K for kilobytes or M for megabytes.
PacketCapture.KERNEL_BUFFER_SIZE_X64	64M	For 64-bit Windows platforms, this setting specifies the amount of memory allocated to buffer network packets. Specify K for kilobytes or M for megabytes.
PacketCapture.KERNEL_BUFFER_SIZE_X86_64	64M	For 64-bit Linux platforms, this setting specifies the amount of memory allocated to buffer network packets. Specify K for kilobytes or M for megabytes. Do not specify a value larger than 64M.
PacketCapture.MAX_FILES_PER_DIRECTORY	30000	After the specified number of file streams are processed a new directory is created.
PacketCapture.MBYTES_LEFT_TO_DISABLE_CAPTURE	1000	If the amount of disk space (in MB) left on the drop_pcap drive falls below this specification, packet capture is suspended. For example, if this number is 100, pcap will stop writing out drop_pcap files when there is less than 100 MB on the installed drive

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
PacketCapture.MBYTES_REQUIRED_TO_RESTART_CAPTURE	1500	The amount of disk space (in MB) needed on the drop_pcap drive before packet capture resumes again after stopping due to lack of space. For example, if this value is 150 and packet capture is suspended, packet capture resumes when more than 150 MB is available on the drop_pcap drive.
PacketCapture.NAPATECH_TOOLS_PATH		This setting specifies the location of the Napatech Tools directory. This directory is not set by default. If packet-capture is enabled for Napatech, enter the fully qualified path to the Napatech Tools installation directory.
PacketCapture.NO_TRAFFIC_ALERT_PERIOD	86,400	The refresh time (in seconds), between no traffic alert messages. No traffic system events are created for a given protocol based on this time period. For instance, if this is set to 24*60*60 seconds, a new message is sent every day that there is no new traffic for a given protocol. Do not confuse with the per protocol traffic timeout, that tells us how long we initially go without traffic before sending the first alert.
PacketCapture.NUMBER_BUFFER_POOL_PACKETS	600000	The number of standard sized preallocated packet buffers used to buffer and sort incoming traffic.
PacketCapture.NUMBER_JUMBO_POOL_PACKETS	1	The number of large sized preallocated packet buffers that are used to buffer and sort incoming traffic.
PacketCapture.NUMBER_SMALL_POOL_PACKETS	200000	The number of small sized preallocated packet buffers that are used to buffer and sort incoming traffic.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
PacketCapture.RING_CAPTURE_LENGTH	1518	Controls the amount of packet data that is captured. The default value of 1518 is sufficient to capture typical Ethernet networks and Ethernet over 802.1Q tagged VLANs.
PacketCapture.RING_DEVICE_MEM	67108864	This setting is deprecated. Instead, use the <code>PacketCapture.KERNEL_BUFFER_SIZE_I686</code> setting (for 32-bit Linux platforms) or the <code>PacketCapture.KERNEL_BUFFER_SIZE_X86_64</code> setting (for 64-bit Linux platforms). Specifies the amount of memory (in bytes) to be allocated to buffer packets per device. (The default of 67108864 is equivalent to 64MB.)
PacketCapture.SIZE_BUFFER_POOL_PACKETS	1540	The size of standard-sized buffer pool packets.
PacketCapture.SIZE_JUMBO_POOL_PACKETS	10000	The size of jumbo-sized buffer pool packets.
PacketCapture.SIZE_SMALL_POOL_PACKETS	150	The size of small-sized buffer pool packets.
PacketCapture.SPOOL_DIRECTORY		The directory in which to spool streams with large numbers of packets. This setting is user defined.
PacketCapture.STREAM_WRITE_TIMEOUT	5000	The time (in milliseconds) between each count (StreamManager's write timeout)
ProfileIndex.CheckAvailableRAM	true	Specifies whether or not the amount of available RAM should be compared with a profile size before loading an EDM or IDM profile. Set to false for single tier installations otherwise EDM file may fail to index.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
ProfileIndex.MaximumInProcessIndexSize	100M	Specifies an upper limit for the maximum In Process index size. Profiles that exceed this size are loaded out of process by RMI.
ProfileIndex.MinimumMemoryReserve	200M	Specifies the memory reserved for out-of-process EDM and/or IDM algorithm execution. It's used to calculate the JVM heap size as <code>index_size + MinimumMemoryReserve</code> . Supported by IDM since v7 and by EDM since v8.
ProfileIndex.ProcessTimeout	10000	The time interval (in milliseconds) for launching out of process indexing. If the process is not created within this amount of time then index loading fails.
RequestProcessor.AddDefaultHeader	true	If true, adds a default header to every email processed (when in Inline SMTP mode). The default header is <code>RequestProcessor.DefaultHeader</code> . This header is added to all messages that pass through the system, i.e., if it is redirected, if another header is added, if the message has no policy violations then the header is added.
RequestProcessor.AllowExtensions		<p>The default setting is: 8BITMIME VRFY DSN HELP PIPELINING SIZE ENHANCEDSTATUSCODES STARTTLS</p> <p>This setting lists the SMTP protocol extensions that Network Prevent for Email can use when it communicates with other MTAs.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
RequestProcessor.AllowHosts	any	The default value of any permits all systems to make connections to the Network Prevent for Email Server on the SMTP service port. Replacing any with the IP address or Fully-Qualified Domain Name (FQDN) of one or more systems restricts SMTP connections to just those designated systems. To designate multiple systems, separate their addresses with commas. Use only a comma to separate addresses; do not include any spaces between the addresses.
RequestProcessor.AllowUnauthenticatedConnections	false	The default value ensures that MTAs must authenticate with Network Prevent for Email for TLS communication.
RequestProcessor.Backlog	12	The backlog that the request processor specifies for the server socket listener.
Requestprocessor.BindAddress	0.0.0.0	IP address to which a Network Prevent for Email Server listener binds. When BindAddress is configured, the server will only answer a connection to that IP address. The default value of 0.0.0.0 is a wild card that permits listening to all available addresses including 127.0.0.1.
Requestprocessor.DefaultCommandTimeout	300	Specifies the number of seconds the Network Prevent for Email Server waits for a response to an SMTP command before closing connections to the upstream and downstream MTAs. The default is 300 seconds. This setting does not apply to the "." command (the end of a DATA command). Do not modify the default without first consulting Symantec support.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
Requestprocessor.DefaultPassHeader		<p>The default setting is: X-C Filter-Loop: Reflected.</p> <p>This is the default header that will be added if RequestProcessor.AddDefaultPassHeader is set to true, when in Inline SMTP mode. Must be in a valid header format, recommended to be an X header.</p>
Requestprocessor.DotCommandTimeout	600	<p>Specifies the number of seconds the Network Prevent for Email Server waits for a response to the "." command (the end of a DATA command) before closing connections to the upstream and downstream MTAs. The default is 600 seconds. Do not modify the default without first consulting Symantec support.</p>
RequestProcessor.ForwardConnectionTimeout	20000	<p>The timeout value to use when forwarding to an MTA.</p>
RequestProcessor.KeyManagementAlgorithm	SunX509	<p>The key management algorithm used in TLS communication.</p>
RequestProcessor.MaxLineSize	1048576	<p>The maximum size (in bytes) of data lines expected from an external MTA. If the data lines are larger than they are broken down to this size.</p>
RequestProcessor.Mode	ESMTP	<p>Specifies the protocol mode to use (SMTP or ESMTP).</p>
RequestProcessor.MTAResubmitPort	10026	<p>This is the port number used by the request processor on the MTA to resend the SMTP message.</p>

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
RequestProcessor.NumberOfDNSAttempts	4	The maximum number of DNS queries that Network Prevent for Email performs when it attempts to obtain mail exchange (MX) records for a domain. Network Prevent for Email uses this setting only if you have enabled MX record lookups.
RequestProcessor.RPLTimeout	360000	The maximum time in milliseconds allowed for email message processing by a Prevent server. Any email messages not processed during this time interval are passed on by the server.
RequestProcessor.ServerSocketPort	10025	The port number to be used by the SMTP monitor to listen for incoming connections from MTA.
RequestProcessor.TagHighestSeverity	false	When set to true, an additional email header that reports the highest severity of all the violated policies is added to the message. For example, if the email violated a policy of severity HIGH and a policy of severity LOW, it shows: X-DLP-MAX-Severity:HIGH.
RequestProcessor.TagPolicyCount.	false	When set to true an additional email header reporting the total number of policies that the message violates is added to the message. For example, if the message violates 3 policies a header reading: X-DLP-Policy-Count: 3 is added.

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
RequestProcessor.TagScore	false	When set to true an additional email header reporting the total cumulative score of all the policies that the message violates is added to the message. Scores are calculated using the formula: High=4, Medium=3, Low=2, and Info=1. For example, if a message violates three policies, one with a severity of medium and two with a severity of low a header reading: X-DLP-Score: 7 is added.
RequestProcessor.TrustManagementAlgorithm	PKIX	The trust management algorithm that Network Prevent for Email uses when it validates certificates for TLS communication. You can optionally specify a built-in Java trust manager algorithm (such as SunX509 or SunPKIX) or a custom algorithm that you have developed.
RequestProcessorListener.ServerSocketPort	12355	The local TCP port that FileReader will use to listen for connections from RequestProcessor on a Network Prevent server.
SocketCommunication.BufferSize	8K	The size of the buffer that Network Prevent for Web uses to process ICAP requests. Increase the default value only if you need to process ICAP requests that are greater than 8K. Certain features, such as Active Directory authentication, may require an increase in buffer size.
UnicodeNormalizer.AsianCharRanges	default	Can be used to override the default definition of characters that are considered Asian by the detection engine. Must be either default, or a comma-separated list of ranges, for example: 11A80-11F9,3200-321E

Table 11-8 Detection server advanced settings (*continued*)

Setting	Default	Description
UnicodeNormalizer.Enabled	on	Can be used to disable Unicode normalization. Enter off to disable.
UnicodeNormalizer.NewlineEliminationEnabled	on	Can be used to disable newline elimination for Asian languages. Enter off to disable.

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“Advanced agent settings”](#) on page 247.

See [“About the System Overview screen”](#) on page 210.

See [“Server Detail screen”](#) on page 213.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

Advanced agent settings

The following settings affect only the Symantec DLP Agent. These settings should not be modified without the assistance of Symantec Support. If you want to make modifications to this server detail page, please contact Symantec Support before making any changes.

[Table 11-9](#) provides a list of server settings, along with the default value and description of each setting.

Table 11-9 Agent advanced settings

Name of Setting	Default values	Description
AgentManagement.DISABLE_ENABLE_TASK_TIMEOUT_SECONDS.int	300	The amount of time, in seconds, the Disable or Enable agent troubleshooting task waits before it sends the Agent Requires Restart system event.

Table 11-9 Agent advanced settings (continued)

Name of Setting	Default values	Description
AgentTamperProtection.ENABLE_AGENT_TAMPER_PROTECTION.int	7	<p>This setting enables Tamper Protection on the Symantec Data Loss Prevention Endpoint agent.</p> <p>A setting of 0 disables all Tamper Protection.</p> <p>A setting of 1 prevents the agent and the watchdog files from being deleted or modified.</p> <p>A setting of 2 prevents the agent and the watchdog services from being stopped.</p> <p>A setting of 4 prevents the agent and the watchdog services from being deleted from the operating-system registry.</p> <p>A setting of 7 enables file, service, and registry protection.</p>
AgentThreadPool.IDLE_TIME_IN_SECONDS.int	60	<p>The maximum time a thread can be inactive before it is removed from the thread pool. Threads are also known as agent tasks.</p>
AgentThreadPool.MAX_CAPACITY.int	20	<p>The maximum number of threads in the thread pool. The threads can be either active or inactive.</p>
AgentThreadPool.MIN_CAPACITY.int	2	<p>The minimum number of threads that are allowed in the thread pool. The thread pool must always contain this number of threads. The threads can be either active or inactive.</p>
AggregatorCommunicator.ENABLE_ENDPOINT_DATAFLOW_CACHING.int	1	<p>Reserved for future use.</p>

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
ApplicationConnector.KEY_LENGTH.int	64	The length of the key, in bytes, that is used to obfuscate communication between the agent and the application hooks.
ApplicationConnector.MAX_CONNECTIONS.int	255	The maximum number of application hooks (per type of hook) that can simultaneously connect to the agent.
ApplicationConnector.TEMPORARY_DIRECTORY.str	%TMP%	The temporary location where application hooks store obfuscated content .
ComponentLoaderSettings.MAX_COMPONENT_SHUTDOWN_TIME.int	60000	The maximum amount of time, in milliseconds, that the agent waits for a component to shut down.
ComponentLoaderSettings.PROCESS_PRIORITY.str	NORMAL	The priority level that dictates what priority the Symantec DLP Agent runs on the endpoint computer.
CrashDump.ENABLE_CRASH_DUMP_COLLECTION.int	1	The setting that allows the system to create a dump file when the Symantec DLP Agent crashes. Setting this value to 1 enables the crash dump file to be created. Setting this value to 0 disables the file.
CrashDump.MAX_DAYS_TO_KEEP_DUMP.int	2	The maximum time, in days, that the crash dump file is stored.
CrashDump.MAX_NUMBER_OF_FILES_IN_DUMP_FOLDER.int	1	The maximum number of files to keep in the crash dump folder.
Detection.CHUNK_OVERLAP.int	45	The number of characters each chunk borrows from the end of the previous chunk.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
Detection.CHUNK_SIZE.int	65536	The text chunk size in bytes.
Detection.DAR_KVOOP_PRIORITY.str	BELOW_NORMAL	The priority of the external kvoop process while it extracts text for Endpoint Discover scans.
Detection.DAR_THREAD_PRIORITY.str	BELOW_NORMAL	The priority of the detection thread while it applies policies to text for Endpoint Discover scans.
Detection.ENABLE_METADATA.str	off	Allows detection on file metadata when a user attempts to transfer or print a file. If the setting is turned on , you can detect metadata for Microsoft Office and PDF files. For Microsoft Office files, OLE metadata is supported, which includes the fields Title, Subject, Author, and Keywords. For PDF files, only Document Information Dictionary metadata is supported, which includes fields such as Author, Title, Subject, Creation, and Update dates. Extensible Metadata Platform (XMP) content is not detected. Enabling this option can cause false positives.
Detection.FILTER_TIMEOUT.int	420000	The time limit, in milliseconds, for filtering text.
Detection.LOCAL_DRIVE_KVOOP_PRIORITY.str	BELOW_NORMAL	The priority of the external kvoop process while it extracts text for local drive events.
Detection.LOCAL_DRIVE_THREAD_PRIORITY.str	BELOW_NORMAL	The priority of the detection thread while it applies policies to text for local drive events.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
Detection.MARKUP_AS_TEXT.str	off	Stops the detection on any text that has XML or HTML tags associated with it. This setting should be used in cases such as Web 2.0 pages containing data in the header block or script blocks.
Detection.MAX_DETECTION_TIME.int	900000	The maximum amount of time to complete endpoint detection in milliseconds.
Detection.MAX_FILTER_FILE_SIZE.int	31457280	Maximum file size for text filtering in bytes.
Detection.MAX_NUM_MATCHES.int	300	Maximum number of matches for a given matcher.
Detection.MAX_QUEUE_SIZE.int	10000	The maximum number of items that simultaneously wait for detection.
Detection.NEWLINE_ELIMINATION.str	on	Sets whether newlines are eliminated before detection.
Detection.RULESRESULTSCACHE_ENABLED.str	on	<p>Rules results caching (RRC) is a way to cache the results of content on a Symantec DLP Agent that does not violate a policy.</p> <p>See “About rules results caching (RRC)” on page 1324.</p> <p>By default, RRC is set to On. If you do not want to use RRC, set this parameter to Off.</p>

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
Detection.RULESRESULTSCACHE_FAST_CACHE_SIZE.int	1024	The size of the rules results caching first-level database, the Level 1 database. Rules results caching sends new entries of recorded, non-violating files to the Level 1 database. After the Level 1 database is full, entries are flushed to the Level 2 database to maintain the space of the Level 1 database.
Detection.SHORT_DAR_DETECTION_TIME.int	2000	The amount of time, in milliseconds, taken to detect on a file before the file is considered too large.
Detection.TRACKED.CHANGES.str	off	Allows the detection of content that has changed over time (Track Changes content) in Microsoft Office documents. Using this option might reduce the accuracy rate for IDM and data identifiers.
Detection.UNICODE_NORMALIZATION.str	on	Transforms the specific characters to UNICODE before detection. This transformation is necessary for matching policies containing data in many Asian languages.
Discover.CRAWLER_THREAD_PRIORITY.str	BELOW_NORMAL	The priority of the Discover threads while drives are scanned.
Discover.POST_SCAN_REPORT_INTERVAL.int	60000	The interval of time, in milliseconds, between two Endpoint Discover status reports. Occurs after the agent has reached end of scan but before the overall scan is finished or aborted.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
Discover.SCAN_ONLY_WHEN_IDLE.int	2	<p>Sets whether the agent performs an Endpoint Discover scan while the endpoint user is idle.</p> <p>If set to 1, the agent only performs Endpoint Discover scanning while the endpoint user is idle.</p> <p>If set to 2, the agent only scans small files while the endpoint computer is active and larger files while the endpoint user is idle. Files taking longer than <code>Discover.SHORT_DETECT_TIME</code> seconds are considered large.</p> <p>If set to 0, the scan runs regardless of user activity.</p>
Discover.SECONDS_UNTIL_IDLE.int	120	<p>If the agent does not detect any user activity in this amount of time, in seconds, the user is considered to be idle. Very small amounts of time, less than 60 seconds, may not be precisely adhered to.</p>
Discover.STANDARD_REPORT_INTERVAL.int	60000	<p>The interval of time between two Endpoint Discover status reports, in milliseconds, while a scan is running.</p>
FileService.MAX_CACHE_SIZE.int	250	<p>The maximum number of recently opened file paths that have been recorded for each endpoint computer process.</p>

Table 11-9 Agent advanced settings (continued)

Name of Setting	Default values	Description
FileSystem.DRIVER_FILE_OPEN_REQUEST_TIMEOUT.int	10	Lets you configure the timeout value, in seconds, for a file open request that is sent from a driver to the agent. This setting is helpful in case the file system connector is slow in responding to the driver. If the connection is slow, the system performs badly. Each file-open request is postponed by the driver waiting for the agent to respond. You cannot leave this setting blank and a value of 0 is not allowed.
FileSystem.ENABLE_FILE_RESTORATION.int	1	This setting provides the ability to turn on or turn off file restoration. File restoration is the ability to restore the original file in case it is overwritten with a newer file containing confidential data. File restoration is enabled by default.
FileSystem.ENABLE_VEP_FILE_ELIMINATION.int	1	<p>When the setting is enabled, the system does not create the VEP file. Instead it runs detection on the original file and resolves any sharing violations foe EDPA.exe and KVOOP.exe, when needed. By default, this setting is disabled. To enable, set to 1.</p> <p>Note: Enable this setting if your environment does not contain any of the following:</p> <ul style="list-style-type: none">■ Data retention policies■ Two-tier detection policies■ Endpoint Discover or Endpoint Prevent encryption software

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
FileSystem.NUM_TIMES_TO_OVERWRITE_FILE.int	2	This setting indicates how many times a file is overwritten with a secure pattern before it is deleted during prevention. A value of 0 indicates that the file cannot be overwritten.
FileSystem.USE_CDDVD_DEFAULT_EXCLUDE_PATHS.int	1	<p>This setting allows user to exclude any file that is opened by a CD/DVD application from the following directories:</p> <ul style="list-style-type: none"> ■ Installed directory of the application, for example; if the application is Roxio, then c:\program files\roxio ■ System directories; for example, %windir%\system32 ■ Program files\common files. <p>It is enabled by default.</p>
FlexResponse.MAX_INCIDENT_FILE_SIZE.int	31457280	Reserved for future use.
FlexResponse.PLUGIN_HOST_LOG_MAXFILE_SIZE.long	5120000	The maximum size of a plug-in log file. The default number is in bytes.
FlexResponse.PLUGIN_HOST_LOG_MAX_NUMBER_OF_FILES.long	1	The maximum number of plug-in log files that can be kept.
FlexResponse.PLUGIN_HOST_MESSAGE_TIMEOUT.long	180000	The amount of time that the Plug-in Host can process messages. The default time is in milliseconds.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
FlexResponse.PLUGIN_HOST_STARTUP_TIMEOUT.long	30000	The amount of time that the Plug-in Host can take to start up. The default time is in milliseconds. If the Plug-in Host does not start in the specified amount of time, the Plug-in Host sends a fail event to the log.
GroupResolution.DAYS_DATA_STALING.int	7	The amount of time, in days, that the agent retains Active Directory (AD) user group information. Information that is older than this limit causes the agent to contact the AD server.
Hooking .APPLICATION_LOAD_TIMEOUT.int	300000	Specifies the time, in milliseconds, that the agent tries to hook into an application if that application takes a long time to load.
Hooking.EXPLORER_HOOKING.int	3	Allows the Symantec DLP Agent to monitor Microsoft Windows Explorer traffic.
Hooking .USE_LOADLIBRARYW_FROM_IMAGE.int	0	<p>The method to find the LoadLibraryW function address. You can specify a value of either 0 or 1.</p> <p>0 uses the GetProcAddress API to find the library.</p> <p>1 reads the exports table of kernel32.dll to find the library.</p>

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
IE8_HTTPS.Monitor.int	1	Sets Internet Explorer 8 HTTPS monitoring for Symantec DLP Agents. Internet Explorer 8 HTTPS monitoring for the Symantec DLP Agent is automatic. Monitoring is turned on by default. To turn off Internet Explorer 8 monitoring, change this setting to 0.
IncidentHandler.CACHE_SIZE_THRESHOLD.int	30	The percentage of used endpoint database cache space that triggers Endpoint Discover to pause.
IncidentHandler.MAX_BACKOFF.int	3600000	Maximum time, in milliseconds, to wait before it retries to send an incident to the server if the first attempt fails.
IncidentHandler.MAX_INCIDENT_FILE_SIZE	31457280	Size, in bytes, of the largest file to be sent from the agent as part of an incident.
IncidentHandler.MAX_TTD_FILE_SIZE	31457280	Size, in bytes, of the largest file to be sent from agent for two-tier detection.
IncidentHandler.MIN_BACKOFF.int	30000	Minimum time, in milliseconds, to wait before the agent re-sends an incident to the Endpoint Server after the first attempt fails.
IncidentHandler.PERSISTER_MAX_DAR_ENTRIES.int	5	The maximum number of persisted Endpoint Discover incidents that are kept in queue.
IncidentHandler.PERSISTER_MAX_ENTRIES.int	25	The maximum limit of incidents in the Agent Store before the agent starts evicting incidents.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
IncidentHandler.SENDER_CHUNK_SIZE.int	65536	Size, in bytes, of chunks to read from the database as it sends files.
Logging.OperationLogFileSize.long	5120000	The size of the operational log file. This setting specifies how large, in bytes, each operational log can be. Logs that exceed this setting are not retained.
Logging.OperationLogMaxFiles.int	30	The maximum number of operation logs, per scan, that are retained at any one time. If this number is exceeded, operational log files are purged from the folder until the limit is reached. Log files are purged according to the date that they were created. The oldest log files are purged first. This setting is not applicable to the entire directory.
Logging.OperationLogTTL.int	90	The number of days that operational logs are kept in the directory. If the operational log is not accessed or modified in the specified number of days, the file is deleted.
MonitorSystemUsers.CLIPBOARD.int	0	Enables system user monitoring for Clipboard feature. Set to inactive by default. Set to 1 to enable.
MonitorSystemUsers.LOCAL_DRIVE.int	0	Enables system user monitoring for the local drive feature. Set to inactive by default. Set to 1 to enable.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
MonitorSystemUsers.NETWORK.int	0	Enables system user monitoring for network protocols in the driver (HTTP, FTP). Set to inactive by default. Set to 1 to enable.
MonitorSystemUsers.PRINT_FAX.int	0	Enables system user monitoring for print/fax feature. By default, this feature is set to inactive. Set to 1 to enable.
NetworkMonitor.ENABLE_HTTP_GET_MONITORING.int	0	Enables HTTP/HTTPS GET request monitoring. By default, this setting is disabled. Set to 1 to enable.
NetworkMonitor.HTTP_DETECTION_TIMEOUT.int	120	The length of time, in seconds, that the agent waits during a scan of HTTP and HTTPS data.
NetworkMonitor.IM_DETECTION_SESSION_TIMEOUT.int	120	The duration, in seconds, of the detection session window for all instant messaging clients.
PluginInstaller.TAMPERPROOFING_IGNORE_PROCESS_TIMEOUT.int	15000	Lets you specify a time, in milliseconds, to ignore any short-lived processes that do not load plug-ins. If the process ends before this time limit is reached, the plug-in installer does not start.
PostProcessor.ENABLE_FLEXRESPONSE.int	0	Lets you enable or disable Endpoint FlexResponse capability. By default, Endpoint FlexResponse is turned off. Change the setting to 1 to enable Endpoint FlexResponse.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
PostProcessor.FILE_SYSTEM_USER_RESPONSE_TIMEOUT.int	60	The amount of time, in seconds, that endpoint users have to select a response action to the User Cancel pop-up notification. This setting only applies to events that are generated by attempting to transfer files that violate a policy.
PostProcessor.NETWORK_USER_RESPONSE_TIMEOUT.int	60	The amount of time, in seconds, that endpoint users have to select a response action to the User Cancel pop-up notification. This setting applies to HTTP, FTP, and IM events only.
PostProcessor.NOTIFY_ON_FIXED_DRIVE.int	0	Enables the response notifications for fixed-drive incidents. The default is set to disable notifications. Set to 1 to enable.
PostProcessor.NOTIFY_WITH_CANCEL_DEFAULT_ACTION	1	The default action to take if an endpoint user does not select the action from the User Cancel pop-up notification within the specified time.
PostProcessor.OTHER_USER_RESPONSE_TIMEOUT	60	The amount of time, in seconds, that endpoint users have to select a response action to the User Cancel pop-up notification. This setting applies to Clipboard, Print, Email, HTTPS events only.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
Quarantine.MAX_QUEUE_SIZE.int	100	The maximum number of quarantine requests that can be in queue at any one time. Requests which exceed this number are dropped and are not quarantined.
ResponseCache.CD_TIMEOUT.int	2000	The amount of time, in milliseconds, that a CD/DVD incident is cached. Duplicate incidents within this time period are not generated or cause Prevent pop-up notifications.
ResponseCache.FTP_TIMEOUT.int	10000	The amount of time, in milliseconds, that an FTP incident is cached. Duplicate incidents within this time period are not generated or cause Prevent pop-up notifications.
ResponseCache.HTTP_TIMEOUT.int	2000	The amount of time, in milliseconds, that an HTTP/HTTPS incident is cached. Duplicate incidents within this time period are not generated or cause Prevent pop-up notifications.
ResponseCache.MAX_SIZE.int	100	The maximum number of incidents that are cached at any time.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
SMP.AUTO_ENABLE.int	1	<p>Automatically registers or de-registers Symantec DLP Agents with Symantec Management Platform (SMP). Change this setting if you do not want Symantec DLP Agents to be registered on SMP.</p> <p>A setting of 0 disables the feature.</p> <p>A setting of 1 enables the feature and automatically registers Symantec DLP Agents with SMP.</p> <p>A setting of 2 enables the feature and automatically de-registers Symantec DLP Agents from SMP.</p> <p>Make sure to set this parameter to 0 if registration or un-registration is carried out by a registration utility or an SMP registration policy. Otherwise, the Symantec DLP Agent automatically resets the registration operation.</p>
ServerCommunication.CONNECTION_INTERVAL_SECONDS.int	86400	Reserved for future use.
ServerCommunication.CONNECTION_RETRY_ATTEMPTS.int	10	Reserved for future use.
ServerCommunication.CONNECTION_RETRY_INTERVAL_SECONDS.int	10	Reserved for future use.
ServerCommunication.CONNECT_WHEN_IP_CHANGES.int	1	Reserved for future use.
ServerRedundancy.FAILOVER_INTERVAL.long	3600	Interval of time, in seconds, an agent spends trying to connect to an Endpoint Server before it tries to failover to a new Endpoint Server.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
ServerRedundancy.MAX_TIME_BETWEEN_CONNECTION_ATTEMPTSLong	600	Maximum amount of time, in seconds, the agent waits between connection retries to the same Endpoint Server.
UI.BUTTON_OK.str	OK	Controls the text on the OK button. Change this setting if you use a locale that is not supported. The default language is English.
UI.BUTTON_OKTOALL.str	OK To All	Controls the text on the OK To All button. Change this setting if you use a locale that is not supported. The default language is English.
UI.CONSECUTIVE_TRANSACTION_TIME.str	10	Maximum time, in seconds, between two file operations to be considered as a single transaction.
UI.MONITOR_MSG_TITLE.str		The message title for a notification pop-up message.
UI.MONITOR_TITLEBAR.str	Warning	Controls the static title message in the title bar for the Endpoint Notify notification pop-up message. Change this setting if you use a locale that is not supported. The default setting is Warning.
UI.NO_SCAN.int	0	If any number other than zero, the scan dialog is not displayed.
UI.NWC_EVENT_LIMIT_FS.int	5	The maximum number of events that can be queued before a default action for further incidents is accepted. This setting applies to File System events only.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
UI.NWC_EVENT_LIMIT_NW.int	2	The maximum number of events that can be queued before a default action for further incidents is accepted. This setting applies to Network events only.
UI.POPUP_QUEUE_LIMIT.int	100	The limit of pop-up notifications that a user sees in a single session. These pop-up notifications require a user justification for the validation. If the limit is exceeded, any pop-up notifications past the limit automatically contain a Not Applicable (N/A) justification.
UI.PREVENT_MSG_TITLE.str		Message title for a block pop-up message.
UI.PREVENT_TIMEOUT.int	300	Timeout value, in seconds, before the incident is generated. If this limit is exceeded, the incident is created regardless of what the user chooses from the pop-up window .
UI.PREVENT_TITLEBAR.str	Blocked	Controls the static title message in the title bar for the Endpoint block notification pop-up dialog box.
UI.PREVENT_WINPOSITION.int	0	Start position of the Prevent dialog window.
UI.QUARANTINE_PROMPT.str	The file is quarantined at:	Controls the text that specifies where the quarantined data is located.

Table 11-9 Agent advanced settings (*continued*)

Name of Setting	Default values	Description
UI.SCAN_BAR.str	(blank)	This setting lets you change the text in the body of the scan window. This text is static and appears regardless of the locale of the endpoint computer.
UI.SCAN_DELAY.int	0	The amount of time, in seconds, that occurs before the scan dialog window is displayed.
UI.SCAN_EMAIL.int	0	This setting activates the toggle for email scanning. If this setting is set to 0, users cannot select email monitoring.
UI.SCAN_FTP.int	0	This setting activates the toggle for FTP scanning. If this setting is set to 0, users cannot select FTP monitoring.
UI.SCAN_HTTP.int	0	This setting activates the toggle for HTTP monitoring. If this setting is set to 0, users cannot select HTTP monitoring.
UI.SCAN_IM.int	0	This setting activates the toggle for instant message (IM) scanning. If this setting is set to 0, users cannot select IM monitoring.
UI.SCAN_PRINTFAX.int	0	This setting activates the toggle for Print/Fax scanning. If this setting is set to 0, users cannot select Print/Fax monitoring.

Table 11-9 Agent advanced settings (continued)

Name of Setting	Default values	Description
UI.SCAN_REMOVABLEMEDIA.int	1	This setting activates the toggle for removable media scanning. If this setting is set to 0, users do not have the option of selecting removable media monitoring.
UI.SCAN_SHOWTIME.int	2	Minimum time, in seconds, for the scan dialog to remain on the screen.
UI.SCAN_TITLE.str	(blank)	This setting lets you enter the title of the scan window that appears for the user. This title is a static message that appears regardless of the locale of the endpoint computer.
UI.USERINPUT_PROMPT.str	Others:	Controls the prompt that appears in the block and notify pop-up messages at the user input field. Change this prompt if you use a locale that is not supported. The default setting is in English.
UninstallPassword.RETRY_LIMIT.int	3	Defines the number of times a user can attempt to uninstall the Symantec Data Loss Prevention agent without entering the correct uninstall password.

Managing log files

This chapter includes the following topics:

- [About log files](#)
- [Log collection and configuration screen](#)
- [Configuring server logging behavior](#)
- [Collecting server logs and configuration files](#)
- [About log event codes](#)

About log files

Symantec Data Loss Prevention provides a number of different log files that record information about the behavior of the software. Log files fall into these categories:

- Operational log files record detailed information about the tasks the software performs and any errors that occur while the software performs those tasks. You can use the contents of operational log files to verify that the software functions as you expect it to. You can also use these files to troubleshoot any problems in the way the software integrates with other components of your system.

For example, you can use operational log files to verify that a Network Prevent for Email Server communicates with a specific MTA on your network.

See [“Operational log files”](#) on page 268.

- Debug log files record fine-grained technical details about the individual processes or software components that comprise Symantec Data Loss Prevention. The contents of debug log files are not intended for use in diagnosing system configuration errors or in verifying expected software functionality. You do not need to examine debug log files to administer or maintain an Symantec Data Loss Prevention installation. However, Symantec

Support may ask you to provide debug log files for further analysis when you report a problem. Some debug log files are not created by default. Symantec Support can explain how to configure the software to create the file if necessary.

See [“Debug log files”](#) on page 271.

- Installation log files record information about the Symantec Data Loss Prevention installation tasks that are performed on a particular computer. You can use these log files to verify an installation or troubleshoot installation errors. Installation log files reside in the following locations:
 - `install_dir\SymantecDLP\.install4j\installation.log` stores the installation log for Symantec Data Loss Prevention.
 - `install_dir\oracle_home\admin\protect\` stores the installation log for Oracle.

See the *Symantec Data Loss Prevention Installation Guide* for more information.

Operational log files

The Enforce Server and the detection servers store operational log files in the `\SymantecDLP\Protect\logs\` directory on Windows installations and in the `/var/log/SymantecDLP/` directory on Linux installations. A number at the end of the log file name indicates the count (shown as 0 in [Table 12-1](#)).

[Table 12-1](#) lists and describes the Symantec Data Loss Prevention operational log files.

Table 12-1 Operational log files

Log file name	Description	Server
agentmanagement_webservices_access_0.log	Logs successful and failed attempts to access the Agent Management API Web service.	Enforce Server
agentmanagement_webservices_soap_0.log	Logs the entire SOAP request and response for most requests to the Agent Management API Web Service.	Enforce Server

Table 12-1 Operational log files (*continued*)

Log file name	Description	Server
boxmonitor_operational_0.log	<p>The <code>BoxMonitor</code> process oversees the detection server processes that pertain to that particular server type.</p> <p>For example, the processes that run on Network Monitor are file reader and packet capture.</p> <p>The <code>BoxMonitor</code> log file is typically very small, and it shows how the application processes are running.</p>	All detection servers
Classification_Operational_0.log	Logs the state of the Classification Detection Server, the Web container, and requests.	Classification Detection Server
detection_operational_0.log	The detection operation log file provides details about how the detection server configuration and whether it is operating correctly.	All detection servers
detection_operational_trace_0.log	<p>The detection trace log file provides details about each message that the detection server processes. The log file includes information such as:</p> <ul style="list-style-type: none"> ■ The policies that were applied to the message ■ The policy rules that were matched in the message ■ The number of incidents the message generated. 	All detection servers
machinelearning_training_operational_0.log	This log records information about the tasks, logs, and configuration files called on startup of the VML training process.	Enforce Server

Table 12-1 Operational log files (*continued*)

Log file name	Description	Server
manager_operational_0.log.	Logs information about the Symantec Data Loss Prevention manager process, which implements the Enforce Server administration console user interface.	Enforce Server
monitorcontroller_operational_0.log	Records a detailed log of the connections between the Enforce Server and all detection servers. It provides details about the information that is exchanged between these servers including whether policies have been pushed to the detection servers or not.	Enforce Server
Smtpprevent_operational0.log	This operational log file pertains to SMTP Prevent only. It is the primary log for tracking the health and activity of a Network Prevent for Email system. Examine this file for information about the communication between the MTAs and the detection server.	SMTP Prevent detection servers
spc_webservices_access_0.log	Logs Web Service calls from the SPC server.	Enforce Server
spc_webservices_soap_0.log	Logs detailed Web Service SOAP messages exchanged between the Enforce Server and the Symantec Protection Console server.	Enforce Server
WebPrevent_Access0.log	This access log file contains information about the requests that are processed by Network and Mobile Prevent for Web detection servers. It is similar to Web access logs for a proxy server.	<ul style="list-style-type: none">■ Network Prevent for Web detection servers■ Mobile Prevent for Web detection servers

Table 12-1 Operational log files (*continued*)

Log file name	Description	Server
WebPrevent_Operational0.log	This operational log file reports on the operating condition of Network and Mobile Prevent for Web, such as whether the system is up or down and connection management.	■ Network Prevent for Web detection servers ■ Mobile Prevent for Web detection servers
webservices_access_0.log	This log file records successful and failed attempts to access the Incident Reporting and Update Web Service.	Enforce Server
webservices_soap_0.log	Contains the entire SOAP request and response for most requests to the Reporting API Web Service. This log records all requests and responses except responses to incident binary requests. This log file is not created by default. See the <i>Symantec Data Loss Prevention Incident Reporting and Update API Developers Guide</i> for more information.	Enforce Server

See “[Network and Mobile Prevent for Web operational log files and event codes](#)” on page 286.

See “[Network and Mobile Prevent for Web access log files and fields](#)” on page 288.

See “[Network Prevent for Email log levels](#)” on page 291.

See “[Network Prevent for Email operational log codes](#)” on page 291.

See “[Network Prevent for Email originated responses and codes](#)” on page 295.

Debug log files

The Enforce Server and the detection servers store debug log files in the `\SymantecDLP\Protect\logs\` directory on Windows installations and in the `/var/log/SymantecDLP/` directory on Linux installations. A number at the end of the log file name indicates the count (shown as 0 in debug log files).

The following table lists and describes the Symantec Data Loss Prevention debug log files.

Table 12-2 Debug log files

Log file name	Description	Server
Aggregator0.log	<p>This file describes communications between the detection server and the agents.</p> <p>Look at this log to troubleshoot the following problems:</p> <ul style="list-style-type: none"> ■ Connection to the agents ■ To find out why incidents do not appear when they should ■ If unexpected agent events occur 	Endpoint detection servers
BoxMonitor0.log	<p>This file is typically very small, and it shows how the application processes are running. The <code>BoxMonitor</code> process oversees the detection server processes that pertain to that particular server type.</p> <p>For example, the processes that run on Network Monitor are file reader and packet capture.</p>	All detection servers
ContentExtractionAPI_FileReader.log	Logs the behavior of the Content Extraction API file reader that sends requests to the plug-in host. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_filereader.xml</code> .	Detection Server
ContentExtractionAPI_Manager.log	Logs the behavior of the Content Extraction API manager that sends requests to the plug-in host. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_manager.xml</code> .	Enforce Server
ContentExtractionHost_FileReader.log	Logs the behavior of the Content Extraction File Reader hosts and plug-ins. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_filereader.xml</code> .	Detection Server
ContentExtractionHost_Manager.log	Logs the behavior of the Content Extraction Manager hosts and plug-ins. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_manager.xml</code> .	Enforce Server
DiscoverNative.log.0	Contains the log statements that the Network Discover native code emits. Currently contains the information that is related to <code>.pst</code> scanning. This log file applies only to the Network Discover Servers that run on Windows platforms.	Discover detection servers

Table 12-2 Debug log files (*continued*)

Log file name	Description	Server
FileReader0.log	This log file pertains to the file reader process and contains application-specific logging, which may be helpful in resolving issues in detection and incident creation. One symptom that shows up is content extractor timeouts.	All detection servers
flash_client_0.log	Logs messages from the Adobe Flex client used for folder risk reports by Network Discover.	Enforce Server
flash_server_remoting_0.log	Contains log messages from BlazeDS, an open-source component that responds to remote procedure calls from an Adobe Flex client. This log indicates whether the Enforce Server has received messages from the Flash client. At permissive log levels (FINE, FINER, FINEST), the BlazeDS logs contain the content of the client requests to the server and the content of the server responses to the client	Enforce Server
IncidentPersister0.log	This log file pertains to the Incident Persister process. This process reads incidents from the incidents folder on the Enforce Server, and writes them to the database. Look at this log if the incident queue on the Enforce Server (manager) grows too large. This situation can be observed also by checking the incidents folder on the Enforce Server to see if incidents have backed up.	Enforce Server
Indexer0.log	This log file contains information when an EDM profile or IDM profile is indexed. It also includes the information that is collected when the external indexer is used. If indexing fails then this log should be consulted.	Enforce Server (or computer where the external indexer is running)
jdbc.log	This log file is a trace of JDBC calls to the database. By default, writing to this log is turned off.	Enforce Server

Table 12-2 Debug log files (*continued*)

Log file name	Description	Server
<code>machinelearning_native_filereader.log</code>	This log file records the runtime category classification (positive and negative) and associated confidence levels for each message detected by a VML profile. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_filereader.xml</code> .	Detection Server
<code>machinelearning_training_0_0.log</code>	This log file records the design-time base accuracy percentages for the <code>k-fold</code> evaluations for all VML profiles.	Enforce Server
<code>machinelearning_training_native_manager.log</code>	This log file records the total number of features modeled at design-time for each VML profile training run. The default logging level is "info" which is configurable using <code>\Protect\config\log4cxx_config_manager.xml</code> .	Enforce Server
<code>MonitorController0.log</code>	This log file is a detailed log of the connections between the Enforce Server and the detection servers. It gives details around the information that is exchanged between these servers including whether policies have been pushed to the detection servers or not.	Enforce Server
<code>PacketCapture.log</code>	This log file pertains to the packet capture process that reassembles packets into messages and writes to the <code>drop_pcap</code> directory. Look at this log if there is a problem with dropped packets or traffic is lower than expected. <code>PacketCapture</code> is not a Java process, so it does not follow the same logging rules as the other Symantec Data Loss Prevention system processes.	Network Monitor
<code>PacketCapture0.log</code>	This log file describes issues with <code>PacketCapture</code> communications.	Network Monitor
<code>RequestProcessor0.log</code>	This log file pertains to SMTP Prevent only. The log file is primarily for use in cases where <code>Smtpprevent0.log</code> is not sufficient.	SMTP Prevent detection servers

Table 12-2 Debug log files (*continued*)

Log file name	Description	Server
ScanDetail- <i>target</i> -0.log	Where <i>target</i> is the name of the scan target. All white spaces in the target's name are replaced with hyphens. This log file pertains to Discover server scanning. It is a file by file record of what happened in the scan. If the scan of the file is successful, it reads success, and then the path, size, time, owner, and ACL information of the file scanned. If it failed, a warning appears followed by the file name.	Discover detection servers
tomcat\localhost.date.log	These Tomcat log files contain information for any action that involves the user interface. The logs include the user interface errors from red error message box, password failures when logging on, and Oracle errors (ORA -#).	Enforce Server
VontuIncidentPersister.log	This log file contains minimal information: stdout and stderr only (fatal events).	Enforce Server
VontuManager.log	This log file contains minimal information: stdout and stderr only (fatal events).	Enforce Server
VontuMonitor.log	This log file contains minimal information: stdout and stderr only (fatal events).	All detection servers
VontuMonitorController.log	This log file contains minimal information: stdout and stderr only (fatal events).	Enforce Server
VontuNotifier.log	This log file pertains to the Notifier service and its communications with the Enforce Server and the MonitorController service. Look at this file to see if the MonitorController service registered a policy change.	Enforce Server
VontuUpdate.log	This log file is populated when you update Symantec Data Loss Prevention.	Enforce Server

See “[Network and Mobile Prevent for Web protocol debug log files](#)” on page 290.

See “[Network Prevent for Email log levels](#)” on page 291.

Log collection and configuration screen

Use the **Logs** screen (**System > Servers > Logs**) to collect log files or to configure logging behavior for any Symantec Data Loss Prevention server. The **Logs** screen contains two tabs that provide the following features:

- **Collection**—Use this tab to collect log files and configuration files from one or more Symantec Data Loss Prevention servers.
See [“Collecting server logs and configuration files”](#) on page 281.
- **Configuration**—Use this tab to configure basic logging behavior for a Symantec Data Loss Prevention server, or to apply a custom log configuration file to a server.
See [“Configuring server logging behavior”](#) on page 276.

See [“About log files”](#) on page 267.

Configuring server logging behavior

Use the **Configuration** tab of the **Logs** screen (**System > Servers > Logs**) to change logging configuration parameters for any server in the Symantec Data Loss Prevention deployment. The **Select a Diagnostic Log Setting** menu provides preconfigured settings for Enforce Server and detection server logging parameters. You can select an available preconfigured setting to define common log levels or to enable logging for common server features. The **Select a Diagnostic Log Setting** menu also provides a default setting that returns logging configuration parameters to the default settings used at installation time.

[Table 12-3](#) describes the preconfigured log settings available for the Enforce Server. [Table 12-4](#) describes the preconfigured settings available for detection servers.

Optionally, you can upload a custom log configuration file that you have created or modified using a text editor. (Use the **Collection** tab to download a log configuration file that you want to customize.) You can upload only those configuration files that modify logging properties (file names that end with `Logging.properties`). When you upload a new log configuration file to a server, the server first backs up the existing configuration file of the same name. The new file is then copied into the configuration file directory and its properties are applied immediately.

You do not need to restart the server process for the changes to take effect, unless you are directed to do so. As of the current software release, only changes to the `PacketCaptureNativeLogging.properties` and

DiscoverNativeLogging.properties files require you to restart the server process.

See “[Server controls](#)” on page 192.

Make sure that the configuration file that you upload contains valid property definitions that are applicable to the type of server you want to configure. If you make a mistake when uploading a log configuration file, use the preconfigured **Restore Defaults** setting to revert the log configuration to its original installed state.

The Enforce Server administration console performs only minimal validation of the log configuration files that you upload. It ensures that:

- Configuration file names correspond to actual logging configuration file names.
- Root level logging is enabled in the configuration file. This configuration ensures that some basic logging functionality is always available for a server.
- Properties in the file that define logging levels contain only valid values (such as INFO, FINE, or WARNING).

If the server detects a problem with any of these items, it displays an error message and cancels the file upload.

If the Enforce Server successfully uploads a log configuration file change to a detection server, the administration console reports that the configuration change was submitted. If the detection server then encounters any problems when tries to apply the configuration change, it logs a system event warning to indicate the problem.

Table 12-3 Preconfigured log settings for the Enforce Server

Select a Diagnostic Log Setting value	Description
Restore Defaults	Restores log file parameters to their default values.
Reporting API SOAP Logging	<p>Logs the entire SOAP request and response message for most requests to the Reporting API Web Service. The logged messages are stored in the <code>webservices_soap.log</code> file, which is not created by default with new installations.</p> <p>You can use the contents of <code>webservices_soap.log</code> to diagnose problems when developing Reporting API Web Service clients. See the <i>Symantec Data Loss Prevention Reporting API Developers Guide</i> for more information.</p>

Table 12-3 Preconfigured log settings for the Enforce Server *(continued)*

Select a Diagnostic Log Setting value	Description
Custom Attribute Lookup Logging	<p>Logs diagnostic information each time the Enforce Server uses a lookup plug-in to populate custom attributes for an incident. Lookup plug-ins populate custom attribute data using LDAP, CSV files, or other data repositories. The diagnostic information is recorded in the Tomcat log file (c:\SymantecDLP\logs\tomcat\localhost.date.log) and the IncidentPersister_0.log file.</p> <p>See “About custom attributes” on page 1004.</p> <p>See “About using custom attributes” on page 1006.</p>

Table 12-4 Preconfigured log settings for detection servers

Select a Diagnostic Log Setting value	Detection server uses	Description
Restore Defaults	All detection servers	Restores log file parameters to their default values.
Discover Trace Logging	Network Discover Servers	Enables informational logging for Network Discover scans. These log messages are stored in FileReader0.log.

Table 12-4 Preconfigured log settings for detection servers (*continued*)

Select a Diagnostic Log Setting value	Detection server uses	Description
Detection Trace Logging	All detection servers	<p>Logs information about each message that the detection server processes. This includes information such as:</p> <ul style="list-style-type: none"> ■ The policies that were applied to the message ■ The policy rules that were matched in the message ■ The number of incidents that the message generated. <p>When you enable Detection Trace Logging, the resulting messages are stored in the <code>detection_operational_trace_0.log</code> file.</p> <p>Note: Trace logging can produce a large amount of data, and the data is stored in clear text format. Use trace logging only when you need to debug a specific problem.</p>
Packet Capture Debug Logging	Network Monitor Servers	<p>Enables basic debug logging for packet capture with Network Monitor. This setting logs information in the <code>PacketCapture.log</code> file.</p> <p>While this type of logging can produce a large amount of data, the Packet Capture Debug Logging setting limits the log file size to 50 MB and the maximum number of log files to 10.</p> <p>If you apply this log configuration setting to a server, you must restart the server process to enable the change.</p>

Table 12-4 Preconfigured log settings for detection servers (continued)

Select a Diagnostic Log Setting value	Detection server uses	Description
Email Prevent Logging	Network Prevent for Email servers	<p>Enables full message logging for Network Prevent for Email servers. This setting logs the complete message content and includes execution and error tracing information. Logged information is stored in the <code>Smtpprevent0.log</code> file.</p> <p>Note: Trace logging can produce a large amount of data, and the data is stored in clear text format. Use trace logging only when you need to debug a specific problem.</p> <p>See “Network Prevent for Email operational log codes” on page 291.</p> <p>See “Network Prevent for Email originated responses and codes” on page 295.</p>
ICAP Prevent Message Processing Logging	Network Prevent for Web servers	<p>Enables operational and access logging for Network Prevent for Web. This setting logs information in the <code>FileReader0.log</code> file.</p> <p>See “Network and Mobile Prevent for Web operational log files and event codes” on page 286.</p> <p>See “Network and Mobile Prevent for Web access log files and fields” on page 288.</p>

Follow this procedure to change the log configuration for a Symantec Data Loss Prevention server.

To configure logging properties for a server

- 1 Click the **Configuration** tab if it is not already selected.
- 2 If you want to configure logging properties for a detection server, select the server name from the **Select a Detection Server** menu.

- 3 If you want to apply preconfigured log settings to a server, select the configuration name from the **Select a Diagnostic Configuration** menu next to the server you want to configure.

See [Table 12-3](#) and [Table 12-4](#) for a description of the diagnostic configurations.

- 4 If you instead want to use a customized log configuration file, click **Browse...** next to the server you want to configure. Then select the logging configuration file to use from the **File Upload** dialog, and click **Open**. You upload only logging configuration files, and not configuration files that affect other server features.

Note: If the **Browse** button is unavailable because of a previous menu selection, click **Clear Form**.

- 5 Click **Configure Logs** to apply the preconfigured setting or custom log configuration file to the selected server.
- 6 Check for any system event warnings that indicate a problem in applying configuration changes on a server.

See [“Log collection and configuration screen”](#) on page 276.

Note: The following debug log files are configured manually outside of the logging framework available through the Enforce Server administration console:

ContentExtractionAPI_FileReader.log, ContentExtractionAPI_Manager.log, ContentExtractionHost_FileReader.log, ContentExtractionHost_Manager.log, machinelearning_native_filereader.log, and

machinelearning_training_native_manager.log. Refer to the entry for each of these log files in debug log file list for configuration details. See [“Debug log files”](#) on page 271.

Collecting server logs and configuration files

Use the **Collection** tab of the **Logs** screen (**System > Servers > Logs**) to collect log files and configuration files from one or more Symantec Data Loss Prevention servers. You can collect files from a single detection server or from all detection servers, as well as from the Enforce Server computer. You can limit the collected files to only those files that were last updated in a specified range of dates.

The Enforce Server administration console stores all log and configuration files that you collect in a single ZIP file on the Enforce Server computer. If you retrieve

files from multiple Symantec Data Loss Prevention servers, each server's files are stored in a separate subdirectory of the ZIP file.

Checkboxes on the **Collection** tab enable you to collect different types of files from the selected servers. [Table 12-5](#) describes each type of file.

Table 12-5 File types for collection

File type	Description
Operational Logs	<p>Operational log files record detailed information about the tasks the software performs and any errors that occur while the software performs those tasks. You can use the contents of operational log files to verify that the software functions as you expect it to. You can also use these files to troubleshoot any problems in the way the software integrates with other components of your system.</p> <p>For example, you can use operational log files to verify that a Network Prevent for Email Server communicates with a specific MTA on your network.</p>
Debug and Trace Logs	<p>Debug log files record fine-grained technical details about the individual processes or software components that comprise Symantec Data Loss Prevention. The contents of debug log files are not intended for use in diagnosing system configuration errors or in verifying expected software functionality. You do not need to examine debug log files to administer or maintain an Symantec Data Loss Prevention installation. However, Symantec Support may ask you to provide debug log files for further analysis when you report a problem. Some debug log files are not created by default. Symantec Support can explain how to configure the software to create the file if necessary.</p>

Table 12-5 File types for collection (*continued*)

File type	Description
Configuration Files	<p>Use the Configuration Files option to retrieve both logging configuration files and server feature configuration files.</p> <p>Logging configuration files define the overall level of logging detail that is recorded in server log files. Logging configuration files also determine whether specific features or subsystem events are recorded to log files.</p> <p>For example, by default the Enforce console does not log SOAP messages that are generated from Reporting API Web service clients. The <code>ManagerLogging.properties</code> file contains a property that enables logging for SOAP messages.</p> <p>You can modify many common logging configuration properties by using the presets that are available on the Configuration tab.</p> <p>If you want to update a logging configuration file by hand, use the Configuration Files checkbox to download the configuration files for a server. You can modify individual logging properties using a text editor and then use the Configuration tab to upload the modified file to the server.</p> <p>See “Configuring server logging behavior” on page 276.</p> <p>The Configuration Files option retrieves the active logging configuration files and also any backup log configuration files that were created when you used the Configuration tab. This option also retrieves server feature configuration files. Server feature configuration files affect many different aspects of server behavior, such as the location of a syslog server or the communication settings of the server. You can collect these configuration files to help diagnose problems or verify server settings. However, you cannot use the Configuration tab to change server feature configuration files. You can only use the tab to change logging configuration files.</p>

Table 12-5 File types for collection (continued)

File type	Description
Agent Logs	<p>Use the Agent Logs option to collect DLP agent service and operational log files from an Endpoint Prevent detection server. This option is available only for Endpoint Prevent servers. To collect agent logs using this option, you must have already pulled the log files from individual agents to the Endpoint Prevent detection server using a Pull Logs action.</p> <p>Use the agent overview screen to select individual agents and pull selected log files to the Endpoint Prevent detection server. Then use the Agent Logs option on this page to collect the log files.</p> <p>When the logs are pulled from the endpoint computer, they are stored on the Endpoint Server in an unencrypted format. After you collect the logs from the Endpoint Server, the logs are deleted from the Endpoint Server and are stored only on the Enforce Server. You can only collect logs from one endpoint computer at a time.</p> <p>See “Agent overview actions” on page 1390.</p>

Operational, debug, trace log files are stored in the `server_identifier/logs` subdirectory of the ZIP file. `server_identifier` identifies the server that generated the log files, and it corresponds to one of the following values:

- If you collect log files from the Enforce Server, Symantec Data Loss Prevention replaces `server_identifier` with the string `Enforce`. Note that Symantec Data Loss Prevention does not use the localized name of the Enforce Server.
- If a detection server’s name includes only ASCII characters, Symantec Data Loss Prevention uses the detection server name for the `server_identifier` value.
- If a detection server’s name contains non-ASCII characters, Symantec Data Loss Prevention uses the string `DetectionServer-ID-id_number` for the `server_identifier` value. `id_number` is a unique identification number for the detection server.

If you collect agent service log files or operational log files from an Endpoint Prevent server, the files are placed in the `server_identifier/agentlogs` subdirectory. Each agent log file uses the individual agent name as the log file prefix.

Follow this procedure to collect log files and log configuration files from Symantec Data Loss Prevention servers.

To collect log files from one or more servers

- 1 Click the **Collection** tab if it is not already selected.
- 2 Use the **Date Range** menu to select a range of dates for the files you want to collect. Note that the collection process does not truncate downloaded log files in any way. The date range limits collected files to those files that were last updated in the specified range.
- 3 To collect log files from the Enforce Server, select one or more of the checkboxes next to the **Enforce Server** entry to indicate the type of files you want to collect.
- 4 To collect log files from one or all detection servers, use the **Select a Detection Server** menu to select either the name of a detection server or the **Collect Logs from All Detection Servers** option. Then select one or more of the checkboxes next to the menu to indicate the type of files you want to collect.
- 5 Click **Collect Logs** to begin the log collection process.

The administration console adds a new entry for the log collection process in the **Previous Log Collections** list at the bottom of the screen. If you are retrieving many log files, you may need to refresh the screen periodically to determine when the log collection process has completed.

Note: You can run only one log collection process at a time.

- 6 To cancel an active log collection process, click **Cancel** next to the log collection entry. You may need to cancel log collection if one or more servers are offline and the collection process cannot complete. When you cancel the log collection, the ZIP file contains only those files that were successfully collected.
- 7 To download collected logs to your local computer, click **Download** next to the log collection entry.
- 8 To remove ZIP files stored on the Enforce Server, click **Delete** next to a log collection entry.

See [“Log collection and configuration screen”](#) on page 276.

See [“About log files”](#) on page 267.

About log event codes

Operational log file messages are formatted to closely match industry standards for the various protocols involved. These log messages contain event codes that

describe the specific task that the software was trying to perform when the message was recorded. Log messages are generally formatted as:

Timestamp [Log Level] (Event Code) Event description [event parameters]

- See “[Network and Mobile Prevent for Web operational log files and event codes](#)” on page 286.
- See “[Network Prevent for Email operational log codes](#)” on page 291.
- See “[Network Prevent for Email originated responses and codes](#)” on page 295.

Network and Mobile Prevent for Web operational log files and event codes

Network and Mobile Prevent for Web log file names use the format of WebPrevent_OperationalX.log (where X is a number). The number of files that are stored and their sizes can be specified by changing the values in the FileReaderLogging.properties file. This file is in the SymantecDLP\Protect\config directory. By default, the values are:

- com.vontu.icap.log.IcapOperationalLogHandler.limit = 5000000
- com.vontu.icap.log.IcapOperationalLogHandler.count = 5

[Table 12-6](#) lists the Network and Mobile Prevent for Web-defined operational logging codes by category. The italicized part of the text contains event parameters.

Table 12-6 Status codes for Network and Mobile Prevent for Web operational logs

Code	Text and Description
Operational Events	
1100	Starting Mobile Prevent for Web
1101	Shutting down Mobile Prevent for Web
Connectivity Events	

Table 12-6 Status codes for Network and Mobile Prevent for Web operational logs (*continued*)

Code	Text and Description
1200	<p>Listening for incoming connections at <i>icap_bind_address:icap_bind_port</i></p> <p>Where:</p> <ul style="list-style-type: none"> ■ <i>icap_bind_address</i> is the Network and Mobile Prevent for Web bind address to which the server listens. This address is specified with the Icap.BindAddress Advanced Setting. ■ <i>icap_bind_port</i> is the port at which the server listens. This port is set in the Server > Configure page.
1201	<p>Connection (<i>id=conn_id</i>) opened from <i>host(icap_client_ip:icap_client_port)</i></p> <p>Where:</p> <ul style="list-style-type: none"> ■ <i>conn_id</i> is the connection ID that is allocated to this connection. This ID can be helpful in doing correlations between multiple logs. ■ <i>icap_client_ip</i> and <i>icap_client_port</i> are the proxy's IP address and port from which the connect operation to Network and Mobile Prevent for Web was performed.
1202	<p>Connection (<i>id=conn_id</i>) closed (<i>close_reason</i>)</p> <p>Where:</p> <ul style="list-style-type: none"> ■ <i>conn_id</i> is the connection ID that is allocated to the connect operation. ■ <i>close_reason</i> provides the reason for closing the connection.
1203	<p>Connection states: REQMOD=<i>N</i>, RESPMOD=<i>N</i>, OPTIONS=<i>N</i>, OTHERS=<i>N</i></p> <p>Where <i>N</i> indicates the number of connections in each state, when the message was logged.</p> <p>This message provides the system state in terms of connection management. It is logged whenever a connection is opened or closed.</p>

Connectivity Errors

Table 12-6 Status codes for Network and Mobile Prevent for Web operational logs (continued)

Code	Text and Description
5200	<div>Failed to create listener at <code>icap_bind_address:icap_bind_port</code></div> <div>Where:</div> <div><ul style="list-style-type: none">■ <code>icap_bind_address</code> is the Network and Mobile Prevent for Web bind address to which the server listens. This address can be specified with the Icap.BindAddress Advanced Setting.■ <code>icap_bind_port</code> is the port at which the server listens. This port is set on the Server > Configure page.</div>
5201	<div>Connection was rejected from unauthorized host (<code>host_ip:port</code>)</div> <div>Where <code>host_ip</code> and <code>port</code> are the proxy system IP and port address from which a connect attempt to Network and Mobile Prevent for Web was performed. If the host is not listed in the Icap.AllowHosts Advanced setting, it is unable to form a connection.</div>

See “[About log files](#)” on page 267.

Network and Mobile Prevent for Web access log files and fields

Network and Mobile Prevent for Web log file names use the format of `WebPrevent_AccessX.log` (where *X* is a number). The number of files that are stored and their sizes can be specified by changing the values in the `FileReaderLogging.properties` file. By default, the values are:

- `com.vontu.icap.log.IcapAccessLogHandler.limit = 5000000`
- `com.vontu.icap.log.IcapAccessLogHandler.count = 5`

A Network and Mobile Prevent for Web access log is similar to a proxy server's Web access log. The “start” log message format is:

```
# Web Prevent starting: start_time
```

Where `start_time` format is `date:time`, for example:

```
13/Aug/2008:03:11:22:015-0700.
```

The description message format is:

```
# host_ip "auth_user" time_stamp "request_line" icap_status_code  
request_size "referer" "user_agent" processing_time(ms) conn_id client_ip  
client_port action_code icap_method_code traffic_source_code
```


Table 12-7 lists the fields. The values of fields that are enclosed in quotes in this example are quoted in an actual message. If field values cannot be determined, the message displays – or "" as a default value.

Table 12-7 Network and Mobile Prevent for Web access log fields

Fields	Explanation
host_ip	IP address of the host that made the request.
auth_user	Authorized user for this request.
time_stamp	Time that Network and Mobile Prevent receives the request.
request_line	Line that represents the request.
icap_status_code	ICAP response code that Network and Mobile Prevent sends by for this request.
request_size	Request size in bytes.
referrer	Header value from the request that contains the URI from which this request came.
user_agent	User agent that is associated with the request.
processing_time (milliseconds)	Request processing time in milliseconds. This value is the total of the receiving, content inspection, and sending times.
conn_id	Connection ID associated with the request.
client_ip	IP of the ICAP client (proxy).
client_port	Port of the ICAP client (proxy).
action_code	<p>An integer representing the action that Network and Mobile Prevent for Web takes. Where the action code is one of the following:</p> <ul style="list-style-type: none">■ 0 = UNKNOWN■ 1 = ALLOW■ 2 = BLOCK■ 3 = REDACT■ 4 = ERROR■ 5 = ALLOW_WITHOUT_INSPECTION■ 6 = OPTIONS_RESPONSE■ 7 = REDIRECT

Table 12-7 Network and Mobile Prevent for Web access log fields (continued)

Fields	Explanation
icap_method_code	An integer representing the ICAP method that is associated with this request. Where the ICAP method code is one of the following: <ul style="list-style-type: none">■ -1 = ILLEGAL■ 0 = OPTIONS■ 1 = REQMOD■ 2 = RESPMOD■ 3 = LOG
traffic_source_code	An integer that represents the source of the network traffic. Where the traffic source code is one of the following: <ul style="list-style-type: none">■ 0 = MOBILE■ 1 = WEB■ 2 = UNKNOWN

See “[About log files](#)” on page 267.

Network and Mobile Prevent for Web protocol debug log files

To enable ICAP trace logging, set the Icap.EnableTrace Advanced setting to `true` and use the Icap.TraceFolder Advanced setting to specify a directory to receive the traces. Symantec Data Loss Prevention service must be restarted for this change to take effect.

Trace files that are placed in the specified directory have file names in the format: *timestamp-conn_id*. The first line of a trace file provides information about the connecting host IP and port along with a timestamp. File data that is read from the socket is displayed in the format `<<timestamp number_of_bytes_read`. Data that is written to the socket is displayed in the format `>>timestamp number_of_bytes_written`. The last line should note that the connection has been closed.

Note: Trace logging produces a large amount of data and therefore requires a large amount of free disk storage space. Trace logging should be used only for debugging an issue because the data that is written in the file is in clear text.

See “[About log files](#)” on page 267.

Network Prevent for Email log levels

Network Prevent for Email log file names use the format of `EmailPrevent_OperationalX.log` (where *X* is a number). The number of files that are stored and their sizes can be specified by changing the values in the `FileReaderLogging.properties` file. By default, the values are:

- `com.vontu.mta.log.SmtOperationalLogHandler.limit = 5000000`
- `com.vontu.mta.log.SmtOperationalLogHandler.count = 5`

At various log levels, components in the `com.vontu.mta.rp` package output varying levels of detail. The `com.vontu.mta.rp.level` setting specifies log levels in the `RequestProcessorLogging.properties` file which is stored in the `SymantecDLP\Protect\config` directory. For example, `com.vontu.mta.rp.level = FINE` specifies the FINE level of detail.

[Table 12-8](#) describes the Network Prevent for Email log levels.

Table 12-8 Network Prevent for Email log levels

Level	Guidelines
INFO	General events: connect and disconnect notices, information on the messages that are processed per connection.
FINE	Some additional execution tracing information.
FINER	Envelope command streams, message headers, detection results.
FINEST	Complete message content, deepest execution tracing, and error tracing.

See [“About log files”](#) on page 267.

Network Prevent for Email operational log codes

[Table 12-9](#) lists the defined Network Prevent for Email operational logging codes by category.

Table 12-9 Status codes for Network Prevent for Email operational log

Code	Description
Core Events	
1100	Starting Network Prevent for Email
1101	Shutting down Network Prevent for Email

Table 12-9 Status codes for Network Prevent for Email operational log
(continued)

Code	Description
1102	Reconnecting to FileReader (tid= <i>id</i>) Where <i>id</i> is the thread identifier. The RequestProcessor attempts to re-establish its connection with the FileReader for detection.
1103	Reconnected to the FileReader successfully (tid= <i>id</i>) The RequestProcessor was able to re-establish its connection to the FileReader.
Core Errors	
5100	Could not connect to the FileReader (tid= <i>id</i> timeout=.3s) An attempt to re-connect to the FileReader failed.
5101	FileReader connection lost (tid= <i>id</i>) The RequestProcessor connection to the FileReader was lost.
Connectivity Events	
1200	Listening for incoming connections (local= <i>hostname</i>) <i>Hostnames</i> is an IP address or fully-qualified domain name.
1201	Connection accepted (tid= <i>id</i> cid= <i>N</i> local= <i>hostname:port</i> remote= <i>hostname:port</i>) Where <i>N</i> is the connection identifier.
1202	Peer disconnected (tid= <i>id</i> cid= <i>N</i> local= <i>hostname:port</i> remote= <i>hostname:port</i>)
1203	Forward connection established (tid= <i>id</i> cid= <i>N</i> local= <i>hostname:port</i> remote= <i>hostname:port</i>)
1204	Forward connection closed (tid= <i>id</i> cid= <i>N</i> local= <i>hostname:port</i> remote= <i>hostname:port</i>)

Table 12-9 Status codes for Network Prevent for Email operational log
(continued)

Code	Description
1205	Service connection closed (tid=id cid=N local=hostname:port remote=hostname:port messages=1 time=0.14s)
Connectivity Errors	
5200	Connection is rejected from the unauthorized host (tid=id local=hostname:port remote=hostname:port)
5201	Local connection error (tid=id cid=N local=hostname:port remote=hostname:port reason=Explanation)
5202	Sender connection error (tid=id cid=N local=hostname:port remote=hostname:port reason=Explanation)
5203	Forwarding connection error (tid=id cid=N local=hostname:port remote=hostname:port reason=Explanation)
5204	Peer disconnected unexpectedly (tid=id cid=N local=hostname:port remote=hostname:port reason=Explanation)
5205	Could not create listener (address=local=hostname:port reason=Explanation)
5206	Authorized MTAs contains invalid hosts: hostname, hostname, ...
5207	MTA restrictions are active, but no MTAs are authorized to communicate with this host
5208	TLS handshake failed (reason=Explanation tid=id cid=N local=hostname remote=hostname)

Table 12-9 Status codes for Network Prevent for Email operational log
(continued)

Code	Description
5209	TLS handshake completed (tid=id cid=N local=hostname remote=hostname)
5210	All forward hosts unavailable (tid=id cid=N reason= <i>Explanation</i>)
5211	DNS lookup failure (tid=id cid=N NextHop=hostname reason= <i>Explanation</i>)
5303	Failed to encrypt incoming message (tid=id cid=N local=hostname remote=hostname)
5304	Failed to decrypt outgoing message (tid=id cid=N local=hostname remote=hostname)
Message Events	
1300	<p>Message complete (cid=N message_id=3 dlp_id=message_identifier size=number sender=email_address recipient_count=N disposition=response estatus=statuscode rtime=N dtime=N mtime=N)</p> <p>Where:</p> <ul style="list-style-type: none"> ■ Recipient_count is the total number of addressees in the To, CC, and BCC fields. ■ Response is the Network Prevent for Email response which can be one of: PASS, BLOCK, BLOCK_AND_REDIRECT, REDIRECT, MODIFY, or ERROR. ■ Thee status is an Enhanced Status code. See “Network Prevent for Email originated responses and codes” on page 295. ■ The rtime is the time in seconds for Network Prevent for Email to fully receive the message from the sending MTA. ■ The dtime is the time in seconds for Network Prevent for Email to perform detection on the message. ■ The mtime is the total time in seconds for Network Prevent for Email to process the message Message Errors.
Message Errors	

Table 12-9 Status codes for Network Prevent for Email operational log
(continued)

Code	Description
5300	Error while processing message (cid= <i>N</i> message_id= <i>header_ID</i> dlp_id= <i>message_identifier</i> size=0 sender= <i>email_address</i> recipient_count= <i>N</i> disposition= <i>response</i> estatus= <i>statuscode</i> rtime= <i>N</i> dtime= <i>N</i> mtime= <i>N</i> reason= <i>Explanation</i>) Where <i>header_ID</i> is an RFC 822 Message-Id header if one exists.
5301	Sender rejected during re-submit
5302	Recipient rejected during re-submit

See “[About log files](#)” on page 267.

Network Prevent for Email originated responses and codes

Network Prevent for Email originates the following responses. Other protocol responses are expected as Network Prevent for Email relays command stream responses from the forwarding MTA to the sending MTA. [Table 12-10](#) shows the responses that occur in situations where Network Prevent must override the receiving MTA. It also shows the situations where Network Prevent generates a specific response to an event that is not relayed from downstream.

“Enhanced Status” is the RFC1893 Enhanced Status Code associated with the response.

Table 12-10 Network Prevent for Email originated responses

Code	Enhanced Status	Text	Description
250	2.0.0	Ok: Carry on.	Success code that Network Prevent for Email uses.
221	2.0.0	Service closing.	The normal connection termination code that Network Prevent for Email generates if a QUIT request is received when no forward MTA connection is active.

Table 12-10 Network Prevent for Email originated responses (*continued*)

Code	Enhanced Status	Text	Description
451	4.3.0	Error: Processing error.	This “general, transient” error response is issued when a (potentially) recoverable error condition arises. This error response is issued when a more specific error response is not available. Forward connections are sometimes closed, and their unexpected termination is occasionally a cause of a code 451, status 4.3.0. However sending connections should remain open when such a condition arises unless the sending MTA chooses to terminate.
421	4.3.0	Fatal: Processing error. Closing connection.	This “general, terminal” error response is issued when a fatal, unrecoverable error condition arises. This error results in the immediate termination of any sender or receiver connections.
421	4.4.1	Fatal: Forwarding agent unavailable.	That an attempt to connect the forward MTA was refused or otherwise failed to establish properly.
421	4.4.2	Fatal: Connection lost to forwarding agent.	Closing connection. The forwarded MTA connection is lost in a state where further conversation with the sending MTA is not possible. The loss usually occurs in the middle of message header or body buffering. The connection is terminated immediately.
451	4.4.2	Error: Connection lost to forwarding agent.	The forward MTA connection was lost in a state that may be recoverable if the connection can be re-established. The sending MTA connection is maintained unless it chooses to terminate.
421	4.4.7	Error: Request timeout exceeded.	The last command issued did not receive a response within the time window that is defined in the RequestProcessor.DefaultCommandTimeout. (The time window may be from RequestProcessor.DotCommandTimeout if the command issued was the “.”). The connection is closed immediately.

Table 12-10 Network Prevent for Email originated responses (*continued*)

Code	Enhanced Status	Text	Description
421	4.4.7	Error: Connection timeout exceeded.	The connection was idle (no commands actively awaiting response) in excess of the time window that is defined in RequestProcessor.DefaultCommandTimeout.
501	5.5.2	Fatal: Invalid transmission request.	A fatal violation of the SMTP protocol (or the constraints that are placed on it) occurred. The violation is not expected to change on a resubmitted message attempt. This message is only issued in response to a single command or data line that exceeds the boundaries that are defined in RequestProcessor.MaxLineLength.
502	5.5.1	Error: Unrecognized command.	Defined but not currently used.
550	5.7.1	User Supplied.	This combination of code and status indicates that a Blocking response rule has been engaged. The text that is returned is supplied as part of the response rule definition.

Note that a 4xx code and a 4.x.x enhanced status indicate a temporary error. In such cases the MTA can resubmit the message to the Network Prevent for Email Server. A 5xx code and a 5.x.x enhanced status indicate a permanent error. In such cases the MTA should treat the message as undeliverable.

See [“About log files”](#) on page 267.

Using Symantec Data Loss Prevention utilities

This chapter includes the following topics:

- [About the Symantec Data Loss Prevention utilities](#)
- [About Endpoint utilities](#)
- [About the Environment Check Utility](#)
- [About DBPasswordChanger](#)
- [About the sslkeytool utility and server certificates](#)
- [About using the SQL Preindexer](#)
- [About using the Remote EDM Indexer](#)

About the Symantec Data Loss Prevention utilities

Symantec provides a suite of utilities to help users accomplish those tasks that need to be done on an infrequent basis. The utilities are typically used to perform troubleshooting and maintenance tasks. They are also used to prepare data and files for use with the Symantec Data Loss Prevention software.

The Symantec Data Loss Prevention utilities are provided for both Windows and Linux operating systems. You use the command line to run the utilities on both operating systems. The utilities operate in a similar manner regardless of operating system.

[Table 13-1](#) describes how and when to use each utility.

Table 13-1 Symantec Data Loss Prevention utilities

Name	Description
Environment Check Utility	<p>Audits the environment of a Symantec Data Loss Prevention server system and gathers information into a ZIP file. Symantec Support can use the ZIP file to troubleshoot problems.</p> <p>See “About the Environment Check Utility” on page 302.</p>
DBPasswordChanger	<p>Changes the encrypted password that the Enforce Server uses to connect to the Oracle database.</p> <p>See “About DBPasswordChanger” on page 304.</p>
sslkeytool	<p>Generates custom authentication keys to improve the security of the data that is transmitted between the Enforce Server and detection servers. The custom authentication keys must be copied to each Symantec Data Loss Prevention server.</p> <p>See “About the sslkeytool utility and server certificates” on page 306.</p>
SQL Preindexer	<p>Indexes an SQL database or runs an SQL query on specific data tables within the database. This utility is designed to pipe its output directly to the Remote EDM Indexer utility.</p> <p>See “About using the SQL Preindexer” on page 311.</p>

Table 13-1 Symantec Data Loss Prevention utilities (*continued*)

Name	Description
Remote EDM Indexer	<p>Converts a comma-separated or tab-delimited data file into an exact data matching index. The utility can be run on a remote machine to provide the same indexing functionality that is available locally on the Enforce Server.</p> <p>This utility is often used with the SQL Preindexer. The SQL Preindexer can run an SQL query and pass the resulting data directly to the Remote EDM Indexer to create an EDM index.</p> <p>See “About using the Remote EDM Indexer” on page 314.</p>

About Endpoint utilities

[Table 13-2](#) describes those utilities that apply to the Endpoint products.

See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

See [“About Endpoint tools”](#) on page 1405.

Table 13-2 Endpoint utilities

Name	Description
endpointkeytool	The endpointkeytool utility creates a new authentication key that is used to encrypt communication between the Endpoint Server and the Symantec DLP Agent. The new authentication key replaces the hard-coded AES key. Use endpointkeytool to generate a new authentication key before installing the Symantec DLP Agent on endpoint computers.
Service_Shutdown.exe	This utility enables an administrator to turn off both the agent and the watchdog services on an endpoint computer. (As a tamper-proofing measure, it is not possible for a user to stop either the agent or the watchdog service.)

Table 13-2 Endpoint utilities (continued)

Name	Description
vontu_sqlite3.exe	This utility provides an SQL interface that enables you to view or modify the encrypted database files that the Symantec DLP Agent uses. Use this tool when you want to investigate or make changes to the Symantec Data Loss Prevention files.
logdump.exe	This tool lets you view the Symantec DLP Agent extended log files, which are hidden for security reasons.

About the Environment Check Utility

The Environment Check Utility (ECU) validates the environment in which Symantec Data Loss Prevention servers operate. The ECU is a troubleshooting tool that is installed with the Enforce Server and detection servers. In most cases information is collected from both the Enforce Server and its detection servers. Certain checks are performed only when you run the utility on the Enforce Server. See [Table 13-3](#) for a description of which tasks are performed on Enforce Servers and detection servers.

Table 13-3 Environment Check Utility tasks

Task	Server Type
<ul style="list-style-type: none">■ Checks and displays the Windows or Linux operating system version.■ Verifies that required Symantec Data Loss Prevention services are running.■ Displays the full Symantec Data Loss Prevention version number.■ Checks the host configuration file and writes the configuration to a log file.	Enforce Server or detection server

Table 13-3 Environment Check Utility tasks (*continued*)

Task	Server Type
<ul style="list-style-type: none">■ Checks for the existence of the System Account user that was created during the Enforce Server installation.■ Checks the stored settings for each registered detection server and writes the information to the /SymantecDLP/Protect/ECU/eculogs/monitorSettings directory.■ Checks the Oracle database by exercising the Symantec Data Loss Prevention Notification and Lock Manager services.■ Checks the network connection from the Enforce Server to each registered detection server.	Enforce Server

If you experience problems with your installation, Symantec Support may ask you to run this utility to collect information about the system environment.

Running the Environment Check Utility on Windows

If the default installation directory was used, the Environment Check Utility is located in the `c:\SymantecDLP\Protect\ECU` directory.

To run the ECU on Windows

- 1 From the Windows Start menu, select **Run** and type `cmd` in the resulting **Run** dialog box to open a command prompt window.
- 2 Go to the ECU folder (`c:\SymantecDLP\Protect\ECU` if you installed in the default location).
- 3 Execute the utility:

```
EnvironmentCheckUtility.exe
```

See [“About Environment Check Utility output”](#) on page 304.

Running the Environment Check Utility on Linux

If the default installation directory was used, the Environment Check Utility is located in the `/opt/SymantecDLP/Protect/ECU` directory.

To run the ECU on Linux

- 1 Log on as the `protect` user by typing:

```
su protect
```

- 2 Go to the ECU directory. If you used the defaults during installation, type:

```
cd /opt/SymantecDLP/Protect/ECU
```

- 3 Execute the utility:

```
./EnvironmentCheckUtility
```

See [“About Environment Check Utility output”](#) on page 304.

About Environment Check Utility output

When you run the Environment Check Utility, it generates an `eculogs.zip` file in the `ECU` subdirectory. This ZIP file contains several files with system information. If the utility runs on the Enforce Server computer, it also generates a subdirectory named `eculogs\monitorSettings` that contains information about each registered detection server.

The output files stored in `eculogs.zip` are as follows:

- `ECUoutput.txt` contains the test results (pass or fail) and possible reasons for the test failures.
- `ecu_error_log.txt` records any errors that occurred during the tests that the utility ran.
- `ecu_HostFileLog.txt` contains a dump of the contents of the host file.
- `server_nameSettings.txt` files record the settings of registered detection servers. These files, and `eculogs/monitorSettings` directory are generated only on the Enforce Server computer.

After the `eculogs.zip` file is created, send it to Symantec Support for further analysis.

See [“About log files”](#) on page 267.

About DBPasswordChanger

Symantec Data Loss Prevention stores encrypted passwords to the Oracle database in a file that is called `DatabasePassword.properties`, located in

c:\SymantecDLP\Protect\config (Windows)

or /opt/SymantecDLP/Protect/config (Linux). Because the contents of the file are encrypted, you cannot directly modify the file. The DBPasswordChanger utility changes the stored Oracle database passwords that the Enforce Server uses.

Before you can use DBPasswordChanger to change the password to the Oracle database you must:

- Shut down the Enforce Server.
- Change the Oracle database password using Oracle utilities.

See [“Example of using DBPasswordChanger”](#) on page 305.

DBPasswordChanger syntax

The DBPasswordChanger utility uses the following syntax:

```
DBPasswordChanger password_file new_oracle_password
```

All command-line parameters are required. The following table describes each command-line parameter.

See [“Example of using DBPasswordChanger”](#) on page 305.

Table 13-4 DBPasswordChanger command-line parameters

Parameter	Description
<i>password_file</i>	Specifies the file that contains the encrypted password. By default, this file is named <code>ProtectPassword.properties</code> and is stored in <code>\SymantecDLP\Protect\config</code> (Windows) or <code>/opt/SymantecDLP/Protect/config</code> (Linux).
<i>new_oracle_password</i>	Specifies the new Oracle password to encrypt and store.

Example of using DBPasswordChanger

If Symantec Data Loss Prevention was installed in the default location, then the DBPasswordChanger utility is located at `c:\Vontu\Protect\bin` (Windows) or `/opt/Vontu/Protect/bin` (Linux). You must be an Administrator (or root) to run DBPasswordChanger.

For example, type:


```
DBPasswordChanger \Vontu\Protect\bin\DatabasePassword.properties  
protect_oracle
```

See [“DBPasswordChanger syntax”](#) on page 305.

About the **sslkeytool** utility and server certificates

Symantec Data Loss Prevention uses Secure Socket Layer/Transport Layer Security (SSL/TLS) to encrypt all data that is transmitted between servers. Symantec Data Loss Prevention also uses the SSL/TLS protocol for mutual authentication between servers. Servers implement authentication by the mandatory use of client and server-side certificates. By default, connections between servers use a single, self-signed certificate that is embedded securely inside the Symantec Data Loss Prevention software. All Symantec Data Loss Prevention installations at all customer sites use this same certificate.

Symantec recommends that you replace the default certificate with unique, self-signed certificates for your organization’s installation. You store a certificate on the Enforce Server, and on each detection server that communicates with the Enforce Server. These certificates are generated with the **sslkeytool** utility.

Note: If you install a Network Prevent detection server in a hosted environment, you must generate unique certificates for your Symantec Data Loss Prevention servers. You cannot use the built-in certificate to communicate with a hosted Network Prevent server.

Note: Symantec recommends that you create dedicated certificates for communication with your Symantec Data Loss Prevention servers. When you configure the Enforce Server to use a generated certificate, all detection servers in your installation must also use generated certificates. You cannot use the built-in certificate with some detection servers and the built-in certificate with other servers.

See [“About **sslkeytool** command line options”](#) on page 307.

See [“Using **sslkeytool** to generate new Enforce and detection server certificates”](#) on page 308.

See [“Using **sslkeytool** to add new detection server certificates”](#) on page 310.

About `sslkeytool` command line options

`sslkeytool` is a command-line utility that generates a unique pair of SSL certificates (keystore files). `sslkeytool` is located in the `\SymantecDLP\Protect\bin` directory (Windows) or `/opt/SymantecDLP/Protect/bin` directory (Linux). It must run under the Symantec Data Loss Prevention operating system user account which, by default, is “protect.” Also, you must run `sslkeytool` directly on the Enforce Server computer.

The following command forms and options are available for `sslkeytool`:

- `-genkey [-dir=directory -alias=aliasFile]`
Generates two unique certificates (keystore files) by default: one for the Enforce Server and one for other detection servers. The optional `-dir` argument specifies the directory where the keystore files are placed. The optional `-alias` argument generates additional keystore files for each alias specified in the *aliasFile*. You can use the alias file to generate unique certificates for each detection server in your system (rather than using a same certificate on each detection server). Use this command form the first time you generate unique certificates for your Symantec Data Loss Prevention installation.
- `-list=file`
Lists the content of the specified keystore file.
- `-alias=aliasFile -enforce=enforceKeystoreFile [-dir=directory]`
Generates multiple certificate files for detection servers using the aliases you define in *aliasFile*. You must specify an existing Enforce Server keystore file to use when generating the new detection server keystore files. The optional `-dir` argument specifies the directory where the keystore files are placed. If you specify the `-dir` argument, you must also place the Enforce Server keystore file in the specified directory. Use this command form to add new detection server certificates to an existing Symantec Data Loss Prevention installation.

For example, the command `sslkeytool -genkey` generates two files:

- `enforce.timestamp.sslKeyStore`
- `monitor.timestamp.sslKeyStore`

Unless you specified a different directory with the `-dir` argument, these two keystore files are created in the `bin` directory where the `sslkeytool` utility resides.

See [“About the `sslkeytool` utility and server certificates”](#) on page 306.

See [“Using `sslkeytool` to generate new Enforce and detection server certificates”](#) on page 308.

See [“Using `sslkeytool` to add new detection server certificates”](#) on page 310.

Using `sslkeytool` to generate new Enforce and detection server certificates

After installing Symantec Data Loss Prevention, use the `-genkey` argument with `sslkeytool` to generate new certificates for the Enforce Server and detection servers. Symantec recommends that you replace the default certificate used to secure communication between servers with unique, self-signed certificates. The `-genkey` argument automatically generates two certificate files. You store one certificate on the Enforce Server, and the second certificate on each detection server. The optional `-alias` command lets you generate a unique certificate file for each detection server in your system. To use the `-alias` you must first create an alias file that lists the name of each alias create.

To generate unique certificates for Symantec Data Loss Prevention servers

- 1 Log on to the Enforce Server computer using the "protect" user account you created during Symantec Data Loss Prevention installation.
- 2 From a command window, go to the `c:\SymantecDLP\Protect\bin` directory where the `sslkeytool` utility is stored.
- 3 If you want to create a dedicated certificate file for each detection server, first create a text file to list the alias names you want to create. Place each alias on a separate line. For example:

```
net_monitor01
protect01
endpoint01
smtp_prevent01
web_prevent01
classification01
```

Note: The `-genkey` argument automatically creates certificates for the "enforce" and "monitor" aliases. Do not add these aliases to your custom alias file.

- 4 Run the `sslkeytool` utility with the `-genkey` argument and optional `-dir` argument to specify the output directory. If you created a custom alias file, also specify the optional `-alias` argument, as in this example:

```
sslkeytool -genkey -alias=.\aliases.txt -dir=.\generated_keys
```

This generates new certificates (keystore files) in the specified directory. Two files are automatically generated with the `-genkey` argument:

- `enforce.timestamp.sslKeyStore`

- `monitor.timestamp.sslKeyStore`

`sslkeytool` also generates individual files for any aliases that are defined in the alias file. For example:

- `net_monitor01.timestamp.sslKeyStore`

- `protect01.timestamp.sslKeyStore`

- `endpoint01.timestamp.sslKeyStore`

- `smtp_prevent01.timestamp.sslKeyStore`

- `web_prevent01.timestamp.sslKeyStore`

- `classification01.timestamp.sslKeyStore`

- 5 Copy the certificate file whose name begins with `enforce` to the `c:\SymantecDLP\Protect\keystore` directory on the Enforce Server.
- 6 If you want to use the same certificate file with all detection servers, copy the certificate file whose name begins with `monitor` to the `c:\SymantecDLP\Protect\keystore` directory of each detection server in your system.

If you generated a unique certificate file for each detection server in your system, copy the appropriate certificate file to the `keystore` directory on each detection server computer.
- 7 Delete or secure any additional copies of the certificate files to prevent unauthorized access to the generated keys.
- 8 Restart the Vontu Monitor Controller service on the Enforce Server and the Vontu Monitor service on the detection servers.

When you install a Symantec Data Loss Prevention server, the installation program creates a default keystore in the `keystore` directory. When you copy a generated certificate file into this directory, the generated file overrides the default certificate. If you later remove the certificate file from the keystore directory, Symantec Data Loss Prevention reverts to the default keystore file embedded within the application. This behavior ensures that data traffic is always protected. Note, however, that you cannot use the built-in certificate with certain servers and a generated certificate with other servers. All servers in the Symantec Data Loss Prevention system must use either the built-in certificate or a custom certificate.

Note: If more than one keystore file is placed in the keystore directory, the server does not start.

See [“Using `sslkeytool` to add new detection server certificates”](#) on page 310.

See [“About `sslkeytool` command line options”](#) on page 307.

See [“About the `sslkeytool` utility and server certificates”](#) on page 306.

Using `sslkeytool` to add new detection server certificates

Use `sslkeytool` with the `-alias` argument to generate new certificate files for an existing Symantec Data Loss Prevention deployment. When you use this command form, you must provide the current Enforce Server keystore file, so that `sslkeytool` can embed the Enforce Server certificate in the new detection server certificate files that you generate.

To generate new detection server certificates

- 1 Log on to the Enforce Server computer using the "protect" user account that you created during Symantec Data Loss Prevention installation.
- 2 From a command window, go to the `c:\SymantecDLP\Protect\bin` directory where the `sslkeytool` utility is stored.
- 3 Create a directory in which you will store the new detection server certificate files. For example:

```
mkdir new_certificates
```

- 4 Copy the Enforce Server certificate file to the new directory. For example:
- 5 Create a text file that lists the new server alias names that you want to create. Place each alias on a separate line. For example:

```
endpoint02  
smtp_prevent02
```

- 6 Run the `sslkeytool` utility with the `-alias` argument and `-dir` argument to specify the output directory. Also specify the name of the Enforce Server certificate file that you copied into the certificate directory. For example:

This generates a new certificate file for each alias, and stores the new files in the specified directory. Each certificate file also includes the Enforce Server certificate from the Enforce keystore that you specify.

- 7 Copy each new certificate file to the `c:\SymantecDLP\Protect\keystore` directory on the appropriate detection server computer.

- 8 Delete or secure any additional copies of the certificate files to prevent unauthorized access to the generated keys.
- 9 Restart the Vontu Monitor service on each detection server to use the new certificate file.

Verifying server certificate usage

Symantec Data Loss Prevention uses system events to indicate whether servers are using the built-in certificate or user-generated certificates to secure communication. If servers use the default, built-in certificate, Symantec Data Loss Prevention generates a warning event. If servers use generated certificates, Symantec Data Loss Prevention generates an info event.

Symantec recommends that you use generated certificates, rather than the built-in certificate, for added security.

If you install Network Prevent to a hosted environment, you cannot use the built-in certificate and you must generate and use unique certificates for the Enforce Server and detection servers.

To determine the type of certificates that Symantec Data Loss Prevention uses

- 1 Start the Enforce Server or restart the Vontu Monitor Controller service on the Enforce Server computer.
- 2 Start each detection server or restart the Vontu Monitor service on each detection server computer.
- 3 Log in to the Enforce Server administration console.
- 4 Select **System > Servers > Alerts**.
- 5 Check the list of alerts to determine the type certificates that Symantec Data Loss Prevention servers use:
 - If servers use the built-in certificate, the Enforce Server shows a warning event with code 2709: Using built-in certificate.
 - If servers use unique, generated certificates, the Enforce Server shows an info event with code 2710: Using user generated certificate.

About using the SQL Preindexer

This chapter describes how to use the SQL Preindexer. The SQL Preindexer utility is always used with the Remote EDM Indexer utility. It is installed in the `\Vontu\Protect\bin` directory during installation of the Remote EDM Indexer. The SQL Preindexer utility generates an index directly from an SQL database. It processes the database query and then pipes it to the Remote EDM Indexer utility.

Read the chapter about the Remote EDM Indexer in this guide before running the SQL Preindexer.

See [“About using the Remote EDM Indexer”](#) on page 314.

The SQL Preindexer runs from the command line. If you are on Linux, change users to the “protect” user before running the SQL Preindexer. (The installation program creates the “protect” user.) The SQL Preindexer only supports Oracle databases.

An example of a command to run the SQL Preindexer follows. The SQL Preindexer runs an SQL query to capture the name and the salary data from the employee data table in the Oracle database. This example shows how to pipe the output of the SQL query to the Remote EDM Indexer. The Remote EDM Indexer indexes the results using the `ExportEDMProfile.edm` profile. The generated index files are stored in the `EDMIndexDirectory` folder.

```
SqlPreindexer -alias=@//myhost:1521/orcl -username=scott -password=tiger -query="SELECT
name, salary FROM employee" | RemoteEDMIndexer -profile=C:\ExportEDMProfile.edm
-result=C:\EDMIndexDirectory\
```

Because you pipe the output from the SQL Preindexer to the Remote EDM Indexer, review the section about Remote EDM Indexer command functions and options.

See [Table 13-2](#) on page 301.

SQL Preindexer command function and options

The SQL Preindexer requires the `-alias` option and the `-username` option. All of the command options for the SQL Preindexer are described in the following table. If you omit the `-query` option, the utility indexes the entire database.

The SQL Preindexer command has the following options:

<code>-alias</code>	<p>Specifies the database alias used to connect to the database in the following format: <code>@//localhost:port/sid</code></p> <p>For example: <code>@//myhost:1521/orcl</code></p> <p>This option is required.</p>
<code>-driver</code>	<p>Specifies the JDBC driver class (for example, <code>oracle.jdbc.driver.OracleDriver</code>).</p>
<code>-encoding</code>	<p>Specifies the character encoding of the data to index. The default is <code>iso-8859-1</code>, but data with non-English characters should use <code>UTF-8</code> or <code>UTF-16</code>.</p>

<code>-password</code>	Specifies the password to the database. If this option is not specified, the password is read from stdin.
<code>-query</code>	Specifies the SQL query to run.
<code>-query_path</code>	Specifies the file path that contains an SQL query to run. This option can be used as an alternative to <code>-query</code> when the query is a long SQL statement.
<code>-separator</code>	Specifies whether the output column separator is a comma, pipe, or tab. The default separator is a tab. To specify a comma separator or pipe separator, enclose the character in quotation marks as in <code>","</code> or <code>" "</code> .
<code>-subprotocol</code>	Specifies the JDBC connect string subprotocol (for example, <code>oracle:thin</code>).
<code>-username</code>	Specifies the name of the database user. This option is required.
<code>-verbose</code>	Displays a statistical summation of the indexing operation when the index is complete.

See [“Troubleshooting preindexing errors”](#) on page 313.

Troubleshooting preindexing errors

You may encounter errors when you index large amounts of data. Often the set of data contains a data record that is incomplete, inconsistent, or inaccurate. Data rows that contain more columns than expected or incorrect column data types often cannot be properly indexed and are unrecognized.

The SQL Preindexer can be configured to provide a summary of information about the indexing operation when it completes. To do so, specify the verbose option when running the SQL Preindexer.

To see the rows of data that the Remote EDM Indexer did not index, adjust the configuration in the `Indexer.properties` file using the following procedure.

To record those data rows that were not indexed

- 1 Locate the `Indexer.properties` file at
`\SymantecDLP\Protect\config\Indexer.properties` (Windows) or
`/SymantecDLP/Protect/config/Indexer.properties` (Linux).
- 2 Open the file in a text editor.

- 3 Locate the `create_error_file` property and change the “false” setting to “true.”
- 4 Save and close the `Indexer.properties` file.

The Remote EDM Indexer logs errors in a file with the same name as the data file being indexed and the `.err` suffix.

The rows of data that are listed in the error file are not encrypted. Safeguard the error file to minimize any security risk from data exposure.

See [“About using the SQL Preindexer”](#) on page 311.

About using the Remote EDM Indexer

The Remote EDM Indexer is a utility that converts a comma-separated value, or tab-delimited, data file to an Exact Data Matching index. The utility is similar to the local EDM Indexer used by the Enforce Server. However, the Remote EDM Indexer is designed for use on a computer that is not part of the Symantec Data Loss Prevention server configuration.

Using the Remote EDM Indexer to index a data source on a remote machine has the following advantages over using the EDM Indexer on the Enforce Server:

- It enables the owner of the data, rather than the Symantec Data Loss Prevention administrator, to index the data.
- It shifts the system load that is required for indexing onto another computer. The CPU and RAM on the Enforce Server is reserved for other tasks.

The SQL Preindexer is often used with the Remote EDM Indexer. The SQL Preindexer is used to run SQL queries against Oracle databases and pass the resulting data to the Remote EDM Indexer.

Note: The SQL Preindexer is only supported for Oracle databases.

See [“About using the SQL Preindexer”](#) on page 311.

See [“Using the Remote EDM Indexer”](#) on page 315.

See [“About the Exact Data Profile”](#) on page 411.

System requirements for the Remote EDM Indexer

The Remote EDM Indexer runs on the Windows and Linux operating system versions that are supported for Symantec Data Loss Prevention servers.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for more information about operating system requirements.

The RAM requirements for the Remote EDM Indexer vary according to the size of the data files being indexed. Data files with less than a million rows of records can be indexed from an average desktop computer. Data files that exceed a million rows of records should run on a computer with at least 4 gigabytes of dedicated RAM. The length of time that is required for indexing data files depends upon the number of columns within the rows. More columns require more time to index.

Using the Remote EDM Indexer

This section summarizes the steps to index a data file on a remote machine and then use the index in Symantec Data Loss Prevention.

See [“About the Exact Data Profile”](#) on page 411.

Table 13-5 Steps to use the Remote EDM Indexer

Step	Action	Description
Step 1	Install the Remote EDM Indexer on a computer that is not part of the Symantec Data Loss Prevention system.	See “Installing the Remote EDM Indexer” on page 316. See “Installing from the command line (for Linux)” on page 317.
Step 2	Create an Exact Data Profile on the Enforce Server to use with the Remote EDM Indexer.	See “Creating an EDM profile for remote indexing” on page 317.
Step 3	Copy the Exact Data Profile file to the computer where the Remote EDM Indexer resides.	See “Creating an EDM profile for remote indexing” on page 317.
Step 4	Run the Remote EDM Indexer and create the index files.	See “Remote EDM Indexer command options” on page 320.
Step 5	Copy the index files from the remote machine to the Enforce Server.	See “Copying and using generated index files” on page 321.
Step 6	Load the index files into the Enforce Server.	See “Copying and using generated index files” on page 321.
Step 7	Troubleshoot any problems that occur during the indexing process.	See “Troubleshooting index jobs” on page 322.

Installing the Remote EDM Indexer

The Remote EDM Indexer is installed from the same installation program as the other Symantec Data Loss Prevention components. Copy the `ProtectInstaller_11.1.exe` file to the remote machine where the data that needs to be indexed resides. The Linux version of Symantec Data Loss Prevention has a text-based command console option in the installation program that can be used.

See [“Installing from the command line \(for Linux\)”](#) on page 317.

Note: Symantec recommends that you disable any antivirus, pop-up blocker, and registry protection software before beginning the installation process.

To navigate through the installation process:

- Click **Next** to display the next installation screen.
- Click **Back** to return to the previous installation screen.
- Click **Cancel** to terminate the installation process.

To install the Remote EDM Indexer

- 1 Go to the directory where you copied the `ProtectInstaller_11.1.exe` (Windows) or `ProtectInstaller_11.1.sh` (Linux) file.

In some circumstances, you may need to change the file permissions to access the file.

- 2 Run the installation program (either `ProtectInstaller_11.1.exe` or `ProtectInstaller_11.1.sh`).

The installer files unpack and the Welcome screen displays.

- 3 Click **Next** and then accept the Symantec Software License Agreement to continue.
- 4 Select **Indexer** from the list of components that appears and click **Next**.
- 5 On the **Select Destination Directory** screen, click **Next** to accept the default installation location (recommended). Alternately, click **Browse** to navigate to a different installation location, and then click **Next**.
- 6 For Windows, choose a Start Menu folder and then click **Next**.
- 7 The Installing screen appears and displays an installation progress bar. When you are prompted, click **Finish** to complete the installation.

See [“Uninstalling Remote Indexer on a Windows platform”](#) on page 323.

Installing from the command line (for Linux)

The following procedure describes how to install from the command line for Linux.

To install a Remote EDM Indexer

- 1 Log on as root and copy the `ProtectInstaller_11.1.sh` file to the `/tmp` directory on the computer.
- 2 Change the directory to `/tmp` by typing:

```
cd /tmp
```

- 3 You may need to change permissions on the file before you can run the file. If so, type:

```
chmod 775 ProtectInstaller_11.1.sh
```

- 4 Once the file permissions have been changed you can run the `ProtectInstaller_11.1.sh` file, by typing:

```
./ProtectInstaller_11.1.sh -i console
```

Once the console mode installation launches, the Introduction step is displayed. For most circumstances, it is recommended to use the defaults during installation whenever possible. Press **Enter** to proceed to the next step.

- 5 In the Choose Install Set step, specify the component to install. To install the Remote EDM Indexer, type the number beside the option and press **Enter**.
- 6 In the Install Folder step, type the absolute path to the directory where you want to install the files. The default location can be selected by pressing **Enter**.
- 7 In the **Pre-Installation Summary** step, review the installation configuration that you have selected. If you are satisfied with the selections, press **Enter** to begin the installation. Or, type **back** and press **Enter** until you reach the step you want to change.
- 8 When the installation completes, press **Enter** to close the installer.

See [“Uninstalling Remote Indexer on a Linux platform”](#) on page 323.

Creating an EDM profile for remote indexing

The EDM Indexer uses an Exact Data Profile when it runs to ensure that the data is correctly formatted. You must create the Exact Data Profile before you use the Remote EDM Indexer. The profile is a template that describes the columns that

are used to organize the data. The profile does not need to contain any data. After creating the profile, copy it to the computer that runs the Remote EDM Indexer.

See [“Copying and using generated index files”](#) on page 321.

See [“About the Exact Data Profile”](#) on page 411.

To create an EDM profile for remote indexing

- 1 From the Enforce Server administration console, navigate to the **Manage > Data Profiles > Exact Data** screen.
- 2 Click **Add Exact Data Profile**.
- 3 In the **Name** field, enter a name for the profile.
- 4 In the **Data Source** field, select **Use This File Name**, and enter the name of the index file to create.
- 5 In the **Number of Columns** text box, specify the number of columns in the data source to be indexed.
- 6 If the first row of the data source contains the column names, select the option **Read first row as column names**.
- 7 In the **Error Threshold** text box, enter the maximum percentage of rows that can contain errors.

If, during indexing of the data source, the number of rows with errors exceeds the percentage that you specify here, the indexing operation fails.

- 8 In the **Column Separator Char** field, select the type of character that is used in your data source to separate the columns of data.
- 9 In the **File Encoding** field, select the character encoding that is used in your data source.

If Latin characters are used, select the ISO-8859-1 option. For East Asian languages, use either the UTF-8 or UTF-16 options.

- 10 Click **Next** to map the column headings from the data source to the profile.

- 11 In the **Field Mappings** section, map the **Data Source Field** to the **System Field** for each column by selecting the column name from the **System Field** drop-down list.

The **Data Source Field** lists the number of columns you specified at the previous screen. The **System Field** contains a list of standard column headings. If any of the column headings in your data source match the choices available in the **System Field** list, map each accordingly. Be sure that you match the selection in the **System Field** column to its corresponding numbered column in the **Data Source Field**.

For example, for a data source that you have specified in the profile as having three columns, the mapping configuration may be:

Data Source Field	System Field
Col 1	First Name
Col 2	Last Name
Col 3	Social Security Number

- 12 If a **Data Source Field** does not map to a heading value in the options available from the **System Field** column, click the **Advanced View** link.

In the **Advanced View** the system displays a **Custom Name** column beside the **System Field** column.

Enter the correct column name in the text box that corresponds to the appropriate column in the data source.

Optionally, you can specify the data type for the **Custom Name** you entered by selecting the data type from the **Type** drop-down list. These data types are system-defined. Click the **description** link beside the **Type** name for details on each system-defined data type.

- 13 If you intend to use the Exact Data Profile to implement a policy template that contains one or more EDM rules, you can validate your profile mappings for the template. To do this, select the template from the **Check mappings against policy template** drop-down list and click **Check now**. The system indicates any unmapped fields that the template requires.
- 14 Do not select any **Indexing** option available at this screen, since you intend to index remotely.

- 15 Click **Finish** to complete the profile creation process.
- 16 Once you have finished the configuration of the Exact Data Profile, click the **download profile** link at the **Manage > Data Profiles > Exact Data** screen.

The system prompts you to save the EDM profile as a file. The file extension is *.edm. Save the file to the remote machine where you intend to run the Remote EDM Indexer utility.

Remote EDM Indexer command options

The Indexer runs from the command line. If you are on Linux, change users to the “protect” user before running the Indexer. (The installation program creates the “protect” user.)

The `data`, `profile`, and `result` options are required with the Remote EDM Indexer. However, if the `data` option is not specified, the utility reads stdin by default. Often the data is piped from the SQL Preindexer utility.

Table 13-6 describes the command options for the Remote EDM Indexer.

Table 13-6 Remote EDM Indexer options

Option	Description
-data	Specifies the file with the data to be indexed. If this option is not specified, the utility reads data from stdin.
-encoding	Specifies the character encoding of the data to index. The default is ISO-8859-1, but data with non-English characters should use UTF-8 or UTF-16. Optional.
-ignore_date	Overrides the expiration date of the Exact Data Profile if the profile has expired. (By default, an Exact Data Profile expires after 30 days.) Optional.
-profile	Specifies the Exact Data Profile to be used. (This profile is the one that is selected by clicking the “download link” on the Exact Data screen in the Enforce Server management console.) Required.
-result	Specifies the directory where the index files are generated. Required.

Table 13-6 Remote EDM Indexer options (*continued*)

Option	Description
<code>-verbose</code>	Displays a statistical summation of the indexing operation when the index is complete. Optional.

For example, to specify the profile file named `ExportEDMProfile.edm` and place the generated indexes in the `EDMIndexDirectory` directory, type:

```
RemoteEDMIndexer -profile=C:\ExportEDMProfile.edm  
-result=C:\EDMIndexDirectory\
```

When the indexing process completes, the Remote EDM Indexer generates several files in the specified result directory. These files are named after the data file that was indexed, with one file having the `.pdx` extension and another file with the `.rdx` extension. Note that indexing a large data file may generate multiple `.rdx` files with numbered extensions. For example: `my_edm.rdx.1`, `my_edm.rdx.2` and so forth.

Copying and using generated index files

After you create the index files on a remote machine, the files must be copied to the Enforce Server and loaded.

To copy and load the files on the Enforce Server

- 1 Go to the directory where the index files were generated. (This directory is the one specified in the `result` option.)
- 2 Copy all of the index files with `.pdx` and `.rdx` extensions to the index directory on the Enforce Server. This directory is located at `\SymantecDLP\Protect\Index (Windows)` or `/var/SyantecDLP/index (Linux)`.
- 3 From the Enforce Server administration console, navigate to the **Manage > Policies > Exact Data** screen. This screen lists all the Exact Data Profiles in the system.
- 4 Click the name of the Exact Data Profile you used with the Remote EDM Indexer.
- 5 To load the new index files, go to the Data Source section of the Exact Data Profile and select **Load Externally Generated Index**.

- 6 In the Indexing section, select **Submit Indexing Job on Save**.
- 7 Click **Save**.

Consider scheduling a job on the remote machine to run the Remote EDM Indexer on a regular basis. The job should also copy the generated files to the index directory on the Enforce Server. You can then schedule loading the updated index files on the Enforce Server from the profile by selecting **Load Externally Generated Index** and **Submit Indexing Job on Schedule** and configuring an indexing schedule.

See [“Creating an EDM profile for remote indexing”](#) on page 317.

Troubleshooting index jobs

You may encounter errors when you index large amounts of data. Often the set of data contains a data record that is incomplete, inconsistent, or incorrectly formatted. Data rows that contain more columns than expected or incorrect data types often cannot be properly indexed and are unrecognized during indexing. The rows of data with errors cannot be indexed until those errors are corrected and the Remote EDM Indexer rerun. Symantec provides a couple of ways to get information about any errors and the ultimate success of the indexing operation.

The Remote EDM Indexer generally displays a message that indicates whether the indexing operation was successful or not. The result depends on the error threshold that you specify in the profile. Any error percentage under the threshold completes successfully. More detailed information about the indexing operation is available with the verbose option.

Specifying the verbose option when running the Remote EDM Indexer provides a statistical summary of information about the indexing operation after it completes. This information includes the number of errors and where the errors occurred.

See [“Remote EDM Indexer command options”](#) on page 320.

To see the actual rows of data that the Remote EDM Indexer failed to index, modify the `Indexer.properties` file.

To modify the `Indexer.properties` file

- 1 Locate the `Indexer.properties` file at
`\SymantecDLP\Protect\config\Indexer.properties` (Windows) or
`/opt/SymantecDLP/Protect/config/Indexer.properties` (Linux).
- 2 To edit the file, open it in a text editor.

- 3 Locate the `create_error_file` property parameter and change the “false” value to “true.”
- 4 Save and close the `Indexer.properties` file.

The Remote EDM Indexer logs errors in a file with the same name as the indexed data file and with an `.err` extension. This error file is created in the logs directory.

The rows of data that are listed in the error file are not encrypted. Encrypt the error file to minimize any security risk from data exposure.

Uninstalling Remote Indexer on a Windows platform

The files to uninstall the Remote EDM Indexer are located in the root level of the Symantec Data Loss Prevention installation directory. Follow this procedure to uninstall the utility on Windows.

To uninstall Remote EDM Indexer from a Windows system

- 1 On the computer where the Indexer is installed, locate and run (double-click) the `\Vontu\uninstall.exe` program.

The uninstallation program begins and the Uninstall screen is displayed.

- 2 Click **Next**. When the uninstallation process is complete, the Uninstall Complete screen is displayed.
- 3 Click **Finish** to close the program.

See [“About using the Remote EDM Indexer”](#) on page 314.

Uninstalling Remote Indexer on a Linux platform

The files to uninstall the Remote EDM Indexer are located in the root level of the Symantec Data Loss Prevention installation directory. Follow this procedure to uninstall the utility on Linux.

To remove a Remote EDM Indexer from the command line

- 1 Log on as root and change to the Uninstall directory by typing:

```
cd /opt/Vontu/Uninstall
```

- 2 Run the Uninstall program by typing:

```
./Uninstall -i console
```

- 3 Follow any on-screen instructions.

See [“About using the Remote EDM Indexer”](#) on page 314.

Authoring policies

- [Chapter 14. Introduction to policies](#)
- [Chapter 15. Overview of policy detection](#)
- [Chapter 16. Creating policies from templates](#)
- [Chapter 17. Configuring policies](#)
- [Chapter 18. Administering policies](#)
- [Chapter 19. General policy authoring considerations](#)
- [Chapter 20. Detecting content using Exact Data Matching \(EDM\)](#)
- [Chapter 21. Detecting content using Indexed Document Matching \(IDM\)](#)
- [Chapter 22. Detecting content using Vector Machine Learning \(VML\)](#)
- [Chapter 23. Detecting content using Data Identifiers](#)
- [Chapter 24. Detecting content using keyword matching](#)
- [Chapter 25. Detecting content using regular expressions](#)
- [Chapter 26. Detecting file properties](#)
- [Chapter 27. Detecting network and mobile incidents](#)
- [Chapter 28. Detecting endpoint events](#)

- [Chapter 29. Detecting described identities](#)
- [Chapter 30. Detecting synchronized identities](#)
- [Chapter 31. Detecting profiled identities](#)
- [Chapter 32. Detecting international content](#)
- [Chapter 33. Detecting document metadata](#)
- [Chapter 34. Detecting email for data classification services](#)
- [Chapter 35. File formats](#)
- [Chapter 36. Data identifiers](#)
- [Chapter 37. Policy templates](#)

Introduction to policies

This chapter includes the following topics:

- [About Data Loss Prevention policies](#)
- [Policy components](#)
- [Policy templates](#)
- [Solution packs](#)
- [Policy groups](#)
- [Policy deployment](#)
- [Policy severity](#)
- [Policy authoring privileges](#)
- [Data Profiles](#)
- [User Groups](#)
- [Policy import and export](#)
- [Workflow for implementing policies](#)

About Data Loss Prevention policies

You implement policies to detect and prevent data loss. A Symantec Data Loss Prevention policy combines detection rules and response actions. If a policy rule is violated, the system generates an incident that you can report and act on. The policy rules you implement are based on your information security objectives. The actions you take in response to policy violations are based on your compliance requirements. The Enforce Server administration console provides an intuitive, centralized, Web-based interface for authoring policies.

See [“Workflow for implementing policies”](#) on page 337.

Table 14-1 describes the policy authoring features provided by Symantec Data Loss Prevention.

Table 14-1 Policy authoring features

Feature	Description
Intuitive policy building	<p>The policy builder interface supports Boolean logic for detection configuration.</p> <p>You can combine different detection methods and technologies in a single policy.</p> <p>See “Detecting data loss” on page 339.</p> <p>See “About policy authoring considerations” on page 399.</p>
Decoupled response rules	<p>The system stores response rules and policies as separate entities.</p> <p>You can manage and update response rules without having to change policies; you can reuse response rules across policies.</p> <p>See “About response rules” on page 802.</p>
Fine-grained policy reporting	<p>The system provides severity levels for policy violations.</p> <p>You can report the overall severity of a policy violation by the highest severity.</p> <p>See “Policy severity” on page 333.</p>
Centralized data and group profiling	<p>The system stores data and group profiles separate from policies.</p> <p>This separation enables you to manage and update profiles without changing policies.</p> <p>See “Data Profiles” on page 335.</p> <p>See “User Groups” on page 336.</p>
Template-based policy detection	<p>The system provides 65 pre-built policy templates.</p> <p>You can use these templates to quickly configure and deploy policies.</p> <p>See “Policy templates” on page 330.</p>
Policy sharing	<p>The system supports policy template import and export.</p> <p>You can share policy templates across environments and systems.</p> <p>See “Policy import and export” on page 336.</p>
Role-based access control	<p>The system provides role-based access control for various user and administrative functions.</p> <p>You can create roles for policy authoring, policy administration, and response rule authoring.</p> <p>See “Policy authoring privileges” on page 334.</p>

Policy components

A valid policy has at least one detection or group rule with at least one match condition. Response rules are optional policy components.

[Policy components](#) describes Data Loss Prevention policy components.

Table 14-2 Policy components

Component	Use	Description
Policy group	Required	A policy must be assigned to a single Policy Group. See “Policy groups” on page 331.
Policy name	Required	The policy name must be unique within the Policy Group See “Manage and add policies” on page 389.
Policy rule	Required	A valid policy must contain at least one rule that declares at least one match condition. See “Policy matching conditions” on page 343.
Data Profile	May be required	A policy requires a Data Profile if a detection method in the policy requires it. Exact Data Matching (EDM), Indexed Document Matching (IDM), and Vector Machine Learning (VML) rules require a Data Profile. See “Data Profiles” on page 335.
User group	May be required	A policy requires a User Group only if a group method in the policy requires it. Synchronized DGM rules and exceptions require a User Group. See “User Groups” on page 336.
Policy description	Optional	A policy description helps users identify the purpose of the policy. See “Configuring policies” on page 370.
Response Rule	Optional	A policy can implement one or more response rules to report and remediate incidents. See “About response rules” on page 802.
Policy exception	Optional	A policy can contain one or more exceptions to exclude data from matching. See “Exception conditions” on page 350.

Table 14-2 Policy components (continued)

Component	Use	Description
Compound match conditions	Optional	A policy rule or exception can implement multiple match conditions. See “Compound conditions” on page 351.

Policy templates

Symantec Data Loss Prevention provides policy templates to help you quickly deploy detection policies in your enterprise. You can share policies across systems and environments by importing and exporting policy rules and exceptions as templates.

Using policy templates saves you time and helps you avoid errors and information gaps in your policies because the detection methods are predefined. You can edit a template to create a policy that precisely suits your needs. You can also export and import your own policy templates.

Some policy templates are based on well-known sets of regulations, such as the Payment Card Industry Security Standard, Gramm-Leach-Bliley, California SB1386, and HIPAA. Other policy templates are more generic, such as Customer Data Protection, Employee Data Protection, and Encrypted Data. Although the regulation-based templates can help address the requirements of the relevant regulations, consult with your legal counsel to verify compliance.

See “Creating a policy from a template” on page 355.

Table 14-3 describes the system-defined policy templates provided by Symantec Data Loss Prevention.

Table 14-3 System-defined policy templates

Policy template type	Description
US Regulatory Enforcement	See “US Regulatory Enforcement policy templates” on page 357.
UK and International Regulatory Enforcement	See “UK and International Regulatory Enforcement policy templates” on page 360.
Customer and Employee Data Protection	See “Customer and Employee Data Protection policy templates” on page 360.
Confidential or Classified Data Protection	See “Confidential or Classified Data Protection policy templates” on page 362.
Network Security Enforcement	See “Network Security Enforcement policy templates” on page 363.

Table 14-3 System-defined policy templates (*continued*)

Policy template type	Description
Acceptable Use Enforcement	See “Acceptable Use Enforcement policy templates” on page 363.
Imported Templates	See “Policy import and export” on page 336.
Classification for Enterprise Vault	See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .

Solution packs

Symantec Data Loss Prevention provides solution packs for several industry verticals. A solution pack contains configured policies, response rules, user roles, reports, protocols, and the incident statuses that support a particular industry or organization. For a list of available solution packs and instructions, refer to chapter 4, “Importing a solution pack” in the *Symantec Data Loss Prevention Installation Guide*. You can import one solution pack to the Enforce Server.

Once you have imported the solution pack, start by reviewing its policies. By default the solution pack activates the policies it provides.

See [“Manage and add policies”](#) on page 389.

Policy groups

You deploy policies to detection servers using policy groups. Policy groups limit the policies, incidents, and detection mechanisms that are accessible to specific users.

Each policy belongs to one policy group. When you configure a policy, you assign it to a policy group. You can change the policy group assignment, but you cannot assign a policy to more than one policy group. You deploy policy groups to one or more detection servers.

The Enforce Server is configured with a single policy group called the **Default Policy Group**. The system deploys the default policy group to all detection servers. If you define a new policy, the system assigns the policy to the default policy group, unless you create and specify a different policy group. You can change the name of the default policy group. A solution pack creates several policy groups and assigns policies to them.

After you create a policy group, you can link policies, Discover targets, and roles to the policy group. When you create a Discover target, you must associate it with a single policy group. When you associate a role with particular policy groups,

you can restrict users in that role. Policies in that policy group detect incidents and report them to users in the role that is assigned to that policy group.

The relationship between policy groups and detection servers depends on the server type. You can deploy a policy group to one or more Network Monitor, Mobile Email Monitor, Network Prevent, Mobile Prevent, or Endpoint Servers. Policy groups that you deploy to an Endpoint Server apply to any DLP Agent that is registered with that server. The Enforce Server automatically associates all policy groups with all Network Discover Servers.

For Network Monitor and Network Prevent, each policy group is assigned to one or more Network Monitor Servers, Email Prevent Servers, or Web Prevent Servers. For Mobile Prevent, each policy group is assigned to one or more Mobile Prevent for Web Servers. For Network Discover, policy groups are assigned to individual Discover targets. A single detection server may handle as many policy groups as necessary to scan its targets. For Endpoint Monitor, policy groups are assigned to the Endpoint Server and apply to all registered DLP Agents.

See [“Manage and add policy groups”](#) on page 391.

See [“Creating and modifying policy groups”](#) on page 392.

Policy deployment

You can use policy groups to organize and deploy your policies in different ways. For example, consider a situation in which your detection servers are set up across a system that spans several countries. You can use policy groups to ensure that a detection server runs only the policies that are valid for a specific location.

You can dedicate some of your detection servers to monitor internal network traffic and dedicate others to monitor network exit points. You can use policy groups to deploy less restrictive policies to servers that monitor internal traffic. At the same time, you can deploy stricter policies to servers that monitor traffic leaving your network.

You can use policy groups to organize policies and incidents by business units, departments, geographic regions, or any other organizational unit. For example, policy groups for specific departments may be appropriate where security responsibilities are distributed among various groups. In such cases, policy groups provide for role-based access control over the viewing and editing of incidents. You deploy policy groups according to the required division of access rights within your organization (for example, by business unit).

You can use policy groups for detection-server allocation, which may be more common where security departments are centralized. In these cases, you would carefully choose the detection server allocation for each role and reflect the server

name in the policy group name. For example, you might name the groups Inbound and Outbound, United States and International, or Testing and Production.

In more complex environments, you might consider some combination of the following policy groups for deploying policies:

- Sales and Marketing - US
- Sales and Marketing - Europe
- Sales and Marketing - Asia
- Sales and Marketing - Australia, New Zealand
- Human Resources - US
- Human Resources - International
- Research and Development
- Customer service

Lastly, you can use policy groups to test policies before deploying them in production, to manage legacy policies, and to import and export policy templates.

See [“Policy groups”](#) on page 331.

See [“About role-based access control”](#) on page 87.

Policy severity

When you configure a detection rule, you can select a policy severity level. You can then use response rules to take action based on a severity level. For example, you can configure a response rule to take action after a specified number of "High" severity violations.

See [“About response rule conditions”](#) on page 809.

The default severity level is set to "High," unless you change it. The default severity level applies to any condition that the detection rule matches. For example, if the default severity level is set to "High," every detection rule violation is labeled with this severity level. If you do not want to tag every violation with a specific severity, you can define the criteria by which a severity level is established. In this case the default behavior is overridden. For example, you can define the "High" severity level to be applied only after a specified number of condition matches have occurred.

See [“Defining rule severity”](#) on page 377.

In addition, you can define multiple severity levels to layer severity reporting. For example, you can set the "High" severity level after 100 matches, and the medium severity level to apply after 50 matches.

Table 14-4 Rule severity levels

Rule severity level	Description
High	If a condition match occurs, it is labeled "High" severity.
Medium	If a condition match occurs, it is labeled "Medium" severity.
Low	If a condition match occurs, it is labeled "Low" severity.
Info	If a condition match occurs, it is labeled "Info" severity.

Policy authoring privileges

Policy authors configure and manage policies and their rules and exceptions. To author policies, a user must be assigned to a role that grants the policy authoring privilege. This role can be expanded to include management of policy groups, scanning targets, and credentials.

Response rule authoring privileges are separate credentials from policy authoring and administration privileges. Whether or not policy authors have response rule authoring privileges is based on your enterprise needs.

Table 14-5 describes the typical privileges for the policy and response rule authoring roles.

Table 14-5 Policy authoring privileges

Role privilege	Description
Author Policies	Add, configure, and manage policies. Add, configure, and manage policy rules and exceptions. Import and export policy templates. Modify system-defined data identifiers and create custom data identifiers. Add, configure, and manage User Groups. Add response rules to policies (but do not create response rules). See “About role-based access control” on page 87.

Table 14-5 Policy authoring privileges (*continued*)

Role privilege	Description
Enforce Server Administration	Add, configure, and manage policy groups. Add, configure, and manage Data Profiles. See “Configuring roles” on page 95.
Author Response Rules	Add, configure, and manage response rules (but do not add them to policies). See “About response rule authoring privileges” on page 812.

Data Profiles

Data Profiles are user-defined configurations that you create to implement Exact Data Matching (EDM), Indexed Document Matching (IDM), and Vector Machine Learning (VML) policy conditions.

See [“Data Loss Prevention policy detection technologies”](#) on page 341.

[Table 14-6](#) describes the types of Data Profiles that the system supports.

Table 14-6 Types of Data Profiles

Data Profile type	Description
Exact Data Profile	An Exact Data Profile is used for Exact Data Matching (EDM) policies. The Exact Data Profile contains data that has been indexed from a structured data source, such as a database, directory server, or CSV file. The Exact Data Profile runs on the detection server. If an EDM policy is deployed to an endpoint, the DLP Agent sends the message to the detection server for evaluation (two-tier detection). See “About the Exact Data Profile” on page 411. See “About profiled Directory Group Matching (DGM)” on page 607. See “About two-tier detection for EDM on the endpoint” on page 415.
Indexed Document Profile	An Indexed Document Profile is used for Indexed Document Matching (IDM) policies. The Indexed Document Profile contains data that has been indexed from a collection of confidential documents. The Indexed Document Profile runs on the detection server. If an IDM policy is deployed to an endpoint, the DLP Agent sends the message to the detection server for evaluation (two-tier detection). See “About the Indexed Document Profile” on page 444. See “About two-tier detection for IDM on the endpoint” on page 451.

Table 14-6 Types of Data Profiles *(continued)*

Data Profile type	Description
Vector Machine Learning Profile	<p>A Vector Machine Learning Profile is used for Vector Machine Learning (VML) policies. The Vector Machine Learning Profile contains a statistical model of the features (keywords) extracted from content that you want to protect. The VML profile is loaded into memory by the detection server and DLP Agent. VML does not require two-tier detection.</p> <p>See “About the Vector Machine Learning Profile” on page 478.</p> <p>See “Implementing Vector Machine Learning (VML)” on page 481.</p>

User Groups

You define User Groups on the Enforce Server. User Groups contain user identity information that you populate by synchronizing the Enforce Server with a group directory server (Microsoft Active Directory).

You must have at least policy authoring or server administrator privileges to define User Groups. You must define the User Groups before you synchronize users.

Once you define a User Group, you populate it with users, groups, and business units from your directory server. After the user group is populated, you associate it with the User/Sender and Recipient detection rules or exceptions. The policy only applies to members of that User Group.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

See [“Configuring directory server connections”](#) on page 132.

See [“Creating or modifying a User Group”](#) on page 601.

Policy import and export

You can export and import policy templates to and from the Enforce Server. This feature lets you share policies across environments, version existing policies, and archive legacy policies.

Consider a scenario where you author and refine a policy on a test system and then export the policy as a template. You then import this policy to a production system for deployment to one or more detection servers. Or, if you want to retire a policy, you export it as a template for archiving, then remove it from the system.

See [“Importing policy templates”](#) on page 393.

See [“Exporting policy detection as a template”](#) on page 394.

A policy template is an XML file. The template contains the policy metadata, and the detection and the group rules and exceptions. If a policy template contains more than one condition that requires a Data Profile, the system imports only one of these conditions. A policy template does not include policy response rules, or modified or custom data identifiers.

Table 14-7 describes policy template components.

Table 14-7 Components included in policy templates

Policy component	Description	Included in Template
Policy metadata (name, description).	The name of the template has to be less than 60 characters or it does not appear in the Imported Templates list.	YES
Described Content Matching (DCM) rules and exceptions	If the template contains only DCM methods, it imports as exported without changes.	YES
Exact Data Matching (EDM) and Indexed Document Matching (IDM) conditions	If the template contains multiple EDM or IDM match conditions, only one is exported. If the template contains an EDM and an IDM condition, the system drops the IDM.	YES
User Group	User group methods are maintained on import only if the user groups exist on the target before import.	NO
Policy Group	Policy groups do not export. On import you can select a local policy group, otherwise the system assigns the policy to the Default Policy group.	NO
Response Rules	You must define and add response rules to policies from the local Enforce Server instance.	NO
Data Profiles	On import you must reference a locally defined Data Profile, otherwise the system drops any methods that require a Data Profile.	NO
Custom data identifiers	Modified and custom data identifiers do not export.	NO
Custom protocols	Custom protocols do not export.	NO
Policy state	Policy state (Active/Suspended) does not export.	NO

Workflow for implementing policies

Policies define the content, event context, and identities you want to detect. Policies may also define response rule actions if a policy is violated. Successful

policy creation is a process that requires careful analysis and proper configuration to achieve optimum results.

[Table 14-8](#) describes the typical workflow for implementing Data Loss Prevention policies.

Table 14-8 Policy implementation process

Action	Description
Familiarize yourself with the different types of detection technologies and methods that Symantec Data Loss Prevention provides, and considerations for authoring data loss prevention policies.	See “Detecting data loss” on page 339. See “Data Loss Prevention policy detection technologies” on page 341. See “Policy matching conditions” on page 343. See “About policy authoring considerations” on page 399.
Develop a policy detection strategy that defines the type of data you want to protect from data loss.	See “Develop a policy strategy that supports your data security objectives” on page 400.
Review the policy templates that ship with Symantec Data Loss Prevention, and any templates that you import manually or by solution pack.	See “Policy templates” on page 330. See “Solution packs” on page 331.
Create policy groups to control how your policies are accessed, edited, and deployed.	See “Policy groups” on page 331. See “Policy deployment” on page 332.
To detect exact data or content or similar unstructured data, create one or more Data Profiles.	See “Data Profiles” on page 335.
To detect exact identities from a synchronized directory server (Active Directory), configure one or more User Groups.	See “User Groups” on page 336.
Configure conditions for detection and group rules and exceptions.	See “Creating a policy from a template” on page 355.
Test and tune your policies.	See “Test and tune policies to improve match accuracy” on page 402.
Add response rules to the policy to take action when the policy is violated.	See “About response rules” on page 802.
Manage the policies in your enterprise.	See “Manage and add policies” on page 389.

Overview of policy detection

This chapter includes the following topics:

- [Detecting data loss](#)
- [Data Loss Prevention policy detection technologies](#)
- [Policy matching conditions](#)
- [Detection messages and message components](#)
- [Exception conditions](#)
- [Compound conditions](#)
- [Policy detection execution](#)
- [Two-tier detection for DLP Agents](#)

Detecting data loss

Symantec Data Loss Prevention detects data from virtually any type of message or file, any user, sender, or recipient, wherever your data or endpoints exist. You can use Data Loss Prevention to detect both the content and the context of data within your enterprise. You define and manage your detection policies from the centralized, Web-based Enforce Server administration console.

See [“Content that can be detected”](#) on page 340.

See [“Files that can be detected”](#) on page 340.

See [“Protocols that can be monitored”](#) on page 340.

See [“Endpoint events that can be detected”](#) on page 341.

See [“Identities that can be detected”](#) on page 341.

See [“Languages that can be detected”](#) on page 341.

Content that can be detected

Symantec Data Loss Prevention detects data and document content, including text, markup, presentations, spreadsheets, archive files and their contents, email messages, database files, designs and graphics, multimedia files, and more. For example, the system can open a compressed file and scan a Microsoft Word document within the compressed file for the keyword "confidential." If the keyword is matched, the detection engine flags the message as an incident.

Content-based detection is based on actual content, not the file itself. A detection server can detect extracts or derivatives of protected or described content. This content may include sections of documents that have been copied and pasted to other documents or emails. A detection server can also identify sensitive data in a different file format than the source file. For example, if a confidential Word file is fingerprinted, the detection engine can match the content emailed in a PDF attachment.

See [“Content matching conditions”](#) on page 344.

Files that can be detected

Symantec Data Loss Prevention recognizes many types of files and attachments based on their context, including file type, file name, and file size. Symantec Data Loss Prevention identifies over 300 types of files, including word-processing formats, multimedia files, spreadsheets, presentations, pictures, encapsulation formats, encryption formats, and others.

For file type detection, the system does not rely on the file extension to identify the file type. For example, the system recognizes a Microsoft Word file even if a user changes the file extension to .txt. In this case the detection engine checks the binary signature of the file to match its type.

See [“File property matching conditions”](#) on page 345.

Protocols that can be monitored

Symantec Data Loss Prevention detects messages on the network by identifying the protocol signature: email (SMTP), Web (HTTP), file transfer (FTP), newsgroups (NNTP), TCP, Telnet, and SSL.

You can configure a detection server to listen on non-default ports for data loss violations. For example, if your network transmits Web traffic on port 81 instead of port 80, the system still recognizes the transmitted content as HTTP.

See [“Protocol matching condition for network and mobile”](#) on page 346.

Endpoint events that can be detected

Symantec Data Loss Prevention lets you detect data loss violations at several endpoint destinations. These destinations include the local drive, CD/DVD drive, removable storage devices, network file shares, Windows Clipboard, printers and faxes, and application files. You can also detect protocol events on the endpoint for email (SMTP), Web (HTTP), and file transfer (FTP) traffic.

For example, the DLP Agent (installed on each endpoint computer) can detect the copying of a confidential file to a USB device. Or, the DLP Agent can allow the copying of files only to a specific class of USB device that meets corporate encryption requirements.

See [“Endpoint matching conditions”](#) on page 347.

Identities that can be detected

Symantec Data Loss Prevention lets you detect the identity of data users, message senders, and message recipients using a variety of methods. These methods include described identity patterns and exact identities matched from a directory server or a corporate database.

For example, you can detect email messages sent by a specific user, or allow email messages sent to or from a specific group of users as defined in your Microsoft Active Directory server

See [“Groups \(identity\) matching conditions”](#) on page 348.

Languages that can be detected

Symantec Data Loss Prevention provides broad international support for detecting data loss in many languages. Supported languages include most Western and Central European languages, Hebrew, Arabic, Chinese (simplified and traditional), Japanese, Korean, and more.

The detection engine uses Unicode internally. You can build localized policy rules and exceptions using any detection technology in any supported language.

See [“Supported languages for detection”](#) on page 66.

See [“About implementing non-English language detection”](#) on page 613.

Data Loss Prevention policy detection technologies

Symantec Data Loss Prevention provides several types of detection technologies to help you author policies to detect data loss. Each type of detection technology provides unique capabilities. Often you combine technologies in policies to achieve

precise detection results. In addition, Symantec Data Loss Prevention provides you with several ways to extend policy detection and match any type of data, content, or files you want.

See [“About Data Loss Prevention policies”](#) on page 327.

See [“About policy authoring considerations”](#) on page 399.

[Table 15-1](#) lists the various types of the detection technologies and customizations provided by Data Loss Prevention.

Table 15-1 Data Loss Prevention detection technologies

Technology	Description
Exact Data Matching (EDM)	Use EDM to detect personally identifiable information. See “About Exact Data Matching (EDM)” on page 409.
Indexed Document Matching (IDM)	Use IDM to detect exact files and file contents, and derivative content. See “About Indexed Document Matching (IDM)” on page 443.
Vector Machine Learning (VML)	Use VML to detect similar document content. See “About Vector Machine Learning (VML)” on page 477.
Directory Group Matching (DGM)	Use DGM to detect exact identities synchronized from a directory server or profiled from a database. See “About profiled Directory Group Matching (DGM)” on page 607.
Described Content Matching (DCM)	Use DCM to detect message content and context, including: <ul style="list-style-type: none">■ Data Identifiers to match content using precise patterns and data validators. See “About Data Identifiers” on page 509.■ Keywords to detect content using key words, key phrases, and keyword dictionaries. See “About keyword matching” on page 549.■ Regular Expressions to detect characters, patterns, and strings. See “About regular expression matching” on page 557.■ File properties to detect files by type, name, size, and custom type. See “About file property matching” on page 563.■ User, sender, and recipient patterns to detect described identities. See “About described identity matching” on page 591.■ Protocol signatures to detect network and mobile traffic. See “About protocol monitoring for network” on page 573.■ Destinations, devices, and protocols to detect endpoint events. See “About endpoint event detection” on page 579.

Table 15-1 Data Loss Prevention detection technologies (*continued*)

Technology	Description
Custom policy detection methods	<p>Data Loss Prevention provides methods for customizing and extending detection, including:</p> <ul style="list-style-type: none"> ■ Custom Data Identifiers Implement your own data identifier patterns and system-defined validators. See “About Data Identifiers” on page 509. ■ Custom script validators for Data Identifiers Use the Symantec Data Loss Prevention Scripting Language to validate custom data types. See “Implementing custom Data Identifiers” on page 537. ■ Custom file type identification Use the Symantec Data Loss Prevention Scripting Language to detect custom file types. See “About custom file type identification” on page 564. ■ Custom endpoint device detection Detect or allow any endpoint device using regular expressions. See “About endpoint device detection” on page 581. ■ Custom network protocol detection Define custom TCP ports to tap. See “About protocol monitoring for network” on page 573. ■ Custom content extraction Use a plug-in to identify custom file formats and extract file contents for analysis by the detection server.

Policy matching conditions

Symantec Data Loss Prevention provides several types of match conditions, each offering unique detection capabilities. You implement match conditions in policies as rules or exceptions. Detection rules use conditions to match message content or context. Group rules use conditions to match identities. You can also use conditions as detection and group policy exceptions.

See [“Exception conditions”](#) on page 350.

[Table 15-2](#) lists the various types of policy matching conditions provided by Data Loss Prevention.

Table 15-2 Policy match condition types

Condition type	Description
Content	See “Content matching conditions” on page 344.

Table 15-2 Policy match condition types (continued)

Condition type	Description
File property	See “File property matching conditions” on page 345.
Protocol	See “Protocol matching condition for network and mobile” on page 346.
Endpoint	See “Endpoint matching conditions” on page 347.
Groups (identity)	See “Groups (identity) matching conditions” on page 348.

Content matching conditions

Symantec Data Loss Prevention provides several conditions to match message content. Certain content conditions require an associated Data Profile and index. For content detection, you can match on individual message components, including header, body, attachments, and subject for some conditions.

See [“Detection messages and message components”](#) on page 349.

See [“Content that can be detected”](#) on page 340.

[Table 15-3](#) lists the content matching conditions that you can use without a Data Profile and index.

Table 15-3 Content matching conditions

Content rule type	Description
Content Matches Regular Expression	Match described content using regular expressions. See “About regular expression matching” on page 557. See “Configuring the Content Matches Regular Expression condition” on page 559.
Content Matches Keyword	Match described content using keywords, key phrases, and keyword dictionaries See “About keyword matching” on page 549. See “Configuring the Content Matches Keyword condition” on page 552.
Content Matches Data Identifier	Match described content using Data Identifier patterns and validators. See “About Data Identifiers” on page 509. See “Configuring the Content Matches Data Identifier condition” on page 528.

[Table 15-4](#) lists the content matching conditions that require a Data Profile and index.

See [“Data Profiles”](#) on page 335.

See [“Two-tier detection for DLP Agents”](#) on page 353.

Table 15-4 Index-based content matching conditions

Content rule type	Description
Content Matches Exact Data From an Exact Data Profile (EDM)	<p>Match exact data profiled from a structured data source such as a database or CSV file.</p> <p>See “About Exact Data Matching (EDM)” on page 409.</p> <p>See “Configuring the Content Matches Exact Data condition” on page 429.</p> <p>Note: This condition requires two-tier detection on the endpoint. See “About two-tier detection for EDM on the endpoint” on page 415.</p>
Content Matches Document Signature From an Indexed Document Profile (IDM)	<p>Match files and file contents exactly or partially using fingerprinting</p> <p>See “About Indexed Document Matching (IDM)” on page 443.</p> <p>See “Configuring the Content Matches Document Signature condition” on page 468.</p> <p>Note: This condition requires two-tier detection on the endpoint. See “About two-tier detection for IDM on the endpoint” on page 451.</p>
Detect using Vector Machine Learning profile (VML)	<p>Match file contents with features similar to example content you have trained.</p> <p>See “About Vector Machine Learning (VML)” on page 477.</p> <p>See “Configuring the Detect using Vector Machine Learning Profile condition” on page 493.</p>

File property matching conditions

Symantec Data Loss Prevention provides several conditions to match file properties, including file type, file size, and file name.

See [“Files that can be detected”](#) on page 340.

Table 15-5 File property match conditions

Condition type	Description
Message Attachment or File Type Match	<p>Match specific file formats and document attachments.</p> <p>See “About file type matching” on page 563.</p> <p>See “Configuring the Message Attachment or File Type Match condition” on page 567.</p>

Table 15-5 File property match conditions (continued)

Condition type	Description
Message Attachment or File Size Match	Match files or attachments over or under a specified size. See “About file size matching” on page 564. See “Configuring the Message Attachment or File Size Match condition” on page 568.
Message Attachment or File Name Match	Match files or attachments that have a specific name or match wildcards. See “About file name matching” on page 565. See “Configuring the Message Attachment or File Name Match condition” on page 569.
Message/Email Properties and Attributes	Classify Microsoft Exchange email messages based on specific message attributes (MAPI attributes). See “Configuring the Message/Email Properties and Attributes condition” on page 630. Note: This condition is available for use with Data Classification for Enterprise Vault. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Custom File Type Signature	Match custom file types based on their binary signature using scripting. See “About custom file type identification” on page 564. See “Enabling custom file type detection” on page 569.

Protocol matching condition for network and mobile

Symantec Data Loss Prevention provides the single **Protocol Monitoring** condition to match network and mobile traffic for policy detection rules and exceptions.

See “[Protocols that can be monitored](#)” on page 340.

Table 15-6 Protocol matching condition for network and mobile monitoring

Match condition	Description
Protocol Monitoring	<p>Match incidents on the network transmitted using a specified protocol, including SMTP, FTP, HTTP/S, IM, and NNTP.</p> <p>See “About protocol monitoring for network” on page 573.</p> <p>See “Configuring the Protocol Monitoring condition for network detection” on page 575.</p>
	<p>Match incidents sent to and from mobile devices over the HTTP/S and FTP protocols.</p> <p>See “About protocol monitoring for mobile” on page 574.</p> <p>See “Configuring the Protocol Monitoring condition for mobile detection” on page 576.</p>

Endpoint matching conditions

Symantec Data Loss Prevention provides several conditions for matching endpoint events.

See [“Endpoint events that can be detected”](#) on page 341.

Table 15-7 Endpoint matching conditions

Condition	Description
Protocol or Endpoint Monitoring	<p>Match endpoint messages transmitted using a specified transport protocol or when data is moved or copied to a particular destination.</p> <p>See “About endpoint event detection” on page 579.</p> <p>See “Configuring the Endpoint Monitoring condition” on page 582.</p>
Endpoint Device Class or ID	<p>Match endpoint events occurring on specified hardware devices.</p> <p>See “About endpoint event detection” on page 579.</p> <p>See “Configuring the Endpoint Device Class or ID condition” on page 585.</p>
Endpoint Location	<p>Match endpoint events depending if the DLP Agent is on or off the corporate network.</p> <p>See “About endpoint event detection” on page 579.</p> <p>See “Configuring the Endpoint Location condition” on page 584.</p>

Groups (identity) matching conditions

Symantec Data Loss Prevention provides several conditions for matching the identity of users and groups, and message senders and recipients.

See [“Identities that can be detected”](#) on page 341.

See [“Two-tier detection for DLP Agents”](#) on page 353.

Table 15-8 Available group rules for identity matching

Group rule	Description
Sender/User Matches Pattern	<p>Match message senders and users by email address, user ID, IM screen name, and IP address.</p> <p>See “About described identity matching” on page 591.</p> <p>See “Configuring the Sender/User Matches Pattern condition” on page 593.</p>
Recipient Matches Pattern	<p>Match message recipients by email or IP address, or Web domain.</p> <p>See “About described identity matching” on page 591.</p> <p>See “Configuring the Recipient Matches Pattern condition” on page 595.</p>
Sender/User based on a Directory Server Group	<p>Match message senders and users from a synchronized directory server.</p> <p>See “About synchronized Directory Group Matching (DGM)” on page 599.</p> <p>See “Configuring the Sender/User based on a Directory Server Group condition” on page 603.</p>
Sender/User based on a Directory from: an Exact Data Profile	<p>Match message senders and users from a profiled directory server.</p> <p>See “About profiled Directory Group Matching (DGM)” on page 607.</p> <p>See “Configuring the Sender/User based on a Profiled Directory condition” on page 610.</p> <p>Note: This condition requires two-tier detection on the endpoint. See “About two-tier detection for profiled DGM” on page 608.</p>
Recipient based on a Directory Server Group	<p>Match message recipients from a synchronized directory server.</p> <p>See “About synchronized Directory Group Matching (DGM)” on page 599.</p> <p>See “Configuring the Recipient based on a Directory Server Group condition” on page 604.</p> <p>Note: This condition requires two-tier detection on the endpoint. See “About two-tier detection for synchronized DGM” on page 600.</p>

Table 15-8 Available group rules for identity matching (*continued*)

Group rule	Description
Recipient based on a Directory from: an Exact Data Profile	<p>Match message recipients from a profiled directory server.</p> <p>See “Implementing profiled DGM” on page 608.</p> <p>See “Configuring the Recipient based on a Profiled Directory condition” on page 611.</p> <p>Note: This condition requires two-tier detection on the endpoint. See “About two-tier detection for profiled DGM” on page 608.</p>

Detection messages and message components

Data Loss Prevention detection servers and DLP Agents receive input data for analysis in the form of messages. The system determines the message type; for example, an email or a Word document. Depending on the message type, the system either parses the message content into components (header, subject, body, attachments), or it leaves the message intact. The system evaluates the message or message components to see if any policy match conditions apply. If a condition applies and it supports component matching, the system evaluates the content against each selected message component. If the condition does not support component matching, the system evaluates the entire message against the match condition.

See [“Selecting components to match on”](#) on page 380.

The content-based conditions support cross-component matching. You can configure the DCM content conditions to match across all message components. The EDM condition matches on message envelope, body, and attachments. The document conditions match on the message body and attachments, except File Type and Name which only match on the attachment. Protocol, endpoint, and identity conditions match on the entire message, as does any condition evaluated by the DLP Agent. The subject component only applies to SMTP email or NNTP messages, and Data Classification.

See [“About matching on the message Subject for Data Classification Services”](#) on page 628.

[Table 15-9](#) summarizes the component matching supported by each match condition type.

Table 15-9 Message components to match on

Condition type	Envelope	Subject	Body	Attachment(s)
Described content (DCM) Keyword, Data Identifier, Regular Expression conditions	match	match	match	match
Exact Data Matching (EDM)	match		match	match
Indexed Document Matching (IDM)			match	match
Vector Machine Learning (VML)			match	match
File Size (DCM)			match	match
File Type and File Name (DCM)				match
Protocol (DCM)	match (entire message)			
Endpoint (DCM)	match (entire message)			
Identity (DCM and DGM)	match (entire message)			
Any condition evaluated by a DLP Agent	match (entire message)			

Exception conditions

Symantec Data Loss Prevention provides policy exceptions to exclude messages and message components from matching. You can use exception conditions to refine the scope of your detection and group rules.

See [“Use a limited number of exceptions to narrow detection scope”](#) on page 404.

The system evaluates an inbound message or message component against policy exceptions before policy rules. If the exception supports cross-component matching (content-based exceptions), the exception can be configured to match on individual message components. Otherwise, the exception matches on the entire message.

If an exception is met, the system ejects the entire message or message component containing the content that triggered the exception. The ejected message or message component is no longer available for evaluation against policy rules. The system does not discard only the matched content or data item; it discards the entire message or message component that contained the excepted item.

Note: Symantec Data Loss Prevention does not support match-level exceptions, only component or message-level exceptions.

For example, consider a policy that has a detection rule with one condition and an exception with one condition. The rule matches messages containing Microsoft Word attachments and generates an incident for each match. The exception excludes from matching messages from `ceo@company.com`. An email from `ceo@company.com` that contains a Word attachment is excepted from matching and does not trigger an incident. The detection exception condition excluding `ceo@company.com` messages takes precedence over the detection rule match condition that would otherwise match on the message.

See [“Policy detection execution”](#) on page 352.

You can implement any condition as an exception, except the EDM condition **Content Matches Exact Data From**. In addition, Network Prevent for Web does not support synchronized DGM exceptions. You can implement IDM as an exception, but the exception excludes exact files from matching, not file contents. To exclude file contents, you "whitelist" it. VML can be used as an exception if the content is from the same category.

See [“Adding an exception to a policy”](#) on page 381.

See [“CAN-SPAM Act policy template”](#) on page 727.

See [“Whitelisting file contents to exclude from matching”](#) on page 453.

Compound conditions

A valid policy must declare at least one rule that defines at least one match condition. The condition matches input data to detect data loss. A rule with a single condition is a simple rule. Optionally, you can declare multiple conditions within a single detection or group rule. A rule with multiple conditions is a compound condition.

For compound conditions, each condition in the rule must match to trigger a violation. Thus, for a single policy that declares one rule with two conditions, if one condition matches but the other does not, detection does not report a match. If both conditions match, detection reports a match, assuming that the rule is set to count all matches. In programmatic terms, two or more conditions in the same rule are ANDed together.

Like rules, you can declare multiple conditions within a single exception. In this case, all conditions in the exception must match for the exception to apply.

See [“Policy detection execution”](#) on page 352.

See [“Use compound conditions to improve match accuracy”](#) on page 404.

See [“Exception conditions”](#) on page 350.

Policy detection execution

You can include any combination of detection rules, group rules, and exceptions in a single policy. A detection server evaluates policy exceptions first. If any exception is met, the entire message or message component matching the exception is ejected and is no longer available for policy matching.

The detection server evaluates the detection and group rules in the policy on a per-rule basis. In programmatic terms, where you have a single policy definition, the connection between conditions in the same rule or exception is AND (compound conditions). The connection between two or more rules of the same type is OR (for example, 2 detection rules). But, if you combine rules of different type in a single policy (for example, 1 detection rule and 1 group rule), the connection between the rules is AND. In this configuration both rules must match to trigger an incident. However, exception conditions created across the "Detection" and "Groups" tabs are connected by an implicit OR.

See [“Compound conditions”](#) on page 351.

See [“Exception conditions”](#) on page 350.

[Table 15-10](#) summarizes the policy condition execution logic for the detection server for various policy configurations.

Table 15-10 Policy condition execution logic

Policy configuration	Logic	Description
Compound conditions	AND	If a single rule or exception in a policy contains two or more match conditions, all conditions must match.
Rules or exceptions of same type	OR	If there are two detection rules in a single policy, or two group rules in a single policy, or two exceptions of the same type (detection or group), the rules or exceptions are independent of each other.
Rules of different type	AND	If one or more detection rules is combined with one or more group rules in a single policy, the rules are dependent.
Exceptions of different type	OR	If one or more detection exceptions is combined with one or more group exceptions in a single policy, the exceptions are independent.

Two-tier detection for DLP Agents

Symantec Data Loss Prevention uses a two-tier detection architecture to analyze activity on endpoint computers for some index-based match conditions.

Two-tier detection requires communication and data transfer between the DLP Agent and the Endpoint Server to detect incidents. If a match condition requires two-tier detection, the condition is not evaluated locally on the endpoint by the DLP Agent. Instead, the DLP Agent sends the data to the Endpoint Server for policy evaluation.

See [“About policies for endpoints”](#) on page 1319.

The effect of two-tier detection is that policy evaluation is delayed for the time it takes the data to be sent to and evaluated by the Endpoint Server. If the DLP Agent is not connected to the network or cannot communicate with the Endpoint Server, the condition requiring two-tier detection is not evaluated until the DLP Agent connects. This delay can impact performance of the DLP Agent if the message is a large file or attachment.

See [“Troubleshooting policies”](#) on page 396.

Two-tier detection has implications for the kinds of policies you author for endpoint computers. You can reduce the potential bottleneck of two-tier detection by being aware of the detection conditions that require two-tier detection and author your endpoint policies in such a way to eliminate or reduce the need for two-tier detection.

See [“Author policies to limit the potential effect of two-tier detection”](#) on page 405.

[Table 15-11](#) lists the detection conditions that require two-tier detection on the endpoint.

Note: You cannot combine an Endpoint Prevent: Notify or Block response rule with two-tier match conditions, including Exact Data Matching (EDM), Indexed Document Matching (IDM), and Directory Group Matching (DGM). If you do, the system displays a warning for both the detection condition and the response rule.

Table 15-11 Policy matching conditions requiring two-tier detection

Detection technology	Match condition	Description
Exact Data Matching (EDM)	Content Matches Exact Data from an Exact Data Profile	See “About Exact Data Matching (EDM)” on page 409. See “About two-tier detection for EDM on the endpoint” on page 415.

Table 15-11

Policy matching conditions requiring two-tier detection (continued)

Detection technology	Match condition	Description
Profiled Directory Group Matching (DGM)	Sender/User based on a Directory from an Exact Data Profile	See “About profiled Directory Group Matching (DGM)” on page 607.
	Recipient based on a Directory from an Exact Data Profile	See “About two-tier detection for profiled DGM” on page 608.
Synchronized Directory Group Matching (DGM)	Recipient based on a Directory Server Group	See “About synchronized Directory Group Matching (DGM)” on page 599. See “About two-tier detection for synchronized DGM” on page 600.
Indexed Document Matching (IDM)	Content Matches Document Signature from an Indexed Document Profile	See “About Indexed Document Matching (IDM)” on page 443. See “About two-tier detection for IDM on the endpoint” on page 451.

Creating policies from templates

This chapter includes the following topics:

- [Creating a policy from a template](#)
- [US Regulatory Enforcement policy templates](#)
- [UK and International Regulatory Enforcement policy templates](#)
- [Customer and Employee Data Protection policy templates](#)
- [Confidential or Classified Data Protection policy templates](#)
- [Network Security Enforcement policy templates](#)
- [Acceptable Use Enforcement policy templates](#)
- [Choosing an Exact Data Profile](#)
- [Choosing an Indexed Document Profile](#)

Creating a policy from a template

You can create a policy from a system-provided template or from a template you import to the Enforce Server.

See [“Policy templates”](#) on page 330.

See [“Policy import and export”](#) on page 336.

Table 16-1 Create a policy from a template

Action	Description
Add a policy from a template.	See “Adding a new policy or policy template” on page 369.
Choose the template you want to use.	<p>At the Manage > Policies > Policy List > New Policy - Template List screen the system lists all policy templates.</p> <p>System-provided template categories:</p> <ul style="list-style-type: none"> ■ See “US Regulatory Enforcement policy templates” on page 357. ■ See “UK and International Regulatory Enforcement policy templates” on page 360. ■ See “Customer and Employee Data Protection policy templates” on page 360. ■ See “Confidential or Classified Data Protection policy templates” on page 362. ■ See “Network Security Enforcement policy templates” on page 363. ■ See “Acceptable Use Enforcement policy templates” on page 363. <p>Imported Templates appear individually after import:</p> <ul style="list-style-type: none"> ■ See “Importing policy templates” on page 393. <p>Note: See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> for information about Classification policy templates.</p>
Click Next to configure the policy.	<p>For example, select the Webmail policy template and click Next.</p> <p>See “Configuring policies” on page 370.</p>
Choose a Data Profile (if prompted).	<p>If the template relies on one or more Data Profiles, the system prompts you to select each:</p> <ul style="list-style-type: none"> ■ Exact Data Profile See “Choosing an Exact Data Profile” on page 365. ■ Indexed Document Profile See “Choosing an Indexed Document Profile” on page 366. <p>If you do not have a Data Profile, you can either:</p> <ul style="list-style-type: none"> ■ Cancel the policy definition process, define the profile, and resume creating the policy from the template. ■ Click Next to configure the policy. On creation of the policy, the system drops any rules or exceptions that rely on the Data Profile. <p>Note: You should use a profile if a template calls for it.</p>

Table 16-1 Create a policy from a template (*continued*)

Action	Description
Edit the policy name or description (optional).	<p>If you intend to modify a system-defined template, you may want to change the name so you can distinguish it from the original.</p> <p>See “Configuring policies” on page 370.</p> <p>Note: If you want to export the policy as a template, the policy name must be less than 60 characters. If it is more, the template does not appear in the Imported Templates section of the Template List screen.</p>
Select a policy group (if necessary).	<p>If you have defined a policy group, select it from the Policy Group list.</p> <p>See “Creating and modifying policy groups” on page 392.</p> <p>If you have not defined a policy group, the system deploys the policy to the Default Policy Group.</p>
Edit the policy rules or exceptions (if necessary).	<p>The Configure Policy screen displays the rules and exceptions (if any) provided by the policy.</p> <p>You can modify, add, and remove policy rules and exceptions to meet your requirements.</p> <p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Save the policy and export it (optional).	<p>Click Save to save the policy.</p> <p>You can export policy detection as a template for sharing or archiving.</p> <p>See “Exporting policy detection as a template” on page 394.</p> <p>For example, if you changed the configuration of a system-defined policy template, you may want to export it for sharing across environments.</p>
Test and tune the policy (recommended).	<p>Test and tune the policy using data the policy should and should not detect.</p> <p>Review the incidents that the policy generates. Refine the policy rules and exceptions as necessary to reduce false positives and false negatives.</p>
Add response rules (optional).	<p>Add response rules to the policy to report and remediate violations.</p> <p>See “Implementing response rules” on page 813.</p> <p>Note: Response rules are not included in policy templates.</p>

US Regulatory Enforcement policy templates

Symantec Data Loss Prevention provides several policy templates supporting US Regulatory Enforcement guidelines.

See [“Creating a policy from a template”](#) on page 355.

Table 16-2 US Regulatory Enforcement policy templates

Policy template	Description
CAN-SPAM Act	Establishes requirements for sending commercial email. See “CAN-SPAM Act policy template” on page 727.
Defense Message System (DMS) GENSER Classification	Detects information classified as confidential. See “Defense Message System (DMS) GENSER Classification policy template” on page 735.
Export Administration Regulations (EAR)	Enforces the U.S. Department of Commerce Export Administration Regulations (EAR). See “Export Administration Regulations (EAR) policy template” on page 740.
FACTA 2003 (Red Flag Rules)	Enforces sections 114 and 315 (or Red Flag Rules) of the Fair and Accurate Credit Transactions Act (FACTA) of 2003. See “FACTA 2003 (Red Flag Rules) policy template” on page 741.
Gramm-Leach-Bliley	This policy limits sharing of consumer information by financial institutions. See “Gramm-Leach-Bliley policy template” on page 747.
HIPAA and HITECH (including PHI)	This policy enforces the US Health Insurance Portability and Accountability Act (HIPAA). See “HIPAA and HITECH (including PHI) policy template” on page 749.
International Traffic in Arms Regulations (ITAR)	This policy enforces the US Department of State ITAR provisions. See “International Traffic in Arms Regulations (ITAR) policy template” on page 755.
NASD Rule 2711 and NYSE Rules 351 and 472	This policy protects the name(s) of any companies that are involved in an upcoming stock offering. See “NASD Rule 2711 and NYSE Rules 351 and 472 policy template” on page 759.
NASD Rule 3010 and NYSE Rule 342	This policy monitors brokers-dealers communications. See “NASD Rule 3010 and NYSE Rule 342 policy template” on page 760.

Table 16-2 US Regulatory Enforcement policy templates (*continued*)

Policy template	Description
NERC Security Guidelines for Electric Utilities	<p>This policy detects the information that is outlined in the North American Electric Reliability Council (NERC) security guidelines for the electricity sector.</p> <p>See “NERC Security Guidelines for Electric Utilities policy template” on page 762.</p>
Office of Foreign Assets Control (OFAC)	<p>This template detects communications involving targeted OFAC groups.</p> <p>See “Office of Foreign Assets Control (OFAC) policy template” on page 766.</p>
OMB Memo 06-16 and FIPS 199 Regulations	<p>This template detects information that is classified as confidential.</p> <p>See “OMB Memo 06-16 and FIPS 199 Regulations policy template” on page 768.</p>
Payment Card Industry Data Security Standard	<p>This template detects Visa and MasterCard credit card number data.</p> <p>See “Payment Card Industry (PCI) Data Security Standard policy template” on page 770.</p>
Sarbanes-Oxley	<p>This template detects sensitive financial data.</p> <p>See “Sarbanes-Oxley policy template” on page 778.</p>
SEC Fair Disclosure Regulation	<p>This template detects data disclosure of material financial information.</p> <p>See “SEC Fair Disclosure Regulation policy template” on page 780.</p>
State Data Privacy	<p>This template detects breaches of state-mandated confidentiality.</p> <p>See “State Data Privacy policy template” on page 784.</p>
US Intelligence Control Markings (CAPCO) and DCID 1/7	<p>This template detects authorized terms to identify classified information in the US Federal Intelligence community.</p> <p>See “US Intelligence Control Markings (CAPCO) and DCID 1/7 policy template” on page 791.</p>

UK and International Regulatory Enforcement policy templates

Symantec Data Loss Prevention provides several policy templates for UK and International Regulatory Enforcement.

See [“Creating a policy from a template”](#) on page 355.

Table 16-3 UK and International Regulatory Enforcement policy templates

Policy template	Description
Caldicott Report	This policy protects UK patient information. See “Caldicott Report policy template” on page 725.
UK Data Protection Act 1998	This policy protects personal identifiable information. See “Data Protection Act 1998 (UK) policy template” on page 733.
EU Data Protection Directives	This policy detects personal data specific to the EU directives. See “Data Protection Directives (EU) policy template” on page 734.
Human Rights Act 1998	This policy enforces Article 8 of the act for UK citizens. See “Human Rights Act 1998 policy template” on page 753.
PIPEDA	This policy detects Canadian citizen customer data. See “PIPEDA policy template” on page 771.

Customer and Employee Data Protection policy templates

Symantec Data Loss Prevention provides several policy templates for Customer and Employee Data Protection.

See [“Creating a policy from a template”](#) on page 355.

Table 16-4 Customer and Employee Data Protection policy templates

Policy template	Description
Canadian Social Insurance Numbers	This policy detects patterns indicating Canadian social insurance numbers. See “Canadian Social Insurance Numbers policy template” on page 727.

Table 16-4 Customer and Employee Data Protection policy templates
(continued)

Policy template	Description
Credit Card Numbers	This policy detects patterns indicating credit card numbers. See “Credit Card Numbers policy template” on page 731.
Customer Data Protection	This policy detects customer data. See “Customer Data Protection policy template” on page 731.
Employee Data Protection	This policy detects employee data. See “Employee Data Protection policy template” on page 738.
Individual Taxpayer Identification Numbers (ITIN)	This policy detects IRS-issued tax processing numbers. See “Individual Taxpayer Identification Numbers (ITIN) policy template” on page 755.
SWIFT Codes	This policy detects codes banks use to transfer money across international borders. See “SWIFT Codes policy template” on page 788.
UK Drivers License Numbers	This policy detects UK Drivers License Numbers. See “UK Drivers License Numbers policy template” on page 789.
UK Electoral Roll Numbers	This policy detects UK Electoral Roll Numbers. See “UK Electoral Roll Numbers policy template” on page 789.
UK National Insurance Numbers	This policy detects UK National Insurance Numbers. See “UK National Insurance Numbers policy template” on page 790.
UK National Health Service Number	This policy detects personal identification numbers issued by the NHS. See “UK National Health Service (NHS) Number policy template” on page 790.
UK Passport Numbers	This policy detects valid UK passports. See “UK Passport Numbers policy template” on page 791.
UK Tax ID Numbers	This policy detects UK Tax ID Numbers. See “UK Tax ID Numbers policy template” on page 791.
US Social Security Numbers	This policy detects patterns indicating social security numbers. See “US Social Security Numbers policy template” on page 793.

Confidential or Classified Data Protection policy templates

Symantec Data Loss Prevention provides several policy templates for Confidential or Classified Data Protection.

See [“Creating a policy from a template”](#) on page 355.

Table 16-5 Confidential or Classified Data Protection policy templates

Policy template	Description
Confidential Documents	This policy detects company-confidential documents. See “Confidential Documents policy template” on page 730.
Design Documents	This policy detects various types of design documents. See “Design Documents policy template” on page 737.
Encrypted Data	This policy detects the use of encryption by a variety of methods. See “Encrypted Data policy template” on page 739.
Financial Information	This policy detects financial data and information. See “Financial Information policy template” on page 745.
Merger and Acquisition Agreements	This policy detects information and communications about upcoming merger and acquisition activity. See “Merger and Acquisition Agreements policy template” on page 757.
Price Infomation	This policy detects specific SKU or pricing information. See “Price Information policy template” on page 773.
Project Data	This policy detects discussions of sensitive projects. See “Project Data policy template” on page 774.
Proprietary Media Files	This policy detects various types of video and audio files. See “Proprietary Media Files policy template” on page 774.
Publishing Documents	This policy detects various types of publishing documents. See “Publishing Documents policy template” on page 775.
Resumes	This policy detects active job searches. See “Resumes policy template” on page 777.

Table 16-5 Confidential or Classified Data Protection policy templates
(continued)

Policy template	Description
Source Code	This policy detects various types of source code. See “Source Code policy template” on page 783.
Symantec DLP Awareness and Avoidance	This policy detects any communications that refer to Symantec DLP or other data loss prevention systems and possible avoidance of detection. See “Symantec DLP Awareness and Avoidance policy template” on page 788.

Network Security Enforcement policy templates

Symantec Data Loss Prevention provides several policy templates for Network Security Enforcement.

See [“Creating a policy from a template”](#) on page 355.

Table 16-6 Network Security Enforcement policy templates

Policy template	Description
Common Spyware Upload Sites	This policy detects access to common spyware upload Web sites. See “Common Spyware Upload Sites policy template” on page 729.
Network Diagrams	This policy detects computer network diagrams. See “Network Diagrams policy template” on page 764.
Network Security	This policy detects evidence of hacking tools and attack planning. See “Network Security policy template” on page 765.
Password Files	This policy detects password file formats. See “Password Files policy template” on page 769.

Acceptable Use Enforcement policy templates

Symantec Data Loss Prevention provides several policy templates for allowing acceptable uses of information.

See [“Creating a policy from a template”](#) on page 355.

Table 16-7 Acceptable Use Enforcement policy templates

Policy template	Description
Competitor Communications	This policy detects forbidden communications with competitors. See “Competitor Communications policy template” on page 729.
Forbidden Websites	This policy detects access to specified Web sites. See “Forbidden Websites policy template” on page 746.
Gambling	This policy detects any reference to gambling. See “Gambling policy template” on page 746.
Illegal Drugs	This policy detects conversations about illegal drugs and controlled substances. See “Illegal Drugs policy template” on page 754.
Media Files	This policy detects various types of video and audio files. See “Media Files policy template” on page 756.
Offensive Language	This policy detects the use of offensive language. See “Offensive Language policy template” on page 765.
Racist Language	This policy detects the use of racist language. See “Racist Language policy template” on page 776.
Restricted Files	This policy detects various file types that are generally inappropriate to send out of the company. See “Restricted Files policy template” on page 776.
Restricted Recipients	This policy detects communications with specified recipients. See “Restricted Recipients policy template” on page 776.
Sexually Explicit Language	This policy detects sexually explicit content. See “Sexually Explicit Language policy template” on page 782.
Violence and Weapons	This policy detects violent language and discussions about weapons. See “Violence and Weapons policy template” on page 793.
Webmail	This policy detects the use of a variety of Webmail services. See “Webmail policy template” on page 793.
Yahoo Message Board Activity	This policy detects Yahoo message board activity. See “Yahoo Message Board Activity policy template” on page 794.

Table 16-7 Acceptable Use Enforcement policy templates (*continued*)

Policy template	Description
Yahoo and MSN Messengers on Port 80	This policy detects Yahoo IM and MSN Messenger activity. See “Yahoo and MSN Messengers on Port 80 policy template” on page 796.

Choosing an Exact Data Profile

If the policy template you select implements Exact Data Matching (EDM), the system prompts you to choose an Exact Data Profile. [Table 16-8](#) lists the policy templates that are based on Exact Data Profiles.

If you do not have an Exact Data Profile, you can cancel policy creation and define a profile. Or, you can choose not to use an Exact Data Profile. In this case the system disables the associated EDM detection rules in the policy template. You can use any DCM rules or exceptions the policy template provides.

See [“About Exact Data Matching \(EDM\)”](#) on page 409.

See [“About the Exact Data Profile”](#) on page 411.

To choose an Exact Data Profile

- 1 Select an **Exact Data Profile** from the list of available profiles.
- 2 Click **Next** to continue with creating the policy from the template.

Click **Previous** to return to the list of policy templates.

See [“Creating a policy from a template”](#) on page 355.

Note: When the system prompts you to select an Exact Data Profile, the display lists the data columns to include in the profile to provide the highest level of accuracy. If data fields in your Exact Data Profile are not represented in the selected policy template, the system displays those fields for content matching when you define the detection rule

Table 16-8 Policy templates that implement Exact Data Matching (EDM)

Policy template	Description
Caldicott Report	See “Caldicott Report policy template” on page 725.
Customer Data Protection	See “Customer Data Protection policy template” on page 731.
Data Protection Act 1988	See “Data Protection Act 1998 (UK) policy template” on page 733.

Table 16-8

Policy templates that implement Exact Data Matching (EDM)
(continued)

Policy template	Description
Employee Data Protection	See “Employee Data Protection policy template” on page 738.
EU Data Protection Directives	See “Data Protection Directives (EU) policy template” on page 734.
Export Administration Regulations (EAR)	See “Export Administration Regulations (EAR) policy template” on page 740.
FACTA 2003 (Red Flag Rules)	See “FACTA 2003 (Red Flag Rules) policy template” on page 741.
Gramm-Leach-Bliley	See “Gramm-Leach-Bliley policy template” on page 747.
HIPAA and HITECK (including PHI)	See “HIPAA and HITECH (including PHI) policy template” on page 749.
Human Rights Act 1998	See “Human Rights Act 1998 policy template” on page 753.
International Traffic in Arms Regulations (ITAR)	See “International Traffic in Arms Regulations (ITAR) policy template” on page 755.
Payment Card Industry Data Security Standard	See “Payment Card Industry (PCI) Data Security Standard policy template” on page 770.
PIPEDA	See “PIPEDA policy template” on page 771.
Price Information	See “Price Information policy template” on page 773.
Resumes	See “Resumes policy template” on page 777.
State Data Privacy	See “SEC Fair Disclosure Regulation policy template” on page 780.

Choosing an Indexed Document Profile

If the policy template you chose uses Indexed Document Matching (IDM) detection, the system prompts you to select the Document Profile.

See [“About Indexed Document Matching \(IDM\)”](#) on page 443.

To use a Document Profile

- 1 Select the **Document Profile** from the list of available profiles.
- 2 Click **Next** to create the policy from the template.
See [“Creating a policy from a template”](#) on page 355.

If you do not have a Document Profile, you can cancel policy creation and define the Document Profile. Or, you can choose to not use a Document Profile. In this

case the system disables any IDM rules or exceptions for the policy instance. If the policy template contains DCM rules or exceptions, you may use them.

See [“About the Indexed Document Profile”](#) on page 444.

Table 16-9 Policy templates that implement Indexed Document Matching (IDM)

Policy template	Description
CAN-SPAM Act (IDM exception)	See “CAN-SPAM Act policy template” on page 727.
NASD Rule 2711 and NYSE Rules 351 and 472	See “NASD Rule 2711 and NYSE Rules 351 and 472 policy template” on page 759.
NERC Security Guidelines for Electric Utilities	See “NERC Security Guidelines for Electric Utilities policy template” on page 762.
Sarbanes-Oxley	See “Sarbanes-Oxley policy template” on page 778.
SEC Fair Disclosure Regulation	See “SEC Fair Disclosure Regulation policy template” on page 780.
Confidential Documents	See “Confidential Documents policy template” on page 730.
Design Documents	See “Design Documents policy template” on page 737.
Financial Information	See “Financial Information policy template” on page 745.
Project Data	See “Project Data policy template” on page 774.
Proprietary Media Files	See “Proprietary Media Files policy template” on page 774.
Publishing Documents	See “Publishing Documents policy template” on page 775.
Source Code	See “Source Code policy template” on page 783.
Network Diagrams	See “Network Diagrams policy template” on page 764.

Configuring policies

This chapter includes the following topics:

- [Adding a new policy or policy template](#)
- [Configuring policies](#)
- [Adding a rule to a policy](#)
- [Configuring policy rules](#)
- [Defining rule severity](#)
- [Configuring match counting](#)
- [Selecting components to match on](#)
- [Adding an exception to a policy](#)
- [Configuring policy exceptions](#)
- [Configuring compound match conditions](#)
- [Input character limits for policy configuration](#)

Adding a new policy or policy template

As a policy author you can define a new policy from scratch or from a template.

See [“Workflow for implementing policies”](#) on page 337.

To add a new policy or a policy template

- 1

Click **Add Policy** at the **Manage > Policies > Policy List** screen.
See “[Manage and add policies](#)” on page 389.
- 2

Choose the type of policy you want to add at the **New Policy** screen.
Select **Add a blank policy** to add a new empty policy.
See “[Policy components](#)” on page 329.
Select **Add a policy from a template** to add a policy from a template.
See “[Policy templates](#)” on page 330.
- 3

Click **Next** to configure the policy or the policy template.
See “[Configuring policies](#)” on page 370.
See “[Creating a policy from a template](#)” on page 355.
Click **Cancel** to not add a policy and return to the **Policy List** screen.

Configuring policies

The **Manage > Policies > Policy List > Configure Policy** screen is the home page for configuring policies.

[Table 17-1](#) describes the workflow for configuring policies.

Table 17-1 Configuring policies

Action	Description
Define a new policy, or edit an existing policy.	Add a new blank policy. See “ Adding a new policy or policy template ” on page 369. Create a policy from a template. See “ Creating a policy from a template ” on page 355. Select an existing policy at the Manage > Policies > Policy List screen to edit it. See “ Manage and add policies ” on page 389.
Enter a policy Name and Description .	The policy name must be unique in the policy group you deploy the policy to. See “ Input character limits for policy configuration ” on page 388.

Table 17-1 Configuring policies (*continued*)

Action	Description
Select the Policy Group from the list where the policy is to be deployed.	The Default Policy Group is selected if there is no policy group configured. See “Creating and modifying policy groups” on page 392.
Set the Status for the policy.	You can enable (default setting) or disable a policy. A disabled policy is deployed but is not loaded into memory to detect incidents. See “Manage and add policies” on page 389. Note: The Policy Actions setting only applies to Classification policies. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Add a rule to the policy, or edit an existing rule.	Click Add Rule to add a rule. See “Adding a rule to a policy” on page 372. Select an existing rule to edit it.
Configure the rule with one or more conditions.	For a valid policy, you must configure at least one rule that declares at least one condition. Compound conditions and exceptions are optional. See “Configuring policy rules” on page 374.
Optionally, add one or more policy exceptions, or edit an existing exception.	Click Add Exception to add it. See “Adding an exception to a policy” on page 381. Select an existing exception to edit it.
Configure any exception(s).	See “Configuring policy exceptions” on page 384.
Save the policy configuration.	Click Save to save the policy configuration to the Enforce Server database. See “Policy components” on page 329.
Export the policy as a template.	Optionally, you can export the policy rules and exceptions as a template. See “Exporting policy detection as a template” on page 394.
Add one or more response rules to the policy.	You configure response rules independent of policies. See “Configuring response rules” on page 819. See “Adding an automated response rule to a policy” on page 394.

Adding a rule to a policy

At the **Manage > Policies > Policy List > Configure Policy – Add Rule** screen you add one or more rules to a policy.

You can add two types of rules to a policy: detection and group. If two or more rules in a policy are the same type, the system connects them by OR. If two or more rules in the same policy are different types, the system connects them by AND.

See [“Policy detection execution”](#) on page 352.

Note: Exceptions are added separate from rules. See [“Adding an exception to a policy”](#) on page 381.

To add one or more rules to a policy

- 1

Choose the type of rule (detection or group) to add to the policy.

To add a detection rule, select the **Detection** tab and click **Add Rule**.

To add a group (identity) rule, select the **Groups** tab and click **Add Rule**.

See [“Policy matching conditions”](#) on page 343.
- 2

Select the detection or the group rule you want to implement from the list of rules.

See [Table 17-2](#) on page 372.
- 3

Select the prerequisite component, if required.

If the policy rule requires a **Data Profile**, **Data Identifier**, or **User Group** select it from the list.
- 4

Click **Next** to configure the policy rule.

See [“Configuring policy rules”](#) on page 374.

Table 17-2 Adding policy rules

Rule	Prerequisite	Description
Content match conditions		
Content Matches Regular Expression		See “About regular expression matching” on page 557.
Content Matches Exact Data	Exact Data Profile	See “About the Exact Data Profile” on page 411. See “Choosing an Exact Data Profile” on page 365.

Table 17-2 Adding policy rules (*continued*)

Rule	Prerequisite	Description
Content Matches Keyword		See “About keyword matching” on page 549.
Content Matches Document Signature	Indexed Document Profile	See “About Indexed Document Matching (IDM)” on page 443. See “Choosing an Indexed Document Profile” on page 366.
Content Matches Data Identifier	Data Identifier	See “About Data Identifiers” on page 509. See “Selecting system Data Identifier breadth” on page 530.
Detect using Vector Machine Learning	VML Profile	See “About Vector Machine Learning (VML)” on page 477. See “Implementing Vector Machine Learning (VML)” on page 481.
File Properties match conditions		
Message Attachment or File Type Match		See “About file type matching” on page 563.
Message Attachment or File Size Match		See “About file size matching” on page 564.
Message Attachment or File Name Match		See “About file name matching” on page 565.
Message/Email Properties and Attributes	Enterprise Vault integration	See “About implementing detection for Enterprise Vault Classification” on page 627. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Custom File Type Signature	Rule enabled Custom script	See “About custom file type identification” on page 564. See “Enabling custom file type detection” on page 569.
Protocol and Endpoint match conditions		
Protocol Monitoring	Custom protocols (if any)	See “About protocol monitoring for network” on page 573. See “About protocol monitoring for mobile” on page 574.
Endpoint Monitoring		See “About endpoint protocol monitoring” on page 579.
Endpoint Device Class or ID	Custom device(s)	See “About endpoint device detection” on page 581.

Table 17-2 Adding policy rules (continued)

Rule	Prerequisite	Description
Endpoint Location		See “About endpoint location detection” on page 581.
Groups (Identities) match conditions		
Sender/User Matches Pattern		See “About described identity matching” on page 591.
Recipient Matches Pattern		
Sender/User based on a Directory Server Group	User Group	See “About synchronized Directory Group Matching (DGM)” on page 599.
Recipient based on a Directory Server Group		See “Creating or modifying a User Group” on page 601.
Sender/User based on a Directory from:	Exact Data Profile	See “About profiled Directory Group Matching (DGM)” on page 607.
Recipient based on a Directory from:		See “Implementing profiled DGM” on page 608.

Configuring policy rules

At the **Manage > Policies > Policy List > Configure Policy – Edit Rule** screen, you configure a policy rule with one or more match conditions. The configuration of each rule condition depends on its type.

See [Table 17-4](#) on page 375.

Table 17-3 Configuring policy rules

Step	Action	Description
Step 1	Add a rule to a policy, or modify a rule.	See “Adding a rule to a policy” on page 372. To modify an existing rule, select the rule in the policy builder interface at the Configure Policy – Edit Rule screen.
Step 2	Name the rule, or modify a name.	In the General section of the rule, enter a name in the Rule Name field, or modify the name of an existing rule.
Step 3	Set the rule severity.	In the Severity section of the rule, select or modify a "Default" severity level. In addition to the default severity, you can add multiple severity levels to a rule. See “Defining rule severity” on page 377.

Table 17-3 Configuring policy rules (*continued*)

Step	Action	Description
Step 4	Configure the match condition.	In the Conditions section of the rule, you configure one or more match conditions for the rule. The configuration of a condition depends on its type. See Table 17-4 on page 375.
Step 5	Configure match counting (if required).	If the rule calls for it, configure how you want to count matches. See “Configuring match counting” on page 378.
Step 6	Select components to match on (if available).	If the rule is content-based, select one or more available content rules to match on. See “Selecting components to match on” on page 380.
Step 7	Add and configure one or more additional match conditions (optional).	To define a compound rule, Add another match condition from the Also Match list. Configure the additional condition according to its type (Step 4). See “Configuring compound match conditions” on page 386. Note: All conditions in a single rule must match to trigger an incident. See “Policy detection execution” on page 352.
Step 8	Save the policy configuration.	When you are done configuring the rule, click OK . This action returns you to the Configure Policy screen where you can Save the policy. See “Manage and add policies” on page 389.

[Table 17-4](#) lists each of the available match conditions and provides links to topics for configuring each condition.

Table 17-4 Configuring policy match conditions

Rule	Description
Content match conditions	
Content Matches Regular Expression	See “Configuring the Content Matches Regular Expression condition” on page 559.
Content Matches Exact Data from an Exact Data Profile	See “Configuring the Content Matches Exact Data condition” on page 429.
Content Matches Keyword	See “Configuring the Content Matches Keyword condition” on page 552.

Table 17-4 Configuring policy match conditions (*continued*)

Rule	Description
Content Matches Document Signature	See “Configuring the Content Matches Document Signature condition” on page 468.
Content Matches Data Identifier	See “Configuring the Content Matches Data Identifier condition” on page 528.
Detect using Vector Machine Learning profile	See “Configuring the Detect using Vector Machine Learning Profile condition” on page 493.
File Properties match conditions	
Message Attachment or File Type Match	See “Configuring the Message Attachment or File Type Match condition” on page 567.
Message Attachment or File Size Match	See “Configuring the Message Attachment or File Size Match condition” on page 568.
Message Attachment or File Name Match	See “Configuring the Message Attachment or File Name Match condition” on page 569.
Message/Email Properties and Attributes	See “Configuring the Message/Email Properties and Attributes condition” on page 630. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Custom File Type Signature	See “Configuring the Custom File Type Signature condition” on page 570.
Protocol match conditions	
Network or Mobile Monitoring	See “Configuring the Protocol Monitoring condition for network detection” on page 575. See “Configuring the Protocol Monitoring condition for mobile detection” on page 576.
Endpoint Monitoring	See “Configuring the Endpoint Monitoring condition” on page 582.
Endpoint Device Class or ID	See “Configuring the Endpoint Device Class or ID condition” on page 585.
Endpoint Location	See “Configuring the Endpoint Location condition” on page 584.
Groups match conditions	
Sender/User Matches Pattern	See “Configuring the Sender/User Matches Pattern condition” on page 593.
Recipient Matches Pattern	See “Configuring the Recipient Matches Pattern condition” on page 595.

Table 17-4 Configuring policy match conditions (*continued*)

Rule	Description
Sender/User based on a Directory Server Group	See “Configuring the Sender/User based on a Directory Server Group condition” on page 603.
Sender/User based on a Directory from an Exact Data Profile	See “Configuring the Sender/User based on a Profiled Directory condition” on page 610.
Recipient based on a Directory Server Group	See “Configuring the Recipient based on a Directory Server Group condition” on page 604.
Recipient based on a Directory from an Exact Data Profile	See “Configuring the Recipient based on a Profiled Directory condition” on page 611.

Defining rule severity

The system assigns a severity level to a policy rule violation. The default setting is "High." You can configure the default, and add one or more additional severity levels.

See [“Policy severity”](#) on page 333.

Policy rule severity works with the **Severity** response rule condition. If you set the default policy rule severity level to "High" and define additional severity levels, the system does not assign the additional severity to the incident based on match count. The result is that if you have a response rule set to a match count severity level that is less than the default "High" severity, the response rule does not execute

See [“Configuring the Severity response condition”](#) on page 831.

To define policy rule severity

- 1 Configure a policy rule.

See [“Configuring policy rules”](#) on page 374.

- 2 Select a **Default** level from the **Severity** list.

The default severity level is the baseline level that the system reports. The system applies the default severity level to any rule match, unless additional severity levels override the default setting.

- 3 Click **Add Severity** to define additional severity levels for the rule.

If you add a severity level it is based on the match count.

- 4
- Select the desired severity level, choose the match count range, and enter the match count.
- For example, you can set a Medium severity with X range to match after 100 matches have been counted.
- 5
- If you add an additional severity level, you can select it to be the default severity.
- 6
- To remove a defined severity level, click the **X** icon beside the severity definition.

Configuring match counting

Some conditions let you specify how you want to count matches. Count all matches is the default behavior. You can configure the minimum number of matches required to cause an incident. Or, you can count all matches as one incident. If a condition supports match counting, you can configure this setting for both policy rules and exceptions.

See [Table 17-6](#) on page 379.

Table 17-5 Configuring match counting

Parameter	Condition type	Incident description
Check for existence	Simple	This configuration reports a match count of 1 if there are one or more matches; it does not count multiple matches. For example, 10 matches are one incident.
	Compound	This configuration reports a match count of 1 if there are one or more matches and ALL conditions in the rule or exception are set to check for existence.

Table 17-5 Configuring match counting (*continued*)

Parameter	Condition type	Incident description
Count all matches	Simple	This configuration reports a match count of the exact number of matches detected by the condition. For example, 10 matches count as 10 incidents.
	Compound	<p>This configuration reports a match count of the sum of all condition matches in the rule or exception. The default is one incident per condition match and applies if any condition in the rule or exception is set to count all matches.</p> <p>For example, if a rule has two conditions and one is set to count all matches and detects four matches, and the other condition is set to check for existence and detects six matches, the reported match count is 10. If a third condition in the rule detects a match, the match count is 11.</p>
	Only report incidents with at least _ matches	<p>You can change the default one incident per match count by specifying the minimum number of matches required to report an incident.</p> <p>For example, in a rule with two conditions, if you configure one condition to count all matches and specify five as the minimum number of matches for each condition, a sum of 10 matches reported by the two conditions generates two incidents. You must be consistent and select this option for each condition in the rule or exception to achieve this behavior.</p> <p>Note: The count all matches setting applies to each message component you match on. For example, consider a policy where you specify a match count of 3 and configure a keyword rule that matches on all four message components (default setting for this condition). If a message is received with two instances of the keyword in the body and one instance of the keyword in the envelope, the system does not report this as a match. However, if three instances of the keyword appear in an attachment (or any other single message component), the system would report it as a match.</p>
Count all unique matches	Only count unique matches	<p>Unique match counting is new for Symantec Data Loss Prevention version 11.6 and is only available for Data Identifiers.</p> <p>See “About unique match counting for Data Identifiers” on page 525.</p>

Table 17-6 Conditions that support match counting

Condition	Description
Content Matches Regular Expression	<p>See “About regular expression matching” on page 557.</p> <p>See “Configuring the Content Matches Regular Expression condition” on page 559.</p>
Content Matches Keyword	<p>See “About keyword matching” on page 549.</p> <p>See “Configuring the Content Matches Keyword condition” on page 552.</p>

Table 17-6 Conditions that support match counting *(continued)*

Condition	Description
Content Matches Document Signature (IDM)	See “Configuring the Content Matches Document Signature condition” on page 468.
Content Matches Data Identifier	See “About Data Identifiers” on page 509. See “Configuring the Content Matches Data Identifier condition” on page 528. See “Implementing unique match counting for Data Identifiers” on page 534.
Recipient Matches Pattern	See “About described identity matching” on page 591. See “Configuring the Recipient Matches Pattern condition” on page 595.

Note: Exact Data Matching supports match counting, but it is configured at the **Advanced Server Settings** screen. See [“Configuring exact data match counting”](#) on page 434.

Selecting components to match on

The availability of one or more message components to match on depends on the type of rule or exception condition you implement.

See [“Detection messages and message components”](#) on page 349.

Table 17-7 Match on components

Component	Description
Envelope	If the condition supports matching on the Envelope component, select it to match on the message metadata. The envelope contains the header, transport information, and the subject if the message is an SMTP email. If the condition does not support matching on the Envelope component, this option is grayed out. If the condition matches on the entire message, the Envelope is selected and cannot be deselected, and the other components cannot be selected.

Table 17-7 Match on components (*continued*)

Component	Description
Subject	<p>Certain detection conditions match on the Subject component for some types of messages.</p> <p>See “Detection messages and message components” on page 349.</p> <p>For the detection conditions that support subject component matching, you can match on the Subject for the following types of messages:</p> <ul style="list-style-type: none"> ■ SMTP (email) messages from Network Monitor or Network Prevent for Email. ■ NNTP messages from Network Monitor. ■ Exchange email messages delivered by the Classification Server. <p>See the <i>Enterprise Vault Data Classification Services Implementation Guide</i>.</p> <p>To match on the Subject component, you must select (check) the Subject component and uncheck (deselect) the Envelope component for the policy rule. If you select both components, the system matches the subject twice because the message subject is included in the envelope as part of the header.</p>
Body	<p>If the condition matches on the Body message component, select it to match on the text or content of the message.</p>
Attachment(s)	<p>If the condition matches on the Attachment(s) message component, select it to detect content in files sent by, downloaded with, or attached to the message.</p>

Adding an exception to a policy

At the **Manage > Policies > Policy List > Configure Policy – Add Exception** screen you add one or more exception conditions to a policy. Policy exceptions are executed before policy rules. If there is an exception match, the entire message is discarded.

See [“Exception conditions”](#) on page 350.

Note: You can create exceptions for all policy conditions, except the EDM condition **Content Matches Exact Data From**. In addition, Network Prevent for Web does not support synchronized DGM exceptions.

To add an exception to a policy

- 1
- Add an exception to a policy.
- To add a detection rule exception, select the **Detection** tab and click **Add Exception**.
- To add a group rule exception, select the **Groups** tab and click **Add Exception**.
- 2
- Select the policy exception to implement.
- The **Add Detection Exception** screen lists all available detection exceptions that you can add to a policy.
- The **Add Group Exception** screen lists all available group exceptions that you can add to a policy.
- See [Table 17-8](#) on page 382.
- 3
- If necessary, choose the profile, data identifier, or user group.
- 4
- Click **Next** to configure the exception.
- See [“Configuring policy exceptions”](#) on page 384.

Table 17-8 Selecting a policy exception

Exception	Prerequisite	Description
Content		
Content Matches Regular Expression		See “About regular expression matching” on page 557.
Content Matches Keyword		See “About keyword matching” on page 549.
Content Matches Document Signature	Indexed Document Profile	See “Choosing an Indexed Document Profile” on page 366.
Content Matches Data Identifier	Data Identifier	See “About Data Identifiers” on page 509. See “Selecting system Data Identifier breadth” on page 530.
Detect using Vector Machine Learning profile	VML Profile	See “Configuring VML policy exceptions” on page 494. See “Implementing Vector Machine Learning (VML)” on page 481.
File Properties		
Message Attachment or File Type Match		See “About file type matching” on page 563.

Table 17-8 Selecting a policy exception (*continued*)

Exception	Prerequisite	Description
Message Attachment or File Size Match		See “About file size matching” on page 564.
Message Attachment or File Name Match		See “About file name matching” on page 565.
Message/Email Properties and Attributes	Enterprise Vault integration	See “About implementing detection for Enterprise Vault Classification” on page 627. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Custom File Type Signature	Condition enabled Custom script added	See “About custom file type identification” on page 564.
Protocol and Endpoint		
Network or Mobile Protocol		See “About protocol monitoring for network” on page 573. See “About protocol monitoring for mobile” on page 574.
Endpoint Protocol, Destination, Application		See “About endpoint protocol monitoring” on page 579.
Endpoint Device Class or ID		See “About endpoint device detection” on page 581.
Endpoint Location		See “About endpoint location detection” on page 581.
Group (identity)		
Sender/User Matches Pattern Recipient Matches Pattern		See “About described identity matching” on page 591.
Sender/User based on a Directory Server Group Recipient based on a Directory Server Group	User Group	See “About synchronized Directory Group Matching (DGM)” on page 599. See “Creating or modifying a User Group” on page 601. Note: Network Prevent for Web does not support this type of exception. Use profiled DGM instead.
Sender/User based on a Directory from: Recipient based on a Directory from:	Exact Data Profile	See “About profiled Directory Group Matching (DGM)” on page 607. See “Implementing profiled DGM” on page 608.

Configuring policy exceptions

At the **Manage > Policies > Policy List > Configure Policy – Edit Exception** screen you configure one or more conditions for a policy exception.

See [Table 17-10](#) on page 385.

If an exception condition matches, the system discards the matched component from the system. This component is no longer available for evaluation.

See [“Exception conditions”](#) on page 350.

Table 17-9 Configure policy exceptions

Step	Action	Description
Step 1	Add a new policy exception, or edit an existing exception.	See “Adding an exception to a policy” on page 381. Select an existing policy exception to modify it.
Step 2	Name the exception, or edit an existing name or description.	In the General section, enter a unique name for the exception, or modify the name of an existing exception. Note: The exception name is limited to 60 characters.
Step 3	Select the components to apply the exception to (if available).	If the exception is content-based, you can match on the entire message or on individual message components. See “Detection messages and message components” on page 349. Select one of the Apply Exception to options: <ul style="list-style-type: none">■ Entire Message This option applies the exception to the entire message.■ Matched Components Only This option applies the exception to each message component you select from the Match On options in the Conditions section of the exception.
Step 4	Configure the exception condition.	In the Conditions section of the Configure Policy - Edit Exception screen, define the condition for the policy exception. The configuration of a condition depends on the exception type. See Table 17-10 on page 385.
Step 5	Add one or more additional conditions to the exception (optional).	You can add conditions until the exception is structured as desired. See “Configuring compound match conditions” on page 386. To add another condition to an exception, select the condition from the Also Match list. Click Add and configure the condition.

Table 17-9 Configure policy exceptions (*continued*)

Step	Action	Description
Step 6	Save and manage the policy.	Click OK to complete the exception definition process. Click Save to save the policy. See “Manage and add policies” on page 389.

[Table 17-10](#) lists the exception conditions that you can configure, with links to configuration details.

Table 17-10 Policy exception conditions available for configuration

Exception	Description
Content	
Content Matches Regular Expression	See “Configuring the Content Matches Regular Expression condition” on page 559.
Content Matches Keyword	See “Configuring the Content Matches Keyword condition” on page 552.
Content Matches Document Signature	See “Configuring the Content Matches Document Signature condition” on page 468.
Content Matches Data Identifier	See “Configuring the Content Matches Data Identifier condition” on page 528.
Detect using Vector Machine Learning Profile	See “Configuring VML policy exceptions” on page 494.
File Properties	
Message Attachment or File Type Match	See “Configuring the Message Attachment or File Type Match condition” on page 567.
Message Attachment or File Size Match	See “Configuring the Message Attachment or File Size Match condition” on page 568.
Message Attachment or File Name Match	See “Configuring the Message Attachment or File Name Match condition” on page 569.
Email/MAPI Attributes	See “Configuring the Message/Email Properties and Attributes condition” on page 630. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .
Custom File Type Signature	See “Configuring the Custom File Type Signature condition” on page 570.

Table 17-10

Policy exception conditions available for configuration *(continued)*

Exception	Description
Protocol and Endpoint	
Network or Mobile Protocol	See “Configuring the Protocol Monitoring condition for network detection” on page 575.
Endpoint Protocol or Destination	See “Configuring the Endpoint Monitoring condition” on page 582.
Endpoint Device Class or ID	See “Configuring the Endpoint Device Class or ID condition” on page 585.
Endpoint Location	See “Configuring the Endpoint Location condition” on page 584.
Group (identity)	
Sender/User Matches Pattern	See “Configuring the Sender/User Matches Pattern condition” on page 593.
Recipient Matches Pattern	See “Configuring the Recipient Matches Pattern condition” on page 595.
Sender/User based on a Directory Server Group	See “Configuring the Sender/User based on a Directory Server Group condition” on page 603.
Recipient based on a Directory Server Group	See “Configuring the Recipient based on a Directory Server Group condition” on page 604.
Sender/User based on a Directory from an EDM Profile	See “Configuring the Sender/User based on a Profiled Directory condition” on page 610.
Recipient based on a Directory from and EDM Profile	See “Configuring the Recipient based on a Profiled Directory condition” on page 611.

Configuring compound match conditions

You can create compound match conditions for policy rules and exceptions.

See [“Configuring compound match conditions”](#) on page 386.

The detection engine connects compound conditions with an AND. All conditions in the rule or exception must be met to trigger or except an incident.

See [“Policy detection execution”](#) on page 352.

You are not limited to the number of match conditions you can include in a rule or exception. However, the multiple conditions you declare in a single rule or exception should be logically associated. Do not mistake compound rules or exceptions with multiple rules or exceptions in a policy.

See [“Use compound conditions to improve match accuracy”](#) on page 404.

Table 17-11 Configure a compound policy rule or exception

Step	Action	Description
Step 1	Modify or configure an existing policy rule or exception.	<p>You can add one or more additional match conditions to a policy rule at the Configure Policy – Edit Rule screen.</p> <p>You can add one or more additional match conditions to a rule or exception at the Configure Policy – Edit Rule or Configure Policy – Edit Exception screen.</p>
Step 2	Select an additional match condition.	<p>Select the additional match condition from the Also Match list.</p> <p>This list appears at the bottom of the Conditions section for an existing rule or exception.</p>
Step 3	Review the available conditions.	<p>The system lists all available additional conditions you can add to a policy rule or exception.</p> <p>See “Adding a rule to a policy” on page 372.</p> <p>See “Adding an exception to a policy” on page 381.</p>
Step 4	Add the additional condition.	<p>Click Add to add the additional match condition to the policy rule or exception.</p> <p>Once added, you can collapse and expand each condition in a rule or exception.</p>
Step 5	Configure the additional condition.	<p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Step 6	Select the same or any component to match.	<p>If the condition supports component matching, specify where the data must match to generate or except an incident.</p> <p>Same Component – The matched data must exist in the same component as the other condition(s) that also support component matching to trigger a match.</p> <p>Any Component – The matched data can exist in any component that you have selected.</p> <p>See “About cross-component matching for Data Identifiers” on page 517.</p>
Step 6	Repeat this process to additional match conditions to the rule or exception.	<p>You can add as many conditions to a rule or exception as you need.</p> <p>All conditions in a single rule or exception must match to trigger an incident, or to trigger the exception.</p>
Step 7	Save the policy.	<p>Click OK to close the rule or exception configuration screen.</p> <p>Click Save to save the policy configuration.</p>

Input character limits for policy configuration

When configuring a policy, consider the following input character limits for policy configuration components.

Table 17-12 Input character limits for policy configuration

Configuration element	Input character limit
Name of a policy component, including: <ul style="list-style-type: none">■ Policy■ Rule■ Exception■ Group■ Condition	60 characters Note: To import a policy as a template, the policy name must be less than 60 characters, otherwise it does not appear in the Imported Templates list.
Description of policy component.	255 characters
Name of Data Profile, including: <ul style="list-style-type: none">■ Exact Data■ Indexed Document■ Vector Machine Learning	255 characters
Data Identifier pattern limits	100 characters per line See “Character limits for Data Identifier patterns” on page 539.

Administering policies

This chapter includes the following topics:

- [Manage and add policies](#)
- [Manage and add policy groups](#)
- [Creating and modifying policy groups](#)
- [Importing policy templates](#)
- [Exporting policy detection as a template](#)
- [Adding an automated response rule to a policy](#)
- [Removing policies and policy groups](#)
- [Troubleshooting policies](#)

Manage and add policies

The **Manage > Policies > Policy List** screen is the home page for adding and managing policies. You implement policies to detect and report data loss.

See [“Workflow for implementing policies”](#) on page 337.

[Table 18-1](#) lists and describes the actions you can take at the **Policy List** screen.

Table 18-1 Policy List screen actions

Action	Description
Add Policy	Click Add Policy to create a new policy. See “Adding a new policy or policy template” on page 369.

Table 18-1 Policy List screen actions (*continued*)

Action	Description
Modify Policy	Click anywhere in the policy row to modify an existing policy. See “Configuring policies” on page 370.
Activate Policy	Click the red circle icon by the policy name to activate the policy.
Suspend Policy	Click the green circle icon by the policy name. Note: By default, all solution pack policies are activated on installation of the solution pack.
Sort Policies	Click any column header to sort the policy list.
Remove Policy	Click the red X icon at the end of the policy row. On confirmation the system deletes the policy. Note: You cannot remove a policy that has active incidents. See “Removing policies and policy groups” on page 395.
Export and Import Policy Templates	See “Importing policy templates” on page 393. See “Exporting policy detection as a template” on page 394.

Table 18-2 lists and describes the display fields at the **Policy List** screen.

Table 18-2 Policy List screen display fields

Column	Description
Name	View and sort by the name of the policy. See “About Data Loss Prevention policies” on page 327.
Description	View the description of the policy. See “Policy templates” on page 330.
Policy Group	View and sort by the policy group to which the policy is deployed. See “Policy groups” on page 331.
Last Modified	View and sort by the date the policy was last updated. See “Policy authoring privileges” on page 334.
Misconfigured Policy	The policy icon is a yellow caution sign. See “Policy components” on page 329.

Table 18-2 Policy List screen display fields (*continued*)

Column	Description
Active Policy	The policy icon is green. An active policy can detect incidents.
Suspended Policy	The policy icon is red. A suspended policy is deployed but does not detect incidents.

Manage and add policy groups

The **System > Servers > Policy Groups** screen lists the configured policy groups in the system.

From the **Policy Groups** screen you manage existing policy groups and add new ones.

Table 18-3 Policy Groups screen actions

Action	Description
Add Policy Group	Click Add Policy Group to define a new policy group. See “Policy groups” on page 331.
Modify Policy Group	To modify an existing policy group, click the name of the group, or click the pencil icon to the far right of the row. See “Creating and modifying policy groups” on page 392.
Remove Policy Group	Click the red X icon to the far right of the row to delete that policy group from the system. A dialog box confirms the deletion. Note: If you delete a policy group, you delete any policies that are assigned to that group. See “Removing policies and policy groups” on page 395.
View policies in a group	To view the policies deployed to an existing policy group, navigate to the System > Servers > Policy Groups > Configure Policy Group screen. See “Creating and modifying policy groups” on page 392.

Table 18-4 Policy Groups screen display fields

Column	Description
Name	The name of the policy group.
Description	The description of the policy group.

Table 18-4 Policy Groups screen display fields (continued)

Column	Description
Available Servers	The detection server to which the policy group is deployed. See “Policy deployment” on page 332.
Last Modified	The date the policy group was last modified.

Creating and modifying policy groups

At the **System > Servers > Policy Groups** screen you configure a new policy group or modify an existing one.

See [“Policy groups”](#) on page 331.

To configure a policy group

- 1 Add a new policy group, or modify an existing one.
See [“Manage and add policy groups”](#) on page 391.
- 2 Enter the **Name** of the policy group, or modify an existing name.
Use an informative name. Policy authors and Enforce Server administrators rely on the policy group name when they associate the policy group with policies, roles, targets.
The name value is limited to 256 characters.
- 3 Enter a **Description** of the policy group, or modify an exiting description of an existing policy group.
- 4 Select one or more **Servers** to assign the policy group to.
The system displays a check box for each detection server currently configured and registered with the Enforce Server.
 - Select (check) the **All Servers** option to assign the policy group to all detection servers in your system. If you leave this checkbox unselected, you can assign the policy group to individual servers.
The **All Discover Servers** entry is not configurable because the system automatically assigns all policy groups to all Network Discover Servers. This feature lets you assign policy groups to individual Discover targets. See [“Configuring the required fields for Network Discover targets”](#) on page 1123.
 - Deselect (uncheck) the **All Servers** option to assign the policy group to individual detection servers.

The system displays a check box for each server currently configured and registered with the Enforce Server.

Select each individual detection server to assign the policy group.

- 5 Click **Save** to save the policy group configuration.

Note: The **Policies in this Group** section of the **Policies Group** screen lists all the policies in the policy group. You cannot edit these entries. When you create a new policy group, this section is blank. After you deploy one or more policies to a policy group (during policy configuration), the **Policies in this Group** section displays each policy in the policy group.

See [“Configuring policies”](#) on page 370.

See [“Policy deployment”](#) on page 332.

Importing policy templates

You can import one or more policy templates to the Enforce Server. You must have policy system privileges to import policy templates.

See [“Policy import and export”](#) on page 336.

See [“Exporting policy detection as a template”](#) on page 394.

To import one or more policy templates to the Enforce Server

- 1 Place one or more policy templates XML file(s) in the `\SymantecDLP\Protect\config\templates` directory on the Enforce Server host.

You can import multiple policies by placing them all in the templates directory.

- 2 Make sure that the directory and file(s) are readable by the "protect" system user.
- 3 Log on to the Enforce Server Administration Console with policy authoring privileges.
- 4 Navigate to **Manage > Policies > Policy List** and click **Add Policy**.
- 5 Choose the option **Add a policy from a template** and click **Next**.

- 6 Scroll down to the bottom of the template list to the **Imported Templates** section.

You should see an entry for each XML file you placed in the templates directory.

- 7 Select the imported policy template and click **Next** to configure it.
See [“Configuring policies”](#) on page 370.

Exporting policy detection as a template

You can export policy detection rules and exceptions in a template (XML file). You cannot export policy response rules. You can only export one policy template at a time.

See [“Policy import and export”](#) on page 336.

To export a policy as a template

- 1 Log on to the Enforce Server administration console with administrator privileges.
- 2 Navigate to the **Manage > Policies > Policy List > Configure Policy** screen for the policy you want to export.
- 3 At the bottom of the **Configure Policy** screen, click the **Export this policy as a template** link.
- 4 Save the policy to a local or network destination of your choice.

For example, the system exports a policy named **Webmail** to the policy template file `Webmail.xml` which you can save to your local drive.

See [“Importing policy templates”](#) on page 393.

Adding an automated response rule to a policy

You can add one or more automated response rules to a policy to take action when that policy is violated.

See [“About response rules”](#) on page 802.

Note: Smart response rules are executed manually and are not deployed with policies.

To add an automated response rule to a policy

- 1 Log on to the Enforce Server administration console with policy authoring privileges.
See [“Policy authoring privileges”](#) on page 334.
- 2 Navigate to the **Manage > Policies > Policy List > Configure Policy** screen for the policy you want to add a response rule to.
- 3 Select the response rule you want to add from those available in the drop-down menu.
Policies and response rules are configured separately. To add a response rule to a policy, the response rule must first be defined and saved independently.
See [“Implementing response rules”](#) on page 813.
- 4 Click **Add Response Rule** to add the response rule to the policy.
- 5 Repeat the process to add additional response rules to the policy.
- 6 **Save** the policy when you are done adding response rules.
- 7 Verify that the policy status is green after adding the response rule to the policy.
See [“Manage and add policies”](#) on page 389.

Note: If the policy status is a yellow caution sign, the policy is misconfigured. The system does not support certain pairings of detection rules and automated response rule actions. See [Table 73-2](#) on page 1321.

Removing policies and policy groups

Consider the following guidelines before you delete a policy or a policy group from the Enforce Server.

Table 18-5 Guidelines for removing policies and policy groups

Action	Description	Guideline
Remove a policy	If you attempt to delete a policy that has associated incidents, the system does not let you remove the policy.	<p>If you want to delete a policy, you must first delete all incidents that are associated with that policy from the Enforce Server.</p> <p>See “Manage and add policies” on page 389.</p> <p>An alternative is to create an undeployed policy group (one that is not assigned to any detection servers). This method is useful to maintain legacy policies and incidents for review without keeping these policies in a deployed policy group.</p> <p>See “Policy import and export” on page 336.</p>
Remove a policy group	If you attempt to delete a policy group that contains one or more policies, the system displays an error message. And, the policy group is not deleted.	<p>Before you delete a policy group, remove any policies from that group by either deleting them or assigning them to different policy groups.</p> <p>See “Manage and add policy groups” on page 391.</p> <p>If you want to remove a policy group, create a maintenance policy group and move the policies you want to remove to the maintenance group.</p> <p>See “Creating and modifying policy groups” on page 392.</p>

See [“About Data Loss Prevention policies”](#) on page 327.

See [“Policy groups”](#) on page 331.

Troubleshooting policies

[Table 18-6](#) lists log files to consult for troubleshooting policies.

Table 18-6 Log files for troubleshooting policies

Log file	Description
VontuMonitor.log	<p>Logs when policies and profiles are sent from the Enforce Server to detection servers and endpoint servers. Displays JRE errors.</p> <p>See “Debug log files” on page 271.</p>
detection_operational.log	Log the loading of policies and detection execution.
detection_operational_trace.log	See “Operational log files” on page 268.

Table 18-6 Log files for troubleshooting policies (*continued*)

Log file	Description
FileReader.log	<p>Logs when an index file is loaded into memory. For EDM, look for the line "loaded database profile." For IDM look for the line: "loaded document profile."</p> <p>See “Debug log files” on page 271.</p>
Indexer.log	<p>Logs the operations of the Indexer process to generate EDM and IDM indexes.</p> <p>See “Debug log files” on page 271.</p>

- See [“About log files”](#) on page 267.
- See [“Log collection and configuration screen”](#) on page 276.
- See [“Configuring server logging behavior”](#) on page 276.
- See [“Collecting server logs and configuration files”](#) on page 281.
- See [“Log files for troubleshooting VML training and policy detection”](#) on page 499.
- See [“Advanced server settings”](#) on page 215.
- See [“Advanced agent settings”](#) on page 247.

General policy authoring considerations

This chapter includes the following topics:

- [About policy authoring considerations](#)
- [Develop a policy strategy that supports your data security objectives](#)
- [Use a limited number of policies to get started](#)
- [Use policy templates but modify them to meet your requirements](#)
- [Use the appropriate match condition for your data loss prevention objectives](#)
- [Test and tune policies to improve match accuracy](#)
- [Start with high match thresholds to reduce false positives](#)
- [Use a limited number of exceptions to narrow detection scope](#)
- [Use compound conditions to improve match accuracy](#)
- [Author policies to limit the potential effect of two-tier detection](#)
- [Use policy groups to manage policy lifecycle](#)
- [Follow detection-specific considerations](#)

About policy authoring considerations

This section provides general considerations for creating well-authored Data Loss Prevention policies to detect confidential data. These considerations assume you are familiar with policy authoring concepts and tasks.

See [“About Data Loss Prevention policies”](#) on page 327.

See “[Detecting data loss](#)” on page 339.

Develop a policy strategy that supports your data security objectives

The goal of detection is to achieve accurate results based on true policy matches. Well-authored policies should accurately detect the data you want to protect with minimal false positives. Through the use of well-defined policies that implement the right type and combination of rules, conditions, and exceptions, you can achieve accurate detection results and prevent the loss of the most critical data in your enterprise

There are two general approaches to developing a data loss prevention policy strategy:

- Information-driven – Identify sensitive data and author policies to prevent it from being lost.
- Regulation-driven– Review government and industry regulations and author policies to comply with them.

[Table 19-1](#) describes these two approaches in more detail.

Table 19-1 Policy detection approaches

Approach	Description
Information-driven	With this approach you start by identifying specific data items and data combinations you want to protect. Examples of such data may include fields profiled from a database, a list of keywords, a set of users, or a combination of these elements. You then group similar data items together and create policies to identify and protect them. This approach works best when you have limited access to the data or no particular concerns about a given regulation.
Regulation-driven	With this approach you begin with a policy template based on the regulations with which you must comply. Examples of such templates may include HIPAA or FACTA. Also, begin with a large set of data (such as customer or employee data). Use the high-level requirements stipulated by the regulations as the basis for this approach. Then, decide what sensitive data items and documents in your enterprise meet these requirements. These data items become the conditions for the detection rules and exceptions in your policies.

Use a limited number of policies to get started

The policy detection rules you implement are based on your organization's information security objectives. The actions you take in response to policy

violations are based on your organization's compliance requirements. In general you should start small with policy detection. Enable one or two policy templates, or a few simple conditions, such as keyword matching. Review the incidents each policy detects. Tune the results before you implement response rules to take action.

Generally it is better to have fewer policies that are configured to address specific data loss prevention objectives rather than many policies that attempt to address all of your security requirements. Having too many policies can impact the performance of the system and can lead to too many false positives.

See [“Test and tune policies to improve match accuracy”](#) on page 402.

Use policy templates but modify them to meet your requirements

Policy templates provide an excellent starting point for authoring policies. Symantec Data Loss Prevention provides 65 pre-built policy templates that contain detection rules and conditions for many different types of use cases, including regulatory compliance, data protection, security enforcement, and acceptable use scenarios.

You should use the system-provided policy templates as starting points for your policies. Doing so will save time and help you avoid errors and information gaps in your policies since the detection methods are predefined. However, for most situations you will want to modify the policy template and tailor it for your specific environment. Deploying a policy template out-of-the-box without configuring it for your environment is not recommended.

See [“Creating a policy from a template”](#) on page 355.

Use the appropriate match condition for your data loss prevention objectives

To prevent data loss, it is necessary to accurately detect all types of confidential data wherever that data is stored, copied, or transmitted. To meet your data security objectives, you need to implement the appropriate detection methods for the type of data you want to protect. The recommendation is to determine the detection methods that work best for you, and tune the policies as necessary based on the results of your detection testing.

[Table 19-2](#) describes the primary use case for each type of policy match condition provided by Data Loss Prevention.

Table 19-2 Match conditions compared

Type of data you want to protect	Condition	Matching
Personally Identifiable Information (PII), such as SSNs, CCNs, and Driver's License numbers	EDM	Exact profiled data
	Data Identifiers	Described, validated data patterns
Confidential documents, such as Microsoft Word, PowerPoint, PDF, etc.	IDM	Exact file contents Partial file contents (derivative)
	VML	Similar file contents
Confidential files and images, such as CAD drawings	IDM	Exact file
	File Properties	File context (type, name, size)
Words and phrases, such as "Confidential" or "Proprietary"	Keywords	Exact words, phrases, proximity
Characters, strings, text	Regular Expressions	Described text
Network and endpoint communications	Protocol and Endpoint	Protocols, destinations, monitoring
Determined by the identity of the user, sender, recipient	Synchronized DGM	Exact identity from LDAP server
	Profiled DGM	Exact profiled identity
	Sender/user, recipient	Described identity patterns
Describes a document, such as author, title, date, etc.	Content-based conditions	File type metadata

Test and tune policies to improve match accuracy

When you create detection policies, there are two common detection problems to avoid. If you create a policy that is too general or too broad, it generates incidents when no real match has occurred (false positive). On the other hand, if a policy has rules that are too specific or narrow about the data it detects, the policy may miss some of the matches you intend to catch (false negatives). [Table 19-3](#) describes these common problems in more detail.

To reduce false positives and negatives, you need to tune your policies. The best way to tune detection is to identify a single, specific use case that is a priority, such as protecting source code for a particular product. You then create a single policy—either from scratch or based on a template, depending on your DLP strategy—containing one or two detection rules and test the policy to see how many (quantity) and the types (quality) of incidents the policy generates. Based

on these initial results, you adjust the detection rule(s) as needed. If the policy generates more false positives than you want, make the detection rule(s) more specific by fine-tuning the existing match conditions, adding additional match conditions, and creating policy exceptions. If the policy does not detect some incidents, make the detection condition(s) less specific.

As your policies mature, it is important to continuously test and tune them to ensure ongoing accuracy.

See [“Follow detection-specific considerations”](#) on page 406.

Table 19-3 Common detection problems to avoid

Problem	Cause	Description
False positives	Policy rules too general or broad	<p>False positives create high costs in time and resources that are required to investigate and resolve apparent incidents that are not actual incidents. Since many organizations do not have the capacity to manage excess false positives, it is important that your policies define contextual rules to improve accuracy.</p> <p>For example, a policy is designed to protect customer names and generates an incident for anything that contains a first and last name. Since most messages contain a name—in many cases both first and last names—this policy is too broad and general. Although it may catch all instances of customer names being sent outside the network, this policy will return too many false positives by detecting email messages that do not divulge protected information. First and last names require a much greater understanding of context to determine if the data is confidential</p>
False negatives	Policy rules too tight or narrow	<p>False negatives obscure gaps in security by allowing data loss, the potential for financial losses, legal exposure, and damage to the reputation of an organization. False negatives are especially dangerous because you do not know you have lost sensitive data.</p> <p>For example, a policy that contains a keyword match on the word "confidential" but also contains a condition that excludes all Microsoft Word documents would be too narrow and be suspect to false negatives because it would likely miss detecting many actual incidents contained in such documents</p>

See [“Start with high match thresholds to reduce false positives”](#) on page 404.

See [“Use a limited number of exceptions to narrow detection scope”](#) on page 404.

See [“Use compound conditions to improve match accuracy”](#) on page 404.

Start with high match thresholds to reduce false positives

For content-based detection rules, there is a configuration setting that lets you "count all matches" but only report an incident after a threshold number of matches has been reached. The general recommendation is to start with high match thresholds for your content-based detection policies. As you tune your policies you can reduce the match thresholds to be more precise.

See ["Configuring match counting"](#) on page 378.

Use a limited number of exceptions to narrow detection scope

You can implement exception conditions for any detection rule, except EDM rules. The limited use of exception conditions can help to reduce false positives by narrowing the scope of policy detection. However, if you need to use several exceptions in a single policy to achieve the desired detection results, reconsider the design of the policy. Make sure the policy is well-defined and uses the proper match conditions. Too many compound exceptions (10 or more) in a policy can cause system performance issues.

It is important to understand how exception conditions work so you can use them properly. Exception conditions disqualify messages from creating incidents. Exception conditions are checked first by the detection server before match conditions. If the exception condition matches, the system immediately discards the entire message or message component that met the exception. There is no support for match-level exceptions. Once the message or message component is discarded by meeting an exception, the data is no longer available for policy evaluation.

See ["Exception conditions"](#) on page 350.

See ["Use compound conditions to improve match accuracy"](#) on page 404.

Use compound conditions to improve match accuracy

Compound conditions can help you improve the match accuracy of your policies. Suppose you are concerned about Microsoft Word documents leaving the network. Initially, you add a policy that uses an attachment type condition to catch all Word files. You quickly discover that too many messages contain Word file attachments that do not divulge protected information. When you examine the incidents more closely, you realize that you are more concerned with Word files that contain the

word CONFIDENTIAL. In this case you can convert the attachment type condition to a compound rule by adding a keyword rule for the word CONFIDENTIAL. Such a configuration would achieve more accurate detection results.

See [“Compound conditions”](#) on page 351.

Author policies to limit the potential effect of two-tier detection

The Exact Data Matching (EDM), Indexed Document Matching (IDM), and most Directory Group Matching (DGM) conditions require two-tier detection. For these conditions, the DLP Agent must send the data to the Endpoint Server for evaluation.

See [“Two-tier detection for DLP Agents”](#) on page 353.

On the endpoint the DLP Agent executes the least expensive rules first. If you are deploying a policy to the endpoint that requires two-tier detection, you can author the policy in such a way to limit the potential effect of two-tier detection.

[Table 19-4](#) provides some considerations for authoring policies to limit the potential effect of two-tier detection.

See [“Detection messages and message components”](#) on page 349.

Table 19-4 Policy configurations for two-tier detection rules

Two-tier match condition	Policy configuration
Exact Data Matching (EDM)	<p>For EDM policies, consider including Data Identifier rules OR'd with EDM rules. For example, for a policy that uses an EDM condition to match social security numbers, you could add a second rule that uses the SSN Data Identifier condition. The Data Identifier does not require two-tier detection and is evaluated locally by the DLP Agent. If the DLP Agent is not connected to the Endpoint Server when the DLP Agent receives the data, the DLP Agent can still perform SSN pattern matching based on the Data Identifier condition.</p> <p>See “Combine Data Identifiers with EDM rules to limit the impact of two-tier detection” on page 441.</p> <p>For example policy configurations, each of the policy templates that provide EDM conditions also provide corresponding Data Identifier conditions.</p> <p>See “Choosing an Exact Data Profile” on page 365.</p>

Table 19-4 Policy configurations for two-tier detection rules (continued)

Two-tier match condition	Policy configuration
Indexed Document Matching (IDM)	<p>For IDM policies that match file contents, consider using VML rules OR'd with IDM rules. VML rules do not require two-tier detection and are executed locally by the DLP Agent. If you do not need to match file contents exactly, you may want to use VML instead of IDM.</p> <p>See “Use the appropriate match condition for your data loss prevention objectives” on page 401.</p> <p>If you are only concerned with file matching, not file contents, consider using compound file property rules instead of IDM. File property rules do not require two-tier detection.</p> <p>See “Consider using compound file property rules to protect design and multimedia files” on page 571.</p>
Directory Group Matching (DGM)	<p>For the synchronized DGM Recipient condition, consider including a Recipient Matches Pattern condition OR'd with the DGM condition. The pattern condition does not require two-tier detection and is evaluated locally by the DLP Agent.</p> <p>See “About two-tier detection for synchronized DGM” on page 600.</p>

Use policy groups to manage policy lifecycle

Use policy groups to test policies before using them in production. Create a test policy group to which only you have access. Then, create policies and add them to the test policy group. Review the incidents your test policies capture. After you tune the policies and confirm that they capture the expected incidents, you can rename the policy group and grant the appropriate roles access to it. You can also use policy groups to manage legacy policies, as well as policies you want to import or export.

See [“Policy groups”](#) on page 331.

See [“Removing policies and policy groups”](#) on page 395.

Follow detection-specific considerations

In additional to these general policy authoring considerations, you should be aware of and keep in mind policy tuning considerations specific to each type of match condition. [Table 19-5](#) lists detection specific considerations, with links to topics for more information.

Table 19-5 Considerations for specific detection methods

Detection method	Description
EDM	See “EDM policy considerations” on page 434.
IDM	See “IDM policy considerations” on page 471.
VML	See “VML policy considerations” on page 500.
Data Identifiers	See “Data Identifier policy considerations” on page 543.
Keywords	See “Keyword matching policy considerations” on page 555.
Regular Expressions	See “Regular expression matching considerations” on page 560.
File Properties	
Protocols	See “Consider separate policies for specific protocols” on page 577.
Endpoint	See “Endpoint event policy considerations” on page 589.
Described Identities	See “Described identity matching policy considerations” on page 596.
Synchronized DGM	See “Synchronized DGM policy considerations” on page 605.
Profiled DGM	See “Profiled DGM policy considerations” on page 612.
Metadata Detection	See “Considerations for implementing metadata detection” on page 621.

Detecting content using Exact Data Matching (EDM)

This chapter includes the following topics:

- [About Exact Data Matching \(EDM\)](#)
- [Implementing Exact Data Matching \(EDM\)](#)
- [EDM policy considerations](#)

About Exact Data Matching (EDM)

Exact Data Matching (EDM) is designed to protect your most sensitive content. You can use EDM to detect personally identifiable information (PII)—such as social security numbers, bank account numbers, credit card numbers—confidential customer and employee records, and other confidential data stored in a structured data source, such as a database, directory server, or CSV file such as a spreadsheet.

Consider the following example. Your company maintains an employee database that contains the following column fields:

- First Name
- Last Name
- SSN
- Date of Hire
- Salary

In a structured data format such as a database, each row represents one record, with each record containing values for each column data field. In this example, each row in the database contains information for one employee, and you can use EDM to protect each record. You export the records to a data source file with each

record on a separate line and each data item delimited by a comma, tab, or pipe character. For example, one row in the data source file contains the following comma-separated record: `Bob, Smith, 123-45-6789, 05/26/99, $42500.`

You create an Exact Data Profile and index the data source file. When you configure the profile, you map the data field columns to system-defined patterns and validate the data. You then configure the EDM policy condition that references the Exact Data Profile. In this example, the condition matches if a message contains all five data fields. The detection server reports a match if it detects "Bob, Smith, 123-45-6789, 05/26/99, \$42500" in any inbound message. But, a message containing "Betty, Smith, 000-00-0000, 05/26/99, \$42500" does not match because that record is not in the profile. If you limited the condition to matching only the Last Name, SSN and Salary column fields, the message "Robert, Smith, 123-45-6789, 05/29/99, \$42500," is a match because it meets the criteria. But, "Bob, Smith, 415-789-0000, 05/26/99, \$42500" does not match because the value for the SSN is not present in the profile.'

See [“Implementing Exact Data Matching \(EDM\)”](#) on page 415.

How EDM works

To implement EDM policies, you identify and prepare the data you want to protect. You create an **Exact Data Profile** and index the structured data source using the Enforce Server administration console, or remotely using the Remote EDM Indexer. During the indexing process, the system fingerprints the data by accessing and extracting the text-based content, normalizing it, and securing it using a nonreversible hash. You can schedule indexing on a regular basis so the data is current.

Once you have profiled the data, you configure the **Content Matches Exact Data** condition to match individual pieces of the indexed data. For increased accuracy you can configure the condition to match combinations of data fields from a particular record. The EDM policy condition matches on data coming from the same row or record of data. For example, you can configure the EDM policy condition to look for any three of First Name, Last Name, SSN, Account Number, or Phone Number occurring together in a message and corresponding to a record from your customer database.

Once the policy is deployed to one or more detection servers, the system can detect the data you have profiled in either structured or unstructured format. For example, you could deploy the EDM policy to a Network Discover Server and scan data repositories for confidential data matching data records in the index. Or, you could deploy the EDM policy to a Network Prevent for Email Server to detect records in email communications and attachments, such as Microsoft Word files.

If the attachment is a spreadsheet, such as Microsoft Excel, the EDM policy can detect the presence of confidential records there as well.

See [“About Exact Data Matching \(EDM\)”](#) on page 409.

About the Exact Data Profile

The **Exact Data Profile** is the user defined configuration you create to index the data source and map the data. The index is a secure file (or set of files) that contains hashes of the exact data values from each field in your data source, along with information about those data values. The index does not contain the data values themselves.

The index that is generated consists of one or more binary `DataSource.rdx` files, each with space to fit into random access memory (RAM) on the detection server(s). For a large data source file, the system may break the data into several `.rdx` files. By default, Symantec Data Loss Prevention stores index files in `\SymantecDLP\Protect\index` (on Windows) or in `/var/SymantecDLP/index` (on Linux) on the Enforce Server. When the policy is active, Symantec Data Loss Prevention deploys the index to the detection server and the detection server loads the index into RAM.

In production, the system converts input content into hashed data values using the same algorithm it employs for indexes. It then compares data values from input content to those in the appropriate `.rdx` files, identifying matches.

See [“About creating and cleansing the exact data source file”](#) on page 411.

See [“EDM policy considerations”](#) on page 434.

About creating and cleansing the exact data source file

The data source file is a flat file containing data in a standard delimited format (pipe, comma, or tab) that has been extracted from a database, CSV file such as a spreadsheet, or other structured data source, and cleansed for profiling. You upload the data source file to the Enforce Server when you are defining the **Exact Data Profile**.

The maximum number of columns that a single data source file can have is 32. If the data source file has more than 32 columns, the Enforce Server administration console produces an error message at the profile screen, and the data source file is not indexed. There is no maximum number of rows, but the total number of cells in a single data source file should not exceed 2.1 billion cells. If your data source file is larger than this, split it into multiple files and profile each separately.

The data source file must contain at least one unique column field. Some examples of unique column fields include social security number, drivers license number,

and credit card number. See [“Ensure data source has at least one column of unique data”](#) on page 435.

In addition, note the following recommendations for cleansing the data source file:

- Remove incomplete and duplicate records.
 See [“Cleanse the data source file of blank columns and duplicate rows”](#) on page 435.
 - Remove improper characters.
 See [“Remove ambiguous character types from the data source file”](#) on page 436.
 - Reduce fields with multiple words to single values for freeform text detection.
 See [“Avoid indexing multi-token cells to detect unstructured data”](#) on page 436.
- See [“Preparing the exact data source file for indexing”](#) on page 419.

About profile validation

Column headings in your data source are useful for visual reference. However, they do not tell Symantec Data Loss Prevention what kind of data the columns contain. To do this, you use the **Field Mappings** section of the **Exact Data Profile** to specify mappings between fields in your data source. You can also use field mappings to specify fields that the system recognizes in the system-provided policy templates. The **Field Mappings** section also gives you advanced options for specifying custom fields and validating the data in those fields.

See [“Mapping Exact Data Profile fields”](#) on page 426.

Consider the following example use of field mappings. Your company wants to protect employee data, including employee social security numbers. You create a Data Loss Prevention policy based on the Employee Data Protection template. The policy requires an exact data index with fields for social security numbers and other employee data. You prepare your data source and then create the **Exact Data Profile**. To validate the data in the social security number field, you map this column field in your index to the "Social Security Number" system field pattern. The system will then validate all data in that field to ensure that each data item is a social security number.

Using the system-defined field patterns to validate your data is critical to the accuracy of your EDM policies. If there is no system-defined field pattern that corresponds to one or more data fields in your index, you can define custom field patterns to validate the data.

See [“Mapping Exact Data Profile fields”](#) on page 426.

About index scheduling

After you have indexed an exact data source extract, its schema cannot be changed because the index file is binary. If the data source changes, or the number of columns or data mapping of the exact data source file changes, you must create a new EDM index and update the policies that reference the changed data. In this case you can schedule the indexing to keep the index in sync with the data source.

See [“Implementing Exact Data Matching \(EDM\)”](#) on page 415.

About remote indexing

Instead of creating a flat data source file and uploading it to the Enforce Server for indexing, you can index your confidential data sources remotely and securely. You do this by using the Remote EDM Indexer utility to create a cryptographic index directly on the storage system before moving it to the Enforce Server

You use the Remote EDM Indexer in conjunction with the SQL Preindexer utility. The SQL Preindexer connects directly to an Oracle database instance, processes the database query, and then pipes the result to the Remote EDM Indexer, which you can use to define the **Exact Data Profile**. Both utilities are available in directory `\SymantecDLP\Protect\bin` on the Enforce Server host file system (Windows).

See [“About using the Remote EDM Indexer”](#) on page 314.

About the Content Matches Exact Data From condition

The **Content Matches Exact Data From an Exact Data Profile** condition is the detection component you use to implement EDM policies. When you define this condition, you select the EDM profile on which the condition is based. You also select the rows you want to use in your condition, as well as any `where` clause limitations.

Note: You cannot use the **Content Matches Exact Data From an Exact Data Profile** condition as a policy exception. Data Loss Prevention does not support the use of the EDM condition as a policy exception.

See [“Configuring the Content Matches Exact Data condition”](#) on page 429.

About Data Owner Exception

Although EDM does not support the explicit use of match exceptions in policies, EDM does support criteria-based matching exceptions. This feature of EDM is known as **Data Owner Exception**. Data owner exception lets you tag or authorize

a specific field in an Exact Data Profile as the data owner. At runtime if the sender or recipient of the data is authorized as a data owner, the condition does not trigger a match and the data is allowed to be sent or received by the data owner

You implement data owner exception by including either the email address field or domain address field in your **Exact Data Profile**. In the EDM policy condition, you specify the field as either the sender or recipient data owner. An authorized data owner, identified by his or her email address or a domain address, who is a sender can send his or her own confidential information without triggering an EDM match or incident. This means that the sender can send any information that is contained in the row where his or her email address or domain is specified. Authorized data owner recipients can be specified individually or all recipients in the list can be allowed to receive the data without triggering a match.

As a policy author, data owner exception gives you the flexibility to allow data owners to use their own data legitimately. For example, if data owner exception is enabled, an employee can send an email containing his or her own confidential information (such as an account number) without triggering a match or an incident. Similarly, if data owner exception is configured for a recipient, the system does not trigger an EDM match or incident if the data owner is receiving his or her own information, such as someone outside the company is sending an email to the data owner containing his or her account number.

If you have previously implemented data owner exceptions manually using configuration files, you must reconfigure these exceptions using the Enforce Server administration console.

About profiled Directory Group Matching (DGM)

Profiled Directory Group Matching (DGM) is a specialized implementation of EDM that is used to detect the exact identity of a message user, sender, or recipient that has been profiled from a directory server or database

See [“About profiled Directory Group Matching \(DGM\)”](#) on page 607.

To implement profiled DGM, your exact data source file must contain one or more of the following fields:

- Email address
- IP address
- Windows user name
- IM name (AOL, Yahoo, MSN)

If you include the email address field in the DGM profile, the field will appear in the **Directory EDM** drop-down list at the incident snapshot screen in the Enforce Server administration console, which facilitates remediation.

See [“Creating the exact data source file for profiled DGM”](#) on page 609.

About two-tier detection for EDM on the endpoint

The EDM index is server-based. If you deploy a policy containing an EDM condition to the DLP Agent on the endpoint, the system uses two-tier detection to evaluate data for matching. In this case the EDM detection condition is not evaluated locally by the DLP Agent. Instead, the DLP Agent sends the data to the Endpoint Server for evaluation against the index. If the endpoint is offline, the message cannot be sent until the server is available, which can affect endpoint performance.

See [“Two-tier detection for DLP Agents”](#) on page 353.

To check if two-tier detection is being used, check the `\SymantecDLP\Protect\logs\debug\FileReader.log` on the Endpoint Server to see if any EDM indexes are being loaded. Look for the line "loaded database profile."

See [“Troubleshooting policies”](#) on page 396.

Implementing Exact Data Matching (EDM)

To implement EDM, you create the **Exact Data Profile**, index the data source, and define one or more EDM detection conditions to match profiled data exactly.

See [“About the Exact Data Profile”](#) on page 411.

Table 20-1 Implementing Exact Data Matching

Step	Action	Description
1	Create the data source file.	<p>Export the source data from the database (or other data repository) to a tabular text file.</p> <p>If you want to except data owners from matching, you need to include specific data items in the data source file.</p> <p>See “About Data Owner Exception” on page 413.</p> <p>If you want to match identities for profiled Directory Group Matching (DGM), you need to include specific data items in the data source files.</p> <p>See “Implementing profiled DGM” on page 608.</p>
2	Prepare the data source file for indexing.	<p>Remove irregularities from the data source file.</p> <p>See “Preparing the exact data source file for indexing” on page 419.</p>

Table 20-1

Implementing Exact Data Matching (continued)

Step	Action	Description
3	Upload the data source file to the Enforce Server.	You can copy or upload the data source file to the Enforce Server, or access it remotely. See “Uploading exact data source files to the Enforce Server” on page 420.
4	Create an Exact Data Profile.	An Exact Data Profile is required to implement Exact Data Matching (EDM) policies. The Exact Data Profile specifies the data source, data field types, and the indexing schedule. See “Creating and modifying Exact Data Profiles” on page 422.
5	Map and validate the data fields.	You map the source data fields to system or custom data types that the system validates. For example, a social security number data field needs to be nine digits. See “About profile validation” on page 412. See “Mapping Exact Data Profile fields” on page 426.
6	Index the data source, or schedule indexing.	See “About index scheduling” on page 413. See “Scheduling Exact Data Profile indexing” on page 428.
7	Configure and tune one or more EDM detection conditions.	See “Configuring the Content Matches Exact Data condition” on page 429. See “Configuring the Content Matches Exact Data condition” on page 429.

Manage and add Exact Data Profiles

You manage and create **Exact Data Profiles** for EDM at the **Manage > Data Profiles > Exact Data** screen. Once a profile has been created, the **Exact Data** screen lists all Exact Data Profiles configured in the system.

See [“About the Exact Data Profile”](#) on page 411.

Table 20-2

Exact Data screen actions

Action	Description
Add EDM profile	Click Add Exact Data Profile to define a new Exact Data Profile. See “Implementing Exact Data Matching (EDM)” on page 415.

Table 20-2 Exact Data screen actions (*continued*)

Action	Description
Edit EDM profile	To modify an existing Exact Data Profile , click the name of the profile, or click the pencil icon at the far right of the profile row. See “ Creating and modifying Exact Data Profiles ” on page 422.
Remove EDM profile	Click the red X icon at the far right of the profile row to delete the Exact Data Profile from the system. A dialog box confirms the deletion. Note: You cannot edit or remove a profile if another user currently modifies that profile, or if a policy exists that depends on that profile.
Download EDM profile	Click the download profile link to download and save the Exact Data Profile. This is useful for archiving and sharing profiles across environments. The file is in the binary *.edm format.
Refresh EDM profile status	Click the refresh arrow icon at the upper right of the Exact Data screen to fetch the latest status of the indexing process. If you are in the process of indexing, the system displays the message "Indexing is starting." The system does not automatically refresh the screen when the indexing process completes.

Table 20-3 Exact Data screen details

Column	Description
Exact Data Profile	The name of the exact data profile.
Last Active Version	The version of the exact data profile and the name of the detection server that runs the profile.
Status	<p>The current status of the exact data profile, which can be any of the following:</p> <ul style="list-style-type: none"> ■ Next scheduled indexing (if it is not currently indexing) ■ Sending an index to a detection server ■ Indexing ■ Deploying to servers <p>In addition, the current status of the indexing process for each detection server, which can be any of the following:</p> <ul style="list-style-type: none"> ■ Completed, including a completion date ■ Pending index completion (waiting for the Enforce Server to finish indexing the exact data source file) ■ Replicating indexing ■ Creating index (internally) ■ Building caches

Table 20-3 Exact Data screen details (*continued*)

Column	Description
Error messages	The Exact Data screen displays any error messages in red. For example, if the Exact Data Profile is corrupt or does not exist, the system displays an error message.

Creating the exact data source file

The first step in the EDM indexing process is to create the data source. A data source is a flat file containing data in a standard delimited format.

If you plan to use a policy template, review it before creating the data source file to see which data fields the policy uses. For relatively small data sources, include as many suggested fields in your data source as possible. However, note that the more fields you include, the more memory the resulting index requires. This consideration is important if you have a large data source. When you create the data profile, you can confirm how well the fields in your data source match against the suggested fields for the template.

Table 20-4 Create the exact data source file

Step	Description
1	<p>Export the data you want to protect from a database or other tabular data format, such as an Excel spreadsheet, to a file. The data source file you create must be a tabular text file that contains rows of data from the original source. Each row from the original source is included as a row in the data source file. Delimit columns using a tab, a comma, or a pipe.</p> <p>You must maintain all the structured data that you exported from the source database table or table-like format in one data source file. You cannot split the data source across multiple files.</p> <p>The data source file cannot exceed 2.1 billion cells. The size of a data source is otherwise limited only by the available disk space of the Enforce Server host. If you plan to upload the data source to the Enforce Server, browser capacity limits the data source size to 2 GB. For file sizes larger than this size you can copy the file to the Enforce Server using FTP/S.</p>
2	<p>Include required data fields for specific EDM implementations:</p> <ul style="list-style-type: none">■ Data Owner Exception See “About Data Owner Exception” on page 413.■ Directory Group Matching See “Creating the exact data source file for profiled DGM” on page 609.
3	<p>Prepare the data source file for indexing.</p> <p>See “Preparing the exact data source file for indexing” on page 419.</p>

Preparing the exact data source file for indexing

Once you create the exact data source file, you must prepare it so that you can efficiently index the data you want to protect.

When you index an exact data profile, the Enforce Server keeps track of empty cells and any misplaced data which count as errors. For example, an error may be a name that appears in a column for phone numbers. Errors can constitute a certain percentage of the data in the profile (five percent, by default). If this default error threshold is met, Symantec Data Loss Prevention stops indexing. It then displays an error to warn you that your data may be unorganized or corrupt. Symantec Data Loss Prevention checks for errors only if the data source has at least a thousand rows.

To prepare the exact data source for efficient EDM indexing

- 1 Make sure that the data source file is formatted as follows:
 - If the data source has more than 200,000 rows, verify that it has at least two columns of data. One of the columns should contain reasonably distinct values. For example, credit card numbers, driver's license numbers, or account numbers (as opposed to first and last names, which are relatively generic).
 - Verify that you have delimited the data source using commas, tabs, or pipes (|). If the data source uses commas as delimiters, remove any commas that do not serve as delimiters. For example, if a value in the address column is 346 Guerrero St., Apt. 2, delete the comma after Guerrero St.

Note: The pound sign (#), equals sign (=), plus sign (+), semicolon (;) and colon (:) characters are also treated as separators.

- Verify that data values are not enclosed in quotes.
- Remove single-character and abbreviated data values from the data source. (For example, remove the column name and all values for a column in which the possible values are Y and N.) Optionally, remove any columns that contain numeric values with less than five digits, as these can cause false positives in production.
- Verify that numbers, such as credit card or social security, are delimited internally by dashes, or spaces, or none at all. Make sure that you do not use a data-field delimiter (for example, a comma) as an internal delimiter in any such numbers; for example: 123-45-6789, or 123 45 6789, or 123456789, but not 123,45,6789.

- Eliminate duplicate records, which can cause duplicate matches in production.
 - Eliminate spaces in data values by separating the data into two or more fields. For example, the name Joe Brown, may appear in input content with the middle name or initial; for example: Joe R Brown, Joe R. Brown, or Joe Robert Brown. If the value Joe Brown appears in a single field in your data source, Symantec Data Loss Prevention detects only the literal string Joe Brown. It does not detect other variants of the name. To ensure that the system detects name variants, divide the name into two fields: a first-name field and a last-name field. You may also want to remove any relatively unimportant text that is separated by a space. For example, for a data value of Mary Jo, you may want to remove Jo entirely. In addition, some data values with inherent spacing, such as San Francisco and New York, may not be critical to your matching criteria, and therefore can be left as they are.
 - Eliminate duplicate records, which can cause duplicate incidents in production.
 - Do not index common values. EDM works best with values that are unique. You need to think about the data you want to index (and thus protect). Is this data truly valuable? If the value is something common, it is not be useful as an EDM value. For example, suppose you want to look for "states." Since there are only 50 states, if your exact data profile has 300,000 rows, the result is a lot of duplicates of common values. Symantec Data Loss Prevention indexes all values in the exact data profile, regardless of if the data is used in a policy or not. It is good practice to use values that are less common and preferably unique to get the best results with EDM.
- 2 Once you have prepared the exact data source file, proceed with the next step in the EDM process: upload the exact data source file to the Enforce Server for profiling the data you want to protect.

See [“Uploading exact data source files to the Enforce Server”](#) on page 420.

Uploading exact data source files to the Enforce Server

After you have prepared the data source file for indexing, load it to the Enforce Server so the data source can be indexed.

Listed here are the three options you have for making the data source file available to the Enforce Server. Consult with your database administrator to determine the best method for your needs.

To make the data source available to the Enforce Server

- 1 If you have a large data source file (over 50 MB), copy it to the "datafiles" directory on the host where Enforce is installed.
 - On Windows this directory is located at
`\SymantecDLP\Protect\datafiles.`
 - On Linux this directory is located at `/var/SymantecDLP/datafiles.`

This option is convenient because it makes the data file available by reference by a drop-down list during configuration of the **Exact Data Profile**. If it is a large file, use a third-party solution (such as Secure FTP) to transfer the data source file to the Enforce Server.

Note: Ensure that the Enforce user (usually called "protect") has **modify** permissions (on Windows) or **rw** permissions (on Linux) for all files in the "datafiles" directory.

- 2 If you have a smaller data source file (less than 50 MB), upload the data source file to the Enforce Server using the Enforce Server administration console (Web interface). When creating the **Exact Data Profile**, you can specify the file path or browse to the directory and upload the data source file.

Note: Due to browser capacity limits, the maximum file size that you can upload is 2 GB. However, uploading any file over 50 MB is not recommended since files over this size can take a long time to upload. If your data source file is over 50 MB, consider copying the data source file to the "datafiles" directory using the first option.

- 3 In some environments it may not be secure or feasible to copy or upload the data source file to the Enforce Server. In this situation you can index the data source remotely using the **Remote EDM Indexer Utility**.

See [“About using the Remote EDM Indexer”](#) on page 314.

This utility lets you index an exact data source on a computer other than the Enforce Server host. This feature is useful when you do not want to copy the data source file to the same machine as the Enforce Server. As an example, consider a situation where the originating department wants to avoid the security risk of copying the data to an extra-departmental host. In this case you can use the Remote EDM Indexer.

See [“Using the Remote EDM Indexer”](#) on page 315.

- 4 Proceed with the next step in the EDM process: configuring the Exact Data Profile and indexing the data source.

See [“Creating and modifying Exact Data Profiles”](#) on page 422.

Creating and modifying Exact Data Profiles

The **Manage > Data Profiles > Exact Data > Add Exact Data Profile** screen is the home page for managing and adding Exact Data Profiles. An Exact Data Profile is required to implement an instance of the Content Matches Exact Data detection rule. An Exact Data Profile specifies the data source, the indexing parameters, and the indexing schedule. Once you have created the EDM profile, you index the data source and configure one or more detection rules to use the profile and detect exact content matches. See [“Implementing Exact Data Matching \(EDM\)”](#) on page 415.

Note: If you are using the Remote EDM Indexer to generate the Exact Data Profile, refer to the following topic. See [“Creating an EDM profile for remote indexing”](#) on page 317.

To create or modify an Exact Data Profile

- 1 Make sure that you have created the data source file.
See [“Creating the exact data source file”](#) on page 418.
- 2 Make sure that you have prepared the data source for indexing.
See [“Preparing the exact data source file for indexing”](#) on page 419.
- 3 Make sure the data source contains the email address field or domain field, if you plan to use data owner exceptions.
See [“About Data Owner Exception”](#) on page 413.

- 4 In the Enforce Server administration console, navigate to **Manage > Data Profiles > Exact Data**.
- 5 Click **Add Exact Data Profile**.
- 6 Enter a unique, descriptive **Name** for the profile (limited to 256 characters).
 For easy reference, choose a name that describes the data content and the index type (for example, Employee Data EDM).
 If you modify an existing Exact Data Profile you can change the profile name.
- 7 Select one of the following **Data Source** options to make the data source file available to the Enforce Server:
 - **Upload Data Source to Server Now**
 If you are creating a new profile, click **Browse** and select the data source file, or enter the full path to the data source file.
 If you are modifying an existing profile, select **Upload Now**.
 See [“Uploading exact data source files to the Enforce Server”](#) on page 420.
 - **Reference Data Source on Manager Host**
 If you copied the data source file to the "datafiles" directory on the Enforce Server, it appears in the drop-down list for selection.
 See [“Uploading exact data source files to the Enforce Server”](#) on page 420.
 - **Use This File Name**
 Select this option if you have not yet created the data source file but want to configure EDM rule(s) using a placeholder data source. Enter the file name of the data source you plan to create, including the **Number of Columns** it is to have. When you do create the data source, you must copy it to the "datafiles" directory.

Note: Use this option with caution. Be sure to remember to create the data source file and copy it to the "datafiles" directory. Name the data source file exactly the same as the name you enter here and include the exact number of columns you specify here.

- **Load Externally Generated Index**
 Select this option if you have created an index on a remote computer using the Remote EDM Indexer. This option is only available after you have defined and saved the profile.
 See [“Uploading exact data source files to the Enforce Server”](#) on page 420.
- 8 If the first row of your data source contains **Column Names**, select the "Read first row as column names" check box.

- 9 Specify the **Error Threshold**, which is the maximum percentage of rows that contain errors before indexing stops.

A data source error is either an empty cell, a cell with the wrong type of data, or extra cells in the data source. For example, a name in a column for phone numbers is an error. If errors exceed a certain percentage of the overall data source (by default, five percent), the system quits indexing and displays an indexing error message. If you specify 100% as the error threshold, Symantec Data Loss Prevention indexes the data source without checking for errors.

Note: Sometimes, a certain percentage of rows in a data set can contain errors. However, more than a small percentage can indicate that the data source file is corrupt, is in an incorrect format, or cannot be read. You can specify that if a certain percentage of rows contains errors, indexing should stop. The default setting is five percent.

See [“Preparing the exact data source file for indexing”](#) on page 419.

- 10 Select the **Column Separator Char** (delimiter) that you have used to separate the values in the data source file. The delimiters you can use are tabs, commas, or pipes.
- 11 Select one of the following encoding values for the content to analyze, which must match the encoding of your data source:
- **ISO-8859-1 (Latin-1)** (default value)
Standard 8-bit encoding for Western European languages using the Latin alphabet.
 - **UTF-8**
Use this encoding for all languages that use the Unicode 4.0 standard (all single- and double-byte characters), including those in East Asian languages.
 - **UTF-16**
Use this encoding for all languages that use the Unicode 4.0 standard (all single- and double-byte characters), including those in East Asian languages.

Note: Make sure that you select the correct encoding. The system does not prevent you from creating an EDM profile using the wrong encoding. The system only reports an error at runtime when the EDM policy attempts to match inbound data. To make sure that you select the correct encoding, after you click **Next**, verify that the column names appear correctly. If the column names do not look correct, you chose the wrong encoding.

- 12 Click **Next** to go to the second **Add Exact Data Profile** screen.
- 13 The **Field Mappings** section displays the columns in the data source and the field to which each column is mapped in the Exact Data Profile. Field mappings in existing Exact Data Profiles are fixed and, therefore, are not editable.

See [“About profile validation”](#) on page 412.

See [“Mapping Exact Data Profile fields”](#) on page 426.

Confirm that the column names in your data source are accurately represented in the **Data Source Field** column. If you selected the **Column Names** option, the Data Source Field column lists the names in the first row of your data source. If you did not select the Column Names option, the column lists Col 1, Col 2, and so on.

- 14 In the **System Field** column, select a field from the drop-down list for each data source field. (This step is required if you use a policy template, or if you want to check for errors in the data source.)

For example, for a data source field that is called SOCIAL_SECURITY_NUMBER, select **Social Security Number** from the corresponding drop-down list. The values in the **System Field** drop-down lists include all suggested fields for all policy templates.

- 15 Optionally, specify and name any custom fields (that is, the fields that are not pre-populated in the **System Field** drop-down lists). To do so, perform these steps in the following order:
 - Click **Advanced View** to the right of the Field Mappings heading. This screen displays two additional columns (**Custom Name** and **Type**).
 - To add a custom system field name, go to the appropriate System Field drop-down list. Select **Custom**, and type the name in the corresponding Custom Name text field.
 - To specify a pattern type (for purposes of error checking), go to the appropriate Type drop-down list and select the wanted pattern. (To see descriptions of all available pattern types, click **Description** at the top of the column.)
- 16 Check your field mappings against the suggested fields for the policy template you plan to use. To do so, go to the **Check Mappings Against** drop-down list, select a template, and click **Check now** on the right.

The system displays a list of all template fields that you have not mapped. You can go back and map these fields now. Alternatively, you may want to expand your data source to include as many expected fields as possible, and then re-create the exact data profile. Symantec recommends that you include as many expected data fields as possible.

- 17
- In the **Indexing** section of the screen, select one of the following options:
- **Submit Indexing Job on Save**

Select this option to begin indexing the data source when you save the exact data profile.

■ **Submit Indexing Job on Schedule**

Select this option to index the data source according to a specific schedule. Make a selection from the **Schedule** drop-down list and specify days, dates, and times as required.

See [“About index scheduling”](#) on page 413.

See [“Scheduling Exact Data Profile indexing”](#) on page 428.

- 18
- Click **Finish**.
- After Symantec Data Loss Prevention finishes indexing, it deletes the original data source from the Enforce Server. After you index a data source, you cannot change its schema. If you change column mappings for a data source after you index it, you must create a new exact data profile.
- After the indexing process is complete you can create new EDM rules for your policies that reference the Exact Data Profile you have created.
- See [“Configuring the Content Matches Exact Data condition”](#) on page 429.

Mapping Exact Data Profile fields

After you have added and configured the data source file and settings, the **Manage > Data Profiles > Exact Data > Add Exact Data Profile** screen lets you map the fields from the data source file to the Exact Data Profile you are configuring.

To enable error checking on a field in a data source or to use the index with a policy template that uses a system field, you must map the field in the data source to the system field. The Field Mappings section lets you map the columns in the original data source to system fields in the Exact Data Profile.

Table 20-5 Field mapping options

Field	Description
Data Source Field	<p>If you selected the Column Names option at the Add Exact Data Profile screen, this column lists the values that are found in the first row from the data source. If you did not select this option, this column lists the columns by generic names (such as Col 1, Col 2, and so on).</p> <p>Note: If you are implementing data owner exception, you must map either or both the email address and domain fields.</p> <p>See “Configuring the Content Matches Exact Data condition” on page 429.</p>

Table 20-5 Field mapping options (*continued*)

Field	Description
System Field	<p>Select the system field for each column.</p> <p>A system field value (except None Selected) cannot be mapped to more than one column.</p> <p>Some system fields have system patterns associated with them (such as social security number) and some do not (such as last name).</p> <p>Note: The system does not recognize the pattern XXX-XXX-XXXX as a valid phone number format because this format is frequently used in other forms of identification. If your data source contains a column of phone numbers in that format, select None Selected to avoid confusion between phone numbers and other data.</p>
Check mappings against policy template	<p>Select a policy template from the drop-down list to compare the field mappings against and then click Check now.</p> <p>All policy templates that implement EDM appear in the drop-down menu, including any you have imported.</p> <p>See “Choosing an Exact Data Profile” on page 365.</p> <p>If you plan to use more than one policy template, select one and check it, and then select another and check it, and so on.</p> <p>If there are any fields in the policy template for which no data exists in the data source, a message appears listing the missing fields. You can save the profile anyway or use a different Exact Data Profile.</p>
Advanced View	<p>If you want to customize the schema for the exact data profile, click Advanced View to display the advanced field mapping options.</p> <p>Table 20-6 lists and describes the additional columns you can specify in the Advanced view screen.</p>
Indexing	<p>Select one of the indexing options.</p> <p>See “Scheduling Exact Data Profile indexing” on page 428.</p>
Finish	<p>Click Finish when you are done configuring the Exact Data Profile.</p>

From the **Advanced View** you map the system and data source fields to system patterns. System patterns map the specified structure to the data in the Exact Data Profile and enable efficient error checking and hints for the indexer.

Table 20-6 Advanced View options

Field	Description
Custom Name	<p>If you select Custom Name for a System Field, enter a unique name for it and then select a value for Type. The name is limited to 60 characters.</p>

Table 20-6 Advanced View options (continued)

Field	Description
Type	<p>If you select a value other than Custom for a System Field, some data types automatically select a value for Type. For example, if you select Birth Date for the System Field, Date is automatically selected as the Type. You can accept it or change it.</p> <p>Some data types do not automatically select a value for Type. For example, if you select Account Number for the System Field, the Type remains unselected. You can specify the data type of your particular account numbers.</p>
Description	Click the link (description) beside the Type column header to display a pop-up window containing the available system data types.
Simple View	Click Simple View to return to the Simple View (with the Custom Name and Type columns hidden).

See [“Creating and modifying Exact Data Profiles”](#) on page 422.

Scheduling Exact Data Profile indexing

When you configure an Exact Data Profile, you can set a schedule for indexing the data source (**Submit Indexing on Job Schedule**).

See [“About index scheduling”](#) on page 413.

Before you set up a schedule, consider the following recommendations:

- If you update your data sources occasionally (for example, less than once a month), there is no need to create a schedule. Index the data each time you update the data source.
- Schedule indexing for times of minimal system use. Indexing affects performance throughout the Symantec Data Loss Prevention system, and large data sources can take time to index.
- Index a data source as soon as you add or modify the corresponding exact data profile, and re-index the data source whenever you update it. For example, consider a scenario whereby every Wednesday at 2:00 A.M. you update the data source. In this case you should schedule indexing every Wednesday at 3:00 A.M. Do not index data sources daily as this can degrade performance.
- Monitor results and modify your indexing schedule accordingly. If performance is good and you want more timely updates, for example, schedule more frequent data updates and indexing.

The Indexing section lets you index the Exact Data Profile as soon as you save it (recommended) or on a regular schedule as follows:

Table 20-7 Scheduling indexing for Exact Data Profiles

Parameter	Description
Submit Indexing Job on Save	Select this option to index the Exact Data Profile when you click Save.
Submit Indexing Job on Schedule	Select this option to schedule an indexing job. The default option is No Regular Schedule . If you want to index according to a schedule, select a desired schedule period, as described.
Index Once	<p>On – Enter the date to index the document profile in the format MM/DD/YY. You can also click the date widget and select a date.</p> <p>At – Select the hour to start indexing.</p>
Index Daily	<p>At – Select the hour to start indexing.</p> <p>Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.</p>
Index Weekly	<p>Day of the week – Select the day(s) to index the document profile.</p> <p>At – Select the hour to start indexing.</p> <p>Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.</p>
Index Monthly	<p>Day – Enter the number of the day of each month you want the indexing to occur. The number must be 1 through 28.</p> <p>At – Select the hour to start indexing.</p> <p>Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.</p>

See [“Mapping Exact Data Profile fields”](#) on page 426.

See [“Creating and modifying Exact Data Profiles”](#) on page 422.

Configuring the Content Matches Exact Data condition

Once you have defined the Exact Data Profile and indexed the data source, you configure one or more Content Matches Exact Data conditions in policy detection rules

See [“About the Content Matches Exact Data From condition”](#) on page 413.

Table 20-8 Configure the Content Matches Exact Data condition

Steps	Action	Description
1	Configure an EDM policy detection rule.	Create a new EDM detection rule in a policy, or modify an existing EDM rule. See “Configuring policies” on page 370. See “Configuring policy rules” on page 374.
Match Data Rows when All of these match		
2	Select the fields to match.	The first thing you do when configuring the EDM condition is select each data field that you want the condition to match. You can select all or deselect all fields at once. The system displays all the fields or columns that were included in the index. You do not have to select all the fields, but you should select at least 2 or 3, one of which must be unique, such as social security number, credit card number, etc. See “EDM policy considerations” on page 434.
3	Choose the number of selected fields to match.	Choose the number of selected the fields to match from the drop down menu. This number represents the number of fields of those selected that must be present in a message to trigger a match. You must select at least as many fields to match as the number of data fields you check. For example, if you choose 2 of the selected fields from the drop-down menu, you must have checked at least two fields present in a message for detection. See “Ensure data source has at least one column of unique data” on page 435.
4	Select the Where clause to enter specific field values to match (optional).	The WHERE clause option matches on the specified field value. You specify a WHERE clause value by selecting an exact data field from the drop-down menu and by entering a value for that field in the adjacent text box. If you enter more than one value, separate the values with commas. See “Use a where clause to detect records that meet specific criteria” on page 441. For example, consider an Exact Data Profile for "Employees" with a "State" field containing state abbreviations. In this example, to implement the WHERE clause, you select (check) WHERE , choose "State" from the drop-down list, and enter CA,NV in the text box. This where clause then limits the detection server to matching messages that contain either CA or NV as the value for the State field. Note: You cannot specify a field for WHERE that is the same as one of the selected matched fields.
Ignore Data Rows when Any of these match		

Table 20-8 Configure the Content Matches Exact Data condition (*continued*)

Steps	Action	Description
5	Ignore data owners (optional).	<p>To except data owners from detection, you must include in your Exact Data Profile either an email address field or a domain address field (for example, symantec.com). Once enabled, if the sender or recipient of confidential information is the data owner (by email address or domain), the detection server allows the data to be sent or received without generating an incident</p> <p>See “About Data Owner Exception” on page 413.</p> <p>If you are implementing data owner exception, select one of the options:</p> <ul style="list-style-type: none"> ■ Sender matches – Select this option to EXCLUDE the data sender from detection. ■ Any or All Recipient matches – Select one of these options to EXCLUDE any or all data recipient(s) from detection.
6	Exclude data field combinations (optional).	<p>You can use the exclude data field combinations to specify combinations of data values that are exempted from detection. If the data appears in exempted pairs or groups, it does not cause a match. Excluded combinations are only available when matching 2 or 3 fields. To enable this option, you must select 2 or 3 fields to match from the _ of the selected fields drop-down menu at the top of the condition configuration.</p> <p>See “Leverage exception tuples to avoid false positives” on page 440.</p> <p>To implement excluded combinations, select an option from each Field N column that appears. Then click the right arrow icon to add the field combination to the Excluded Combinations list. To remove a field from the list, select it and click the left arrow icon.</p> <p>Note: Hold down the Ctrl key to select more than one field in the right-most column.</p>

Additional match condition parameters

7	Select an incident minimum.	<p>Enter or modify the minimum number of matches required for the condition to report an incident.</p> <p>For example, consider a scenario where you specify 1 of the selected fields for a social security number field and an incident minimum of 5. In this situation the engine must detect at least five matching social security numbers in a single message to trigger an incident.</p> <p>See “Configuring exact data match counting” on page 434.</p>
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Table 20-8 Configure the Content Matches Exact Data condition *(continued)*

Steps	Action	Description
8	Select components to match on.	<p>Select one or more message components to match on:</p> <ul style="list-style-type: none">■ Envelope – The header of the message.■ Subject – (Not available for EDM.)■ Body – The content of the message.■ Attachments – The content of any files attached to or transported by the message. <p>See “Selecting components to match on” on page 380.</p>
9	Select one or more conditions to also match.	<p>Select this option to create a compound condition. All conditions must match for the rule to trigger an incident.</p> <p>You can Add any available condition from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>
10	Test and troubleshoot the policy.	<p>See “Test and tune policies to improve match accuracy” on page 402.</p> <p>See “Troubleshooting policies” on page 396.</p>

Implementing Data Owner Exception

To implement data owner exception and ignore data owners from detection, you must explicitly include each user's email address or domain address in the Exact Data Profile. Each expected domain (for example, **symantec.com**) must be explicitly added to the Exact Data Profile. The system does not automatically match on subdomains (for example, **fileconnect.symantec.com**). Each subdomain must be explicitly added to the Exact Data Profile.

To implement the data owner exception feature, you must include either or both of the following fields in your data source file:

- Email address
- Domain address

Note: When you configure the EDM condition, you cannot select a value for Ignore Sender/Recipient that is the same as one of the matched fields.

See [“About Data Owner Exception”](#) on page 413.

Advanced server settings for EDM policies

EDM has various advanced settings available at the **System > Servers > Overview > Server Detail** for the chosen detection server. Use caution when modifying these settings on a server. It is recommended that you check with Symantec Data Loss Prevention Support before changing any of the settings on this screen. Changes to these settings normally do not take effect until after the server has been restarted.

See [“Advanced server settings”](#) on page 215.

Table 20-9 Advanced settings for EDM

EDM parameter	Default	Description
EDM.MatchCountVariant	3	<p>This setting specifies how matches are counted.</p> <ul style="list-style-type: none"> ■ 1 - Counts the number of matched database rows regardless of use of the same tokens across several matches ■ 2 - Eliminates matches that consist of identical sets of tokens ■ 3 - Eliminates matches that consist of a subset of tokens from some other match (the default) <p>See “Configuring exact data match counting” on page 434.</p>
EDM.MaximumNumberOfMatchesToReturn	100	<p>Defines a top limit on the number of matches returned from each RAM index search. For multi-file indices, this limit is applied to each sub-index search independently before the search results are combined. As a result the number of actual matches can exceed this limit for multiple file indices.</p>
EDM.RunProximityLogic	true	<p>If true (default), this setting runs the token proximity check. The free-form text proximity is defined by the setting <code>EDM.SimpleTextProximityRadius</code>. The tabular text proximity is defined by belonging to the same table row.</p> <p>Note: Disabling proximity is not recommended because it can negatively impact the performance of the system.</p>
EDM.SimpleTextProximityRadius	35	<p>For space-based languages, this value is the number of tokens (words) to the left and to the right of the current token that are evaluated together when the proximity check is enabled. For non-space based languages, including Chinese, Japanese, and Korean, the proximity check is 35 characters.</p>
EDM.VerifyJohnJohnCases	true	<p>Specifies whether to consider matches where more than one database column has the same value. For example, the first name is John and the last name is John. This verification incurs a slight performance penalty.</p>

Configuring exact data match counting

The default value for the advanced server setting **EDM.MatchCountVariant** eliminates matches that consist of a subset of tokens from some other match. Rarely is there a need to change the default value, but if necessary you can configure how EDM matches are counted.

See “[Advanced server settings](#)” on page 215.

As an example, consider a database profile with the following three records:

- Kathy, Stevens, 123-45-6789, 1111-1111-1111-1111
- Kathy, Stevens, 123-45-6789, 2222-2222-2222-2222
- Kathy, Stevens, 123-45-6789, 3333-3333-3333-3333

If the policy rule is set up to match any 3 of 4 and someone sends a message with the following line:

- Kathy, Stevens, 123-45-6789

The matches are counted as follows:

- EDM.MatchCountVariant=1: 3 (number of database profile records matched)
- EDM.MatchCountVariant=2: 1 (number of unique token sets matched)
- EDM.MatchCountVariant=3: 1 (number of inclusive token sets matched)

If someone sends a message with the following 2 lines:

- Kathy, Stevens, 123-45-6789, 1111-1111-1111-1111
- Kathy, Stevens, 123-45-6789

The matches will be counted as follows:

- EDM.MatchCountVariant=1: 3 (number of database profile records matched)
- EDM.MatchCountVariant=2: 2 (number of unique token sets matched)
- EDM.MatchCountVariant=3: 1 (number of inclusive token sets matched, the first token set includes the second one).

EDM policy considerations

EDM is the most accurate form of detection. It is also the most complex to set up and maintain. To ensure that your EDM policies are as accurate as possible, consider the recommendations in this section when you are implementing your EDM profiles and policies.

Ensure data source has at least one column of unique data

EDM is designed to detect combinations of data fields that are globally unique. At a minimum, your EDM index must include at least one column of data that contains a unique value for each record in the row. Column data such as account number, social security number, and credit card number are inherently unique, whereas state or zip code are not unique, nor are names. If you do not include at least one column of unique data in your index, your EDM profile will not accurately detect the data you want to protect

Table 20-10 describes the various types of unique data to include in your EDM indexes, as well as fields that are not unique. You can include the non-unique fields in your EDM indexes as long as you have at least one column field that is unique.

Table 20-10 Examples of unique data for EDM policies

Unique data for EDM	Non-unique data
<p>The following data fields are usually unique:</p> <ul style="list-style-type: none"> ■ Account number ■ Bank Card number ■ Phone number ■ Email address ■ Social security number ■ Tax ID number ■ Drivers license number ■ Employee number ■ Insurance number 	<p>The following data fields are not unique:</p> <ul style="list-style-type: none"> ■ First name ■ Last name ■ City ■ State ■ Zip code ■ Password ■ PIN number

Cleanse the data source file of blank columns and duplicate rows

The data source file should be as clean as possible before you create the EDM index, otherwise the resulting profile will create false positives.

When you create the data source file, you should avoid including empty cells or blank columns. Blank columns or fields count as “errors” when you generate the EDM profile. A data source error is either an empty cell or a cell with the wrong type of data (a name appearing in a phone number column). If the errors exceed the error threshold percentage for the profile (by default, five percent), the system stops indexing and displays an indexing error message.

The recommendation is to remove blank columns and empty cells from the data source file, rather than increasing the error threshold. Keep in mind that if you have a lot of empty cells, it may require a 100% error threshold for the system to

create the profile. If you specify 100% as the error threshold, the system indexes the data source without checking for errors.

Remove ambiguous character types from the data source file

You cannot have extraneous spaces, punctuation, and inconsistently populated fields in the data source file. You can use tools such as Stream Editor (sed) and AWK to remove these items from you data source file or files before indexing them.

Table 20-11 Characters to avoid in the data source file

Characters to avoid	Explanation
Single characters	Single character fields should be eliminated from the data source file. These are more likely to cause false positives, since a single character is going to appear frequently in normal communications.
Abbreviations	Abbreviated fields should be eliminated from the data source file for the same reason as single characters.
Quotes	Text fields should not be enclosed in quotes.
Small numbers	Indexing numeric fields that contain less than 5 digits is not recommended because it will likely yield many false positives.
Dates	Date fields are also not recommended. Dates are treated like a string, so if you are indexing a date, such as 12/6/2007, the string will have to match exactly. The indexer will only match 12/6/2007, and not any other date formats, such as Dec 6, 2007, 12-6-2007, or 6 Dec 2007. It must be an exact match.

Avoid indexing multi-token cells to detect unstructured data

The EDM policy condition matches on unstructured and structured data that is present in the index. Unstructured data is freeform text, such as an email communication or Word file. Structured data is a tabular-formatted document, such as an Excel spreadsheet or CSV file.

To detect unstructured or freeform text, the recommendation is to avoid the use of multi-token cells in the data source file and index. If a value of a column field contains a space (such as "Mary Jo", "Von Batten", or "Joe Brown"), you remove the space before indexing. For example, change "Mary Jo" to "Mary" and "Von Batten" to "Batten," or create separate columns. Not following this recommendation decreases accuracy and increases the likelihood of false negatives.

When creating an index, the system will index a value such as “Joe Brown” as one multi-word token. The processor will then look to match the whole string "Joe

Brown." On the detection side, if a message or file contains "Joe Brown" in freeform content, it is broken into two tokens, "Joe" and "Brown." The EDM token "Joe Brown" does not match "Joe" or "Brown" in any unstructured message or document, so it is not matched, resulting in a false negative.

An EDM rule performs a full-text search against the message, checking each word (except those that are excluded by way of the columns you choose to match in the policy) for potential matches. The matching algorithm compares each individual word in the message with the contents of each cell in the data profile. If a cell in the data profile contains multiple words, that cell can never match a word in a message. This behavior is because the matching algorithm cannot match individual words to a group of words.

The exception to this recommendation is inbound structured data that triggers a tabular search. For example, when the message is decomposed, it might have certain comma- or pipe-separated data or be contained in an Excel spreadsheet as an attachment to an email message. In this case, each piece of data is individually tested against the data profile, even if the cell contains multiple words. In this case, the term "Joe Brown" in an Excel spreadsheet or CSV file attached to the message would be matched against the "Joe Brown" token

Use the pipe delimiter to ensure accurate column separation

Of the three types of column delimiters that you can choose from for the data source file (pipe, comma, and tab), the pipe delimiter is recommended. If you use a comma as the delimiter, make sure there are no commas in the data set other than those used as column delimiters. Note that address fields commonly contain extraneous commas that must be removed.

Map data source column to system fields to leverage validation

When you create the Exact Data Profile, you can validate how well the fields in your data source match against system-defined patterns for that field. For example, if you map a field to the credit card system pattern, the system will validate that the data matches the credit card system pattern. If it does not, the system will create an error for every record that contains an invalid credit card number. Mapping data source fields in your index to system-defined field patterns helps you ensure that the fields in your index meet the data type criteria.

If there is no corresponding system field to map to a data source column, consider creating a custom field to map data source column data. You can use the description field to annotate both system and custom fields.

Symantec Data Loss Prevention provides several policy templates that implement EDM rules. The general recommendation is to use policy templates whenever

possible when implementing EDM. If you do use a policy template for EDM, you should validate the index against the template when you configure the Exact Data Profile.

Include column headers as the first row of the data source file

When you extract the source data to the data source file, you should include the column headers as the first row in the data source file. Including the column headers will make it easier for you to identify the data you want to use in your policies.

The column names reflect the column mappings that were created when the exact data profile was added. If there is an unmapped column, it is called Col **X**, where **X** is the column number (starting with 1) in the original data profile.

If the Exact Data Profile is to be used for DGM, the file must have a column with a heading of **email**, or the DGM will not appear in the **Directory EDM** drop-down list (at the remediation page).

Check the system alerts to tune profile accuracy

You should always review the system alerts after creating the Exact Data Profile. The system alerts provide very specific information about problems encountered when creating the profile, such as a SSN in an address field, which will impact accuracy.

Use stopwords to exclude common words from causing false positives

The EDM indexing process ignores words found in the stopwords file. Stopwords are common words that you exclude from indexing. For example, common last name prefixes (such as Van Buren) can be added to the stopwords file to reduce false positives.

Adjust the stopwords file by adding new words to the file. Stopword files are located at the system directory `\SymantecDLP\Protect\config\stopwords`. By default the system uses the `stopwords_en.txt` file, which is the English language version. Other language stopwords files are also located in this same directory. You can change the default stopwords language file by updating the `Lexer.StopwordLanguages` property in the **Advanced Server Settings** screen of the Enforce Server.

See [“Advanced server settings for EDM policies”](#) on page 433.

Use scheduled indexing to automate profile updates

When you configure an **Exact Data Profile**, you can set a schedule for indexing the data source.

Before you set up an index schedule, consider the following:

- If you update your data sources occasionally (for example, less than once a month), generally there is no need to create a schedule. Index the data each time you update the data source.
- Schedule indexing for times of minimal system use. Indexing affects performance throughout the Symantec Data Loss Prevention system, and large data sources can take time to index.
- Index a data source as soon as you add or modify the corresponding exact data profile, and re-index the data source whenever you update it. For example, consider a scenario whereby every Wednesday at 2:00 A.M. you update the data source. In this case you should schedule indexing every Wednesday at 3:00 A.M. Do not index data sources daily as this can degrade performance.
- Monitor results and modify your indexing schedule accordingly. If performance is good and you want more timely updates, for example, schedule more frequent data updates and indexing.

Match on 3 columns in an EDM condition to increase detection accuracy

In a structured data format such as a database, each row represents one record, with each record containing related values for each column data field. Thus, for an EDM policy rule condition to match, all the data must come from the same row or record of data. When you define an EDM rule, you must select the fields that must be present to be a match. Although there is no limit to the number of columns you can select to match in a row (up to the total number of columns in the index, which is a maximum of 32), it is recommended that you match on at least 2 or 3 columns, one of which must be unique. Generally matching on 3 fields is preferred, but if one of the columns contains a unique value such as SSN or Credit Card number, 2 columns may be used.

Consider the following example. You want to create an EDM policy condition based on an **Exact Data Profile** that contains the following 5 columns of indexed data:

- First Name
- Last Name
- Social Security Number (SSN)
- Phone Number
- Email Address

If you select all 5 columns to be included in the policy, consider the possible results based on the number of fields you require for each match.

If you choose "1 of the selected fields" to match, the policy will undoubtedly generate a large number of false positives because the record will not be unique enough. (Even if the condition only matches the SSN field, there may still be false positives because there are other types of nine-digit numbers that may trigger a match.)

If you choose "2 of the selected fields" to match, the policy will still produce false positives because there are potential worthless combinations of data: First Name + Last Name, Phone Number + Email Address, or First Name + Phone Number.

If you choose to match on 4 or all 5 of the column fields, you will not be able to exclude certain data field combinations because that option is only available for matches on 2 or 3 fields.

See ["Leverage exception tuples to avoid false positives"](#) on page 440.

In this example, to ensure that you generate the most accurate match, the recommendation is that you choose "3 of the selected fields to match." In this way you can reduce the number of false positives while using one or more exceptions to exclude the combinations that do not present a concern, such as First Name + Last Name + Phone Number.

Whatever number of fields you choose to match, ensure that you are including the column with the most unique data, and that you are matching at least 2 column fields.

Leverage exception tuples to avoid false positives

The EDM policy condition lets you define exception tuples to exclude combinations on data. You must select 2 or 3 columns to match to leverage exception tuples.

EDM allows detection based on any combination of columns in a given row of data (that is, N of M fields from a given record). It can trigger on "tuples," or specified sets of data types. For example, a combination of the first name and SSN fields could be acceptable, but a combination of the last name and SSN fields would not. EDM also allows more complex rules such as looking for N of M fields, but excluding specified tuples. For example, this type of rule definition is required to identify incidents in violation of state data privacy laws, such as California SB 1386, which requires a first name and last name in combination with any of the following: SSN, bank account number, credit card number, or driver's license number.

While exception tuples can help you reduce false positives, if you are using several exception tuples, it may be a sign your index is flawed. In this case, considering

redoing your index so you don't have to use so many excluded combinations to achieve the desired matches.

Use a where clause to detect records that meet specific criteria

Another configuration parameter of the EDM policy condition is the "Where" clause option. This option matches on the exact value you specify for the field you select. You can enter multiple values by separating each with commas. Using a where clause to detect records that meet specific criteria helps you improve the accuracy of your EDM policies.

For example, if you wanted to match only on an Exact Data Profile for "Employees" with a "State" field containing certain states, you could configure the match where "State" equals "CA,NV". This rule then causes the detection engine to match a message that contains either CA or NV as content.

Use the minimum matches field to fine tune EDM rules

The minimum matches field is useful for fine-tuning the sensitivity of an EDM rule. For example, one employee's first and last name in an outgoing email may be acceptable. However, 100 employees' first and last names is a serious breach. Another example might be a last name and social security number policy. The policy might allow an employee to send information to a doctor, but the sending of two last names and social security numbers is suspicious.

Combine Data Identifiers with EDM rules to limit the impact of two-tier detection

When implementing EDM policies, it is recommended that you combine Data Identifiers (DIs) rules with the EDM condition to form compound policies. As reference, note that all system-provided policy templates that implement EDM rules also implement Data Identifier rules in the same policy.

Data Identifiers and EDM are both designed to protect personally identifiable information (PII). Including Data Identifiers with your EDM rules make your policies more robust and reusable across detection servers because unlike EDM rules Data Identifiers are executed on the endpoint and do not require two-tier detection. Thus, if an endpoint is off the network, the Data Identifier rules can protect PII such as SSNs.

Data Identifier rules are also useful to use in your EDM policies while you are gathering and preparing your confidential data for EDM indexing. For example, a policy might contain the US SSN Data Identifier and an EDM rule for as yet unindexed or unknown SSNs.

Detecting content using Indexed Document Matching (IDM)

This chapter includes the following topics:

- [About Indexed Document Matching \(IDM\)](#)
- [Implementing IDM policies](#)
- [IDM policy considerations](#)

About Indexed Document Matching (IDM)

You use Indexed Document Matching (IDM) to protect confidential, proprietary, or sensitive content and information stored in documents and files. For example, you can use IDM to protect financial report data stored in Microsoft Office documents, or merger and acquisition information stored in PDF files, or source code stored in text-based files. You can also use IDM to protect binary files, such as JPEG images, CAD designs, and multimedia files. In addition, you can use IDM to detect partial or derived content, such as text that has been copy/pasted from one document to another.

For example, consider a document source that you have indexed that contains several Microsoft Office documents (Word, Excel, PowerPoint) and a few image files (JPEG, BMP). You configure an IDM rule and select partial matching at 50% for the document exposure setting. In production the detection server will look for exact matches of the binary files, and partial matches of content indexed from the text-based files. In this case, if an inbound file contains 50% or more of content fingerprinted from the Office documents, it is considered a match.

How IDM works

To implement IDM, you collect the document content and files you want to protect and index these artifacts using the Enforce Server. During the indexing process the system uses the message-digest algorithm (MD5) to "fingerprint" each file or file contents. You create an IDM policy and reference the index. The system deploys the policy and the index to the detection server. At runtime the index is loaded into memory. The system converts inbound files and file content to MD5 hashes using the same algorithm used for indexing. The system then compares the resulting MD5 hashes from input files or file contents against the MD5 fingerprints registered in the index file, identifying matches.

See ["About the server index"](#) on page 446.

About the Indexed Document Profile

The **Indexed Document Profile** is the user-defined configuration for creating and generating IDM indexes. You define an **Indexed Document Profile** using the Enforce Server administration console. You reference the document profile in one or more IDM policy rules or exceptions. The profile is reusable across policies: you can create one document profile and reference it in multiple policies. When you create the **Indexed Document Profile**, you have the option of indexing the document source immediately on save of the profile or at a scheduled time. However, you must index the document source before you can detect policy violations.

See ["Creating and modifying Indexed Document Profiles"](#) on page 456.

For example, you want to create an IDM index to detect when exact versions of certain financial documents are found, or when passages or sections of the fingerprinted documents are exposed. When you define the **Indexed Document Profile**, you can upload the documents to the Enforce Server, or you can index the documents on a network file share. You can also specify file name and file-size filters in the document profile. The filters tell the system which files to include or ignore during indexing. The resulting index is a secure, binary *.rdx file named `DocSource.rdx`. The index may span multiple files if it is a large index. The system deploys the index to the detection server in folder `\SymantecDLP\Protect\index` (on Windows) or `/var/SymantecDLP/index` (on Linux).

See ["About two-tier detection for IDM on the endpoint"](#) on page 451.

The indexer is a separate process that installs with and runs on the Enforce Server. During indexing the system stores the document source at `\SymantecDLP\Protect\documentprofiles` (on Windows) or `/var/SymantecDLP/documentprofiles` (on Linux). After the system finishes indexing, the system deletes the document source from the Enforce Server.

About the document data source

The document data source is the collection of documents you want to index and protect using IDM. The maximum size of the document data source you index is 2GB, which translates to approximately 300,000 or 400,000 documents. The exact number of documents the system permits depends on the average extracted text size (per document source).

For smaller document sets (50MB or less), you can upload the source files to the Enforce Server using a ZIP file. For larger document sets (up to 2GB), you can copy the source files to the host file system where the Enforce Server is installed, either encapsulated within a single ZIP file or as individual files. In this case you can use FTP/S to transfer the files to the Enforce Server. Alternatively, if you have a file share that already contains the documents you want to protect, you can use the **Remote SMB Share** feature to remotely index documents that are stored on a file share that supports the WebDAV protocol

See [“About indexing documents remotely on SharePoint servers”](#) on page 445.

The document data source can contain any file type and any combination of files. If the system can crack the file, IDM protects file contents, either exactly or partially depending on the policy configuration. If the system cannot crack the file, IDM protects the exact file. The documents comprising the document data source must not be encapsulated in an archive file in order for the file contents to be extractable, excluding the ZIP archive file used to upload or copy the files to the Enforce Server.

See [“Preparing the document source for indexing”](#) on page 452.

About indexing documents remotely on SharePoint servers

With Symantec Data Loss Prevention you can index documents stored on a remote SharePoint server using WebDAV.

WebDAV (Web-based Distributed Authoring and Versioning) is a standard that provides extensions to the HTTP 1.1 protocol, allowing users to collaboratively edit and manage files on remote Web servers. Microsoft IIS deployments that host SharePoint instances can be enabled to accept WebDAV connections from Web clients.

Once you have enabled WebDAV for SharePoint, you use the **Use Remote SMB Share** IDM profile option to index the remote documents. Symantec Data Loss Prevention supports remote IDM indexing using WebDAV for SharePoint 2007 and SharePoint 2010 instances.

See [“Using remote SMB share to index SharePoint documents”](#) on page 462.

About the server index

The IDM indexing process uses the message-digest algorithm (MD5) to "fingerprint" each file or file contents in the document data source. This algorithm takes as input a message of arbitrary length and produces as output a 128-bit MD5 fingerprint of the file or file contents. The indexing process functions as follows:

First, the system creates MD5 hashes used for exact matching.

- If the message input is a text-based document that the system can crack, the system extracts the content from the file and creates an MD5 fingerprint based on 100% of the extracted and normalized file contents
- If the message input is a file that the system cannot crack, the system creates an MD5 fingerprint based on the binary signature of the file

Second, for file formats the system can crack, the system goes back to those files and creates MD5 hashes for discrete sections of content or text passages. These hashes are used for partial matching.

- The chunked content is normalized (cleansed) by removing whitespace, punctuation, and other non-essential characters.
- The system uses a statistical sampling method to store hashed sections of content; not all extractable text is fingerprinted for these hashes.

Table 21-1 summarizes the types of matching supported by the IDM server index.

Table 21-1 Types of matching supported by the IDM Server Index

Message input	Example	MD5 output	Matches
Text-based file that the system can crack See “Using IDM to protect file contents” on page 447.	Microsoft Word document	A single MD5 fingerprint based on 100% of the extracted and normalized file contents.	Exact file contents (100%)
		One or more MD5 hashes based on discrete passages of extracted and normalized content based on statistical sampling method of selection.	Partial file contents (10% - 90%)
Binary file, custom file, small file, encapsulated file See “Using IDM to protect files” on page 449.	JPEG	A single MD5 fingerprint based on the binary signature of the file.	Exact file

See “Advanced server settings” on page 215.

About configuring the Content Matches Document Signature condition

You use the IDM condition **Content Matches Document Signature From** to implement IDM detection rules and exceptions in your policies. When you configure this condition, you specify which IDM index to use and how the condition should match against the index using the **Minimum Document Exposure** setting. You can select either **Exact** or partial between 10% to 90%. For example, if you select **70%** for the **Minimum Document Exposure**, a match occurs only if 70% of the file or more is detected.

See [“Configuring the Content Matches Document Signature condition”](#) on page 468.

If a file is not text based, is not crackable, is very small, or is encapsulated in an archive file, the file is matched exactly based on its binary signature. This form of matching is performed automatically by the system, regardless of what configuration option you choose for the **Minimum Document Exposure** setting.

See [“Using IDM to protect files”](#) on page 449.

[Table 21-2](#) describes the matching supported by the **Content Matches Document Signature From** policy condition.

Table 21-2 Minimum document exposure settings for the IDM condition

Configuration setting	File type	Match	Example
Exact matching	File contents See “Using IDM to protect file contents” on page 447.	100% of the extracted and normalized file contents, if the file is text-based and crackable	Microsoft Word
Partial (10% to 90%)	File contents See “Using IDM to protect file contents” on page 447.	Discrete passages of text	Microsoft Word
Automatic	File See “Using IDM to protect files” on page 449.	Binary signature of the file, if the file is not text based or is not crackable	JPEG, small file, custom file, archived subfile

Using IDM to protect file contents

The primary use case for IDM is to protect file contents (as distinguished from binary files, such as audio or video files, for example). On the server you can use IDM to match file contents exactly (100%) or partially (10% to 90%). File contents include text-based content of any document type the system can crack, such as Microsoft Office documents (Word, Excel, PowerPoint), PDF, and many more.

See [“File formats whose content can be extracted”](#) on page 633.

An exact file contents match means that 100% of the inbound file contents matches that of a file that has been indexed. As an optimization, the system checks the byte size of the extracted and cleaned (normalized) text before computing the runtime MD5 fingerprint for comparison against the index. If the byte size does not match size of the indexed file contents there is no need to compute the MD5. The system does not consider the file format when creating the MD5 fingerprint for the index or when checking for an exact file contents match.

Partial file contents matching only applies to text-based file contents. If a file format is crackable, in addition to creating the MD5 hash based on 100% of the file contents, the system uses the same MD5 algorithm to register discrete sections or passages of content. In this case the system uses a statistical sampling method to store hashed sections of content; not all text is hashed in the index. The index does not contain actual document content.

A document might contain much more content, but the system protects only the file contents that is indexed as part of the document profile. For example, consider a situation where you index a one-page document, and that one-page document is included as part of a 100-page document. The 100-page document is considered a 100 percent match because its content matches the one-page document exactly.

[Table 21-3](#) lists the requirements to match file contents using IDM.

Table 21-3 Requirements for detecting content using IDM

Requirement	Description
Crackable file format	<p>The system must be able to crack the file format and extract file content. Data Loss Prevention supports context extraction for over 100 file types.</p> <p>See “File formats whose content can be extracted” on page 633.</p>
Natural file state	<p>To match file contents, the source file cannot be encapsulated in an archive file when the source file is indexed. If a file in the document source is encapsulated in an archive file, the system does not index the file contents of the encapsulated file. Any encapsulated file is considered for exact matches only, like image files and other unsupported file formats.</p> <p>See “Do not compress files in the document source” on page 471.</p> <p>Note: The exception to this is the main ZIP file that contains the document data source, for those upload methods that use an archive file. See “Creating and modifying Indexed Document Profiles” on page 456.</p>

Table 21-3 Requirements for detecting content using IDM (*continued*)

Requirement	Description
Minimum amount of text	<p>For exact file contents matching, the source file must contain at a minimum 30 characters of normalized text before the cracked content is indexed. Normalization involves the removal of punctuation and whitespaces. A normalized character therefore is either a number or a letter. This size is set by the <code>min_normalized_size=30</code> parameter in the file <code>\SymantecDLP\Protect\config\Indexer.properties</code>. If file contents is less than 30 normalized characters, the system performs an exact file match against the file binary.</p> <p>For partial file contents matching, there must be at least 130 normalized characters. However, the exact length is variable depending on the file contents and encoding.</p> <p>See “Do not index empty documents” on page 472.</p>
Maximum amount of text	<p>The maximum size of the document that can be processed for content extraction at runtime is 30MB. If a file is larger than this, only the first 30 MB of content is extracted for indexing. This size is set by the <code>max_bin_match_size=30000000</code> parameter in the file <code>\SymantecDLP\Protect\config\Indexer.properties</code>.</p> <p>For example, consider a file that is 50 MB. During indexing an MD5 will be created for the entire 50 MB. During detection, the file would be truncated to 30 MB. Further, the text would still be extracted, assuming it can be. The result would be no match since the index only has an MD5 for the 50MB and detection would generate fingerprints on the text and an MD5 for the first 30MB</p> <p>See “Advanced server settings” on page 215.</p>

Using IDM to protect files

The system performs exact file matching automatically on all binary. In addition, if the file format is text-based but the system is unable to crack the file and extract file contents, the system performs exact file matching. This behavior is true even if you select a **Minimum Document Exposure** percentage for the IDM condition that is less than **Exact**. In addition, the system performs exact file matching for very small files and encapsulated files, even if these files are text-based.

An exact file match is not the same as an exact file contents match. The former is based on the binary signature of the file, while the latter is based on 100% of the extracted and normalized file contents.

See [“Using IDM to protect file contents”](#) on page 447.

[Table 21-4](#) summarizes exact file matching behavior.

Table 21-4 Exact file matching characteristics

File format	Example	Description
Text-based file format the system cannot crack	Proprietary or non-supported document format	If the system cannot crack the file format, you can use IDM to protect that specific file using exact binary matching. See “Do not compress files in the document source” on page 471.
Binary file	GIF, MPG, AVI, CAD design, JPEG files, audio/video files	You can use IDM to protect binary file types that cannot be cracked, such as images, graphics, JPEGs, etc. See “Avoid using IDM solely for binary files” on page 471.
File containing a small amount of text	CAD files, Visio diagrams, etc.	A file containing a small amount of text will be treated as a binary file even if the contents are text-based and crackable. See “Using IDM to protect file contents” on page 447.
Encapsulated filed	Any file that is encapsulated when indexed (even if text-based and crackable), for example, Microsoft Word file archived in a ZIP file.	If a file is contained within the main ZIP file that is indexed, the contents of the subfile is not matched, only the binary signature. See “About the document data source” on page 445.

About using IDM for policy exceptions

You can use the IDM policy condition **Content Matches Document Signature From** as an exception to exclude specific documents from exact matching. You cannot use the IDM policy condition to except content from matching. To exclude content in documents from matching, you need to "whitelist" it.

See [“About whitelisting content”](#) on page 451.

In terms of using the IDM condition for policy exceptions, consider a data source that you index which contains JPEG files. You create a policy that contains two conditions: one rule implements the File Type Match condition with the JPEG format selected; and an exception implements the IDM condition that references the IDM index containing JPEG files. At runtime you submit to detection a number of JPEG files. Each should trigger an incident, except any JPEG file that is contained in the index.

For an additional example on how to implement IDM as a policy exception, refer to the CAN-SPAM Act policy template that is included with installation of Data Loss Prevention.

See [“CAN-SPAM Act policy template”](#) on page 727.

About whitelisting content

Often sensitive documents contain standard boilerplate text that that does not requires protection, including front matter, headers, and footers. Information contained in document headers and footers is likely to cause false positives. Likewise boilerplate text, such as standard language and non-proprietary corporate content, which is often repeated across confidential documents. Such boilerplate content can generate false positives, and adds overhead to the index files.

Removing non-sensitive boilerplate or header/footer content before indexing is usually not feasible, especially if you have a large data set. In this case you can configure the system to exclude ("whitelist") non-sensitive text. You do this by adding the text to ignore to the whitelist file. During indexing, any whitelisted content found in the source files is ignored. At runtime the content will not cause false positives because it has been excluded.

See [“Whitelisting file contents to exclude from matching”](#) on page 453.

See [“Use whitelisting to exclude non-sensitive content from matching”](#) on page 472.

About two-tier detection for IDM on the endpoint

The IDM index is server-based. If a policy is deployed to the endpoint that contains an IDM condition, the DLP Agent sends the data to the endpoint server for matching against the IDM index. This is known as two-tier detection. If you plan to use IDM on the endpoint, make sure you understand the performance implications of two-tier detection.

See [“Two-tier detection for DLP Agents”](#) on page 353.

Implementing IDM policies

[Table 21-5](#) provides the workflow for implementing IDM policies. Complete the steps in order to ensure that your IDM rules are properly implemented and are as accurate and efficient as possible.

Table 21-5 Implementing IDM rules

Step	Action	Description
1	Identify the content you want to protect and collect the documents that contain this content.	See “Using IDM to protect file contents” on page 447.
2	Prepare the documents for indexing.	See “Preparing the document source for indexing” on page 452.
3	Whitelist headers, footers, and boilerplate text.	See “Whitelisting file contents to exclude from matching” on page 453.
4	Create an Indexed Document Profile and specify the document source.	See “Creating and modifying Indexed Document Profiles” on page 456.
5	Configure any document source filters.	See “Filtering documents by file name” on page 465.
6	Schedule indexing as necessary.	See “Scheduling document profile indexing” on page 468.
7	Configure one or more IDM rule conditions or exceptions.	See “Configuring the Content Matches Document Signature condition” on page 468.
8	Test and troubleshoot your IDM implementation.	See “Troubleshooting policies” on page 396.

Preparing the document source for indexing

You must collect and prepare the documents you want to index. These documents are known as the document data source.

See [“About the document data source”](#) on page 445.

A document data source is a ZIP archive file that contains the documents to index. It can also be the files stored in a file share on a local or remote computer. If you have a file share that already contains the documents you want to protect, you can reference this share in the document profile.

A document data source is a ZIP archive file that contains the documents to index. It can also be the files stored in a file share on a local or remote computer. A document data source ZIP file can contain any file type and any combination of files. If you have a file share that already contains the documents you want to protect, you can reference this share in the document profile.

Table 21-6 Preparing the document source for indexing

Step	Action	Description
1	Collect all of the documents you want to protect.	Collect all of the documents you want to index and put them in a folder. See “About the document data source” on page 445.
2	Uncompress all the files you want to index.	The files you index should be in their natural, uncompressed state. Check the document collection to make sure none of the files are encapsulated in an archive file, such as ZIP, TAR, or RAR. If a file is embedded in an archive file, extract the source file from the archive file and remove the archive file. See “Using IDM to protect file contents” on page 447.
3	Separate the documents if you have more than 2 GB to index.	To protect a large amount of content and files, create separate collections for each set of documents over 2 GB in size, with all files in their natural, uncompressed state. For example, if you have 3 GB of documents you want to index, separate the files by folders, one folder containing 2 GB of data, and another folder containing the remaining 1 GB of data. See “Using IDM to protect file contents” on page 447.
4	Decide how you are going to make the document source files available to the Enforce Server.	The indexing process is a separate process that runs on the Enforce Server. To index the document source you must make the files accessible to the Enforce Server. You have several options. Decide which one works best for your needs and proceeding accordingly. See “Uploading a document archive to the Enforce Server” on page 458. See “Referencing a document archive on the Enforce Server” on page 459. See “Using local path on Enforce Server” on page 461. See “Using the Remote SMB Share option to index the data source” on page 462. See “Using the Remote SMB Share option to index the data source” on page 462.
5	Proceed with the next step of the process.	The next step is to configure the document profile, or, alternatively, if you want to exclude specific document content from detection, whitelist it. See “Creating and modifying Indexed Document Profiles” on page 456. See “Whitelisting file contents to exclude from matching” on page 453.

Whitelisting file contents to exclude from matching

You use whitelisting to exclude unimportant or noncritical content, such as standard boilerplate text, document headers and footers, from the IDM index. Whitelisting such content helps to reduce false positives.

See [“About whitelisting content”](#) on page 451.

See [“Use whitelisting to exclude non-sensitive content from matching”](#) on page 472.

To exclude content from matching, you copy the content you want to exclude to a text file and save the file as `Whitelisted.txt`. By default, the file must contain at least 130 non-whitespace characters to have its content fingerprinted for whitelisting purposes. When you index the document source, the Enforce Server looks for the `Whitelisted.txt` file.

See [“Use whitelisting to exclude non-sensitive content from matching”](#) on page 472.

[Table 21-7](#) describes the process for excluding document content using whitelisting.

Table 21-7 Whitelisting non-sensitive content

Step	Action	Description
1	Copy the content you want to exclude from matching into a text file.	Copy only noncritical content you want to exclude, such as standard boilerplate text and document headers and footers, to the text file. By default, for file contents matching the file to be indexed must contain at least 130 characters. This default setting applies to the <code>Whitelisted.txt</code> file as well. For whitelisted text you can change this default setting. See “Changing the default indexer properties” on page 470.
2	Save the text file as <code>Whitelisted.txt</code> .	The <code>Whitelisted.txt</code> file is the source file for storing content you want to exclude from matching.
3	Save the file to the whitelisted directory on the Enforce Server host file system.	Save the file to <code>\SymantecDLP\Protect\documentprofiles\whitelisted</code> (on Windows) or <code>/var/SymantecDLP/documentprofiles/whitelisted</code> (on Linux).
4	Configure the Indexed Document Profile and generate the index.	When you index the document data source, the Enforce Server looks for the <code>Whitelisted.txt</code> file. If the file exists, the Enforce Server copies it to <code>Whitelisted.x.txt</code> , where x is a unique identification number corresponding to the Indexed Document Profile . Future indexing of the that profile uses the profile-specific <code>Whitelisted.x.txt</code> file, not the generic <code>Whitelisted.txt</code> file. See “Creating and modifying Indexed Document Profiles” on page 456.

Manage and add Indexed Document Profiles

The **Manage > Data Profiles > Indexed Documents** screen lists all configured **Indexed Document Profiles** in the system. From this screen you can manage existing profiles and add new ones.

Table 21-8 Indexed Documents screen actions

Column	Description
Add IDM profile	Click Add Document Profile to create a new Indexed Document Profile. See “Implementing IDM policies” on page 451.
Edit IDM profile	Click the name of the Document Profile, or click the pencil icon to the far right of the profile, to modify an existing Document Profile. See “Creating and modifying Indexed Document Profiles” on page 456.
Remove IDM profile	Click the red X icon next to the far right of the document profile row to delete that profile from the system. A dialog box confirms the deletion. Note: You cannot edit or remove a profile if another user currently modifies that profile, or if a policy exists that depends on that profile.
Refresh IDM profile status	Click the refresh arrow icon at the upper right of the Indexed Documents screen to fetch the latest status of the indexing process. If you are in the process of indexing, the system displays the message "Indexing is starting." The system does not automatically update the screen when the indexing process is complete.

Table 21-9 Indexed Documents screen details

Column	Description
Document Profile	The name of the Indexed Document Profile.
Detection server	The name of the detection server that indexes the Document Profile and the Document Profile version. Click the triangle icon beside the Document Profile name to display this information. It appears beneath the name of the Document Profile.
Location	The location of the file(s) on the Enforce Server that the system has profiled and indexed.
Documents	The number of documents that the system has indexed for the document profile.

Table 21-9 Indexed Documents screen details (continued)

Column	Description
Status	<p>The current status of the document indexing process, which can be any of the following:</p> <ul style="list-style-type: none">■ Next scheduled indexing (if it is not currently indexing)■ Sending an index to a detection server■ Indexing■ Deploying to a detection server <p>In addition, beneath the status of the indexing process, the system displays the status of each detection server, which can be any of the following:</p> <ul style="list-style-type: none">■ Completed, including a completion date■ Pending index completion (that is, waiting for the Enforce Server to finish indexing a file)■ Replicating indexing■ Creating index (internally)■ Building caches
Error messages	<p>The Indexed Document screen also displays any error messages in red (for example, if the document profile is corrupted or does not exist).</p>

See [“Data Profiles”](#) on page 335.

See [“Scheduling document profile indexing”](#) on page 468.

See [“Configuring the Content Matches Document Signature condition”](#) on page 468.

Creating and modifying Indexed Document Profiles

You define and configure an **Indexed Document Profile** at the screen **Manage > Data Profiles > Indexed Documents > Configure Document Profile**. The document profile specifies the document data source, the indexing parameters, and the indexing schedule. You must define a document profile to implement IDM detection.

See [“About the Indexed Document Profile”](#) on page 444.

[Table 21-10](#) describes the steps for creating and modifying IDM profiles.

Table 21-10 Configuring a document profile

Step	Action	Description
1	Navigate to the screen Manage > Data Profiles > Indexed Documents .	<p>You must be logged on to the Enforce Server administration console as an administrator or policy author.</p> <p>See “Policy authoring privileges” on page 334.</p>

Table 21-10 Configuring a document profile (*continued*)

Step	Action	Description
2	Click Add Document Profile .	Select an existing Indexed Document Profile to edit it. See “Manage and add Indexed Document Profiles” on page 455.
3	Enter a Name for the Document Profile.	Choose a name that describes the data content and the index type (for example, “Research Docs IDM”). The name is limited to 255 characters. See “Input character limits for policy configuration” on page 388.
4	Select the Document Source method for indexing.	Select one of the four options for indexing the document data source, depending on how large your data source is and how you have packaged it. See “About the document data source” on page 445. Options for making the data source available to the Enforce Server. <ul style="list-style-type: none"> ■ Upload Document Archive to Server Now To use this method, you Browse and select a ZIP file containing the documents to be indexed. The maximum size of the ZIP file is 50 MB. See “Uploading a document archive to the Enforce Server” on page 458. ■ Reference Archive on Enforce Server Use this method if you have copied the ZIP file to the file system host where the Enforce Server is installed. This ZIP file is available for selection in the drop-down field. See “Referencing a document archive on the Enforce Server” on page 459. ■ Use Local Path on Enforce Server This method lets you index individual files that are local to the Enforce Server. With this method the files to be indexed cannot be archived in a ZIP file. The maximum size is 2 GB. See “Using local path on Enforce Server” on page 461. ■ Use Remote SMB Share See “Using the Remote SMB Share option to index the data source” on page 462. ■ Use Remote SMB Share for SharePoint documents See “Using remote SMB share to index SharePoint documents” on page 462.

Table 21-10 Configuring a document profile *(continued)*

Step	Action	Description
5	Optionally, configure any Filters .	<p>You can specify file name and file size filters in the document profile. The filters tell the system which files to include or ignore during indexing.</p> <p>See “Filter documents from indexing to reduce false positives” on page 473.</p> <p>Enter files to include in the File Name Include Filters field, or enter files to exclude in the File Name Exclude Filters field.</p> <p>See “Filtering documents by file name” on page 465.</p> <p>Select file sizes to ignore, either Ignore Files Smaller Than or Ignore Files Larger Than.</p> <p>See “Filtering documents by file size” on page 467.</p>
6	Select one of the Indexing options.	<p>As part of creating a document profile, you can set up a schedule for indexing the document source.</p> <p>You do not have to select an indexing option to create a profile that you can reference in a policy, but you you must select an indexing option to generate the index and actually detect matches using an IDM policy.</p> <ul style="list-style-type: none">■ Select Submit Indexing Job on Save to index the document source immediately on save of the Document Profile.■ Select Submit Indexing Job on Schedule to display schedule options so that you can schedule indexing at a later time. <p>See “Scheduling document profile indexing” on page 468.</p>
7	Click Save .	You must save the document profile.

Uploading a document archive to the Enforce Server

The **Upload Document Archive to Server Now** option lets you upload a ZIP file with a maximum size of 50 MB to the Enforce Server and index its contents. To use this method of indexing, the document source must meet the requirements described in the table [Table 21-11](#)

[To upload the document archive to Enforce Server](#) describes the process for using the **Upload Document Archive to Server Now** method of indexing.

To upload the document archive to Enforce Server

- 1 Navigate to the screen **Manage > Data Profiles > Indexed Documents > Configure Document Profile**.
- 2 Select the option **Upload Document Archive to Server Now**.

Click **Browse** and select the ZIP file. The ZIP file can be anywhere on the same network as the Enforce Server.

Optionally, you can type the full path and the file name if the ZIP file is local to the Enforce Server, for example: `c:\Documents\Research.zip`.
- 3 Specify one or more file name or file size filters (optional).

See [“Filtering documents by file name”](#) on page 465.
- 4 Select one of the indexing options (optional).

See [“Scheduling document profile indexing”](#) on page 468.
- 5 Click **Save**.

Table 21-11 Requirements for using the Upload Document Archive to Server Now option

Requirement	Description
ZIP file only	The document archive must be a ZIP file; no other encapsulation formats are supported for this option.
50 MB or less	You cannot use the this option if the document archive ZIP file is more than 50 MB becuase files exdeeding that size limit can take too long to upload and impact the performance of the Enforce Server. If the document archive ZIP file is over 50 MB, use the Reference Archive on Enforce Server method instead.
UTF-8 file names only	<p>The IDM indexing process fails (and presents you with an "unexpected error") if the document archive (ZIP file) contains non-ASCII file names in encodings other that UTF-8.</p> <p>If the ZIP file contains files with non-ASCII file names, use either of the following options instead to make the files available to the Enforce Server for indexing:</p> <ul style="list-style-type: none"> ■ Use Local Path on Enforce Server ■ Use Remote SMB Share

Referencing a document archive on the Enforce Server

You use the **Reference Archive on Enforce Server** option to create an IDM index based on a ZIP file that is local to the Enforce Server. You use this option to index source documents that are archived in a ZIP file that is larger than 50 MB.

See [“About the document data source”](#) on page 445.

Note: If the ZIP file is less than 50 MB, you can use the **Upload Document Archive to Server Now** option instead. See [“Uploading a document archive to the Enforce Server”](#) on page 458.

To use the **Reference Archive on Enforce Server** option, you copy the ZIP file to the `\SymantecDLP\Protect\documentprofiles` folder on the Enforce Server file system host. Once you have copied the ZIP file to the Enforce Server, you can select the document source from the pull-down menu at the **Add Document Profile** screen. See [“Creating and modifying Indexed Document Profiles”](#) on page 456.

[To reference the document archive on the Enforce Server](#) describes the procedure for using the **Reference Archive on Enforce Server** option.

To reference the document archive on the Enforce Server

- 1 Copy the ZIP file to the Enforce Server.
 - On Windows, copy the ZIP file to directory
`\SymantecDLP\Protect\documentprofiles`
 - On Linux, copy the ZIP file to directory
`/var/SymatnecDLP/documentprofiles`

See [Table 21-12](#) on page 461.

Note: The system deletes the document data source file after the indexing process completes.

- 2 Log on to the Enforce Server administration console.
- 3 Navigate to the screen **Manage > Data Profiles > Indexed Documents > Configure Document Profile**.
- 4 Select the file from the **Reference Archive on Enforce Server** pull-down menu.

Note: A document source currently referenced by another **Indexed Document Profile** does not appear in the list.

- 5 Specify one or more file name or file size filters (optional).
See [“Filtering documents by file name”](#) on page 465.

- 6 Select one of the indexing options (optional).
See [“Scheduling document profile indexing”](#) on page 468.
- 7 Click **Save** to save the document profile.

Table 21-12 Requirements to use the option Reference Archive on Enforce Server

Requirement	Description
ZIP file only	The document archive must be a ZIP file; no other encapsulation formats are supported for this option.
2 GB or less	2 GB is the maximum file size of the IDM profile. Consider using a third party solution (such as Secure FTP), to copy the ZIP file securely to the Enforce Server. See “About the document data source” on page 445.
Subfiles not archived	Make sure the subfiles are proper and not encapsulated in an archive (other than the top-level profile archive). See “Do not compress files in the document source” on page 471. See “Do not index empty documents” on page 472.
UTF-8 file names only	Do not use this method if the any of the names of the files you are indexing contain non-ASCII filenames. Use either of the following options instead: <ul style="list-style-type: none"> ■ Use Local Path on Enforce Server See “Using local path on Enforce Server” on page 461. ■ Use Remote SMB Share See “Using the Remote SMB Share option to index the data source” on page 462.

Using local path on Enforce Server

The **Use Local Path on Enforce Server** method lets you index individual files that are local to the Enforce Server. With this method the files to be indexed cannot be archived in a ZIP file. The system deletes the documents after the indexing process completes.

To use the **Use Local Path on Enforce Server** method of making the document source available to the Enforce Server for indexing, you enter the local path to the directory that contains the documents to index. For example, if you copied the files to the file system at directory `c:\Documents`, you would enter **c:\Documents** in the field for the **Use Local Path on Enforce Server** option. You must specify the exact path, not a relative path. Do not include the actual file names in the path.

See [“Creating and modifying Indexed Document Profiles”](#) on page 456.

Using the Remote SMB Share option to index the data source

The **Use Remote SMB Share** method lets you index documents remotely using the Common Internet File System (CIFS) protocol. To use this method of making the document source available to the Enforce Server, you enter the Universal Naming Convention (UNC) path for the Server Message Block (SMB) share that contains the documents to index. You can also use this option to index documents remotely using the WebDAV protocol, for example, SharePoint documents.

See [“Using remote SMB share to index SharePoint documents”](#) on page 462.

Note: Symantec Data Loss Prevention does not delete documents after indexing for the **Use Remote SMB Share** option. See [“About the document data source”](#) on page 445.

To use the Remote SBM Share option

- 1 Log on to the Enforce Server administration console.
- 2 Navigate to the screen **Manage > Data Profiles > Indexed Documents > Configure Document Profile**.
- 3 Select the option **Use Remote SMB Share**.
- 4 Enter the **UNC Path** for the SMB share that contains the documents to index.

A UNC path consists of a server name, a share name, and an optional file path, for example: \\server\share\file_path.

- 5 Enter a valid user name and password for the share, and then re-enter the password. The user you specify must have general access to the shared drive and read permissions for the constituent files.

Optionally, you can **Use Saved Credentials**, in which case the credentials are available from the pull-down menu.

See [“About the credential store”](#) on page 137.

- 6 Complete the configuration of the **Indexed Document Profile**.

See [“Creating and modifying Indexed Document Profiles”](#) on page 456.

Using remote SMB share to index SharePoint documents

You can use **Use Remote SMB Share** method to remotely index file shares (such as SharePoint or LiveLink) that you expose to the Enforce Server using the WebDAV protocol. To remotely index files on SharePoint, you expose the remote file share by WebDAV and enter the UNC path.

See [“About indexing documents remotely on SharePoint servers”](#) on page 445.

[Table 21-13](#) provides the procedure for remotely indexing SharePoint documents using WebDAV

Table 21-13 Remote IDM Indexing of SharePoint documents

Step	Task	Description
1	Enable WebDAV for SharePoint.	See “Enabling WebDAV for IIS” on page 464.
2	Start the WebClient service.	From the computer where the Enforce Server is installed, start the WebClient service using the "Services" console. If this service is "disabled," right-click it and select Properties . Enable the service, set it to Manual , then Start it. Note: You must have administrative privileges to enable this service.
3	Access the SharePoint instance.	From the computer where your Enforce Server is installed, access SharePoint using your browser and the following address format: <code>http://<server_name>:port</code> . For example, <code>http://protect-x64:80</code> .
4	Log on to SharePoint as an authorized user.	You do not need to have SharePoint administrative privileges.
5	Locate the documents to scan.	In SharePoint, navigate to the documents you want to scan. Often SharePoint documents are stored at the Home > Shared Documents screen. Your documents may be stored in a different location.
6	Find the UNC path for the documents.	In SharePoint for the documents you want to scan, select the option Library > Open with Explorer . Windows Explorer should open a window and display the documents. Look in the Address field for the path to the documents. This address is the UNC path you need to scan the documents remotely. For example: <code>\\protect-x64\Shared Documents</code> . Copy this path to the Clipboard or a text file.
7	Create the IDM Index.	See “Creating and modifying Indexed Document Profiles” on page 456.
8	Configure the SharePoint remote indexing source.	To configure the remote indexing source: <ul style="list-style-type: none"> ■ For the Document Source field, select the Use Remote SMB Share option. ■ For the UNC Path, paste (or enter) the address you copied from the previous step. For example: <code>\\protect-x64\Shared Documents</code>. ■ For the User Credentials, enter your SharePoint user name and password, or select the same from the Saved Credentials drop-down list. ■ Select the option Submit Indexing on Save and click Save.

Table 21-13 Remote IDM Indexing of SharePoint documents (continued)

Step	Task	Description
9	Verify success.	At the Manage > Data Profiles > Indexed Documents screen you should see that the index was successfully created. Check the "Status" and the number of documents indexed. If the index was successfully created you can now use it to create IDM policies. See "Troubleshooting SharePoint indexing for IDM" on page 465.

Enabling WebDAV for IIS

There are various methods for enabling WebDAV for IIS. The following steps provide one approach, in this case for a Windows Server 2008. This approach is provided as an example only. Your approach and environment may differ.

See ["Using remote SMB share to index SharePoint documents"](#) on page 462.

Enable WebDAV for SharePoint

- 1 Log on to the SharePoint system where you want to enable WebDAV.
- 2 Open the Internet Information Services (IIS) Manager console.
- 3 Select the server name in the IIS tree.
- 4 Expand the tree, click the **Web Sites** folder and expand it.
- 5 Select the SharePoint instance from the list.
- 6 Right-click the SharePoint instance and select **New > Virtual Directory**.
- 7 The Virtual Directory Creation Wizard will appear. Click **Next**.
- 8 Enter a name in the **Alias** field (such as "WebDAV") and click **Next**.
- 9 Enter a directory path in the **Web Site Content Directory** field. It can be any directory path as long as it exists. Click **Next**.
- 10 Select **Read access** and click **Next**.
- 11 Click **Finish**.
- 12 Right-click the virtual directory that you created and select **Properties**.
- 13 In the **Virtual Directory** tab, select the option "A redirection to a URL" and click **Create**. The alias name is populated in the **Application Name** field.
- 14 Enter the SharePoint site URL in the "Redirect to" field and click **OK**. WebDAV is now enabled for this SharePoint instance.

Troubleshooting SharePoint indexing for IDM

If you cannot connect the Enforce Server computer to the SharePoint Server computer after enabling WebDAV, make sure that you have started the WebClient service on the Enforce Server computer. You must start this service and test the WebDAV connection before you configure IDM indexing.

See [“Using remote SMB share to index SharePoint documents”](#) on page 462.

If you plan to re-index SharePoint documents periodically as they are updated, it may be useful to map the remote network resource to the local computer where the Enforce Server is installed. You can use the "net use" MS-DOS command to map SharePoint using the UNC path. For example:

- `net use`
 This command without parameters retrieves and displays a list of network connections.
- `net use s: \\sharepoint_server\Shared Documents`
 This command assigns (maps) the SharePoint server to the local "S" drive.
- `net use * \\sharepoint_server\Shared Documents`
 This command assigns (maps) the SharePoint server to the next available letter drive.
- `net use s: /delete`
 This command removes the network mapping to the specified drive.

Filtering documents by file name

When you configure an Indexed Document Profile, you have the option of using filters to include or exclude documents in your data source from being indexed. There are two types of file name filters: File Name Include Filters and File Name Exclude Filters. Symantec recommends that if you choose to use file name filters you select either inclusion filters or exclusion filters, but not both.

See [“Filter documents from indexing to reduce false positives”](#) on page 473.

[Table 21-14](#) describes the differences between the include and exclude filters for file names.

Table 21-14 File name filters distinguished

Filter	Description
File Name Include Filters	<p>If the File Name Include Filters field is empty, matching is performed on all documents in the document profile. If you enter anything in the File Name Include Filters field, it is treated as an inclusion filter. In this case the document is indexed only if it matches the filter you specify.</p> <p>For example, if you enter *.docx in the File Name Include Filters field, the system will index only the *.docx files in the document source.</p>
File Name Exclude Filters	<p>The Exclude Filters field lets you specify the documents to exclude in the matching process.</p> <p>If you leave the Exclude Filters field empty, the system performs matching on all documents in the ZIP file or file share. If you enter any values in the field, the system scans only those documents that do not match the filter.</p>

The system treats forward slashes (/) and backslashes (\) as equivalent. The system ignores whitespace at the beginning or end of the pattern. File name filtering does not support escape characters, so you cannot match on literal question marks, commas, or asterisks.

Table 21-15 describes the syntax accepted by the **File Name Filters** feature. The syntax for the Include and Exclude filters is the same.

Table 21-15 File name filtering syntax

Operator	Description
Asterisk (*)	Represents any number of characters.
Question mark (?)	Represents a single character.
Comma (,) and newline	Represents a logical OR.

Table 21-16 provides sample filters and descriptions of behavior if you enter them in the **File Name Include Filters** field:

Table 21-16 File name filter examples

Filter	Description
.txt,.docx	The system indexes only .txt and .docx files in the ZIP file or file share, ignoring everything else.

Table 21-16 File name filter examples (*continued*)

Filter	Description
?????.docx	The system indexes files with the .docx extension and files with five-character names, such as <code>hello.docx</code> and <code>stats.docx</code> , but not <code>good.docx</code> or <code>marketing.docx</code> .
/documentation/,*/specs/*	The system indexes only files in two subdirectories below the root directory, one called "documentation" and the other called "specs."

Filtering documents by file size

Filters let you specify documents to include or exclude from indexing. The types of filters include File Name Include Filters, File Name Exclude Filters, and File Size Filters. You use file size filters to exclude files from the matching process based on their size. Any files that match the size filters are ignored.

See [“Filtering documents by file name”](#) on page 465.

In the **Size Filters** fields, specify any restrictions on the size of files the system should index. In general you should use only one type of file size filter.

See [“Filter documents from indexing to reduce false positives”](#) on page 473.

[Table 21-17](#) describes the file size filter options.

Table 21-17 File size filter configuration options

Filter	Description
Ignore Files Smaller Than	<p>To exclude files smaller than a particular size:</p> <ul style="list-style-type: none"> ■ Enter a number in the field for Ignore Files Smaller Than. ■ Select the appropriate unit of measure Bytes, KB (kilobytes), or MB (megabytes) from the drop-down list. <p>For example, to prevent indexing of files smaller than one kilobyte (1 KB), enter 1 in the field and select KB from the corresponding drop-down list.</p>
Ignore Files Larger Than	<p>To exclude files larger than a particular size:</p> <ul style="list-style-type: none"> ■ Enter a number in the field for Ignore Files Larger Than. ■ Select the appropriate unit of measure (Bytes, KB, or MB) from the drop-down list. <p>For example, to prevent indexing of files larger than two megabytes (2 MB), enter 2 in the field and select MB from the corresponding drop-down list.</p>

Scheduling document profile indexing

When you configure a document profile, select **Submit Indexing Job on Save** to index the document profile as soon as you save it. Alternatively, you can set up a schedule for indexing the document source.

To schedule document indexing, select **Submit Indexing Job on Schedule** and select a schedule from the drop-down list as described in [Table 21-18](#).

Note: The Enforce Server can index only one document profile at a time. If one indexing process is scheduled to start while another indexing process is running, the new process does not begin until the first process completes.

Table 21-18 Options for scheduling Document Profile indexing

Parameter	Description
Index Once	On – Enter the date to index the document profile in the format MM/DD/YY. You can also click the date widget and select a date. At – Select the hour to start indexing.
Index Daily	At – Select the hour to start indexing. Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.
Index Weekly	Day of the week – Select the day(s) to index the document. At – Select the hour to start indexing. Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.
Index Monthly	Day – Enter the number of the day of each month you want the indexing to occur. The number must be 1 through 28. At – Select the hour to start indexing. Until – Select this check box to specify a date in the format MM/DD/YY when the indexing should stop. You can also click the date widget and select a date.

Configuring the Content Matches Document Signature condition

The **Content Matches Document Signature From** matches unstructured document content based on the Indexed Document Profile. The **Content Matches Document Signature From** condition is available for detection rules and exceptions.

See [“About configuring the Content Matches Document Signature condition”](#) on page 447.

To configure the Content Matches Document Signature condition

- 1 Add an IDM condition to a policy rule or exception, or modify an existing one.
See [“Configuring policies”](#) on page 370.
See [“Configuring policy rules”](#) on page 374.
See [“Configuring policy exceptions”](#) on page 384.
- 2 Configure the IDM condition parameters.
See [Table 21-19](#) on page 469.
- 3 Save the policy configuration.

Table 21-19 Content Matches Document Signature condition parameters

Action	Description
Set the Minimum Document Exposure.	<p>Select an option from the drop-down list.</p> <p>Choose Exact to match document contents exactly.</p> <p>Choose a percentage between 10% and 90% to match document contents partially.</p>
Configure Match Counting.	<p>Select how you want to count matches:</p> <ul style="list-style-type: none"> ■ Check for existence Reports a match count of 1 if there are one or more condition matches. ■ Count all matches Reports a match count of the exact number of matches. <p>See “Configuring match counting” on page 378.</p>
Select the components to Match On.	<p>Select one of the available message components to match on:</p> <ul style="list-style-type: none"> ■ Body – The content of the message. ■ Attachments – Any files attached to or transferred by the message. <p>See “Selecting components to match on” on page 380.</p>
Configure additional conditions to Also Match.	<p>Select this option to create a compound condition. All conditions must be met to trigger or except a match.</p> <p>You can Add any available condition from the drop-down menu.</p>
Test and tune the policy.	<p>See “Test and tune policies to improve match accuracy” on page 402.</p> <p>See “Use parallel IDM rules to tune match thresholds” on page 475.</p> <p>See “Troubleshooting policies” on page 396.</p>

Changing the default indexer properties

The server index contains the MD5 fingerprint of each file that has been indexed, either raw binary or 100% extracted content if the file can be cracked, as well as MD5 hashes of discrete passages of content.

See [“Using IDM to protect file contents”](#) on page 447.

The size of the passages depends on the "k" and "t" settings in the indexer properties file (`\SymantecDLP\Protect\config\indexer.properties`). Generally, there is no need to change the default settings. When you lower the default minimum, the Enforce Server creates hashes out of smaller sections of the documents it indexes. The lower the default minimum, the greater the number of hashes that the Enforce Server requires for your documents. The greater number of hashes increases index size as well as computational load during detection.

The default settings apply to the `Whitelisted.txt` file as well. If the amount of content you need to whitelist is less than the minimum amount required for partial matching, you can adjust the default minimum setting.

To change the default minimum for whitelisted text

- 1 On the Symantec Data Loss Prevention host, navigate to directory `\SymantecDLP\Protect\config` on Windows, or `/opt/SymantecDLP/Protect/config` on Linux.
- 2 Use a text editor to open file `Indexer.properties`
- 3 Locate the parameter `Guarantee threshold t`:

```
# Guarantee threshold t
com.vontu.profiles.documents.t=130
```

- 4 Change the numerical portion of the parameter value to reflect the wanted minimum number of characters that are allowed in `Whitelisted.txt`.

For example, to change the minimum to 80 characters, modify the value to look like the following:

```
# Guarantee threshold t
com.vontu.profiles.documents.t=80
```

- 5 Save the file.

IDM policy considerations

Indexed Document Matching (IDM) is designed to protect document content and images. IDM relies on an index of fingerprinted documents to perform partial and derivative text-based content matching. In addition, you can also use IDM to match indexed documents exactly based on their binary stamp, including not only text-based documents but also graphics and media files

Because of the broad range of matching supported by IDM, it is imperative that policy authors consider the best practices in this section to implement IDM policies that accurately match the data you want to protect.

Do not compress files in the document source

For file formats whose content can be cracked, the indexing process opens the document, extracts the text-based content, and fingerprints the data in full and in part (sections). However, the indexing process cannot recursively inspect document archives that are contained in the document set. This means that if a document whose file contents you want to index is compressed in an archive file (such as ZIP, RAR, or TAR) within the document data source, the system cannot crack the file and index its content. In this case, the system will only take an MD5 hash of the binary file signature. The embedded file is considered for exact matches only, like image files and other unsupported file formats.

This behavior is specific to the design-time indexing process only. At runtime the detection server does recursively inspect document archives and extract the text of files contained in those archives. But, in order to be able to evaluate such content, the IDM index must have been able to index all content files.

The best practice is to not include any files whose content you want to index in a document archive. The lone exception is the document archive ZIP file that you upload or copy to the Enforce Server that contains the entire document set. All files in that container file must be uncompressed. If the Document Archive uploaded to the Enforce Server for indexing contains one or more embedded archive files (such as a ZIP), the system performs an exact binary match on any file contained in the embedded archive file

See [“Creating and modifying Indexed Document Profiles”](#) on page 456.

Avoid using IDM solely for binary files

Although IDM can protect any type of file, unless you must protect the exact file, the general recommendation is that if you only need to protect binary files, consider using the **File Type Match** condition instead of IDM. There is less

overhead in creating file type matching policies, and the File Type Match condition executes locally on the endpoint. IDM requires two-tier detection on the endpoint.

See [“Consider using compound file property rules to protect design and multimedia files”](#) on page 571.

For example, if you want to detect CAD files that contain IP diagrams, you could index these files and apply IDM rules to detect them. Alternatively, you could create a policy that contains a file type rule that detects on the CAD file format plus a file size rule that specifies a threshold size. The file property approach is preferred in this scenario because all you really care about is protecting large CAD files potentially leaving the company. There is no need to gather and index these files for IDM if you can simply create rules that will detect on the file type and the size.

Do not index empty documents

You should be careful about the documents you index. In particular, avoid indexing blank or empty documents.

For example, indexing a PPTX file containing only photographs or other graphical content but no textual content will match other blank PPTX files exactly and produce false positives. In this case, even though a PPTX file contains no user-entered text, the file does contain header and footer placeholder text that the system extracts as file contents. Because the amount of text extracted and normalized is more than 30 non-whitespace characters, the system treats the file as not binary and creates a MD5 hash of 100% of the file contents. As a result, all other blank PPTX files will produce exact file contents matches because the resulting MD5 of the extracted content is the same.

See [“Using IDM to protect file contents”](#) on page 447.

Use whitelisting to exclude non-sensitive content from matching

Whitelisting is designed to let you exclude partial file contents from matching. You use whitelisting to reduce false positives generated by non-sensitive content. Information contained in document headers and footers is likely to cause false positives. Likewise boilerplate text, such as standard language and non-proprietary corporate content, which is often repeated across confidential documents.

Ideally, you should remove headers and footers from documents before you index them. However, this may not be feasible, especially if you have a large document set. As a best practice, you should whitelist header, footer, and boilerplate content so that this text is excluded when the server index is generated. If you use whitelisting, generally you can lower the **Minimum Document Exposure** setting

in the policy without increasing false positives because more of the content indexed is confidential data, instead of common, repeated content.

See [“About whitelisting content”](#) on page 451.

See [“Whitelisting file contents to exclude from matching”](#) on page 453.

Filter documents from indexing to reduce false positives

When you configure an Indexed Document Profile, you have the option of using filters to include or exclude documents in your data source for indexing. There are two types of filters: File Name and File Size.

See [“Creating and modifying Indexed Document Profiles”](#) on page 456.

You use filtering to filter non-critical documents from indexing and ensure that your index is protecting only confidential files and file contents. Filtering helps reduce false positives and decrease the size of the IDM index.

See [“Do not index empty documents”](#) on page 472.

The best practice is to use either an exclusion filter or an inclusion filter for each filter type, but not both. For example, you may not need to index all of the files you include in a document archive or expose to the system by file share. In this case, you can enumerate the files you want to include (inclusion filter) or list the file types you want to exclude from indexing (exclusion filter), but you should not use both. You can also use file size filters to set a threshold for the file size to include or exclude in the index. Again, you should choose only one method of filtering, inclusion or exclusion.

See [“Filtering documents by file name”](#) on page 465.

See [“Filtering documents by file size”](#) on page 467.

Distinguish IDM exceptions from whitelisting and filtering

Whitelisting lets you exclude partial file contents from matching. Filtering lets you exclude specific documents from the indexing process. IDM exceptions, on the other hand, let you except indexed files from exact matching at runtime.

You use the IDM condition as policy exception to exclude files from detection. To be excepted from matching, an inbound file must be an exact match with a file in the IDM index. You cannot use IDM exceptions to exclude content from matching. To exclude content, you must whitelist it.

Table 21-20 Whitelisting, filters, and exceptions distinguished

IDM Configuration	Use
Exception	Except exact file from matching See “About using IDM for policy exceptions” on page 450. As an example, the CAN-SPAM Act policy template uses an IDM exception. See “CAN-SPAM Act policy template” on page 727.
Whitelisting	Except file contents from matching See “Use whitelisting to exclude non-sensitive content from matching” on page 472.
Filtering	Include or exclude files from being indexed See “Filter documents from indexing to reduce false positives” on page 473.

Create separate profiles to index large document sources

IDM detection is based on an Indexed Document Profile. The maximum size of the source documents that you can index for a single IDM profile is 2 GB. This maximum size limit is based on the overall size of the documents in their natural, uncompressed state. Depending on the size of the actual source files and their extracted text size, this translates into approximately 300,000 to 400,000 files. In addition, the 2 GB maximum size may be affected by any hardware limitations imposed by the host machine where the Enforce Server is installed.

See [“About the document data source”](#) on page 445.

If you need to index a large number of files more than 2 GB in total size when uncompressed, the best practice is to organize the documents into separate ZIP files or share directories. You then create a separate Indexed Document Profile for each individual document set. You can then define separate rules that reference each index and add the rules one or more policies.

Use WebDAV to index remote document sources

For smaller document sets (less than 50MB), you can upload the files to the Enforce Server. For larger document sets, consider using FTP/S to upload the files to the Enforce Server.

Alternatively, you can use the remote IDM indexing feature to remotely index documents that are stored on a file share that supports the WebDAV protocol, such as SharePoint or LiveLink

See [“Using remote SMB share to index SharePoint documents”](#) on page 462.

Use scheduled indexing to keep profiles up to date

You can use index scheduling to keep your IDM profiles up to date. The initial index scans all the documents to be indexed. Any subsequent index only scans the differences between the two. You should schedule indexing outside of normal business hours to reduce the performance impact on the system.

See [“Scheduling document profile indexing”](#) on page 468.

Before you set up an indexing schedule, consider the following recommendations:

- If you update your document sources occasionally (for example, less than once a month), there is no need to create a schedule. Index the document each time you update it.
- Schedule indexing for times of minimal system use. Indexing affects performance throughout the Symantec Data Loss Prevention system, and large documents can take time to index.
- Index a document as soon as you add or modify the corresponding document profile, and re-index the document whenever you update it. For example, consider a situation where every Wednesday at 2:00 A.M. you update a document. In this case scheduling the index process to run every Wednesday at 3:00 A.M. is optimal. Scheduling document indexing daily is not recommended because that is too frequent and can degrade server performance.
- Monitor results and modify your indexing schedule accordingly. If performance is good and you want more timely updates, schedule more frequent document updates and indexing.

Use parallel IDM rules to tune match thresholds

The primary use case for IDM policies is to detect unstructured document content based on a percentage match requirement called the Minimum Document Exposure. This value is a configurable parameter that specifies the minimum percentage of content in the message that must match the IDM index to produce a match. The IDM policy default is “Exact,” which means that, for text-based documents, 100% of the content of the message must match the fingerprint to create an incident. A Minimum Document Exposure setting of 10% means that, on average, one page of a 10 page document must match the IDM index to create an incident

A document might contain much more content, but Symantec Data Loss Prevention protects only the content that is indexed as part of a document profile. For example, consider a situation where you index a one-page document, and that one-page document is included as part of a 100-page document. The 100-page document is considered a 100 percent match because its content matches the one-page document exactly. In addition, the matched document does not have to be of the same file type or format as the indexed document. For example, if you

index a Word document as part of a document profile, and its contents are pasted into the body of an email message or used to create a PDF, the engine considers it a match

A quick rule-of-thumb for setting the Minimum Document Exposure setting is 60%. Minimum Document Exposures set to less than 50% typically create many false positives. Starting with rate of 60% should give you enough information to determine whether you should go to a higher or lower match percentage without creating excessive false positives

As an alternative, consider taking a tiered approach to establishing Minimum Document Exposure settings. For example, you can create multiple IDM rules, each with a different threshold percentage, such as 80% for documents with a high match percentage, 50% for documents with a medium match percentage, and 10% with a low match percentage. Using this approach will help you filter out false positives and help you establish an accurate Minimum Document Exposure setting for each IDM index you deploy as part of your policies.

Detecting content using Vector Machine Learning (VML)

This chapter includes the following topics:

- [About Vector Machine Learning \(VML\)](#)
- [Implementing Vector Machine Learning \(VML\)](#)
- [VML policy considerations](#)

About Vector Machine Learning (VML)

Vector Machine Learning (VML) protects unstructured data by performing statistical analysis to determine if content is similar to example content you train against.

Unlike other detection technologies, with VML you do not have to locate and fingerprint all of the data you want to protect, nor do you have to describe it and risk potential inaccuracies. With VML you train the system to learn the type of content you want to protect based on example documents you provide.

VML detection is based on a VML profile. You create a VML profile by uploading a representative amount of content from a specific category of data. The system scans the content, extracts the features, and creates a statistical model based on the frequency of keywords in the example documents. At runtime the system applies the model to analyze and detect content that has features that are statistically similar to the profile.

VML simplifies the detection of unstructured, text-based content while offering the potential for high accuracy. The key to implementing VML is the example

content you train the system against. You must be careful to select documents that are very representative of the type of content you want to protect. And, you must select good examples of content you want to ignore that are closely related to the content you want to protect.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

About the Vector Machine Learning Profile

The Vector Machine Learning Profile is the data profile that you define for implementing VML policies.

For example, you might create a VML profile to protect your source code. In this case you train the system using positive example documents (proprietary code that you want to protect) and negative example documents (open source code that you do not care to protect). A VML policy references the VML profile to analyze message data and recognize content that is similar to the positive features. The VML profile can be tuned, and it can be easily updated by adding or removing documents to or from the training sets.

See [“Data Profiles”](#) on page 335.

See [“Creating new VML profiles”](#) on page 483.

About the content you train

Collecting the documents for training is the most important step in the Vector Machine Learning process. Vector Machine Learning is only as accurate as the example content you train against.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

A VML profile is based on a category of content representing a specific business use case. A category of content comprises two training sets: positive and negative.

The positive training set is content you want to protect. More specific categorization results in better accuracy. For example, “Customer Purchase Orders” is better than “Financial Documents” because it is more specific.

The negative training set is content you want to ignore, yet related to the positive training set. For example, if the positive training set is “Weekly Sales Reports,” the negative training set might contain “Sales Press Releases.”

You should collect an equal amount of positive and negative content that is primarily text-based. You do not have to collect all the content you want to protect, but you need to assemble training sets large enough to produce reliable statistics.

The recommended number of documents is 250 per training set. The minimum number of documents per training set is 50.

The following table summarizes the baseline requirements for the content you collect for VML profile training.

Table 22-1 VML training set requirements

Category of content	Type of data	Training set	Quantity	Content	Size
Single, specific business use case	Text-based (primarily)	Positive	Recommended: 250 documents Minimum: 50 documents	Content you want to protect.	30 MB per upload
		Negative	Approximately the same amount as the positive category.	Content you do not want to protect yet thematically related to the positive category.	No size limit per category.

About the base accuracy from training percentage rates

During the VML profile training process, the system extracts example document content and converts it to raw text. The system selects features (or keywords) using a proprietary algorithm and generates the VML profile. As part of the training process, the system calculates and reports base accuracy rates for false positives and false negatives. The base accuracy from training percentage rates indicate the quality of your positive and negative training sets.

While the goal is to achieve 100% accuracy (0% base false rates), obtaining this level of quality for both training sets is usually not possible. In general you should reject a training profile if either the base false positive rate or the base false negative rate is more than 5%. A relatively high base false percentage rate indicates that the training set is not well categorized. In this case you need to add documents to an underrepresented training set or remove documents from an over-represented training set, or both.

See [“Managing training set documents”](#) on page 489.

The following table describes what the base accuracy percentage rates from training mean in relation to the positive and negative training sets for a given VML profile.

Table 22-2 Base accuracy rates from training

Accuracy rate	Description
Base False Positive Rate (%)	The percentage of the content in the negative training set that is statistically similar to the positive content.
Base False Negative Rate (%)	The percentage of the content in the positive training set that is statistically similar to negative content.

About the Similarity Threshold and Similarity Score

Each VML profile has a setting called the **Similarity Threshold** which can be set from 0 to 10. This setting is used to make an adjustment for imperfect information within a training set to achieve the best accuracy possible. During detection, a message must have a Similarity Score greater than the Similarity Threshold for an incident to be generated. The Similarity Threshold is set at the profile level—not within a policy rule—because there is an ideal Similarity Threshold setting that is unique to your training set where the best accuracy rates can be achieved (both in terms of false positives and false negatives).

When a VML policy detects an incident, the system displays the **Similarity Score** in the match highlighting section of the **Incident Snapshot** in the Enforce Server administration console. The Similarity Score indicates how similar the detected content is to the VML profile. The higher the score the more statistically similar the message is to the positive example documents in your VML profile.

Consider an example where a Similarity Threshold is set to 4 and a message with a Similarity Score of 5 is detected. In this case the system reports the match as an incident and displays the Similarity Score during match highlighting. However, if a message is detected with a Similarity Score of 3, the system does not report a match (and no incident) because the Similarity Score is below the Similarity Threshold.

The table below describes the Similarity Threshold and Similarity Score numbers.

Table 22-3 Similarity Threshold and Similarity Score details

Similarity	Description
Similarity Threshold	<p>The Similarity Threshold is a configurable parameter between 0 and 10 that is unique to each VML profile. The default setting is 10, which requires the most similar match between the VML profile features and the detected message content. As such, this setting is likely to produce fewer incidents. A setting of 0 produces the most number of matches, many of which are likely to be false positives.</p> <p>See “Adjusting the Similarity Threshold” on page 495.</p>

Table 22-3 Similarity Threshold and Similarity Score details (continued)

Similarity	Description
Similarity Score	The Similarity Score is a read-only runtime statistic between 0 and 10 reported by the system based on the detection results of a VML policy. To report an incident, the Similarity Score must be higher than the Similarity Threshold, otherwise the VML policy does not report a match.

About using unaccepted VML profiles in policies

The system lets you create a policy that is based on a VML profile that has never been accepted. However, the VML profile is not active and is not deployed to a referenced policy until the profile is initially accepted.

See “[Training VML profiles](#)” on page 486.

Where you have a VML policy that references a never-accepted VML profile, the result of this configuration depends on the type of detection server. The table below describes the behavior:

Detection server	Description
Discover Server	Discover scanning does not begin until all policy dependencies are loaded. As such, a Discover scan based on a VML policy will not start until the referenced VML profile is accepted. In this case the system displays a message in the Discover scanning interface indicating the scan is waiting on the dependency to load.
Network and Endpoint Servers	<p>For a simple rule, or compound rule where the conditions are ANDed, the entire rule fails because the VML condition cannot match. If this is the only rule in the policy, the policy will not work.</p> <p>For a policy where there are multiple rules that are ORed, only the VML rule fails; the other rules in the policy are evaluated.</p> <p>See “Policy detection execution” on page 352.</p>

Implementing Vector Machine Learning (VML)

Vector Machine Learning (VML) protects unstructured data by performing statistical analysis to determine if content is similar to an example set of documents you train against.

See “[About Vector Machine Learning \(VML\)](#)” on page 477.

The following table describes the process for implementing VML.

Table 22-4 Implementing VML

Step	Action	Description
Step 1	Collect the example documents for training the system.	<p>Collect a representative amount of example documents containing positive content you want to protect and negative content you want to ignore.</p> <p>See “About the content you train” on page 478.</p>
Step 2	Create a new VML profile.	<p>Define a new VML profile based on the specific business category of data from which you have derived your positive and negative training sets.</p> <p>See “Creating new VML profiles” on page 483.</p>
Step 3	Upload the example documents.	<p>Upload separately to the Enforce Server the example positive and negative training sets.</p> <p>See “Uploading example documents for training” on page 484.</p>
Step 4	Train the VML profile.	<p>Train the system to learn the type of content you want to protect and generate the VML profile.</p> <p>See “Training VML profiles” on page 486.</p>
Step 5	Accept or reject the trained profile.	<p>Accept the trained profile to deploy it. Or, reject the profile, update one or both of the training sets (by adding or removing example documents), and restart the training process.</p> <p>See “About the base accuracy from training percentage rates” on page 479.</p> <p>See “Managing VML profiles” on page 490.</p>
Step 6	Create a VML policy and test detection.	<p>Create a VML policy that references the VML profile.</p> <p>See “Configuring the Detect using Vector Machine Learning Profile condition” on page 493.</p> <p>Test and review incidents based on the Similarity Score.</p> <p>See “About the Similarity Threshold and Similarity Score” on page 480.</p>
Step 7	Tune the VML profile.	<p>Adjust the Similarity Threshold setting as necessary to optimize detection results.</p> <p>See “Adjusting the Similarity Threshold” on page 495.</p>
Step 8	Follow VML best practices.	See “VML policy considerations” on page 500.

Creating new VML profiles

A VML profile contains the model that is generated from the training set contents. Once you define a VML profile, you use it to create one or more VML policies.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

Note: You must have Enforce Server administrator privileges to create VML profiles.

To create a new VML profile

- 1 Click **New Profile** from the **Manage > Data Profiles > Vector Machine Learning** screen (if you have not already done so).
- 2 Enter a **Name** for the VML profile in the **Create New Profile** dialog.
Use a logical name for the VML profile that corresponds to the category of data you want to protect.
See [“About the content you train”](#) on page 478.
- 3 Optionally, enter a **Description** for the VML profile.
You may want to include a description that identifies the purpose of the VML profile.
- 4 Click **Create** to create the new VML profile.
Or, click **Cancel** to cancel the operation.
- 5 Click **Manage Profile** to upload example documents.
See [“Uploading example documents for training”](#) on page 484.

Working with the Current Profile and Temporary Workspace tabs

For any single VML profile there are two possible versions: Current and Temporary. The Current Profile is the runtime version; the Temporary Profile is the design-time version. Typically, as you develop a VML profile, you will have a Current Profile that you have trained, accepted, and perhaps deployed to one or more policies, as well as a Temporary Profile that you actively edit and tune.

The Enforce Server administration console displays each version of the VML profile in separate tabs:

■ Current Profile

This version is the active instance of the VML profile. This version has been successfully trained and accepted; it is available for deployment to one or more policies.

■ **Temporary Workspace**

This version is an editable version of the VML profile. This version has not been trained, or accepted, or both; it cannot be deployed to a policy.

Initially, when you create a new VML profile, the system displays only the **Current Profile** tab with an empty training set. After you train and accept the VML profile for the first time, the **Trained Set** table in the **Current Profile** tab becomes populated with details about the training set. The information that is displayed in this table and tab is read-only.

To edit a VML profile

- ◆ Click **Manage Profile** to the far right of the **Current Profile** tab.

The system displays the editable version of the profile in the **Temporary Workspace** tab. You can now proceed with training and managing the profile.

See [“Training VML profiles”](#) on page 486.

The **Temporary Workspace** tab remains present in the user interface until you train and accept a new version of the VML profile. In other words, there is no way to close the **Temporary Workspace** tab without training and accepting, even if you made no changes to the profile.

Once you accept a new version of the VML profile, the system overwrites the previous Current Profile with the newly accepted version. You cannot revert to a previously accepted Current Profile. However, you can revert to previous versions of the training set for a Temporary Profile.

See [“Managing training set documents”](#) on page 489.

Uploading example documents for training

The training set comprises the example positive and negative documents you want to train the system against. You upload the positive and negative documents separately.

Note: While you can upload individual documents, it is recommended that you upload a document archive (such as ZIP, RAR, or TAR) that contains the recommended (250) or minimum (50) number of example documents. The maximum upload size is 30 MB. You can partition the documents across archives if you have more than 30 MB of data to upload. See [“About the content you train”](#) on page 478.

To upload the training set

- 1 Click **Manage Profile** from the **Current Profile** tab (if you have not already done so).

This action enables the VML profile for editing in the **Temporary Workspace** tab.

See [“Working with the Current Profile and Temporary Workspace tabs”](#) on page 483.

- 2 Click **Upload Contents** (if you have not already done so).

This action opens the **Upload Contents** dialog.

- 3 Select which category of content you are uploading:

- Choose **Positive: match contents similar to these** to upload a positive document archive.
- Choose **Negative: ignore contents similar to these** to upload a negative document archive.

- 4 Click **Browse** to select the document archive to upload.

- 5 Navigate the file system to where you have stored the example documents.

- 6 Choose the file to upload and click **Open**.

- 7 Verify that you have chosen the correct category of content you are uploading: Positive or Negative.

If you mismatch the upload (select Negative but upload a Positive document archive), the resulting profile will be inaccurate.

- 8 Click **Submit** to upload the document archive to the Enforce Server.

The system displays a message indicating if the file successfully uploaded. If the upload was successful, the document archive appears in the **New Documents** table. This table displays the document type, name, size, date uploaded, and the user who uploaded it. If the upload was not successful, check the error message and retry the upload. Click the X icon in the **Remove** column to delete an uploaded document or document archive from the training set.

- 9 Click **Upload Contents** to repeat the process for the other training set.

The profile is not complete and cannot be trained until you have uploaded the minimum number of positive and negative example documents.

See [Table 22-1](#) on page 479.
- 10 Once you have successfully uploaded both training sets you are ready to train the VML profile .

See [“Training VML profiles”](#) on page 486.

Training VML profiles

During the profile training process, the system scans the training content, extracts key features, and generates a statistical model. When the training process completes successfully, the system prompts you to accept or reject the training profile. If you accept the training results, that version of the VML profile becomes the Current Profile, meaning that it is active and available for use in one or more policies.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

Table 22-5 Training the VML profile

Step	Action	Description
Step 1	Enable training mode.	Select the VML profile you want to train from the Manage > Data Profiles > Vector Machine Learning screen. Or, create a new VML profile. See “Creating new VML profiles” on page 483. Click Manage Profile to the far right of the Current Profile tab. The system displays the profile for training in the Temporary Workspace tab. See “Working with the Current Profile and Temporary Workspace tabs” on page 483.
Step 2	Upload the training content.	Familiarize yourself with the training set requirements and recommendations. See “About the content you train” on page 478. Upload the positive and negative training sets in separate document archives to the Enforce Server. See “Uploading example documents for training” on page 484.

Table 22-5 Training the VML profile (*continued*)

Step	Action	Description
Step 3	Adjust the memory allocation (only if necessary).	<p>The default value is "High" which generally results in the best training set accuracy rates. Typically you do not need to change this setting. For some situations you may want to choose a "Medium" or "Low" memory setting (for example, deploying the profile to the endpoint).</p> <p>See “Adjusting memory allocation” on page 488.</p> <p>Note: If you change the memory setting, you must do so before you train the profile to ensure accurate training results. If you have already trained the profile, you must retrain it again after you adjust the memory allocation.</p>
Step 4	Start the training process.	<p>Click Start Training to begin the profile training process.</p> <p>During the training process, the system:</p> <ul style="list-style-type: none"> ■ Extracts the key features from the content; ■ Creates the model; ■ Calculates the predicted accuracy based on the averaged false positive and false negative rates for the entire training set; ■ Generates the VML profile.
Step 5	Verify training completion.	<p>When the training process completes, the system indicates if the training profile was successfully created.</p> <p>If the training process failed, the system displays an error. Check the debug log files and restart the training process.</p> <p>See “Debug log files” on page 271.</p> <p>On successful completion of the training process, the system displays the following information for the New Profile:</p> <ul style="list-style-type: none"> ■ Trained Example Documents The number of example documents in each training set that the system trained against and profiled. ■ Accuracy Rate From Training The quality of the training set expressed as base false positive and base false negative percentage rates. See “About the base accuracy from training percentage rates” on page 479. ■ Memory ■ The minimum amount of memory required to load the profile at runtime for detection. <p>Note: If you previously accepted the profile, the system also displays the Current Profile statistics for side-by-side comparison.</p>

Table 22-5 Training the VML profile (*continued*)

Step	Action	Description
Step 6	Accept or reject the training profile.	<p>If the training process is successful, the system prompts you to accept or reject the training profile. Your decision is based on the Accuracy Rate from Training percentages.</p> <p>See “About the base accuracy from training percentage rates” on page 479.</p> <p>To accept or reject the training profile:</p> <ul style="list-style-type: none"> ■ Click Accept to save the training results as the active Current Profile. Once you accept the training profile, it appears in the Current Profile tab and the Temporary Workspace tab is removed. ■ Click Reject to discard the training results. The profile remains in the Temporary Workspace tab for editing. You can adjust one or both of the training sets by adding or removing documents and retraining the profile. See “Managing training set documents” on page 489. <p>Note: A trained VML profile is not active until you accept it. While the system lets you create a policy based on a VML profile that has not been trained or accepted, the VML profile is not deployed to that policy until the profile is accepted. See “About using unaccepted VML profiles in policies” on page 481.</p>
Step 7	Test and tune the profile.	<p>Once you have successfully trained and accepted the VML profile, you can now use it to define policy rules and tune the VML profile.</p> <p>See “Configuring the Detect using Vector Machine Learning Profile condition” on page 493.</p> <p>See “About the Similarity Threshold and Similarity Score” on page 480.</p> <p>Note: For more information, refer to the <i>Symantec Data Loss Prevention Vector Machine Learning Best Practices Guide</i>, available at the DLP Knowledgebase (https://kb-vontu.altiris.com/), article number 54340.</p>

Adjusting memory allocation

The **Memory Allocation** setting determines the amount of memory required to load VML the profile at runtime for policy detection. The more memory allocated to training the larger the VML profile will be because more features will be modeled. By default this value is set to "High." In general you should not adjust this value. However, if you intend to deploy the VML profile to the endpoint, where resources may be limited, you may want to use a lower memory setting to reduce the size of the profile.

To adjust memory allocation

- 1 Click **Adjust** beside the **Memory Allocation** setting.

This setting is available in the **Temporary Workspace** tab. If it is not available, click **Manage Profile** from the **Current Profile** tab.

See [“Working with the Current Profile and Temporary Workspace tabs”](#) on page 483.

- 2 Select the desired memory allocation level.

The following options are available:

- **High**

Requires a higher amount of runtime memory; generally yields higher detection accuracy (default setting).

- **Medium**

- **Low**

Requires less runtime memory; may result in lower detection accuracy.

- 3 Click **Save** to save the setting.

The **Memory Setting** display should reflect the adjustment you made.

- 4 Click **Start Training** to start the training process.

You must adjust the memory allocation before you train the VML profile. If you have already trained the profile, retrain after adjusting this setting.

See [“Training VML profiles”](#) on page 486.

- 5 Verify the amount of memory required to run the VML profile.

After you train the VML profile, the system displays the **Memory Required (KB)** value, which represents the minimum amount of memory required to load the profile at runtime.

See [“Managing VML profiles”](#) on page 490.

Managing training set documents

As you train and tune a VML profile, you may need to adjust one or both of the training sets. For example, if you reject a training profile, you will need to add or remove example documents to improve the training accuracy rates.

See [“About the base accuracy from training percentage rates”](#) on page 479.

To add documents to a training set

- 1 Click **Manage Profile** for the profile you want to edit.
The editable profile appears in the **Temporary Workspace** tab.
- 2 Click **Upload Contents**.
See [“Uploading example documents for training”](#) on page 484.

To remove documents from a training set

- 1 Click **Manage Profile** for the profile you want to edit.
The editable profile appears in the **Temporary Workspace** tab.
- 2 Click the red X in the **Mark Removed** column for the trained document you want to remove.
The removed document appears in the **Removed Documents** table. Repeat this process as necessary to remove all unwanted documents from the training set.
- 3 Click **Start Training** to retrain the profile.
You must retrain and accept the updated profile to complete the document removal process. If you do not accept the new profile the document you attempted to remove remains part of the profile.
See [“Training VML profiles”](#) on page 486.

To revert removed documents

- 1 Click the revert icon in the **Revert** column for a document you have removed.
The document is added back to the training set.
- 2 Click **Start Training** to retrain the profile.
You must retrain the profile and reaccept it even though you reverted to the original configuration.

Managing VML profiles

The **Manage > Data Profiles > Vector Machine Learning** screen is the home page for managing existing VML profiles and the starting point for creating new VML profiles.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

Note: You must have Enforce Server administrator privileges to manage and create VML profiles.

Table 1 Creating and managing VML profiles

Action	Description
Create new profiles.	Click New Profile to create a new VML profile. See “Creating new VML profiles” on page 483.
View and sort profiles.	The system lists all existing VML profiles and their state at the Vector Machine Learning screen. Click the column header to sort the VML profiles by name or status.
Manage and train profiles.	Select a VML profile from the list to display and manage it. The Current Profile tab displays the active profile. See “Working with the Current Profile and Temporary Workspace tabs” on page 483. Click Manage Profile to edit the profile. The editable profile appears in the Temporary Workspace tab. From this tab you can: <ul style="list-style-type: none"> ■ Upload training set documents. See “Uploading example documents for training” on page 484. ■ Train the profile. See “Training VML profiles” on page 486. ■ Add and remove documents from the training sets. See “Managing training set documents” on page 489.
Monitor profiles.	The system lists and describes the status of all VML profiles. <ul style="list-style-type: none"> ■ Memory Required (KB) The minimum amount of memory required to load the profile in memory for detection. See “Adjusting memory allocation” on page 488. ■ Status The present status of the profile. See Table 22-7 on page 492. ■ Deployment Status The historical status of the profile. See Table 22-8 on page 492.
Remove profiles.	Click the X icon at the far right to delete an existing profile. If you delete an existing profile, the system removes the profile metadata and the Training Set from the Enforce Server.

The **Status** field displays the current state of each VML profile.

Table 22-7

Status values for VML profiles

Status value	Description
Accepted on <date>	The date the training profile was accepted.
Managing	The current profile is enabled for editing.
Empty	The profile is created, but no content is uploaded.
Awaiting Acceptance	The profile is ready to be accepted.
Canceling Training	The system is in the process of canceling the training.
Training Canceled	The training process is canceled.
Failed	The training process failed.
Training <time>	The training is in progress (for the time indicated).

The **Deployment Status** field indicates if the VML profile has ever been accepted or not.

Table 22-8

Deployment Status values for VML profiles

Status value	Description
Never Accepted	The VML profile has never been accepted. See “About using unaccepted VML profiles in policies” on page 481.
Accepted on <date>	The VML profile was accepted on the date indicated.

Changing names and descriptions for VML profiles

If necessary you can change the name of a VML profile or edit its description. For example, when you are ready to deploy a VML profile to one or more policies, you may want to give the profile a more self-describing name so policy authors can easily recognize it.

Note: You do not have to retrain a profile if you change the name or description.

To change the VML profile name or description

- 1 Select the VML profile from the **Manage > Data Profiles > Vector Machine Learning** screen.
See [“Managing VML profiles”](#) on page 490.
- 2 Click the **Edit** link beside the name of the VML profile.
- 3 Edit the name and description of the profile in the **Change Name and Description** dialog that appears.
- 4 Click **OK** to save the changes to the VML profile name or description.
- 5 Verify the changes at the home screen for the VML profile.

Configuring the Detect using Vector Machine Learning Profile condition

Once you have trained and accepted the VML profile, you configure a VML policy using the **Detect using Vector Machine Learning Profile** condition. This condition references the VML profile to detect content that is similar to the example content you have trained against.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

Table 22-9 Configuring a VML policy rule

Step	Action	Description
Step 1	Create and train the VML profile.	See “Creating new VML profiles” on page 483. See “Training VML profiles” on page 486. See “About using unaccepted VML profiles in policies” on page 481.
Step 2	Configure a new or an existing policy.	See “Configuring policies” on page 370.
Step 3	Add the VML rule to the policy.	From the Configure Policy screen: <ul style="list-style-type: none"> ■ Select Add Rule. ■ Select the Detect using Vector Machine Learning profile rule from the list of content rules. ■ Select the VML profile you want to use from the drop-down menu. ■ Click Next.
Step 4	Configure the VML detection rule.	Name the rule and configure the rule severity. See “Configuring policy rules” on page 374.

Table 22-9 Configuring a VML policy rule (*continued*)

Step	Action	Description
Step 5	Select components to match on.	<p>Select one or both message components to Match On:</p> <ul style="list-style-type: none"> ■ Body, which is the content of the message ■ Attachments, which are any files transported by the message <p>Note: On the endpoint, the Symantec DLP Agent matches on the entire message, not individual message components.</p> <p>See “Selecting components to match on” on page 380.</p>
Step 6	Configure additional conditions (optional).	<p>Optionally, you can create a compound detection rule by adding more conditions to the rule.</p> <p>To add additional conditions, select the desired condition from the drop-down menu and click Add.</p> <p>Note: All conditions must match for the rule to trigger an incident.</p> <p>See “Configuring compound match conditions” on page 386.</p>
Step 7	Save the policy configuration.	Click OK then click Save to save the policy.

Configuring VML policy exceptions

In some situations, you may want to implement a VML policy exception to ignore certain content.

See [“Implementing Vector Machine Learning \(VML\)”](#) on page 481.

Table 22-10 Configuring a VML policy exception

Step	Action	Description
Step 1	Create and train the VML profile.	<p>See “Creating new VML profiles” on page 483.</p> <p>See “Training VML profiles” on page 486.</p>
Step 2	Configure a new or an existing policy.	See “Configuring policies” on page 370.
Step 3	Add a VML exception to the policy.	<p>From the Configure Policy screen:</p> <ul style="list-style-type: none"> ■ Select Add Exception. ■ Select the Detect using Vector Machine Learning profile exception from the list of content exceptions. ■ Select the VML profile you want to use from the drop-down menu. ■ Click Next.

Table 22-10 Configuring a VML policy exception (*continued*)

Step	Action	Description
Step 4	Configure the policy exception.	<p>Name the exception.</p> <p>Select the components you want to apply the exception to:</p> <ul style="list-style-type: none"> Entire Message Select this option to compare the exception against the entire message. If an exception is found anywhere in the message, the exception is triggered and no matching occurs. Matched Components Only Select this option to match the exception against the same component as the rule. For example, if the rule matches on the Body and the exception occurs in an attachment, the exception is not triggered.
Step 5	Configure the condition.	<p>Generally you can accept the default condition settings for policy exceptions.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Step 6	Save the policy configuration.	Click OK then click Save to save the policy.

Adjusting the Similarity Threshold

You adjust the Similarity Threshold setting to tune the VML profile. The Similarity Threshold determines how similar detected content must be to a VML profile to produce an incident.

See [“About the Similarity Threshold and Similarity Score”](#) on page 480.

Note: You do not have to retrain the VML profile after you adjust the Similarity Threshold, unless you modify a training set based on testing results.

To adjust the Current Value of the Similarity Threshold

- 1 Click **Edit** beside the **Similarity Threshold** label for the VML profile you want to tune.

This action opens the **Similarity Threshold** dialog.

- 2 Drag the meter to the desired **Curent Value** setting.

You set the Similarity Threshold to a decimal value between 0 and 10. The default value is 10, which produces fewer incidents; a setting of 0 produces more incidents.

- 3

Click **Save** to save the Similarity Threshold setting.
- 4

Test the VML profile using a VML policy.
- Compare the Similarity Scores across matches. A detected message must have a Similarity Score higher than the Similarity Threshold to produce an incident. Make further adjustments to the Similarity Threshold setting as necessary to optimize and fine-tune the VML profile.

See [“Configuring the Detect using Vector Machine Learning Profile condition”](#) on page 493.

Testing and tuning VML profiles

You tune a VML profile by testing it with the Similarity Threshold set to 0. Once you determine the possible range of Similarity Scores for false positives, you adjust the Similarity Threshold to be just above the highest Similarity Score reported by false positives. This is referred to as negative testing.

A good training set has a well-defined range where the Similarity Threshold is set to achieve the best accuracy rates. A poor training set yields poor accuracy results regardless of the Similarity Threshold. A Similarity Threshold that is set too high or too low can result in a large number of false positives or false negatives.

To determine the proper Similarity Threshold setting, the recommendation is to perform negative testing as described in the following steps.

Table 22-11 Steps for tuning VML profiles

Step	Action	Description
Step 1	Train the VML profile.	Follow the recommendations set forth in this guide for defining the category and uploading the training set documents. Adjust the memory allocation before you train the profile. Refer to the <i>Symantec Data Loss Prevention Administration Guide</i> for help performing the tasks involved.
Step 2	Set the Similarity Threshold to 0.	The default Similarity Threshold is 10. At this value the system does not generate any incidents. A setting of 0 produces the most amount of incidents, many of which are likely to be false positives. The purpose of setting the value to 0 is to see the entire range of potential matches and to tune the profile to be just above the highest false positive score.
Step 3	Create a VML policy.	Create a policy that references the VML profile you want to tune. The profile must be accepted to be deployable to a policy.

Table 22-11 Steps for tuning VML profiles (*continued*)

Step	Action	Description
Step 4	Test the policy.	Test the VML policy using a corpus of test data. For example, you can use the <code>DLP_Wikipedia_sample.zip</code> file to test your VML policies against. Create some mechanism to detect incidents, such as a Discover scan target of a local file folder where you place the test data, or a DLP Agent scan of a copy/paste operation.
Step 5	Review any incidents.	Review any matches at the Incident Snapshot screen. Verify a relatively low Similarity Score for each match. A relatively low Similarity Score indicates a false positive. If one or more test documents produce a match with a relatively high Similarity Score, you have a training set quality issue. In this case you need to review the content and if appropriate add the document(s) to the positive training set. You then need to retrain and retune the profile. See “Log files for troubleshooting VML training and policy detection” on page 499.
Step 6	Adjust the Similarity Threshold.	By reviewing the incidents you should now be able to determine the highest Similarity Score among the detected false positives that you have tested the profile against. At this point you can adjust the Similarity Threshold for the profile to be just above the highest Similarity Score for the false positives. For example, if the highest detected false positive has a Similarity Score of 4.5, set the Similarity Threshold to 4.6. This will filter the known false positives from being reported as incidents.

Properties for configuring training

VML includes several property files for configuring VML training and logging. The following table lists and describes relevant VML configuration properties.

Table 22-12 Property files for VML

Property file at \Protect\config\	Description
<code>MLDTraining.properties</code>	Main property file for configuring VML training settings. See Table 22-13 on page 498.
<code>Manager.properties</code>	Property file for the Enforce Server; contains 1 VML setting. See Table 22-14 on page 499.
<code>MLDTrainingLogging.properties</code>	Properties file for configuring VML logging. See “Log files for troubleshooting VML training and policy detection” on page 499.

The following table lists and describes the VML training parameters available for configuration in properties file `MLDTraining.properties`.

Table 22-13 Relevant configuration parameters for VML training

Parameter	Description
<code>minimum_documents_per_category</code>	<p>Specifies the minimum number of documents required for each training set (positive and negative). The default setting is 50. Reducing this number below 50 is not recommended or supported.</p> <p>See “Recommendations for training set definition” on page 502.</p>
<code>mld_num_folds</code>	<p>Specifies the number of folds to use for the k-fold evaluation process. The default is 10.</p> <p>Reducing this value will speed up the time the system takes to train against the content because less folds will be evaluated, but potentially at the sacrifice of visibility into profile quality. There is no need to change this value, unless you have a large number of example documents (and thus the training sets are very large), and you know for certain that you have a well-categorized overall training set.</p> <p>See “Recommendations for accepting or rejecting a profile” on page 505.</p>
<code>minimum_features_to_keep</code>	<p>Specifies the minimum number of features to keep for the profile. The default setting is 1000.</p> <p>Lowering this value can help reduce the size of the profile. However, adjusting this setting is not recommended. Instead, use the memory allocation setting to tune the size of the profile.</p> <p>See “Guidelines for profile sizing” on page 505.</p>
<code>significance_threshold</code>	<p>Specifies the minimum number of times a word must occur before it is considered a feature. The default is 2.</p> <p>Increasing this value (to 3 or 4, for example) may help reduce the size of the profile because fewer words will qualify as features. In general you should not adjust this setting unless setting the memory allocation to “Low” does not produce a small enough profile for your deployment requirements.</p> <p>See “Guidelines for profile sizing” on page 505.</p>

Table 22-13 Relevant configuration parameters for VML training (*continued*)

Parameter	Description
stopword_file	<p>Specifies the default stopwords file \config\machinelearningconfig\stopwords.txt.</p> <p>Stopwords are common words, such as articles and prepositions. During training the system ignores (does not consider for feature extraction) any word contained in the stopwords file.</p> <p>If you add words to be ignored, you must use all lower case because VML feature extraction normalizes the content to lower case for evaluation.</p>
logging_config_file	<p>Specifies the configuration file for standard VML logging.</p> <p>See “Log files for troubleshooting VML training and policy detection” on page 499.</p>
native_logging_config_file	<p>Specifies the configuration file for native VML logging.</p> <p>See “Log files for troubleshooting VML training and policy detection” on page 499.</p>

The following parameter is available for configuration in properties file
MLDTraining.properties.

Table 22-14 Configuration parameter for VML profiles

Parameter	Description
DEFAULT_SIMILARITY_THRESHOLD	<p>Establishes the default value for the Similarity Threshold, which is 10. Changing this value affects the default value only. You can adjust the value using the Enforce Server administration console.</p> <p>See “Testing and tuning VML profiles” on page 496.</p>

Log files for troubleshooting VML training and policy detection

The system provides debug log files for troubleshooting the VML training process and policy detection. The following table lists and describes the debug log files.

See [“Troubleshooting policies”](#) on page 396.

Table 22-15 Debug log files for VML

Log file	Description
machinelearning_training.log	<p>Records the accuracy from training percentage rates for each fold of the evaluation process for each VML profile training run.</p> <p>This log file is useful for examining the quality of each training set at a granular, per-fold level.</p> <p>See “Recommendations for accepting or rejecting a profile” on page 505.</p>
machinelearning_native_filereader.log	<p>Records the "distance," which is expressed as a positive or negative number, and the "confidence," which is a similarity percentage, for each message evaluated by a VML policy.</p> <p>This log file is useful for examining all messages or documents evaluated by VML policies, including positive matches with similarity percentages beneath the Similarity Threshold, or messages the system has categorized as negative (expressed as a negative "distance" number).</p> <p>See “Testing and tuning VML profiles” on page 496.</p>
machinelearning_training_native_manager.log	<p>Records the total number of features modeled and the number of features kept to generate the profile for each training run.</p> <p>The total number of features modeled versus the number of features kept for the profile depends on the memory allocation setting:</p> <ul style="list-style-type: none">■ If "high" the system keeps 80% of the features.■ If "medium" the system keeps 50% of the features.■ If "low" the system keeps 30% of the features. <p>See “Guidelines for profile sizing” on page 505.</p>

VML policy considerations

This section provides considerations for implementing VML policies, including best practices for testing and tuning your VML policies. In addition, you can download example VML training set documents from the DLP Knowledgebase (<https://kb-vontu.altiris.com>), article number 54340. Where appropriate, the considerations in this section describe how to use these example documents. These documents are provided under the Creative Commons license (<http://creativecommons.org/licenses/by-sa/3.0/>).

When to use VML

VML is designed to protect unstructured content that is primarily text-based. VML is well-suited for protecting sensitive content that is highly distributed such

that gathering all of it for fingerprinting is not possible or practical. VML is also well-suited for protecting sensitive content that you cannot adequately describe and achieve high matching accuracy.

The following table summarizes the recommended uses cases for VML.

Table 22-16 Recommended uses for VML

Use VML when	Explanation
It is not possible or practical to fingerprint all the data you want to protect.	<p>Often collecting all of the content you want to protect for fingerprinting is an impossible task. This situation arises for many forms of unstructured data: marketing materials, financial documents, patient records, product formulas, source code, and so forth.</p> <p>VML works well for this situation because you do not have to collect all of the content you want to protect, only a smaller set of example documents.</p>
You cannot adequately describe the data you want to protect.	<p>Often describing the data you want to protect is difficult without sacrificing some accuracy. This situation may arise when you have long keyword lists that are hard to generate, tune, and maintain.</p> <p>VML works well in these situations because it automatically models the features (keywords) you want to protect, and lets you easily manage and update the source content.</p>
A policy reports frequent false positives.	<p>Sometimes a certain category of information is a constant source of false positives. For example, a weekly sales report may consistently produce false positives for a Data Identifier policy looking for social security numbers.</p> <p>VML may work well here because you can train against the content that causes the false positives and create a policy exception to ignore those features.</p> <p>Note: The false positive contents must belong to a well-defined category for VML to be an effective solution for this use case. See “Recommendations for training set definition” on page 502.</p>

When not to use VML

VML is not designed to protect structured data, such as Personally Identifiable Information (PII), or binary content, such as documents that contain mostly graphics or image files.

The following table summarizes the non-recommended uses of VML.

Table 22-17 Non-recommended uses for VML

Do not use VML to	Explanation
Protect personally identifiable information (PII).	Exact Data Matching (EDM) and Data Identifiers are the best option for protecting the common types of PII.
Protect binary files and images.	Indexed Document Matching (IDM) is the best option to protect content that is largely binary, such as image files or CAD files.

Recommendations for training set definition

A VML category is the specific business use case from which you derive your example documents for training the VML profile. The more specific the category the better the detection results. For example, the category "Financial Documents" is not recommended because it is too broad. A better category classification is "Sales Forecasts" or "Quarterly Earnings" because each is particular to a specific business use case.

A VML category contains two sets of training content: positive and negative. The positive training set contains content you want to protect; the negative training set contains content you want to ignore. You should derive both the positive and negative training sets from the same category of content such that all documents are thematically related.

While it is possible to use entirely generic content for the negative training set, this is not recommended. A completely generic negative training set may produce good design-time training accuracy rates, but it is likely that at runtime you will not be able to detect the content you want to protect with sufficient accuracy.

Note: While a completely generic negative training set is not recommended, seeding the negative training set with some neutral-content documents does have value. See [“Guidelines for training set sizing”](#) on page 503.

The following table provides some example categories and possible positive and negative training sets comprising those categories.

Table 22-18 Some example categories and training sets

Category	Positive training set	Negative training set
Product Source Code	Proprietary product source code	Source code from open source projects
Product Formulas	Proprietary product formulas	Non-proprietary product information

Table 22-18 Some example categories and training sets (*continued*)

Category	Positive training set	Negative training set
Quarterly Earnings	Pre-release earnings; sales estimates; accounting documents	Details of published annual accounts
Marketing Plans	Marketing plans	Published marketing collateral, advertising copy
Medical Records	Patient medical records	Healthcare documents
Customer Sales	Customer purchasing patterns	Publicly available consumer data
Mergers and Acquisitions	Confidential legal documents; M&A documents	Publicly available materials; press releases
Manufacturing Methods	Proprietary manufacturing methods and research	Industry standards

Guidelines for training set sizing

VML is only as accurate as the example content you train. Unlike other detection technologies, to use VML you do not have to locate all the data you want to protect, nor do you have to describe it. But, you must select example documents that accurately represent the type of content you want to protect, as well as content you want to ignore that is thematically related to the positive content.

The more example documents you collect for training the more accurate the VML profile will be. A well-defined category of content contains 500 example documents: 250 positive and 250 negative. The minimum number of documents per training set is 50.

Ideally you will collect for training a similar number of negative documents as positive. However, this is not always possible. Regardless of how many negative documents you collect, you should seed the negative training set with generic or neutral-content documents. The archive file `DLP_Wikipedia_sample.zip` that is attached to this guide at the Knowledgebase is provided for this purpose. For example, if your positive training set contains the recommended number of example documents (250), and the negative training set contains 150 documents, you could add 100 to 200 generic documents to your negative training set from the `DLP_Wikipedia_sample.zip` archive file. Internal testing has shown that adding generic content to complement an otherwise well-defined negative training set can improve accuracy for VML.

If you cannot collect enough positive documents to meet the minimum requirement, you can upload the under-sized training set multiple times. For

example, consider a case where you have the category of content "Sales Forecasts." For this category you have collected 25 positive spreadsheets and 50 negative documents. In this case, you could upload the positive training set twice to reach the minimum document threshold and equal the number of negative documents. Note that you should use this technique for development and testing purposes only. Production profiles should be trained against at least the minimum number of documents for both training sets.

The table below lists the optimal, recommended, and minimum number of documents to include in each training set.

Note: These training set guidelines assume an average document size of 3 KB. If you have larger-sized documents, fewer in number may be sufficient.

Table 22-19 Training set size guidelines

Training set	Minimum	Recommended
Positive example documents	50	250
Negative example documents	50	250
Total number of documents for the category	100	500

Recommendations for uploading documents for training

While you can upload individual documents to the Enforce Server for training, it is recommended that you upload a document archive (ZIP, RAR, TAR) that contains the example documents for each training set. The maximum upload size is 30 MB. There is no training set size limit.

To gather the documents for training, it is recommended that you create a staging area. For example, consider a category called "Sales Reports." In this case you would create a folder called `\VML\training_stage\sales_reports` that represents the category. Within this folder you would create two subfolders, one for the positive training set and the other for the negative training set (for example: `\VML\training_stage\sales_reports\positive`). When you are ready to train the profile, you compress the positive subfolder and the negative subfolder into separate document archives. You can partition the training set across archives if you have more than 30 MB of data to upload for a training set. Do not embed an archive within an archive.

Guidelines for profile sizing

Before you train a VML profile, you can adjust the amount of memory allocated to the profile. The amount of memory you allocate determines how many features the system models, which in turn affects the size of the profile. The higher the memory allocation setting, the more in-depth the feature extraction and the plotting of the model, and the larger the profile. In general, for server-based policy detection, the recommended memory allocation setting is high, which is the default setting.

On the endpoint, the VML profile is deployed to the host computer and loaded into memory by the DLP Agent. (Unlike EDM and IDM, VML does not rely on two-tier detection for endpoint policies.) Because memory on the endpoint is limited, the recommendation is to allocate low or medium memory for endpoint policies. Internal testing has shown that reducing the memory allocation does not reduce the accuracy of the profile and may improve accuracy in certain situations.

Table 22-20 Memory allocation recommendations

Memory allocation	Description
High	Default setting generally appropriate for server-based detection.
Medium	Use this setting to reduce the size of the profile.
Low	Use this setting for endpoint detection.

Recommendations for accepting or rejecting a profile

When you train a VML profile against the category content, the system selects features, creates the model, and calculates the base accuracy rates for false positives and negatives. Base accuracy rates are calculated using a standard and generally accepted process called k-folds evaluation. The base accuracy rates provide you with an early indicator of the quality of your category training sets.

To illustrate how the k-folds evaluation process works, assume that you have a category with 500 total example documents: 250 positive and 250 negative. During the training run, the system divides the training set into 10 folds, each of which are distinct subsets of the overall training set and contain both positive and negative example documents. The system uses nine folds to generate a VML profile, and one fold to test the profile. Any of the folds can become the test fold for the first round of evaluation. For the next round, the next fold in the queue becomes the test fold. This process repeats for all 10 folds. The system performs a final training run called the cross-fold, averages the results of all folds, and generates the final model.

On successful completion of the training process, the system displays the averaged accuracy rates and prompts you to accept or reject the training profile. The false positive accuracy rate is the percentage of negative test documents misclassified as positive. The false negative rate is the percentage of positive test documents that are misclassified as negative. As a general guideline, you should reject the training profile if either rate is more than 5%.

Note: You can use the log file `machinelearning_training.log` to evaluate per-fold training accuracy rates.

See [“Log files for troubleshooting VML training and policy detection”](#) on page 499.

Guidelines for accepting or rejecting training results

You decide to accept or reject a training profile based on the false positive and false negative percentages that the system displays to you at the end of the training process.

See [“About the Similarity Threshold and Similarity Score”](#) on page 480.

To better understand how the system calculates the Machine Learning Profile training set accuracy rates, consider the following example.

You have a training set that includes 1000 documents, 500 positive and 500 negative. When you train the profile, the system takes 90% of the documents, extracts the features, and creates a model. It takes the remaining 10% of the documents and evaluates their features against the model for similarity, producing false positive and false negative accuracy rates. This process is known as the "fold." For each training set, the system evaluates ten folds, each time comparing a different 10% of the documents against the 90%. At the end of the cycle, the system performs a cross-fold evaluation of all ten folds and produces an average accuracy percentage rate for both the positive and negative categories.

Continuing the example, assume the result of the training process yields a base false positive rate of approximately 1.2% and a base false negative rate of approximately 1%. This means that, on average, 1.2% of the negative documents in the training set are miscategorized as positive, and 1% of the documents in the training set are miscategorized as negative. While the goal is 0% for both rates, in general a percentage rate below 5% for each category is acceptable.

However, since, the percentages produced at the end of the training process are averages across the 10 folds, rather than relying on the general 5% rule of thumb, the better practice is to review the percentage rate results for each fold. To do this, examine the log file `\Vontu\Protect\logs\debug\mld0.log`. As shown below, the individual fold rates give a reading for each of the ten folds on which you can base your decision to accept or reject the profile.

Table 22-21 Training set accuracy evaluation process

Fold evaluation	Per fold category accuracy rates and cross-fold averages	
Fold 0	false positive rate 2.013422727584839	false negative rate 0.0
Fold 1	false positive rate 1.3513513803482056	false negative rate 1.7857142686843872
Fold 2	false positive rate 1.3513513803482056	false negative rate 0.8928571343421936
Fold 3	false positive rate 1.3513513803482056	false negative rate 1.7857142686843872
Fold 4	false positive rate 1.3513513803482056	false negative rate 0.8928571343421936
Fold 5	false positive rate 1.3513513803482056	false negative rate 2.6785714626312256
Fold 6	false positive rate 0.0	false negative rate 0.0
Fold 7	false positive rate 0.6756756901741028	false negative rate 0.0
Fold 8	false positive rate 1.3513513803482056	false negative rate 0.8928571343421936
Fold 9	false positive rate 1.3513513803482056	false negative rate 1.8018018007278442
Cross-fold	Avg False Positive Rate 1.214855808019638	Avg False Negative Rate 1.0730373203754424

Recommendations for deploying profiles

Accepted VML profiles are transferred to every detection server and Symantec DLP Agent even if those profiles are not required by the active policies on that server or endpoint. Detection servers load all VML profiles into memory regardless of whether or not any associated VML policies are deployed to those servers. DLP Agents only load the VML profiles that are required by an active policy. To optimize server performance, it is recommended not to deploy (accept) unnecessary VML profiles and remove any accepted (deployed) VML profiles that are not required by active policies.

In addition, when you change the Similarity Threshold, the system re-syncs the entire profile with the detection servers and DLP Agents. If you have a large VML profile and possible bandwidth limitations (for example, deployment to many endpoints), this may cause network congestion. In this case you should test and tune the profile at a select few endpoints before deploying the profile into production at every endpoint on your network.

Detecting content using Data Identifiers

This chapter includes the following topics:

- [About Data Identifiers](#)
- [Implementing system-defined Data Identifiers](#)
- [Implementing custom Data Identifiers](#)
- [Data Identifier policy considerations](#)

About Data Identifiers

Symantec Data Loss Prevention provides Data Identifiers to detect specific instances of described content. Data Identifiers let you quickly implement precise, short-form data matching with minimal effort.

Data Identifiers are algorithms that combine pattern matching with data validators to detect content. Patterns are similar to regular expressions but more efficient because they are tuned to match the data precisely. Validators are accuracy checks that focus the scope of detection and ensure compliance.

For example, the "Credit Card Number" system Data Identifier detects numbers that match a specific pattern. The matched pattern is validated by a "Luhn check," which is an algorithm. In this case the validation is performed on the first 15 digits of the number that evaluates to equal the 16th digit.

Symantec Data Loss Prevention provides preconfigured Data Identifiers that you can use to detect commonly used sensitive data, such as credit card, social security, and driver's license numbers. Data Identifiers come in three breadths—wide, medium, and narrow—so you can fine-tune your detection results. Data Identifiers offer broad support for detecting international content.

See [“Selecting system Data Identifier breadth”](#) on page 530.

If a system-defined Data Identifier does not meet your needs, you can modify it. You can also define your own custom Data Identifiers to detect any content that you can describe.

Table 23-1 Categories of Data Identifiers

Category	Description
Personal Identity	Detect various types of identification numbers for the regions of North America, Europe, and Asia Pacific. See Table 23-2 on page 511. See Table 23-6 on page 512. See Table 23-7 on page 513.
Financial	Detect financial identification numbers, such as credit card numbers and ABA routing numbers. See Table 23-3 on page 511.
Healthcare	Detect U.S. and international drug codes. See Table 23-4 on page 512.
Information Technology	Detect IP addresses. See Table 23-5 on page 512.
International Keywords	Detect and validate common international content using keywords. See “Using find keywords for international system data identifiers” on page 615.
Modified	System-defined Data Identifiers that you modify. See “About modifying Data Identifiers” on page 517.
Custom	User-defined Data Identifiers. See “Implementing custom Data Identifiers” on page 537.

Available system Data Identifiers

Symantec Data Loss Prevention provides 36 system-defined Data Identifiers to help you accurately detect and validate pattern-based sensitive data.

Table 23-2 North American personal identity

Data identifier	Description
US Social Security Number (SSN)	See “US Social Security Number (SSN) data identifier” on page 718.
Canadian Social Insurance Number	See “Canadian Social Insurance Number data identifier” on page 663.
US Individual Tax ID Number (ITIN)	See “UK Tax ID Number data identifier” on page 713.
Driver's License Number – CA State	See “Drivers License Number – CA State data identifier” on page 676.
Driver's License Number – IL State	See “Drivers License Number - IL State data identifier” on page 679.
Driver's License Number – NJ State	See “Drivers License Number - NJ State data identifier” on page 681.
Driver's License Number – NY State	See “Drivers License Number - NY State data identifier” on page 682.
Driver's License Number – FL, MI, MN States	See “Drivers License Number - FL, MI, MN States data identifier” on page 677.

Table 23-3 Financial

Data identifier	Description
Credit Card Number	See “Credit Card Number data identifier” on page 668.
ABA Routing Number	See “ABA Routing Number data identifier” on page 658.
CUSIP Number	See “CUSIP Number data identifier” on page 674.
SWIFT Code	See “SWIFT Code data identifier” on page 700.
Credit Card Magnetic Stripe Data	See “Credit Card Magnetic Stripe Data data identifier” on page 666.
IBAN West	See “IBAN West data identifier” on page 690.
IBAN Central	See “IBAN Central data identifier” on page 685.
IBAN East	See “IBAN East data identifier” on page 687.

Table 23-4 Healthcare

Data identifier	Description
National Drug Code	See “National Drug Code (NDC) data identifier” on page 694.
Australian Medicare Number	See “Australian Medicare Number data identifier” on page 661.

Table 23-5 Information technology

Data identifier	Description
IP Address	See “IP Address data identifier” on page 692.

Table 23-6 European personal identity

Data identifier	Description
Codice Fiscale	See “Codice Fiscale data identifier” on page 665.
Spanish DNI ID	See “Spanish DNI ID data identifier” on page 699.
Burgerservicenummer	See “Burgerservicenummer data identifier” on page 662.
UK Driver's License Number	See “UK Drivers License Number data identifier” on page 703.
UK Tax ID Number	See “UK Tax ID Number data identifier” on page 713.
UK Passport Number	See “UK Passport Number data identifier” on page 711.
UK National Insurance Number	See “UK National Insurance Number data identifier” on page 708.
UK National Health Service (NHS) Number	See “UK National Health Service (NHS) Number data identifier” on page 706.
UK Electoral Roll Number	See “UK Electoral Roll Number data identifier” on page 705.
French INSEE Code	See “French INSEE Code data identifier” on page 684.
Swiss AHV Number	See “Swiss AHV Number data identifier” on page 702.

Table 23-7 Asia Pacific personal identity

Data identifier	Description
Australian Tax File Number	See “Australian Tax File Number data identifier” on page 662.
People's Republic of China ID	See “People's Republic of China ID data identifier” on page 697.
Hong Kong ID	See “Hong Kong ID data identifier” on page 684.
Singapore NRIC	See “Singapore NRIC data identifier” on page 697.
South Korean Resident Registration Number	See “South Korea Resident Registration Number data identifier” on page 698.
Taiwan ID	See “Taiwan ID data identifier” on page 702.

About Data Identifier breadths

System Data Identifiers are implemented by breadth. The breadth defines the scope of detection for that Data Identifier. Each Data Identifier implements at least one breadth of detection. The widest option available for the Data Identifier is likely to produce the most false positive matches; the narrowest option produces the least. Generally the validators and often the patterns differ among breadths.

See [Table 23-8](#) on page 513.

For example, the US Social Security Number (SSN) Data Identifier provides three breadths of detection: wide, medium, and narrow. The Driver's License Number – CA State system Data Identifier provides wide and medium breadths. In both cases the narrowest breadth implements a keyword validator.

Note: Not all system Data Identifiers provide each breadth of detection. Refer to the complete list of Data Identifiers and breadths to determine what is available.

See [“Selecting system Data Identifier breadth”](#) on page 530.

Table 23-8 Available rule breadths for system Data Identifiers

Breadth	Description
Wide	The wide breadth defines a single or multiple patterns to create the greatest number of matches. In general this breadth produces a higher rate of false positives than the medium and narrow breadths.

Table 23-8 Available rule breadths for system Data Identifiers (continued)

Breadth	Description
Medium	The medium breadth may refine the detection pattern(s) and/or add one or more data validators to limit the number of matches.
Narrow	The narrow breadth offers the tightest patterns and strictest validation to provide the most accurate positive matches. In general this option requires the presence of a keyword or other validating restriction to trigger a match.

About optional validators

Optional validators help you refine the scope of detection for a Data Identifier. When you configure a Data Identifier instance, you can select among five optional validators.

See [Table 23-9](#) on page 514.

The type of characters accepted by each optional validator depends on the Data Identifier.

See [“Acceptable characters for optional validators”](#) on page 515.

Note: Optional validators only apply to the policy instance you are actively configuring; they do not apply system-wide.

Table 23-9 Available optional validators for policy instances

Optional validator	Description
Require beginning characters	Match the characters that begin (lead) the matched data item. For example, for the CA Drivers License Data Identifier, you could require the beginning character to be the letter "C." In this case the engine matches a license number C6457291. See “Acceptable characters for optional validators” on page 515.
Require ending characters	Match the characters that end (trail) the matched data item. See “Acceptable characters for optional validators” on page 515.
Exclude beginning characters	Exclude from matching characters that being (lead) the matched data. See “Acceptable characters for optional validators” on page 515.
Exclude ending characters	Exclude from matching the characters that end (trail) the matched data item. See “Acceptable characters for optional validators” on page 515.

Table 23-9 Available optional validators for policy instances (continued)

Optional validator	Description
Find keywords	<p>Match one or more keywords or key phrases in addition to the matched data item.</p> <p>The keyword must be detected in the same message component as the Data Identifier content to report a match.</p> <p>See “About cross-component matching for Data Identifiers” on page 517.</p> <p>This optional validator accepts any characters (numbers, letters, others).</p> <p>See “Acceptable characters for optional validators” on page 515.</p>

Acceptable characters for optional validators

Each optional validator requires you to enter in some data values. You must enter the appropriate type of data.

See “[About optional validators](#)” on page 514.

The type of data expected by the optional validator depends on the Data Identifier. Most Data Identifier/optional validator pairings accept numbers only; some accept alphanumeric values, and a few accept any characters. If you enter unacceptable input and attempt to save the policy, the system reports an error.

See “[Configuring optional validators](#)” on page 533.

Note: The **Find keyword** optional validator accepts any characters as values for all Data Identifiers.

Table 23-10 Acceptable characters for optional validators

Data Identifier	Require ending characters	Exclude ending characters	Require beginning characters	Exclude beginning characters
US Social Security Number (SSN)	Numbers only			
Canadian Social Insurance Number	Numbers only			
US Individual Tax Identification Number (ITIN)	Numbers only			
Driver's License Number – CA State	Numbers only		Any characters (normalized to lowercase)	
Driver's License Number – IL State	Numbers only		Any characters (normalized to lowercase)	
Driver's License Number – NJ State	Numbers only		Any characters (normalized to lowercase)	

Table 23-10 Acceptable characters for optional validators (*continued*)

Data Identifier	Require ending characters	Exclude ending characters	Require beginning characters	Exclude beginning characters
Driver's License Number – NY State	Numbers only			
Driver's License Number – FL, MI, MN States	Numbers only		Any characters (normalized to lowercase)	
Credit Card Number	Numbers only			
ABA Routing Number	Numbers only			
CUSIP Number	Numbers only			
SWIFT Code	Alphanumeric (numbers or letters)			
Credit Card Magnetic Stripe Data	Numbers only			
IBAN West	Alphanumeric (numbers or letters)			
IBAN Central	Alphanumeric (numbers or letters)			
IBAN East	Alphanumeric (numbers or letters)			
National Drug Code	Numbers only			
Australian Medicare Number	Numbers only			
IP Address	Any characters			
Codice Fiscale	Numbers only			
Spanish DNI ID	Numbers only			
Burgerservicenummer	Numbers only			
UK Driver's License Number	Alphanumeric (normalized to lowercase)			
UK Tax ID Number	Numbers only			
UK Passport Number	Numbers only			
UK National Insurance Number	Alphanumeric (normalized to lowercase)			
UK National Health Service (NHS) Number	Numbers only			
UK Electoral Roll Number	Numbers only		Any characters (normalized to lowercase)	
French INSEE Code	Numbers only			

Table 23-10 Acceptable characters for optional validators *(continued)*

Data Identifier	Require ending characters	Exclude ending characters	Require beginning characters	Exclude beginning characters
Swiss AHV Number	Numbers only			
Australian Tax File Number	Numbers only			
People's Republic of China ID	Numbers only			
Hong Kong ID	Numbers only			
Singapore NRIC	Numbers only			
South Korean Resident Registration Number	Numbers only			
Taiwan ID	Numbers only			

About cross-component matching for Data Identifiers

Data Identifiers support component matching. This means that you can configure Data Identifiers to match on one or more message components. However, if the Data Identifier implements a validator (optional or required), such as Find keywords, the validated data and the matched data must exist in the same component to trigger or except an incident.

See [“Detection messages and message components”](#) on page 349.

For example, consider a scenario where you implement the narrow breadth edition of the US Social Security Number (SSN) Data Identifier. This Data Identifier detects on various 9-digits patterns and uses a keyword validator to narrow the scope of detection. (The keyword and phrases in the list are "social security number, ssn, ss#"). If the detection engine receives a message with the number pattern 123-45-6789 and the keyword "social security number" and both data items are contained in the message attachment component, the detection engine reports a match. However, if the attachment contains the number but the body contains the keyword validator, the detection engine does not consider this to be a match.

See [“Configuring the Content Matches Data Identifier condition”](#) on page 528.

About modifying Data Identifiers

You can modify Data Identifiers to suit your requirements. You can modify the system-defined Data Identifiers, and any custom Data Identifiers that you have created. Any modification you make to a Data Identifier takes effect system wide.

This means the modifications apply to any policy that declares the modified Data Identifier.

See [“Modifying and creating Data Identifiers”](#) on page 535.

The most common use case for modifying a system-defined Data Identifier is to edit the data input for a validator that accepts data input. For example, if the Data Identifier implements the "Find keywords" validator, you may want to add or remove values from the list of keywords.

See [“Editing required validator input”](#) on page 536.

Another use case may involve adding or removing validators to or from the Data Identifier, or changing one or more of the patterns defined by the Data Identifier

There is no way to automatically revert a Data Identifier to its original configuration once it is modified. Before you modify a system Data Identifier, you should consider manually cloning it.

See [“Manually cloning a system Data Identifier before modifying it”](#) on page 536.

The system does not include modified Data Identifiers in policies exported as templates. Before modifying a system Data Identifier, export any policies that declare it.

About Data Identifier patterns

Data Identifiers implement patterns to match data. The Data Identifier pattern syntax is similar to the regular expression language, but more limited. For example, the Data Identifier pattern syntax does not support some regular expression features, including grouping, lookahead and lookbehind expressions, and many special characters (notably the dot "." character). In addition, the system only allows the use of ASCII characters for Data Identifier patterns.

See [“About pattern language limitations for Data Identifiers”](#) on page 519.

When you edit a system Data Identifier, the system exposes the pattern for viewing and editing. The system-defined Data Identifier patterns have been tuned and optimized for precise content matching.

See [“Selecting system Data Identifier breadth”](#) on page 530.

In addition, you can create a custom Data Identifier in which case you are required to implement at least one pattern. The best way to understand how to write patterns is to examine the system-defined Data Identifier patterns.

See [“Writing patterns to match data”](#) on page 538.

About pattern language limitations for Data Identifiers

The Data Identifier pattern language is a limited subset of the regular expression lexicon. The Data Identifier pattern language does not support all of the regular expressions characters and constructs. A regular expression pattern converted to a Data Identifier pattern will require some syntactical modifications.

The table below lists the known differences between regular expressions and the Data Identifier pattern language.

Table 23-11
 Data Identifier pattern language limitations

Character	Description
* .	The asterisk (*), pipe (), and dot (.) characters are not supported for Data Identifier patterns.
\w	The \w construct cannot be used to match the underscore character (_).
\s	The \s construct cannot be used to match a whitespace character; instead, use an actual whitespace.
\d	For digits, use the construct \d.
Grouping	Grouping only works at the beginning of the pattern, for example: \d{4} – 2049 does not work; instead use 2049 – \d{4} \d{2}/19\d{2} does not work; instead use \d{2}/[1][9]\d{2} Groupings are allowed at the beginning of the pattern, like in the credit card Data Identifier.

About data validators

Validators are validation checks applied to data matched by a Data Identifier pattern. Validators help refine the scope of detection and reduce false positives. Many validators allow for data input. For example, the Keyword validator lets you enter a list of keywords.

See [Table 23-12](#) on page 520.

When you modify a Data Identifier, you can edit the input values for any validator that accepts data. Validators marked with an asterisk (*) beside the name in the table below require data input.

See [“Editing required validator input”](#) on page 536.

When you modify a Data Identifier, you can add and remove data validators. When you create custom Data Identifiers, you can configure one or more validators. The system also provides you with the ability to author a custom script validator to define your own validation check.

See [“Selecting required data validators”](#) on page 539.

Table 23-12 Available validators for system and custom Data Identifiers

Validator	Description
ABA Checksum	Every ABA routing number must start with the following two digits: 00-15,21-32,61-72,80 and pass an ABA specific, position-weighted check sum.
Advanced KRRN Validation	Validates that 3rd and 4th digit are a valid month, that 5th and 6th digit a valid day, and the checksum matches the check digit.
Advanced SSN	Validator checks whether SSN contains zeros in any group, the area number (first group) is less than 773 and not 666, the delimiter between the groups is the same, the number does not consist of all the same digits, and the number is not reserved for advertising (123-45-6789, 987-65-432x).
Australian Tax File validation check	Computes the checksum and validates the pattern against it.
Basic SSN	Performs minimal SSN validation.
Burgerservicenummer Check	Performs a check for the Burgerservicenummer.
China ID checksum validator	Computes the checksum and validates the pattern against it.
Codice Fiscale Control Key Check	Computes the control key and checks if it is valid.
Cusip Validation	Validator checks for invalid CUSIP ranges and computes the CUSIP checksum (Modulus 10 Double Add Double algorithm).
Custom Script*	Enter a custom script to validate pattern matches for this Data Identifier breadth. See “Creating custom script validators” on page 540.
DNI control key check	Computes the control key and checks if it is valid.
Duplicate digits	Ensures that a string of digits are not all the same.
Exact Match*	Enter a comma-separated list of values. If the values are numeric, do NOT enter any dashes or other separators. Each value can be of any length.
Exclude beginning characters*	Enter a comma-separated list of values. If the values are numeric, do NOT enter any dashes or other separators. Each value can be of any length.

Table 23-12 Available validators for system and custom Data Identifiers
(continued)

Validator	Description
Exclude ending characters*	Enter a comma-separated list of values. If the values are numeric, do NOT enter any dashes or other separators. Each value can be of any length.
Exclude exact match*	Enter a comma-separated list of values. Each value can be of any length.
Exclude prefix*	Enter a comma-separated list of values. Each value can be of any length.
Exclude suffix*	Enter a comma-separated list of values. Each value can be of any length.
Find keywords*	Enter a comma-separated list of values. Each value can be of any length.
Hong Kong ID	Computes the checksum and validates the pattern against it.
INSEE Control Key	Validator computes the INSEE control key and compares it to the last 2 digits of the pattern.
IP Basic Check	Every IP address must match the format x.x.x.x and every number must be less than 256.
IP Octet Check	Every IP address must match the format x.x.x.x, every number must be less than 256, and no IP address can contain only single-digit numbers (1.1.1.2).
IP Reserved Range Check	Checks whether the IP address falls into any of the "Bogons" ranges. If so the match is invalid.
Luhn check	Validator computes the Luhn checksum which every Canadian Insurance Number must pass.
Mod 97 Validator	Computes the ISO 7064 Mod 97-10 checksum of the complete match.
No Validation	Performs no validation.
Number Delimiter	Validates a match by checking the surrounding digits.
Require beginning characters*	Enter a comma-separated list of values. If the values are numeric, do NOT enter any dashes or other separators. Each value can be of any length.
Require ending characters*	Enter a comma-separated list of values. If the values are numeric, do NOT enter any dashes or other separators. Each value can be of any length.
Singapore NRIC	Computes the Singapore NRIC checksum and validates the pattern against it.
SSN Area-Group number	For a given area number (first group), not all group numbers (second group) might have been assigned by the SSA. Validator eliminates SSNs with invalid group numbers.
Swiss AHV	Swiss AHV Modulus 11 Checksum.

Table 23-12 Available validators for system and custom Data Identifiers
(continued)

Validator	Description
Taiwan ID	Taiwan ID checksum.
UK Drivers License	Every UK drivers license must be 16 characters and the number at the 8th and 9th position must be larger than 00 and smaller than 32.
UK NHS	UK NHS checksum.

About custom Data Identifiers

You can define your own Data Identifiers. To create a custom Data Identifier, you implement one or more detection pattern(s), select one or more data validators (optional), provide the data input if the validator requires it, and choose a data normalizer.

Once configured, policy authors can use custom Data Identifiers in one or more policies.

See [“Implementing custom Data Identifiers”](#) on page 537.

Table 23-13 Custom Data Identifier components

Component	Description
Patterns	Define one or more regular expression patterns, separated by line breaks.
Validators	Add or remove validators to perform validation checks on the data detected by the pattern(s).
Data Entry	Provide comma separated data values for any validators that require data input.
Normalizer	Select a normalizer to standardize the data before matching against it.

About data normalizers

When you create a custom Data Identifier, you must select a normalizer to reconcile the data detected by the pattern with the format expected by the validators. [Table 23-14](#) lists and describes the normalizers you can implement for custom Data Identifiers.

Note: You cannot modify the normalizer of a system-defined Data Identifier.

Table 23-14 Available data normalizers

Normalizer	Description
Digits	Only numeric characters are allowed.
Digits and Letters	Alphanumeric characters are allowed.
Lowercase	Only letters are allowed, normalized to lowercase.
Swift codes	Code must match SWIFT requirements.
Do nothing	The data is not normalized, evaluated as entered by the user.

About Data Identifier configuration

You can configure three types of Data Identifiers:

- Instance – defined at the policy level
- Modified – configured at the system-level
- Custom – created at the system-level

The type of Data Identifier you implement depends on your business requirements. For most use cases, configuring a policy instance using a non-modified, system-defined Data Identifier is sufficient to accurately detect data loss. Should you need to, you can extend a system-defined Data Identifier by modifying it, or you can implement one or more custom Data Identifiers to detect unique data

Note: The system does export modified and custom Data Identifiers in a policy template. The system exports a reference to a system Data Identifier. The target system where the policy template is imported provides the actual Data Identifier.

Data identifier configuration done at the policy instance-level is specific to that policy.

See [“Configuring the Content Matches Data Identifier condition”](#) on page 528.

Table 23-15 Policy instance configuration options

Selectable at the policy level	Not configurable
<ul style="list-style-type: none">■ Breadth You can implement any breadth the Data Identifier supports at the instance level.■ Optional Validators You can select one or more optional validators at the instance level.	<ul style="list-style-type: none">■ Patterns You cannot modify the match patterns at the instance level.■ Active Validators You cannot modify, add, or remove required validators at the instance level.

The system lets you modify system-defined Data Identifiers, but you cannot delete them. Any modifications you make to the configuration of a system-defined Data Identifier take effect system-wide. This means that the modifications apply to any policies that actively or subsequently declare the Data Identifier.

See [“Modifying and creating Data Identifiers”](#) on page 535.

Table 23-16 System Data Identifier modification options

Modifiable at the system level	Not configurable
<ul style="list-style-type: none">■ Patterns You can edit one or more Data Identifier patterns at the system level.■ Active Validators You can add or remove required validators at the system level.■ Data Entry You can edit the input of an active validator for a system Data Identifier.	<ul style="list-style-type: none">■ Name, Description, and Category You cannot modify the name, description, or category of a system Data Identifier.■ Breadth You cannot define a new detection breadth for a system Data Identifier; you can only modify an existing breadth.■ Optional Validators You cannot define optional validators at the system level. You can only configure optional validators at the policy level.■ Data Normalizer You cannot modify the type of data normalizer implemented by a system Data Identifier.■ Delete You cannot delete a system Data Identifier.

You can create and delete one or more custom Data Identifiers. A custom Data Identifier can be used across policies. Changes made to a custom Data Identifier at the system-level affect any policies that actively or subsequently declare the custom Data Identifier.

See [“Implementing custom Data Identifiers”](#) on page 537.

Table 23-17 Custom Data Identifier implementation options

Configurable at the custom level	Not configurable
<div><div>■ Name and Description</div><div>You must give a custom Data Identifier a unique name.</div><div>It is good practice to provide a description for the custom Data Identifier.</div><div>You can change the name or description of a custom Data Identifier when you modify it.</div><div>■ Patterns</div><div>You must define at least one pattern for the custom Data Identifier to be valid.</div><div>■ Active Validators</div><div>You can add one or more required validators to a custom Data Identifier.</div><div>■ Data Entry</div><div>You can edit the input of an active validator that accepts data input.</div><div>■ Data Normalizer</div><div>You must select a data normalizer when defining a custom Data Identifier.</div></div>	<div><div>■ Category</div><div>The system assigns a custom Data Identifier to the Custom category. You cannot change this setting.</div><div>■ Breadth</div><div>The system assigns a custom Data Identifier to the Wide rule breadth. You cannot change this setting.</div><div>■ Optional Validators</div><div>Custom Data Identifiers support all optional validators, but they are configured at the policy instance level.</div></div>

About unique match counting for Data Identifiers

With Symantec Data Loss Prevention version 11.6 or later, when you define a new Data Identifier rule, **Count all unique matches** is the default method for counting matches. As the name indicates, this option counts only those pattern matches that are unique.

Unique match counting is useful when you are only concerned with detecting the presence of unique patterns and not with detecting every matched pattern. For example, you could use unique match counting to trigger an incident if a document contains 10 or more unique social security numbers. In this case, if a document contained 10 instances of the same social security number, the policy would not trigger an incident.

The following table describes unique match counting characteristics.

Table 23-18Unique match counting characteristics

Unique match counting characteristic	Description
First match is unique	A unique match is the first match found in a message component. See “Detection messages and message components” on page 349.
Match count updated for each unique match	The match count is incremented by 1 for each unique pattern match.
Only unique matches are highlighted	Duplicate matches are neither counted nor highlighted at the Incident Snapshot screen See “Remediating incidents” on page 868.
Uniqueness does not span message components	For example, if the same SSN appears in both the message body and attachment, two unique matches will be generated, not one. This is because each instance is detected in a separate message component.
Compound rule with Data Identifier and keyword proximity conditions	In a compound rule combining a Data Identifier condition with a keyword condition that specifies keyword proximity logic, the reported match will not be the first match found, but the first match within the distance of the keyword proximity range.
No backward combatability	Unique match counting is only available for policies configured using version 11.6 or later Enforce Server. In addition, only version 11.6 or later Detection Servers and DLP Agents can run policies containing unique match counting. See “Implementing unique match counting for Data Identifiers” on page 534.

About the change to randomized US SSNs

In 2009, researchers from Carnegie Mellon University released a study showing that they were able to guess, with reasonable accuracy, a person's Social Security Number (SSN) based on their birth place and birth date. In response to this and increased concerns about identity theft, the United States Social Security Administration (SSA) began developing a new scheme for issuing SSNs.

The SSA began issuing "randomized SSNs" leveraging this new scheme on June 25th, 2011. The high group number (second part of the SSN) no longer corresponds to the area number (first part of the SSN). Also, the range of the area number can go up to 899 instead of 773.

Any organization that stores, processes, or transmits SSNs will be impacted by the change to SSN randomization. Industries that may be impacted in the near-term include Financial Services, Insurance, Health Care, Education and

Government. This includes a majority of Symantec Data Loss Prevention customers in the United States who monitor SSNs using the SSN Data Identifier.

The new randomization method applies to individuals who are issued SSNs on or after June 25, 2011 and requires a you to implement a custom Data Identifier in Symantec Data Loss Prevention. It does not affect or apply to existing SSNs. The short-term risk of false negatives is low to moderate as randomization applies primarily to newborns, naturalized citizens, and temporary workers, students, and visitors.

To address the change to randomization, existing Symantec Data Loss Prevention customers should implement a new custom Data Identifier that can be used to detect SSNs issued according to the new "randomization" scheme from the SSA.

See [“US SSN – Randomized custom Data Identifier”](#) on page 722.

See [“Recommendations for using the US SSN - Randomized custom DI”](#) on page 546.

See [“US SSN – Randomized custom Data Identifier”](#) on page 722.

Implementing system-defined Data Identifiers

[Table 23-19](#) describes the workflow for implementing system-defined Data Identifiers.

Table 23-19 Workflow for implementing Data Identifiers

Step	Action	Description
1	Decide the type of Data Identifier you want to implement.	See “About Data Identifiers” on page 509.
2	Decide the Data Identifier breadth.	See “About Data Identifier breadths” on page 513.
3	Configure the Data Identifier.	See “Configuring the Content Matches Data Identifier condition” on page 528.
4	Test and tune the Data Identifier policy.	See “Data Identifier policy considerations” on page 543.

Manage and add Data Identifiers

The **Manage > Policies > Data Identifiers** screen lists all Data Identifiers, including system- and custom-defined. From this screen you manage and modify existing Data Identifiers, and add new ones.

See [“About Data Identifiers”](#) on page 509.

Table 23-20 Manage Data Identifiers

Action	Description
Edit a Data Identifier.	Select the Data Identifier from the list to modify it. See “Selecting system Data Identifier breadth” on page 530. See “About modifying Data Identifiers” on page 517. See “Modifying and creating Data Identifiers” on page 535.
Define a custom Data Identifier.	Click Add Data Identifier to create a custom Data Identifier. See “About custom Data Identifiers” on page 522. See “Implementing custom Data Identifiers” on page 537.
Sort and view Data Identifiers.	The list is sorted alphabetical by Name . You can also sort by the Category . A pencil icon to the left means that the Data Identifier is modified from its original state, or is custom.
Remove a Data Identifier.	Click the X icon on the right side to delete a Data Identifier. The system does not let you delete system Data Identifiers. You can only delete custom Data Identifiers.

Configuring the Content Matches Data Identifier condition

You can configure the Content Matches Data Identifier condition in policy detection rules and exceptions.

See [“About Data Identifiers”](#) on page 509.

Table 23-21 Configuring the Content Matches Data Identifier condition

Step	Action	Description
Step 1	Add a Data Identifier rule or exception to a policy, or configure an existing one.	Select the Content Matches Data Identifier condition at the Add Detection Rule or Add Exception screen. See “Adding a rule to a policy” on page 372. See “Adding an exception to a policy” on page 381.
Step 2	Choose a Data Identifier.	Choose a Data Identifier from the list and click Next . See “Available system Data Identifiers” on page 510.

Table 23-21 Configuring the Content Matches Data Identifier condition
(continued)

Step	Action	Description
Step 3	Select a Breadth of detection.	<p>Use the breadth option to narrow the scope of detection.</p> <p>See “About Data Identifier breadths” on page 513.</p> <p>Wide is the default setting and detects the broadest set of matches. Medium and narrow breadths, if available, check additional criteria and detect fewer matches.</p> <p>See “Selecting system Data Identifier breadth” on page 530.</p>
Step 4	Select and configure one or more Optional Validators .	<p>Optional validators restrict the match criteria and reduce false positives.</p> <p>See “About optional validators” on page 514.</p>
Step 5	Configure Match Counting .	<p>Select how you want to count matches:</p> <ul style="list-style-type: none"> ■ Check for existence Do not count multiple matches; report a match count of 1 for one or more matches. ■ Count all matches Count each match; specify the minimum number of matches to report an incident. See “Configuring match counting” on page 378. ■ Count all unique matches This is the default setting for version 11.6 and higher. See “About unique match counting for Data Identifiers” on page 525. See “Implementing unique match counting for Data Identifiers” on page 534.
Step 6	Configure the message components to Match On .	<p>Select one or more message components on which to match.</p> <p>On the endpoint, the detection engine matches the entire message, not individual components.</p> <p>See “Selecting components to match on” on page 380.</p> <p>If the Data Identifier uses optional or required keyword validators, the keyword must be present in the same component as the matched Data Identifier content.</p> <p>See “About cross-component matching for Data Identifiers” on page 517.</p>
Step 7	Configure additional conditions to Also Match .	<p>Optionally, you can Add one or more additional conditions from any available in the Also Match condition list.</p> <p>All conditions in a compound rule or exception must match to trigger or except an incident.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Selecting system Data Identifier breadth

Each system Data Identifier provides one or more breadths of detection. When you configure a system Data Identifier instance, or when you modify a system Data Identifier, you select which breadth to implement. Not all breadth options are available for each Data Identifier.

See [“About Data Identifier breadths”](#) on page 513.

Note: You cannot change the normalizer that a system Data Identifier implements. This information is useful to know when you implement one or more optional validators. See [“Acceptable characters for optional validators”](#) on page 515.

Table 23-22 System Data Identifier breadths and normalizers

Data Identifier	Breadth(s)	Normalizer
ABA Routing Number See “ABA Routing Number data identifier” on page 658.	Wide Medium Narrow	Digits Only
Australian Medicare Number See “Australian Medicare Number data identifier” on page 661.	Wide	Digits Only
Australian Tax File Number See “Australian Tax File Number data identifier” on page 662.	Wide	Digits Only
Burgerservicenummer See “Burgerservicenummer data identifier” on page 662.	Wide	Digits Only
Canadian Social Insurance Number See “Canadian Social Insurance Number data identifier” on page 663.	Wide Medium Narrow	Digits Only
Codice Fiscale See “Codice Fiscale data identifier” on page 665.	Wide	Digits Letters Only
Credit Card Magnetic Stripe Data See “Credit Card Magnetic Stripe Data data identifier” on page 666.	Medium	Digits Only

Table 23-22 System Data Identifier breadths and normalizers (*continued*)

Data Identifier	Breadth(s)	Normalizer
Credit Card Number See “Credit Card Number data identifier” on page 668.	Wide Medium Narrow	Digits Only
CUSIP Number See “CUSIP Number data identifier” on page 674.	Wide Medium Narrow	Lowercase
Driver's License Number – CA State See “Drivers License Number – CA State data identifier” on page 676.	Wide Medium	Lowercase
Driver's License Number – FL, MI, MN States See “Drivers License Number - FL, MI, MN States data identifier” on page 677.	Wide Medium	Lowercase
Driver's License Number – IL State See “Drivers License Number - IL State data identifier” on page 679.	Wide Medium	Lowercase
Driver's License Number – NJ State See “Drivers License Number - NJ State data identifier” on page 681.	Wide Medium	Lowercase
Driver's License Number – NY State See “Drivers License Number - NY State data identifier” on page 682.	Wide Medium	Lowercase
French INSEE Code See “French INSEE Code data identifier” on page 684.	Wide	Digits Only
Hong Kong ID See “Hong Kong ID data identifier” on page 684.	Wide	Lowercase
IBAN Central See “IBAN Central data identifier” on page 685.	Wide	None
IBAN East See “IBAN East data identifier” on page 687.	Wide	None

Table 23-22 System Data Identifier breadths and normalizers (*continued*)

Data Identifier	Breadth(s)	Normalizer
IBAN West See “IBAN West data identifier” on page 690.	Wide	None
IP Address See “IP Address data identifier” on page 692.	Wide Medium Narrow	None
National Drug Code See “National Drug Code (NDC) data identifier” on page 694.	Wide Medium Narrow	None
People's Republic of China ID See “People's Republic of China ID data identifier” on page 697.	Wide	Lowercase
Singapore NRIC See “Singapore NRIC data identifier” on page 697.	Wide	Lowercase
South Korean Resident Registration Number See “South Korea Resident Registration Number data identifier” on page 698.	Wide Medium	Digits Only
Spanish DNI ID See “Spanish DNI ID data identifier” on page 699.	Wide	Lowercase
SWIFT Code See “SWIFT Code data identifier” on page 700.	Wide Narrow	Swift
Swiss AHV Number See “Swiss AHV Number data identifier” on page 702.	Wide	Digits Only
Taiwan ID See “Taiwan ID data identifier” on page 702.	Wide	None
UK Driver's License Number See “UK Drivers License Number data identifier” on page 703.	Wide Medium	Lowercase
UK Electoral Roll Number See “UK Electoral Roll Number data identifier” on page 705.	Wide	Lowercase

Table 23-22 System Data Identifier breadths and normalizers (*continued*)

Data Identifier	Breadth(s)	Normalizer
UK National Health Service (NHS) Number See “UK National Health Service (NHS) Number data identifier” on page 706.	Medium Narrow	Digits Only
UK National Insurance Number See “UK National Insurance Number data identifier” on page 708.	Wide Medium Narrow	Lowercase
UK Passport Number See “UK Passport Number data identifier” on page 711.	Wide Medium Narrow	None
UK Tax ID Number See “UK Tax ID Number data identifier” on page 713.	Wide Medium Narrow	None
US Individual Tax ID Number (ITIN) See “US Individual Tax Identification Number (ITIN) data identifier” on page 715.	Wide Medium Narrow	Digits Only
US Social Security Number (SSN) See “US Social Security Number (SSN) data identifier” on page 718.	Wide Medium Narrow	Digits Only

Configuring optional validators

You implement optional validators to refine the scope of a Data Identifier defined in a policy instance. System and custom Data Identifiers support the configuration of optional validators.

See [“About optional validators”](#) on page 514.

The type of input allowed by an optional validator (numbers, letters, characters) depends on the Data Identifier. If you enter unacceptable input characters and attempt to save the configuration, the system reports an error.

For example, the US Social Security Number (SSN) Data Identifier accepts numbers only. If you configure the "Require ending character" optional validator and provide input as letters, you receive the following error when you attempt to save

the configuration: **Input to "Require ending characters" Validator is incorrect: List contains non-number character.**

See [Table 23-10](#) on page 515.

To configure an optional validator

- 1 Click the plus sign beside the **Optional Validators** label for the Data Identifier instance you are configuring.

See ["Configuring the Content Matches Data Identifier condition"](#) on page 528.

- 2 Select one or more optional validators.

See ["About optional validators"](#) on page 514.

- 3 Provide the expected input for each optional validator you select.

Each value can be of any length. Use commas to separate multiple values.

- 4 Click **Save** to save the configuration.

If the system displays an error message, make sure you have entered the correct type of expected character input.

See [Table 23-10](#) on page 515.

Implementing unique match counting for Data Identifiers

Count all unique matches is the default selection for new Data Identifiers you create. After upgrading Data Loss Prevention, you may need to manually configure pre-existing Data Identifier rules to use unique match counting, if you have not done so prior to upgrade

See ["About unique match counting for Data Identifiers"](#) on page 525.

To configure unique match counting

- 1 Select the policy containing the Data Identifier rule or rules you want to update at the **Manage > Policies > Policy List** screen.
- 2 Select the Data Identifier rule at the **Configure Policy** screen.
- 3 Select the match counting option **Count all unique matches**.
- 4 Click **OK** to apply the unique match counting configuration change.

5 Click **Save** to save the policy change.

6 Test unique match counting.

Create an incident with multiple instances of a Data Identifier pattern, such as several instances of the same social security number in the same message component (for example, in an email attachment).

At the **Incident Snapshot** verify that only unique matches are highlighted and counted.

Modifying and creating Data Identifiers

You can modify and create Data Identifiers, including the patterns, validators, and validator input. Modifications are propagated to any policy that declares the Data Identifier. You cannot rename a system Data Identifier. Consider manually creating a cloned copy before you modify a system Data Identifier.

See [“About modifying Data Identifiers”](#) on page 517.

Table 23-23 Modifying and creating system Data Identifiers

Step	Action	Description
Step 1	Create a custom Data Identifier, or modify an existing one.	See “Implementing custom Data Identifiers” on page 537. If you modify a system Data Identifier, click the plus sign to display the breadth and edit the Data Identifier. See “Selecting system Data Identifier breadth” on page 530.
Step 2	Supply or edit one or more Patterns .	You can modify any pattern that the Data Identifier provides. See “Writing patterns to match data” on page 538.
Step 3	Edit the data input for any validator that accepts input.	See “Editing required validator input” on page 536.
Step 4	Add or remove Validators , as necessary.	See “Selecting required data validators” on page 539.
Step 5	Save the Data Identifier.	Click Save to save the modifications. Once the Data Identifier is saved, the icon at the Data Identifiers screen indicates that it is modified from its original state, or is custom. See “Manage and add Data Identifiers” on page 527. Note: Click Cancel to not save the Data Identifier.
Step 6	Implement the Data Identifier in a policy rule or exception.	See “Configuring the Content Matches Data Identifier condition” on page 528.

Manually cloning a system Data Identifier before modifying it

The Enforce Server does not provide an automated mechanism for cloning a system Data Identifier.

See [“About modifying Data Identifiers”](#) on page 517.

Before you modify a system Data Identifier, consider manually cloning it so you can revert to the original configuration, if necessary. At the least, you should export a policy as a template before you modify any system Data Identifier declared by that policy.

To manually clone a system Data Identifier

- 1 Review the original configuration of the Data Identifier you want to modify.
- 2 Create a custom Data Identifier.
See [“Implementing custom Data Identifiers”](#) on page 537.
- 3 Copy the configuration of the original Data Identifier to the custom Data Identifier.
Add the pattern(s), validator(s), any data input, and the normalizer.
See [“Selecting system Data Identifier breadth”](#) on page 530.
- 4 Save the custom Data Identifier.
- 5 Modify the custom Data Identifier to suit your needs.

Editing required validator input

At the system-level you can edit the data input that a required validator accepts. Not all validators accept data input.

See [“About data validators”](#) on page 519.

To edit required validator input

- 1 Edit the Data Identifier by selecting it from the **Manage > Policies > Data Identifiers** screen.
- 2 Select the **Rule Breadth** you want to modify.
Generally, the medium and narrow breadth options include validators that accept data input.
- 3 Select the validator from the **Active Validators** list whose input you want to edit.
For example, select **Find keywords**.
- 4 Edit the input for the validator in the **Description and Data Entry** field.

- 5 Click **Update Validator** to save the changes you have made to the validator input.
- Click **Discard Changes** to not save the changes.
- 6 Click **Save** to save the Data Identifier.

Implementing custom Data Identifiers

You can implement custom Data Identifiers to detect unique content. To implement a custom Data Identifier, you must define at least one pattern and select a data normalizer. Validators are optional.

See [“About custom Data Identifiers”](#) on page 522.

When you define a custom Data Identifier, the system assigns it to the "Wide" breadth by default. This is not a limitation, however, because the actual scope of detection is determined by the pattern(s) and validator(s) that you define.

Table 23-24 Implementing custom Data Identifiers

Step	Action	Description
Step 1	Select Manage > Policies > Data Identifiers .	The Data Identifiers screen lists all Data Identifiers available in the system.
Step 2	Select Add Data Identifier .	Enter a Name for the custom Data Identifier. The name must be unique. Enter a Description for the custom Data Identifier. A custom Data Identifier is assigned to the Custom category by default and cannot be changed.
Step 3	Enter one or more Patterns to match data.	You must enter at least one pattern for the custom data identifier to be valid. Separate multiple patterns by line breaks. See “Writing patterns to match data” on page 538.

Table 23-24

Implementing custom Data Identifiers *(continued)*

Step	Action	Description
Step 4	Select a Data Normalizer .	<p>You must select a data normalizer.</p> <p>The following normalizers are available:</p> <ul style="list-style-type: none">■ Digits■ Digits and Letters■ Lowercase■ Swift codes■ Do nothing <p>Select this option if you do not want to normalize the data.</p> <p>See “About data normalizers” on page 522.</p>
Step 5	Select zero or more Validators .	<p>Including a validator to check and verify pattern matching is optional.</p> <p>See “Selecting required data validators” on page 539.</p>
Step 6	Save the custom Data Identifier.	<p>Click Save at the upper left of the screen.</p> <p>Once you define and save a custom Data Identifier, it appears alphabetically in the list of Data Identifiers at the Data Identifiers screen.</p> <p>To edit a custom Data Identifier, select it from the list.</p> <p>See “Modifying and creating Data Identifiers” on page 535.</p> <p>Note: Click Cancel to not save the custom Data Identifier.</p>
Step 7	Implement the custom Data Identifier in one or more policies.	<p>The system lists all custom Data Identifiers beneath the Custom category for the “Content Matches Data Identifier” condition at the Configure Policy - Add Rule and the Configure Policy - Add Exception screens.</p> <p>See “Configuring the Content Matches Data Identifier condition” on page 528.</p> <p>You can configure optional validators at the policy instance level for custom Data Identifiers.</p> <p>See “Configuring optional validators” on page 533.</p>

Writing patterns to match data

If you modify an existing Data Identifier, you can edit its patterns. If you create a custom Data Identifier, you must implement at least one pattern. Data identifier patterns are implemented using a syntax that is similar to the regular expression language, with limitations. In addition, the system only allows the use of ASCII characters for Data Identifier patterns.

See [“About Data Identifier patterns”](#) on page 518.

To edit or implement a pattern

- 1 Review the patterns for the Data Identifier you want to modify.
 See [“Selecting system Data Identifier breadth”](#) on page 530.
- 2 Consider cloning the Data Identifier, if you are modifying a system Data Identifier.
 See [“Manually cloning a system Data Identifier before modifying it”](#) on page 536.
- 3 Select **Manage > Policies > Data Identifiers** in the Enforce Server administration console.
- 4 Select the Data Identifier you want to modify.
- 5 Select the breadth for the Data Identifier you want to modify.
 Generally, patterns vary among detection breadths.
- 6 In the **Patterns** field, modify an existing pattern, or enter one or more new patterns, separated by line breaks.
 Data identifier patterns are implemented as regular expressions. However, much of the regular expression syntax is not supported.
 See [“About pattern language limitations for Data Identifiers”](#) on page 519.
- 7 Click **Save** to save the Data Identifier.

Character limits for Data Identifier patterns

Data Identifier patterns are limited to 100 characters per line. The pattern itself can be more than 100 characters, but a line cannot have more than 100 character. You should split the pattern up by lines not longer than 100 characters.

The description field is limited to 255 characters per line.

See [“Input character limits for policy configuration”](#) on page 388.

Selecting required data validators

Symantec Data Loss Prevention provides a comprehensive set of validators to facilitate pattern matching accuracy.

See [“About data validators”](#) on page 519.

When you modify a Data Identifier, the system exposes the active validators used by the Data Identifier. When you modify or create a Data Identifier, the system displays all system-defined data validators from which you can choose.

Note: The active validators that allow for and define input are not to be confused with the "Optional validators" that can be configured for any runtime instance of a particular Data Identifier. Optional validators are always configurable at the instance level. Active validators are only configurable at the system level.

Select a validator from the "Validation Checks" list on the left, then click **Add Validator** to the right. If the validator requires input, provide the required data using a comma-separated list and then click **Add Validator**.

See ["Selecting required data validators"](#) on page 539.

To select a pattern validator

- 1 Create a custom Data Identifier.
See ["Implementing custom Data Identifiers"](#) on page 537.
- 2 In the **Validators** section, select the desired validator.
See ["About data validators"](#) on page 519.
- 3 If the validator does not require data input, click **Add Validator**.
The validator is added to the **Active Validators** list.
- 4 If the validator requires data input, enter the data values in the **Description and Data Entry** field.
Click **Add Validator** when you are done entering the values.
The validator is added to the **Active Validators** list.
- 5 To remove a validator, select it in the **Active Validators** list and click the red X icon.
- 6 Click **Save** to save the configuration of the Data Identifier.

Creating custom script validators

The custom script validation check lets you enter a custom script to validate pattern matches. To implement a custom validator, you use the Symantec Data Loss Prevention Scripting Language.

You can implement a custom script validator in a system Data Identifier you modify or in a custom Data Identifier.

Note: Refer to the *Symantec Data Loss Prevention Detection Customization Guide* for details on using the Symantec Data Loss Prevention Scripting Language.

To implement a custom script validator

- 1
- Modify an existing Data Identifier or create a custom Data Identifier.
See [“Implementing custom Data Identifiers”](#) on page 537.
- 2
- Select the **Custom Script** validator from the list of **Validation Checks**.
- 3
- Enter your custom script in the **Description and Data Entry** field.
- 4
- Click **Add Validator** to add the custom validator to the **Active Validators** list.
- 5
- Click **Save** to save the configuration of the Data Identifier.

Creating the US SSN - Randomized custom DI

[Table 23-25](#) provides instructions for defining the **USSNs - Randomized** custom Data Identifier.

See [“About the change to randomized US SSNs”](#) on page 526.

Table 23-25 Creating the US SSN – Randomized custom DI

Step	Action	Description
Step 1	Log on to the Enforce Server.	To create a custom DI, you must log on as a user who has policy authoring privileges.
Step 2	Navigate to the list of Data Identifiers.	Select Manage > Policies > Data Identifiers .
Step 3	Add a new Data Identifier.	Click Add Data Identifier . This action creates a new custom DI that you configure from scratch.
Step 4	Enter a Name and Description .	Name: US SSNs - Randomized
		Description: Custom DI for detecting randomized SSNs issued on or after June 25, 2011.

Table 23-25 Creating the US SSN – Randomized custom DI (*continued*)

Step	Action	Description
Step 5	Enter Patterns .	<p>Copy/paste all the patterns provided in the previous topic to the Patterns input field. Separate each pattern by a new line. Make sure you add all 12 patterns exactly as provided.</p> <p>See Table 36-123 on page 722.</p> <p>Collectively, these patterns will detect 9-digit numbers with all possible beginning numbers, including the new randomization range of 773 through 899, while excluding numbers beginning with 9xx, which continue to be invalid even after the change to randomization</p>
Step 6	Select the Data Normalizer .	Select Digits from the drop-down menu.
Step 7	Add the validation checks and data inputs.	<p>To add the Number Delimiter validator, select it from the list of Validation Checks and click Add Validator. Once added, the validation check appears in the list of Active Validators. Since this validator takes no input, no further action is necessary to implement it.</p>
		<p>Add the Exclude beginning characters validation check. This validator expects input. To add input:</p> <ul style="list-style-type: none"> ■ In the Description and Data Entry field on the right side of the display screen, enter the following numbers to exclude them from matching: 666,000,123456789,11111111,22222222,33333333,44444444,55555555,66666666,77777777,88888888 ■ Click Add Validator to add the validator to the Active Validators list.
		<p>Repeat this process for the Exclude ending characters validation check. Enter 0000 as preclusive numbers.</p>
		<p>Lastly, add a Find keyword validator with the following inputs: social security number,ssn,ss#.</p>
Step 8	Save the custom DI.	Click Save . Back at the Manage > Policies > Data Identifiers screen, the US SSNs - Randomized appears in the list.

Table 23-25 Creating the US SSN – Randomized custom DI (*continued*)

Step	Action	Description
Step 9	Test the custom DI.	Create a test policy and define a rule that declares the US SSNs - Randomized custom DI as the lone condition in a rule. Deploy the policy to a policy group and test the custom DI against sample SSNs that begin with numbers in the 773 – 899 range. Ensure that the policy detects randomized SSNs.
Step 10	Add the custom DI to your existing SSN policies.	Create a separate rule for the custom DI condition so that the rule is connected with the system-defined DI rule by an implicit OR. With this configuration, if either condition is met the policy is violated. See “Recommendations for using the US SSN - Randomized custom DI” on page 546.

Data Identifier policy considerations

Data Identifiers are algorithms that combine pattern matching with data validators to detect content. Symantec Data Loss Prevention provides a number of system-defined Data Identifiers for common data patterns, including SSNs, Tax IDs, and more. In addition, you can define your own custom Data Identifiers to match any data you can describe using the Data Identifier pattern language. Data Identifiers are commonly used to detect personally identifiable information (PII).

See [“About Data Identifiers”](#) on page 509.

This section provides considerations to keep in mind for implementing Data Identifier policies.

Use Data Identifiers instead of regular expressions to improve accuracy

Data Identifiers are designed to protect personally identifiable information (PII) with very good accuracy (<10% false positive rate). If a Data Identifier is available for the type of content you want to protect, you should use the Data Identifier instead of a regular expression because Data Identifiers are more efficient than regular expressions. Out-of-the-box Data Identifier patterns are tuned for accuracy, including region, industry, and country nuances. In addition, Data Identifiers include validation checks to verify the data matched by the pattern. This additional layer of intelligence screens out test data and other triggers of false positive incidents. Regular expressions, on the other hand, can be computationally expensive and can lead to increased false positives.

For example, if you want to detect social security numbers (SSN), you would use the SSN Data Identifier instead of a regular expression pattern. The SSN Data Identifier, with its various breadths and validators, is more accurate than any regular expression you could write and much easier and quicker to implement

Note: The Data Identifier pattern language is a limited subset of the regular expression language. Not all regular expression constructs or characters are supported for Data Identifier patterns. See [“About pattern language limitations for Data Identifiers”](#) on page 519.

Clone system-defined Data Identifiers before modifying to preserve original state

Before you modify a system Data Identifier or create a custom Data Identifier, consider the following:

- If you want to modify a system Data Identifier, manually clone it as a custom Data Identifier and then modify the cloned copy. In this fashion you preserve the state of the original system-defined Data Identifier.
- Data Identifiers do not export as part of a policy template. As such, you should add the Data Identifier to a policy and export the policy as a template before modifying the Data Identifier.

An exported template contains a reference to each Data Identifier implemented in that policy. On import to a target system, the template uses a reference to select the local Data Identifier. If the system Data Identifier is modified, on import it cannot be recognized by the target system.

See [“Manually cloning a system Data Identifier before modifying it”](#) on page 536.

Modify Data Identifier definitions when you want tuning to apply globally

Data Identifiers offer two levels of configuration:

- Definitions
- Instances

Data Identifier definitions are configured at the system-level of the Enforce Server. At the definition level you can tune the data supplied by any required validator that the definition declares at this level, as well as what validators are used.

Data Identifier instances can only configured at the policy rule level. Any configurations made at the rule level are local in scope and applicable only to that

policy. At the rule level you use optional validators, such as require or exclude beginning or ending characters, to tune the instance of the Data Identifier rule.

The general recommendation is to configure Data Identifier definitions so that the changes apply globally to any instance of that Data Identifier definition. Such configurations are reusable across policies. Rule-level optional validators, such as, should be used for unique policies.

Consider using multiple breadths in parallel to detect different severities of confidential data

Matching Data Identifiers against content often requires fine-tuning as you adjust the configuration to keep both false positives and false negatives to a minimum. After you configure an instance of the Content Matches Data Identifier condition, study the matches and adjust the configuration to ensure optimum data matching success.

Consider adjusting the Data Identifier breadth you are using if the Data Identifier is producing too many false positive or negatives. For example, if you are using a wide breadth and receiving many false positives, consider using a medium or narrow breadth.

See [“About Data Identifier breadths”](#) on page 513.

As an alternative approach, consider using multiple Data Identifier breadths in parallel in the same rule with different severity levels for each rule. For example, in a single policy designed to detect social security numbers, you could add three rules to the policy, each using a different SSN Data Identifier breadth (one wide, one medium, one narrow). You would then set the severity for the narrow to be high severity incidents, and the wide to be low severity incidents. Using this layered approach lets you survey the data flowing the enterprise using a policy that covers both ends of spectrum. You can use this sampling-based approach to focus your remediation efforts on the highest priority incidents while still detecting and being able to review low severity incidents

Avoid matching on the Envelope over HTTP to reduce false positives

Sometimes HTTP transmissions contain session IDs in the header that can trigger false positives for numeric Data Identifiers. For example, some social media sites such as Facebook and LinkedIn contain a session ID that may at times match the CCN and SSN Data Identifiers exactly, causing false positives

To reduce false positives in connection with HTTP session IDs in the message header, the best practice is to not match on the “Envelope” message component when implementing numeric Data Identifiers, specifically the CCN or SSN Data Identifiers.

Implement the US SSN Randomized custom Data Identifier to detect newly issued SSNs

If you are using the US SSN Data Identifier to detect U.S.-based Social Security Numbers, you should implement the US SSN Randomized custom Data Identifier to augment the functionality of the system-defined Data Identifier patterns for SSNs. As of June 25, 2011, SSNs will now be randomly generated. To ensure that you can detect SSNs issued after the transition date, you must implement the custom Data Identifier as described in this documentation.

See [“Recommendations for using the US SSN - Randomized custom DI”](#) on page 546.

See [“Creating the US SSN - Randomized custom DI”](#) on page 541.

Recommendations for using the US SSN - Randomized custom DI

To update your policies for SSN randomization, you should not modify the system-defined US SSN Data Identifier. This Data Identifier is still valid for SSNs issued before June 25, 2011. Once you have created and tested the US SSN – Randomized custom Data Identifier, the recommendation is to deploy the custom Data Identifier in parallel with the system-defined Data Identifier as part of the same policy

Thus, for each policy you have that implements the system-defined SSN, you simply add another detection rule to the policy that declares the US SSN – Randomized custom Data Identifier as its single condition. Set the severity for the custom Data Identifier rule to be lower than the severity for the system-defined Data Identifier rule.

Make sure you add the custom Data Identifier to a policy as a standalone rule and not as a condition in the existing system-defined Data Identifier rule. As separate rules in the same policy, the conditions are connected by an implicit "OR" so that if either condition matches it will be an incident (assuming you are counting all matches). You do not want the conditions to be part of the same rule because that will require both conditions to be met to trigger an incident.

Use unique match counting to improve accuracy and ease remediation

The Data Identifier rule configuration contains an option to count only unique matches. With this option selected (as opposed to the default setting which counts all matches), only unique matches will be reported as the first match found in the message or message component. Only unique matches are counted and highlighted.

The best practice is to use unique match counting when you only care about unique matches, not duplicate matches. For example, if you are using the SSN Data Identifier to protect social security numbers, and you only care if a document

contains 25 or more unique social security numbers, you would use the count all unique matches option instead of the count all matches option. If you counted all matches, a document containing 25 of the same SSN would trigger the policy, which is not the objective of your policy.

See [“About unique match counting for Data Identifiers”](#) on page 525.

Detecting content using keyword matching

This chapter includes the following topics:

- [About keyword matching](#)
- [Configuring the Content Matches Keyword condition](#)
- [Keyword matching policy considerations](#)

About keyword matching

Symantec Data Loss Prevention provides keyword matching detection. Keyword matching uses a list of one or more keywords or phrases to detect data loss. The detection engine checks message components against each keyword in the list for matches.

About keyword proximity matching

Using keyword proximity, a policy author can define a pair of keywords and specify a word range between them. If the words occur within that range, a match is triggered. For example, an instance of the Content Matches Keyword rule might require that any instance of the words “confidential” and “information” occurring within 10 words of each other triggers a match.

Alternatively, you can use keyword proximity to exclude matching words within a specified distance by using the "Content Matches Keyword" rule as a detection exception. In this case any occurrence of the words “confidential” and “information” within 10 words of each is excepted from matching.

Note: The word distance (proximity value) is exclusive of detected keywords. Thus, a word distance of 10 allows for a proximity window of 12 words.

See “[Keyword matching examples](#) ” on page 550.

See “[Configuring the Content Matches Keyword condition](#)” on page 552.

Keyword matching syntax

When you define a keyword rule, the system evaluates every keyword in the condition list against each message component (header, subject, body, attachment). Consider the following syntactical guidelines when creating keyword lists.

Table 24-1 Keyword matching syntax

Behavior	Description
Quotation marks	Do not use quotation marks when you enter keywords or phrases because quotes are interpreted literally and will be required in the match.
White space	The systems strips out the white space before and after keywords or key phrases.
Case sensitivity	The case sensitivity option you choose applies to all keywords in the list for that condition.
Plurals and verb inflections	All plurals and verb inflections must be specifically listed. If the number of enumerations becomes complicated use the wildcard character (asterisk [*]) to detect a keyword suffix (in whole word mode only).
Keyword phrases	You can enter keyword phrases, such as social security number (without quotes). The system looks for the entire phrase without returning matches on individual words (such as social or security).
Keyword variants	The system only detects the exact keyword, not variants. For example, if you specify the key phrase social security number , detection does not match a phrase that contains two spaces between the words.
Matching multiple keywords	The system implies an OR between keywords. That is, content matches if it contains any of the keywords, not necessarily all of them. To perform an ALL (or AND) match, combine multiple keyword conditions in a compound rule or exception.

Keyword matching examples

To implement keyword matching, you can enter one or more keywords or phrases, each separated by a comma or newline character. You can match on whole or

partial words, and specify case sensitivity. You can use the asterisk (*) wildcard character to detect a keyword suffix (in whole word mode only).
See “[Keyword matching syntax](#)” on page 550.

Table 24-2 Keyword matching examples

Keyword type	Keyword(s)		Matches	Does Not Match
keyword	confidential		confidential -confidential; @"confidential" @Confidential @CONFIDENTIAL	confidentially (in whole word mode only, otherwise it would match)
key phrase	internal use only		internal use only internal use ONLY (if case insensitive is selected)	internal use
keyword list	Newline delimited:	Comma delimited:	hacks	hackers
	hack hacker hacks	hack, hacker, hacks	hack hacker	shack
keyword with wildcard	priv*		private privilege privy privity privs priv	prize prevent
keyword dictionary	account number, account ps, american express, americanexpress, amex, bank card, bankcard, card num, card number, cc #, cc#, ccn, check card, checkcard, credit card, credit card #, credit card number, credit card#, debit card, debitcard, diners club, dinersclub, discover, enrout, japanese card bureau, jcb, mastercard, mc, visa, (etc....)		If any keyword or phrase is present, the data is matched:	amx creditcard
			amex credit card mastercard	master card car

Implementing keyword matching

Table 24-3 describes the features for implementing keyword matching.

Table 24-3 Implementing keyword matching

Keyword matching feature	Description
Match on whole or partial keywords and key phrases.	Separate each keyword or phrase by a newline or comma. See “Keyword matching examples” on page 550.
Match on the wildcard asterisk (*) character.	Match the wildcard at the end of a keyword, in whole word mode only. See “Keyword matching examples” on page 550.
Keyword proximity matching.	Match across a range of keywords. See “About keyword proximity matching” on page 549.
Find keywords.	Implement one or more keywords in data identifiers to refine the scope of detection. See “About Data Identifiers” on page 509.
Policy rules and exceptions.	You can implement keyword matching in policy rules and exceptions. See “Configuring the Content Matches Keyword condition” on page 552.
Cross-component matching.	Keyword matching detects on one or more message components. See “Detection messages and message components” on page 349.
Keyword dictionary.	If you have a large dictionary of keywords, you can index the keyword list. See “Use indexing to generate and maintain keyword dictionaries” on page 556.

Configuring the Content Matches Keyword condition

The Content Matches Keyword detection rule lets you match content using keywords and key phrases.

See [“About keyword matching”](#) on page 549.

You can implement keyword matching conditions in policy rules and exceptions.

See [“Configuring policies”](#) on page 370.

To configure the Content Matches Keyword condition

- 1
- Add a new keyword condition to a policy rule or exception, or modify an existing one.
- See [“Configuring policy rules”](#) on page 374.
- See [“Configuring policy exceptions”](#) on page 384.
- 2
- Configure the keyword matching parameters.
- See [Table 24-4](#) on page 553.
- See [“Keyword matching syntax”](#) on page 550.
- 3
- Save the policy.

Table 24-4 Configure the Content Matches Keyword condition

Action	Description
Enter the match type.	Select if you want the keyword match to be: Case Sensitive or Case Insensitive Case insensitive is the default.
Choose the keyword separator.	Select the keyword separator you to delimit multiple keywords: Newline or Comma . Newline is the default.
Match any keyword.	Enter the keyword(s) or key phrase(s) you want to match. Use the separator you have selected (newline or comma) to delimit multiple keyword or key phrase entries. You can use the asterisk (*) wildcard character at the end of any keyword to match one or more suffix characters in that keyword. If you use the asterisk wildcard character, you must match on whole words only. For example, a keyword entry of confid* would match on "confidential" and "confide," but not "confine." As long as the keyword prefix matches, the detection engine matches on the remaining characters using the wildcard. See “Keyword matching syntax” on page 550. See “Keyword matching examples ” on page 550.

Table 24-4 Configure the Content Matches Keyword condition *(continued)*

Action	Description
Configure keyword proximity matching (optional).	<p>Keyword proximity matching lets you specify a range of detection among keyword pairs. See “About keyword proximity matching” on page 549.</p> <p>To implement keyword proximity matching:</p> <ul style="list-style-type: none">■ Select (check) the Keyword Proximity matching option in the “Conditions” section of the rule builder interface.■ Click Add Pair of Keywords.■ Enter a pair of keywords.■ Specify the Word distance. The maximum distance between keywords is 999, as limited by the three-digit length of the “Word distance” field. The word distance is exclusive of detected keywords. For example, a word distance of 10 allows for a range of 12 words, including the two words comprising the keyword pair.■ Repeat the process to add additional keyword pairs. The system connects multiple keyword pair entries the OR Boolean operator, meaning that the detection engine evaluates each keyword pair independently.
Match on whole or partial keywords.	<p>Select the option On whole words only to match on whole keywords only.</p> <p>See “Keyword matching examples ” on page 550.</p> <p>Note: You must match on whole words only if you use the asterisk (*) wildcard character in any keyword you enter in the list.</p>
Configure match conditions.	<p>Keyword matching lets you specify how you want to count condition matches. Select one of the following options:</p> <ul style="list-style-type: none">■ Check for existence The system reports one incident for all matches.■ Count all matches The system reports one incident for each match (default setting).■ only report incidents with at least _ matches The system reports each match once the match threshold you specify is met. <p>See “Configuring match counting” on page 378.</p>

Table 24-4 Configure the Content Matches Keyword condition (continued)

Action	Description
Select components to match on.	<p>Keyword matching detection supports matching across message components.</p> <p>See “Selecting components to match on” on page 380.</p> <p>Select one or more message components to match on:</p> <ul style="list-style-type: none">■ Envelope – Header metadata used to transport the message■ Subject – Email subject of the message (only applies to SMTP)■ Body – The content of the message■ Attachments – Any files attached to or transferred by the message <p>Note: On the endpoint the DLP Agent matches on the entire message, not individual components.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must be met to report a match.</p> <p>You can Add any available condition from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Keyword matching policy considerations

The Keyword rule lets you match content using keywords, key phrases, and keyword dictionaries. On the server, the keyword rule matches on the header, subject, body and attachment message components, and it supports cross-component matching. On the endpoint this rule matches on the entire message.

This section provides considerations for implementing keyword policies.

Use partial word matching to detect keywords in Chinese, Japanese, and Korean

With keyword matching you can match on whole or partial words. For keyword matching on Chinese, Japanese, Korean, and mixed-language matching, the recommendation is to use partial word matching.

With whole word matching, keywords match at word boundaries only (\W in the regular expression lexicon). Any characters other than A-Z, a-z, and 0-9 are interpreted as word boundaries. With whole word matching, keywords must have at least one alphanumeric character (a letter or a number). A keyword consisting of only white-space characters, such as “..”, is ignored.

See [Table 24-5](#) on page 556. describes the typical use cases for whole and partial keyword matching.

Table 24-5 Recommendations use cases partial and whole word matching

Configuration	Recommended use
Partial word matching	Use partial for Chinese, Japanese and Korean languages. Use for mixed languages.
Whole word matching	User for Western languages. Use for UTF-8 characters.

Use a keyword rule to tune keywords lists for validators to improve accuracy

Data Identifiers contain keyword validators. Many Data Identifier definitions contain required keyword validators with prepopulated keyword lists. In addition, you can add your own list of keywords to a Data Identifier rule. Whether you adjust the keywords in a required validator for a Data Identifier definition, or you implement a keyword optional validator for a Data Identifier rule, the best practice recommendation is that you should tune the keyword list before you deploy it to the Data Identifier.

To do this, take the keywords you want to use for the validator and put them into its own Keyword Matching rule condition and policy. Then test the policy using data that should and should not match the keywords. The keyword rule will let you see match highlighting and tune the keyword list. Once tested, you can add the keywords to the Data Identifier and then test the Data Identifier policy to ensure accuracy.

Use indexing to generate and maintain keyword dictionaries

Sometimes you may want to protect a long list or dictionary of keywords. An example might be a list of project code names. Because long keyword lists are hard to generate, tune, and maintain, you may want to consider using VML to help automate the detection of keywords. For example, you could generate a profile based on a collection of documents containing the keywords you want to protect.

See [“VML policy considerations”](#) on page 500.

Detecting content using regular expressions

This chapter includes the following topics:

- [About regular expression matching](#)
- [About writing regular expressions](#)
- [Configuring the Content Matches Regular Expression condition](#)
- [Regular expression matching considerations](#)

About regular expression matching

Data Loss Prevention provides the **Content Matches Regular Expression** policy match condition to match message content using the regular expression pattern language.

Regular expressions provide a mechanism for identifying strings of text, such as particular characters, words, or patterns of characters. You can use the regular expression condition is used to match (or exclude from matching) characters, patterns, and strings.

See [“Configuring the Content Matches Regular Expression condition”](#) on page 559.

See [“Regular expression matching considerations”](#) on page 560.

About writing regular expressions

Symantec Data Loss Prevention implements the Java regular expression syntax for policy condition matching. provides some reference constructs for writing

regular expressions to match or exclude characters in messages or message components.

See [“About regular expression matching”](#) on page 557.

Note: Data Identifier pattern matching is based on the regular expression syntax. However, not all regular expression constructs listed in the table below are supported by Data Identifier patterns. See [“About Data Identifier patterns”](#) on page 518.

Table 25-1 Regular expression constructs

Regular expression construct	Description
.	Any single character (except for newline characters) Note: The use of the dot (.) character is not supported for data identifier patterns.
\d	Any digit (0–9)
\s	Any white space
\w	Any word character (a–z, A–Z, 0–9, _) Note: The use of the \w construct does not match the underscore (_) character when implemented in a data identifier pattern.
\D	Anything other than a digit
\S	Anything other than white space
[]	Elements inside brackets are a character class (For example, [abc] matches 1 character: a, b, or c.)
^	At the beginning of a character class, negates it (For example, [^abc] matches anything except a, b, or c.)
+	Following a regular expression means 1 or more (For example, \d+ means 1 or more digit.)
?	Following a regular expression means 0 or 1 (For example, \d? means 1 or no digits.)
*	Following a regular expression means any number (For example, \d* means 0, 1, or more digits.)
(?i)	At the beginning of a regular expression makes it case-insensitive (Regular expressions are case-sensitive by default.)
(?:)	Groups regular expressions together (The ?: is a slight performance enhancement.)

Table 25-1 Regular expression constructs (*continued*)

Regular expression construct	Description
(?u)	Makes a period (.) match even newline characters
	Means OR (For example, A B means regular expression A or regular expression B.)

Configuring the Content Matches Regular Expression condition

You use the **Content Matches Regular Expression** condition to match (or exclude from matching) characters, patterns, and strings using regular expressions.

See [“About regular expression matching”](#) on page 557.

To configure the Content Matches Regular Expression condition

- 1 Add a **Content Matches Regular Expression** condition to a policy, or edit an existing one.
See [“Configuring policies”](#) on page 370.
See [“Configuring policy rules”](#) on page 374.
See [“Configuring policy exceptions”](#) on page 384.
- 2 Configure the **Content Matches Regular Expression** condition parameters.
See [Table 25-2](#) on page 559.
- 3 Save the policy configuration.

Table 25-2 Content Matches Regular Expression parameters

Action	Description
Match regex.	Specify a regular expression to be matched. See “About writing regular expressions” on page 557.
Configure match counting.	Configure how you want to count matches. See “Configuring match counting” on page 378. Check for existence reports a match count of 1 if there are one or more matches. For compound rules or exceptions, all conditions must be configured this way. Count all matches reports the sum of all matches; applies if any condition uses this parameter.

Table 25-2 Content Matches Regular Expression parameters (continued)

Action	Description
Match on one or more message components.	<p>Configure cross-component matching by selecting one or more message components to match on.</p> <ul style="list-style-type: none">■ Envelope – The header of the message, transport metadata.■ Subject – The email subject (only applies to email messages).■ Body – The content of the message.■ Attachments – The content of any files that are attached to or transported by the message. <p>See “Selecting components to match on” on page 380.</p> <p>Note: On the endpoint the DLP Agent matches the entire message regardless of any individually selected components. See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any available condition from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Regular expression matching considerations

This section provides considerations for implementing the **Content Matches Regular Expression** match condition in your Data Loss Prevention policies.

See [“About regular expression matching”](#) on page 557.

When to use regular expression matching

Data Identifiers are more efficient than regular expressions because the Data Identifier patterns are tuned for accuracy and the data is validated. For example, if you want to search for social security numbers, use the US Social Security Number (SSN) Data Identifier instead of a regular expression.

The regular expression condition is useful for matching or excepting unique data types for which there are no system-provided Data Identifiers. Examples of these might include internal account numbers and data types that can vary greatly in length, such as email addresses.

Use look ahead and look behind characters to improve regex accuracy

Symantec Data Loss Prevention implements a significant enhancement to improve the performance of regular expressions. To achieve improved regex performance, the look ahead and look behind sections must exactly match one of the supported standard sections.

Table 25-3 lists the standard look ahead and look behinds sections that this performance improvement supports. If either section differs even slightly, that section is executed as part of the regular expression without the performance improvement.

See [“About writing regular expressions”](#) on page 557.

Table 25-3 Look ahead and look behind standard sections

Operation	Construct
Look ahead	<code>(?= (?: [^-\w]) \$)</code>
Look behind	<code>(?<= (^ (?: [^] + \d) [^-\w+]))</code> and <code>(?<= (^ (?: [^] + \d) [^-\w+]) \t)</code>

Use regular expressions sparingly to support efficient performance

Regular expressions can be computationally expensive. If you add a regular expression condition, observe the system for one hour. Make sure that the system does not slow down and that there are no false positives.

Test regular expressions before deployment to improve accuracy

If you implement regular expression matching, consider using a third-party tool to test the regular expressions before you deployment the policy rules to production. The recommended tool is RegexBuddy

Detecting file properties

This chapter includes the following topics:

- [About file property matching](#)
- [Implementing file property matching](#)
- [Consider using compound file property rules to protect design and multimedia files](#)

About file property matching

Symantec Data Loss Prevention provides various methods for detecting the context of messages, files, and attachments. You can detect the type, size, and name of files and attachments. You can also use these conditions to except files and attachments from matching.

See [“About file type matching”](#) on page 563.

See [“About file size matching”](#) on page 564.

See [“About file name matching”](#) on page 565.

See [“Implementing file property matching”](#) on page 566.

About file type matching

You use the **Message Attachment or File Type Match** condition to match the file type of a message attachment. Symantec Data Loss Prevention supports the identification of over 300 file types.

See [“File types that can be recognized”](#) on page 641.

Example uses of message attachment and file type matching are as follows:

- A certain type of document should never leave the organization (such as a PGP document or EXE file).

- A certain type of match is likely to occur only in a document of a certain type, such as a Word document.

The detection engine does not rely on the file name extension to match file format type. For example, if a user changes the **.mp3** file name extension to **.doc** and emails the file, the detection engine can still register a match because it checks the binary signature of the file to detect it as an MP3 file.

Note: File type matching does not crack the file and detect content; it only detects the file type based on the binary signature of the file. To detect content, use a content matching condition.

See [“Configuring the Message Attachment or File Type Match condition”](#) on page 567.

See [“About custom file type identification”](#) on page 564.

About custom file type identification

If the type of file you want to detect is not supported as a system default file type, Symantec Data Loss Prevention provides you with the ability to detect custom file types using scripts

To detect a custom file type, you use the Symantec Data Loss Prevention Scripting Language to write a custom script that detects the binary signature of the file format that you want to protect. To implement this match condition you need to enable it on the Enforce Server.

See [“Enabling custom file type detection”](#) on page 569.

See [“Configuring the Custom File Type Signature condition”](#) on page 570.

About file size matching

You use the **Message Attachment or File Size Match** condition to detect the size of the message body and attachment. Detection is based on either the body or attachment message component, or both, but not the entire message.

For example, consider a condition where you specify that an attachment size greater than 50k matches. A message with a 5k header, 10k body, and 55k attachment matches because the detected message component is the attachment, which in this case is over the 50k threshold. On the other hand, a message with a 5k header, 10k body, and 45k attachment does not match, even though the entire message is more than 50k.

See [“Detection messages and message components”](#) on page 349.

See [“Configuring the Message Attachment or File Size Match condition”](#) on page 568.

About file name matching

You use the **Message Attachment or File Name Match** condition to detect the names of files and attachments.

See [“File name matching syntax”](#) on page 565.

See [“File name matching examples”](#) on page 565.

See [“Configuring the Message Attachment or File Name Match condition”](#) on page 569.

File name matching syntax

For file name matching, the system supports the DOS pattern matching syntax to detect file names, including wildcards.

See [“About file name matching”](#) on page 565.

Any characters you enter (other than the DOS operators) match exactly. To enter multiple file names, enter them as comma-separated values or by line space.

[Table 26-1](#) describes the syntax for the **Message Attachment or File Name Match** condition.

Table 26-1 DOS Operators for file name detection

Operator	Description
.	Use a dot to separate the file name and the extension.
*	Use an asterisk as a wild card to match any number of characters (including none).
?	Use a question mark to match a single character.

File name matching examples

[Table 26-2](#) lists some examples for matching file names using the **Message Attachment or File Name** condition.

See [“About file name matching”](#) on page 565.

Table 26-2 File name matching examples

Match objective	Example
To match a Word file name that begins with ENG- followed by any eight characters:	ENG-?????????.doc
If you are not sure that it is a Word document:	ENG-?????????.*
If you are not sure how many characters are in the name:	ENG-*.*
To match all file names that begin with ENG- and all file names that begin with ITA-:	Enter as comma separated values: ENG-*.*,ITA-*
	Or separate the file names by line space: ENG-*.*
	ITA-*

Implementing file property matching

Table 26-3 lists the conditions available for implementing file property matching.

Table 26-3 File Properties match conditions

Match condition	Description
Message Attachment or File Type Match	Detect or except specific files and attachments by type. See “ About file type matching ” on page 563. See “ Configuring the Message Attachment or File Type Match condition ” on page 567.
Message Attachment or File Size Match	Detect or except specific files and attachments by size. See “ About file size matching ” on page 564. See “ Configuring the Message Attachment or File Size Match condition ” on page 568.
Message Attachment or File Name Match	Detect or except specific files and attachments by name. See “ About file name matching ” on page 565. See “ Configuring the Message Attachment or File Name Match condition ” on page 569.
Custom File Type Signature	Detect or except custom file types.
Message/Email Properties and Attributes	Detect email properties for Data Classification services. See the <i>Enterprise Vault Data Classification Services Implementation Guide</i> .

Configuring the Message Attachment or File Type Match condition

The **Message Attachment or File Type Match** condition matches the file type of an attachment message component. You can configure an instance of this condition in policy rules and exceptions.

See [“About file type matching”](#) on page 563.

To configure the Message Attachment or File Type Match condition

- 1 Add a **Message Attachment or File Type Match** condition to a policy rule or exception, or edit an existing one.
See [“Configuring policies”](#) on page 370.
See [“Configuring policy rules”](#) on page 374.
See [“Configuring policy exceptions”](#) on page 384.
- 2 Configure the **Message Attachment or File Type Match** condition parameters.
See [Table 26-4](#) on page 567.
- 3 Click **Save** to save the policy.

Table 26-4 Message Attachment or File Type Match condition parameters

Action	Description
Select the file type or types to match.	Select all of the formats you want to match. See “File types that can be recognized” on page 641. Click select all or deselect all to select or deselect all formats. To select all formats within a certain category (for example, all word-processing formats), click the section heading. The system implies an OR operator among all file types you select. For example, if you select Microsoft Word and Microsoft Excel file type attachments, the system detects all messages with Word or Excel documents attached, not messages with both attachment types
Match on attachments only.	This condition only matches on the Message Attachments component. See “Detection messages and message components” on page 349.
Also match on one or more additional conditions.	Select this option to create a compound condition. All conditions must match to trigger or except an incident. You can Add any condition available from the list. See “Configuring compound match conditions” on page 386.

Configuring the Message Attachment or File Size Match condition

The **Message Attachment or File Size Match** condition matches or excludes from matching files of a specified size. You can configure an instance of this condition in policy rules and exceptions.

See [“About file size matching”](#) on page 564.

To configure the Message Attachment or File Size Match condition

- 1
- Add a Message Attachment or File Size Match condition to a policy, or edit an existing one.
- See [“Configuring policies”](#) on page 370.
- See [“Configuring policy rules”](#) on page 374.
- See [“Configuring policy exceptions”](#) on page 384.
- 2
- Configure the **Message Attachment or File Type Match** condition parameters.
- See [Table 26-5](#) on page 568.
- 3
- Click **Save** to save the policy.

Table 26-5 Message Attachment or File Size Match parameters

Action	Description
Enter the Size to match.	Enter a number, and select the unit of measure: bytes , kilobytes (KB), megabytes (MB), or gigabytes (GB). Select More Than to specify the minimum size of the file to match. Select Less Than to specify the maximum size of the file to match.
Match on the body or attachments.	Select one or both of the following message components on which to base the match: ■ Body – The content of the message. ■ Attachments – Any files that are attached to or transferred by the message. See “Selecting components to match on” on page 380.
Also match one or more additional conditions.	Select this option to create a compound condition. All conditions must match to trigger or except an incident. You can Add any condition available from the list. See “Configuring compound match conditions” on page 386.

Configuring the Message Attachment or File Name Match condition

The `Message Attachment or File Name Match` condition matches based on the name of a file attached to the message. You can configure an instance of this condition in policy rules and exceptions.

See [“About file name matching”](#) on page 565.

To configure the Message Attachment or File Name Match condition

- 1 Add a Message Attachment or File Name Match condition to a policy, or edit an existing one.

See [“Configuring policies”](#) on page 370.

See [“Configuring policy rules”](#) on page 374.

See [“Configuring policy exceptions”](#) on page 384.
- 2 Configure the Message Attachment or File Type Match condition parameters.

See [Table 26-6](#) on page 569.
- 3 Click **Save** to save the policy.

Table 26-6 Message Attachment or File Name Match parameters

Action	Description
Specify the File Name.	<p>Specify the file name to match using the DOS pattern matching language to represent patterns in the file name.</p> <p>Separate multiple matching patterns with commas or by placing them on separate lines.</p> <p>See “File name matching syntax” on page 565.</p> <p>See “File name matching examples” on page 565.</p>
Match on attachments.	<p>This condition only matches on the Message Attachments component.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any condition available from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Enabling custom file type detection

The custom file type policy rule is not enabled by default. To implement the **Custom File Type Signature** condition, you must first enable it.

See [“About custom file type identification”](#) on page 564.

To enable the Custom File Type Signature rule

- 1

Using a text editor, open the file
`\SymantecDLP\Protect\config\Manager.properties`
- 2

Set the value of the following parameter to "true":
`com.vontu.manager.policy.showcustomscriptrule=true`
- 3

Stop and then restart the Vontu Manager service.
- 4

Log back on to the Enforce Server Administration Console and add a new blank policy.
- 5

Add a new detection rule or exception and beneath the File Properties heading you should see the **Custom File Type Signature** condition.
- 6

Configure the condition with your custom script.
- See [“Configuring the Custom File Type Signature condition”](#) on page 570.

Configuring the Custom File Type Signature condition

The **Custom File Type Signature** condition matches custom file types that you have scripted. You can implement the **Custom File Type Signature** condition in policy rules and exceptions.

See [“About custom file type identification”](#) on page 564.

See [“Enabling custom file type detection”](#) on page 569.

To configure a Custom File Type Signature condition

- 1

Add a **Custom File Type Signature** condition to a policy rule or exception, or edit an existing one.

See [“Configuring policy rules”](#) on page 374.
See [“Configuring policy exceptions”](#) on page 384.
- 2

Configure the Custom File Type Signature condition parameters.
See [Table 26-7](#) on page 570.
- 3

Click **Save** to save the policy.

Table 26-7 Custom File Type Signature parameters

Action	Description
Enter the Script Name.	Specify the name of the script. The name must be unique across policies.

Table 26-7 Custom File Type Signature parameters (continued)

Action	Description
Enter the custom file type script.	<p>Enter the File Type Matches Signature script for detecting the binary signature of the custom file type.</p> <p>See the <i>Symantec Data Loss Prevention Detection Customization Guide</i> for details on writing custom scripts.</p> <p>See “Custom file formats” on page 656.</p>
Match only on attachments.	<p>This condition only matches on the Message Attachments component.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any condition available from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Consider using compound file property rules to protect design and multimedia files

You can use IDM to protect files, or you can use file property rules. Unless you must protect an exact file, the general recommendation is to use the file property rules because there is less overhead in setting up the rules.

For example, if you want to detect CAD files that contain IP diagrams, you could index these files and apply IDM rules to detect them. Alternatively, you could create a policy that contains a file type rule that detects on the CAD file format plus a file size rule that specifies a threshold size. The file property approach is preferred because in this scenario all you really care about is protecting large CAD files potentially leaving the company. There is no need to gather and index these files for IDM if you can simply create rules that will detect on the file type and the size.

Consider using compound file property rules to protect design and multimedia files

Detecting network and mobile incidents

This chapter includes the following topics:

- [About protocol monitoring for network](#)
- [About protocol monitoring for mobile](#)
- [Configuring the Protocol Monitoring condition for network detection](#)
- [Configuring the Protocol Monitoring condition for mobile detection](#)
- [Consider separate policies for specific protocols](#)

About protocol monitoring for network

Symantec Data Loss Prevention provides the Protocol Monitoring condition which lets you detect network messages based on the communications transport method.

[Table 27-1](#) lists the protocols that Data Loss Prevention supports for network detection.

Table 27-1 Supported protocols for network monitoring

Protocol	Description
Email/SMTP	Simple Mail Transfer Protocol (SMTP) is a protocol for sending email messages between servers.
FTP	The file transfer protocol (FTP) is used on the Internet for transferring files from one computer to another.
HTTP	The hypertext transfer protocol (HTTP) is the underlying protocol that supports the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands.

Table 27-1 Supported protocols for network monitoring (continued)

Protocol	Description
HTTP/SSL	Hypertext transfer protocol over Secure Sockets Layer (HTTPS) is a protocol for sending data securely between a client and server.
IM:MSN IM:AIM IM:AIM	Instant messaging is a type of communications service that enables you to create a private chat room with another individual. Data Loss Prevention supports detection on the following IM channels.: <ul style="list-style-type: none">■ AIM instant messaging■ MSN instant messaging■ Yahoo! Instant messaging
NNTP	Network News Transport Protocol (NNTP), which is used to send, distribute, and retrieve USENET messages.
TCP:custom_protocol	The Transmission Control Protocol (TCP) is used to reliably exchange data between computers across the Internet. This option is only available if you have defined a custom TCP port.

See “[Configuring the Protocol Monitoring condition for network detection](#)” on page 575.

See “[About protocol monitoring for mobile](#)” on page 574.

About protocol monitoring for mobile

Symantec Data Loss Prevention provides the Protocol Monitoring condition which lets you detect mobile messages based on the communications transport method.

[Table 27-2](#) lists the protocols that Data Loss Prevention supports for mobile detection.

Table 27-2 Supported protocols for mobile monitoring

Protocol	Description
FTP	File transfer protocol (FTP) is used on the Internet for transferring files from one computer to another.
HTTP	The hypertext transfer protocol (HTTP) is the underlying protocol that supports the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands.
HTTP/SSL	Hypertext transfer protocol over Secure Sockets Layer (HTTPS) is a protocol for sending data securely between a client and server.

See [“About protocol monitoring for network”](#) on page 573.

See [“Configuring the Protocol Monitoring condition for mobile detection”](#) on page 576.

Configuring the Protocol Monitoring condition for network detection

You use the Protocol Monitoring condition to detect network incidents. You can implement an instance of the Protocol Monitoring condition in one or more policy detection rules and exceptions.

Table 27-3 Protocol Monitoring condition parameters for Network

Action	Description
Add or modify the Protocol or Endpoint Monitoring condition.	<p>Add a new Protocol or Endpoint Monitoring condition to a policy rule or exception, or modify an existing rule or exception condition.</p> <p>See “Configuring policies” on page 370.</p> <p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Select one or more protocols to match.	<p>To detect Network incidents, select one or more Protocols.</p> <ul style="list-style-type: none">■ Email/SMTP■ FTP■ HTTP■ HTTPS/SSL■ IM:AIM■ IM:MSN■ IM:Yahoo■ NNTP
Configure a custom network protocol.	<p>Select one or more custom protocols: TCP:custom_protocol.</p>
Configure endpoint monitoring.	<p>See “Configuring the Endpoint Monitoring condition” on page 582.</p>
Match on the entire message.	<p>The Protocol Monitoring condition matches on the entire message, not individual message components.</p> <p>The Envelope option is selected by default. You cannot select individual message components.</p> <p>See “Detection messages and message components” on page 349.</p>

Table 27-3 Protocol Monitoring condition parameters for Network *(continued)*

Action	Description
Also match one or more additional conditions.	Select this option to create a compound condition. All conditions must match to trigger or except an incident. You can Add any condition available from the list. See “Configuring compound match conditions” on page 386.

Configuring the Protocol Monitoring condition for mobile detection

You use the Protocol Monitoring condition to detect mobile incidents. You can use this condition in policy detection rules and exceptions.

[Table 27-4](#) describes the configuration of the Protocol Monitoring condition for mobile detection.

Table 27-4 Protocol Monitoring condition parameters for Mobile

Action	Description
Add or modify the Protocol or Endpoint Monitoring condition.	Add a new Protocol or Endpoint Monitoring condition to a policy rule or exception, or modify an existing rule or exception condition. See “Configuring policies” on page 370. See “Configuring policy rules” on page 374. See “Configuring policy exceptions” on page 384.
Select one or more protocols to match.	To detect Mobile incidents, select one or more Protocols : <ul style="list-style-type: none">■ FTP File transfer protocol is used on the Internet for transferring files from one computer to another.■ HTTP The hypertext transfer protocol is the underlying protocol that supports the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands.■ HTTPS/SSL Hypertext transfer protocol over Secure Sockets Layer, which is a protocol for sending data securely between a client and server.
Custom network protocol.	Mobile monitoring only supports FTP, HTTP, and HTTP/S.

Table 27-4 Protocol Monitoring condition parameters for Mobile (*continued*)

Action	Description
Configure endpoint monitoring.	See “Configuring the Endpoint Monitoring condition” on page 582.
Match on the entire message.	<p>The Protocol Monitoring condition matches on the entire message, not individual message components.</p> <p>The Envelope option is selected by default. You cannot select individual message components.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any condition available from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Consider separate policies for specific protocols

You can use protocol matching detection to detect network traffic, such as Web mail, social networking, and specific protocols. For protocol monitoring, consider implementing different policies for each type of protocol, such as SMTP, TCP, HTTP, FTP, etc. Creating separate policies for specific protocols may ease remediation and help you tune the policies.

Detecting endpoint events

This chapter includes the following topics:

- [About endpoint event detection](#)
- [Implementing endpoint event matching](#)
- [Endpoint event policy considerations](#)

About endpoint event detection

Endpoint detection matches events on endpoint computers where the Symantec DLP Agent is installed.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

Symantec Data Loss Prevention provides several methods for detecting and excepting endpoint events, and a collection of response rules for responding to them.

See [“Response rules for Endpoint detection”](#) on page 804.

About endpoint protocol monitoring

On the endpoint you can detect data loss based on the transport protocol, such as email (SMTP), Web (HTTP), and file transfer (FTP).

See [“Configuring the Endpoint Monitoring condition”](#) on page 582.

Table 28-1 Supported protocols for endpoint monitoring

Protocol	Description
Email/SMTP	Simple Mail Transfer Protocol (SMTP) is a protocol for sending email messages between servers.

Table 28-1

Supported protocols for endpoint monitoring *(continued)*

Protocol	Description
FTP	The file transfer protocol (FTP) is used on the Internet for transferring files from one computer to another.
HTTP	The hypertext transfer protocol (HTTP) is the underlying protocol that supports the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands.
HTTP/SSL	Hypertext transfer protocol over Secure Sockets Layer (HTTPS) is a protocol for sending data securely between a client and server.
IM:MSN IM:AIM IM:AIM	Instant messaging is a type of communications service that enables you to create a private chat room with another individual. Data Loss Prevention supports detection on the following IM channels.: <ul style="list-style-type: none">■ AIM instant messaging■ MSN instant messaging■ Yahoo! Instant messaging

About endpoint destination monitoring

You can also detect endpoint data loss on the destination where data is copied or moved, such as CD/DVD drive, USB device, or the clipboard.

See [“Configuring the Endpoint Monitoring condition”](#) on page 582.

Table 28-2

Supported destinations for endpoint monitoring

Destination	Description
Local Drive	Monitor the local disk.
CD/DVD	The CD/DVD burner on the endpoint computer. This destination can be any type of third-party CD/DVD burning software.
Removable Storage Device	Detect data that is transferred to any eSATA, FireWire, or USB connected storage device.
Copy to Network Share	Detect data that is transferred to any network share or remote file access.
Printer/Fax	Detect data that is transferred to a printer or to a fax that is connected to the endpoint computer. This destination can also be print-to-file documents.
Clipboard	The Windows Clipboard used to copy and paste data between Windows applications.

About endpoint application monitoring

You can create exceptions for allowable use scenarios.

The DLP Agent monitors any third-party application you add and configure at the **System > Agents > Application Monitoring** screen.

The DLP Agent monitors applications when they access sensitive files.

See [“Adding an application”](#) on page 1402.

See [“Configuring the Endpoint Monitoring condition”](#) on page 582.

About endpoint device detection

Symantec Data Loss Prevention lets you detect or except specific endpoint devices based on described device metadata. You can configure a condition to allow endpoint users to copy files to a specific device class, such as USB drives from a single manufacturer.

See [“Manage and add endpoint devices”](#) on page 586.

For example, a policy author has a set of USB flash drives with serial numbers that range from 001-010. These are the only flash drives that should be allowed to access the company’s endpoint computers. The policy administrator adds the serial number metadata into an exception of a policy so that the policy applies to all USB flash drives except for the drives with the serial number that falls into the 001-010 metadata. In this fashion the device metadata allows for only “trusted devices” to be allowed to carry company data.

See [“Creating and modifying endpoint device configurations”](#) on page 587.

The Endpoint Device Class or ID condition detects specific removable storage devices based on their definitions. Endpoint Destination parameters in the Endpoint Monitoring condition detect any removable storage device on the endpoint,

See [“Configuring the Endpoint Device Class or ID condition”](#) on page 585.

About endpoint location detection

You can detect or except events based on the location of the endpoint.

Using the Endpoint Location detection method, you can choose to detect incidents only when the endpoint is on or off the network.

For example, you might configure this condition to match only when users are off the corporate network because you have other rules in place for detecting network incidents. In this case implementing the Endpoint Location detection method would achieve this result.

See [“Configuring the Endpoint Location condition”](#) on page 584.

Implementing endpoint event matching

[Table 28-3](#) describes the various methods for implementing endpoint event monitoring.

Table 28-3 Detecting endpoint events

Endpoint match conditions	Details
Endpoint Protocol Monitoring	Detect endpoint data based on the protocol. See “About endpoint protocol monitoring” on page 579. See “Configuring the Endpoint Monitoring condition” on page 582.
Endpoint Destination Monitoring	Detect endpoint data based on the destination. See “About endpoint protocol monitoring” on page 579. See “Configuring the Endpoint Monitoring condition” on page 582.
Endpoint Application Monitoring	Detect endpoint data based on the application. See “About endpoint protocol monitoring” on page 579. See “Configuring the Endpoint Monitoring condition” on page 582.
Endpoint Device or Class ID	Detect when users move endpoint data to a specific device. See “About endpoint device detection” on page 581. See “Configuring the Endpoint Device Class or ID condition” on page 585.
Endpoint Location	Detect when the endpoint is on or off the corporate network. See “About endpoint location detection” on page 581. See “Configuring the Endpoint Location condition” on page 584.

Configuring the Endpoint Monitoring condition

The Endpoint Monitoring condition matches on endpoint message protocols, destinations, and applications.

You can implement an instance of the Endpoint Monitoring condition in one or more policy detection rules and exceptions.

Note: This topic does not address network protocol monitoring configuration.
See [“Configuring the Protocol Monitoring condition for network detection”](#) on page 575.

Table 28-4 Configure the Endpoint Monitoring condition

Action	Description
Add or modify the Endpoint Monitoring condition.	<p>Add a new Protocol or Endpoint Monitoring condition to a policy rule or exception, or modify an existing rule or exception condition.</p> <p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p> <p>See “Configuring policies” on page 370.</p>
Select one or more endpoint protocols to match.	<p>To detect Endpoint incidents, select one or more Endpoint Protocols:</p> <ul style="list-style-type: none"> ■ Email/SMTP ■ HTTP ■ HTTPS/SSL ■ IM:MSN ■ IM:AIM ■ IM:Yahoo ■ FTP <p>See “About endpoint protocol monitoring” on page 579.</p>
Select one or more endpoint destinations.	<p>To detect when users move data on the endpoint, select one or more Endpoint Destinations:</p> <ul style="list-style-type: none"> ■ Local Drive ■ CD/DVD ■ Removable Storage Device ■ Copy to Network Share ■ Printer/Fax ■ Clipboard <p>See “About endpoint protocol monitoring” on page 579.</p>
Monitor endpoint applications.	<p>To detect when endpoint applications access files, select the Application File Access option.</p> <p>See “About application monitoring” on page 1401.</p>

Table 28-4 Configure the Endpoint Monitoring condition *(continued)*

Action	Description
Match on the entire message.	<p>The DLP Agent evaluates the entire message, not individual message components.</p> <p>The Envelope option is selected by default. You cannot select the other message components.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any condition available from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Configuring the Endpoint Location condition

The Endpoint Location condition matches endpoint events based on the location of the endpoint computer where the DLP Agent is installed.

You can implement an instance of the Endpoint Location condition in one or more policy detection rules and exceptions.

See “[Configuring policies](#)” on page 370.

Table 28-5 Configure the Endpoint Location detection condition

Action	Description
Add or modify the Endpoint Location condition.	<p>Add a new Endpoint Location detection condition to a policy rule or exception, or modify an existing policy rule or exception.</p> <p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Select the location to monitor.	<p>Select one of the following endpoint locations to monitor:</p> <ul style="list-style-type: none">■ Off the corporate network Select this option to detect or except events when the endpoint computer is off of the corporate network.■ On the corporate network Select this option to detect or except events when the endpoint computer is on the corporate network. This option is the default selection. <p>See “About endpoint location detection” on page 581.</p>

Table 28-5 Configure the Endpoint Location detection condition (*continued*)

Action	Description
Match on the entire message.	<p>The DLP Agent evaluates the entire message, not individual message components.</p> <p>The Envelope option is selected by default. The other message components are not selectable.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match one or more additional conditions.	<p>Select this option to create a compound condition. All conditions must match to trigger or except an incident.</p> <p>You can Add any condition available from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

See [“About endpoint location detection”](#) on page 581.

See [“Configuring the Endpoint Location condition”](#) on page 584.

Configuring the Endpoint Device Class or ID condition

The Endpoint Device Class or ID condition lets you detect when users move endpoint data to specific devices.

You can implement the Endpoint Device Class or ID condition in one or more policy detection rules or exceptions.

See [“Configuring policies”](#) on page 370.

Table 28-6 Configuring the Endpoint Device Class or ID condition

Action	Description
Add or modify an Endpoint Device condition.	<p>Add a new Endpoint Device Class or ID condition to a policy rule or exception, or modify an existing one.</p> <p>See “Configuring policy rules” on page 374.</p> <p>See “Configuring policy exceptions” on page 384.</p>
Select one or more devices.	<p>The condition matches when users move data from an endpoint computer to the selected device(s).</p> <p>Click Create an endpoint device to define one or more devices.</p> <p>See “Creating and modifying endpoint device configurations” on page 587.</p>

Table 28-6 Configuring the Endpoint Device Class or ID condition *(continued)*

Action	Description
Match on the entire message.	The DLP Agent matches on the entire message, not individual message components. The Envelope option is selected by default. You cannot select other components. See “ Detection messages and message components ” on page 349.
Also match one or more additional conditions.	Select this option to create a compound condition. All conditions must match to trigger or except an incident. You can Add any condition available from the drop-down menu. See “ Configuring compound match conditions ” on page 386.

See “[About endpoint device detection](#)” on page 581.

See “[Manage and add endpoint devices](#)” on page 586.

Manage and add endpoint devices

From the **System > Agents > Endpoint Devices** screen you manage existing endpoint devices and add new ones.

See “[About endpoint device detection](#)” on page 581.

Table 28-7 Manage endpoint devices

Action	Description
Add endpoint device.	Click Add Device to define a new endpoint device. Once defined the device is added to the list. See “ Gathering endpoint device IDs ” on page 588.
Modify existing endpoint device configurations.	To edit a device definition, select anywhere in the device row, or click the pencil icon. See “ Creating and modifying endpoint device configurations ” on page 587.
View configured endpoint devices.	The Endpoint Devices screen lists all configured endpoint devices. The columns display the following information: <ul style="list-style-type: none">■ Device Name■ Device Description■ Device Definition (Regex)

Table 28-7 Manage endpoint devices (*continued*)

Action	Description
Sort endpoint devices.	You can sort the endpoint device list by name, description, or definition.

Creating and modifying endpoint device configurations

You can configure one or more devices for specific endpoint detection. Once the device expressions are configured, you implement the Endpoint Device Class or ID condition in one or more policy rules or exceptions to deny or allow the use of the specific devices

See [“Gathering endpoint device IDs”](#) on page 588.

To create and modify endpoint device ID expressions

- 1 Click **Add Device**.
- Perform this action from the **System > Agent > Endpoint Devices** screen.
- 2 Enter the **Device Name**.
- 3 Enter a **Device Description**.
- 4 Enter the **Device Definition** expression.
- The device definition must conform to the regular expression syntax.
- See [Table 28-8](#) on page 587.
- See [“About writing regular expressions”](#) on page 557.
- 5 Click **Save** to save the device configuration.
- 6 Implement the **Endpoint Device Class or ID** condition in a detection rule or exception.
- See [“Configuring the Endpoint Device Class or ID condition”](#) on page 585.

Table 28-8 Example endpoint device expressions

Example device class	Expression example
Generic USB Device	USBSTOR\\DISK&VEN_SANDISK&PROD_ULTRA_BACKUP&REV_8\32\\3485731392112B52
iPod generic	USBSTOR\\DISK&VEN_APPLE&PROD_IPOD&.*
Lexar generic	USBSTOR\\DISK&VEN_LEXAR.*
CD Drive	IDE\\DISKST9160412ASG_____0002SDM1\\4&F4ACADA&0&0\0\0

Table 28-8 Example endpoint device expressions (continued)

Example device class	Expression example
Hard drive	USBSTOR\\DISK&VEN_MAXTOR&PROD_ONETOUCH_II&REV_023D\\B60899082H___&0
Blackberry generic	USBSTOR\\DISK&VEN_RIM&PROD_BLACKBERRY...&REV.*
Cell phone	USBSTOR\\DISK&VEN_PALM&PROD_PRE&REV_000\\FBB4B8FF4CAEFEC11 24DED689&0

See [“About endpoint device detection”](#) on page 581.

See [“Manage and add endpoint devices”](#) on page 586.

Gathering endpoint device IDs

You add device metadata information to the Enforce Server and create one or more policy detection methods that detect or except the specific device instance or class of device. The system supports the regular expression syntax for defining the metadata. The system displays the device metadata at the **Incident Snapshot** screen during remediation.

See [“Creating and modifying endpoint device configurations”](#) on page 587.

The metadata the system requires to define the device instance or device class is the **Device Instance ID**. On Windows you can obtain the "Device Instance Id" from the Device Manager.

In addition, Symantec Data Loss Prevention provides the `DeviceID.exe` utility. You can use this utility to extract Device Instance ID strings. This utility also reports what devices the system can recognize for detection. This utility is available with the Enforce Server installation files.

See [“About the Device ID utility”](#) on page 1411.

Note: The Device Instance ID is also used by Symantec Endpoint Protection (SEP).

To obtain the Device Instance ID (on Windows)

- 1 Right-click **My Computer**.
- 2 Select **Manage**.
- 3 Select the **Device Manager**.
- 4 Click the plus sign beside any device to expand its list of device instances.
- 5 Double-click the device instance. Or, right-click the device instance and select **Properties**.

6 Look in the **Details** tab for the **Device Instance Id**.

7 Use the ID to create device metadata expressions.

See [“Creating and modifying endpoint device configurations”](#) on page 587.

See [“About endpoint device detection”](#) on page 581.

See [“Manage and add endpoint devices”](#) on page 586.

Endpoint event policy considerations

When implementing endpoint match conditions, keep in mind the following considerations:

- Any detection method that executes on the endpoint matches on the entire message, not individual message components.
See [“Detection messages and message components”](#) on page 349.
- The **Endpoint Destination** and **Endpoint Location** methods are specific to the endpoint computer and are not user-based.
See [“Distinguish synchronized DGM from other types endpoint detection”](#) on page 606.
- You might often combine group and detection methods on the endpoint. Keep in mind that the policy language ANDs detection and group methods, whereas methods of the same type, two rules for example, are ORed.
See [“Policy detection execution”](#) on page 352.

Detecting described identities

This chapter includes the following topics:

- [About described identity matching](#)
- [Implementing described identity matching](#)
- [Described identity matching examples](#)
- [Configuring the Sender/User Matches Pattern condition](#)
- [Configuring the Recipient Matches Pattern condition](#)
- [Described identity matching policy considerations](#)

About described identity matching

Described identity detection matches patterns in messages from email senders and recipients, Windows users, IM users, URL domains, and IP addresses.

See [“Implementing described identity matching”](#) on page 591.

See [“Configuring the Sender/User Matches Pattern condition”](#) on page 593.

See [“Configuring the Recipient Matches Pattern condition”](#) on page 595.

Implementing described identity matching

[Table 29-1](#) lists and describes the two conditions that Symantec Data Loss Prevention provides for matching described identities.

See [“Described identity matching examples”](#) on page 592.

Table 29-1

Implementing described identity matching

Match condition	Description
Sender/User Matches Pattern	Matches on an email address, domain address, IP address, Windows user name, or IM screen name / handle. See “Configuring the Sender/User Matches Pattern condition” on page 593.
Recipient Matches Pattern	Matches on an email address, domain address, IP address, or newsgroup See “Configuring the Recipient Matches Pattern condition” on page 595.

Described identity matching examples

Table 29-2 lists and describes some example described content matching examples.

Table 29-2

Pattern identity matching examples

Example Pattern	Matches	Does Not Match
fr, cu	All SMTP email that is addressed to a .fr (France) or .cu (Cuba) addresses.	Any email that is addressed to French company with the .com extension instead of .fr. Any HTTP post to a .fr address through a Web-based mail application, such as Yahoo mail.
company.com	All SMTP email that is addressed to the specific domain URL, such as symantec.com.	Any SMTP email that is not addressed to the specific domain URL.
3rdlevel.company.com	All SMTP email that is addressed to the specific 3rd level domain, such as dlp.symantec.com.	Any SMTP email that is not addressed to the specific 3rd level domain.
bob@company.com	All SMTP email that is addressed to bob@company.com. All SMTP email that is addressed to BOB@COMPANY.COM (the pattern is not case-sensitive).	Any email not specifically addressed to bob@company.com, such as: <ul style="list-style-type: none">■ sally@company.com■ robert.bob@company.com■ bob@3rdlevel.company.com
192.168.0.*	All email, Web, or URL traffic specifically addressed to 192.168.0.[0-255]. This result assumes that the IP address maps to the desired domain, such as web.company.com.	Note: If the IP address does not match, use one or more domain URLs instead.

Configuring the Sender/User Matches Pattern condition

The **Sender/User Matches Pattern** condition matches described user and message sender identities. You can use this condition in a policy detection rule or exception.

See [“About described identity matching”](#) on page 591.

See [“Described identity matching policy considerations”](#) on page 596.

[Configuring the Sender/User Matches Pattern condition](#) describes the process for configuring the **Sender/User Matches Pattern** condition.

Table 29-3 Configuring the Sender/User Matches Pattern condition

Action	Description
Enter one or more Sender Patterns to match one or more message senders.	Email Address Pattern: <ul style="list-style-type: none">■ To match a specific email address, enter the full email address: sales@symantec.com■ To match multiple exact email addresses, enter a comma-separated list: john.smith@company.com, johnsmith@company.com, jsmith@company.com■ To match partial email addresses, enter one or more domain patterns:<ul style="list-style-type: none">■ Enter one or more top-level domain extensions, for example: .fr, .cu, .in, .jp■ Enter one or more domain names, for example: company.com, symantec.com■ Enter one or more third-level (or lower) domain names: web.company.com, mail.yahoo.com, smtp.gmail.com, dlp.security.symantec.com
	Windows User Names <p>Enter the names of one or more Windows users, for example: john.smith, jsmith</p>
	IM Screen Name <p>Enter one or more IM screen names that are used in instant messaging systems, for example: john_smith, jsmith</p>
	IP Address <p>Enter one or more IP addresses that map to the domain you want to match, for example:</p> <ul style="list-style-type: none">■ Exact IP address match, for example: 192.168.1.1■ Wildcard match – The asterisk (*) character can substitute for one or more fields, for example: 192.168.1.* or 192.*.168.*
Match on the entire message.	This condition matches on the entire message. The Envelope option is selected by default. You cannot select any other message component. See “ Detection messages and message components ” on page 349.

Table 29-3 Configuring the Sender/User Matches Pattern condition *(continued)*

Action	Description
Also match additional conditions.	Select this option to create a compound condition. All conditions must match to trigger an incident. You can Add any available condition from the list. See “Configuring compound match conditions” on page 386.

Configuring the Recipient Matches Pattern condition

The **Recipient Matches Pattern** condition matches the described identity of message recipients. You can use this condition in a policy detection rule or exception.

See [“About described identity matching”](#) on page 591.

See [“Define precise identity patterns to match users”](#) on page 596.

[Configuring the Recipient Matches Pattern condition](#) defines the process for configuring the **Recipient Matches Pattern** condition.

Table 29-4 Recipient Matches Pattern condition parameters

Action	Description
Enter one or more Recipient Patterns to match one or more message recipients. Separate multiple entries with commas.	Email Address/Newsgroup Pattern Enter one or more email or newsgroup addresses to match the desired recipients. To match specific email addresses, enter the full address, such as sales@symantec.com. To match email addresses from a specific domain, enter the domain name only, such as symantec.com.
	IP Address Enter one or more IP address patterns that resolve to the domain that you want to match. You can use the asterisk (*) wildcard character for one or more fields.
	URL Domain Enter one or more URL Domains to match Web-based traffic, including Web-based email and postings to a Web site. For example, if you want to prohibit the receipt of certain types of data using Hotmail, enter hotmail.com.

Table 29-4 Recipient Matches Pattern condition parameters (continued)

Action	Description
Configure match counting.	<p>Select one of the following options to specify the number of email recipients that must match:</p> <ul style="list-style-type: none">■ All recipients must match (Email Only) does not count a match unless ALL email message recipients match the specified pattern.■ At least _ recipients must match (Email Only) lets you specify the minimum number of email message recipients that must match to be counted. <p>Select one of the following options to specify how you want to count the matches:</p> <ul style="list-style-type: none">■ Check for existence Reports a match count of 1 if there are one or more matches.■ Count all matches Reports the sum of all matches. <p>See “Configuring match counting” on page 378.</p>
Match on the entire message.	<p>This condition matches on the entire message. The Envelope option is selected by default. You cannot select any other message component.</p> <p>See “Detection messages and message components” on page 349.</p>
Also match additional conditions.	<p>Select this option to create a compound condition. All conditions in a rule or exception must match to trigger an incident.</p> <p>You can Add any available condition from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Described identity matching policy considerations

This section provides considerations for implementing the Sender/User or Recipient Matches Pattern conditions in policy detection rules or exceptions. Keep in mind these considerations when you implement these conditions.

Define precise identity patterns to match users

Both the Sender/User and Recipient conditions match on the entire message, not individual message components. If either condition is used as an exception, a match excludes the entire message, not only the header.

See [“Policy detection execution”](#) on page 352.

For both described identity matching rules, the system implies an OR between all comma-separated list items and between all fields. For example, if any single email address among a list of email addresses matches, the condition reports (or

excepts) an incident. Or, if either an email address, a domain name, or an IP address matches, the condition reports (or excepts) an incident.

See “[Detection messages and message components](#)” on page 349.

[Table 29-5](#) describes the types of patterns you can use for described identity matching.

Table 29-5 Patterns for identity matching

Pattern	Sender/User Matches Pattern	Recipient Matches Pattern
Email address: full and partial	matches	matches
Domain address: top-level and subdomains	matches	matches
IP address	matches	matches
Windows user name	matches	does not match
IM screen name / handle	matches	does not match
Newsgroup patterns	does not match	matches

Specify email addresses exactly to improve accuracy

An email address must match exactly. For example, `bob@company.com` does not match `bob@something.company.com`. But, a domain name pattern such as `company.com` or `something.company.com` matches `bob@something.company.com`.

The email address field does not match the sender or recipient of a Web post. For example, the email address `bob@yahoo.com` does not match if Bob uses a Web browser to send or receive email. In this case, you must use the domain pattern `mail.yahoo.com` to match `bob@yahoo.com`.

Match domains instead of IP addresses to improve accuracy

The URL Domain pattern matches HTTP traffic to particular URL domains. You do not enter the entire URL. For example, you enter `mail.yahoo.com` not `http://www.mail.yahoo.com`.

The system does not resolve URL domains to IP addresses. For example, you specify an IP address of `192.168.1.1` for a specific domain. If users access the domain URL using a Web browser, the system does not match emails that are transmitted by the IP address. In this case, use a domain pattern instead of an IP address, such as `internalmemos.com`.

You can detect senders/users and recipients based one or more IP addresses . However, to do so you must carefully consider the placement of the detection server on your network. If the detection server is installed between the Web proxy and the Internet, the IP address of all Web traffic from individuals in your organization appears to come from the Web proxy. If the detection server is installed between the Web proxy and the internal corporate network, the IP address of all Web traffic from outside your organization appears to go to the Web proxy. The best practice is to match on domain names instead of IP addresses.

Detecting synchronized identities

This chapter includes the following topics:

- [About synchronized Directory Group Matching \(DGM\)](#)
- [Implementing synchronized DGM](#)
- [Synchronized DGM policy considerations](#)

About synchronized Directory Group Matching (DGM)

Symantec Data Loss Prevention provides synchronized Directory Group Matching (DGM) to detect data based on the exact identities of users, senders, and recipients of that data. Using synchronized DGM, you can connect the Enforce Server to a group directory server such as Microsoft Active Directory and detect users based on their directory group affiliation. For example, you may want to apply policies to staff only in the engineering department of your company, but not to staff in the human resources department. Synchronized DGM enables you to do this.

Synchronized DGM is based on a **User Group** configuration that you populate with users synchronized from your directory server. When you create a synchronized DGM policy, you reference the **User Group** in the policy. At runtime the synchronized DGM policy only applies to identities in the **User Group** reference by the policy. Or, consider an example where you want to create a policy that applies to your everyone in your organization except the CEO. In this case you can create a **User Group** that contains the CEO's identity as a sole group member. You then define a policy exception that references the CEO **User Group**. At runtime the policy will ignore messages sent or received by the CEO.

See [“User Groups”](#) on page 336.

About two-tier detection for synchronized DGM

On the endpoint, the **Recipient based on a Directory Server Group** condition requires two-tier detection for DLP Agents. The corresponding **Sender/User based on a Directory Server Group** condition does not require two-tier detection.

Be sure understand the implications of two-tier detection before you deploy the synchronized DGM Recipient rule to one or more endpoints.

See [“Two-tier detection for DLP Agents”](#) on page 353.

To check if two-tier detection is being used, check the `\SymantecDLP\Protect\logs\debug\FileReader.log` on the Endpoint Server.

See [“Troubleshooting policies”](#) on page 396.

Implementing synchronized DGM

To implement synchronized DGM policies, you define a **Directory Connection** using the Enforce Server administration console. The **Directory Connection** specifies the directory server you want to use as source information for defining exact identity **User Groups**. You then define one or more **User Groups** in the Enforce Server administration console and populate the group by synchronizing the **User Group** with the directory server. You then associate the **User Groups** with the **Sender/User based on a Directory Server Group** group rule or the **Recipient matches User Group based on a Directory Server** group rule.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

[Table 30-1](#) describes the process for implementing synchronized DGM.

Table 30-1 Workflow for implementing synchronized DGM

Step	Action	Description
1	Create the connection to the directory server.	Establish the connection from the Enforce Server to a directory server such as Microsoft Active Directory. See “Configuring directory server connections” on page 132.
2	Create the User Group .	Create one or more User Groups on the Enforce Server and populate the User Groups with the exact identities from the users, groups, and business units that are defined in the directory server See “Creating or modifying a User Group” on page 601.
3	Configure a new policy or edit an existing one.	See “Configuring policies” on page 370.

Table 30-1 Workflow for implementing synchronized DGM *(continued)*

Step	Action	Description
4	Configure one or more group rules or exceptions.	<p>Choose the type of synchronized DGM rule you want to implement and reference the User Group. After the policy and the group are linked, the policy applies only to those identifies in the referenced User Group.</p> <p>See “Configuring the Sender/User based on a Directory Server Group condition” on page 603.</p> <p>See “Configuring the Recipient based on a Directory Server Group condition” on page 604.</p>

Creating or modifying a User Group

The **Manage > Policies > User Groups** screen displays configured User Groups and is the starting point for creating a new User Group. User Groups are used for implementing synchronized DGM.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

Note: User Groups can also be used with Microsoft Exchange Server Discover targets. See [“Setting up scanning of Microsoft Exchange Servers ”](#) on page 1245.

To create or modify a User Group

- 1 Establish a connection to the Active Directory server you want to synchronize with.
See [“Configuring directory server connections”](#) on page 132.
- 2 At the **Manage > Policies > User Groups** screen, click **Create New Group**.
Or, to edit an existing user group, select the group in the **User Groups** screen.
- 3 Configure the User Group parameters as required.
See [Table 30-2](#) on page 602.

Note: If this is the first time you are configuring the User Group, you must select the option **Refresh the group directory index on Save** to populate the User Group.

- 4 After you locate the users you want, use the **Add** and **Remove** options to include or exclude them in the User Group.
- 5 Click **Save**.

Table 30-2 Configure a User Group

Action	Description
Enter the group name.	The Group Name is the name that you want to use to identify this group. Use a descriptive name so that you can easily identify it later on.
Enter the group description	Enter a short Description of the group.
View which policies use the group.	Initially, when you create a new User Group, the Used in Policy field displays None . If the User Group already exists and you modify it, the system displays a list of the policies that implement the User Group, assuming one or more group-based policies is created for this User Group.
Refresh the group directory index on Save.	Select (check) the Refresh the group directory index on Save option to synchronize the user group profile with the most recent directory server index immediately on Save of the profile. If you leave this box unselected (unchecked), the profile is synchronized with the directory server index based on the Directory Connection setting. See “Scheduling directory server indexing” on page 134. If this is the first time you are configuring the User Group profile, you must select the Refresh the group directory index on Save option to populate the profile with the latest directory server index replication.
Select the directory server.	Select the directory server you want to use from the Directory Server list. You must establish a connection to the directory server before you create the User Group profile. See “Configuring directory server connections” on page 132.

Table 30-2 Configure a User Group (*continued*)

Action	Description
Search the directory for specific users.	<p>Enter the search string in the search field and click Search to search the directory for specific users. You can search using literal text or wildcard characters (*).</p> <p>The search results display the Common Name (CN) and the Distinguished Name (DN) of the directory server that contains the user. These names give you the specific user identity. Results are limited to 1000 entries.</p> <p>Click Clear to clear the results and begin a new search of the directory.</p> <p>Literal text search criteria options:</p> <ul style="list-style-type: none"> ■ Name of individual node, such as "engineering" or "accounting" ■ Email address, such as "goakham@symantec-dlp.com" <p>Wildcard character search criteria options:</p> <ul style="list-style-type: none"> ■ The supported wildcard character is an asterisk (*) ■ Proper wildcard search examples: <ul style="list-style-type: none"> ■ Gabriel *akha* returns "Gabriel Oakham" ■ j* jop* returns "Janice Joplin" ■ Improper wildcard search: <ul style="list-style-type: none"> ■ Do not begin the search string with a wildcard; this will hinder directory server search performance. ■ For example, the following search is not recommended: *Gabriel Oakham.
Browse the directory for user groups.	<p>You can browse the directory tree for groups and users by clicking on the individual nodes and expanding them until you see the group or node that you want.</p> <p>The browse results display the name of each node. These names give you the specific user identity.</p> <p>The results are limited to 20 entries by default. Click See More to view up to 1000 results.</p>
Add a user group to the profile.	<p>To add a group or user to the User Group profile, select it from the tree and click Add.</p> <p>After you select and add the node to the Added Groups column, the system displays the Common Name (CN) and the Distinguished Name (DN).</p>
Save the user group.	Click Save to save the User Group profile you have configured.

Configuring the Sender/User based on a Directory Server Group condition

The condition **Sender/User based on a Directory Server Group** matches policy violations based on message senders and endpoint computer users synchronized from a directory group server. You can implement this condition in a policy group (identity) rule or exception.

See [“Configuring policies”](#) on page 370.

Note: If the identity being detected is a user, the user must be actively logged on to a DLP Agent-enabled system for the policy to match.

Table 30-3 Sender/User matches User Group condition parameters

Parameter	Description
Select User Groups to include in this policy	Select one or more User Groups that you want this policy to detect. If you have not created a User Group, click Create a new User Group . See “Creating or modifying a User Group” on page 601.
Match On	This condition matches on the entire message. The Envelope option is selected by default. You cannot select any other message component. See “Detection messages and message components” on page 349.
Also Match	Select this option to create a compound condition. All conditions in a rule or exception must match to trigger an incident. You can Add any available condition from the list. See “Configuring compound match conditions” on page 386.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

Configuring the Recipient based on a Directory Server Group condition

The **Recipient based on a Directory Server Group** condition matches policy violations based on specific message recipients synchronized from a directory server. You can implement this condition in a policy group rule or exception.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

Note: The **Recipient based on a Directory Server Group** condition requires two-tier detection. See [“About two-tier detection for synchronized DGM”](#) on page 600.

Table 30-4 Configuring the Recipient based on a Directory Server Group condition

Step	Action	Description
1	Select User Groups to include in this policy	<p>Select the User Group(s) that you want this policy to match on.</p> <p>If you have not created a User Group, click Create a new Endpoint User Group option.</p> <p>See “Creating or modifying a User Group” on page 601.</p>
2	Match On	<p>This rule detects the entire message, not individual components. The Envelope option is selected by default. You cannot select any other message component.</p> <p>See “Detection messages and message components” on page 349.</p>
3	Also Match	<p>Select this option to create a compound condition. All conditions in a rule or exception must match to trigger an incident.</p> <p>You can Add any available condition from the list.</p> <p>See “Configuring compound match conditions” on page 386.</p>

Synchronized DGM policy considerations

This section contains a few considerations to keep in mind when implementing synchronized DGM conditions in your policies.

Refresh the directory on initial save of the User Group

To execute a policy rule based on an Active Directory group, the index that you define on the Enforce Server must first be populated. When you first define the User Group, the recommendation is to select the option "Refresh the group directory index on Save." This ensures proper synchronization of Active Directory with the Enforce Server. Once the User Group is populated, you can then set up scheduling to keep the user group on Enforce in sync with the Active Directory server.

One use case for not indexing immediately is where you are creating multiple User Groups and you want to index after you have defined all the groups. In this case you can use scheduling, but keep in mind that any policies based on these indices will not execute until they are populated.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

See [“Creating or modifying a User Group”](#) on page 601.

Distinguish synchronized DGM from other types endpoint detection

When synchronized DGM policies are deployed to endpoint servers, identity-based detection applies to the users in a configured group of DLP Agent-based endpoint computers. With endpoint-based user groups, many different users can log on to the same computer depending on business practices. The response that each user sees on that endpoint computer varies depending on how the users are grouped. Contrast this style of endpoint detection with the **Endpoint Protocol Destination** or **Endpoint Location** methods, which are specific to the endpoint computer and are not user-based.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

Detecting profiled identities

This chapter includes the following topics:

- [About profiled Directory Group Matching \(DGM\)](#)
- [Implementing profiled DGM](#)
- [Profiled DGM policy considerations](#)

About profiled Directory Group Matching (DGM)

Profiled Directory Group Matching (DGM) leverages Exact Data Matching (EDM) technology to detect identities that you have indexed from your database or directory server using an Exact Data Profile. For example, you can use profiled DGM to identify network user activity or to analyze content associated with particular users, senders, or recipients. Or, you can exclude certain email addresses from analysis. Or, you might want to prevent certain people from sending confidential information by email.

See [“Implementing profiled DGM”](#) on page 608.

Profiled DGM is distinguished from synchronized DGM, which uses a connection to a directory server (such as Microsoft Active Directory) to match identities.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

About profiled DGM conditions

Symantec Data Loss Prevention provides two match conditions for profiled DGM: sender/user and recipient. Both conditions can be used as policy rules or exceptions. For example, consider a scenario where you index a list of email addresses and author profiled DGM policies based on this indexed data. You could write a rule that requires the message sender to be from the indexed list to violate

the policy. Or, you could write an exception that is not violated if the recipient of an email is from the indexed list.

See [“Creating the exact data source file for profiled DGM”](#) on page 609.

Table 31-1 Profiled DGM conditions

Group rule	Description
Sender/User based on a Directory from <EDM Profile>	If this condition is implemented as a policy rule, a match occurs only if the sender or user of the data is contained in the index profile. If this condition is implemented as a policy exception, the data will be excepted from matching if it is sent by a sender/user listed in the index profile
Recipient based on a Directory from <EDM Profile>	If this condition is implemented as a policy rule, a match occurs only if the recipient of the data is contained in the index profile. If this condition is implemented as a policy exception, the data will be excepted from matching if it is received by a recipient listed in the index profile.

About two-tier detection for profiled DGM

Profiled DGM relies on an EDM index, which is server-based. Profiled DMG requires two-tier detection for DLP Agents on the endpoint.

See [“About two-tier detection for EDM on the endpoint”](#) on page 415.

You cannot combine either type of profiled DGM condition with an **Endpoint: Block** or **Endpoint: Notify** response rule in a policy. If you do, the system reports that the policy is misconfigured.

See [“Troubleshooting policies”](#) on page 396.

Implementing profiled DGM

To implement profiled DGM, you export identity records from a directory server or database, index the data, and create an Exact Data Profile. You then reference this profile in the corresponding Sender/User or Recipient condition.

See [“About profiled Directory Group Matching \(DGM\)”](#) on page 607.

[Table 31-2](#) describes the procedure for implementing profiled DGM policies.

Table 31-2 Workflow for implementing profiled DGM

Step	Action	Description
1	Create the data source file.	Create a data source file for the directory server or database you want to profile. Make sure the data source file contains the appropriate fields. See “Creating the exact data source file for profiled DGM” on page 609.
2	Prepare the data source file for indexing.	See “Implementing Exact Data Matching (EDM)” on page 415. See “Preparing the exact data source file for indexing” on page 419.
3	Create the Exact Data Profile.	This includes uploading the data source file to the Enforce Server, mapping the data fields, and indexing the data source. See “Uploading exact data source files to the Enforce Server” on page 420. See “Creating and modifying Exact Data Profiles” on page 422. See “Mapping Exact Data Profile fields” on page 426. See “Scheduling Exact Data Profile indexing” on page 428.
4	Define the profiled DGM condition.	See “Configuring the Sender/User based on a Profiled Directory condition” on page 610. See “Configuring the Recipient based on a Profiled Directory condition” on page 611.
5	Test the profiled DGM policy.	Use a test policy group and verify that the matches the policy generates are accurate. See “Test and tune policies to improve match accuracy” on page 402.

Creating the exact data source file for profiled DGM

Profiled DGM leverages Exact Data Matching (EDM) technology to precisely detect identities. Identity-related attributes may include an IP address, email address, Windows user name, business unit, department, manager, title, employment status. Other attributes may be whether that employee has provided consent to be monitored, or whether the employee has access to sensitive information. To implement profiled DGM, you must include at least one required data field in your data source. Both conditions require an associated Exact Data Profile containing one or more specific data fields.

See [“About the Exact Data Profile”](#) on page 411.

[Table 31-3](#) lists the required fields for profiled DGM. The data source file must contain at least one of these fields.

Table 31-3 Profiled DGM data source fields

Field	Description
Email address	If you use an email address column filed in the data source file, the email address appears in the Directory EDM drop-down list at the incident snapshot screen.
IP address	For example: 172.24.56.33
Windows user name	If you use a Windows user name field in your data source, the data must be in the following format: domain\user; for example: ACME\john_smith.
AOL IM name	IM screen name / handle
Yahoo! IM name	For example: myhandle123
MSN IM name	

Configuring the Sender/User based on a Profiled Directory condition

The **Sender/User based on a Directory from** detection rule lets you create detection rules based on sender identity or (for endpoint incidents) user identity. This condition requires an Exact Data Profile.

See “[Creating the exact data source file for profiled DGM](#)” on page 609.

After you select the Exact Data Profile, when you configure the rule, the directory you selected and the sender identifier(s) appear at the top of the page.

[Table 31-4](#) describes the parameters for configuring the **Sender/User based on a Directory an EDM Profile** condition.

Table 31-4 Configuring the Sender/User based on a Directory from an EDM Profile condition

Parameter	Description
Where	<p>Select this option to have the system match on the specified field values. Specify the values by selecting a field from the drop-down list and typing the values for that field in the adjacent text box. If you enter more than one value, separate the values with commas.</p> <p>For example, for an Employees directory group profile that includes a Department field, you would select Where, select Department from the drop-down list, and enter Marketing,Sales in the text box. If the condition is implemented as a rule, in this example a match occurs only if the sender or user works in Marketing or Sales (as long as the other input content meets all other detection criteria). If the condition is implemented as an exception, in this example the system ignores from matching messages from a sender or user who works in Marketing or Sales.</p>

Table 31-4 Configuring the Sender/User based on a Directory from an EDM Profile condition (*continued*)

Parameter	Description
Is Any Of	Enter or modify the information you want to match. For example, if you want to match any sender in the Sales department, select Department from the drop-down list, and then enter Sales in this field (assuming that your data includes a Department column). Use a comma-separated list if you want to specify more than one value.

Configuring the Recipient based on a Profiled Directory condition

The **Recipient based on a Directory from** condition lets you create detection methods based on the identity of the recipient. This method requires an Exact Data Profile.

See [“Creating the exact data source file for profiled DGM”](#) on page 609.

After you select the Exact Data Profile, when you configure the rule, the directory you selected and the recipient identifier(s) appear at the top of the page.

[Table 31-4](#) describes the parameters for configuring **Recipient based on a Directory from an EDM profile** condition.

Table 31-5 Configuring the Recipient based on a Directory from an EDM profile condition

Parameter	Description
Where	<p>Select this option to have the system match on the specified field values. Specify the values by selecting a field from the drop-down list and typing the values for that field in the adjacent text box. If you enter more than one value, separate the values with commas.</p> <p>For example, for an Employees directory group profile that includes a Department field, you would select Where, select Department from the drop-down list, and enter Marketing, Sales in the text box. For a detection rule, this example causes the system to capture an incident only if at least one recipient works in Marketing or Sales (as long as the input content meets all other detection criteria). For an exception, this example prevents the system from capturing an incident if at least one recipient works in Marketing or Sales.</p>
Is Any Of	Enter or modify the information you want to match. For example, if you want to match any recipient in the Sales department, select Department from the drop-down list, and then enter Sales in this field (assuming that your data includes a Department column). Use a comma-separated list if you want to specify more than one value.

Profiled DGM policy considerations

Keep in mind the considerations in this section when implementing profiled Directory Group Matching (DGM)

Follow EDM best practices when implementing profiled DGM

Profiled DGM leverages EDM technology. Follow the EDM procedures and best practices when implementing profiled DGM.

See [“About two-tier detection for profiled DGM”](#) on page 608.

Include an email address field in the Exact Data Profile

You must include the appropriate fields in the Exact Data Profile to implement profiled DGM.

See [“Creating the exact data source file for profiled DGM”](#) on page 609.

If you include the email address field in the Exact Data Profile for profiled DGM and map it to the email data validator, email address will appear in the **Directory EDM** drop-down list (at the remediation page).

Use profiled DGM for Network Prevent for Web identity detection

If you want to implement DGM for Network Prevent for Web, use one of the profiled DGM conditions to implement identity matching. For example, you may want to use identity matching to block all web traffic for a specific users. For Network Prevent for Web, you cannot use synchronized DGM conditions for this use case.

See [“Creating the exact data source file for profiled DGM”](#) on page 609.

See [“Configuring the Sender/User based on a Profiled Directory condition”](#) on page 610.

Detecting international content

This chapter includes the following topics:

- [About implementing non-English language detection](#)
- [International policy templates](#)
- [Using find keywords for international system data identifiers](#)
- [Use partial keyword matching for Chinese, Japanese, and Korean](#)

About implementing non-English language detection

Symantec Data Loss Prevention detection features support many localized versions of Microsoft Windows operating systems. To use international character sets, the Windows system on which you view the Enforce Server administration console must have the appropriate capabilities.

See [“About support for character sets, languages, and locales”](#) on page 65.

See [“Working with international characters”](#) on page 68.

You can create policies and detect violations using any supported language. You can use localized keywords, regular expressions, and Data Profiles to detect data loss. In addition, Symantec Data Loss Prevention offers several international data identifiers and policy templates for protecting confidential data.

See [“Supported languages for detection”](#) on page 66.

See [“International policy templates”](#) on page 614.

See [“Using find keywords for international system data identifiers”](#) on page 615.

International policy templates

Symantec Data Loss Prevention provides several international policy templates that you can quickly deploy in your enterprise.

See [“Creating a policy from a template”](#) on page 355.

Table 32-1 International policy templates

Policy template	Description
Canadian Social Insurance Numbers	This policy detects patterns indicating Canadian social insurance numbers. See “Canadian Social Insurance Numbers policy template” on page 727.
Caldicott Report	This policy protects UK patient information. See “Caldicott Report policy template” on page 725.
UK Data Protection Act 1998	This policy protects personal identifiable information. See “Data Protection Act 1998 (UK) policy template” on page 733.
EU Data Protection Directives	This policy detects personal data specific to the EU directives. See “Data Protection Directives (EU) policy template” on page 734.
UK Human Rights Act 1998	This policy enforces Article 8 of the act for UK citizens. See “Human Rights Act 1998 policy template” on page 753.
PIPEDA (Canada)	This policy detects Canadian citizen customer data. See “PIPEDA policy template” on page 771.
SWIFT Codes (International banking)	This policy detects codes that banks use to transfer money across international borders. See “SWIFT Codes policy template” on page 788.
UK Drivers License Numbers	This policy detects UK Drivers License Numbers. See “UK Drivers License Numbers policy template” on page 789.
UK Electoral Roll Numbers	This policy detects UK Electoral Roll Numbers. See “UK Electoral Roll Numbers policy template” on page 789.
UK National Insurance Numbers	This policy detects UK National Insurance Numbers. See “UK National Insurance Numbers policy template” on page 790.
UK National Health Service Number	This policy detects personal identification numbers issued by the NHS. See “UK National Health Service (NHS) Number policy template” on page 790.

Table 32-1 International policy templates (continued)

Policy template	Description
UK Passport Numbers	This policy detects valid UK passports. See “UK Passport Numbers policy template” on page 791.
UK Tax ID Numbers	This policy detects UK Tax ID Numbers. See “UK Tax ID Numbers policy template” on page 791.

Using find keywords for international system data identifiers

Data identifiers offer broad support for detecting international content.

See [“About Data Identifiers”](#) on page 509.

Some international data identifiers offer a wide breadth of detection only. In this case you can implement the Find Keywords optional validator to narrow the scope of detection. Implementing this optional validator may help you eliminate any false positives that your policy matches.

See [“Selecting system Data Identifier breadth”](#) on page 530.

The following table provides keywords for several international data identifiers.

To use keywords for international data identifiers

- 1 Create a policy using one of the system-provided international data identifiers that is listed in the table.
See [Table 32-2](#) on page 616.
- 2 Select the **Find Keywords** optional validator.
See [“Configuring the Content Matches Data Identifier condition”](#) on page 528.
- 3 Copy and past the appropriate comma-separated keywords from the list to the **Find Keywords** optional validator field.
See [“Configuring optional validators”](#) on page 533.

Table 32-2 International Data Identifiers and Keyword Lists

Data Identifier	Language	Keywords	English Translation
Burgerservicenummer (BSN)	Dutch	Persoonsnummer, sofinummer, sociaal-fiscaal nummer, persoonsgebonden	person number, social-fiscal number (abbreviation), social-fiscal number, person-related number
Codice Fiscale	Italian	codice fiscale, dati anagrafici, partita I.V.A., p. iva	tax code, personal data, VAT number, VAT number
French INSEE Code	French	INSEE, numéro de sécu, code sécu	INSEE, social security number, social security code
Hong Kong ID	Chinese (Traditional)	身份證, 三顆星	Identity card, Hong Kong permanent resident ID Card
International Bank Account Number (IBAN) Central	French	Code IBAN, numéro IBAN	IBAN Code, IBAN number
International Bank Account Number (IBAN) East	French	Code IBAN, numéro IBAN	IBAN Code, IBAN number
International Bank Account Number (IBAN) West	French	Code IBAN, numéro IBAN	IBAN Code, IBAN number
People's Republic of China ID	Chinese (Simplified)	身份证, 居民信息, 居民身份信息	Identity Card, Information of resident, Information of resident identification
South Korea Resident Registration Number	Korean	주민등록번호, 주민번호	Resident Registration Number, Resident Number
Spanish DNI ID	Spanish	DNI	DNI
Swiss AHV Number	French	Numéro AVS, numéro d'assuré, identifiant national, numéro d'assurance vieillesse, numéro de sécurité sociale, Numéro AVH	AVS number, insurance number, national identifier, national insurance number, social security number, AVH number
	German	AHV-Nummer, Matrikelnumme, Personenidentifikationsnummer	AHV number, Swiss Registration number, PIN
	Italian	AVS, AVH	AVS, AVH

Table 32-2 International Data Identifiers and Keyword Lists (continued)

Data Identifier	Language	Keywords	English Translation
Taiwan ID	Chinese (Traditional)	中華民國國民身分證	Taiwan ID

Use partial keyword matching for Chinese, Japanese, and Korean

With keyword matching you can match on whole or partial words. For keyword matching on Chinese, Japanese, Korean, and mixed-language matching, the recommendation is to use partial word matching.

With whole word matching, keywords match at word boundaries only (\W in the regular expression lexicon). Any characters other than A-Z, a-z, and 0-9 are interpreted as word boundaries. With whole word matching, keywords must have at least one alphanumeric character (a letter or a number). A keyword consisting of only white-space characters, such as "..", is ignored.

Table 32-3 Recommendations use cases partial and whole word matching

Configuration	Recommended use
Partial word matching	Use partial for Chinese, Japanese and Korean languages. Use for mixed languages.
Whole word matching	Use for Western languages. Use for UTF-8 characters.

Detecting document metadata

This chapter includes the following topics:

- [About file format metadata detection](#)
- [Supported file formats for metadata detection](#)
- [Enabling server metadata detection](#)
- [Enabling endpoint metadata detection](#)
- [Considerations for implementing metadata detection](#)

About file format metadata detection

In addition to file content and subfile extraction, Symantec Data Loss Prevention supports metadata extraction for many file formats. File format metadata is data about a file that is stored as file properties. By default metadata extraction is disabled because it can lead to false positives. Used properly, metadata detection can enhance the accuracy of your content-based policy rules.

For example, consider a business that uses Microsoft Office templates for their Word, Excel, and PowerPoint documents. The business applies Microsoft OLE metadata properties in the form of keywords to each template. The business has enabled metadata extraction and deployed keyword policies to match on metadata keywords. These policies can detect keywords in documents that are derived from the templates. The business also has the flexibility to use policy exceptions to avoid generating incidents if certain metadata keywords are present.

Supported file formats for metadata detection

Table 33-1 lists some of the file formats that Symantec Data Loss Prevention supports for metadata detection, and provides some example metadata fields returned for those formats.

Note: This list is not exhaustive and is provided for quick reference only. Other file formats may be supported, and other custom fields may be returned. The best practice is to always use the *filter* utility to verify metadata support for each file format you want to detect. See [“Use filter to verify file format metadata support”](#) on page 622.

Table 33-1 Supported file formats for metadata detection

File formats	Metadata	Description
Microsoft Office documents, for example: <ul style="list-style-type: none">■ Word (DOC, DOCX)■ Excel (XLS, XLSX)■ PowerPoint (PPT, PPTX)	For Microsoft Office documents, the system extracts Object Linking and Embedding (OLE) metadata.	Example fields: <ul style="list-style-type: none">■ Title■ Subject■ Author■ Keywords■ Other custom fields
Adobe PDF files	For Adobe PDF files, the system extracts Document Information Dictionary (DID) metadata. The system does not support Adobe Extensible Metadata Platform (XMP) metadata extraction.	Example fields: <ul style="list-style-type: none">■ Author■ Title■ Subject■ Creation■ Update dates
Other file formats (including binary and text)	Use the <i>filter</i> utility to verify metadata extraction for other file formats.	See “Use filter to verify file format metadata support” on page 622.
Custom file formats	Custom file type metadata	Content extraction plug-in that supports the metadata extraction operation.

Enabling server metadata detection

By default metadata extraction is disabled for detection servers.

To enable server metadata extraction

- 1 Log on to the Enforce Server administration console as a system administrator.
- 2 Navigate to the **System > Servers > Overview > Server Detail** screen for the detection server you want to enable metadata extraction.
- 3 Click the **Server Settings** button.
- 4 Locate property `ContentExtraction.EnableMetaData` in the list.
- 5 Enter the value **on** for this property to enable metadata extraction.
- 6 Click **Save** to save the configuration.
- 7 Click **Recycle the server** at the **Server Detail** screen to restart the server.
- 8 Click **Done** at the **Server Detail** screen to complete the process.

Enabling endpoint metadata detection

By default metadata extraction is disabled for endpoints.

To enable endpoint metadata extraction

- 1 Log on to the Enforce Server administration console as a system administrator.
- 2 Navigate to the **System > Agents > Agent Configuration** screen for the endpoint server you want to enable metadata extraction.
- 3 Create a new endpoint configuration for metadata detection, or select the default configuration.
 See [“Create a separate endpoint configuration for metadata detection”](#) on page 626.
- 4 Select the **Advanced Agent Settings** tab.
- 5 Locate property `Detection.ENABLE_METADATA.str` in the list.
- 6 Enter the value **on** for this property to enable metadata extraction.
- 7 Click **Save and Apply** to save the configuration change.

Considerations for implementing metadata detection

[Considerations for implementing metadata detection](#) lists best practices for implementing metadata detection with links to corresponding topics for detailed considerations.

Table 33-2 Considerations for implementing metadata detection

Consideration	Topic
Always use <i>filter</i> to verify file format metadata support.	See “Use filter to verify file format metadata support” on page 622.
Enable metadata detection only if it is necessary.	See “Distinguish metadata from file content and application data” on page 625.
Avoid generating false positives by selecting keywords carefully.	See “Use and tune keyword lists to avoid false positives on metadata” on page 626.
Understand resource implications of endpoint metadata extraction.	See “Understand performance implications of enabling endpoint metadata detection” on page 626.
Create a separate endpoint configuration for metadata detection.	See “Create a separate endpoint configuration for metadata detection” on page 626.
Use response rules to add metadata tags to incidents.	See “Use response rules to tag incidents with metadata” on page 626.

Use filter to verify file format metadata support

To help you create policies that detect file format metadata, use the *filter* utility that is available with any Symantec Data Loss Prevention detection or endpoint server installation. This utility provides an easy way to determine which metadata fields the system returns for a given file format. The utility generates output that contains the metadata the system will extract at runtime for each file format you test using *filter*.

[To verify file format metadata extraction support using filter](#) describes how to use the *filter* utility. It is recommended that you always follow this process so that you can create and tune policies that accurately detect file format metadata.

Note: The data output by the *filter* utility is in ASCII format. Symantec Data Loss Prevention processes data in Unicode format. Therefore, you may rely on the existence of the fields returned by the *filter* utility, but the metadata detected by Symantec Data Loss Prevention may not look identical to the *filter* output.

To verify file format metadata extraction support using *filter*

- 1 On the file system where a detection server is installed, start a command prompt session.

- 2 Change directory to where the *filter* utility is located.

For example, on a default 64-bit Windows installation you would issue the following command:

```
cd \SymantecDLP\Protect\plugins\contentextraction\Verity\x64
```

On a default 32-bit Windows installation you would issue the following command:

```
cd \SymantecDLP\Protect\plugins\contentextraction\verity\Win32
```

- 3 Issue the following command to run the *filter* program and display its syntax and optional parameters.

```
filter -help
```

As indicated by the help, you use the following syntax to execute the *filter* utility:

```
filter [options] inputfile outputfile
```

The *inputfile* is an instance of the file format you want to verify. The *outputfile* is a file the *filter* utility writes the extracted data to.

Note the following extraction options:

- To verify metadata extraction, use the "get doc summary info" option: `-i`
- To verify content extraction, use no options: `filter inputfile outputfile`

- 4 Execute *filter* against an instance of the file format to verify metadata extraction.

For example, on Windows you would issue the following command:

```
filter -i \temp\myfile.doc \temp\metadata_output.txt
```

Where *myfile.doc* is a file containing metadata you want to verify and have copied to the `\temp` directory, and *metadata_output.txt* is the name of the file you want the system to generate and write the extracted data to.

- 5
- Review the *filter* output. The output data should be similar to the following:
- ```
1 2 1252 CodePage 1 1 "S" Title 0 0 (null) 1 1 "P" Author 0 0 (null)
0 0 (null) 0 1 "" (null) 1 1 "m" LastAuthor 1 1 "1" RevNumber
1 3 6300 Minutes EditTime 1 3 Mon Aug 27 11:53:07 2007 LastPrinted
```
- 6
- Refer to the following tables for an explanation of each metadata extraction field output by the *filter* utility.
- Table 33-3 repeats the output from Step 5, formatted for readability.
- Table 33-4 explains each column field.

Table 33-3      Example filter metadata output

| Column 1 | Column 2 | Column 3                 | Column 4    |
|----------|----------|--------------------------|-------------|
| 1        | 2        | 1252                     | CodePage    |
| 1        | 1        | "S"                      | Title       |
| 0        | 0        | (null)                   |             |
| 1        | 1        | "P"                      | Author      |
| 0        | 0        | (null)                   |             |
| 0        | 0        | (null)                   |             |
| 0        | 1        | ""                       | (null)      |
| 1        | 1        | "m"                      | LastAuthor  |
| 1        | 1        | "1"                      | RevNumber   |
| 1        | 3        | 6300 Minutes             | EditTime    |
| 1        | 3        | Mon Aug 27 11:53:07 2007 | LastPrinted |

Table 33-4      Metadata fields generated by the filter utility

| Column 1                                                                                                  | Column 2                                                                       | Column 3                        | Column 4                                                       |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------|----------------------------------------------------------------|
| 1 = valid field<br>0 = invalid field<br><br><b>Note:</b> You may ignore rows where the first column is 0. | The type of data:<br>1 = String<br>2 = Integer<br>3 = Date/Time<br>5 = Boolean | The data payload for the field. | The name of the field (empty or null if the field is invalid). |



## Distinguish metadata from file content and application data

Do not confuse metadata extraction with content extraction or application data. Some text that may appear to be metadata is extracted as content or application data. [Table 33-5](#) describes some types of data that is not extracted as file format metadata to help you determine if and when you need to enable metadata detection.

**Note:** This list is not exhaustive and is provided for quick reference only. There may be other types of data that is not extracted as metadata. The best practice is to always use the *filter* utility to verify file format metadata support. See [“Use filter to verify file format metadata support”](#) on page 622.

**Table 33-5** Data not extracted as metadata

| Content type        | Extraction method                                                                                                                                                                                                                                                                                                                                                     |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application data    | Application data including message transport information is extracted separately from file format extraction. For all inbound messages, the system extracts message envelope (header) and subject information as text at the application layer. The type of application data that is extracted depends on the channels supported by the detection server or endpoint. |
| Headers and footers | Document header and footer text is extracted as content, not metadata. To avoid false positives, it is recommended that you remove or whitelist headers and footers from documents.<br><br>See <a href="#">“Use whitelisting to exclude non-sensitive content from matching”</a> on page 472.                                                                         |
| Markup text         | Markup text is extracted as content, not metadata. Markup text extraction is supported for HTML, XML, SGML, and more. Markup text extraction is disabled by default.<br><br>See <a href="#">“Advanced server settings”</a> on page 215.<br>See <a href="#">“Advanced agent settings”</a> on page 247.                                                                 |
| Hidden text         | Hidden text is extracted as content, not metadata. Hidden text extraction in the form of tracked changes is supported for some Microsoft Office file formats. Hidden text extraction is disabled by default.<br><br>See <a href="#">“Advanced server settings”</a> on page 215.<br>See <a href="#">“Advanced agent settings”</a> on page 247.                         |
| Watermarks          | Text-based watermarks are extracted as content, not metadata. Text-based watermark detection is supported for Microsoft Word documents (versions 2003 and 2007). It is not supported for other file formats.                                                                                                                                                          |



## Use and tune keyword lists to avoid false positives on metadata

Enabling metadata extraction can cause false positives because more text is checked for a match. For example, if you have a policy that detects keywords and metadata extraction is enabled, the policy reports a match if a keyword is present in the content or in the metadata. Once the system has extracted the content and the metadata, the text is normalized and streamed to the detection component for matching. The detection component has no knowledge of the source of the text, whether it is application data, content, or metadata.

To detect file format metadata, you define keyword conditions for rules or exceptions that contain keywords that are specific to one or more file formats. To avoid generating false positives, clearly define the keyword lists in your policies. The keywords you use to detect metadata should be unique and distinct from keywords or phrases you use to detect content. Test and tune keyword lists to improve metadata detection accuracy.

## Understand performance implications of enabling endpoint metadata detection

On the endpoint, enabling metadata extraction does not add overhead if no content rules are deployed. If content rules are deployed to the endpoint, enabling metadata extraction may introduce minor overhead because there is extra data to inspect. Test and tune your endpoint policy keyword lists to ensure that metadata detection is efficient.

## Create a separate endpoint configuration for metadata detection

When you enable endpoint metadata detection, consider creating a custom endpoint configuration specifically for metadata detection. By doing so you can easily revert to the default configuration if necessary.

## Use response rules to tag incidents with metadata

You cannot use metadata detection to apply tags to inbound files or documents that generate incidents. If this is desired, consider using a Flex Response plug-in.

See [“About response rules”](#) on page 802.



# Detecting email for data classification services

This chapter includes the following topics:

- [About implementing detection for Enterprise Vault Classification](#)
- [About matching on the message Subject for Data Classification Services](#)
- [Enabling classification test mode](#)
- [Configuring the Message/Email Properties and Attributes condition](#)

## About implementing detection for Enterprise Vault Classification

You can use the full policy authoring functionality of Symantec Data Loss Prevention, along with a new **Message/Email Properties and Attributes** detection rule, to automatically classify messages with Enterprise Vault for Microsoft Exchange. A new classification response rule produces a classification result that indicates whether a message should be archived or deleted. The Classification Server returns the classification result to the Enterprise Vault filter. Enterprise Vault can then use the result to perform archiving, delete messages, and flag messages for compliance reviews or E-Discovery searches.

---

**Note:** The Classification Server is used only with the Symantec Data Classification for Enterprise Vault solution, which is licensed separately from Symantec Data Loss Prevention. You must configure the Enterprise Vault Data Classification Services filter and Classification Server to communicate with one another. See the *Symantec Enterprise Vault Data Classification Services Implementation Guide* for more information.

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The following table highlights the key policy configuration components that are associated with Data Classification for Enterprise Vault.

**Table 34-1** Policy configuration for data classification

| Configuration type                                                                           | Topic                                                                                                |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Policy actions to enable classification test mode and limit generated classification results | See <a href="#">“Enabling classification test mode”</a> on page 628.                                 |
| Message/Email Properties and Attributes detection condition                                  | See <a href="#">“Configuring the Message/Email Properties and Attributes condition”</a> on page 630. |
| Classify Enterprise Vault Content response rule action                                       |                                                                                                      |

## About matching on the message Subject for Data Classification Services

Symantec Data Loss Prevention provides the ability to detect content in the **Subject** component of a message, independent of other components in the message envelope. You can use the **Subject** component to match on Exchange messages delivered from a Classification server. The **Envelope** component is not applicable to Exchange email delivered from a Classification server. See the *Enterprise Vault Data Classification Services Implementation Guide* for more information.

See [“Detection messages and message components”](#) on page 349.

See [“Selecting components to match on”](#) on page 380.

See [“Configuring the Message/Email Properties and Attributes condition”](#) on page 630.

## Enabling classification test mode

When you create or configure any policy (**Manage > Policies > Policy List**), the **Configure Policy** screen contains options in the **Policy Actions** section that apply only to classification policies. You may choose to place Classification policies in test mode during the initial configuration of your Data Classification for Enterprise Vault deployment, or while tuning individual classification policies. When a classification policy runs in test mode, the Classification Server adds a test mode tag to any classification results that are returned to the Enterprise Vault Data Classification Filter for that policy. Enterprise Vault for Microsoft Exchange uses



the tag to ignore the outcome of the classification response for that policy, but still performs archiving as if no classification service is running.

When a classification policy runs in test mode, the Enforce Server creates a classification event each time a message matches the policy. You can view these classification events in the incident lists of the Enforce Server administration console (**Incidents > Classification**). The test mode configuration also enables you to limit the number of classification events that are recorded.

**Note:** The Enforce Server creates classification events only for those policies that run in test mode. When you disable test mode for production use, no classification incidents are recorded for that policy.

After you are confident that the classification policy works as intended, you can disable test mode so that Enterprise Vault actively classifies or deletes messages as defined in the policy.

**Note:** The parameters that are listed have no effect unless the policy uses the **Classification: Classify Enterprise Vault Content** response rule.

Table 34-2      Classifying policy detection matches

| Parameter                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Classification Test Mode             | <p>This setting is enabled by default and adds a test mode flag to the policy detection result for this policy. The flag indicates that Enterprise Vault should perform no action for the returned classification result.</p> <p>To classify Enterprise Vault content using this policy, uncheck this option.</p>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Maximum for Classification Test Mode Events | <p>This setting specifies the maximum number of classification events that Symantec Data Loss Prevention creates for this policy while in test mode. Limit the number of classification events for test mode policies, because each message that is posted to the Classification Server should generate a classification result. Specify a limit that enables you to evaluate the performance of your classification policy. You may choose to delete these classification events from the Enforce Server database after you activate the policy (disable test mode). The default setting records a maximum of 100 events.</p> <p>You can view recorded test-mode classification events by selecting <b>Incidents &gt; Classification</b>.</p> |



# Configuring the Message/Email Properties and Attributes condition

The **Message/Email Properties and Attributes** detection rule enables you to classify Microsoft Exchange email messages based on specific message attributes. This detection rule is only applied to Microsoft Exchange messages that are delivered from a Data Classification for Enterprise Vault filter to a Classification Server.

**Note:** The Classification Server is used only with the Symantec Data Classification for Enterprise Vault solution, which is licensed separately from Symantec Data Loss Prevention. You must configure the Data Classification for Enterprise Vault filter and Classification Server to communicate with one another. See the *Symantec Enterprise Vault Data Classification Services Implementation Guide* for more information. This detection rule does not examine email messages from Network Monitor, Network Prevent, Network Discover, or Endpoint detection servers.

The **Message/Email Properties and Attributes** detection rule examines the various Messaging Application Programming Interface (MAPI) properties and attributes that Exchange has assigned to the email. Use these attributes to determine whether a message should be archived or deleted, and whether to flag the message for compliance review or E-Discovery searches.

**Table 34-3** Message/Email Properties and Attributes condition parameters

| MAPI Attribute      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message Sensitivity | <p>This attribute describes the sensitivity of the message.</p> <p>Select <b>Message Sensitivity</b> and then select one or more of the following sensitivity levels:</p> <ul style="list-style-type: none"><li>■ <b>Normal</b></li><li>■ <b>Personal</b></li><li>■ <b>Private</b></li><li>■ <b>Confidential</b></li></ul> <p>The detection rule matches if the message contains any of the selected <b>Message Sensitivity</b> levels.</p> |



Table 34-3
Message/Email Properties and Attributes condition parameters  
(continued)

| MAPI Attribute | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message Class  | <p>This attribute describes the type of message, or the type of content that the message contains. Select <b>Message Class</b> and then select one or more classes from the <b>Available Message Classes</b> column. Use the arrows to move selected classes into the <b>Selected Message Classes</b> column.</p> <p>The following classes of interpersonal messages (IPM) appear in the <b>Available Message Classes</b> column:</p> <ul style="list-style-type: none"> <li>■ IPM.Activity*—Journal entries, business notes, and phone logs.</li> <li>■ IPM.Appointment*—Calendar appointments.</li> <li>■ IPM.Contact*—Accounts and business contacts.</li> <li>■ IPM.Document*—Document files.</li> <li>■ IPM.Note*—Email messages that were received from a MAPI source (Exchange email).</li> <li>■ IPM.Post*—Email messages that were received from an SMTP source, rather than a MAPI source.</li> <li>■ IPM.Stickynote*—Notes.</li> <li>■ IPM.Task*—Tasks, projects, and campaigns.</li> <li>■ REPORT.IPM.*—Message delivery and non-delivery receipts, message read receipts, and message disposition notifications.</li> </ul> <p>Certain message classes, such as IPM.Note, can be classified both when journal and mailbox archiving is enabled in Enterprise Vault for Microsoft Exchange. Other classes, such as IPM.contact, IPM.task, and IPM.Appointment are not present in the journal and are classified only when Enterprise Vault performs mailbox archiving.</p> <p>Use the <b>Other</b> field to specify message classes to examine in addition to or in place of those classes that are listed in the <b>Available Message Classes</b> column. Use the asterisk wildcard to specify multiple message subclasses. Ensure that any new mailbox classes that you add are also specified in the <b>Exchange Message Classes and Exchange Mailbox Policy &gt; Message Classes</b> tab in Enterprise Vault. (Enterprise Vault archives all journal classes that are delivered from the Classification Server; you do not have to configure individual message classes for journal archiving.)</p> |



Table 34-3

Message/Email Properties and Attributes condition parameters

(continued)

| MAPI Attribute | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Also Match     | <p>Select this option to create a compound rule. All conditions must match for the rule to trigger an incident. You can add any available condition from the drop-down menu.</p> <p><b>Note:</b> Exchange messages that are delivered from a Classification Server do not include envelope information.</p> <p>See <a href="#">“Detection messages and message components”</a> on page 349.</p> <p>See <a href="#">“Selecting components to match on”</a> on page 380.</p> |



# File formats

This chapter includes the following topics:

- [File formats whose content can be extracted](#)
- [File types that can be recognized](#)
- [Custom file formats](#)

## File formats whose content can be extracted

Symantec Data Loss Prevention identifies more than 100 file formats. For many of these formats, you can use content-based detection rules to crack a file and extract its contents, including text, metadata, and subfiles. For non-default file formats, Symantec Data Loss Prevention lets developers extend file type identification and customize content extraction.

The following table lists the various file format categories whose content Symantec Data Loss Prevention can extract. Refer to the associated link for the individual file formats supported for that category.

**Table 35-1** Supported file format categories

| File format category         | Default support list                                                       |
|------------------------------|----------------------------------------------------------------------------|
| Word processing file formats | See <a href="#">“Supported word processing file formats”</a> on page 634.  |
| Presentation file formats    | See <a href="#">“Supported presentation formats”</a> on page 635.          |
| Spreadsheet file formats     | See <a href="#">“Supported spreadsheet formats”</a> on page 636.           |
| Encapsulation file formats   | See <a href="#">“Supported encapsulation formats”</a> on page 637.         |
| Text and markup file formats | See <a href="#">“Supported text and markupt file formats”</a> on page 638. |
| Email file formats           | See <a href="#">“Supported email file formats”</a> on page 639.            |



Table 35-1 Supported file format categories (continued)

| File format category  | Default support list                                       |
|-----------------------|------------------------------------------------------------|
| CAD file formats      | See “Supported computer-aided design formats” on page 639. |
| Graphics file formats | See “Supported graphics formats” on page 640.              |
| Database file formats | See “Supported database formats” on page 640.              |
| Other file formats    | See “Other supported formats” on page 640.                 |

## Supported word processing file formats

The following table lists the word processing file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

Table 35-2 Supported word processing file formats

| Format Name                         | Format Extension |
|-------------------------------------|------------------|
| Adobe FrameMaker Interchange Format | MIF              |
| Apple iWork Pages                   | PAGES            |
| ApplixWords                         | AW               |
| Corel WordPerfect Linux             | WPS              |
| Corel WordPerfect Macintosh         | WPS              |
| Corel WordPerfect Windows           | WO               |
| Corel WordPerfect Windows           | WPD              |
| DisplayWrite                        | IP               |
| Folio Flat file                     | FFF              |
| Fujitsu Oasys                       | OA2              |
| Haansoft Hangul                     | HWP              |
| IBM DCA/RFT (Revisable Form Text)   | DC               |
| JustSystems Ichitaro                | JTD              |
| Lotus AMI Pro                       | SAM              |
| Lotus AMI ProfessionalWrite Plus    | AMI              |



**Table 35-2** Supported word processing file formats (*continued*)

| Format Name                                       | Format Extension |
|---------------------------------------------------|------------------|
| LotusWord Pro                                     | LWP              |
| Lotus SmartMaster                                 | MWP              |
| Microsoft Word PC                                 | DOC              |
| Microsoft Word Windows                            | DOC              |
| Microsoft Word Windows XML                        | DOCX             |
| Microsoft Word Windows Template XML               | DOTX             |
| Microsoft Word Windows Macro-Enabled Template XML | DOTM             |
| Microsoft Word Macintosh                          | DOC              |
| Microsoft Works                                   | WPS              |
| Microsoft Windows Write                           | WRI              |
| OpenOfficeWriter                                  | SXW              |
| OpenOfficeWriter                                  | ODT              |
| StarOfficeWriter                                  | SXW              |
| StarOfficeWriter                                  | ODT              |
| WordPad                                           | RTF              |
| XML Paper Specification                           | XPS              |
| XyWrite                                           | XY4              |

## Supported presentation formats

The following tables list the presentation file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

**Table 35-3** Supported presentation file formats

| Format Name         | Format Extension |
|---------------------|------------------|
| Apple iWork Keynote | KEYNOTE          |
| Applix Presents     | AG               |



**Table 35-3** Supported presentation file formats *(continued)*

| Format Name                                             | Format Extension |
|---------------------------------------------------------|------------------|
| Corel Presentations                                     | SHW              |
| Lotus Freelance Graphics                                | PRZ              |
| Lotus Freelance Graphics 2                              | PRE              |
| Macromedia Flash                                        | SWF              |
| Microsoft PowerPoint Windows                            | PPT              |
| Microsoft PowerPoint PC                                 | PPT              |
| Microsoft PowerPoint Windows XML                        | PPTX             |
| Microsoft PowerPoint Windows Macro-Enabled XML          | PPTM             |
| Microsoft PowerPoint Windows XML Template               | POTX             |
| Microsoft PowerPoint Windows Macro-Enabled XML Template | POTM             |
| Microsoft PowerPoint Windows XML Show                   | PPSX             |
| Microsoft PowerPoint Windows Macro-Enabled Show         | PPSM             |
| Microsoft PowerPoint Macintosh                          | PPT              |
| OpenOffice Impress                                      | SXI              |
| OpenOffice Impress                                      | SXP              |
| OpenOffice Impress                                      | ODP              |
| StarOffice Impress                                      | SXI              |
| StarOffice Impress                                      | SXP              |
| StarOffice Impress                                      | ODP              |

Supported spreadsheet formats

The following table lists the spreadsheet file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.



**Table 35-4** Supported spreadsheet file formats

| Format Name                 | Format Extension |
|-----------------------------|------------------|
| Apple iWork Numbers         | NUMBERS          |
| Applix Spreadsheets         | AS               |
| Comma Separated Values      | CSV              |
| Corel Quattro Pro           | WB2              |
| Corel Quattro Pro           | WB3              |
| Data Interchange Format     | DIF              |
| Lotus 1-2-3                 | 123              |
| Lotus 1-2-3                 | WK4              |
| Lotus 1-2-3 Charts          | 123              |
| Microsoft Excel Windows     | XLS              |
| Microsoft Excel Windows XML | XLSX             |
| Microsoft Excel Charts      | XLS              |
| Microsoft Excel 2007 Binary | XLSB             |
| Microsoft Excel Macintosh   | XLS              |
| Microsoft Works Spreadsheet | S30              |
| Microsoft Works Spreadsheet | S40              |
| OpenOffice Calc             | SXC              |
| OpenOffice Calc             | ODS              |
| StarOffice Calc             | SXC              |
| StarOffice Calc             | ODS              |

## Supported encapsulation formats

The following table lists the file formats whose content Symantec Data Loss Prevention can extract for policy evaluation. Note that the content of encapsulation files are subfiles.



Table 35-5 Supported encapsulation file formats

| Format Name                 | Format Extension |
|-----------------------------|------------------|
| 7-Zip                       | 7Z               |
| BinHex                      | HQX              |
| GZIP                        | GZ               |
| Java Archive                | JAR              |
| Microsoft Cabinet           | CAB              |
| Microsoft Compressed Folder | LZH              |
| Microsoft Compressed Folder | LHA              |
| PKZIP                       | ZIP              |
| WinZip                      | ZIP              |
| RAR archive                 | RAR              |
| Tape Archive                | TAR              |
| UNIX Compress               | Z                |
| UUEncoding                  | UUE              |

Supported text and markupt file formats

The following table lists the text and markup file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

Table 35-6 Supported text and markup file formats

| Format Name                 | Format Extension |
|-----------------------------|------------------|
| ANSI                        | TXT              |
| ASCII                       | TXT              |
| HTML                        | HTM              |
| Microsoft Excel Windows XML | XML              |
| Microsoft Word Windows XML  | XML              |
| Microsoft Visio XML         | VDX              |



**Table 35-6** Supported text and markup file formats (*continued*)

| Format Name                | Format Extension |
|----------------------------|------------------|
| Oasis Open Document Format | ODT              |
| Oasis Open Document Format | ODS              |
| Oasis Open Document Format | ODP              |
| Rich Text Format           | RTF              |
| Unicode Text               | TXT              |
| XHTML                      | HTM              |
| XML (generic)              | XML              |

## Supported email file formats

The following table lists the email file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

**Table 35-7** Supported email file formats

| Format Name                           | Format Extension |
|---------------------------------------|------------------|
| Domino XML Language                   | DXL              |
| EMC EmailXtender Native Message       | ONM              |
| Microsoft Outlook                     | MSG              |
| Microsoft Outlook Express             | EML              |
| Text Mail (MIME)                      | various          |
| Transfer Neutral Encapsulation Format | various          |

## Supported computer-aided design formats

The following table lists the computer-aided design (CAD) file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

**Table 35-8** Supported CAD file formats

| Format Name     | Format Extension |
|-----------------|------------------|
| AutoCAD Drawing | DWG              |



Table 35-8 Supported CAD file formats *(continued)*

| Format Name              | Format Extension |
|--------------------------|------------------|
| AutoCAD Drawing Exchange | DFX              |
| Microsoft Visio          | VSD              |
| Microstation             | DGN              |

Supported graphics formats

The following table lists the graphics file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

Table 35-9 Supported graphics file formats

| Format Name                       | Format Extension |
|-----------------------------------|------------------|
| Enhanced Metafile                 | EMF              |
| Lotus Pic                         | PIC              |
| Tagged Image File (metadata only) | TIFF             |
| Windows Metafile                  | WMF              |

Supported database formats

The following table lists the database file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.

Table 35-10 Crackable database file formats

| Format Name                       | Format Extension |
|-----------------------------------|------------------|
| Microsoft Access                  | MDB              |
| Microsoft Project (metadata only) | MPP              |

Other supported formats

The following table lists other file formats whose content Symantec Data Loss Prevention can extract for policy evaluation.



**Table 35-11** Other crackable file formats

| Format Name                           | Format Extension |
|---------------------------------------|------------------|
| Adobe PDF                             | PDF              |
| MPEG-1 Audio layer 3 (metadata only)  | MP3              |
| Microsoft Windows Backup Utility File | BKF              |

## File types that can be recognized

The following table lists the file types Symantec Data Loss Prevention can recognize.

**Note:** The content of these files is not scanned, only the file type is recognized. See [“File formats whose content can be extracted”](#) on page 633.

**Table 35-12** File types that can be recognized

| Recognizable file types             |
|-------------------------------------|
| 7-Zip Compressed File (7Z)          |
| Ability Office (SS)                 |
| Ability Office (DB)                 |
| Ability Office (GR)                 |
| Ability Office (WP)                 |
| Ability Office (COM)                |
| ACT                                 |
| Adobe FrameMaker                    |
| Adobe FrameMaker Interchange Format |
| Adobe FrameMaker Markup Language    |
| Adobe PDF                           |
| AES Multiplus Comm                  |
| Aldus Freehand (Macintosh)          |
| Aldus PageMaker (DOS)               |



Table 35-12      File types that can be recognized (*continued*)

| Recognizable file types              |
|--------------------------------------|
| Aldus PageMaker (Macintosh)          |
| Amiga IFF-8SVX sound                 |
| Amiga MOD sound                      |
| ANSI                                 |
| Apple Double                         |
| Apple Single                         |
| Applix Alis                          |
| Applix Asterix                       |
| Applix Graphics                      |
| Applix Presents                      |
| Applix Spreadsheets                  |
| Applix Words                         |
| ARC/PAK Archive                      |
| ASCII                                |
| ASCII-armored PGP encoded            |
| ASCII-armored PGP Public Keyring     |
| ASCII-armored PGP signed             |
| Audio Interchange File Format        |
| AutoCAD Drawing                      |
| AutoCAD Drawing Exchange             |
| AutoDesk Animator FLIC Animation     |
| AutoDesk Animator Pro FLIC Animation |
| AutoDesk WHIP                        |
| AutoShade Rendering                  |
| BinHex                               |



**Table 35-12** File types that can be recognized (*continued*)

| Recognizable file types            |
|------------------------------------|
| CADAM Drawing (CDD)                |
| CADAM Drawing Overlay              |
| CATIA Drawing (CAT)                |
| CCITT Group 3 1-Dimensional (G31D) |
| COMET TOP Word                     |
| Comma Separated Values             |
| Compactor/Compact Pro Archive      |
| Computer Graphics Metafile         |
| Convergent Tech DEF Comm.          |
| Corel Draw CMX                     |
| Corel Presentations                |
| Corel Quattro Pro (WB2)            |
| Corel Quattro Pro (WB3)            |
| Corel WordPerfect Linux            |
| Corel WordPerfect Macintosh        |
| Corel WordPerfect Windows (WO)     |
| Corel WordPerfect Windows (WPD)    |
| CorelDRAW                          |
| cpio Archive (UNIX)                |
| cpio Archive (VAX)                 |
| cpio Archive (SUN)                 |
| CPT Communication                  |
| Creative Voice (VOC) sound         |
| Curses Screen Image (UNIX)         |
| Curses Screen Image (VAX)          |



Table 35-12      File types that can be recognized (*continued*)

| Recognizable file types                    |
|--------------------------------------------|
| Curses Screen Image (SUN)                  |
| Data Interchange Format                    |
| Data Point VISTAWORD                       |
| dBase Database                             |
| DCX Fax                                    |
| DCX Fax System                             |
| DEC WPS PLUS                               |
| DECdx                                      |
| Desktop Color Separation (DCS)             |
| Device Independent file (DVI)              |
| DG CEOWrite                                |
| DG Common Data Stream (CDS)                |
| DIF Spreadsheet                            |
| Digital Document Interchange Format (DDIF) |
| Disk Doubler Compression                   |
| DisplayWrite                               |
| Domino XML Language                        |
| EBCDIC Text                                |
| EMC EmailXtender Container File (EMX)      |
| ENABLE                                     |
| ENABLE Spreadsheet (SSF)                   |
| Encapsulated PostScript (raster)           |
| Enhanced Metafile                          |
| Envoy (EVY)                                |
| Executable- Other                          |



**Table 35-12** File types that can be recognized (*continued*)

| Recognizable file types                |
|----------------------------------------|
| Executable- UNIX                       |
| Executable- VAX                        |
| Executable- SUN                        |
| FileMaker (Macintosh)                  |
| File Share Encryption                  |
| Folio Flat File                        |
| Framework                              |
| Framework II                           |
| FTP Session Data                       |
| Fujitsu Oasys                          |
| GEM Bit Image                          |
| GIF                                    |
| Graphics Environment Manager (GEM VDI) |
| GZIP                                   |
| Haansoft Hangul                        |
| Harvard Graphics                       |
| Hewlett-Packard                        |
| Honey Bull DSA101                      |
| HP Graphics Language (HPG)             |
| HP Printer Control Language (PCL)      |
| HTML                                   |
| IBM 1403 Line Printer                  |
| IBM DCA/RFT(Revisable Form Text)       |
| IBM DCA-FFT                            |
| IBM DCF Script                         |



Table 35-12      File types that can be recognized (continued)

| Recognizable file types                  |
|------------------------------------------|
| Informix SmartWare II                    |
| Informix SmartWare II Communication File |
| Informix SmartWare II Database           |
| Informix SmartWare Spreadsheet           |
| Interleaf                                |
| Java Archive                             |
| JPEG                                     |
| JPEG File Interchange Format (JFIF)      |
| JustSystems Ichitaro                     |
| KW ODA G31D (G31)                        |
| KW ODA G4 (G4)                           |
| KW ODA Internal G32D (G32)               |
| KW ODA Internal Raw Bitmap (RBM)         |
| Lasergraphics Language                   |
| Legato Extender                          |
| Link Library- Other                      |
| Link Library UNIX                        |
| Link Library VAX                         |
| Link Library SUN                         |
| Lotus 1-2-3 (123)                        |
| Lotus 1-2-3 (WK4)                        |
| Lotus 1-2-3 Charts                       |
| Lotus AMI Pro                            |
| Lotus AMI Professional Write Plus        |
| Lotus AMIDraw Graphics                   |



**Table 35-12** File types that can be recognized (*continued*)

| <b>Recognizable file types</b>          |
|-----------------------------------------|
| Lotus Freelance Graphics                |
| Lotus Freelance Graphics 2              |
| Lotus Notes Bitmap                      |
| Lotus Notes CDF                         |
| Lotus Notes database                    |
| Lotus Pic                               |
| Lotus Screen Cam                        |
| Lotus SmartMaster                       |
| Lotus Word Pro                          |
| Lyrinx MacBinary                        |
| MacBinary                               |
| Macintosh Raster                        |
| MacPaint                                |
| Macromedia Director                     |
| Macromedia Flash                        |
| MacWrite                                |
| MacWrite II                             |
| MASS-11                                 |
| Micrografx Designer                     |
| Microsoft Access                        |
| Microsoft Advanced Systems Format (ASF) |
| Microsoft Compressed Folder (LZH)       |
| Microsoft Compressed Folder (LHA)       |
| Microsoft Device Independent Bitmap     |
| Microsoft Excel Charts                  |



Table 35-12      File types that can be recognized (continued)

| Recognizable file types                                 |
|---------------------------------------------------------|
| Microsoft Excel Macintosh                               |
| Microsoft Excel Windows                                 |
| Microsoft Excel Windows XML                             |
| Microsoft Office Access (ACCDB)                         |
| Microsoft Office Drawing                                |
| Microsoft Outlook Personal Folder                       |
| Microsoft Outlook                                       |
| Microsoft Outlook Express                               |
| Microsoft PowerPoint Macintosh                          |
| Microsoft PowerPoint PC                                 |
| Microsoft PowerPoint Windows                            |
| Microsoft PowerPoint Windows XML                        |
| Microsoft PowerPoint Windows Macro-Enabled XML          |
| Microsoft PowerPoint Windows XML Template               |
| Microsoft PowerPoint Windows Macro-Enabled XML Template |
| Microsoft PowerPoint Windows XML Show                   |
| Microsoft PowerPoint Windows Macro-Enabled Show         |
| Microsoft Project                                       |
| Microsoft Publisher                                     |
| Microsoft Visio                                         |
| Microsoft Visio XML                                     |
| Microsoft Wave Sound                                    |
| Microsoft Windows Cursor (CUR) Graphics                 |
| Microsoft Windows Group File                            |
| Microsoft Windows Help File                             |



**Table 35-12** File types that can be recognized (*continued*)

| <b>Recognizable file types</b>                    |
|---------------------------------------------------|
| Microsoft Windows Icon (ICO)                      |
| Microsoft Windows OLE 2 Encapsulation             |
| Microsoft Windows Write                           |
| Microsoft Word (UNIX)                             |
| Microsoft Word Macintosh                          |
| Microsoft Word PC                                 |
| Microsoft Word Windows                            |
| Microsoft Word Windows XML                        |
| Microsoft Word Windows Template XML               |
| Microsoft Word Windows Macro-Enabled Template XML |
| Microsoft Works (Macintosh)                       |
| Microsoft Works                                   |
| Microsoft Works Communication (Macintosh)         |
| Microsoft Works Communication (Windows)           |
| Microsoft Works Database (Macintosh)              |
| Microsoft Works Database (PC)                     |
| Microsoft Works Database (Windows)                |
| Microsoft Works Spreadsheet (S30)                 |
| Microsoft Works Spreadsheet (S40)                 |
| Microsoft Works Spreadsheet (Macintosh)           |
| Microstation                                      |
| MIDI                                              |
| MORE Database Outliner (Macintosh)                |
| MPEG-1 Audio layer 3                              |
| MPEG-1 Video                                      |



Table 35-12 File types that can be recognized (continued)

| Recognizable file types          |
|----------------------------------|
| MPEG-2 Audio                     |
| MS DOS Batch File format         |
| MS DOS Device Driver             |
| MultiMate 4.0                    |
| Multiplan Spreadsheet            |
| Navy DIF                         |
| NBI Async Archive Format         |
| NBI Net Archive Format           |
| Netscape Bookmark file           |
| NeWS font file (SUN)             |
| NeXT/Sun Audio                   |
| NIOS TOP                         |
| Nota Bene                        |
| Nurestor Drawing (NUR)           |
| Oasis Open Document Format (ODT) |
| Oasis Open Document Format (ODS) |
| Oasis Open Document Format (ODP) |
| Object Module UNIX               |
| Object Module VAX                |
| Object Module SUN                |
| ODA/ODIF                         |
| ODA/ODIF (FOD 26)                |
| Office Writer                    |
| OLE DIB object                   |
| OLIDIF                           |



**Table 35-12**      File types that can be recognized (*continued*)

| Recognizable file types   |
|---------------------------|
| OmniOutliner (OO3)        |
| OpenOffice Calc (SXC)     |
| OpenOffice Calc (ODS)     |
| OpenOffice Impress (SXI)  |
| OpenOffice Impress (SXP)  |
| OpenOffice Impress (ODP)  |
| OpenOffice Writer (SXW)   |
| OpenOffice Writer (ODT)   |
| Open PGP                  |
| OS/2 PM Metafile Graphics |
| Paradox (PC) Database     |
| PC COM executable         |
| PC Library Module         |
| PC Object Module          |
| PC PaintBrush             |
| PC True Type Font         |
| PCD Image                 |
| PeachCalc Spreadsheet     |
| Persuasion Presentation   |
| PEX Binary Archive (SUN)  |
| PGP Compressed Data       |
| PGP Encrypted Data        |
| PGP Public Keyring        |
| PGP Secret Keyring        |
| PGP Signature Certificate |



Table 35-12      File types that can be recognized (*continued*)

| Recognizable file types          |
|----------------------------------|
| PGP Signed and Encrypted Data    |
| PGP Signed Data                  |
| Philips Script                   |
| PKZIP                            |
| Plan Perfect                     |
| Portable Bitmap Utilities (PBM)  |
| Portable Greymap Utilities (PGM) |
| Portable Network Graphics        |
| Portable Pixmap Utilities (PPM)  |
| PostScript File                  |
| PRIMEWORD                        |
| Program Information File         |
| Q & A for DOS                    |
| Q & A for Windows                |
| Quadratron Q-One (V1.93J)        |
| Quadratron Q-One (V2.0)          |
| Quark Express (Macintosh)        |
| QuickDraw 3D Metafile (3DMF)     |
| QuickTime Movie                  |
| RAR archive                      |
| Real Audio                       |
| Reflex Database                  |
| Rich Text Format                 |
| RIFF Device Independent Bitmap   |
| RIFF MIDI                        |



**Table 35-12** File types that can be recognized (*continued*)

| Recognizable file types                      |
|----------------------------------------------|
| RIFF Multimedia Movie                        |
| SAMNA Word IV                                |
| Serialized Object Format (SOF) Encapsulation |
| SGI RGB Image                                |
| SGML                                         |
| Simple Vector Format (SVF)                   |
| SMTP document                                |
| SolidWorks Drawing                           |
| StarOffice Calc (SXC)                        |
| StarOffice Calc (ODS)                        |
| StarOffice Impress (SXI)                     |
| StarOffice Impress (SXP)                     |
| StarOffice Impress (ODP)                     |
| StarOffice Writer (SXW)                      |
| StarOffice Writer (ODT)                      |
| Stuff It Archive (Macintosh)                 |
| Sun Raster Image                             |
| SUN vfont definition                         |
| Supercalc Spreadsheet                        |
| SYLK Spreadsheet                             |
| Symphony Spreadsheet                         |
| Tagged Image File                            |
| Tape Archive                                 |
| Targon Word (V 2.0)                          |
| Text Mail (MIME)                             |



Table 35-12      File types that can be recognized (continued)

| Recognizable file types                   |
|-------------------------------------------|
| Transmission Neutral Encapsulation Format |
| Truevision Targa                          |
| Ultracalc Spreadsheet                     |
| Unicode Text                              |
| Uniplex (V6.01)                           |
| Uniplex Ucalc Spreadsheet                 |
| UNIX Compress                             |
| UNIX SHAR Encapsulation                   |
| Usenet format                             |
| UUEncoding                                |
| Volkswriter                               |
| VRML                                      |
| Wang Office GDL Header Encapsulation      |
| WANG PC                                   |
| Wang WITA                                 |
| WANG WPS Comm.                            |
| Windows Animated Cursor                   |
| Windows Bitmap                            |
| Windows C++ Object Storage                |
| Windows Icon Cursor                       |
| Windows Metafile                          |
| Windows Micrografx Draw (DRW)             |
| Windows Palette                           |
| Windows Media Video (WMV)                 |
| Windows Media Audio (WMA)                 |



**Table 35-12** File types that can be recognized (*continued*)

| Recognizable file types          |
|----------------------------------|
| Windows Video (AVI)              |
| WinZip (unzip reader)            |
| WinZip                           |
| Word Connection                  |
| WordERA (V 1.0)                  |
| WordMARC word processor          |
| WordPad                          |
| WordPerfect General File         |
| WordPerfect Graphics 1           |
| WordPerfect Graphics 2           |
| WordStar                         |
| WordStar 2000                    |
| WordStar 6.0                     |
| WriteNow                         |
| Writing Assistant word processor |
| X Bitmap (XBM)                   |
| X Image                          |
| X Pixmap (XPM)                   |
| Xerox 860 Comm.                  |
| Xerox Writer word processor      |
| XHTML                            |
| XML (generic)                    |
| XML Paper Specification          |
| XyWrite                          |



## Custom file formats

If the desired file format is not supported by default, Symantec Data Loss Prevention lets you extend file type identification and customize content extraction so that virtually any type of file can be detected and cracked.

You can implement custom file type identification using the DLP Scripting Language. Refer to the *Symantec Data Loss Prevention Detection Customization Guide* for details.

See [“About custom file type identification”](#) on page 564.



# Data identifiers

This chapter includes the following topics:

- [ABA Routing Number data identifier](#)
- [Australian Medicare Number data identifier](#)
- [Australian Tax File Number data identifier](#)
- [Burgerservicenummer data identifier](#)
- [Canadian Social Insurance Number data identifier](#)
- [Codice Fiscale data identifier](#)
- [Credit Card Magnetic Stripe Data data identifier](#)
- [Credit Card Number data identifier](#)
- [CUSIP Number data identifier](#)
- [Drivers License Number – CA State data identifier](#)
- [Drivers License Number - FL, MI, MN States data identifier](#)
- [Drivers License Number - IL State data identifier](#)
- [Drivers License Number - NJ State data identifier](#)
- [Drivers License Number - NY State data identifier](#)
- [French INSEE Code data identifier](#)
- [Hong Kong ID data identifier](#)
- [IBAN Central data identifier](#)
- [IBAN East data identifier](#)



- [IBAN West data identifier](#)
- [IP Address data identifier](#)
- [National Drug Code \(NDC\) data identifier](#)
- [People's Republic of China ID data identifier](#)
- [Singapore NRIC data identifier](#)
- [South Korea Resident Registration Number data identifier](#)
- [Spanish DNI ID data identifier](#)
- [SWIFT Code data identifier](#)
- [Swiss AHV Number data identifier](#)
- [Taiwan ID data identifier](#)
- [UK Drivers License Number data identifier](#)
- [UK Electoral Roll Number data identifier](#)
- [UK National Health Service \(NHS\) Number data identifier](#)
- [UK National Insurance Number data identifier](#)
- [UK Passport Number data identifier](#)
- [UK Tax ID Number data identifier](#)
- [US Individual Tax Identification Number \(ITIN\) data identifier](#)
- [US Social Security Number \(SSN\) data identifier](#)
- [US SSN – Randomized custom Data Identifier](#)

## ABA Routing Number data identifier

The American Banking Association (ABA) routing number, also known as a routing transit number (RTN), is used to identify financial institutions and process transactions.

The ABA Routing Number data identifier detects 9-digit numbers and provides three breadths of detection:

- The wide breadth edition validates the detected number using the final check digit.  
See [“ABA Routing Number wide breadth”](#) on page 659.



- The medium breadth edition validates the detected number using the final check digit and eliminates common test numbers.  
See “[ABA Routing Number medium breadth](#)” on page 659.
- The narrow breadth edition validates the detected number using the final check digit, eliminates common test numbers, and requires the presence of an ABA-related keyword.  
See “[ABA Routing Number narrow breadth](#)” on page 660.

## ABA Routing Number wide breadth

The wide breadth edition of the ABA Routing Number data identifier detects 9-digit numbers. It validates the number using the final check digit.

**Table 36-1** ABA Routing Number wide breadth patterns

| Pattern                 |
|-------------------------|
| [0123678]\d{8}          |
| [0123678]\d{3}-\d{4}-\d |

**Table 36-2** ABA Routing Number wide breadth validators

| Mandatory validator | Description                                                                                                                                    |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| ABA Checksum        | Every ABA routing number must start with the following two digits: 00-15,21-32,61-72,80 and pass an ABA specific, position-weighted check sum. |

## ABA Routing Number medium breadth

The medium breadth edition of the ABA Routing number DI detects 9-digit numbers. It validates the number using the final check digit.

It eliminates common test numbers, such as 123456789, ranges reserved for future use, and all the same digit.

**Table 36-3** ABA Routing Number medium breadth patterns

| Pattern                 |
|-------------------------|
| [0123678]\d{8}          |
| [0123678]\d{3}-\d{4}-\d |



Table 36-4 ABA Routing Number medium breadth validators

| Mandatory validator          | Description                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| ABA Checksum                 | Every ABA routing number must start with the following two digits:<br>00-15,21-32,61-72,80 and pass an ABA specific, position-weighted check sum. |
| Exclude beginning characters | With this option selected, data beginning with any of the following list of values will not be matched.<br><br>Input: 123456789                   |
| Duplicate digits             | Ensures that a string of digits are not all the same.                                                                                             |
| Number delimiter             | Validates a match by checking the surrounding numbers.                                                                                            |

ABA Routing Number narrow breadth

The narrow breadth edition of the ABA Routing number data identifier detects 9-digit numbers and validates the number using the final check digit. It eliminates common test numbers, such as 123456789, ranges reserved for future use, and all the same digit. It also requires the presence of an ABA-related keyword.

Table 36-5 ABA Routing Number narrow breadth patterns

| Pattern                 |
|-------------------------|
| [0123678]\d{8}          |
| [0123678]\d{3}-\d{4}-\d |

Table 36-6 ABA Routing Number narrow breadth validators

| Mandatory validator | Description                                                                                                                                      |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| ABA Checksum        | Every ABA routing number must start with the following two digits:<br>00-15,21-32,61-72,80 and pass an ABA specific, position-weighted checksum. |



Table 36-6      ABA Routing Number narrow breadth validators *(continued)*

| Mandatory validator          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exclude beginning characters | With this option selected, data beginning with any of the following list of values will not be matched.<br><br>Input: 123456789                                                                                                                                                                                                                                                                                                                           |
| Duplicate digits             | Ensures that a string of digits are not all the same.                                                                                                                                                                                                                                                                                                                                                                                                     |
| Find keywords                | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched. Input:<br><br>aba, aba #, aba routing #, aba routing number, aba#, abarouting#, abaroutingnumber, american bank association routing #, american bank association routing number, americanbankassociationrouting#, americanbankassociationroutingnumber, bank routing #, bank routing number, bankrouting#, bankroutingnumber |
| Number delimiter             | Validates a match by checking the surrounding numbers.                                                                                                                                                                                                                                                                                                                                                                                                    |

# Australian Medicare Number data identifier

The Australian Medicare Number is a personal identifier allocated by the Australian Health Insurance Commission to eligible persons under the Medicare scheme. This number appears on the Australian Medicare card.

The Australian Medicare Number data identifier detects an 8- or 9-digit number that matches the format of the Australian Medicare Number. This data identifier does not implement any validators.

Table 36-7      Australian Medicare Number wide breadth patterns

| Pattern           |
|-------------------|
| \d{4} \d{5} \d \d |
| \d{4}-\d{5}-\d-\d |



# Australian Tax File Number data identifier

The Australian Tax File Number (TFN) is an 8- or 9-digit number issued by the Australian Taxation Office (ATO) to taxpayers (individual, company, superannuation fund, partnership or trust) to identify their Australian tax dealings.

The Australian Tax File Number data identifier detects an 8- or 9-digit number and ensures that the detected number passes checksum validation.

**Table 36-8** Australian Tax File Number wide breadth patterns

| Pattern |
|---------|
| \d{8}   |
| \d{9}   |

**Table 36-9** Australian Tax File Number wide breadth validator

| Mandatory validator                  | Description                                                 |
|--------------------------------------|-------------------------------------------------------------|
| Australian Tax File validation check | Computes the checksum and validates the pattern against it. |

# Burgerservicenummer data identifier

In the Netherlands, the burgerservicenummer is used to uniquely identify citizens and is printed on driving licenses, passports and international ID cards under the header Personal Number.

The Burgerservicenummer data identifier detects an 8- or 9-digit number that passes checksum validation.

**Table 36-10** Burgerservicenummer wide breadth pattern

| Pattern |
|---------|
| \d{9}   |

**Table 36-11** Burgerservicenummer wide breadth validator

| Mandatory validator       | Description                |
|---------------------------|----------------------------|
| Burgerservicenummer Check | Burgerservicenummer Check. |



# Canadian Social Insurance Number data identifier

The Canadian Social Insurance Number (SIN) is a personal identification number issued by Human Resources and Skills Development Canada primarily for administering national pension and employment plans.

The Canadian Social Insurance Number data identifier provides three breadths of detection:

- Wide  
See “Canadian Social Insurance Number wide breadth” on page 663.
- Medium  
See “Canadian Social Insurance Number medium breadth” on page 664.
- Narrow  
See “Canadian Social Insurance Number narrow breadth” on page 664.

## Canadian Social Insurance Number wide breadth

The wide breadth Canadian Social Insurance Number DI detects 9-digit numbers with the format DDD-DDD-DDD separated by dashes, spaces, periods, slashes, or without separators. Performs Luhn check validation.

**Table 36-12** Canadian Social Insurance Number wide breadth patterns

| Pattern           |
|-------------------|
| \d{3} \d{3} \d{3} |
| \d{9}             |
| \d{3}/\d{3}/\d{3} |
| \d{3}.\d{3}.\d{3} |
| \d{3}-\d{3}-\d{3} |

**Table 36-13** Canadian Social Insurance Number wide breadth validator

| Mandatory validator | Description                                                                           |
|---------------------|---------------------------------------------------------------------------------------|
| Luhn Check          | Validator computes the Luhn checksum which every Canadian Insurance Number must pass. |



## Canadian Social Insurance Number medium breadth

The medium breadth Canadian Social Insurance Number DI detects 9-digit numbers with the format DDD-DDD-DDD separated by dashes, spaces, or periods. It performs Luhn check validation and eliminates non-assigned numbers and common test numbers.

**Table 36-14** Canadian Social Insurance Number medium breadth patterns

| Pattern           |
|-------------------|
| \d{3} \d{3} \d{3} |
| \d{3}.\d{3}.\d{3} |
| \d{3}-\d{3}-\d{3} |

**Table 36-15** Canadian Social Insurance Number medium breadth validators

| Mandatory validator          | Description                                                                                                                           |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Luhn Check                   | Validator computes the Luhn checksum which every Canadian Insurance Number must pass.                                                 |
| Number delimiter             | Validates a match by checking the surrounding numbers.                                                                                |
| Exclude beginning characters | With this option selected, data beginning with any of the following list of values will not be matched.<br><br>Input:<br>8, 123456789 |

## Canadian Social Insurance Number narrow breadth

The narrow breadth Canadian Social Insurance Number DI detects 9-digit numbers with the format DDD-DDD-DDD separated by dashes or spaces. Performs Luhn check validation. Eliminates non-assigned numbers, fictitiously assigned numbers, and common test numbers. Requires the presence of a Social Insurance-related keyword.

**Table 36-16** Canadian Social Insurance Number narrow breadth patterns

| Pattern           |
|-------------------|
| \d{3} \d{3} \d{3} |



**Table 36-16** Canadian Social Insurance Number narrow breadth patterns  
(continued)

| Pattern           |
|-------------------|
| \d{3}-\d{3}-\d{3} |

**Table 36-17** Canadian Social Insurance Number narrow breadth validators

| Mandatory validator          | Description                                                                                                                                                                                                                                                  |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Luhn Check                   | Validator computes the Luhn checksum which every Canadian Insurance Number must pass.                                                                                                                                                                        |
| Number delimiter             | Validates a match by checking the surrounding numbers.                                                                                                                                                                                                       |
| Exclude beginning characters | With this option selected, data beginning with any of the following list of values will not be matched.<br><br>Input:<br>0, 8, 123456789                                                                                                                     |
| Find keywords                | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.<br><br>Inputs:<br>pension, pensions, soc ins, ins #, social ins, CSIN, SSN, social security, social insurance, Canada, Canadian |

## Codice Fiscale data identifier

In Italy the codice fiscale is issued to every Italian at birth. The codice fiscale uniquely identifies an Italian citizen or permanent resident alien and issuance of the code is centralized to the Ministry of Treasure.

The Codice Fiscale data identifier detects a 16 character identifier. The final character must match a checksum algorithm.



Table 36-18      Codice Fiscale wide breadth patterns

| Pattern                                                                                                          |
|------------------------------------------------------------------------------------------------------------------|
| [A-Z]{6}[0-9LMNPQRSTUVWXYZ]{2}[ABCDEHLMPRST][0-9LMNPQRSTUVWXYZ]{2}[A-Z]<br>[0-9LMNPQRSTUVWXYZ]{3}[A-Z]           |
| [A-Z]{3} [A-Z]{3} [0-9LMNPQRSTUVWXYZ]{2}[ABCDEHLMPRST][0-9LMNPQRSTUVWXYZ]{2}<br>[A-Z][0-9LMNPQRSTUVWXYZ]{3}[A-Z] |

Table 36-19      Codice Fiscale wide breadth validator

| Mandatory validator              | Description                                         |
|----------------------------------|-----------------------------------------------------|
| Codice Fiscale Control Key Check | Computes the control key and checks if it is valid. |

# Credit Card Magnetic Stripe Data data identifier

The magnetic stripe of a credit card contains information about the card. Storage of the complete version of this data is a violation of the Payment Card Industry (PCI) Data Security Standard.

The Credit Card Magnetic Stripe Data data identifier detects the following raw data taken from the credit card magnetic stripe:

- Data from track 1, format B, which typically contains account number, name, expiration date, and possibly Card Verification Value or Card Verification Code 1 (CVV1/CVC1).
- Data from track 2, which typically contains account number and possibly expiration date, service code and Card Verification Value or Card Verification Code 1 (CVV1/CVC1)

The Credit Card Magnetic Stripe data identifier detects the characteristic data pattern for track 2 data which contains the start sentinel, format code, primary account number, name, expiration date, service code, discretionary data, and the end sentinel. It also includes standard field separators. It validates the data using a Luhn check validator.



**Table 36-20** Credit Card Magnetic Stripe Data medium breadth patterns

| Pattern                                 | Pattern (continued)                      |
|-----------------------------------------|------------------------------------------|
| ;1800\d{11}=                            | %B3[068]\d{12}^[A-Z]{1}                  |
| ;6011-\d{4}-\d{4}-\d{4}=                | %B3[068]\d{2} \d{6} \d{4}^[A-Z]{1}       |
| ;6011 \d{4} \d{4} \d{4}=                | %B3[068]\d{2}-\d{6}-\d{4}^[A-Z]{1}       |
| ;6011\d{12}=                            | %B4\d{12}^[A-Z]{1}                       |
| ;3[068]\d{12}=                          | %B3[47]\d{2}-\d{6}-\d{5}^[A-Z]{1}        |
| ;3[068]\d{2} \d{6} \d{4}=               | %B4\d{3} \d{4} \d{4} \d{4}^[A-Z]{1}      |
| ;3[068]\d{2}-\d{6}-\d{4}=               | %B3[47]\d{2} \d{6} \d{5}^[A-Z]{1}        |
| ;4\d{12}=                               | %B4\d{15}^[A-Z]{1}                       |
| ;3[47]\d{2}-\d{6}-\d{5}=                | %B3[47]\d{13}^[A-Z]{1}                   |
| ;4\d{3} \d{4} \d{4} \d{4}=              | %B5[1-5]\d{2}-\d{4}-\d{4}-\d{4}^[A-Z]{1} |
| ;3[47]\d{2} \d{6} \d{5}=                | %B4\d{3}-\d{4}-\d{4}-\d{4}^[A-Z]{1}      |
| ;4\d{15}= ;3[47]\d{13}=                 | %B5[1-5]\d{2} \d{4} \d{4} \d{4}^[A-Z]{1} |
| ;5[1-5]\d{2}-\d{4}-\d{4}-\d{4}=         | %B5[1-5]\d{14}^[A-Z]{1}                  |
| ;4\d{3}-\d{4}-\d{4}-\d{4}=              | %B2131\d{11}^[A-Z]{1}                    |
| ;5[1-5]\d{2} \d{4} \d{4} \d{4}=         | %B3\d{3}-\d{4}-\d{4}-\d{4}^[A-Z]{1}      |
| ;5[1-5]\d{14}= ;2131\d{11}=             | %B3\d{3} \d{4} \d{4} \d{4}^[A-Z]{1}      |
| ;3\d{3}-\d{4}-\d{4}-\d{4}=              | %B3\d{15}^[A-Z]{1}                       |
| ;3\d{3} \d{4} \d{4} \d{4}=              | %B2149\d{11}^[A-Z]{1}                    |
| ;3\d{15}=                               | %B2149 \d{6} \d{5}^[A-Z]{1}              |
| ;2149\d{11}=                            | %B2149-\d{6}-\d{5}^[A-Z]{1}              |
| ;2149 \d{6} \d{5}=                      | %B2014\d{11}^[A-Z]{1}                    |
| ;2149-\d{6}-\d{5}=                      | %B2014 \d{6} \d{5}^[A-Z]{1}              |
| ;2014\d{11}=                            | %B2014-\d{6}-\d{5}^[A-Z]{1}              |
| ;2014 \d{6} \d{5}=                      |                                          |
| ;2014-\d{6}-\d{5}=                      |                                          |
| %B1800\d{11}^[A-Z]{1}                   |                                          |
| %B6011-\d{4}-\d{4}-\d{4}^[A-Z]{1}       |                                          |
| %B6011 \d{4} \d{4} \d{4} \d{4}^[A-Z]{1} |                                          |
| %B6011\d{12}^[A-Z]{1}                   |                                          |



**Table 36-21** Credit Card Magnetic Stripe Data medium breadth validator

| Validator  | Description                                                |
|------------|------------------------------------------------------------|
| Luhn Check | Computes the Luhn checksum which every instance must pass. |

## Credit Card Number data identifier

Account number needed to process credit card transactions. Often abbreviated as CCN. Also known as a Primary Account Number (PAN).

The Credit Card Number data identifier offers three breadths of detection:

- Wide breadth  
See [“Credit Card Number wide breadth”](#) on page 668.
- Medium breadth  
See [“Credit Card Number medium breadth”](#) on page 669.
- Narrow breadth  
See [“Credit Card Number narrow breadth”](#) on page 671.

### Credit Card Number wide breadth

The wide breadth Credit Card Number data identifier detects valid credit card numbers that are separated by spaces, dashes, periods, or without separators.

This validator includes formats for American Express, Diner's Club, Discover, Japan Credit Bureau (JCB), MasterCard, and Visa.

This validator performs Luhn check validation.



Table 36-22      Credit Card Number wide breadth patterns

| Pattern                     | Pattern (continued)     |
|-----------------------------|-------------------------|
| \d{16}                      | 2149-\d{6}-\d{5}        |
| \d{4}.\d{4}.\d{4}.\d{4}     | 3[068]\d{12}            |
| \d{4} \d{4} \d{4} \d{4}     | 3[068]\d{2}.\d{6}.\d{4} |
| \d{4}-\d{4}-\d{4}-\d{4}     | 3[068]\d{2} \d{6} \d{4} |
| 1800\d{11} 2014.\d{6}.\d{5} | 3[068]\d{2}-\d{6}-\d{4} |
| 2014\d{11} 2014 \d{6} \d{5} | 3[47]\d{13}             |
| 2014-\d{6}-\d{5}            | 3[47]\d{2}.\d{6}.\d{5}  |
| 2131\d{11}                  | 3[47]\d{2} \d{6} \d{5}  |
| 2149.\d{6}.\d{5}            | 3[47]\d{2}-\d{6}-\d{5}  |
| 2149\d{11}                  | 4\d{12}                 |
| 2149 \d{6} \d{5}            |                         |

Table 36-23      Canadian Social Insurance Number wide breadth validator

| Mandatory validator | Description                                                          |
|---------------------|----------------------------------------------------------------------|
| Luhn Check          | Computes the Luhn checksum which every Credit Card Number must pass. |

## Credit Card Number medium breadth

The medium breadth Credit Card Number data identifier detects valid credit card numbers that are separated by spaces, dashes, periods, or without separators. This validator performs Luhn check validation. This validator includes formats for American Express, Diner's Club, Discover, Japan Credit Bureau (JCB), MasterCard, and Visa. This validator eliminates common test numbers, including those reserved for testing by credit card issuers.



Table 36-24 Credit Card Number medium breadth patterns

| Pattern                     | Pattern (continued)           |
|-----------------------------|-------------------------------|
| 1800\d{11}                  | 3\d{3}.\d{4}.\d{4}.\d{4}      |
| 2014.\d{6}.\d{5}            | 3\d{3} \d{4} \d{4} \d{4}      |
| 2014\d{11}                  | 3\d{3}-\d{4}-\d{4}-\d{4}      |
| 2014 \d{6} \d{5}            | 4\d{12} 4\d{15}               |
| 2014-\d{6}-\d{5}            | 4\d{3}.\d{4}.\d{4}.\d{4}      |
| 2131\d{11}                  | 4\d{3} \d{4} \d{4} \d{4}      |
| 2149.\d{6}.\d{5} 2149\d{11} | 4\d{3}-\d{4}-\d{4}-\d{4}      |
| 2149 \d{6} \d{5}            | 5[1-5]\d{14}                  |
| 2149-\d{6}-\d{5}            | 5[1-5]\d{2}.\d{4}.\d{4}.\d{4} |
| 3[068]\d{12}                | 5[1-5]\d{2} \d{4} \d{4} \d{4} |
| 3[068]\d{2}.\d{6}.\d{4}     | 5[1-5]\d{2}-\d{4}-\d{4}-\d{4} |
| 3[068]\d{2} \d{6} \d{4}     | 6011.\d{4}.\d{4}.\d{4}        |
| 3[068]\d{2}-\d{6}-\d{4}     | 6011\d{12}                    |
| 3[47]\d{13}                 | 6011 \d{4} \d{4} \d{4}        |
| 3[47]\d{2}.\d{6}.\d{5}      | 6011-\d{4}-\d{4}-\d{4}        |
| 3[47]\d{2} \d{6} \d{5}      |                               |
| 3[47]\d{2}-\d{6}-\d{5}      |                               |
| 3\d{15}                     |                               |

Table 36-25 Credit Card Number medium breadth validators

| Mandatory validator | Description                                                                    |
|---------------------|--------------------------------------------------------------------------------|
| Luhn Check          | Validator computes the Luhn checksum which every Credit Card Number must pass. |
| Exclude data match  | Excludes anything that matches the specified text.                             |



Table 36-25      Credit Card Number medium breadth validators *(continued)*

| Mandatory validator       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exclude data match inputs | 0111111111111111, 1234567812345670, 180025848680889, 180026939516875, 201400000000009, 201411032364438, 201431736711288, 210002956344412, 214906110040367, 300000000000004, 30175572836108, 30203642658706, 30374367304832, 30569309025904, 3088000000000000, 3088000000000009, 3088272824427380, 3096666928988980, 3158060990195830, 340000000000009, 341019464477148, 341111111111111, 341132368578216, 343510064010360, 344400377306201, 3530111333300000, 3566002020360500, 3700000000000002, 371449635398431, 374395534374782, 378282246310005, 378282246310005, 378282246310005, 378734493671000, 38520000023237, 40070000000027, 4012888888881880, 4024007116284, 4111111111111110, 4111111111111111, 42222222222222, 4242424242424242, 4485249610564758, 4539399050593, 4539475158333170, 4539603277651940, 4539687075612974, 4539890911376230, 4556657397647250, 4716733846619930, 4716976758661, 4916437046413, 4916451936094420, 4916491104658550, 4916603544909870, 4916759155933, 5105105105105100, 5119301340696760, 5263386793750340, 5268196752489640, 5283145597742620, 5424000000000015, 5429800397359070, 5431111111111111, 5455780586062610, 5472715456453270, 5500000000000004, 5539878514522540, 5547392938355060, 5555555555554440, 5555555555554444, 5556722757422205, 6011000000000000, 6011000000000004, 6011000000000012, 6011000990139420, 6011111111111110, 6011111111111117, 6011312054074430, 6011354276117410, 6011601160116611, 6011905056260500, 869908581608894, 869933317208876, 869989278167071 |
| Number Delimiter          | Validates a match by checking the surrounding number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

### Credit Card Number narrow breadth

The narrow breadth edition of the Credit Card Number data identifier detects valid credit card numbers that are separated by spaces, dashes, periods, or without separators. It performs Luhn check validation. Includes formats for American Express, Diner's Club, Discover, Japan Credit Bureau (JCB), MasterCard, and Visa. Eliminates common test numbers, including those reserved for testing by credit card issuers. Also requires presence of a credit card-related keyword.



Table 36-26 Credit Card Number narrow breadth patterns

| Pattern                  | Pattern (continued)           |
|--------------------------|-------------------------------|
| 2149 \d{6} \d{5}         | 5[1-5]\d{2}-\d{4}-\d{4}-\d{4} |
| 2149-\d{6}-\d{5}         | 5[1-5]\d{2} \d{4} \d{4} \d{4} |
| 2014\d{11}               | 5[1-5]\d{14}                  |
| 2014 \d{6} \d{5}         | 5[1-5]\d{2}.\d{4}.\d{4}.\d{4} |
| 2014-\d{6}-\d{5}         | 2131\d{11}                    |
| 6011-\d{4}-\d{4}-\d{4}   | 3\d{3}-\d{4}-\d{4}-\d{4}      |
| 6011 \d{4} \d{4} \d{4}   | 3\d{3} \d{4} \d{4} \d{4}      |
| 6011\d{12}               | 3\d{15}                       |
| 3[068]\d{12}             | 2149\d{11}                    |
| 3[068]\d{2} \d{6} \d{4}  |                               |
| 3[068]\d{2}-\d{6}-\d{4}  |                               |
| 3[47]\d{2}-\d{6}-\d{5}   |                               |
| 3[47]\d{2} \d{6} \d{5}   |                               |
| 3[47]\d{13}              |                               |
| 4\d{3}-\d{4}-\d{4}-\d{4} |                               |
| 3\d{3}.\d{4}.\d{4}.\d{4} |                               |
| 2149.\d{6}.\d{5}         |                               |
| 2014.\d{6}.\d{5}         |                               |
| 6011.\d{4}.\d{4}.\d{4}   |                               |
| 3[068]\d{2}.\d{6}.\d{4}  |                               |
| 3[47]\d{2}.\d{6}.\d{5}   |                               |
| 4\d{3}.\d{4}.\d{4}.\d{4} |                               |
| 1800\d{11}               |                               |
| 4\d{12}                  |                               |
| 4\d{3} \d{4} \d{4} \d{4} |                               |
| 4\d{15}                  |                               |



**Table 36-27** Credit Card Number narrow breadth validators

| Mandatory validator       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Luhn Check                | Validator computes the Luhn checksum which every Credit Card Number must pass.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Exclude data match        | Excludes anything that matches the specified text.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Exclude data match inputs | 0111111111111111, 1234567812345670, 180025848680889, 180026939516875, 201400000000009, 201411032364438, 201431736711288, 210002956344412, 214906110040367, 300000000000004, 30175572836108, 30203642658706, 30374367304832, 30569309025904, 3088000000000000, 3088000000000009, 3088272824427380, 3096666928988980, 3158060990195830, 340000000000009, 341019464477148, 3411111111111111, 341132368578216, 343510064010360, 344400377306201, 3530111333300000, 3566002020360500, 3700000000000002, 371449635398431, 374395534374782, 378282246310005, 378282246310005, 378282246310005, 378734493671000, 38520000023237, 40070000000027, 4012888888881880, 4024007116284, 4111111111111110, 4111111111111111, 42222222222222, 4242424242424242, 4485249610564758, 4539399050593, 4539475158333170, 4539603277651940, 4539687075612974, 4539890911376230, 4556657397647250, 4716733846619930, 4716976758661, 4916437046413, 4916451936094420, 4916491104658550, 4916603544909870, 4916759155933, 5105105105105100, 5119301340696760, 5263386793750340, 5268196752489640, 5283145597742620, 5424000000000015, 5429800397359070, 5431111111111111, 5455780586062610, 5472715456453270, 5500000000000004, 5539878514522540, 5547392938355060, 5555555555554440, 5555555555554444, 5556722757422205, 6011000000000000, 6011000000000004, 6011000000000012, 6011000990139420, 6011111111111110, 6011111111111117, 6011312054074430, 6011354276117410, 6011601160116611, 6011905056260500, 869908581608894, 869933317208876, 869989278167071 |
| Number Delimiter          | Validates a match by checking the surrounding number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Find keywords             | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |



Table 36-27 Credit Card Number narrow breadth validators (continued)

| Mandatory validator  | Description                                                                                                                                                                                                                                                                                                                               |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Find keywords inputs | account number, account ps, american express, americanexpress, amex, bank card, bankcard, card num, card number, cc #, cc#, ccn, check card, checkcard, credit card, credit card #, credit card number, credit card#, debit card, debitcard, diners club, dinersclub, discover, enroutel, japanese card bureau, jcb, mastercard, mc, visa |

## CUSIP Number data identifier

The CUSIP number is a unique identifier assigned to North American stock or other securities. This number is issued by the Committee on Uniform Security Identification Procedures (CUSIP) to assist in clearing and settling trades.

The CUSIP Number data identifier detects 9 character strings.

This data identifier provides three breadths of detection:

- The wide edition validates the final check digit.  
See “CUSIP Number wide breadth” on page 674.
- The medium edition validates the final check digit and requires the presence of a keyword.  
See “CUSIP Number medium breadth” on page 675.
- The narrow edition validates the final check digit and requires the presence of a keyword.  
See “CUSIP Number narrow breadth” on page 675.

## CUSIP Number wide breadth

The wide breadth edition of the CUSIP Number data identifier detects 9 character strings. The 5th, 6th, 7th, and 8th character can be a letter or number, and all others are digits. Validates the final check digit.

Table 36-28 CUSIP Number wide breadth pattern

| Pattern                   |
|---------------------------|
| <code>\d{4}\w{4}\d</code> |



**Table 36-29** CUSIP Number wide breadth validator

| Mandatory validator | Description                                                                                                         |
|---------------------|---------------------------------------------------------------------------------------------------------------------|
| Cusip Validation    | Validator checks for invalid CUSIP ranges and computes the CUSIP checksum (Modulus 10 Double Add Double algorithm). |

## CUSIP Number medium breadth

The medium breadth edition of the CUSIP Number data identifier detects 9 character strings. The 5th, 6th, 7th, and 8th character can be a letter or number, and all others are digits.

This edition of the validator validates the final check digit and also requires the presence of a CUSIP-related keyword..

**Table 36-30** CUSIP Number medium breadth pattern

| Pattern                   |
|---------------------------|
| <code>\d{4}\w{4}\d</code> |

**Table 36-31** CUSIP Number medium breadth validator

| Mandatory validator | Description                                                                                                                                                                                                      |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cusip Validation    | Validator checks for invalid CUSIP ranges and computes the CUSIP checksum (Modulus 10 Double Add Double algorithm).                                                                                              |
| Find keywords       | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.                                                                                     |
| Find keywords input | cusip, c.u.s.i.p., Committee on Uniform Security Identification Procedures, American Bankers Association, Standard & Poor's, S&P, National Numbering Association, NNA, National Securities Identification Number |

## CUSIP Number narrow breadth

The narrow breadth edition of the CUSIP Number data identifier detects 9 character strings. The 5th, 6th, 7th, and 8th character can be a letter or number, and all others are digits.

This edition of the validator validates the final check digit and also requires the presence of a CUSIP-related keyword.

This edition of the data identifier is narrower than the medium breadth because it does not include the "NNA" abbreviation as a keyword.



Table 36-32 CUSIP Number narrow breadth pattern

| Pattern                   |
|---------------------------|
| <code>\d{4}\w{4}\d</code> |

Table 36-33 CUSIP Number narrow breadth validators

| Mandatory validator | Description                                                                                                                                                                                                 |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cusip Validation    | Validator checks for invalid CUSIP ranges and computes the CUSIP checksum (Modulus 10 Double Add Double algorithm).                                                                                         |
| Find keywords       | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.                                                                                |
| Find keywords input | cusip, c.u.s.i.p., Committee on Uniform Security Identification Procedures, American Bankers Association, Standard & Poor's, S&P, National Numbering Association, National Securities Identification Number |

## Drivers License Number – CA State data identifier

This number is the identification number for an individual's driver's license issued by the US state of California.

The Drivers License Number – CA State data identifier detects the presence of a 7-digit number.

This data identifier provides two breadths of validation:

- The wide breadth edition detects any 7-digit number.  
See “[Drivers License Number – CA State wide breadth](#)” on page 676.
- The medium breadth edition validates a detected number against keywords.  
See “[Drivers License Number – CA State medium breadth](#)” on page 677.

## Drivers License Number – CA State wide breadth

The wide breadth edition of the CA Driver License Number data identifier detects an 8 character string, beginning with a letter followed by a 7-digit number.

**Note:** This breadth option does not include any validators.



Table 36-34 Drivers License Number wide breadth pattern

| Pattern             |
|---------------------|
| <code>\\d{7}</code> |

## Drivers License Number – CA State medium breadth

The medium breadth edition of this data identifier detects an 8 character string, beginning with a letter followed by a 7-digit number.

It validates a detected number by requiring a driver's license keyword AND a California-related keyword.

Table 36-35 Drivers License Number – CA State medium breadth pattern

| Pattern             |
|---------------------|
| <code>\\d{7}</code> |

Table 36-36 Drivers License Number – CA State medium breadth validators

| Mandatory validator | Description                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.    |
| Find keywords input | driver license, drivers license, driver's license, driver licenses, drivers licenses, driver's licenses, dl#, dls#, lic#, lics# |
| Find keywords       | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.    |
| Find keywords input | ca, calif, california                                                                                                           |

## Drivers License Number - FL, MI, MN States data identifier

These number are the identification number for an individual's driver's license issued by one of the following US states: Florida, Michigan, or Minnesota. These states are grouped together because they share a common pattern for this number.



This data identifier detects a 13 character string, beginning with a letter followed by 12 numbers.

This data identifier provides two breadths of validation:

- The wide breadth edition detects any 13 character string with a letter followed by 12 numbers.  
See “[Drivers License Number- FL, MI, MN States wide breadth](#)” on page 678.
- The medium breadth narrows the scope by requiring the presence keywords.  
See “[Drivers License Number- FL, MI, MN States medium breadth](#)” on page 678.

## Drivers License Number- FL, MI, MN States wide breadth

The wide breadth edition of this data identifier detects any 13 character string with a letter followed by 12 numbers.

For the MN license number, the following format is matched:  
L-DDD-DDD-DDD-DDD.

**Note:** This breadth option does not include any validators.

**Table 36-37** Drivers License Number- FL, MI, MN States wide breadth patterns

| Patterns                                     |
|----------------------------------------------|
| <code>\\l \\d{3} \\d{3} \\d{3} \\d{3}</code> |
| <code>\\d{12}</code>                         |
| <code>\\d{3}-\\d{3}-\\d{2}-\\d{3}-\\d</code> |
| <code>\\l-\\d{3}-\\d{3}-\\d{3}-\\d{3}</code> |

## Drivers License Number- FL, MI, MN States medium breadth

The medium breadth edition of this data identifier implements patters to detect any 13 character string with a letter followed by 12 numbers. For the MN license number, the following format is matched: L-DDD-DDD-DDD-DDD.

This data identifier validates the number by requiring the presence of a drivers license keyword AND a state-related keyword.

**Table 36-38** Drivers License Number- FL, MI, MN States medium breadth patterns

| Pattern                                      |
|----------------------------------------------|
| <code>\\l \\d{3} \\d{3} \\d{3} \\d{3}</code> |



Table 36-38

Drivers License Number- FL, MI, MN States medium breadth patterns  
(continued)

| Pattern                                   |
|-------------------------------------------|
| <code>\l\d{12}</code>                     |
| <code>\l\d{3}-\d{3}-\d{2}-\d{3}-\d</code> |
| <code>\l-\d{3}-\d{3}-\d{3}-\d{3}</code>   |

Table 36-39

| Mandator validator  | Description                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input | driver license, drivers license, driver's license, driver licenses, drivers licenses, driver's licenses, dl#, dls#, lic#, lics# |
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input | fla, fl, florida, michigan, mi, minnesota, mn                                                                                   |

# Drivers License Number - IL State data identifier

This number is the identification number for an individual's driver's license issued by the US state of Illinois.

The Drivers License Number - IL State data identifier detects the presence of an Illinois drivers license number.

This data identifier provides two breadths of validation:

- The wide breadth edition detects the presence of a 12 character string.  
See “[Drivers License Number- IL State wide breadth](#)” on page 680.
- The medium breadth narrows the scope by requiring the presence of keywords.  
See “[Drivers License Number- IL State medium breadth](#)” on page 680.



## Drivers License Number- IL State wide breadth

The wide breadth edition of the Drivers License Number- IL State data identifier detects a 12 character string, beginning with a letter (the first letter of the person's last name) followed by 11 numbers.

**Note:** This breadth option does not include any validators.

**Table 36-40** Drivers License Number- IL State wide breadth patterns

| Pattern                 |
|-------------------------|
| \\I\\d{3}-\\d{4}-\\d{4} |
| \\d{11}                 |

## Drivers License Number- IL State medium breadth

The medium breadth edition of the Drivers License Number- IL State data identifier detects a 12 character string, beginning with a letter (the first letter of the person's last name) followed by 11 numbers.

This breadth also requires the presence of both a driver's license keyword AND a Illinois-related keyword..

**Table 36-41** Drivers License Number- IL State medium breadth patterns

| Pattern                 |
|-------------------------|
| \\I\\d{3}-\\d{4}-\\d{4} |
| \\d{11}                 |

**Table 36-42** Drivers License Number- IL State medium breadth validators

| Mandator validators | Description                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input | driver license, drivers license, driver's license, driver licenses, drivers licenses, driver's licenses, dl#, dls#, lic#, lics# |



**Table 36-42** Drivers License Number- IL State medium breadth validators  
(continued)

| Mandator validators | Description                                                                                          |
|---------------------|------------------------------------------------------------------------------------------------------|
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched. |
| Find keywords input | il, illinois                                                                                         |

## Drivers License Number - NJ State data identifier

This number is the identification for an individual's driver's license issued by the US state of New Jersey.

The Drivers License Number - NJ State data identifier detects the presence of a New Jersey drivers license number.

This data identifier provides two breadths of validation:

- The wide breadth edition detects the presence of a 15 character string.  
See “[Drivers License Number- NJ State wide breadth](#)” on page 681.
- The medium breadth narrows the scope by requiring the presence of keywords.  
See “[Drivers License Number- NJ State medium breadth](#)” on page 682.

### Drivers License Number- NJ State wide breadth

The wide breadth edition of the Drivers License Number- NJ State data identifier detects a 15 character string, beginning with a letter (the first letter of the person's last name) followed by 14 numbers.

**Note:** The wide breadth option does not include any validators.

**Table 36-43** Drivers License Number- NJ State wide breadth patterns

| Patterns                |
|-------------------------|
| \\I\\d{4} \\d{5} \\d{5} |
| \\d{14}                 |



## Drivers License Number- NJ State medium breadth

The medium breadth edition of the Drivers License Number- NJL State data identifier detects a 15 character string, beginning with a letter (the first letter of the person's last name) followed by 14 numbers.

This breadth also requires the presence of both a driver's license keyword AND a New Jersey-related keyword.

**Table 36-44** Drivers License Number- NJ State medium breadth patterns

| Pattern                 |
|-------------------------|
| \\l\\d{3}-\\d{4}-\\d{4} |
| \\l\\d{11}              |

**Table 36-45** Drivers License Number- NJ State medium breadth validators

| Validators          | Description                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input | driver license, drivers license, driver's license, driver licenses, drivers licenses, driver's licenses, dl#, dls#, lic#, lics# |
| Find keywords       | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input | nj, new jersey, newjersey                                                                                                       |

## Drivers License Number - NY State data identifier

- This number is the identification for an individual's driver's license issued by the US state of New York.
- The Drivers License Number - NY State data identifier detects the presence of an New York drivers license number.
- This data identifier provides two breadths of validation:
- The wide breadth edition detects a string of 9 digits.  
See [“Drivers License Number- NJ State wide breadth”](#) on page 681.
  - The medium breadth narrows the scope by requiring the presence of keywords.



See “Drivers License Number- NJ State medium breadth” on page 682.

## Drivers License Number- NY State wide breadth

The wide breadth edition of the Drivers License Number- NY State data identifier detects a 9-digit string.

**Note:** The wide breadth option does not include any validators.

**Table 36-46** Drivers License Number- NY State wide breadth patters

| Pattern              |
|----------------------|
| \\d{3} \\d{3} \\d{3} |
| \\d{9}               |

## Drivers License Number - NY State medium breadth

The medium breadth edition of the Drivers License Number - NY State data identifier detects a 9-digit string.

This breadth also requires the presence of both a driver's license keyword AND a New York–related keyword.

**Table 36-47** Drivers License Number- NY State wide breadth patterns

| Pattern                 |
|-------------------------|
| \\I\\d{3}-\\d{4}-\\d{4} |
| \\d{11}                 |

**Table 36-48**

| Mandatory validators | Description                                                                                                                     |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Find keywords        | Requires at least one of the input keywords or key phrases to be present for the data to be matched.                            |
| Find keywords input  | driver license, drivers license, driver's license, driver licenses, drivers licenses, driver's licenses, dl#, dls#, lic#, lics# |



Table 36-48 (continued)

| Mandatory validators | Description                                                                                          |
|----------------------|------------------------------------------------------------------------------------------------------|
| Find keywords        | Requires at least one of the input keywords or key phrases to be present for the data to be matched. |
| Find keywords input  | new york, ny, newyork                                                                                |

## French INSEE Code data identifier

The INSEE code in France is used as a social insurance number, a national identification number, and for taxation and employment purposes.

The French INSEE Code data identifier detects the presence of INSEE numbers.

The wide breadth edition of the French INSEE Code data identifier detects a 15-digit number which encodes the date of birth, department of origin, commune of origin, and an order number. A space delimiter after the first 13 digits is optional. The last two digits of the INSEE code encode a control key used to validate a checksum.

Table 36-49 French INSEE Code wide breadth patterns

| Pattern      |
|--------------|
| \d{13} \d{2} |
| d{15}        |

Table 36-50 French INSEE Code wide breadth validator

| Mandatory validator | Description                                                                                        |
|---------------------|----------------------------------------------------------------------------------------------------|
| INSEE Control Key   | This validator computes the INSEE control key and compares it to the last 2 digits of the pattern. |

## Hong Kong ID data identifier

The Hong Kong ID is the unique identifier for all residents of Hong Kong and appears on the Hong Kong Identity Card.

The Hong Kong ID data identifier detects the presence of Hong Kong IDs.



The wide breadth edition of the Hong Kong ID data identifier detects 8 characters in the form LDDDDDD(D) or LDDDDDD(A). The last character in the detected string is used to validate a checksum.

Table 36-51 Hong Kong ID wide breadth patterns

| Patterns                  |
|---------------------------|
| <code>\w\d{6}(\d)</code>  |
| <code>\w\d{6}(A)</code>   |
| <code>U\w\d{6}(\d)</code> |
| <code>U\w\d{6}(A)</code>  |

Table 36-52 Hong Kong ID wide breadth validator

| Mandatory validator | Description                                                 |
|---------------------|-------------------------------------------------------------|
| Hong Kong ID        | Computes the checksum and validates the pattern against it. |

## IBAN Central data identifier

The International Bank Account Number (IBAN) is an international standard for identifying bank accounts across national borders.

The IBAN Central data identifier detects IBAN numbers for Andorra, Austria, Belgium, Germany, Italy, Liechtenstein, Luxembourg, Malta, Monaco, San Marino, and Switzerland.

The wide breadth edition of the IBAN Central data identifier detects a country-specific IBAN number that passes a checksum. IBAN numbers can include space delimiters, dash delimiters, or no delimiters.

Table 36-53 IBAN Central wide breadth patterns

| Pattern                                            | Description      |
|----------------------------------------------------|------------------|
| <code>AD\d{2}\d{4}\d{4}\w{4}\w{4}\w{4}</code>      | Andorra patterns |
| <code>AD\d{2} \d{4} \d{4} \w{4} \w{4} \w{4}</code> |                  |
| <code>AD\d{2}-\d{4}-\d{4}-\w{4}-\w{4}-\w{4}</code> |                  |



**Table 36-53** IBAN Central wide breadth patterns (*continued*)

| Pattern                                                                                                                                                    | Description            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| AT\d{2}\d{4}\d{4}\d{4}<br>AT\d{2} \d{4} \d{4} \d{4} \d{4}<br>AT\d{2}-\d{4}-\d{4}-\d{4}-\d{4}                                                               | Austria patterns       |
| BE\d{2}\d{4}\d{4}\d{4}<br>BE\d{2} \d{4} \d{4} \d{4}<br>BE\d{2}-\d{4}-\d{4}-\d{4}                                                                           | Belgium patterns       |
| CH\d{2}\d{4}\d{w{3}}\w{4}\w{4}\w<br>CH\d{2} \d{4} \d{w{3}} \w{4} \w{4} \w<br>CH\d{2}-\d{4}-\d{w{3}}-\w{4}-\w{4}-\w                                         | Switzerland patterns   |
| DE\d{2}\d{4}\d{4}\d{4}\d{4}\d{2}<br>DE\d{2} \d{4} \d{4} \d{4} \d{4} \d{2}<br>DE\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{2}                                         | Germany patterns       |
| IT\d{2}[A-Z]\d{3}\d{4}\d{3}\w\w{4}\w{4}\w{3}<br>IT\d{2} [A-Z]\d{3} \d{4} \d{3} \w \w{4} \w{4} \w{3}<br>IT\d{2}-[A-Z]\d{3}-\d{4}-\d{3}-\w-\w{4}-\w{4}-\w{3} | Italy patterns         |
| LI\d{2}\d{4}\d{w{3}}\w{4}\w{4}\w<br>LI\d{2} \d{4} \d{w{3}} \w{4} \w{4} \w<br>LI\d{2}-\d{4}-\d{w{3}}-\w{4}-\w{4}-\w                                         | Liechtenstein patterns |
| LU\d{2}\d{3}\w\w{4}\w{4}\w{4}<br>LU\d{2} \d{3} \w \w{4} \w{4} \w{4}<br>LU\d{2}-\d{3}-\w-\w{4}-\w{4}-\w{4}                                                  | Luxembourg patterns    |
| MC\d{2}\d{4}\d{4}\d{2}\w{2}\w{4}\w{4}\w\d{2}<br>MC\d{2} \d{4} \d{4} \d{2} \w{2} \w{4} \w{4} \w\d{2}<br>MC\d{2}-\d{4}-\d{4}-\d{2}-\w{2}-\w{4}-\w{4}-\w\d{2} | Monaco patterns        |



Table 36-53 IBAN Central wide breadth patterns (continued)

| Pattern                                                | Description         |
|--------------------------------------------------------|---------------------|
| MT\d{2}[A-Z]{4}\d{4}\d\w{3}\w{4}\w{4}\w{4}\w{3}        | Malta               |
| MT\d{2} [A-Z]{4} \d{4} \d\w{3} \w{4} \w{4} \w{4} \w{3} |                     |
| MT\d{2}-[A-Z]{4}-\d{4}-\d\w{3}-\w{4}-\w{4}-\w{4}-\w{3} |                     |
| SM\d{2}[A-Z]\d{3}\d{4}\d{3}\w\w{4}\w{4}\w{3}           | San Marino patterns |
| SM\d{2} [A-Z]\d{3} \d{4} \d{3}\w \w{4} \w{4} \w{3}     |                     |
| SM\d{2}-[A-Z]\d{3}-\d{4}-\d{3}\w-\w{4}-\w{4}-\w{3}     |                     |

Table 36-54 IBAN Central wide breadth validator

| Validator        | Description                                                     |
|------------------|-----------------------------------------------------------------|
| Mod 97 Validator | Computes the ISO 7064 Mod 97-10 checksum of the complete match. |

# IBAN East data identifier

The International Bank Account Number (IBAN) is an international standard for identifying bank accounts across national borders.

The IBAN East data identifier detects IBAN numbers for Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Greece, Hungary, Israel, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Serbia, Slovakia, Slovenia, Turkey and Tunisia.

The wide breadth IBAN East data identifier detects a country-specific IBAN number that passes a checksum. IBAN numbers can include space delimiters, dash delimiters, or no delimiters.

Table 36-55 IBAN East wide breadth patterns

| Pattern                         | Description     |
|---------------------------------|-----------------|
| BA\d{2}\d{4}\d{4}\d{4}\d{4}     | Bosnia patterns |
| BA\d{2} \d{4} \d{4} \d{4} \d{4} |                 |
| BA\d{2}-\d{4}-\d{4}-\d{4}-\d{4} |                 |



**Table 36-55** IBAN East wide breadth patterns (*continued*)

| Pattern                                        | Description             |
|------------------------------------------------|-------------------------|
| BG\d{2}[A-Z]{4}\d{4}\d{2}\w{2}\w{4}\w{2}       | Bulgaria patterns       |
| BG\d{2} [A-Z]{4} \d{4} \d{2}\w{2} \w{4} \w{2}  |                         |
| BG\d{2}-[A-Z]{4}-\d{4}-\d{2}\w{2}-\w{4}-\w{2}  |                         |
| CY\d{2}\d{4}\d{4}\w{4}\w{4}\w{4}\w{4}          | Cyprus patterns         |
| CY\d{2} \d{4} \d{4} \w{4} \w{4} \w{4} \w{4}    |                         |
| CY\d{2}-\d{4}-\d{4}-\w{4}-\w{4}-\w{4}-\w{4}    |                         |
| CZ\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}               | Czech Republic patterns |
| CZ\d{2} \d{4} \d{4} \d{4} \d{4} \d{4}          |                         |
| CZ\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}          |                         |
| EE\d{2}\d{4}\d{4}\d{4}\d{4}                    | Estonia patterns        |
| EE\d{2} \d{4} \d{4} \d{4} \d{4}                |                         |
| EE\d{2}-\d{4}-\d{4}-\d{4}-\d{4}                |                         |
| GR\d{2}\d{4}\d{3}\w\w{4}\w{4}\w{4}\w{3}        | Greece patterns         |
| GR\d{2} \d{4} \d{3} \w \w{4} \w{4} \w{4} \w{3} |                         |
| GR\d{2}-\d{4}-\d{3}\w-\w{4}-\w{4}-\w{4}-\w{3}  |                         |
| HR\d{2}\d{4}\d{4}\d{4}\d{4}\d                  | Croatia patterns        |
| HR\d{2} \d{4} \d{4} \d{4} \d{4} \d             |                         |
| HR\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d             |                         |
| HU\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}\d{4}          | Hungary patterns        |
| HU\d{2} \d{4} \d{4} \d{4} \d{4} \d{4} \d{4}    |                         |
| HU\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}    |                         |
| IL\d{2}\d{4}\d{4}\d{4}\d{4}\d{3}               | Israel patterns         |
| IL\d{2} \d{4} \d{4} \d{4} \d{4} \d{3}          |                         |
| IL\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{3}          |                         |
| LT\d{2}\d{4}\d{4}\d{4}\d{4}                    | Lithuania patterns      |
| LT\d{2} \d{4} \d{4} \d{4} \d{4}                |                         |
| LT\d{2}-\d{4}-\d{4}-\d{4}-\d{4}                |                         |



**Table 36-55** IBAN East wide breadth patterns (*continued*)

| Pattern                                     | Description              |
|---------------------------------------------|--------------------------|
| LV\d{2}[A-Z]{4}\w{4}\w{4}\w{4}\w            | Latvia patterns          |
| LV\d{2} [A-Z]{4} \w{4} \w{4} \w{4} \w       |                          |
| LV\d{2}-[A-Z]{4}-\w{4}-\w{4}-\w{4}-\w       |                          |
| ME\d{2}\d{4}\d{4}\d{4}\d{4}\d{2}            | Montenegro patterns      |
| ME\d{2} \d{4} \d{4} \d{4} \d{4} \d{2}       |                          |
| ME\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{2}       |                          |
| MK\d{2}\d{3}\w\w{4}\w{4}\w\d{2}             | Macedonia patterns       |
| MK\d{2} \d{3} \w \w{4} \w{4} \w\d{2}        |                          |
| MK\d{2}-\d{3}\w-\w{4}-\w{4}-\w\d{2}         |                          |
| PL\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}\d{4}       | Poland patterns          |
| PL\d{2} \d{4} \d{4} \d{4} \d{4} \d{4} \d{4} |                          |
| PL\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4} |                          |
| RO\d{2}[A-Z]{4}\w{4}\w{4}\w{4}\w{4}         | Romania patterns         |
| RO\d{2} [A-Z]{4} \w{4} \w{4} \w{4} \w{4}    |                          |
| RO\d{2}-[A-Z]{4}-\w{4}-\w{4}-\w{4}-\w{4}    |                          |
| RS\d{2}\d{4}\d{4}\d{4}\d{4}\d{2}            | Serbia patterns          |
| RS\d{2} \d{4} \d{4} \d{4} \d{4} \d{2}       |                          |
| RS\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{2}       |                          |
| SI\d{2}\d{4}\d{4}\d{4}\d{3}                 | Slovenia patterns        |
| SI\d{2} \d{4} \d{4} \d{4} \d{3}             |                          |
| SI\d{2}-\d{4}-\d{4}-\d{4}-\d{3}             |                          |
| SK\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}            | Slovak Republic patterns |
| SK\d{2} \d{4} \d{4} \d{4} \d{4} \d{4}       |                          |
| SK\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}       |                          |
| TN59\d{4}\d{4}\d{4}\d{4}\d{4}               | Tunisia patterns         |
| TN59 \d{4} \d{4} \d{4} \d{4} \d{4}          |                          |
| TN59-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}          |                          |



Table 36-55 IBAN East wide breadth patterns (continued)

| Pattern                                 | Description     |
|-----------------------------------------|-----------------|
| TR\d{2}\d{4}\d\w{3}\w{4}\w{4}\w{2}      | Turkey patterns |
| TR\d{2}\d{4}\d\w{3}\w{4}\w{4}\w{2}      |                 |
| TR\d{2}-\d{4}-\d\w{3}-\w{4}-\w{4}-\w{2} |                 |

Table 36-56 IBAN East wide breadth validator

| Validator        | Description                                                     |
|------------------|-----------------------------------------------------------------|
| Mod 97 Validator | Computes the ISO 7064 Mod 97-10 checksum of the complete match. |

## IBAN West data identifier

The International Bank Account Number (IBAN) is an international standard for identifying bank accounts across national borders.

The IBAN West data identifier detects IBAN numbers for Denmark, Faroe Islands, Finland, France, Gibraltar, Greenland, Iceland, Ireland, Netherlands, Norway, Portugal, Spain, Sweden, and the United Kingdom.

The wide breadth IBAN West data identifier detects a country-specific IBAN number that passes a checksum. IBAN numbers can include space delimiters, dash delimiters, or no delimiters.

Table 36-57 IBAN West wide breadth patterns

| Pattern                         | Description      |
|---------------------------------|------------------|
| DK\d{2}\d{4}\d{4}\d{2}          | Denmark patterns |
| DK\d{2} \d{4} \d{4} \d{2}       |                  |
| DK\d{2}-\d{4}-\d{4}-\d{2}       |                  |
| ES\d{2}\d{4}\d{4}\d{4}\d{4}     | Spain patterns   |
| ES\d{2} \d{4} \d{4} \d{4} \d{4} |                  |
| ES\d{2}-\d{4}-\d{4}-\d{4}-\d{4} |                  |
| FI\d{2}\d{4}\d{4}\d{4}\d{2}     | Finland patterns |
| FI\d{2} \d{4} \d{4} \d{4} \d{2} |                  |
| FI\d{2}-\d{4}-\d{4}-\d{4}-\d{2} |                  |



**Table 36-57** IBAN West wide breadth patterns (*continued*)

| Pattern                                          | Description            |
|--------------------------------------------------|------------------------|
| FO\d{2}\d{4}\d{4}\d{4}\d{2}                      | Faroe Islands patterns |
| FO\d{2} \d{4} \d{4} \d{4} \d{2}                  |                        |
| FO\d{2}-\d{4}-\d{4}-\d{4}-\d{2}                  |                        |
| FR\d{2}\d{4}\d{4}\d{2}\w{2}\w{4}\w{4}\w{2}       | France patterns        |
| FR\d{2} \d{4} \d{4} \d{2}\w{2} \w{4} \w{4} \w{2} |                        |
| FR\d{2}-\d{4}-\d{4}-\d{2}\w{2}-\w{4}-\w{4}-\w{2} |                        |
| GB\d{2}[A-Z]{4}\d{4}\d{4}\d{4}\d{2}              | United Kingdom         |
| GB\d{2} [A-Z]{4} \d{4} \d{4} \d{4} \d{2}         |                        |
| GB\d{2}-[A-Z]{4}-\d{4}-\d{4}-\d{4}-\d{2}         |                        |
| GI\d{2}[A-Z]{4}\w{4}\w{4}\w{4}\w{3}              | Gibraltar patterns     |
| GI\d{2} [A-Z]{4} \w{4} \w{4} \w{4} \w{3}         |                        |
| GI\d{2}-[A-Z]{4}-\w{4}-\w{4}-\w{4}-\w{3}         |                        |
| GL\d{2}\d{4}\d{4}\d{4}\d{2}                      | Greenland patterns     |
| GL\d{2} \d{4} \d{4} \d{4} \d{2}                  |                        |
| GL\d{2}-\d{4}-\d{4}-\d{4}-\d{2}                  |                        |
| IE\d{2}[A-Z]{4}\d{4}\d{4}\d{4}\d{2}              | Ireland patterns       |
| IE\d{2} [A-Z]{4} \d{4} \d{4} \d{4} \d{2}         |                        |
| IE\d{2}-[A-Z]{4}-\d{4}-\d{4}-\d{4}-\d{2}         |                        |
| IS\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}\d{2}            | Iceland patterns       |
| IS\d{2} \d{4} \d{4} \d{4} \d{4} \d{4} \d{2}      |                        |
| IS\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4}-\d{2}      |                        |
| NL\d{2}[A-Z]{4}\d{4}\d{4}\d{2}                   | Netherlands patterns   |
| NL\d{2} [A-Z]{4} \d{4} \d{4} \d{2}               |                        |
| NL\d{2}-[A-Z]{4}-\d{4}-\d{4}-\d{2}               |                        |
| NO\d{2}\d{4}\d{4}\d{3}                           | Montenegro patterns    |
| NO\d{2} \d{4} \d{4} \d{3}                        |                        |
| NO\d{2}-\d{4}-\d{4}-\d{3}                        |                        |



Table 36-57 IBAN West wide breadth patterns (continued)

| Pattern                               | Description       |
|---------------------------------------|-------------------|
| PT\d{2}\d{4}\d{4}\d{4}\d{4}\d         | Portugal patterns |
| PT\d{2} \d{4} \d{4} \d{4} \d{4} \d    |                   |
| PT\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d    |                   |
| SE\d{2}\d{4}\d{4}\d{4}\d{4}\d{4}      | Sweden patterns   |
| SE\d{2} \d{4} \d{4} \d{4} \d{4} \d{4} |                   |
| SE\d{2}-\d{4}-\d{4}-\d{4}-\d{4}-\d{4} |                   |

Table 36-58 IBAN West wide breadth patterns

| Validator        | Description                                                     |
|------------------|-----------------------------------------------------------------|
| Mod 97 Validator | Computes the ISO 7064 Mod 97-10 checksum of the complete match. |

# IP Address data identifier

An IP address is the computer networking code that is used to identify devices and facilitate communications.

The IP Address data identifier detects IP addresses.

This data identifier offers three breadths of detection:

- Wide  
See “IP Address wide breadth” on page 692.
- Medium  
See “IP Address medium breadth” on page 693.
- Narrow  
See “IP Address narrow breadth” on page 694.

## IP Address wide breadth

The wide breadth edition of the IP Address data identifier detects numbers in format DDD.DDD.DDD.DDD with an optional /DD. Each three digit group must be between 0 and 255 inclusive and the /DD must be between 0 and 32. Additionally, 0.0.0.0 is not allowed.



**Table 36-59** IP Address wide breadth patterns

| Pattern                                                  |
|----------------------------------------------------------|
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}</code>             |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[0-9]</code>       |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[1-2][0-9]?</code> |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[3][0-2]?</code>   |

**Table 36-60** IP Address wide breadth validator

| Validator      | Description                                                                            |
|----------------|----------------------------------------------------------------------------------------|
| IP Basic Check | Every IP address must match the format x.x.x.x and every number must be less than 256. |

## IP Address medium breadth

The medium breadth edition of the IP Address data identifier detects numbers in format DDD.DDD.DDD.DDD with an optional /DD. Each three digit group must be between 0 and 255 inclusive and the /DD must be between 0 and 32. Additionally, 0.0.0.0 is not allowed. Also, eliminates as common fictitious examples all 1-digit match groups such as 1.1.1.2.

**Table 36-61** IP Address medium breadth patterns

| Pattern                                                  |
|----------------------------------------------------------|
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}</code>             |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[0-9]</code>       |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[1-2][0-9]?</code> |
| <code>\d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[3][0-2]?</code>   |

**Table 36-62** IP Address medium breadth validator

| Mandatory Validator | Description                                                                                                                                            |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| IP Octet Check      | Every IP address must match the format x.x.x.x, every number must be less than 256, and no IP address can contain only single-digit numbers (1.1.1.2). |



## IP Address narrow breadth

The narrow breadth edition of the IP Address data identifier detects numbers in format DDD.DDD.DDD.DDD with an optional /DD. Each three digit group must be between 0 and 255 inclusive and the /DD must be between 0 and 32. Additionally, 0.0.0.0 is not allowed. Also, eliminates as common fictitious examples all 1-digit match groups such as 1.1.1.2. Also eliminates unassigned IP addresses ("bogons").

Table 36-63 IP Address medium breadth patterns

| Pattern                                     |
|---------------------------------------------|
| \d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}             |
| \d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[0-9]       |
| \d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[1-2][0-9]? |
| \d{1,3}.\d{1,3}.\d{1,3}.\d{1,3}/[3][0-2]?   |

Table 36-64 IP Address wide breadth validator

| Mandatory Validator | Description                                                                                                                                            |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| IP Octet Check      | Every IP address must match the format x.x.x.x, every number must be less than 256, and no IP address can contain only single-digit numbers (1.1.1.2). |
| IP Octet Check      | Checks whether the IP address falls into any of the "Bogons" ranges. If so the match is invalid.                                                       |

## National Drug Code (NDC) data identifier

The National Drug Code (NDC) is an identifier issued by the Food and Drug Administration (FDA) for an individual drug in the United States. An alternate format is defined by HIPAA regulations.

The National Drug Code data identifier detects the existence of an NDC as well as the HIPAA version.

This data identifier provides three breadths of detection:

- The wide breadth checks for the existence of an NDC number or its HIPAA version.  
See [“Drivers License Number- FL, MI, MN States wide breadth”](#) on page 678.



- The medium breadth restricts the patterns for detecting the numbers.  
See “[Drivers License Number- FL, MI, MN States medium breadth](#)” on page 678.
- The narrow breadth requires a keyword match.  
See “[Drivers License Number- FL, MI, MN States medium breadth](#)” on page 678.

## National Drug Code (NDC) wide breadth

The wide breadth edition of the National Drug Code (NDC) data identifier detects the standard FDA format, which is a 10-digit number in the format 4-4-2, 5-4-1 or 5-3-2, with the numbers separated by dashes or spaces.

This data identifier also detects the HIPAA format, an 11-digit number in the format 5-4-2. The HIPAA format may include a single asterisk to represent a missing digit.

**Table 36-65**      National Drug Code (NDC) wide breadth patterns

| Patterns            |
|---------------------|
| *?\d{4} \d{4} \d{2} |
| *?\d{4}-\d{4}-\d{2} |
| \d{5} *\d{3} \d{2}  |
| \d{5}-*\d{3}-\d{2}  |
| \d{5} \d{4} *\d     |
| \d{5}-\d{4}-*\d     |
| \d{5} \d{4} \d{2}   |
| \d{5}-\d{4}-\d{2}   |

## National Drug Code (NDC) medium breadth

The medium breadth edition of the National Drug Code (NDC) data identifier detects the standard FDA format, which is a 10-digit number in the format 4-4-2, 5-4-1 or 5-3-2, with the numbers separated by dashes.

This data identifier also detects the HIPAA format, an 11-digit number in the format 5-4-2. The HIPAA format may include a single asterisk to represent a missing digit.

**Note:** The medium edition of this data identifier does not include any validators.



**Note:** The wide breadth edition of this data identifier allows for the NDC number to be space-delimited; the medium breadth edition does not. That is the difference between the wide and medium editions of this data identifier.

**Table 36-66** National Drug Code (NDC) medium breadth patterns

| Pattern             |
|---------------------|
| *?\d{4}-\d{4}-\d{2} |
| \d{5}-*?\d{3}-\d{2} |
| \d{5}-\d{4}-*?\d    |
| \d{5}-\d{4}-\d{2}   |

## National Drug Code (NDC) narrow breadth

The narrow breadth edition of the National Drug Code (NDC) data identifier detects the standard FDA format, which is a 10-digit number in the format 4-4-2, 5-4-1 or 5-3-2, with the numbers separated by dashes.

This data identifier also detects the HIPAA format, an 11-digit number in the format 5-4-2. The HIPAA format may include a single asterisk to represent a missing digit. This data identifier also requires the presence of an NDC-related keyword.

**Table 36-67** National Drug Code (NDC) narrow breadth patterns

| Pattern             |
|---------------------|
| *?\d{4}-\d{4}-\d{2} |
| \d{5}-*?\d{3}-\d{2} |
| \d{5}-\d{4}-*?\d    |
| \d{5}-\d{4}-\d{2}   |

**Table 36-68** National Drug Code (NDC) narrow breadth validators

| Mandatory validator | Description                                                                                                                  |
|---------------------|------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched. |
| Find keywords input | ndc, national drug code                                                                                                      |



# People's Republic of China ID data identifier

The People's Republic of China ID is used for residential registration, army enrollment registration, registration of marriage/divorce, traveling abroad, taking part in various national exams, and other social or civil matters in China.

The People's Republic of China ID data identifier detects the presence of this 18-digit number.

The wide breadth edition of the People's Republic of China ID data identifier detects an 18-digit number with the last number being used to validate a checksum.

Table 36-69      People's Republic of China ID wide breadth patterns

| Pattern    |
|------------|
| \d{17}[Xx] |
| \d{18}     |

Table 36-70      People's Republic of China ID wide breadth validator

| Mandatory validator         | Description                                                 |
|-----------------------------|-------------------------------------------------------------|
| China ID checksum validator | Computes the checksum and validates the pattern against it. |

# Singapore NRIC data identifier

The Singapore NRIC (National Registration Identity Card) is the identity document used in Singapore. The NRIC is a required document for some government procedures, commercial transactions such as the opening of a bank account, or to gain entry to premises by surrendering or exchanging for an entry pass.

The wide breadth edition of the Singapore NRIC data identifier detects 9 characters in the pattern LDDDDDDDL. The last character is used to validate a checksum.

Table 36-71      Singapore NRIC wide breadth pattern

| Pattern           |
|-------------------|
| [SFTGsftg]\d{7}\w |



Table 36-72      Singapore NRIC wide breadth validator

| Mandatory validator | Description                                                                |
|---------------------|----------------------------------------------------------------------------|
| Singapore NRIC      | Computes the Singapore NRIC checksum and validates the pattern against it. |

## South Korea Resident Registration Number data identifier

The South Korea Resident Registration Number is a 13-digit number issued to all residents of the Republic of Korea. Similar to national identification numbers in other countries, it is used to identify people in various private transactions such as in banking and employment. It is also used extensively for online identification purposes.

The South Korea Resident Registration Number data identifier detects the presence of this 13-digit number.

This data identifier provides two breadths of validation:

- The wide breadth edition matches numbers with dash delimiters or no delimiters.  
See “[South Korea Resident Registration Number wide breadth](#)” on page 698.
- The medium breadth edition matches a dash-delimited number only.  
See “[South Korea Resident Registration Number medium breadth](#)” on page 699.

This data identifier does not provide a narrow breadth option.

### South Korea Resident Registration Number wide breadth

The wide breadth edition of the South Korea Resident Registration Number data identifier detects 13 numeric characters that contain encoded birth date, gender, and origin of birth. It matches with dash or no delimiters, and validates the pattern using a checksum.

Table 36-73      South Korea Resident Registration Number wide breadth patterns

| Pattern                                |
|----------------------------------------|
| <code>\d{2}[01]\d[0123]\d{8}</code>    |
| <code>\d{2}[01]\d[0123]\d-\d{7}</code> |



**Table 36-74** South Korea Resident Registration Number wide breadth validators

| Mandatory validator      | Description                                                                                                                                   |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter         | Validates a match by checking the surrounding numbers.                                                                                        |
| Advanced KRRN Validation | Validates that the 3rd and 4th digit are a valid month, that the 5th and 6th digit are a valid day, and the checksum matches the check digit. |

## South Korea Resident Registration Number medium breadth

The medium breadth edition of the South Korea Resident Registration Number data identifier detects 13 numeric characters that contain encoded birth date, gender, and origin of birth, also validates the pattern using a checksum. This pattern requires a dash delimiter.

**Table 36-75** South Korea Resident Registration Number medium breadth pattern

| Pattern                               |
|---------------------------------------|
| <code>\d\d[01]\d[0123]\d-\d{7}</code> |

**Table 36-76** South Korea Resident Registration Number medium breadth validators

| Validator                | Description                                                                                                                                   |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter         | Validates a match by checking the surrounding numbers.                                                                                        |
| Advanced KRRN Validation | Validates that the 3rd and 4th digit are a valid month, that the 5th and 6th digit are a valid day, and the checksum matches the check digit. |

## Spanish DNI ID data identifier

The Spanish DNI ID number appears on the Documento nacional de identidad (DNI) and is issued by the Spanish Hacienda Publica to every citizen of Spain. It is the most important unique identifier used in Spain used for opening accounts, signing contracts, taxes, and elections.



The wide breadth edition of the Spanish DNI ID data identifier detects an 8-digit number followed by a hyphen and letter. Optionally the letter X and a hyphen can appear at the beginning for foreign nationals. The last letter must match a checksum algorithm.

**Table 36-77** Spanish DNI ID wide breadth patterns

| Pattern    |
|------------|
| \d{8}-\w   |
| X-\d{8}-\w |

**Table 36-78** Spanish DNI ID wide breadth validator

| Mandatory validator   | Description                                         |
|-----------------------|-----------------------------------------------------|
| DNI control key check | Computes the control key and checks if it is valid. |

## SWIFT Code data identifier

The SWIFT Code is a unique identifier for a banks and is managed by the Society for Worldwide Interbank Financial Telecommunications (SWIFT). The SWIFT Code is required for monetary transfers between financial institutions. It is also known as the Bank Identifier Code (BIC).

The SWIFT Code data identifier detects the presence of the SWIFT Code.

This data identifier provides two breadths of validation:

- Wide breadth  
See “[SWIFT Code wide breadth](#)” on page 700.
- Narrow breadth  
See “[SWIFT Code narrow breadth](#)” on page 701.

### SWIFT Code wide breadth

The wide breadth edition of the SWIFT Code data identifier detects Detects 8- or 11-character strings. The 5th and 6th characters are the country code. This breadth also requires presence of a SWIFT-related keyword.



Table 36-79SWIFT Code wide breadth patterns

| Pattern       |
|---------------|
| [A-Z]{6}\w{2} |
| [A-Z]{6}\w{5} |

Table 36-80SWIFT Code wide breadth validators

| Mandatory validator          | Description                                                                                                                                   |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Require beginning characters | With this option selected, any of the following list of values are required at the beginning of the matched data.                             |
| Find keywords                | With this option selected, at least one of the following keywords or key phrases must be present for the data to be matched.                  |
| Find keywords input          | bic, bic#, international organization for standardization 9362, iso 9362, iso9362, swift, swift#, swiftcode, swiftnumber, swiftroutingnumber. |

SWIFT Code narrow breadth

The narrow breadth edition of the SWIFT Code data identifier detects 8- or 11-character strings. The 5th and 6th characters are letters referring to a country code. This breadth also requires presence of specific SWIFT-related keywords.

Table 36-81SWIFT Code narrow breadth patterns

| Pattern       |
|---------------|
| [A-Z]{6}\w{2} |
| [A-Z]{6}\w{5} |

Table 36-82SWIFT Code narrow breadth validators

| Validator                    | Description                                                                                                       |
|------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Require beginning characters | With this option selected, any of the following list of values are required at the beginning of the matched data. |



Table 36-82 SWIFT Code narrow breadth validators *(continued)*

| Validator           | Description                                                                                                                                                                                                   |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Find keywords       | With this option selected, at least one of the following keywords or keyphrases must be present for the data to be matched.                                                                                   |
| Find keywords input | bic#, international organization for standardization 9362, iso 9362, iso9362, swift#, swiftcode, swiftnumber, swiftroutingnumber, swift code, swift number, swift routing number, bic number, bic code, bic # |

## Swiss AHV Number data identifier

In Switzerland the Old Age and Survivors Insurance Fund number (Alters- und Hinterlassenenversicherungsnummer - AHV number) is the most important public ID number.

The Swiss AHV Number data identifier detects the 11-digit identifier with or without the standard period delimiter (DDD.DD.DDD.DDD) and is validated against a checksum algorithm.

Table 36-83 Swiss AHV Number wide breadth patterns

| Pattern    |
|------------|
| \d{8}-\w   |
| X-\d{8}-\w |

Table 36-84 Swiss AHV Number wide breadth validators

| Validator        | Description                                            |
|------------------|--------------------------------------------------------|
| Swiss AHV        | Swiss AHV Modulus 11 Checksum.                         |
| Number Delimiter | Validates a match by checking the surrounding numbers. |

## Taiwan ID data identifier

In Taiwan an ID card is mandatory for all citizens who are over 14-years old. The ID card has been uniformly numbered since 1965.



The Taiwan ID data identifier detects the presence of Taiwan identification number based on two types of common ID patterns. The last character matched is used to validate a checksum.

**Table 36-85** Taiwan ID wide breadth pattern

| Patterns            |
|---------------------|
| [A-Z][12][0-3]\d{7} |
| [A-Z][ABCD]\d{8}    |

**Table 36-86** Taiwan ID wide breadth validator

| Validator | Description         |
|-----------|---------------------|
| Taiwan ID | Taiwan ID checksum. |

## UK Drivers License Number data identifier

The UK Drivers License Number is the identification number for an individual's driver's license issued by the Driver and Vehicle Licensing Agency of the United Kingdom.

The UK Drivers License Number data identifier detects the presence of UK Drivers License numbers.

This data identifier provides three breadths of validation:

- Wide  
See [“UK Drivers License Number wide breadth”](#) on page 703.
- Medium  
See [“UK Drivers License Number medium breadth”](#) on page 704.
- Narrow  
See [“UK Drivers License Number narrow breadth”](#) on page 704.

### UK Drivers License Number wide breadth

The wide breadth edition of the UK Drivers License Number data identifier detects 16 character strings of the following format: AAAAAD[0,1,5,6]DDDDAAALL, where A is an alphanumeric character, D a digit, and L a letter.

---

**Note:** This breadth option does not include any validators.

---



Table 36-87 UK Drivers License Number wide breadth patterns

| Pattern                                     |
|---------------------------------------------|
| <code>\w{5}\d[0156]\d{4}\w{3}\l{2}</code>   |
| <code>\w{5} \d[0156]\d{4} \w{3}\l{2}</code> |

UK Drivers License Number medium breadth

The medium breadth edition of the UK Drivers License Number data identifier detects 16 character strings of the following format:  
AAAAAD[0,1,5,6]DDDDAAALL, where A is an alphanumeric character, D a digit, and L a letter.

The first digit in the numeric section is restricted to 0,1,5, or 6. In addition, the 4th and 5th digits in the numeric section must be between 01 and 31, inclusive.

Table 36-88 UK Drivers License Number medium breadth patterns

| Pattern                                     |
|---------------------------------------------|
| <code>\w{5}\d[0156]\d{4}\w{3}\l{2}</code>   |
| <code>\w{5} \d[0156]\d{4} \w{3}\l{2}</code> |

Table 36-89 UK Drivers License Number medium breadth validator

| Mandatory validator | Description                                                                                                                           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| UK Drivers License  | Every UK drivers license must be 16 characters and the number at the 8th and 9th position must be larger than 00 and smaller than 32. |

UK Drivers License Number narrow breadth

The narrow breadth edition of the UK Drivers License Number data identifier detects 16 character strings of the following format:  
AAAAAD[0,1,5,6]DDDDAAALL, where A is an alphanumeric character, D is a digit, and L is a letter.

The first digit is restricted to 0,1,5, or 6. In addition, the 4th and 5th digits in the numeric section must be between 01 and 31, inclusive.

In addition, the narrow breadth edition also requires the presence of both a driver's license-related keyword AND a UK-related keyword.



Table 36-90UK Drivers License Number narrow breadth patterns

| Pattern                                     |
|---------------------------------------------|
| <code>\w{5}\d[0156]\d{4}\w{3}\l{2}</code>   |
| <code>\w{5} \d[0156]\d{4} \w{3}\l{2}</code> |

Table 36-91UK Drivers License Number narrow breadth validators

| Mandatory validator                     | Description                                                                                                                                                        |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UK Drivers License                      | Every UK drivers license must be 16 characters and the number at the 8th and 9th position must be larger than 00 and smaller than 32.                              |
| Find keywords: driver's license-related | At least one of the following keywords or key phrases must be present for the data to match:<br><br>british, the united kingdom, uk, united kingdom, unitedkingdom |
| Find keywords: UK-related               | At least one of the following keywords or keyphrases must be present for the data to match:<br><br>british, the united kingdom, uk, united kingdom, unitedkingdom  |

## UK Electoral Roll Number data identifier

The Electoral Roll Number is the identification number issued to an individual for UK election registration. The format of this number is specified by the UK Government Standards of the UK Cabinet Office.

The UK Electoral Roll Number data identifier detects the presence of UK Electoral Roll Number. It implements a pattern to detect strings consisting of 2 to 3 letters, followed by 1 to 4 digits.

Table 36-92UK Electoral Roll Number wide breadth pattern

| Pattern                     |
|-----------------------------|
| <code>\l{2,3}\d{1,4}</code> |



The wide breadth edition of the Electoral Roll Number data identifier implements two validators to require the presence of an electoral number-related keyword and a UK-related keyword.

**Table 36-93** UK Electoral Roll Number wide breadth validators

| Validator                               | Description                                                                                                                                                                                                                                                                          |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Find keywords: electoral number-related | At least one of the following keywords or key phrases must be present for the data to match:<br><br><b>electoral #, electoral number, electoral roll #, electoral roll no., electoral roll number, electoral roll#, electoral#, electoralnumber, electoralroll#, electoralrollno</b> |
| Find keywords: UK-related               | At least one of the following keywords or key phrases must be present for the data to match:<br><br><b>british, the united kingdom, uk, united kingdom, unitedkingdom</b>                                                                                                            |

# UK National Health Service (NHS) Number data identifier

The UK National Health Service (NHS) Number is the personal identification number issued by the U.K. National Health Service (NHS) for administration of medical care.

The UK National Health Service (NHS) Number data identifier detects the presence of the UK National Health Service (NHS) Number.

This data identifier provides two breadths of validation:

- Medium  
See [“UK National Health Service \(NHS\) Number medium breadth”](#) on page 707.
- Narrow  
See [“UK National Health Service \(NHS\) Number narrow breadth”](#) on page 707.

**Note:** This data identifier does not provide a wide breadth option.



UK National Health Service (NHS) Number medium breadth

The medium breadth edition of the UK National Health Service (NHS) Number data identifier implements patterns to detect numbers in the currently defined NHS format, DDD-DDD-DDDD (where D is a digit), with various separators.

Table 36-94 UK National Health Service (NHS) Number medium breadth patterns

| Pattern           | Description                                                         |
|-------------------|---------------------------------------------------------------------|
| \d{3}.\d{3}.\d{4} | Pattern for detecting the format DDD-DDD-DDDD separated by periods. |
| \d{3} \d{3} \d{4} | Pattern for detecting the format DDD-DDD-DDDD separated by spaces.  |
| \d{3}-\d{3}-\d{4} | Pattern for detecting the format DDD-DDD-DDDD separated by dashes.  |

The medium breadth edition of the UK National Health Service (NHS) Number data identifier implements three validators: one to validate the NHS checksum, another to perform numerical validation using the final digit, and a third to check for the presence of an NHS-related keyword.

Table 36-95 UK National Health Service (NHS) Number medium breadth validators

| Validator                  | Description                                                                                                                             |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| UK NHS                     | UK NHS checksum.                                                                                                                        |
| Number Delimiter           | Validates a match by checking the surrounding numbers.                                                                                  |
| Find keywords: NHS-related | At least one of the following keywords or key phrases must be present for the data to match:<br><br><b>national health service, NHS</b> |

UK National Health Service (NHS) Number narrow breadth

The narrow breadth edition of the UK National Health Service (NHS) Number data identifier implements patterns to detect numbers in the currently defined format: DDD-DDD-DDDD (where D is a digit), separated with dashes, spaces, or periods.



**Table 36-96** UK National Health Service (NHS) Number narrow breadth patterns

| Pattern           | Description                                                            |
|-------------------|------------------------------------------------------------------------|
| \d{3}.\d{3}.\d{4} | Pattern for detecting the format<br>DDD-DDD-DDDD separated by periods. |
| \d{3} \d{3} \d{4} | Pattern for detecting the format<br>DDD-DDD-DDDD separated by spaces.  |
| \d{3}-\d{3}-\d{4} | Pattern for detecting the format<br>DDD-DDD-DDDD separated by dashes.  |

The narrow breadth edition of the UK National Health Service (NHS) Number data identifier implements four validators: one to validate the NHS checksum, another to perform numerical validation using the final digit, a third to require the presence of an NHS-related keyword, and a fourth to require the presence of a UK-related keyword.

**Table 36-97** UK National Health Service (NHS) Number narrow breadth validators

| Mandatory validator        | Description                                                                                                                                               |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| UK NHS                     | UK NHS checksum.                                                                                                                                          |
| Number Delimiter           | Validates a match by checking the<br>surrounding numbers.                                                                                                 |
| Find keywords: NHS-related | At least one of the following keywords or key<br>phrases must be present for the data to<br>match:<br><br><b>national health service, NHS</b>             |
| Find keywords: UK-related  | At least one of the following keywords or key<br>phrases must be present for the data to<br>match:<br><br><b>uk, united kingdom, britain, england, gb</b> |

# UK National Insurance Number data identifier

The UK National Insurance Number is issued by the United Kingdom Department for Work and Pensions (DWP) to identify an individual for the national insurance program. It is also known as a NI number, NINO or NINo.

The UK National Insurance Number data identifier detects the presence of the UK National Insurance Number.



This data identifier provides three breadths of validation:

- Wide  
See “UK National Insurance Number wide breadth” on page 709.
- Medium  
See “UK National Insurance Number medium breadth” on page 709.
- Narrow  
See “UK National Insurance Number narrow breadth” on page 710.

## UK National Insurance Number wide breadth

The wide breadth edition of the UK National Insurance Number data identifier implements patterns to detect 9-digit numbers of the format LL DD DD DD L (where L is a letter and D is a digit), separated by spaces, periods, dashes, or together in a string.

The first and second letter cannot be D, F, I, Q, U and V. The second letter also cannot be O.

**Table 36-98** UK National Insurance Number wide breadth patterns

| Pattern                                                      | Description           |
|--------------------------------------------------------------|-----------------------|
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z]\d{2}\d{2}\d{2}-[ABCD]    | Separated by periods. |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z]\d{2}\d{2}\d{2}[ABCD]     | Not separated.        |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{2} \d{2} \d{2} [ABCD] | Separated by spaces.  |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z]\d{2}-\d{2}-\d{2}-[ABCD]  | Separated by dashes.  |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{6} [ABCD]             | Digits in a string.   |

## UK National Insurance Number medium breadth

The medium breadth edition of the UK National Insurance Number data identifier implements patterns to detect 9-digit numbers of the format LL DD DD DD L (where L is a letter and D is a digit), separated by spaces or together in a string.

The first and second letter cannot be D, F, I, Q, U and V; the second letter cannot be O.



Table 36-99 UK National Insurance Number medium breadth patterns

| Pattern                                                      | Description             |
|--------------------------------------------------------------|-------------------------|
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z]\d{2}\d{2}\d{2}[ABCD]     | Not delimited.          |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{2} \d{2} \d{2} [ABCD] | Separated by spaces.    |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{6} [ABCD]             | Characters in a string. |

UK National Insurance Number narrow breadth

The narrow breadth edition of the UK National Insurance Number data identifier implements patterns to detect 9-digit numbers of the format LL DD DD DD L (where L is a letter and D is a digit), separated by spaces or together in a string. The first and second letter cannot be D, F, I, Q, U and V. The second letter also cannot be O.

Table 36-100 UK National Insurance Number narrow breadth patterns

| Pattern                                                      | Description             |
|--------------------------------------------------------------|-------------------------|
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z]\d{2}\d{2}\d{2}[ABCD]     | Not delimited.          |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{2} \d{2} \d{2} [ABCD] | Separated by spaces.    |
| [A-CEGHJ-PR-TW-Z][A-CEGHJ-NPR-TW-Z] \d{6} [ABCD]             | Characters in a string. |

The narrow breadth edition of the UK National Insurance Number data identifier implements a validator that requires the presence of a national insurance-related keyword.

Table 36-101 UK National Insurance Number narrow breadth validator

| Mandatory validator              | Description                                                                                                                                                                                                                                          |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Find keywords: Insurance-related | At least one of the following keywords or key phrases must be present for the data to match:<br><br><b>insurance no., insurance number, insurance#, insurancenum, national insurance number, nationalinsurance#, nationalinsurancenum, nin, nino</b> |



# UK Passport Number data identifier

The UK Passport Number identifies a United Kingdom passport using the current official specification of the UK Government Standards of the UK Cabinet Office.

The UK Passport Number data identifier detects the presence of the UK Passport Number.

This data identifier provides three breadths of validation:

- Wide  
See [“UK Passport Number wide breadth”](#) on page 711.
- Medium  
See [“UK Passport Number medium breadth”](#) on page 711.
- Narrow  
See [“UK Passport Number narrow breadth”](#) on page 712.

## UK Passport Number wide breadth

The wide breadth edition of the UK Passport Number data identifier implements a pattern to detect 9-digit numbers.

---

**Note:** The wide breadth edition of the UK Passport Number data identifier does not include any validators.

---

**Table 36-102** UK Passport Number wide breadth pattern

| Pattern | Description                            |
|---------|----------------------------------------|
| \d{9}   | Pattern for detecting 9-digit numbers. |

## UK Passport Number medium breadth

The medium breadth edition of the UK Passport Number data identifier implements a pattern to detect 9-digit numbers.

**Table 36-103** UK Passport Number medium breadth pattern

| Pattern | Description                            |
|---------|----------------------------------------|
| \d{9}   | Pattern for detecting 9-digit numbers. |

The medium breadth edition of the UK Passport Number data identifier implements three validators: one to eliminate common test numbers, such as 123456789;



another to eliminate numbers with all the same digits; and a third that requires the presence of a passport-related keyword.

Table 36-104 UK Passport Number medium breadth validators

| Mandatory validator             | Description                                                                                                                                                        |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Exclude beginning characters    | Data beginning with any of the following list of values will not be matched:<br><b>123456789</b>                                                                   |
| Duplicate digits                | Ensures that a string of digits are not all the same.                                                                                                              |
| Find keywords: Passport-related | At least one of the following keywords or key phrases must be present for the data to match:<br><b>passport, passport#, passportID, passportno, passportnumber</b> |

## UK Passport Number narrow breadth

The narrow breadth edition of the UK Passport Number data identifier implements a pattern to detect 9-digit numbers.

Table 36-105 UK Passport Number narrow breadth pattern

| Pattern            | Description                            |
|--------------------|----------------------------------------|
| <code>\d{9}</code> | Pattern for detecting 9-digit numbers. |

The narrow breadth edition of the UK Passport Number data identifier implements four validators: one to eliminate common test numbers, such as 123456789; another to eliminate numbers with all the same digits; a third that requires the presence of a passport-related keyword; and a fourth that requires the presence of a UK-related keyword.

Table 36-106 UK Passport Number narrow breadth validators

| Mandatory validator          | Description                                                                                      |
|------------------------------|--------------------------------------------------------------------------------------------------|
| Exclude beginning characters | Data beginning with any of the following list of values will not be matched:<br><b>123456789</b> |



**Table 36-106** UK Passport Number narrow breadth validators (*continued*)

| Mandatory validator             | Description                                                                                                                                                        |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Duplicate digits                | Ensures that a string of digits are not all the same.                                                                                                              |
| Find keywords: Passport-related | At least one of the following keywords or key phrases must be present for the data to match:<br><b>passport, passport#, passportID, passportno, passportnumber</b> |
| Find keywords: UK-related       | At least one of the following keywords or key phrases must be present for the data to match:<br><b>uk, united kingdom, britain, england, gb</b>                    |

## UK Tax ID Number data identifier

The UK Tax ID Number is a personal identification number provided by the UK Government Standards of the UK Cabinet Office.

The UK Tax ID Number data identifier detects the presence of the UK Tax ID numbers.

This data identifier provides three breadths of validation:

- Wide  
See “[UK Tax ID Number wide breadth](#)” on page 713.
- Medium  
See “[UK Tax ID Number medium breadth](#)” on page 714.
- Narrow  
See “[UK Tax ID Number narrow breadth](#)” on page 714.

### UK Tax ID Number wide breadth

The wide breadth edition of the UK Tax ID Number data identifier implements a single pattern to detect 10-digit numbers.

---

**Note:** The wide breadth edition of the UK Tax ID Number data identifier does not include any validators.

---



Table 36-107      UK Passport Number wide breadth pattern

| Pattern | Description                             |
|---------|-----------------------------------------|
| \d{10}  | Pattern for detecting 10-digit numbers. |

## UK Tax ID Number medium breadth

The medium breadth edition of the UK Tax ID Number data identifier implements a single pattern to detect 10-digit numbers.

Table 36-108      UK Tax ID Number medium breadth pattern

| Pattern | Description                             |
|---------|-----------------------------------------|
| \d{10}  | Pattern for detecting 10-digit numbers. |

The medium breadth edition of the UK Tax ID Number data identifier implements two validators: one to eliminates common test numbers, such as 1234567890, and another to eliminate numbers with all the same digit.

Table 36-109      UK Tax ID Number medium breadth validators

| Mandatory validator          | Description                                                                                                                               |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Duplicate digits             | Ensures that a string of digits are not all the same.                                                                                     |
| Exclude beginning characters | Data beginning with any of the following list of values will not be matched:<br><br><b>0123456789, 1234567890, 9876543210, 0987654321</b> |

## UK Tax ID Number narrow breadth

The narrow breadth edition of the UK Tax ID Number data identifier implements a single pattern to detect 10-digit numbers.

Table 36-110      UK Tax ID Number narrow breadth pattern

| Pattern | Description                             |
|---------|-----------------------------------------|
| \d{10}  | Pattern for detecting 10-digit numbers. |

The narrow breadth edition of the UK Tax ID Number data identifier implements three validators: one to eliminates common test numbers, such as 1234567890;



another to eliminate numbers with all the same digit; and a third that requires the presence of a tax identification-related keyword.

**Table 36-111** UK Tax ID Number narrow breadth validators

| Mandatory validator           | Description                                                                                                                                                                                                  |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Duplicate digits              | Ensures that a string of digits are not all the same.                                                                                                                                                        |
| Exclude beginning characters  | Data beginning with any of the following list of values will not be matched:<br><br><b>0123456789, 1234567890, 9876543210, 0987654321</b>                                                                    |
| Find keywords: Tax ID-related | At least one of the following keywords or key phrases must be present for the data to match:<br><br><b>tax id, tax id no., tax id number, tax identification, tax identification#, tax no., tax#, taxid#</b> |

# US Individual Tax Identification Number (ITIN) data identifier

The US Individual Tax Identification Number (ITIN) is used for tax processing number and issued by the United States Internal Revenue Service (IRS). The IRS issues ITINs to track individuals who are not eligible to obtain Social Security Numbers (SSNs).

The US Individual Tax Identification Number (ITIN) data identifier detects the presence of US ITIN numbers.

This data identifier provides three breadths of validation:

- Wide  
See “[US Individual Tax Identification Number \(ITIN\) wide breadth](#)” on page 716.
- Medium  
See “[US Individual Tax Identification Number \(ITIN\) medium breadth](#)” on page 716.
- Narrow  
See “[US Individual Tax Identification Number \(ITIN\) narrow breadth](#)” on page 717.



## US Individual Tax Identification Number (ITIN) wide breadth

The wide breadth edition of the US Individual Tax Identification Number (ITIN) data identifier implements patterns to detect 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes, spaces, periods, slashes, or without separators.

The number must begin with a 9 and have a 7 or 8 as the fourth digit.

**Note:** The wide breadth edition of the US Individual Tax Identification Number (ITIN) data identifier does not include any validators.

**Table 36-112** US Individual Tax Identification Number (ITIN) wide breadth patterns

| Pattern                       | Description                                                 |
|-------------------------------|-------------------------------------------------------------|
| 9\d{2}[78]\d\d{4}             | Pattern for detecting the ITIN format without separators.   |
| 9\d{2}\\\\[78]\\d\\\\\\\\d{4} | Pattern for detecting the ITIN format without separators.   |
| 9\d{2}/[78]\d/d{4}            | Pattern for detecting the ITIN format separated by slashes. |
| 9\d{2}.[78]\d.d{4}            | Pattern for detecting the ITIN format separated by periods. |
| 9\d{2} [78]\d \d{4}           | Pattern for detecting the ITIN format separated by spaces.  |
| 9\d{2}-[78]\d-d{4}            | Pattern for detecting the ITIN format separated by dashes.  |

## US Individual Tax Identification Number (ITIN) medium breadth

The medium breadth edition of the US Individual Tax Identification Number (ITIN) data identifier implements patterns to detect 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes, spaces, or periods.

The number must begin with a 9 and have a 7 or 8 as the fourth digit.



**Table 36-113** US Individual Tax Identification Number (ITIN) medium breadth patterns

| Pattern             | Description                                                 |
|---------------------|-------------------------------------------------------------|
| 9\d{2}.[78]\d.\d{4} | Pattern for detecting the ITIN format separated by periods. |
| 9\d{2} [78]\d \d{4} | Pattern for detecting the ITIN format separated by spaces.  |
| 9\d{2}-[78]\d-\d{4} | Pattern for detecting the ITIN format separated by dashes.  |

The medium breadth edition of the US Individual Tax Identification Number (ITIN) data identifier implements a single validator to check the surrounding characters.

**Table 36-114** US Individual Tax Identification Number (ITIN) medium breadth validator

| Mandatory validator | Description                                               |
|---------------------|-----------------------------------------------------------|
| Number Delimiter    | Validates a match by checking the surrounding characters. |

## US Individual Tax Identification Number (ITIN) narrow breadth

The narrow breadth edition of the US Individual Tax Identification Number (ITIN) data identifier implements patterns to detect 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes or spaces.

The number must begin with a 9 and have a 7 or 8 as the fourth digit.

**Table 36-115** US Individual Tax Identification Number (ITIN) narrow breadth patterns

| Pattern             | Description                                                |
|---------------------|------------------------------------------------------------|
| 9\d{2} [78]\d \d{4} | Pattern for detecting the ITIN format separated by spaces. |
| 9\d{2}-[78]\d-\d{4} | Pattern for detecting the ITIN format separated by dashes. |

The narrow breadth edition of the US Individual Tax Identification Number (ITIN) data identifier implements three validators: one to check the surrounding characters, another to ensure that the digits in the ITIN string are not all the same, and a third that requires the presence of a ITIN-related keyword.



**Table 36-116** US Individual Tax Identification Number (ITIN) narrow breadth validators

| Mandatory validator         | Description                                                                                                                                                               |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter            | Validates a match by checking the surrounding characters.                                                                                                                 |
| Duplicate digits            | Ensures that a string of digits are not all the same.                                                                                                                     |
| Find keywords: ITIN-related | At least one of the following keywords or key phrases must be present for the data to be matched.<br><br><b>individual taxpayer identification number, itin, i.t.i.n.</b> |

# US Social Security Number (SSN) data identifier

The US Individual Tax Identification Number (ITIN) is a personal identification number issued by the Social Security Administration of the United States government. Although primarily used for administering the Social Security program, it is widely used as a personal identification number in many purposes.

The US Social Security Number (SSN) data identifier detects the presence of US Social Security numbers.

This data identifier provides three breadths of validation:

- Wide  
See “US Social Security Number (SSN) wide breadth” on page 718.
- Medium  
See “US Social Security Number (SSN) medium breadth” on page 720.
- Narrow  
See “US Social Security Number (SSN) narrow breadth” on page 721.

## US Social Security Number (SSN) wide breadth

The wide breadth edition of the US Social Security Number (SSN) data identifier implements patterns to detects 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes, spaces, periods, slashes, or without separators.

The number must begin with a 9 and have a 7 or 8 as the fourth digit.



**Table 36-117** Social Security Number (SSN) wide breadth patterns

| Pattern             | Description                                                                                                                 |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------|
| \d{3}-\d{2}-\d{4}   | Matches the standard SSN format, which is any three digits followed by a hyphen, two digits, a hyphen, and any four digits. |
| \d{3}.\d{2}.\d{4}   | Matches the SSN format delimited by periods.                                                                                |
| \d{3} \d{2} \d{4}   | Matches the SSN format delimited by spaces.                                                                                 |
| \d{3}\\\d{2}\\\d{4} | Matches the SSN format delimited by backslashes.                                                                            |
| \d{3}/\d{2}/\d{4}   | Matches the SSN format delimited by forward slashes.                                                                        |
| \d{9}               | Matches any 9-digit number that is not delimited.                                                                           |

The wide breadth edition of the US Social Security Number (SSN) data identifier implements three validators to ensure that the detected SSN is within validly assigned number ranges, eliminate common test numbers, such as 123456789, and all the same digit.

**Table 36-118** Social Security Number (SSN) wide breadth validators

| Validator             | Description                                                                                                                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter      | Validates a match by checking the surrounding characters.                                                                                                                                                                                                                                |
| Advanced SSN          | Checks whether SSN contains zeros in any group, the area number (first group) is less than 773 and not 666, the delimiter between the groups is the same, the number does not consist of all the same digits, and the number is not reserved for advertising (123-45-6789, 987-65-432x). |
| SSN Area-Group number | For a given area number (first group), not all group numbers (second group) might have been assigned by the SSA. Validator eliminates SSNs with invalid group numbers.                                                                                                                   |



## US Social Security Number (SSN) medium breadth

The medium breadth edition of the US Social Security Number (SSN) data identifier implements patterns to detects 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes, spaces, or periods.

**Table 36-119** Social Security Number (SSN) medium breadth patterns

| Pattern           | Description                                                                                                                 |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------|
| \d{3}-\d{2}-\d{4} | Matches the standard SSN format, which is any three digits followed by a hyphen, two digits, a hyphen, and any four digits. |
| \d{3}.\d{2}.\d{4} | Matches the SSN format delimited by periods.                                                                                |
| \d{3} \d{2} \d{4} | Matches the SSN format delimited by spaces.                                                                                 |

The medium breadth edition of the US Social Security Number (SSN) data identifier implements three validators to ensure that the detected SSN is within validly assigned number ranges, is not a common test number (such as 123456789), and is not all the same digit.

**Table 36-120** Social Security Number (SSN) medium breadth validators

| Validator             | Description                                                                                                                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter      | Validates a match by checking the surrounding characters.                                                                                                                                                                                                                                |
| Advanced SSN          | Checks whether SSN contains zeros in any group, the area number (first group) is less than 773 and not 666, the delimiter between the groups is the same, the number does not consist of all the same digits, and the number is not reserved for advertising (123-45-6789, 987-65-432x). |
| SSN Area-Group number | For a given area number (first group), not all group numbers (second group) might have been assigned by the SSA. Validator eliminates SSNs with invalid group numbers.                                                                                                                   |



## US Social Security Number (SSN) narrow breadth

The narrow breadth edition of the US Social Security Number (SSN) data identifier implements patterns to detects 9-digit numbers with the pattern DDD-DD-DDDD separated with dashes or spaces or without separators.

**Table 36-121** US Social Security Number (SSN) narrow breadth patterns

| Pattern           | Description                                                                                                                 |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------|
| \d{3}-\d{2}-\d{4} | Matches the standard SSN format, which is any three digits followed by a hyphen, two digits, a hyphen, and any four digits. |
| \d{3} \d{2} \d{4} | Matches the SSN format delimited by spaces.                                                                                 |
| \d{9}             | Matches any 9-digit number not delimited.                                                                                   |

The narrow breadth edition of the US Social Security Number (SSN) data identifier implements four validators to ensure that the detected SSN is within validly assigned number ranges, is not a common test number (such as 123456789), is not all the same digit, and the message containing the SSN includes a keyword.

**Table 36-122** Social Security Number (SSN) narrow breadth validators

| Mandatory Validator                    | Description                                                                                                                                                                                                                                                                              |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number Delimiter                       | Validates a match by checking the surrounding characters.                                                                                                                                                                                                                                |
| Advanced SSN                           | Checks whether SSN contains zeros in any group, the area number (first group) is less than 773 and not 666, the delimiter between the groups is the same, the number does not consist of all the same digits, and the number is not reserved for advertising (123-45-6789, 987-65-432x). |
| SSN Area-Group number                  | For a given area number (first group), not all group numbers (second group) might have been assigned by the SSA. Validator eliminates SSNs with invalid group numbers.                                                                                                                   |
| Find keywords: Social security-related | At least one of the following keywords or key phrases must be present for the data to be matched:<br><br><b>social security number, ssn, ss#</b>                                                                                                                                         |



# US SSN – Randomized custom Data Identifier

[Table 36-123](#) provides the patterns and validators to create the US SSN – Randomized custom DI. If you are familiar with creating custom DIs, you can use the information that is provided in this table to create the custom DI.

See [“Creating the US SSN - Randomized custom DI”](#) on page 541.

**Table 36-123** US SSN – Randomized custom DI

| DI component                          | Value                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                                  | US SSN - Randomized                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Patterns                              | <div>[0-8]\d{2}\\\d{1}[1-9]\\\d{4}</div> <div>[0-8]\d{2}.\d{1}[1-9].\d{4}</div> <div>[0-8]\d{2}\d{1}[1-9]\d{4}</div> <div>[0-8]\d{3}[1-9]\d{4}</div> <div>[0-8]\d{2}/\d{1}[1-9]/\d{4}</div> <div>[0-8]\d{2}[1-9]\d{5}</div> <div>[0-8]\d{2}-\d{1}[1-9]-\d{4}</div> <div>[0-8]\d{2}\\\d{1}[1-9]\\\d{4}</div> <div>[0-8]\d{2}[1-9]\d{1}\d{4}</div> <div>[0-8]\d{2}/[1-9]\d{1}/\d{4}</div> <div>[0-8]\d{2}.[1-9]\d{1}.\d{4}</div> <div>[0-8]\d{2}-[1-9]\d{1}-\d{4}</div> |
| Data Normalizer                       | Digits                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Active Validators (and inputs if any) | Number Delimiter                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                       | <div>Exclude beginning characters:</div> <div>666,000,123456789,111111111,222222222,333333333,444444444,555555555,666666666,777777777,888888888</div>                                                                                                                                                                                                                                                                                                                 |
|                                       | <div>Exclude ending characters:</div> <div>0000</div>                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                       | <div>Find keywords:</div> <div>social security number,ssn,ss#</div>                                                                                                                                                                                                                                                                                                                                                                                                   |



# Policy templates

This chapter includes the following topics:

- [Caldicott Report policy template](#)
- [Canadian Social Insurance Numbers policy template](#)
- [CAN-SPAM Act policy template](#)
- [Common Spyware Upload Sites policy template](#)
- [Competitor Communications policy template](#)
- [Confidential Documents policy template](#)
- [Credit Card Numbers policy template](#)
- [Customer Data Protection policy template](#)
- [Data Protection Act 1998 \(UK\) policy template](#)
- [Data Protection Directives \(EU\) policy template](#)
- [Defense Message System \(DMS\) GENSER Classification policy template](#)
- [Design Documents policy template](#)
- [Employee Data Protection policy template](#)
- [Encrypted Data policy template](#)
- [Export Administration Regulations \(EAR\) policy template](#)
- [FACTA 2003 \(Red Flag Rules\) policy template](#)
- [Financial Information policy template](#)
- [Forbidden Websites policy template](#)



- [Gambling policy template](#)
- [Gramm-Leach-Bliley policy template](#)
- [HIPAA and HITECH \(including PHI\) policy template](#)
- [Human Rights Act 1998 policy template](#)
- [Illegal Drugs policy template](#)
- [Individual Taxpayer Identification Numbers \(ITIN\) policy template](#)
- [International Traffic in Arms Regulations \(ITAR\) policy template](#)
- [Media Files policy template](#)
- [Merger and Acquisition Agreements policy template](#)
- [NASD Rule 2711 and NYSE Rules 351 and 472 policy template](#)
- [NASD Rule 3010 and NYSE Rule 342 policy template](#)
- [NERC Security Guidelines for Electric Utilities policy template](#)
- [Network Diagrams policy template](#)
- [Network Security policy template](#)
- [Offensive Language policy template](#)
- [Office of Foreign Assets Control \(OFAC\) policy template](#)
- [OMB Memo 06-16 and FIPS 199 Regulations policy template](#)
- [Password Files policy template](#)
- [Payment Card Industry \(PCI\) Data Security Standard policy template](#)
- [PIPEDA policy template](#)
- [Price Information policy template](#)
- [Project Data policy template](#)
- [Proprietary Media Files policy template](#)
- [Publishing Documents policy template](#)
- [Racist Language policy template](#)
- [Restricted Files policy template](#)
- [Restricted Recipients policy template](#)



- [Resumes policy template](#)
- [Sarbanes-Oxley policy template](#)
- [SEC Fair Disclosure Regulation policy template](#)
- [Sexually Explicit Language policy template](#)
- [Source Code policy template](#)
- [State Data Privacy policy template](#)
- [SWIFT Codes policy template](#)
- [Symantec DLP Awareness and Avoidance policy template](#)
- [UK Drivers License Numbers policy template](#)
- [UK Electoral Roll Numbers policy template](#)
- [UK National Health Service \(NHS\) Number policy template](#)
- [UK National Insurance Numbers policy template](#)
- [UK Passport Numbers policy template](#)
- [UK Tax ID Numbers policy template](#)
- [US Intelligence Control Markings \(CAPCO\) and DCID 1/7 policy template](#)
- [US Social Security Numbers policy template](#)
- [Violence and Weapons policy template](#)
- [Webmail policy template](#)
- [Yahoo Message Board Activity policy template](#)
- [Yahoo and MSN Messengers on Port 80 policy template](#)

## Caldicott Report policy template

The UK Chief Medical Officer commissioned the Caldicott Report (December, 1997) to improve the way the National Health Service handles and protects patient information. The Caldicott Committee reviewed the confidentiality of data throughout the NHS for purposes other than direct care, medical research, or where there is a statutory requirement for information. Its recommendations are now being put into practice throughout the NHS and in the Health Protection Agency.



#### EDM Rule

#### **Patient Data and Drug Keywords**

This compound rule looks for any match of the following data in combination with a keyword from the "Prescription Drug Names" dictionary. Both conditions must be satisfied for the rule to trigger an incident.

- UK NIN (National Insurance Number)
- Account number
- Last name
- ID card number
- Email
- Phone
- UK NHS (National Health Service) number

#### EDM Rule

#### **Patient Data and Disease Keywords**

This compound rule looks for any match of the following data in combination with a keyword from the "Disease Names" dictionary. Both conditions must be satisfied for the rule to trigger an incident.

- UK NIN (National Insurance Number)
- Account number
- Last name
- ID card number
- Email
- Phone
- UK NHS (National Health Service) number

#### EDM Rule

#### **Patient Data and Treatment Keywords**

This compound rule looks for any match of the following data in combination with a keyword from the "Medical Treatment Keywords" dictionary. Both conditions must be satisfied for the rule to trigger an incident:

- UK NIN (National Insurance Number)
- Account number
- Last name
- ID card number
- Email
- Phone
- UK NHS (National Health Service) number



|          |                                                                                                                                                                                                                                                      |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>UK NHS Number and Drug Keywords</b><br><br>This rule looks for a keyword from "UK NIN Keywords" dictionary in combination with a pattern matching the UK NIN data identifier and a keyword from the "Prescription Drug Names" dictionary.         |
| DCM Rule | <b>UK NHS Number and Disease Keywords</b><br><br>This rule looks for a keyword from "UK NIN Keywords" dictionary in combination with a pattern matching the UK NIN data identifier and a keyword from the "Disease Names" dictionary.                |
| DCM Rule | <b>UK NHS Number and Treatment Keywords</b><br><br>This rule looks for a keyword from "UK NIN Keywords" dictionary in combination with a pattern matching the UK NIN data identifier and a keyword from the "Medical Treatment Keywords" dictionary. |

See [“Choosing an Exact Data Profile”](#) on page 365.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Canadian Social Insurance Numbers policy template

This policy detects patterns indicating Canadian social insurance numbers (SINs) at risk of exposure.

|          |                                                                                                                                                                                                         |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Canadian Social Insurance Numbers</b><br><br>This rule looks for a match to the Canadian Social Insurance Number data identifier and a keyword from the "Canadian Social Ins. No. Words" dictionary. |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## CAN-SPAM Act policy template

The Controlling the Assault of Non-Solicited Pornography and Marketing Act (CAN-SPAM) establishes requirements for those who send commercial email.

The CAN-SPAM Act template detects activity from an organization's bulk mailer to help ensure compliance with the CAN-SPAM Act requirements.



The detection exception **Exclude emails that contain the mandated keywords** allows messages to pass that have one or more keywords from the user-defined "CAN-SPAM Exception Keywords" dictionary.

**Table 37-1** Detection exception: Exclude emails that contain the mandated keywords

| Method           | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple exception | Content Matches Keyword (DCM) | <div>Exclude emails that contain the mandated keywords (Keyword Match):</div> <ul style="list-style-type: none"><li>■ Match keyword from "[physical postal address]" or "advertisement".</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> <div><b>Note:</b> After you define the keywords, you can choose to count all matches and require 2 keywords from the list to be matched.</div> |

The detection exception **CAN-SPAM Compliant Emails** excludes from detection document content from the selected IDM index with at least 100% match.

**Table 37-2** Detection exception: CAN-SPAM Compliant Emails

| Method           | Condition                              | Configuration                                                                                                                                                                                                                                                                                                |
|------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple exception | Content Matches Document Profile (IDM) | <div>Exception for CAN-SPAM compliant emails (IDM):</div> <ul style="list-style-type: none"><li>■ Exact content match (100%)</li><li>■ Look in the message body and attachments.</li><li>■ Check for existence.</li></ul> <div>See <a href="#">“Choosing an Indexed Document Profile”</a> on page 366.</div> |

If an exception is not met, the detection rule **Monitor Email From Bulk Mailer** looks for a sender's email address that matches one from the "Bulk Mailer Email Address" list, which is user-defined.



**Table 37-3** Detection rule: Monitor Email From Bulk Mailer

| Method      | Condition                         | Configuration                                                                                                                                                                          |
|-------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Sender/User Matches Pattern (DCM) | Monitor Email From Bulk Mailer (Sender): <ul style="list-style-type: none"><li>■ Match sender pattern(s): [bulk-mailer@company.com] (user defined)</li><li>■ Severity: High.</li></ul> |

See [“Creating a policy from a template”](#) on page 355.

See [“Exporting policy detection as a template”](#) on page 394.

## Common Spyware Upload Sites policy template

The Common Spyware Upload Sites policy detects access to common spyware upload Web sites.

|          |                                                                                                                                                           |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Forbidden Websites 1</b><br><br>This is a compound rule that looks for either specified IP addresses or URLs in the "Forbidden Websites 1" dictionary. |
| DCM Rule | <b>Forbidden Websites 2</b><br><br>This rule looks for a match of a specified URL in the "Forbidden Websites 2" dictionary.                               |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Competitor Communications policy template

The Competitor Communications policy detects forbidden communications with competitors.

|          |                                                                                                                                       |
|----------|---------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Competitor List</b><br><br>This rule looks for keywords (domains) from the "Competitor Domains" dictionary, which is user-defined. |
|----------|---------------------------------------------------------------------------------------------------------------------------------------|

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# Confidential Documents policy template

This policy detects company-confidential documents at risk of exposure.

**Table 37-4** Rules comprising the Confidential Documents template

| Rule                            | Type                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Confidential Documents, Indexed | Simple IDM Rule with one condition                                                                                         | This rule looks for content from specific documents registered as confidential; returns a match if 80% or more of the source document is found. If you do not have an Indexed Document Profile configured this rule is dropped.                                                                                                                                                                                                                                                                                                     |
| Confidential Documents          | Compound DCM Rule: Attachment/File Type and Keyword Match. Both conditions must match for the rule to trigger an incident. | <p>This rule looks for a combination of keywords from the "Confidential Keywords" list and the following file types:</p> <ul style="list-style-type: none"> <li>■ Microsoft Excel Macro</li> <li>■ Microsoft Excel</li> <li>■ Microsoft Works Spreadsheet</li> <li>■ SYLK Spreadshet</li> <li>■ Corel Quattro Pro</li> <li>■ Multiplan Spreadsheet</li> <li>■ Comma Separate Values</li> <li>■ Applix Spreadsheets</li> <li>■ Lotus 1-2-3</li> <li>■ Microsoft Word</li> <li>■ Adobe PDF</li> <li>■ Microsoft PowerPoint</li> </ul> |
| Proprietary Documents           | Compound DCM Rule: Attachment/File Type and Keyword Match                                                                  | This compound rule looks for a combination of keywords from the "Proprietary Keywords" dictionary and the above referenced file types.                                                                                                                                                                                                                                                                                                                                                                                              |
| Internal Use Only Documents     | Compound DCM Rule: Attachment/File Type and Keyword Match                                                                  | This compound rule looks for a combination of keywords from the "Internal Use Only Keywords" dictionary and the above referenced file types.                                                                                                                                                                                                                                                                                                                                                                                        |
| Documents Not For Distribution  | Compound DCM Rule: Attachment/File Type and Keyword Match                                                                  | This compound rule looks for a combination of keywords from the "Not For Distribution Words" dictionary and the above referenced file types.                                                                                                                                                                                                                                                                                                                                                                                        |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# Credit Card Numbers policy template

This policy detects patterns indicating credit card numbers at risk of exposure.

DCM Rule

**Credit Card Numbers, All**

This rule looks for a match to the credit card number system pattern and a keyword from the "Credit Card Number Keywords" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Customer Data Protection policy template

This policy detects customer data at risk of exposure.

EDM Rule

**Username/Password Combinations**

This rule looks for usernames and passwords in combination with three or more of the following fields:

- SSN
- Phone
- Email
- First Name
- Last Name
- Bank Card number
- Account Number
- ABA Routing Number
- Canadian Social Insurance Number
- UK National Insurance Number

However, the following combinations are not a violation:

- Phone, email, and last name
- Email, first name, and last name
- Phone, first name, and last name



|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule | <p><b>Date of Birth</b></p> <p>This rule looks for any three of the following data fields in combination:</p> <ul style="list-style-type: none"> <li>■ SSN</li> <li>■ Phone</li> <li>■ Email</li> <li>■ First Name</li> <li>■ Last Name</li> <li>■ Bank Card number</li> <li>■ Account Number</li> <li>■ ABA Routing Number</li> <li>■ Canadian Social Insurance Number</li> <li>■ UK National Insurance Number</li> <li>■ Date of Birth</li> </ul> <p>However, the following combinations are not a violation:</p> <ul style="list-style-type: none"> <li>■ Phone, email, and first name</li> <li>■ Phone, email, and last name</li> <li>■ Email, first name, and last name</li> <li>■ Phone, first name, and last name</li> </ul> |
| EDM Rule | <p><b>Exact SSN or CCN</b></p> <p>This rule looks for an exact social security number or bank card number.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| EDM Rule | <p><b>Customer Directory</b></p> <p>This rule looks for Phone or Email.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| DCM Rule | <p><b>US Social Security Number Patterns</b></p> <p>This rule looks for a match to the Social Security number data identifier and a keyword from the "US SSN Keywords" dictionary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| DCM Rule | <p><b>Credit Card Numbers, All</b></p> <p>This rule looks for a match to the credit card number system pattern and a keyword from the "Credit Card Number Keywords" dictionary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| DCM Rule | <p><b>ABA Routing Numbers</b></p> <p>This rule looks for a match to the ABA Routing number data identifier and a keyword from the "ABA Routing Number Keywords" dictionary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

See [“About the Exact Data Profile”](#) on page 411.

See [“Configuring policies”](#) on page 370.



See [“Exporting policy detection as a template”](#) on page 394.

# Data Protection Act 1998 (UK) policy template

The Data Protection Act 1998 (replacement of Data Protection Act 1984) set standards which must be satisfied when obtaining, holding, using, or disposing of personal data in the UK. The Data Protection Act 1998 covers anything with personal identifiable information (such as data about personal health, employment, occupational health, finance, suppliers, and contractors).

**Table 37-5** UK Data Protection Act, Personal Data detection rule

| Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>This EDM rule looks for three of the following columns of data:</p> <ul style="list-style-type: none"> <li>■ NIN (National Insurance Number)</li> <li>■ Account number</li> <li>■ Pin</li> <li>■ Bank card number</li> <li>■ First name</li> <li>■ Last name</li> <li>■ Drivers license</li> <li>■ Password</li> <li>■ Tax payer ID</li> <li>■ UK NHS number</li> <li>■ Date of birth</li> <li>■ Mother's maiden name</li> <li>■ Email address</li> <li>■ Phone number</li> </ul> | <p>However, the following combinations are not an incident:</p> <ul style="list-style-type: none"> <li>■ First name, last name, pin</li> <li>■ First name, last name, password</li> <li>■ First name, last name, email</li> <li>■ First name, last name, phone</li> <li>■ First name, last name, mother's maiden name</li> </ul> |

**Table 37-6** Additional detection rules in the Data Protection Act 1998 policy template

| Description                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The <b>UK Electoral Roll Numbers</b> rule implements the UK Electoral Roll Number data identifier.</p> <p>See <a href="#">“UK Electoral Roll Number data identifier”</a> on page 705.</p>                                           |
| <p>The <b>UK National Insurance Numbers</b> rule implements the narrow breadth edition of the UK National Insurance Number data identifier.</p> <p>See <a href="#">“UK National Insurance Number data identifier”</a> on page 708.</p> |



Table 37-6

Additional detection rules in the Data Protection Act 1998 policy template *(continued)*

| Description                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The <b>UK Tax ID Numbers</b> rule implements the narrow edition of the UK Tax ID Number data identifier.</p> <p>See <a href="#">“UK Tax ID Number data identifier”</a> on page 713.</p>                                                    |
| <p>The <b>UK Drivers License Numbers</b> rule implements the narrow breadth edition of the UK Driver's License number data identifier.</p> <p>See <a href="#">“UK Drivers License Number data identifier”</a> on page 703.</p>                |
| <p>The <b>UK Passport Numbers</b> rule implements the narrow breadth edition of the UK Passport Number data identifier.</p> <p>See <a href="#">“UK Passport Number data identifier”</a> on page 711.</p>                                      |
| <p>The <b>UK NHS Numbers</b> rule implements the narrow breadth edition of the UK National Health Service (NHS) Number data identifier.</p> <p>See <a href="#">“UK National Health Service (NHS) Number data identifier”</a> on page 706.</p> |
| <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> <p>See <a href="#">“Configuring policies”</a> on page 370.</p> <p>See <a href="#">“Exporting policy detection as a template”</a> on page 394.</p>                    |

## Data Protection Directives (EU) policy template

Directives 95/46/EC of the European Parliament deal with the protection of individuals with regard to the processing and free movement of personal data. This policy detects personal data specific to the EU directives.



|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule  | <div><div><b>EU Data Protection Directives</b></div><div>This rule looks for any two of the following data columns:</div><div><div><div>■</div>Last Name</div><div><div>■</div>Bank Card number</div><div><div>■</div>Drivers license number</div><div><div>■</div>Account Number</div><div><div>■</div>PIN</div><div><div>■</div>Medical account number</div><div><div>■</div>Medical ID card number</div><div><div>■</div>User name</div><div><div>■</div>Password</div><div><div>■</div>ABA Routing Number</div><div><div>■</div>Email</div><div><div>■</div>Phone</div><div><div>■</div>Mother's maiden name</div></div><div>However, the following combinations do not create a match:</div><div><div><div>■</div>Last name, email</div><div><div>■</div>Last name, phone</div><div><div>■</div>Last name, account number</div><div><div>■</div>Last name, username</div></div></div> |
| EDM Rule  | <div><div><b>EU Data Protection, Contact Info</b></div><div>This rule looks for any two of the following data columns: last name, phone, account number, username, and email.</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Exception | <div><div><b>Except for email internal to the EU</b></div><div>This rule is an exception if the recipient is within the EU. This covers recipients with any of the country codes from the "EU Country Codes" dictionary.</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

See [“Choosing an Exact Data Profile”](#) on page 365.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Defense Message System (DMS) GENSER Classification policy template

The Defense Information Systems Agency has established guidelines for Defense Message System (DMS) General Services (GENSER) message classifications,



categories, and markings. These standards specify how to mark classified and sensitive documents according to U.S. standards. These standards also provide interoperability with NATO countries and other U.S. allies.

The GENSER policy template enforces GENSER guidelines by detecting information that is classified as confidential. The template contains four simple (single condition) keyword matching (DCM) detection rules. If any rule condition matches, the policy reports an incident.

The detection rule **Top Secret Information** (Keyword Match) looks for any keywords in the "Top Secret Information" dictionary.

Table 37-7                      Detection rule: Top Secret Information (Keyword Match)

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                                                                     |
|-------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Top Secret Information (Keyword Match): <ul style="list-style-type: none"><li>■ Keyword dictionary: "TOP SECRET//"</li><li>■ Severity: High</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case sensitive.</li><li>■ Match on whole or partial words.</li></ul> |

The detection rule **Secret Information** (Keyword Match) looks for any keywords in the "Secret Information" dictionary.

Table 37-8                      Detection rule: Secret Information (Keyword Match)

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                                                          |
|-------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Secret Information (Keyword Match): <ul style="list-style-type: none"><li>■ Keyword dictionary: "SECRET//"</li><li>■ Severity: High</li><li>■ Check for existence</li><li>■ Look in envelope, subject, body, attachments</li><li>■ Case sensitive</li><li>■ Match on whole or partial words.</li></ul> |

The detection rule **Classified or Restricted Information** (Keyword Match) looks for any keywords in the "Classified or Restricted Information" dictionary.



**Table 37-9** Detection rule: Classified or Restricted Information (Keyword Match)

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                  |
|-------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Classified or Restricted Information (Keyword Match): <ul style="list-style-type: none"><li>■ Keyword dictionary: "CLASSIFIED//,//RESTRICTED//"</li><li>■ Severity: High</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case sensitive.</li><li>■ Match on whole or partial words.</li></ul> |

The detection rule **Other Sensitive Information** looks for any keywords in the "Other Sensitive Information" dictionary.

**Table 37-10** Other Sensitive Information detection rule

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Other Sensitive Information (Keyword Match): <ul style="list-style-type: none"><li>■ Keyword dictionary: FOR OFFICIAL USE ONLY, SENSITIVE BUT UNCLASSIFIED,DOD UNCLASSIFIED CONTROLLED NUCLEAR INFORMATION</li><li>■ Severity: High</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case sensitive.</li><li>■ Match on whole words only.</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Design Documents policy template

This policy detects various types of design documents, such as CAD/CAM, at risk of exposure.



|          |                                                                                                                                                                                                                   |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <p><b>Design Documents, Indexed</b></p> <p>This rule looks for content from specific design documents registered as proprietary. It returns a match if the engine detects 80% or more of the source document.</p> |
| DCM Rule | <p><b>Design Document Extensions</b></p> <p>This rule looks for the specified file name extensions found in the "Design Document Extensions" dictionary.</p>                                                      |
| DCM Rule | <p><b>Design Documents</b></p> <p>This rule looks for the following specified file types:</p> <ul style="list-style-type: none"><li>■ cad_draw</li><li>■ dwg</li></ul>                                            |

**Note:** Both file types and file name extensions are used because the policy does not detect the true file type for all the required documents.

See [“Choosing an Indexed Document Profile”](#) on page 366.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Employee Data Protection policy template

This policy detects employee data at risk of exposure.

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule | <p><b>Username/Password Combinations</b></p> <p>This rule looks for usernames and passwords in combination with any three of the following data fields.</p> <ul style="list-style-type: none"><li>■ SSN</li><li>■ Phone</li><li>■ Email</li><li>■ First Name</li><li>■ Last Name</li><li>■ Bank Card Number</li><li>■ Account Number</li><li>■ ABA Routing Number</li><li>■ Canadian Social Insurance Number</li><li>■ UK National Insurance Number</li><li>■ Date of Birth</li></ul> |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|          |                                                                                                                                                                             |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule | <b>Employee Directory</b><br>This rule looks for Phone or Email.                                                                                                            |
| DCM Rule | <b>US Social Security Number Patterns</b><br>This rule looks for a match to the Social Security number data identifier and a keyword from the "US SSN Keywords" dictionary. |
| DCM Rule | <b>Credit Card Numbers, All</b><br>This rule looks for a match to the credit card number system pattern and a keyword from the "Credit Card Number Keywords" dictionary.    |
| DCM Rule | <b>ABA Routing Numbers</b><br>This rule looks for a match to the ABA Routing number data identifier and a keyword from the "ABA Routing Number Keywords" dictionary.        |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Encrypted Data policy template

This policy detects the use of encryption by a variety of methods including S/MIME, PGP, GPG, and file password protection.

|          |                                                                                                                                                 |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Password Protected Files</b><br>This rule looks for the following file types: encrypted_zip, encrypted_doc, encrypted_xls, or encrypted_ppt. |
| DCM Rule | <b>PGP Files</b><br>This rule looks for the following file type: pgp.                                                                           |
| DCM Rule | <b>GPG Files</b><br>This rule looks for a keyword from the "GPG Encryption Keywords" dictionary.                                                |
| DCM Rule | <b>S/MIME</b><br>This rule looks for a keyword from the "S/MIME Encryption Keywords" dictionary.                                                |
| DCM Rule | <b>HushMail Transmissions</b><br>This rule looks for a match from a list of recipient URLs.                                                     |

See [“Configuring policies”](#) on page 370.



See [“Exporting policy detection as a template”](#) on page 394.

# Export Administration Regulations (EAR) policy template

The U.S. Department of Commerce enforces the Export Administration Regulations (EAR). These regulations primarily cover technologies and technical information with commercial and military applicability. These technologies are also known as dual use technologies, for example, chemicals, satellites, software, computers, and so on.

This Export Administration Regulations (EAR) template detects violations from regulated countries and controlled technologies.

The detection rule **Indexed EAR Commerce Control List Items and Recipients** looks for a country code in the recipient from the "EAR Country Codes" dictionary and for a specific "SKU" from an Exact Data Profile index (EDM). Both conditions must match to trigger an incident.

**Table 37-11**      Detection rule: Indexed EAR Commerce Control List Items and Recipients

| Method        | Condition                        | Configuration                                                     |
|---------------|----------------------------------|-------------------------------------------------------------------|
| Compound rule | Content Matches Exact Data (EDM) | See <a href="#">“Choosing an Exact Data Profile”</a> on page 365. |
|               | Content Matches Keyword (DCM)    |                                                                   |

The detection rule **EAR Commerce Control List and Recipients** looks for a country code in the recipient from the "EAR Country Codes" list and a keyword from the "EAR CCL Keywords" dictionary. Both conditions must match to trigger an incident.



Table 37-12 Detection rule: EAR Commerce Control List and Recipients

| Method        | Condition                       | Configuration                                                                                                                                                                                                                                                                                                                |
|---------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Recipient Matches Pattern (DCM) | EAR Commerce Control List and Recipients (Recipient): <ul style="list-style-type: none"> <li>■ Match: Email address OR URL domain suffixes</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ At least 1 recipient(s) must match.</li> <li>■ Matches on entire message</li> </ul>                         |
|               | Content Matches Keyword (DCM)   | EAR Commerce Control List and Recipients (Keyword Match): <ul style="list-style-type: none"> <li>■ Match: EAR CCL Keywords</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## FACTA 2003 (Red Flag Rules) policy template

This policy helps to address sections 114 and 315 (or Red Flag Rules) of the Fair and Accurate Credit Transactions Act (FACTA) of 2003. These rules specify that a financial institution or creditor that offers or maintains covered accounts must develop and implement an identity theft prevention program. FACTA is designed to detect, prevent, and mitigate identity theft in connection with the opening of a covered account or any existing covered account.

The **Username/Password Combinations** detection rule detects the presence of both a user name and password from a profiled database index.



**Table 37-13** Username/Password Combinations detection rule

| Method      | Condition                        | Configuration                                                                                                                                                                                                                                    |
|-------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Exact Data (EDM) | <p>This condition detects exact data containing both of the following data items:</p> <ul style="list-style-type: none"> <li>■ User name</li> <li>■ Password</li> </ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |

The **Exact SSN or CCN** detection rule detects the presence of either a social security number or a credit card number from a profiled database.

**Table 37-14** Exact SSN or CCN detection rule

| Method      | Condition                        | Configuration                                                                                                                                                                                                                                                                           |
|-------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Exact Data (EDM) | <p>This condition detects exact data containing either of the following data columns:</p> <ul style="list-style-type: none"> <li>■ Social security number (Taxpayer ID)</li> <li>■ Bank Card Number</li> </ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |

The **Customer Directory** detection rule detects the presence of either an email address or a phone number from a profiled database.

**Table 37-15** Customer Directory detection rule

| Method      | Condition                        | Configuration                                                                                                                                                                                                                                                |
|-------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Exact Data (EDM) | <p>This condition detects exact data containing either of the following data columns:</p> <ul style="list-style-type: none"> <li>■ Email address</li> <li>■ Phone number</li> </ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |

The **Three or More Data Columns** detection rule detects exact data containing three or more of data items from a profiled database index.



Table 37-16 Three or More Data Columns detection rule

| Method      | Condition                        | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Exact Data (EDM) | <p>Detects exact data containing three or more of the following data items:</p> <ul style="list-style-type: none"> <li>■ ABA Routing Number</li> <li>■ Account Number</li> <li>■ Bank Card Number</li> <li>■ Birth Date</li> <li>■ Email address</li> <li>■ First Name</li> <li>■ Last Name</li> <li>■ National Insurance Number</li> <li>■ Password</li> <li>■ Phone Number</li> <li>■ Social Insurance Number</li> <li>■ Social security number (Taxpayer ID)</li> <li>■ User name</li> </ul> <hr/> <p>However, the following combinations are not a match:</p> <ul style="list-style-type: none"> <li>■ Phone Number, Email, First Name</li> <li>■ Phone Number, First Name, Last Name</li> </ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |

The **US Social Security Number Patterns** detection rule implements the narrow breadth edition of the US Social Security Number (SSN) system Data Identifier.

See [“US Social Security Number \(SSN\) data identifier”](#) on page 718.

This data identifier detects nine-digit numbers with the pattern DDD-DD-DDDD separated with dashes or spaces or without separators. The number must be in valid assigned number ranges. This condition eliminates common test numbers, such as 123456789 or all the same digit. It also requires the presence of a Social Security keyword.



**Table 37-17** US Social Security Number Patterns detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                                               |
|-------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | <ul style="list-style-type: none"> <li>■ Data Identifier: US Social Security Number (SSN) narrow breadth<br/>See <a href="#">“US Social Security Number (SSN) narrow breadth”</a> on page 721.</li> <li>■ Severity: High.</li> <li>■ Count all matches.</li> <li>■ Look in envelope, subject, body, attachments.</li> </ul> |

The **Credit Card Numbers, All** detection rule implements the narrow breadth edition of the Credit Card Number system Data Identifier.

See [“Credit Card Number data identifier”](#) on page 668.

This data identifier detects valid credit card numbers that are separated by spaces, dashes, periods, or without separators. This condition performs Luhn check validation and includes formats for American Express, Diner's Club, Discover, Japan Credit Bureau (JCB), MasterCard, and Visa. It eliminates common test numbers, including those reserved for testing by credit card issuers. It also requires the presence of a credit card keyword.

**Table 37-18** Credit Card Numbers, All detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                     |
|-------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | <ul style="list-style-type: none"> <li>■ Data Identifier: Credit Card Number narrow breadth<br/>See <a href="#">“Credit Card Number narrow breadth”</a> on page 671.</li> <li>■ Severity: High.</li> <li>■ Count all matches.</li> <li>■ Look in envelope, subject, body, attachments.</li> </ul> |

The **ABA Routing Numbers** detection rule implements the narrow breadth edition of the ABA Routing Number system Data Identifier.

See [“ABA Routing Number data identifier”](#) on page 658.

This data identifier detects nine-digit numbers. It validates the number using the final check digit. This condition eliminates common test numbers, such as 123456789, number ranges that are reserved for future use, and all the same digit. This condition also requires the presence of an ABA keyword.



**Table 37-19** ABA Routing Numbers detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                |
|-------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | <ul style="list-style-type: none"><li>■ Data Identifier: ABA Routing Number narrow breadth<br/>See <a href="#">“ABA Routing Number narrow breadth”</a> on page 660.</li><li>■ Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

See [“Creating a policy from a template”](#) on page 355.

See [“Exporting policy detection as a template”](#) on page 394.

## Financial Information policy template

The Financial Information policy detects financial data and information.

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <b>Financial Information, Indexed</b><br><br>This rule looks for content from specific financial information files registered as proprietary; returns a match if 80% or more of the source document is found.                                                                                                                                                                                                                                                                    |
| DCM Rule | <b>Financial Information</b><br><br>This rule looks for the combination of specified file types, keywords from the "Financial Keywords" dictionary, and keywords from the "Confidential/Proprietary Words" dictionary.<br><br>The specified file types are as follows: <ul style="list-style-type: none"><li>■ excel_macro</li><li>■ xls</li><li>■ works_spread</li><li>■ sylk</li><li>■ quattro_pro</li><li>■ mod</li><li>■ csv</li><li>■ applix_spread</li><li>■ 123</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# Forbidden Websites policy template

The Forbidden Websites policy detects access to specified Web sites.

DCM Rule

## Forbidden Websites

This rule looks for any keywords in the "Forbidden Websites" dictionary, which is user-defined.

**To enable a Forbidden Website policy to process GET requests appropriately**

- 1 Configure your web proxy server to forward GET requests to the Network Prevent (Web) server.
- 2 Set the L7.processGets Advanced setting on the Network Prevent (Web) server to "true" (which is the default).
- 3 Reduce the L7.minSizeofGetURL Advanced setting on the Network Prevent (Web) server from the default of 100 to a number of bytes (characters) smaller than the length of the shortest Web site that the policy specifies.

---

**Note:** Reducing the minimum size of GETs increases the number of URLs that have to be processed, which increases the server's traffic load. One approach is to calculate the number of characters in the shortest URL specified in the list of forbidden URLs and set the minimum size to that number. Another approach is to set the minimum URL size to 10 as that should cover all cases.

---

- 4 You may need to adjust the "Ignore Requests Smaller Than" setting in the ICAP configuration of the Network Prevent server from the default 4096 bytes. This value stops processing of incoming Web pages that contain fewer bytes than the number specified. If a page of a forbidden Web site URL might be smaller than that number, the setting should be reduced appropriately.

See ["Configuring policies"](#) on page 370.

See ["Exporting policy detection as a template"](#) on page 394.

# Gambling policy template

This policy detects any reference to gambling.

DCM Rule

## Suspicious Gambling Keywords

This rule looks for five instances of keywords from the "Gambling Keywords, Confirmed" dictionary.



DCM Rule

**Less Suspicious Gambling Keywords**  
This rule looks for 10 instances of keywords from the "Gambling Keywords, Suspect" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Gramm-Leach-Bliley policy template

The Gramm-Leach-Bliley (GLB) Act gives consumers the right to limit some sharing of their information by financial institutions.

The Gramm-Leach-Bliley policy template detects transmittal of customer data.

**Table 37-20**      Gramm-Leach-Bliley detection methods

| Detection method               | Type             | Description                                                                                                                           |
|--------------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Username/Password Combinations | Simple rule: EDM | This rule looks for user names and passwords in combination.<br><br>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365. |
| Exact SSN or CCN               | Simple rule: EDM | This rule looks for SSN or Credit Card Number.                                                                                        |
| Customer Directory             | Simple rule: EDM | This rule looks for Phone or Email.                                                                                                   |



Table 37-20      Gramm-Leach-Bliley detection methods (continued)

| Detection method                   | Type                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 or more critical customer fields | Simple rule: EDM      | <p>This rule looks for a match among any three of the following fields:</p> <ul style="list-style-type: none"><li>■ Account number</li><li>■ Bank card number</li><li>■ Email address</li><li>■ First name</li><li>■ Last name</li><li>■ PIN number</li><li>■ Phone number</li><li>■ Social security number</li><li>■ ABA Routing Number</li><li>■ Canadian Social Insurance Number</li><li>■ UK National Insurance Number</li><li>■ Date of Birth</li></ul> <p>However, the following combinations are not a match:</p> <ul style="list-style-type: none"><li>■ Phone, email, and first name</li><li>■ Phone, email, and last name</li><li>■ Email, first name, and last name</li><li>■ Phone, first name, and last name</li></ul> |
| ABA Routing Numbers                | Simple rule: DCM (DI) | <p>This condition detects nine-digit numbers. It validates the number using the final check digit. This condition eliminates common test numbers, such as 123456789, number ranges that are reserved for future use, and all the same digit. This condition also requires the presence of an ABA-related keyword.</p> <p>See <a href="#">“ABA Routing Number narrow breadth”</a> on page 660.</p>                                                                                                                                                                                                                                                                                                                                   |



Table 37-20      Gramm-Leach-Bliley detection methods (continued)

| Detection method           | Type                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| US Social Security Numbers | Simple rule: DCM (DI) | <p>This rule looks for social security numbers. For this rule to match, there must be a number that fits the US SSN regular expression pattern. There must also be a keyword or phrase that indicates the presence of a US SSN with a keyword from "US SSN Keywords" dictionary. The keyword condition is included to reduce false positives with any numbers that may match the SSN format.</p> <p>See <a href="#">“US Social Security Number (SSN) narrow breadth”</a> on page 721.</p>                                                                                                                                                                                   |
| Credit Card Numbers        | Simple rule: DCM (DI) | <p>This condition detects valid credit card numbers that are separated by spaces, dashes, periods, or without separators. This condition performs Luhn check validation and includes the following credit card formats:</p> <ul style="list-style-type: none"><li>■ American Express</li><li>■ Diner's Club</li><li>■ Discover</li><li>■ Japan Credit Bureau (JCB)</li><li>■ MasterCard</li><li>■ Visa</li></ul> <p>This rule eliminates common test numbers, including those reserved for testing by credit card issuers, and also requires the presence of a credit card-related keyword.</p> <p>See <a href="#">“Credit Card Number narrow breadth”</a> on page 671.</p> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# HIPAA and HITECH (including PHI) policy template

The HIPAA and HITECH (including PHI) policy strictly enforces the US Health Insurance Portability and Accountability Act (HIPAA). Health Information Technology for Economic and Clinical Health Act (HITECH) is the first national law that mandates breach notification for PHI.



This policy template detects data concerning prescription drugs, diseases, and treatments in combination with Protected Health Information (PHI). Organizations that are not subject to HIPAA can also use this policy to control PHI data.

TPOs (Treatment, Payment, or health care Operations) are service providers to health care organizations and have an exception for HIPAA information restrictions. This policy does not trigger an incident if the protected information is sent to one of the allowed partners.

The [Table 37-21](#) is evaluated before any detection rules. The template requires that you enter the allowed email addresses.

**Table 37-21** TPO detection exception

| Method and cardinality     | Condition type                | Configuration                                                                                       |
|----------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------|
| Simple detection exception | Content Matches Keyword (DCM) | Looks for a recipient email address matching one from the "TPO Email Addresses" keyword dictionary. |

The [Table 37-22](#) looks for a match against any single column from a profiled Patient Data database record.

**Table 37-22** Patient Data detection rule

| Method and cardinality | Condition type                   | Configuration                                                                                                                                                                                                                                                                         |
|------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple detection rule  | Content Matches Exact Data (EDM) | <div>Patient Data (EDM):</div> <div><div>■ Last name</div><div>■ Tax payer ID (SSN)</div><div>■ Email address</div><div>■ Account number</div><div>■ ID card number</div><div>■ Phone number</div></div> <div>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</div> |

The [Table 37-23](#) requires a Patient Data condition match and a match from the "Drug Code" data identifier.



**Table 37-23** Patient Data and Drug Codes detection rule

| Method and cardinality  | Condition type                   | Configuration                                                                             |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Exact Data (EDM) | Looks for a match against any single column from a profiled Patient Data database record. |
|                         | Content Matches Data Identifier  | See <a href="#">“National Drug Code (NDC) data identifier”</a> on page 694.               |

The [Table 37-24](#) requires a Patient Data condition match in combination with a keyword from the "Prescription Drug Names" keyword dictionary.

**Table 37-24** Patient Data and Prescription Drug Names detection rule

| Method and cardinality  | Condition type                   | Configuration                                                                             |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Exact Data (EDM) | Looks for a match against any single column from a profiled Patient Data database record. |
|                         | Content Matches Keyword (DCM)    |                                                                                           |

The [Table 37-25](#) requires a Patient Data condition match in combination with a keyword from the "Medical Treatment Keywords" keyword dictionary.

**Table 37-25** Patient Data and Treatment Keywords detection rule

| Method and cardinality  | Condition type                   | Configuration                                                                             |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Exact Data (EDM) | Looks for a match against any single column from a profiled Patient Data database record. |
|                         | Content Matches Keyword (DCM)    |                                                                                           |

The [Table 37-26](#) requires a Patient Data condition match in combination with a keyword from the "Disease Names" keyword dictionary.



**Table 37-26** Patient Data and Disease Keywords detection rule

| Method and cardinality  | Condition type                   | Configuration                                                                             |
|-------------------------|----------------------------------|-------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Exact Data (EDM) | Looks for a match against any single column from a profiled Patient Data database record. |
|                         | Content Matches Keyword (DCM)    |                                                                                           |

The [Table 37-27](#) looks for a social security number using the US Social Security Number (SSN) system Data Identifier (narrow breadth) and for a keyword from the "Prescription Drug Names" keyword dictionary.

**Table 37-27** SSN and Drug Keywords detection rule

| Method and cardinality  | Condition type                  | Configuration                                                                                                                                                     |
|-------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Data Identifier | US Social Security Number (SSN) system Data Identifier (narrow breadth)<br><br>See <a href="#">“US Social Security Number (SSN) data identifier”</a> on page 718. |
|                         | Content Matches Keyword         | "Prescription Drug Names" keyword dictionary                                                                                                                      |

The [Table 37-28](#) rule looks for the social security number using the US SSN system Data Identifier (narrow breadth) and for a match from the "Medical Treatment Keywords" keyword dictionary.

**Table 37-28** SSN and Treatment Keywords detection rule

| Method and cardinality  | Condition type                  | Configuration                                                                                                                                                     |
|-------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Data Identifier | US Social Security Number (SSN) system Data Identifier (narrow breadth)<br><br>See <a href="#">“US Social Security Number (SSN) data identifier”</a> on page 718. |
|                         | Content Matches Keyword         | "Medical Treatment Keywords" keyword dictionary                                                                                                                   |



The [Table 37-29](#) rule looks for the social security number using the US SSN system Data Identifier (narrow breadth) and for a match from the "Disease Names" keyword dictionary.

**Table 37-29** SSN and Disease Keywords detection rule

| Method and cardinality  | Condition type                  | Configuration                                                                                                                                                     |
|-------------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Data Identifier | US Social Security Number (SSN) system Data Identifier (narrow breadth)<br><br>See <a href="#">"US Social Security Number (SSN) data identifier"</a> on page 718. |
|                         | Content Matches Keyword         | "Disease Names" keyword dictionary                                                                                                                                |

The [Table 37-30](#) rule looks for the social security number using the US SSN system Data Identifier (narrow breadth) and for a drug code using the Drug Code system Data Identifier (narrow breadth).

**Table 37-30** SSN and Drug Code detection rule

| Method and cardinality  | Condition type                  | Configuration                                                                                                                            |
|-------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Compound detection rule | Content Matches Data Identifier | US SSN system Data Identifier (narrow breadth)<br><br>See <a href="#">"US Social Security Number (SSN) data identifier"</a> on page 718. |
|                         | Content Matches Keyword         | Drug Code system Data Identifier (narrow breadth)<br><br>See <a href="#">"National Drug Code (NDC) data identifier"</a> on page 694.     |

See ["Configuring policies"](#) on page 370.

See ["Exporting policy detection as a template"](#) on page 394.

## Human Rights Act 1998 policy template

The Human Rights Act 1998 allows UK citizens to assert their rights under the European Convention on Human Rights in UK courts and tribunals. The Act states that "so far as possible to do so, legislation must be read and given effect in a way



which is compatible with convention rights." The Human Rights Act 1998 policy enforces Article 8 by ensuring that the private lives of British citizens stay private.

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule | <p><b>UK Data Protection Act, Personal Data</b></p> <p>This compound rule looks for two data types, last name and electoral roll number, in combination with a keyword from the "UK Personal Data Keywords" dictionary.</p>                                                                                                                                                                                                                                       |
| DCM Rule | <p><b>UK Electoral Roll Numbers</b></p> <p>This rule looks for a single compound condition with four parts:</p> <ul style="list-style-type: none"><li>■ A single keyword from the "UK Keywords" dictionary</li><li>■ A pattern matching that of the UK Electoral Roll Number data identifier</li><li>■ A single keyword from the "UK Electoral Roll Number Words" dictionary</li><li>■ A single keyword from the "UK Personal Data Keywords" dictionary</li></ul> |

See [“Choosing an Exact Data Profile”](#) on page 365.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Illegal Drugs policy template

This policy detects conversations about illegal drugs and controlled substances.

|          |                                                                                                                                                                   |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <p><b>Street Drugs</b></p> <p>This rule looks for five instances of keywords from the "Street Drug Names" dictionary.</p>                                         |
| DCM Rule | <p><b>Mass Produced Controlled Substances</b></p> <p>This rule looks for five instances of keywords from the "Manufactured Controlled Substances" dictionary.</p> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# Individual Taxpayer Identification Numbers (ITIN) policy template

An Individual Taxpayer Identification Number (ITIN) is a tax processing number issued by the US Internal Revenue Service (IRS). The IRS issues ITINs to track individuals are not eligible to obtain Social Security Numbers (SSNs).

|           |                                                                                                                  |
|-----------|------------------------------------------------------------------------------------------------------------------|
| DCM Rules | <b>ITIN</b>                                                                                                      |
|           | This rule looks for a match to the US ITIN data identifier and a keyword from the "US ITIN Keywords" dictionary. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# International Traffic in Arms Regulations (ITAR) policy template

The International Traffic in Arms Regulations (ITAR) are enforced by the US Department of State. Exporters of defense services or related technical data are required to register with the federal government and may need export licenses. This policy detects potential violations based on countries and controlled assets designated by the ITAR.

The Indexed ITAR Munition Items and Recipients detection rule looks for a country code in the recipient from the "ITAR Country Codes" dictionary and for a specific "SKU" from an indexed EDM file.

**Table 37-31** Indexed ITAR Munition Items and Recipients detection rule

| Method        | Conditions (both must match)     | Configuration                                                                                                                                                                                                    |
|---------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Recipient Matches Pattern (DCM)  | Match recipient email or URL domain from ITAR Country Codes list: <ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ At least 1 recipient(s) must match.</li></ul> |
|               | Content Matches Exact Data (EDM) | See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.                                                                                                                                                |



The ITAR Munitions List and Recipients detection rule looks for both a country code in the recipient from the "ITAR Country Codes" dictionary and a keyword from the "ITAR Munition Names" dictionary.

**Table 37-32** ITAR Munitions List and Recipients detection rule

| Method        | Conditions (both must match)    | Configuration                                                                                                                                                                                                                                                                                       |
|---------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Recipient Matches Pattern (DCM) | Match recipient email or URL domain from ITAR Country Codes list: <ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ At least 1 recipient pattern must match.</li></ul>                                                                               |
|               | Content Matches Keyword (DCM)   | Match any keyword from the ITAR Munitions List: <ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li><li>■ Severity: High.</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Media Files policy template

The Media Files policy detects various types of video and audio files (including mp3).



#### DCM Rule

#### Media Files

This rule looks for the following media file types:

- qt
- riff
- macromedia\_dir
- midi
- mp3
- mpeg\_movie
- quickdraw
- realaudio
- wav
- video\_win
- vrmf

#### DCM Rule

#### Media Files Extensions

This rule looks for file name extensions from the "Media Files Extensions" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Merger and Acquisition Agreements policy template

The Mergers and Acquisition Agreements policy template detects contracts and official documentation concerning merger and acquisition activity.

You can modify this template with company-specific code words to detect specific deals.

The Merger and Acquisition Agreements template provides a single compound detection rule. All conditions in the rule must match for the rule to trigger an incident.



**Table 37-33** Merger and Acquisition Agreements compound detection rule

| Condition                                                | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Specific Keywords (Keyword Match)               | <ul style="list-style-type: none"> <li>■ Match any keyword: <b>merger, agreement, contract, letter of intent, term sheet, plan of reorganization</b></li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul>                                                                                                                                                           |
| Acquisition Corporate Structure Keywords (Keyword Match) | <ul style="list-style-type: none"> <li>■ Match any keyword: <b>subsidiary, subsidiaries, affiliate, acquiror, merger sub, covenantor, acquired company, acquiring company, surviving corporation, surviving company</b></li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul>                                                                                        |
| Merger Consideration Keywords (Keyword Match)            | <ul style="list-style-type: none"> <li>■ Match any keyword: <b>merger stock, merger consideration, exchange shares, capital stock, dissenting shares, capital structure, escrow fund, escrow account, escrow agent, escrow shares, escrow cash, escrow amount, stock consideration, break-up fee, goodwill</b></li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul> |
| Legal Contract Keywords (Keyword Match)                  | <ul style="list-style-type: none"> <li>■ Match any keyword: <b>recitals, in witness whereof, governing law, Indemnify, Indemnified, indemnity, signature page, best efforts, gross negligence, willful misconduct, authorized representative, severability, material breach</b></li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul>                                |

See [“Configuring policies”](#) on page 370.



See [“Exporting policy detection as a template”](#) on page 394.

# NASD Rule 2711 and NYSE Rules 351 and 472 policy template

This policy protects the name(s) of any companies involved in an upcoming stock offering, internal project names for the offering, and the stock ticker symbols for the offering companies.

The NASD Rule 2711 Documents, Indexed detection rule looks for content from specific documents registered as sensitive and known to be subject to NASD Rule 2711 or NYSE Rules 351 and 472. This rule returns a match if 80% or more of the source document is found.

**Table 37-34** NASD Rule 2711 Documents, Indexed detection rule

| Method      | Condition                                | Configuration                                                                                                                                                                                                                                                                                                                                                              |
|-------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Document Signature (IDM) | NASD Rule 2711 Documents, Indexed (IDM): <ul style="list-style-type: none"> <li>■ Detect documents in selected Indexed Document Profile</li> <li>■ Require at least 80% content match.</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in body, attachments.</li> </ul> See <a href="#">“Choosing an Indexed Document Profile”</a> on page 366. |

The NASD Rule 2711 and NYSE Rules 351 and 472 detection rule is a compound rule that contains a sender condition and a keyword condition. The sender condition is based on a user-defined list of email addresses of research analysts at the user's company ("Analysts' Email Addresses" dictionary). The keyword condition looks for any upcoming stock offering, internal project names for the offering, and the stock ticker symbols for the offering companies ("NASD 2711 Keywords" dictionary). Like the sender condition, it requires editing by the user.



**Table 37-35** NASD Rule 2711 and NYSE Rules 351 and 472 detection rule

| Method        | Condition                         | Configuration                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Sender/User Matches Pattern (DCM) | NASD Rule 2711 and NYSE Rules 351 and 472 (Sender): <ul style="list-style-type: none"><li>■ Match sender pattern(s)<br/>[research_analyst@company.com] (user defined)</li><li>■ Severity: High.</li><li>■ Matches on entire message.</li></ul>                                                                                                                                                  |
|               | Content Matches Keyword (DCM)     | NASD Rule 2711 and NYSE Rules 351 and 472 (Keyword Match): <ul style="list-style-type: none"><li>■ Match "[company stock symbol]", "[name of offering company]", "[offering name (internal name)]".</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |

See “[Configuring policies](#)” on page 370.

See “[Exporting policy detection as a template](#)” on page 394.

## NASD Rule 3010 and NYSE Rule 342 policy template

NASD Rule 3010 and NYSE Rule 342 require brokers-dealers to supervise certain brokerage employees' communications. The NASD Rule 3010 and NYSE Rule 342 policy monitors the communications of registered principals who are subject to these regulations.

The Stock Recommendation detection rule looks for a keyword from the "NASD 3010 Stock Keywords" dictionary and the "NASD 3010 Buy/Sell Keywords" dictionary. In addition, this rule requires evidence of a stock recommendation in combination with a buy or sell action.



**Table 37-36** Stock Recommendation detection rule

| Method        | Conditions (all must match)   | Configuration                                                                                                                                                                                                                                                                                       |
|---------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM) | Match keyword: "recommend" <ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul>                                          |
|               | Content Matches Keyword (DCM) | Match keyword: "buy" or "sell" <ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul>                                      |
|               | Content Matches Keyword (DCM) | Match keyword: "stock, stocks, security, securities, share, shares" <ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul> |

The NASD Rule 3010 and NYSE Rule 342 Keywords detection rule looks for keywords in the "NASD 3010 General Keywords" dictionary, which look for any general stock broker activity, and stock keywords.



**Table 37-37** NASD Rule 3010 and NYSE Rule 342 Keywords detection rule

| Method        | Conditions (both must match)  | Configuration                                                                                                                                                                                                                                                                                    |
|---------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM) | Match keyword: "authorize", "discretion", "guarantee", "options"<br><ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul>    |
|               | Content Matches Keyword (DCM) | Match keyword: "stock, stocks, security, securities, share, shares"<br><ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# NERC Security Guidelines for Electric Utilities policy template

The North American Electric Reliability Council (NERC) Guideline for Protecting Potentially Sensitive Information describes how to protect and secure data about critical electricity infrastructure.

This policy detects the information outlined in the NERC security guidelines for the electricity sector.



**Table 37-38**
Key Response Personnel detection rule

| Detection method | Match condition                  | Configuration                                                                                                                                                                                                                        |
|------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Exact Data (EDM) | Match any three of the following data items: <ul style="list-style-type: none"> <li>■ First name</li> <li>■ Last name</li> <li>■ Phone</li> <li>■ Email</li> </ul> See <a href="#">“Choosing an Exact Data Profile”</a> on page 365. |

**Table 37-39**
Network Infrastructure Maps detection rule

| Detection method | Match condition                         | Configuration                                                                                                        |
|------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Indexed Documents (IDM) | This rule requires an exact binary match.<br>See <a href="#">“Choosing an Indexed Document Profile”</a> on page 366. |

The Sensitive Keywords and Vulnerability Keywords detection rule looks for any keyword matches from the "Sensitive Keywords" dictionary and the "Vulnerability Keywords" dictionary.



**Table 37-40** Sensitive Keywords and Vulnerability Keywords detection rule

| Detection method | Match conditions              | Configuration                                                                                                                                                                                                                                              |
|------------------|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule    | Content Matches Keyword (DCM) | Match any Sensitive Keyword: <ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul>     |
|                  | Content Matches Keyword (DCM) | Match any Vulnerability Keyword: <ul style="list-style-type: none"><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Network Diagrams policy template

The Network Diagrams policy detects computer network diagrams at risk of exposure.

|          |                                                                                                                                                                                                                             |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <p><b>Network Diagrams, Indexed</b></p> <p>This rule looks for content from specific network diagrams that are registered as confidential. This rule returns a match if 80% or more of the source document is detected.</p> |
| DCM Rule | <p><b>Network Diagrams with IP Addresses</b></p> <p>This rule looks for a Visio file type in combination with an IP address data identifier.</p>                                                                            |
| DCM Rule | <p><b>Network Diagrams with IP Address Keyword</b></p> <p>This rule looks for a Visio file type in combination with phrase variations of "IP address" with a data identifier.</p>                                           |



See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Network Security policy template

The Network Security policy detects evidence of hacking tools and attack planning.

|          |                                                                                                           |
|----------|-----------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>GoToMyPC Activity</b><br><br>This rule looks for a GoToMyPC command format with a data identifier.     |
| DCM Rule | <b>Hacker Keywords</b><br><br>This rule looks for a keyword from the "Hacker Keywords" dictionary.        |
| DCM Rule | <b>KeyLoggers Keywords</b><br><br>This rule looks for a keyword from the "Keylogger Keywords" dictionary. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Offensive Language policy template

The Offensive Language policy detects the use of offensive language.

|          |                                                                                                                                                |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Offensive Language, Explicit</b><br><br>This rule looks for any single keyword in the "Offensive Language, Explicit" dictionary.            |
| DCM Rule | <b>Offensive Language, General</b><br><br>This rule looks for any three instances of keywords in the "Offensive Language, General" dictionary. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



## Office of Foreign Assets Control (OFAC) policy template

The Office of Foreign Assets Control of the U.S. Department of the Treasury administers and enforces economic and trade sanctions. These sanctions are based on US foreign policy and national security goals against certain countries, individuals, and organizations. The Office of Foreign Assets Control (OFAC) policy detects communications involving these targeted groups.

The OFAC policy has two primary parts. The first deals with the Specially Designated Nationals (SDN) list, and the second deals with general OFAC policy restrictions.

The SDN list refers to specific people or organizations that are subject to trade restrictions. The U.S. Treasury Department provides text files with specific names, last known addresses, and known aliases for these individuals and entities. The Treasury Department stipulates that the addresses may not be correct or current, and different locations do not change the restrictions on people and organizations.

In the OFAC policy template, Symantec Data Loss Prevention has scrubbed the list to make it more usable and practical. This includes extracting keywords and key phrases from the list of names and aliases, since names do not always appear in the same format as the list. Also, common names have been removed to reduce false positives. For example, one organization on the SDN list is known as "SARA." Leaving this on the list would generate a high false positive rate. "SARA Properties" is another entry on the list. It is used as a key phrase in the template because the incidence of this phrase is much lower than "SARA" alone. The list of names and organizations is considered in combination with the commonly found countries in the SDN address list. The top 12 countries on the list are considered, after again removing more commonly occurring countries. The template looks for recipients with any of the listed countries as the designated country code. This SDN list minimizes false positives while still detecting transactions or communications with known restricted parties.

The OFAC policy also provides guidance around the restrictions the U.S. Treasury Department has placed on general trade with specific countries. This is distinct from the SDN list, since individuals and organizations are not specified. The list of general sanctions can be found here:

<http://www.treasury.gov/offices/enforcement/ofac/programs/index.shtml>

The Office of Foreign Assets Control (OFAC) template looks for recipients on the OFAC- listed countries by designated country code.

The OFAC Special Designated Nationals List and Recipients detection rule looks for a recipient with a country code matching entries in the "OFAC SDN Country



Codes" specification in combination with a match on a keyword from the "Specially Designated Nationals List" dictionary.

**Table 37-41** OFAC Special Designated Nationals List and Recipients detection rule

| Method        | Condition                       | Configuration                                                                                                                                                                                                                                                                                                                                               |
|---------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Recipient Matches Pattern (DCM) | OFAC Special Designated Nationals List and Recipients (Recipient): <ul style="list-style-type: none"> <li>■ Match email or URL domain by OFAC SDN Country Code.</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ At least 1 recipient(s) must match.</li> <li>■ Matches on the entire message.</li> </ul>                              |
|               | Content Matches Keyword (DCM)   | Specially Designated Nationals List (Keyword Match): <ul style="list-style-type: none"> <li>■ Match keyword from the Specially Designated Nationals List.</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case insensitive.</li> <li>■ Match on whole words only.</li> </ul> |

The Communications to OFAC countries detection rule looks for a recipient with a country code matching entries from the "OFAC Country Codes" list.

**Table 37-42** Communications to OFAC countries detection rule

| Method      | Condition                       | Configuration                                                                                                                                                                                                                                                                                         |
|-------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Recipient Matches Pattern (DCM) | Communications to OFAC countries (Recipient): <ul style="list-style-type: none"> <li>■ Match email or URL domain by OFAC Country Code.</li> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ At least 1 recipient(s) must match.</li> <li>■ Matches on the entire message.</li> </ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# OMB Memo 06-16 and FIPS 199 Regulations policy template

This policy detects information classified as confidential according to the guidelines established in the Federal Information Processing Standards (FIPS) Publication 199 from the National Institute of Standards and Technology (NIST). NIST is responsible for establishing standards and guidelines for data security under the Federal Information Security Management Act (FISMA).

This template contains three simple detection rules. If any rule reports a match, the policy triggers an incident.

The High Confidentiality Indicators detection rule looks for any keywords in the "High Confidentiality" dictionary.

**Table 37-43** High Confidentiality Indicators detection rule

| Method      | Condition               | Configuration                                                                                                                                                                                                                                                                                                                                  |
|-------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword | High Confidentiality Indicators (Keyword Match): <ul style="list-style-type: none"><li>■ Match "(confidentiality, high)", "(confidentiality,high)"</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |

The Moderate Confidentiality Indicators detection rule looks for any keywords in the "Moderate Confidentiality" dictionary.

**Table 37-44** Moderate Confidentiality Indicators detection rule

| Method      | Condition               | Configuration                                                                                                                                                                                                                                                                                                                                              |
|-------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword | Moderate Confidentiality Indicators (Keyword Match): <ul style="list-style-type: none"><li>■ Match "(confidentiality, moderate)", "(confidentiality,moderate)"</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |



The Low Confidentiality Indicators detection rule looks for any keywords in the "Low Confidentiality" dictionary.

**Table 37-45** Low Confidentiality Indicators detection rule

| Method      | Condition               | Configuration                                                                                                                                                                                                                                                                                                                               |
|-------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword | Low Confidentiality Indicators (Keyword Match): <ul style="list-style-type: none"><li>■ Match "(confidentiality, low)", "(confidentiality,low)"</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Password Files policy template

The Password Files policy detects password file formats, such as SAM, password, and shadow.

|          |                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Password Filenames</b><br>This rule looks for the file names "passwd" or "shadow."                      |
| DCM Rule | <b>/etc/passwd Format</b><br>This rule looks for a regular expression pattern with the /etc/passwd format. |
| DCM Rule | <b>/etc/shadow Format</b><br>This rule looks for a regular expression pattern with the /etc/shadow format. |
| DCM Rule | <b>SAM Passwords</b><br>This rule looks for a regular expression pattern with the SAM format.              |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# Payment Card Industry (PCI) Data Security Standard policy template

The Payment Card Industry (PCI) data security standards are jointly determined by Visa and MasterCard to protect cardholders by safeguarding personally identifiable information. Visa's Cardholder Information Security Program (CISP) and MasterCard's Site Data Protection (SDP) program both work toward enforcing these standards. The Payment Card Industry (PCI) Data Security Standards policy detects Visa and MasterCard credit card number data.

The Card Numbers, Exact detection rule detects exact credit card numbers profiled from a database or other data source.

**Table 37-46** Credit Card Numbers, Exact detection rule

| Method      | Condition                        | Configuration                                                                                               |
|-------------|----------------------------------|-------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Exact Data (EDM) | This rule detects credit card numbers.<br>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365. |

The Credit Card Numbers, All detection rule detects credit card numbers using the Credit Card Number system Data Identifier.

**Table 37-47** Credit Card Numbers, All detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                                                        |
|-------------|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | Credit Card Numbers, All (Data Identifiers): <ul style="list-style-type: none"><li>■ Data Identifier: Credit Card Number (narrow)<br/>See <a href="#">“Credit Card Number data identifier”</a> on page 668.</li><li>■ Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

The Magnetic Stripe Data for Credit Cards detection rule detects raw data from the credit card magnetic stripe using the Credit Card Magnetic Stripe system Data Identifier.



**Table 37-48**      Magnetic Stripe Data for Credit Cards detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                                                                                   |
|-------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | Magnetic Stripe Data for Credit Cards (Data Identifiers): <ul style="list-style-type: none"><li>■ Data Identifier: Credit Card Magnetic Stripe (medium)<br/>See “<a href="#">Credit Card Number data identifier</a>” on page 668.</li><li>■ Data Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

See “[Configuring policies](#)” on page 370.

See “[Exporting policy detection as a template](#)” on page 394.

## PIPEDA policy template

Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) protects personal information in the hands of private sector organizations. This act provides guidelines for the collection, use, and disclosure of personal information.

The PIPEDA policy detects customer data that PIPEDA regulations protect.

The PIPEDA detection rule looks for a match of two data items, with certain data combinations excluded from matching.



Table 37-49 PIPEDA detection rule

| Detection method type | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Excluded combinations                                                                                                                                                                                                              |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule              | <p>The PIPEDA detection rule matches any two of the following data items:</p> <ul style="list-style-type: none"><li>■ Last name</li><li>■ Bank card</li><li>■ Medical account number</li><li>■ Medical record</li><li>■ Agency number</li><li>■ Account number</li><li>■ PIN</li><li>■ User name</li><li>■ Password</li><li>■ SIN</li><li>■ ABA routing number</li><li>■ Email</li><li>■ Phone</li><li>■ Mother's maiden name</li></ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> | <p>However, the following combinations do not create a match:</p> <ul style="list-style-type: none"><li>■ Last name, email</li><li>■ Last name, phone</li><li>■ Last name, account number</li><li>■ Last name, user name</li></ul> |

The PIPEDA Contact Info detection rule looks for a match of two data items, with certain data combinations excepted from matching.

Table 37-50 PIPEDA Contact Info detection rule

| Detection method type | Description                                                                                                                                                                                                                                                                         |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule              | <p>This rule looks for any two of the following data columns:</p> <ul style="list-style-type: none"><li>■ Last name</li><li>■ Phone</li><li>■ Account number</li><li>■ User name</li><li>■ Email</li></ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |



**Table 37-51** Canadian Social Insurance Numbers detection rule

| Detection method type | Description                                                                                                                                                                                        |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule              | This rule implements the narrow breadth edition of the Canadian Social Insurance Number data identifier.<br><br>See <a href="#">“Canadian Social Insurance Number narrow breadth”</a> on page 664. |

**Table 37-52** ABA Routing Numbers detection rule

| Detection method type | Description                                                                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule              | This rule implements the narrow breadth edition of the ABA Routing Number data identifier.<br><br>See <a href="#">“ABA Routing Number narrow breadth”</a> on page 660. |

**Table 37-53** Credit Card Numbers, All detection rule

| Detection method type | Description                                                                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule              | This rule implements the narrow breadth edition of the Credit Card Number data identifier.<br><br>See <a href="#">“Credit Card Number narrow breadth”</a> on page 671. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Price Information policy template

The Price Information policy detects specific SKU and pricing information at risk of exposure.

EDM Rule

### Price Information

This rule looks for the combination of user-specified Stock Keeping Unit (SKU) numbers and the price for that SKU number.



**Note:** This template contains one EDM detection rule. If you do not have an EDM profile configured, or you are using Symantec Data Loss Prevention Standard, this policy template is empty and contains no rule to configure.

- See [“Configuring policies”](#) on page 370.
- See [“Exporting policy detection as a template”](#) on page 394.
- See [“About the Exact Data Profile”](#) on page 411.

## Project Data policy template

The Project Data policy detects discussions of sensitive projects.

|          |                                                                                                                                                                                                               |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <b>Project Documents, Indexed</b><br><br>This rule looks for content from specific project data files registered as proprietary. It returns a match if the engine detects 80% or more of the source document. |
| DCM Rule | <b>Project Activity</b><br><br>This rule looks for any keywords in the "Sensitive Project Code Names" dictionary, which is user-defined.                                                                      |

- See [“Configuring policies”](#) on page 370.
- See [“Exporting policy detection as a template”](#) on page 394.

## Proprietary Media Files policy template

The Proprietary Media Files policy detects various types of video and audio files that can be proprietary intellectual property of your organization at risk for exposure.

|          |                                                                                                                     |
|----------|---------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <b>Media Files, Indexed</b><br><br>This rule looks for content from specific media files registered as proprietary. |
|----------|---------------------------------------------------------------------------------------------------------------------|



DCM Rule

**Media Files**

This rule looks for the following media file types:

- qt
- riff
- macromedia\_dir
- midi
- mp3
- mpeg\_movie
- quickdraw
- realaudio
- wav
- video\_win
- vrml

DCM Rule

**Media Files Extensions**

This rule looks for file name extensions from the "Media Files Extensions" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Publishing Documents policy template

The Publishing Documents policy detects various types of publishing documents, such as Adobe FrameMaker files, at risk of exposure.

IDM Rule

**Publishing Documents, Indexed**

This rule looks for content from specific publishing documents registered as proprietary. It returns a match if the engine detects 80% or more of the source document.

DCM Rule

**Publishing Documents**

This rule looks for the specified file types:

- qxpress
- frame
- aldus\_pagemaker
- publ



DCM Rule

### **Publishing Documents, extensions**

This rule looks for specified file name extensions found in the "Publishing Document Extensions" dictionary.

---

**Note:** Both file types and file name extensions are required for this policy because the detection engine does not detect the true file type for all the required documents. As such, the file name extension must be used with the file type.

---

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Racist Language policy template

The Racist Language policy detects the use of racist language.

DCM Rule

### **Racist Language**

This rule looks for any single keyword in the "Racist Language" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Restricted Files policy template

The Restricted Files policy detects various file types that are generally inappropriate to send out of the company, such as Microsoft Access and executable files.

DCM Rule

### **MSAccess Files and Executables**

This rule looks for files of the specified types: access, exe, and exe\_unix.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Restricted Recipients policy template

The Restricted Recipients policy detects communications with specified recipients, such as former employees.



|           |                                                                                                                                                                                                                                                                                                  |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rules | <b>Restricted Recipients</b> <p>This rule looks for messages to recipients with email addresses in the "Restricted Recipients" dictionary.</p> <p>See <a href="#">“Configuring policies”</a> on page 370.</p> <p>See <a href="#">“Exporting policy detection as a template”</a> on page 394.</p> |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

# Resumes policy template

The Resumes policy detects active job searches.

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDM Rule | <b>Resumes, Employee</b> <p>This rule is a compound rule with two conditions; both must match to trigger an incident. This rule contains an EDM condition for first and last names of employees provided by the user. This rule also looks for a specific file type attachment (.doc) that is less than 50 KB and contains at least one keyword from each of the following dictionaries:</p> <ul style="list-style-type: none"><li>■ Job Search Keywords, Education</li><li>■ Job Search Keywords, Work</li><li>■ Job Search Keywords, General</li></ul> |
| DCM Rule | <b>Resumes, All</b> <p>This rule looks for files of a specified type (.doc) that are less than 50 KB and match at least one keyword from each of the following dictionaries:</p> <ul style="list-style-type: none"><li>■ Job Search Keywords, Education</li><li>■ Job Search Keywords, Work</li><li>■ Job Search Keywords, General</li></ul>                                                                                                                                                                                                             |
| DCM Rule | <b>Job Search Websites</b> <p>This rule looks for URLs of Web sites that are used in job searches.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

See [“About the Exact Data Profile”](#) on page 411.



# Sarbanes-Oxley policy template

The US Sarbanes-Oxley Act (SOX) imposes requirements on financial accounting, including the preservation of data integrity and the ability to create an audit trail. The Sarbanes-Oxley policy detects sensitive financial data.

The Sarbanes-Oxley Documents, Indexed detection rule looks for content from specific documents registered as being subject to Sarbanes-Oxley Act. This rule returns a match if 80% or more of the source document is found.

**Table 37-54** Sarbanes-Oxley Documents, Indexed detection rule

| Method      | Condition                                | Configuration                                                           |
|-------------|------------------------------------------|-------------------------------------------------------------------------|
| Simple rule | Content Matches Indexed Document Profile | See <a href="#">“Choosing an Indexed Document Profile”</a> on page 366. |

The SEC Fair Disclosure Regulation compound detection rule looks for the following conditions; all must be satisfied for the rule to trigger an incident:

- The SEC Fair Disclosure keywords indicate possible disclosure of advance financial information ("SEC Fair Disclosure Keywords" dictionary).
- An attachment or file type that is a commonly used document or spreadsheet format. The detected file types are Microsoft Word, Excel Macro, Excel, Works Spreadsheet, SYLK Spreadsheet, Corel Quattro Pro, WordPerfect, Lotus 123, Applix Spreadsheets, CSV, Multiplan Spreadsheet, and Adobe PDF.
- The company name keyword list requires editing by the user, which can include any name, alternate name, or abbreviation that might indicate a reference to the company.



**Table 37-55** SEC Fair Disclosure Regulation detection rule

| Method        | Condition                             | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword               | SEC Fair Disclosure Regulation (Keyword Match): <ul style="list-style-type: none"><li>■ Match keyword: <b>earnings per share, forward guidance</b></li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li><li>■ Match on same component.</li></ul> The keyword must be in the attachment or file type detected by that condition. |
|               | Message Attachment or File Type Match | SEC Fair Disclosure Regulation (Attachment/File Type): <ul style="list-style-type: none"><li>■ File type detected: excel_macro, xls, works_spread, sylk, quattro_pro, mod, csv, applix_spread, 123, doc, wordperfect, and pdf.</li><li>■ Severity: High.</li><li>■ Match on: Attachments and same component.</li></ul>                                                                                                                                           |
|               | Content Matches Keyword               | SEC Fair Disclosure Regulation (Keyword Match): <ul style="list-style-type: none"><li>■ Match "[company name]"</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li><li>■ Match on same component.</li></ul> The keyword must be in the attachment or file type detected by that condition.                                     |

The Financial Information detection rule looks for a specific file type containing a word from the "Financial Keywords" dictionary and a word from the "Confidential/Proprietary Words" dictionary. The spreadsheet file types detected are Microsoft Excel Macro, Microsoft Excel, Microsoft Works Spreadsheet, SYLK Spreadsheet, Corel Quattro Pro, and more.



Table 37-56 Financial Information detection rule

| Method        | Condition                                | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Indexed Document Profile | Financial Information (Attachment/File Type): <ul style="list-style-type: none"><li>■ Match file type: excel_macro, xls, works_spread, sylk, quattro_pro, mod, csv, applix_spread, Lotus 1-2-3</li><li>■ Severity: High.</li><li>■ Match on attachments, same component.</li></ul>                                                                                                                                                                                                                           |
|               | Content Matches Keyword                  | Financial Information (Keyword Match): <ul style="list-style-type: none"><li>■ Match "accounts receivable turnover", "adjusted gross margin", "adjusted operating expenses", "adjusted operating margin", "administrative expenses", ....</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li><li>■ Keyword must be detected in the attachment (same component).</li></ul> |
|               | Content Matches Keyword                  | Financial Information (Keyword Match): <ul style="list-style-type: none"><li>■ Match "confidential", "internal use only", "proprietary".</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li><li>■ Keyword must be detected in the attachment (same component).</li></ul>                                                                                                  |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# SEC Fair Disclosure Regulation policy template

The US SEC Selective Disclosure and Insider Trading Rules prohibit public companies from selectively divulging material information to analysts and institutional investors before its general release to the public.



The SEC Fair Disclosure Regulation template detects data indicating disclosure of material financial information.

The SEC Fair Disclosure Regulation Documents, Indexed (IDM) detection rule looks for content from specific documents subject to SEC Fair Disclosure regulation. This rule returns a match if 80% or more of the source document content is found.

**Table 37-57** SEC Fair Disclosure Regulation Documents, Indexed (IDM) detection rule

| Method      | Condition                                | Configuration                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Document Signature (IDM) | <div>SEC Fair Disclosure Regulation Documents, Indexed (IDM):</div> <ul style="list-style-type: none"><li>■ Detect documents from the selected Indexed Document Profile.<br/>See <a href="#">“Choosing an Indexed Document Profile”</a> on page 366.</li><li>■ Match documents with at least 80% content match.</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in body, attachments.</li></ul> |

The SEC Fair Disclosure Regulation detection rule looks for the a keyword match from the "SEC Fair Disclosure Keywords" dictionary, an attachment or file type that is a commonly used document or spreadsheet, and a keyword match from the "Company Name Keywords" dictionary.

All three conditions must be satisfied for the rule to trigger an incident:

- The SEC Fair Disclosure keywords indicate possible disclosure of advance financial information.
- The file types detected are Microsoft Word, Excel Macro, Excel, Works Spreadsheet, SYLK Spreadsheet, Corel Quattro Pro, WordPerfect, Lotus 123, Applix Spreadsheets, CSV, Multiplan Spreadsheet, and Adobe PDF.
- The company name keyword list requires editing by the user, which can include any name, alternate name, or abbreviation that might indicate a reference to the company.



Table 37-58 SEC Fair Disclosure Regulation detection rule

| Method        | Condition                                   | Configuration                                                                                                                                                                                                                                                                                                                                                        |
|---------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM)               | SEC Fair Disclosure Regulation (Keyword Match): <ul style="list-style-type: none"><li>■ Match "earnings per share", "forward guidance".</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul>                                  |
|               | Message Attachment or File Type Match (DCM) | SEC Fair Disclosure Regulation (Attachment/File Type): <ul style="list-style-type: none"><li>■ Match file type: excel_macro, xls, works_spread, sylk, quattro_pro, mod, csv, applix_spread, 123, doc, wordperfect, pdf</li><li>■ Severity: High.</li><li>■ Match on attachments.</li><li>■ Require content match to be in the same component (attachment).</li></ul> |
|               | Content Matches Keyword (DCM)               | SEC Fair Disclosure Regulation (Keyword Match): <ul style="list-style-type: none"><li>■ Match "[company name]" (user defined)</li><li>■ Severity: High.</li><li>■ Check for existence.</li><li>■ Look in envelope, subject, body, attachments, same component.</li><li>■ Case insensitive.</li><li>■ Match on whole words only.</li></ul>                            |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Sexually Explicit Language policy template

The Sexually Explicit Language policy detects vulgar, sexually explicit, and pornographic language content.

|          |                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Sexually Explicit Keywords, Confirmed</b> <p>This rule looks for any single keyword in the "Sex. Explicit Keywords, Confirmed" dictionary.</p> |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|



|          |                                                                                                                                                           |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Sexually Explicit Keywords, Suspected</b><br><br>This rule looks for any three instances of keywords in the "Sex. Explicit Words, Suspect" dictionary. |
| DCM Rule | <b>Sexually Explicit Keywords, Possible</b><br><br>This rule looks for any three instances of keywords in the "Sex. Explicit Words, Possible" dictionary. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Source Code policy template

The Source Code policy detects various types of source code at risk of exposure.

|          |                                                                                                                                                                                   |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IDM Rule | <b>Source Code Documents</b><br><br>This rule looks for specific user-provided source code using IDM. This rule returns a match if it detects 80% or more of the source document. |
| DCM Rule | <b>Source Code Extensions</b><br><br>This rule looks for file name extensions from the "Source Code Extensions" dictionary.                                                       |
| DCM Rule | <b>Java Source Code</b><br><br>This rule looks for the Java Import Statements or Java Class Files regular expression.                                                             |
| DCM Rule | <b>C Source Code</b><br><br>This rule looks for the C Source Code regular expression.                                                                                             |
| DCM Rule | <b>VB Source Code</b><br><br>This rule looks for the VB Source Code regular expression.                                                                                           |
| DCM Rule | <b>PERL Source Code</b><br><br>This rule looks for the three different PERL-related system patterns and regular expressions.                                                      |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# State Data Privacy policy template

Many states in the US have adopted statutes mandating data protection and public disclosure of information security breaches in which confidential data of individuals is compromised. The State Data Privacy policy detects these breaches of confidentiality.

The Email to Affiliates detection exception is evaluated first and applies to email messages sent to affiliates who are legitimately allowed to receive information covered under the State Data Privacy regulations.

**Table 37-59**      Email to Affiliates detection exception

| Method           | Condition(s)                    | Configuration                                                                                                                                                                                                                                                               |
|------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple exception | Recipient Matches Pattern (DCM) | Email to Affiliates (Recipient): <ul style="list-style-type: none"><li>■ Match email: [affiliate1],[affiliate2].<br/>The "Affiliate Domains" requires editing by the user.</li><li>■ At least 1 recipient(s) must match.</li><li>■ Matches on the entire message.</li></ul> |

The State Data Privacy, Consumer Data detection rule looks for an exact match on any three data items, except certain combinations.



**Table 37-60** State Data Privacy, Consumer Data detection rule

| Method      | Condition                        | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content matches Exact Data (EDM) | <p>This rule looks for a match on any three data items:</p> <ul style="list-style-type: none"><li>■ First name</li><li>■ Last name</li><li>■ Tax payer ID</li><li>■ Bank card</li><li>■ Account</li><li>■ PIN</li><li>■ State ID</li><li>■ Drivers license</li><li>■ Password</li><li>■ ABA number</li><li>■ Date of birth</li></ul> <hr/> <p>However, the following combinations do not match:</p> <ul style="list-style-type: none"><li>■ First name, last name, pin</li><li>■ First name, last name, password</li></ul> <p>See <a href="#">“Choosing an Exact Data Profile”</a> on page 365.</p> |

The US Social Security Number Patterns detection rule implements the US SSN narrow breadth system Data Identifier to detect social security numbers.

**Table 37-61** US Social Security Number Patterns detection rule

| Detection method | Condition type                        | Configuration                                                                                                                                                                                                                                                                                 |
|------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Data Identifier (DCM) | <p>US Social Security Number Patterns:</p> <ul style="list-style-type: none"><li>■ See <a href="#">“US Social Security Number (SSN) narrow breadth”</a> on page 721.</li><li>■ Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

The ABA Routing Numbers detection rule implements the ABA Routing Number data identifier.



**Table 37-62** ABA Routing Numbers detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                              |
|-------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | ABA Routing Numbers: <ul style="list-style-type: none"><li>■ See <a href="#">“ABA Routing Number narrow breadth”</a> on page 660.</li><li>■ Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

The Credit Card Numbers, All detection rule looks for a word from the "Credit Card Number Keywords" dictionary and the credit card number system pattern.

**Table 37-63** Credit Card Numbers, All detection rule

| Method      | Condition                             | Configuration                                                                                                                                                                                                                                                                                            |
|-------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | Credit Card Numbers, All (Data Identifiers): <ul style="list-style-type: none"><li>■ Credit Card Number<br/>See <a href="#">“Credit Card Number narrow breadth”</a> on page 671.</li><li>■ Severity: High.</li><li>■ Count all matches.</li><li>■ Look in envelope, subject, body, attachments</li></ul> |

The CA Drivers License Numbers detection rule looks for a match for the CA drivers license number pattern, a match for a data identifier for terms relating to "drivers license," and a keyword from the "California Keywords" dictionary.

**Table 37-64** CA Drivers License Numbers detection rule

| Detection method | Condition type                        | Configuration                                                                        |
|------------------|---------------------------------------|--------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Data Identifier (DCM) | See <a href="#">“Drivers License Number – CA State data identifier”</a> on page 676. |

The NY Drivers License Numbers detection rule looks for a match for the NY drivers license number pattern, a match for a regular expression for terms relating to "drivers license," and a keyword from the "New York Keywords" dictionary.



**Table 37-65** NY Drivers License Numbers detection rule

| Detection method | Condition type                        | Configuration                                                                        |
|------------------|---------------------------------------|--------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Data Identifier (DCM) | See <a href="#">“Drivers License Number - NY State data identifier”</a> on page 682. |

The FL, MI, and MN Drivers License Numbers detection rule looks for a match for the stated drivers license number pattern, a match for a regular expression for terms relating to "drivers license," and a keyword from the "Letter/12 Num. DLN State Words" dictionary (namely, Florida, Minnesota, and Michigan).

**Table 37-66** FL, MI, and MN Drivers License Numbers detection rule

| Method      | Condition                             | Configuration                                                                                 |
|-------------|---------------------------------------|-----------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Data Identifier (DCM) | See <a href="#">“Drivers License Number - FL, MI, MN States data identifier”</a> on page 677. |

The IL Drivers License Numbers detection rule looks for a match for the IL drivers license number pattern, a match for a regular expression for terms relating to "drivers license," and a keyword from the "Illinois Keywords" dictionary.

**Table 37-67** IL Drivers License Numbers detection rule

| Detection method | Condition type                        | Configuration                                                                        |
|------------------|---------------------------------------|--------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Data Identifier (DCM) | See <a href="#">“Drivers License Number - IL State data identifier”</a> on page 679. |

The NJ Drivers License Numbers detection rule looks for a match for the NJ drivers license number pattern, a match for a regular expression for terms relating to "drivers license," and a keyword from the "New Jersey Keywords" dictionary.



**Table 37-68** NJ Drivers License Numbers detection rule

| Detection method | Condition type                        | Configuration                                                                                                                                                                                    |
|------------------|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule      | Content Matches Data Identifier (DCM) | This condition implements the Driver's License Number- NJ State medium breadth system Data Identifier.<br><br>See <a href="#">“Drivers License Number- NJ State medium breadth”</a> on page 682. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## SWIFT Codes policy template

The Society for Worldwide Interbank Financial Telecommunication (SWIFT) is a cooperative organization under Belgian law and is owned by its member financial institutions. The SWIFT code (also known as a Bank Identifier Code, BIC, or ISO 9362) has a standard format to identify a bank, location, and the branch involved. These codes are used when transferring money between banks, particularly across international borders.

DCM Rule

### SWIFT Code Regular Expression

This rule looks for a match to the SWIFT code regular expression and a keyword from the "SWIFT Code Keywords" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## Symantec DLP Awareness and Avoidance policy template

The Symantec DLP Awareness & Avoidance policy detects any communications that refer to Symantec Data Loss Prevention or data loss prevention systems and possible avoidance of detection. The Symantec DLP Awareness & Avoidance policy is most useful for the deployments that are not widely known among monitored users.



|          |                                                                                                                                                                                                                                                                                  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Symantec DLP Awareness</b><br><br>Checks for a keyword match from the "Symantec DLP Awareness" dictionary.                                                                                                                                                                    |
| DCM Rule | <b>Symantec DLP Avoidance</b><br><br>This rule is a compound rule with two conditions; both must be matched to trigger an incident. This rule looks for a keyword match from the "Symantec DLP Awareness" dictionary and a keyword from the "Symantec DLP Avoidance" dictionary. |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## UK Drivers License Numbers policy template

The UK Drivers License Numbers policy detects UK Drivers License Numbers using the official specification of the UK Government Standards of the UK Cabinet Office.

|          |                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>UK Drivers License Numbers</b><br><br>This rule is a compound rule with the following conditions: <ul style="list-style-type: none"><li>■ A single keyword from the "UK Keywords" dictionary</li><li>■ The pattern matching that of the UK drivers license data identifier</li><li>■ Different combinations of the phrase "drivers license" using a data identifier</li></ul> |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## UK Electoral Roll Numbers policy template

The UK Electoral Roll Numbers policy detects UK Electoral Roll Numbers using the official specification of the UK Government Standards of the UK Cabinet Office.



DCM Rule

**UK Electoral Roll Numbers**

This rule is a compound rule with the following conditions:

- A single keyword from the "UK Keywords" dictionary
- A pattern matching the UK Electoral Roll Number data identifier
- A single keyword from the "UK Electoral Roll Number Words" dictionary

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## UK National Health Service (NHS) Number policy template

The UK National Health Service (NHS) Number policy detects the personal identification number issued by the U.K. National Health Service (NHS) for administration of medical care.

DCM Rule

**UK NHS Numbers**

This rule looks for a single compound condition with two parts: either new or old style National Health Service numbers and a single keyword from the "UK NHS Keywords" dictionary.

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

## UK National Insurance Numbers policy template

The National Insurance Number is issued to individuals by the UK Department for Work and Pensions and Inland Revenue (DWP/IR) for administering the national insurance system. The UK National Insurance Numbers policy detects these insurance policy numbers.

DCM Rule

**UK National Insurance Numbers**

This rule looks for a match to the UK National Insurance number data identifier and a keyword from the dictionary "UK NIN Keywords."

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



## UK Passport Numbers policy template

The UK Passport Numbers policy detects valid UK passports using the official specification of the UK Government Standards of the UK Cabinet Office.

|          |                                       |
|----------|---------------------------------------|
| DCM Rule | <b>UK Passport Numbers (Old Type)</b> |
|----------|---------------------------------------|

This rule looks for a keyword from the "UK Passport Keywords" dictionary and a pattern matching the regular expression for UK Passport Numbers (Old Type).

|          |                                       |
|----------|---------------------------------------|
| DCM Rule | <b>UK Passport Numbers (New Type)</b> |
|----------|---------------------------------------|

This rule looks for a keyword from the "UK Passport Keywords" dictionary and a pattern matching the regular expression for UK Passport Numbers (New Type).

See ["Configuring policies"](#) on page 370.

See ["Exporting policy detection as a template"](#) on page 394.

## UK Tax ID Numbers policy template

The UK Tax ID Numbers policy detects UK Tax ID Numbers using the official specification of the UK Government Standards of the UK Cabinet Office.

|          |                          |
|----------|--------------------------|
| DCM Rule | <b>UK Tax ID Numbers</b> |
|----------|--------------------------|

This rule looks for a match to the UK Tax ID number data identifier and a keyword from the dictionary "UK Tax ID Number Keywords."

See ["Configuring policies"](#) on page 370.

See ["Exporting policy detection as a template"](#) on page 394.

## US Intelligence Control Markings (CAPCO) and DCID 1/7 policy template

The US Intelligence Control Markings (CAPCO) & DCID 1/7 policy detects authorized terms to identify classified information in the US Federal Intelligence community as defined in the Control Markings Register, which is maintained by the Controlled Access Program Coordination Office (CAPCO) of the Community Management Staff (CMS). The register was created in response to the Director of Central Intelligence Directive (DCID) 1/7.

This rule looks for a keyword match on the phrase "TOP SECRET."



**Table 37-69** Top Secret Information detection rule

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                               |
|-------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Match "TOP SECRET//"<br><ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case sensitive.</li> <li>■ Match on whole or partial words.</li> </ul> |

This rule looks for a keyword match on the phrase "SECRET."

**Table 37-70** Secret Information detection rule

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                           |
|-------------|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Match "SECRET//"<br><ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case sensitive.</li> <li>■ Match on whole or partial words.</li> </ul> |

This rule looks for a keyword match on the phrases "CLASSIFIED" or "RESTRICTED."

**Table 37-71** Classified or Restricted Information (Keyword Match) detection rule

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                              |
|-------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Match "CLASSIFIED//,//RESTRICTED//"<br><ul style="list-style-type: none"> <li>■ Severity: High.</li> <li>■ Check for existence.</li> <li>■ Look in envelope, subject, body, attachments.</li> <li>■ Case sensitive.</li> <li>■ Match on whole or partial words.</li> </ul> |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.



# US Social Security Numbers policy template

The US Social Security Numbers policy detects patterns indicating social security numbers at risk of exposure.

|          |                                                                                                                                                                                    |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>US Social Security Number Patterns</b><br><br>This rule looks for a match to the social security number regular expression and a keyword from the dictionary "US SSN Keywords." |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Violence and Weapons policy template

The Violence and Weapons policy detects violent language and discussions about weapons.

|          |                                                                                                                                                                                                                                                          |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DCM Rule | <b>Violence and Weapons</b><br><br>This rule is a compound rule with two conditions; both must match to trigger an incident. This rule looks for a keyword from the "Violence Keywords" dictionary and a keyword from the "Weapons Keywords" dictionary. |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Webmail policy template

The Webmail policy detects the use of a variety of Webmail services, including Yahoo, Google, and Hotmail.

Table 37-72

| Name  | Type                    | Condition(s)                    | Description                                                      |
|-------|-------------------------|---------------------------------|------------------------------------------------------------------|
| Yahoo | Compound detection rule | Recipient Matches Pattern (DCM) | This condition checks for the URL domain <b>mail.yahoo.com</b> . |
|       |                         | Content Matches Keyword (DCM)   | This condition checks for the keyword <b>ym/compose</b> .        |



Table 37-72 (continued)

| Name    | Type                    | Condition(s)                    | Description                                                         |
|---------|-------------------------|---------------------------------|---------------------------------------------------------------------|
| Hotmail | Compound detection rule | Recipient Matches Pattern (DCM) | This condition checks for the URL domain <b>hotmail.msn.com</b> .   |
|         |                         | Content Matches Keyword (DCM)   | This condition checks for the keyword <b>compose?&amp;curmbox</b> . |
| Go      | Compound detection rule | Recipient Matches Pattern (DCM) | This condition checks for the URL <b>gmailus.go.com</b> .           |
|         |                         | Content Matches Keyword (DCM)   | This condition checks for the keyword <b>compose</b> .              |
| AOL     | Compound detection rule | Recipient Matches Pattern (DCM) | This condition checks for the URL domain <b>aol.com</b> .           |
|         |                         | Content Matches Keyword (DCM)   | This condition checks for the keyword <b>compose</b> .              |
| Gmail   | Compound detection rule | Recipient Matches Pattern (DCM) | This condition checks for the URL domain <b>gmail.google.com</b> .  |
|         |                         | Content Matches Keyword (DCM)   | This condition checks for the keyword <b>gmail</b> .                |

See [“Configuring policies”](#) on page 370.

See [“Exporting policy detection as a template”](#) on page 394.

# Yahoo Message Board Activity policy template

The Yahoo Message Board policy template detects Yahoo message board activity.

The Yahoo Message Board detection rule is a compound method that looks for messages posted to the Yahoo message board you specify.

[Table 37-73](#) describes its configuration details.



**Table 37-73** Yahoo Message Board detection rule

| Method        | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM) | Yahoo Message Board (Keyword Match): <ul style="list-style-type: none"><li>■ Case insensitive.</li><li>■ Match Keyword: <b>post.messages.yahoo.com/bbs</b>.</li><li>■ Match on whole words only.</li><li>■ Check for existence (do not count multiple matches).</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Match must occur in the same component for both conditions.</li></ul> |
|               | AND                           |                                                                                                                                                                                                                                                                                                                                                                                                         |
|               | Content Matches Keyword (DCM) | Yahoo Message Board (Keyword Match): <ul style="list-style-type: none"><li>■ Case insensitive.</li><li>■ Match Keyword: board=&lt;enter board number&gt;.</li><li>■ Match on whole words only.</li><li>■ Check for existence (do not count multiple matches).</li><li>■ Look in envelope, subject, body, attachments.</li><li>■ Match must occur in the same component for both conditions.</li></ul>   |

The Finance Message Board URL detection rule detects messages posted to the Yahoo Finance message board.

[Table 37-74](#) describes its configuration.

**Table 37-74** Finance Message Board URL detection rule

| Method      | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                          |
|-------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Content Matches Keyword (DCM) | Finance Message Board URL (Keyword Match): <ul style="list-style-type: none"><li>■ Case insensitive.</li><li>■ Match Keyword: <b>messages.finance.yahoo.com</b>.</li><li>■ Match on whole words only.</li><li>■ Check for existence (do not count multiple matches).</li><li>■ Look in envelope, subject, body, attachments.</li></ul> |

The Board URLs detection rule detects messages posted to the Yahoo or Yahoo Finance message boards by the URL of either.

[Table 37-75](#) describes its configuration details.



Table 37-75 Board URLs detection rule

| Method      | Condition                       | Configuration                                                                                                                                                                                                                                            |
|-------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simple rule | Recipient Matches Pattern (DCM) | Board URLs (Recipient): <ul style="list-style-type: none"><li>■ Recipient URL: <b>messages.yahoo.com,messages.finance.yahoo.com.</b></li><li>■ At least 1 recipient(s) must match.</li><li>■ Matches on the entire message (not configurable).</li></ul> |

See [“Creating a policy from a template”](#) on page 355.

See [“Exporting policy detection as a template”](#) on page 394.

# Yahoo and MSN Messengers on Port 80 policy template

The Yahoo and MSN Messengers on Port 80 policy detects Yahoo and MSN Messenger activity over port 80.

The Yahoo IM detection rule looks for keyword matches on both ymsg and shttp.msg.yahoo.com.



Table 37-76      Yahoo IM detection rule

| Method        | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM) | Yahoo IM (Keyword Match): <ul style="list-style-type: none"><li>■ Case insensitive.</li><li>■ Match keyword: <b>ymsg</b>.</li><li>■ Match on whole words only.</li><li>■ Count all matches and report an incident for each match.</li><li>■ Look for matches in the envelope, subject, body, and attachments.</li><li>■ Match must occur in the same component for both conditions in the rule.</li></ul>                |
|               | AND                           |                                                                                                                                                                                                                                                                                                                                                                                                                          |
|               | Content Matches Keyword (DCM) | Yahoo IM (Keyword Match): <ul style="list-style-type: none"><li>■ Case insensitive.</li><li>■ Match keyword: <b>shttp.msg.yahoo.com</b>.</li><li>■ Match on whole words only.</li><li>■ Count all matches and report an incident for each match.</li><li>■ Look for matches in the envelope, subject, body, and attachments.</li><li>■ Match must occur in the same component for both conditions in the rule.</li></ul> |

The MSN IM detection rule looks for matches on three keywords in the same message component.



**Table 37-77** MSN IM detection rule

| Method        | Condition                     | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compound rule | Content Matches Keyword (DCM) | <p>MSN IM (Keyword Match):</p> <ul style="list-style-type: none"> <li>■ Case insensitive.</li> <li>■ Match keyword: <b>msg</b>.</li> <li>■ Match on whole words only.</li> <li>■ Count all matches and report an incident for each match.</li> <li>■ Look for matches in the envelope, subject, body, and attachments.</li> <li>■ Match must occur in the same component for all conditions in the rule.</li> </ul>           |
|               | AND                           |                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               | Content Matches Keyword (DCM) | <p>MSN IM (Keyword Match):</p> <ul style="list-style-type: none"> <li>■ Case insensitive.</li> <li>■ Match keyword: <b>x-msn</b>.</li> <li>■ Match on whole words only.</li> <li>■ Count all matches and report an incident for each match.</li> <li>■ Look for matches in the envelope, subject, body, and attachments.</li> <li>■ Match must occur in the same component for all conditions in the rule.</li> </ul>         |
|               | AND                           |                                                                                                                                                                                                                                                                                                                                                                                                                               |
|               | Content Matches Keyword (DCM) | <p>MSN IM (Keyword Match):</p> <ul style="list-style-type: none"> <li>■ Case insensitive.</li> <li>■ Match keyword: <b>charset=utf-8</b>.</li> <li>■ Match on whole words only.</li> <li>■ Count all matches and report an incident for each match.</li> <li>■ Look for matches in the envelope, subject, body, and attachments.</li> <li>■ Match must occur in the same component for all conditions in the rule.</li> </ul> |

See [“Creating a policy from a template”](#) on page 355.

See [“Exporting policy detection as a template”](#) on page 394.



## Responding to policy violations

- [Chapter 38. Responding to policy violations](#)
- [Chapter 39. Configuring and managing response rules](#)
- [Chapter 40. Response rule conditions](#)
- [Chapter 41. Response rule actions](#)







# Responding to policy violations

This chapter includes the following topics:

- [About response rules](#)
- [About response rule actions](#)
- [Response rules for all detection servers](#)
- [Response rules for Endpoint detection](#)
- [Response rules for Network and Mobile Prevent for Web detection](#)
- [Response rules for Network Protect detection](#)
- [Response rule for the Classification Server](#)
- [About response rule execution types](#)
- [About Automated Response rules](#)
- [About Smart Response rules](#)
- [About response rule conditions](#)
- [About response rule action execution priority](#)
- [About response rule authoring privileges](#)
- [Implementing response rules](#)
- [Response rule best practices](#)



## About response rules

You can implement one or more response rules in a policy to escalate, resolve, and dismiss incidents when a violation occurs. For example, if a policy is violated, a response rule blocks the transmission of a file containing sensitive content.

See [“About response rule actions”](#) on page 802.

You create, modify, and manage response rules separate from the policies that declare them. This decoupling allows response rules to be updated and reused across policies.

See [“Implementing response rules”](#) on page 813.

The detection server automatically executes response rules. Or, you can configure Smart Response rules for manual execution by an incident remediator.

See [“About response rule execution types”](#) on page 807.

You can implement conditions to control how and when response rules execute.

See [“About response rule conditions”](#) on page 809.

You can sequence the order of execution for response rules of the same type.

See [“About response rule action execution priority”](#) on page 810.

You must have response rule authoring privileges to create and manage response rules.

See [“About response rule authoring privileges”](#) on page 812.

## About response rule actions

Response rule actions are the components that take action when a policy violation occurs. Response rule actions are mandatory components of response rules. If you create a response rule, you must define at least one action for the response rule to be valid.

Symantec Data Loss Prevention provides several response rule actions. Many are available for all types of detection servers. Others are available for specific detection servers.

See [“Implementing response rules”](#) on page 813.

The detection server where a policy is deployed executes a response rule action any time a policy violation occurs. Or, you can configure a response rule condition to dictate when the response rule action executes.

See [“About response rule conditions”](#) on page 809.



For example, anytime a policy is violated, send an email to the user who violated the policy and the manager. Or, if a policy violation severity level is medium, present the user with an on-screen warning. Or, if the severity is high, block a file from being copied to an external device.

**Table 38-1** Response rules by server type

| Server type                                          | Description                                                                                        |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| All detection servers                                | See <a href="#">“Response rules for all detection servers”</a> on page 803.                        |
| Endpoint detection servers                           | See <a href="#">“Response rules for Endpoint detection”</a> on page 804.                           |
| Network and Mobile Prevent for Web detection servers | See <a href="#">“Response rules for Network and Mobile Prevent for Web detection”</a> on page 805. |
| Network Protect detection servers                    | See <a href="#">“Response rules for Network Protect detection”</a> on page 806.                    |
| Classification detection server                      | See <a href="#">“Response rule for the Classification Server”</a> on page 807.                     |

## Response rules for all detection servers

Symantec Data Loss Prevention provides several response rule actions for Endpoint Prevent, Endpoint Discover, Network Prevent for Web, Network Prevent for Email, Mobile Prevent for Web, and Network Protect.

**Table 38-2** Available response rules for all detection servers

| Response rule                 | Description                                                                                                                                                                       |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Note                      | Add a field to the incident record that the remediator can annotate at the <b>Incident Snapshot</b> screen.<br>See <a href="#">“Configuring the Add Note action”</a> on page 834. |
| Limit Incident Data Retention | Discard or retain matched data with the incident record.<br>See <a href="#">“Configuring the Limit Incident Data Retention action”</a> on page 834.                               |
| Log to a Syslog Server        | Log the incident to a syslog server.<br>See <a href="#">“Configuring the Log to a Syslog Server action”</a> on page 837.                                                          |
| Send Email Notification       | Send an email you compose to recipients you specify.<br>See <a href="#">“Configuring the Send Email Notification action”</a> on page 838.                                         |



Table 38-2 Available response rules for all detection servers (continued)

| Response rule       | Description                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server FlexResponse | Execute a custom Server FlexResponse action.<br><br>See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.<br><br><b>Note:</b> This response rule action is available only if you deploy one or more custom Server FlexResponse plug-ins to Symantec Data Loss Prevention.<br><br>See <a href="#">“Deploying a Server FlexResponse plug-in”</a> on page 1166. |
| Set Attribute       | Add a custom value to the incident record.<br><br>See <a href="#">“Configuring the Set Attribute action”</a> on page 841.                                                                                                                                                                                                                                                            |
| Set Status          | Change the incident status to the specified value.<br><br>See <a href="#">“Configuring the Set Status action”</a> on page 842.                                                                                                                                                                                                                                                       |

See [“About response rules”](#) on page 802.

See [“Implementing response rules”](#) on page 813.

## Response rules for Endpoint detection

Symantec Data Loss Prevention provides several response rule actions for Endpoint Prevent and Endpoint Discover.

Table 38-3 Available Endpoint response rules

| Response rule                      | Description                                                                                                                                                                                                                                           |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Endpoint: FlexResponse             | Take custom action using the FlexResponse API.<br><br>See <a href="#">“Configuring the Endpoint: FlexResponse action”</a> on page 843.                                                                                                                |
| Endpoint Discover: Quarantine File | Quarantine a discovered sensitive file.<br><br>See <a href="#">“Configuring the Endpoint Discover: Quarantine File action”</a> on page 844.                                                                                                           |
| Endpoint Prevent: Block            | Block the transfer of data that violates the policy.<br><br>For example, block the copy of confidential data from an endpoint computer to a USB flash drive.<br><br>See <a href="#">“Configuring the Endpoint Prevent: Block action”</a> on page 845. |



Table 38-3
 Available Endpoint response rules *(continued)*

| Response rule                 | Description                                                                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Endpoint Prevent: Notify      | Display an on-screen notification to the endpoint user when confidential data is transferred.<br><br>See <a href="#">“Configuring the Endpoint Prevent: Notify action”</a> on page 848.      |
| Endpoint Prevent: User Cancel | Allow the user to cancel the transfer of a confidential file. The override is time sensitive.<br><br>See <a href="#">“Configuring the Endpoint Prevent: User Cancel action”</a> on page 851. |

See [“About response rules”](#) on page 802.  
 See [“Implementing response rules”](#) on page 813.

## Response rules for Network and Mobile Prevent for Web detection

Symantec Data Loss Prevention provides several response rule actions for Network Prevent for Web, Network Prevent for Email, and Mobile Prevent for Web.

Table 38-4
 Available Network response rules

| Response rule                                              | Description                                                                                                                                                                                                      |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Prevent: Block FTP Request                         | Block FTP transmissions.<br><br>See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block FTP Request action”</a> on page 854.<br><br><b>Note:</b> Only available with Network Prevent for Web. |
| Network Prevent: Block HTTP/S                              | Block Web postings.<br><br>See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block HTTP/S action”</a> on page 854.<br><br><b>Note:</b> Only available with Network Prevent for Web.           |
| Network Prevent: Block SMTP Message (Network Prevent only) | Block email that causes an incident.<br><br>See <a href="#">“Configuring the Network Prevent: Block SMTP Message action”</a> on page 856.<br><br><b>Note:</b> Only available with Network Prevent for Email.     |



Table 38-4

Available Network response rules (*continued*)

| Response rule                                               | Description                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Prevent: Modify SMTP Message (Network Prevent only) | <p>Modify sensitive email messages.</p> <p>For example, change the email subject to include information about the violation.</p> <p>See <a href="#">“Configuring the Network Prevent: Modify SMTP Message action”</a> on page 857.</p> <p><b>Note:</b> Only available with Network Prevent for Email.</p> |
| Network Prevent: Remove HTTP/S Content                      | <p>Remove confidential content from Web posts.</p> <p>See <a href="#">“Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action”</a> on page 858.</p> <p><b>Note:</b> Only available with Network Prevent for Web.</p>                                                            |

See [“About response rules”](#) on page 802.

See [“Implementing response rules”](#) on page 813.

# Response rules for Network Protect detection

Symantec Data Loss Prevention provides several response rule actions for Network Protect (Discover).

Table 38-5

Available Network Protect response rules

| Response rule                    | Description                                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Protect: Copy File       | <p>Copy sensitive files to a location you specify.</p> <p>See <a href="#">“Configuring the Network Protect: Copy File action”</a> on page 860.</p> <p><b>Note:</b> Only available with Network Protect.</p> |
| Network Protect: Quarantine File | <p>Quarantine sensitive files.</p> <p>See <a href="#">“Configuring the Network Protect: Quarantine File action”</a> on page 860.</p> <p><b>Note:</b> Only available with Network Protect.</p>               |

See [“About response rules”](#) on page 802.

See [“Implementing response rules”](#) on page 813.



# Response rule for the Classification Server

The Classify Enterprise Vault Content response rule uses a Classification Server to automatically classify, archive, or delete Exchange messages with Enterprise Vault for Microsoft Exchange.

**Note:** This response rule is used only with the Symantec Data Classification for Enterprise Vault solution, which is licensed separately from Symantec Data Loss Prevention. You must configure the Enterprise Vault Data Classification Services filter and Classification Server to communicate with one another. See the *Enterprise Vault Data Classification Services Implementation Guide* for more information.

Table 38-6 Available Classification response rule

| Response rule                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification: Classify Enterprise Vault Content | <p>Defines the classification result tags and retention categories that Symantec Enterprise Vault for Microsoft Exchange uses to archive, delete, or flag Exchange messages for compliance reviews and E-Discovery searches.</p> <p>The Classification Server delivers the retention category and classification tag to the Data Classification for Enterprise Vault filter that delivered the message for detection. The classification tag corresponds to the name of the policy that executed the response rule.</p> |

See “[About response rules](#)” on page 802.

See “[Implementing response rules](#)” on page 813.

## About response rule execution types

Symantec Data Loss Prevention provides two types of policy response rules: Automated and Smart.

The detection server that reports a policy violation executes Automated Response rules. Users such as incident remediators execute Smart Response rules on demand from the Enforce Server administration console.

See “[About recommended roles for your organization](#)” on page 92.



Table 38-7      Response rule types

| Response rule execution type | Description                                                                                                                                                                   |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Automated Response rules     | When a policy violation occurs, the detection server automatically executes response rule actions.<br><br>See “ <a href="#">About Automated Response rules</a> ” on page 808. |
| Smart Response rules         | When a policy violation occurs, an authorized user manually triggers the response rule.<br><br>See “ <a href="#">About Smart Response rules</a> ” on page 808.                |

See “[About response rule actions](#)” on page 802.

See “[Implementing response rules](#)” on page 813.

## About Automated Response rules

The system executes Automated Response rules when the detection engine reports a policy violation. However, if you implement a response rule condition, the condition must be met for the system to execute the response rule. Conditions let you control the automated execution of response rule actions.

See “[About response rule conditions](#)” on page 809.

For example, the system can automatically block certain policy violating actions, such as the attempted transfer of high value customer data or sensitive design documents. Or, the system can escalate an incident to a workflow management system for immediate attention. Or, you can set a different severity level for an incident involving 1000 customer records than for one involving only 10 records.

See “[Implementing response rules](#)” on page 813.

## About Smart Response rules

Users execute Smart Response rules on demand in response to policy violations from the Enforce Server administration console **Incident Snapshot** screen.

See “[About response rule actions](#)” on page 802.

You create Smart Response rules for the situations that require human remediation. For example, you might create a Smart response rule to dismiss false positive incidents. An incident remediator can review the incident, identify the match as a false positive, and dismiss it.

See “[About configuring Smart Response rules](#)” on page 820.



Only some response rules are available for manual execution.

**Table 38-8** Available Smart Response rules for manual execution

| Smart response rule     | Description                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Note                | Add a field to the incident record that the remediator can annotate at the <b>Incident Snapshot</b> screen.<br>See <a href="#">“Configuring the Add Note action”</a> on page 834.                                                                                                                                                                                        |
| Log to a Syslog Server  | Log the incident to a syslog server for workflow remediation.<br>See <a href="#">“Configuring the Log to a Syslog Server action”</a> on page 837.                                                                                                                                                                                                                        |
| Send Email Notification | Send an email you compose to recipients you specify.<br>See <a href="#">“Configuring the Send Email Notification action”</a> on page 838.                                                                                                                                                                                                                                |
| Server FlexResponse     | Execute a custom Server FlexResponse action.<br>See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.<br><b>Note:</b> This response rule action is available only if you deploy one or more custom Server FlexResponse plug-ins to Symantec Data Loss Prevention.<br>See <a href="#">“Deploying a Server FlexResponse plug-in”</a> on page 1166. |
| Set Status              | Set the incident status to the specified value.<br>See <a href="#">“Configuring the Set Status action”</a> on page 842.                                                                                                                                                                                                                                                  |

See [“Implementing response rules”](#) on page 813.

## About response rule conditions

Response rule conditions are optional response rule components. Conditions define how and when the system triggers response rule actions. Conditions give you multiple ways to prioritize incoming incidents to focus remediation efforts and take appropriate response.

See [“Implementing response rules”](#) on page 813.

Response rule conditions trigger action based on detection match criteria. For example, you can configure a condition to trigger action for high severity incidents, certain types of incidents, or after a specified number of incidents.

See [“Configuring response rule conditions”](#) on page 820.

Conditions are not required. If a response rule does not declare a condition, the response rule action always executes each time an incident occurs. If a condition



is declared, it must be met for the action to trigger. If more than one condition is declared, all must be met for the system to take action.

See [“Configuring response rules”](#) on page 819.

**Table 38-9** Available response rule conditions

| Condition type                  | Description                                                                                                                                                                                                                                                              |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Endpoint Location               | Triggers a response action when the endpoint is on or off the corporate network.<br>See <a href="#">“Configuring the Endpoint Location response condition”</a> on page 825.                                                                                              |
| Endpoint Device                 | Triggers a response action when an event occurs on a configured endpoint device.<br>See <a href="#">“Configuring the Endpoint Device response condition”</a> on page 826.                                                                                                |
| Incident Type                   | Triggers a response action when the specified type of detection server reports a match.<br>See <a href="#">“Configuring the Incident Type response condition”</a> on page 827.                                                                                           |
| Incident Match Count            | Triggers a response action when the volume of policy violations exceeds a threshold or range.<br>See <a href="#">“Configuring the Incident Match Count response condition”</a> on page 828.                                                                              |
| Protocol or Endpoint Monitoring | Triggers a response action when an incident is detected on a specified network communications protocol (such as HTTP) or endpoint destination (such as CD/DVD).<br>See <a href="#">“Configuring the Protocol or Endpoint Monitoring response condition”</a> on page 829. |
| Severity                        | Triggers a response action when the policy violation is a certain severity level.<br>See <a href="#">“Configuring the Severity response condition”</a> on page 831.                                                                                                      |

## About response rule action execution priority

A Symantec Data Loss Prevention server executes response rule actions according to a system-defined prioritized order. You cannot modify the order of execution among response rules of different types.

In all cases, when a server executes two or more different response rules for the same policy, the higher priority response action takes precedence.

Consider the following example(s):

- One endpoint response rule lets a user cancel an attempted file copy and another rule blocks the attempt.



The detection server blocks the file copy.

- One network response rule action copies a file and another action quarantines it.

The detection server quarantines the file.

- One network response rule action modifies the content of an email message and another action blocks the transmission.

The detection server blocks the email transmission.

You cannot change the priority execution order for different response rule action types. But, you can modify the order of execution for the same type of response rule action with conflicting instructions.

See [“Modifying response rule ordering”](#) on page 823.

**Table 38-10** System-defined response rule execution priority

| Execution priority<br>(from highest to lowest)                | Description                                                                                                         |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Endpoint Prevent: Block                                       | See <a href="#">“Configuring the Endpoint Prevent: Block action”</a> on page 845.                                   |
| Endpoint Prevent: User Cancel                                 | See <a href="#">“Configuring the Endpoint Prevent: User Cancel action”</a> on page 851.                             |
| Endpoint: FlexResponse                                        | See <a href="#">“Configuring the Endpoint: FlexResponse action”</a> on page 843.                                    |
| Endpoint Prevent: Notify                                      | See <a href="#">“Configuring the Endpoint Prevent: Notify action”</a> on page 848.                                  |
| Endpoint Discover: Quarantine File                            | See <a href="#">“Configuring the Endpoint Discover: Quarantine File action”</a> on page 844.                        |
| Limit Incident Data Retention                                 | See <a href="#">“Configuring the Limit Incident Data Retention action”</a> on page 834.                             |
| Network Prevent: Block SMTP Message                           | See <a href="#">“Configuring the Network Prevent: Block SMTP Message action”</a> on page 856.                       |
| Network Prevent: Modify SMTP Message                          | See <a href="#">“Configuring the Network Prevent: Modify SMTP Message action”</a> on page 857.                      |
| Network and Mobile Prevent for Web: Remove HTTP/HTTPS Content | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action”</a> on page 858. |



**Table 38-10** System-defined response rule execution priority (*continued*)

| Execution priority<br>(from highest to lowest)        | Description                                                                                                                                                                                                                              |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network and Mobile Prevent for Web: Block HTTP/HTTPS  | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block HTTP/S action”</a> on page 854.                                                                                                                               |
| Network and Mobile Prevent for Web: Block FTP Request | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block FTP Request action”</a> on page 854.                                                                                                                          |
| Network Protect: Quarantine File                      | See <a href="#">“Configuring the Network Protect: Quarantine File action”</a> on page 860.                                                                                                                                               |
| Network Protect: Copy File                            | See <a href="#">“Configuring the Network Protect: Copy File action”</a> on page 860.                                                                                                                                                     |
| Classify Content                                      |                                                                                                                                                                                                                                          |
| Set Status                                            | See <a href="#">“Configuring the Set Status action”</a> on page 842.                                                                                                                                                                     |
| Set Attribute                                         | See <a href="#">“Configuring the Set Attribute action”</a> on page 841.                                                                                                                                                                  |
| Add Note                                              | See <a href="#">“Configuring the Add Note action”</a> on page 834.                                                                                                                                                                       |
| Log to a Syslog Server                                | See <a href="#">“Configuring the Log to a Syslog Server action”</a> on page 837.                                                                                                                                                         |
| Send Email Notification                               | See <a href="#">“Configuring the Send Email Notification action”</a> on page 838.                                                                                                                                                        |
| Server FlexResponse                                   | See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.<br><br><b>Note:</b> Server FlexResponse actions that are part of Automated Response rules execute on the Enforce Server, rather than the detection server. |

See [“Implementing response rules”](#) on page 813.

See [“Manage response rules”](#) on page 817.

## About response rule authoring privileges

To manage and create response rules, you must be assigned to a role with response rule authoring privileges. To add a response rule to a policy, you must have policy authoring privileges.

See [“Policy authoring privileges”](#) on page 334.



For business reasons, you may want to grant response rule authoring and policy authoring privileges to the same role. Or, you may want to keep these roles separate.

See [“About recommended roles for your organization”](#) on page 92.

If you log on to the system as a user without response rule authoring privileges, the **Manage > Policies > Response Rules** screen is not available.

See [“About role-based access control”](#) on page 87.

## Implementing response rules

You define response rules independent of policies.

See [“About response rules”](#) on page 802.

You must have response rule authoring privileges to create and manage response rules.

See [“About response rule authoring privileges”](#) on page 812.

**Table 38-11** Workflow for implementing policy response rules

| Step   | Action                                                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                              |
|--------|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Review the available response rules.                                                            | <p>The <b>Manage &gt; Policies &gt; Response Rules</b> screen displays all configured response rules.</p> <p>See <a href="#">“Manage response rules”</a> on page 817.</p> <p>The solution pack for your system provides configured response rules. You can use these response rules in your policies as they exist, or you can modify them.</p> <p>See <a href="#">“Solution packs”</a> on page 331.</p> |
| Step 2 | Decide the type of response rule to implement: Smart, Automated, both.                          | <p>Decide the type of response rules based on your business requirements.</p> <p>See <a href="#">“About response rule execution types”</a> on page 807.</p>                                                                                                                                                                                                                                              |
| Step 3 | Determine the type of actions you want to implement and any triggering conditions.              | <p>See <a href="#">“About response rule conditions”</a> on page 809.</p> <p>See <a href="#">“About response rule actions”</a> on page 802.</p>                                                                                                                                                                                                                                                           |
| Step 4 | Understand the order of precedence among response rule actions of different and the same types. | <p>See <a href="#">“About response rule action execution priority”</a> on page 810.</p> <p>See <a href="#">“Modifying response rule ordering”</a> on page 823.</p>                                                                                                                                                                                                                                       |



**Table 38-11** Workflow for implementing policy response rules (*continued*)

| Step    | Action                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 5  | Integrate the Enforce Server with an external system (if required for the response rule). | <p>Some response rules may require integration with external systems.</p> <p>These may include:</p> <ul style="list-style-type: none"><li>■ A SIEM system for the Log to a Syslog Server response rule.</li><li>■ An SMTP email server for the Send Email Notification response rule</li><li>■ A Web proxy host for Network Prevent for Web response rules.</li><li>■ An MTA for Network Prevent for Email response rules.</li></ul> |
| Step 6  | Add a new response rule.                                                                  | See <a href="#">“Adding a new response rule”</a> on page 818.                                                                                                                                                                                                                                                                                                                                                                        |
| Step 7  | Configure response rules.                                                                 | See <a href="#">“Configuring response rules”</a> on page 819.                                                                                                                                                                                                                                                                                                                                                                        |
| Step 8  | Configure one or more response rule conditions (optional).                                | See <a href="#">“Configuring response rule conditions”</a> on page 820.                                                                                                                                                                                                                                                                                                                                                              |
| Step 9  | Configure one or more response rule actions (required).                                   | <p>You must define at least one action for a valid response rule.</p> <p>See <a href="#">“Configuring response rule actions”</a> on page 821.</p> <p>The action executes when a policy violation is reported or when a response rule condition is matched.</p>                                                                                                                                                                       |
| Step 10 | Add response rules to policies.                                                           | <p>You must have policy authoring privileges to add response rules to policies.</p> <p>See <a href="#">“Adding an automated response rule to a policy”</a> on page 394.</p>                                                                                                                                                                                                                                                          |

## Response rule best practices

When implementing response rules, consider the following:

- Response rules are not required for policy execution. In general it is best to implement and fine-tune your policy rules and exceptions before you implement response rules. Once you achieve the desired policy detection results, you can then implement and refine response rules.
- Response rules require at lease one rule action; a condition is optional. If you do not implement a condition, the action always executes when an incident is



reported. If you configure more than one response rule condition, all conditions must match for the response rule action to trigger.

See [“About response rule actions”](#) on page 802.

- Response rule conditions are derived from policy rules. Understand the type of rule and exception conditions that the policy implements when you configure response rule conditions. The system evaluates the response rule condition based on how the policy rule counts matches.  
See [“Policy matching conditions”](#) on page 343.
- The system displays only the response rule name for policy authors to select when they add response rules to policies. Be sure to provide a descriptive name that helps policy authors identify the purpose of the response rule.  
See [“Configuring policies”](#) on page 370.
- You cannot combine an Endpoint Prevent: Notify or Endpoint Prevent: Block response rule action with EDM, IDM, or DGM detection methods. If you do, the system displays a warning for the policy that it is misconfigured.  
See [“Manage and add policies”](#) on page 389.
- If you combine multiple response rules in a single policy, make sure that you understand the order of precedence among response rules.  
See [“About response rule action execution priority”](#) on page 810.
- Use Smart Response rules only where it is appropriate for human intervention.  
See [“About configuring Smart Response rules”](#) on page 820.







# Configuring and managing response rules

This chapter includes the following topics:

- [Manage response rules](#)
- [Adding a new response rule](#)
- [Configuring response rules](#)
- [About configuring Smart Response rules](#)
- [Configuring response rule conditions](#)
- [Configuring response rule actions](#)
- [Modifying response rule ordering](#)
- [About removing response rules](#)

## Manage response rules

The **Manage > Policies > Response Rules** screen is the home page for managing response rules, and the starting point for adding new ones.

See [“About response rules”](#) on page 802.

You must have response rule authoring privileges to manage and add response rules.

See [“About response rule authoring privileges”](#) on page 812.



Table 39-1      Response Rules screen actions

| Action                           | Description                                                                                                                                                                                                        |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Response Rule                | Click <b>Add Response Rule</b> to define a new response rule.<br>See <a href="#">“Adding a new response rule”</a> on page 818.                                                                                     |
| Modify Response Rule Order       | Click <b>Modify Response Rule Order</b> to modify the response rule order of precedence.<br>See <a href="#">“Modifying response rule ordering”</a> on page 823.                                                    |
| Edit an existing response rule   | Click the response rule to modify it.<br>See <a href="#">“Configuring response rules”</a> on page 819.                                                                                                             |
| Delete an existing response rule | Click the <b>red X</b> icon next to the far right of the response rule to delete it.<br>You must confirm the operation before deletion occurs.<br>See <a href="#">“About removing response rules”</a> on page 824. |
| Refresh the list                 | Click the refresh arrow icon at the upper right of the <b>Response Rules</b> screen to fetch the latest status of the rule.                                                                                        |

Table 39-2      Response Rules screen display

| Display column | Description                                                                                                                                                        |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Order          | The <b>Order</b> of precedence when more than one response rule is configured.<br>See <a href="#">“Modifying response rule ordering”</a> on page 823.              |
| Rule           | The <b>Name</b> of the response rule.<br>See <a href="#">“Configuring response rules”</a> on page 819.                                                             |
| Actions        | The type of <b>Action</b> the response rule can take to respond to an incident (required).<br>See <a href="#">“Configuring response rule actions”</a> on page 821. |
| Conditions     | The <b>Condition</b> that triggers the response rule (if any).<br>See <a href="#">“Configuring response rule conditions”</a> on page 820.                          |

See [“Implementing response rules”](#) on page 813.

# Adding a new response rule

Add a new response rule from the **Manage > Policies > Response Rules > New Response Rule** screen.

See [“About response rules”](#) on page 802.



### To add a new response rule

- 1 Click **Add Response Rule** at the **Manage > Policies > Response Rules** screen.  
See [“Manage response rules”](#) on page 817.
- 2 At the **New Response Rule** screen, select one of the following options:
  - **Automated Response**  
The system automatically executes the response action as the server evaluates incidents (default option).  
See [“About Automated Response rules”](#) on page 808.
  - **Smart Response**  
An authorized user executes the response action from the **Incident Snapshot** screen in the Enforce Server administration console.  
See [“About Smart Response rules”](#) on page 808.
- 3 Click **Next** to configure the response rule.  
See [“Configuring response rules”](#) on page 819.  
See [“Implementing response rules”](#) on page 813.

## Configuring response rules

You configure response rules at the **Manage > Policies > Response Rules > Configure Response Rule** screen.

See [“About response rules”](#) on page 802.

### To configure a response rule

- 1 Add a new response rule, or modify an existing one.  
See [“Adding a new response rule”](#) on page 818.  
See [“Manage response rules”](#) on page 817.
- 2 Enter a response **Rule Name** and **Description**.
- 3 Optionally, define one or more **Conditions** to dictate when the response rule executes.  
See [“Configuring response rule conditions”](#) on page 820.  
If no condition is declared, the response rule action always executes when there is a match (assuming that the detection rule is set the same).  
Skip this step if you selected the **Smart Response** rule option.  
See [“About configuring Smart Response rules”](#) on page 820.



- 4 Select and configure one or more **Actions**. You must define at least one action.  
See [“Configuring response rule actions”](#) on page 821.
  - 5 Click **Save** to save the response rule definition.  
See [“Manage response rules”](#) on page 817.
- See [“Implementing response rules”](#) on page 813.

## About configuring Smart Response rules

When implementing Smart Response rules, consider the following:

- Smart Response rules are best suited for the incidents that warrant user review to determine if any response action is required.  
If you do not want user involvement in triggering a response rule action, use Automated Response rules instead.
- You cannot configure any triggering conditions with Smart Response rules. Authorized users decide when a detection incident warrants a response.
- You are limited in the actions you can take with Smart Response rules (note, log, email, status).  
If you need to block or modify an action, use Automated Response rules.

See [“About Smart Response rules”](#) on page 808.

See [“Implementing response rules”](#) on page 813.

## Configuring response rule conditions

You can add one or more conditions to a response rule. An incident must meet all response rule conditions before the system executes any response rule actions.

See [“About response rule conditions”](#) on page 809.

### To configure a response rule condition

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Click **Add Condition** to add a new condition.

Conditions are optional and based on detection rule matches. Each type of response rule condition performs a different function.

See [“About response rule conditions”](#) on page 809.



- 3 Choose the condition type from the **Conditions** list.  
See [Table 38-9](#) on page 810.  
For example, select the condition **Incident Match Count** and **Is Greater Than** and enter **15** in the textbox. This condition triggers the response rule action after 15 policy violation matches.
- 4 To add another condition, click **Add Condition** and repeat the process.  
If all conditions do not match, no action is taken.
- 5 Click **Save** to save the condition.  
Click **Cancel** to not save the condition and return to the previous screen.  
Click the **red X** icon beside the condition to delete it from the response rule.  
See [“Manage response rules”](#) on page 817.  
See [“Implementing response rules”](#) on page 813.

## Configuring response rule actions

You must configure at least one action for the response rule to be valid. You can configure multiple response rule actions. Each action is evaluated independently.  
See [“Implementing response rules”](#) on page 813.

### To define a response rule action

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Choose an action type from the **Actions** list and click **Add Action**.  
For example, add the **All: Add Note** action to the response rule. This action lets the remediator annotate the incident.
- 3 Configure the action type by specifying the expected parameters for the chosen action type.  
See [Table 39-3](#) on page 822.
- 4 Repeat these steps for each action you want to add.  
If you add additional actions, consider the execution order and possible modification of similar types.  
See [“Modifying response rule ordering”](#) on page 823.
- 5 Click **Save** to save the response rule.  
See [“Manage response rules”](#) on page 817.



**Table 39-3**      Configure a response rule action

| Incident type                      | Response rule                     | Description                                                                                                         |
|------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------|
| All                                | Add Note                          | See <a href="#">“Configuring the Add Note action”</a> on page 834.                                                  |
| All                                | Limit Incident Data Retention     | See <a href="#">“Configuring the Limit Incident Data Retention action”</a> on page 834.                             |
| All                                | Log to a Syslog Server            | See <a href="#">“Configuring the Log to a Syslog Server action”</a> on page 837.                                    |
| All                                | Send Email Notification           | See <a href="#">“Configuring the Send Email Notification action”</a> on page 838.                                   |
| All                                | Server FlexResponse               | See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.                                       |
| All                                | Set Attribute                     | See <a href="#">“Configuring the Set Attribute action”</a> on page 841.                                             |
| All                                | Set Status                        | See <a href="#">“Configuring the Set Status action”</a> on page 842.                                                |
| Classification                     | Classify Enterprise Vault Content |                                                                                                                     |
| Endpoint                           | FlexResponse                      | See <a href="#">“Configuring the Endpoint: FlexResponse action”</a> on page 843.                                    |
| Endpoint Discover                  | Quarantine File                   | See <a href="#">“Configuring the Endpoint Discover: Quarantine File action”</a> on page 844.                        |
| Endpoint Prevent                   | Block                             | See <a href="#">“Configuring the Endpoint Prevent: Block action”</a> on page 845.                                   |
| Endpoint Prevent                   | Notify                            | See <a href="#">“Configuring the Endpoint Prevent: Notify action”</a> on page 848.                                  |
| Endpoint Prevent                   | User Cancel                       | See <a href="#">“Configuring the Endpoint Prevent: User Cancel action”</a> on page 851.                             |
| Network and Mobile Prevent for Web | Block FTP Request                 | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block FTP Request action”</a> on page 854.     |
| Network and Mobile Prevent for Web | Block HTTP/S                      | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Block HTTP/S action”</a> on page 854.          |
| Network Prevent for Email          | Block SMTP Message                | See <a href="#">“Configuring the Network Prevent: Block SMTP Message action”</a> on page 856.                       |
| Network Prevent for Email          | Modify SMTP Message               | See <a href="#">“Configuring the Network Prevent: Modify SMTP Message action”</a> on page 857.                      |
| Network and Mobile Prevent for Web | Remove HTTP/S Content             | See <a href="#">“Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action”</a> on page 858. |



**Table 39-3** Configure a response rule action (*continued*)

| Incident type   | Response rule   | Description                                                                                |
|-----------------|-----------------|--------------------------------------------------------------------------------------------|
| Network Protect | Copy File       | See <a href="#">“Configuring the Network Protect: Copy File action”</a> on page 860.       |
| Network Protect | Quarantine File | See <a href="#">“Configuring the Network Protect: Quarantine File action”</a> on page 860. |

See [“Implementing response rules”](#) on page 813.

## Modifying response rule ordering

You cannot change the system-defined execution priority for different types of response rule actions. But, you can modify the order of execution for response rule actions of the same type with conflicting instructions.

See [“About response rule action execution priority”](#) on page 810.

For example, consider a scenario where you include two response rules in a policy. Each response rule implements a Limit Incident Data Retention action. One action discards all attachments and the other action discards only those attachments that are not violations. In this case, when the policy is violated, the detection server looks to the response rule order priority to determine which action takes precedence. This type of ordering is configurable.

### To modify response rule action ordering

- 1 Navigate to the **Manage > Policies > Response Rules** screen.

See [“Manage response rules”](#) on page 817.

- 2 Note the **Order** column and number beside each configured response rule.

By default the system sorts the list of response rules by the **Order** column in descending order from highest priority (1) to lowest. Initially the system orders the response rules in the order they are created. You can modify this order.

- 3 To enable modification mode, click **Modify Response Rule Order**.

The **Order** column now displays a drop-down menu for each response rule.

- 4 To modify the ordering, for each response rule you want to reorder, select the desired order priority from the drop-down menu.

For example, for a response rule with order priority of 2, you can modify it to be 1 (highest priority).

Modifying an order number moves that response rule to its modified position in the list and updates all other response rules.



- 5 Click **Save** to save the modifications to the response rule ordering.
  - 6 Repeat these steps as necessary to achieve the desired results.
- See [“Implementing response rules”](#) on page 813.

## About removing response rules

You can delete response rules at the **Manage > Policies > Response Rules** screen.

See [“Manage response rules”](#) on page 817.

When deleting a response rule, consider the following:

- A user must have response rule authoring privileges to delete an existing response rule.
- A response rule author cannot delete an existing response rule while another user modifies it.
- A response rule author cannot delete a response rule if a policy declares that response rule. In this case you must remove the response rule from all policies that declare the response rule before you can delete it.



# Response rule conditions

This chapter includes the following topics:

- [Configuring the Endpoint Location response condition](#)
- [Configuring the Endpoint Device response condition](#)
- [Configuring the Incident Type response condition](#)
- [Configuring the Incident Match Count response condition](#)
- [Configuring the Protocol or Endpoint Monitoring response condition](#)
- [Configuring the Severity response condition](#)

## Configuring the Endpoint Location response condition

The Endpoint Location condition triggers response rule action based on the connection status of the DLP Agent when an endpoint policy is violated.

See [“About response rule conditions”](#) on page 809.

---

**Note:** This condition is specific to endpoint incidents. You should not implement this condition for Network or Discover incidents. If you do the response rule action does not to execute.

---



To configure the Endpoint Location condition

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See “[Configuring response rules](#)” on page 819.
- 2
- Select the **Endpoint Location** condition from the **Conditions** list.  
See “[Configuring response rule conditions](#)” on page 820.
- 3
- Select the endpoint location requirements to trigger actions.  
See [Table 40-1](#) on page 826.

Table 40-1            Endpoint Location condition options

| Qualifier  | Condition                 | Description                                                                                                                    |
|------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Is Any Of  | Off the corporate network | This combination triggers a response rule action if an incident occurs when the endpoint is off the corporate network.         |
| Is None Of | Off the corporate network | This combination does not trigger a response rule action if an incident occurs when the endpoint is off the corporate network. |
| Is Any Of  | On the corporate network  | This combination triggers a response rule action if an incident occurs when the endpoint is on the corporate network.          |
| Is None Of | On the corporate network  | This combination does not trigger a response rule action if an incident occurs when the endpoint is on the corporate network.  |

See “[Implementing response rules](#)” on page 813.

See “[Manage response rules](#)” on page 817.

# Configuring the Endpoint Device response condition

The Endpoint Device condition triggers response rule action when an incident is detected from one or more configured endpoint devices.

See “[About response rule conditions](#)” on page 809.

You configure endpoint devices at the **System > Agents > Endpoint Devices** screen.

See “[About endpoint device detection](#)” on page 581.

---

**Note:** This condition is specific to endpoint incidents. You should not implement this condition for Network or Discover incidents. If you do the response rule action does not to execute.

---



**To configure the Endpoint Device response condition**

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Select the **Endpoint Device** condition from the **Conditions** list.  
See [“Configuring response rule conditions”](#) on page 820.
- 3 Select to detect or except specific endpoint devices.  
See [Table 40-2](#) on page 827.

**Table 40-2** Endpoint Device condition parameters

| Qualifier  | Condition         | Description                                                                                                                     |
|------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Is Any Of  | Configured device | Triggers a response rule action when an incident is detected on a configured endpoint device.                                   |
| Is None Of | Configured device | Does not trigger (excludes from executing) a response rule action when an incident is detected on a configured endpoint device. |

See [“Implementing response rules”](#) on page 813.

See [“Manage response rules”](#) on page 817.

## Configuring the Incident Type response condition

The Incident Type condition triggers a response rule action based on the type of detection server that reports the incident.

See [“About response rule conditions”](#) on page 809.

**To configure the Incident Type condition**

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Choose the **Incident Type** condition from the **Conditions** list.  
See [“Configuring response rule conditions”](#) on page 820.
- 3 Select one or more incident types.  
Use the `Ctrl` key to select multiple types.  
See [Table 40-3](#) on page 828.



Table 40-3 Incident Type condition parameters

| Parameter  | Server            | Description                                                                                      |
|------------|-------------------|--------------------------------------------------------------------------------------------------|
| Is Any Of  | Classification    | Triggers a response rule action for any incident that the Classification Server detects.         |
| Is None Of |                   | Does not trigger a response rule action for any incident that the Classification Server detects. |
| Is Any Of  | Discover          | Triggers a response rule action for any incident that Network Discover detects.                  |
| Is None Of |                   | Does not trigger a response rule action for any incident that Network Discover detects.          |
| Is Any Of  | Endpoint          | Triggers a response rule action for any incident that Endpoint Prevent detects.                  |
| Is None Of |                   | Does not trigger a response rule action for any incident that Endpoint Prevent detects.          |
| Is Any Of  | Network or Mobile | Triggers a response rule action for any incident that Network Prevent detects.                   |
| Is None Of |                   | Does not trigger a response rule action for any incident that Network Prevent detects.           |

See “[Implementing response rules](#)” on page 813.

See “[Manage response rules](#)” on page 817.

# Configuring the Incident Match Count response condition

The Incident Match Count condition triggers a response rule action based on the number of policy violations reported.

See “[About response rule conditions](#)” on page 809.



To configure the Incident Match Count condition

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2
- Choose the **Incident Match Count** condition from the **Conditions** list.  
See [“Configuring response rule conditions”](#) on page 820.
- 3
- In the text field, enter a numeric value that indicates the threshold above which you want the response rule to trigger.  
  
For example, if you enter 15 the response rule triggers after 15 policy violations have been detected.  
  
See [Table 40-4](#) on page 829.

Table 40-4 Incident Match Count condition options

| Parameter                 | Input                          | Description                                                                                                 |
|---------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------|
| Is Greater Than           | User-specified number          | Triggers a response rule action if the threshold number of incidents is eclipsed.                           |
| Is Greater Than or Equals | User-specified number          | Triggers a response rule action if the threshold number of incidents is met or eclipsed.                    |
| Is Between                | User-specified pair of numbers | Triggers a response rule action when the number of incidents is between the range of numbers specified.     |
| Is Less Than              | User-specified number          | Triggers a response rule action if the number of incidents is less than the specified number.               |
| Is Less Than or Equals    | User-specified number          | Triggers a response rule action when the number of incidents is equal to or less than the specified number. |

See [“Implementing response rules”](#) on page 813.

See [“Manage response rules”](#) on page 817.

# Configuring the Protocol or Endpoint Monitoring response condition

The Protocol or Endpoint Monitoring condition triggers action based on the protocol or the endpoint destination, device, or application where the policy violation occurred.

See [“About response rule conditions”](#) on page 809.



To configure the Protocol or Endpoint Monitoring condition

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See “[Configuring response rules](#)” on page 819.
- 2
- Choose the **Protocol or Endpoint Monitoring** condition from the **Conditions** list.  
See “[Configuring response rule conditions](#)” on page 820.
- 3
- Use the `Ctrl` key to select multiple, or use the `Shift` key to select a range.  
See [Table 40-5](#) on page 830.
- The system lists any additional network protocols that you configure at the **System > Settings > Protocols** screen.

Table 40-5 Protocol or Endpoint Destination condition options

| Qualifier  | Condition                        | Description                                                                            |
|------------|----------------------------------|----------------------------------------------------------------------------------------|
| Is Any Of  | Endpoint Application File Access | Triggers an action if an endpoint application file has been accessed.                  |
| Is None Of |                                  | Does not trigger action if an endpoint application file has been accessed.             |
| Is Any Of  | Endpoint CD/DVD                  | Triggers an action if an endpoint CD/DVD has been written to.                          |
| Is None Of |                                  | Does not trigger action if an endpoint CD/DVD has been written to.                     |
| Is Any Of  | Endpoint Clipboard               | Triggers an action if the endpoint clipboard has been copied to.                       |
| Is None Of |                                  | Does not trigger action if the endpoint clipboard has been copied to.                  |
| Is Any Of  | Endpoint Copy to Network Share   | Triggers an action if sensitive information is copied to or from a network share.      |
| Is None Of |                                  | Does not trigger action if sensitive information is copied to or from a network share. |
| Is Any Of  | Endpoint Local Drive             | Triggers an action if sensitive files are discovered on the local drive.               |
| Is None Of |                                  | Does not trigger action if sensitive files are discovered on the local drive.          |
| Is Any Of  | Endpoint Printer/Fax             | Triggers an action if an endpoint printer or fax has been sent to.                     |
| Is None Of |                                  | Does not trigger action if an endpoint printer or fax has been sent to.                |



**Table 40-5** Protocol or Endpoint Destination condition options (*continued*)

| Qualifier  | Condition                         | Description                                                                        |
|------------|-----------------------------------|------------------------------------------------------------------------------------|
| Is Any Of  | Endpoint Removable Storage Device | Triggers an action if sensitive data is copied to a removable storage device.      |
| Is None Of |                                   | Does not trigger action if sensitive data is copied to a removable storage device. |
| Is Any Of  | FTP                               | Triggers an action if sensitive data is copied through FTP.                        |
| Is None Of |                                   | Does not trigger action if sensitive data is copied through FTP.                   |
| Is Any Of  | HTTP                              | Triggers an action if sensitive data is sent through HTTP.                         |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through HTTP.                    |
| Is Any Of  | HTTPS                             | Triggers an action if sensitive data is sent through HTTPS.                        |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through HTTPS.                   |
| Is Any Of  | IM:AIM                            | Triggers an action if sensitive data is sent through AIM.                          |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through AIM.                     |
| Is Any Of  | IM:MSN                            | Triggers an action if sensitive data is sent through MSN.                          |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through MSN.                     |
| Is Any Of  | IM:Yahoo                          | Triggers an action if sensitive data is sent through Yahoo IM.                     |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through Yahoo IM.                |
| Is Any Of  | NNTP                              | Triggers an action if sensitive data is sent through NNTP.                         |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through NNTP.                    |
| Is Any Of  | SMTP                              | Triggers an action if sensitive data is sent through SMTP.                         |
| Is None Of |                                   | Does not trigger action if sensitive data is sent through SMTP.                    |

See [“Implementing response rules”](#) on page 813.

See [“Manage response rules”](#) on page 817.

## Configuring the Severity response condition

The Severity condition triggers a response rule action based on the severity of the policy rule violation.



See [“About response rule conditions”](#) on page 809.

To configure the Severity condition

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2
- Select the **Severity** condition from the **Conditions** list.  
See [“Configuring response rule conditions”](#) on page 820.
- 3
- Select one or more severity levels.  
Use the `Ctrl` key to select multiple; use the `Shift` key to select a range.  
See [Table 40-6](#) on page 832.

Table 40-6            Severity condition matches

| Parameter  | Severity | Description                                                                                           |
|------------|----------|-------------------------------------------------------------------------------------------------------|
| Is Any Of  | High     | Triggers a response rule action when a detection rule with severity set to high is matched.           |
| Is None Of | High     | Does not trigger a response rule action when a detection rule with severity set to high is matched.   |
| Is Any Of  | Medium   | Triggers a response rule action when a detection rule with severity set to medium is matched.         |
| Is None Of | Medium   | Does not trigger a response rule action when a detection rule with severity set to medium is matched. |
| Is Any Of  | Low      | Triggers a response rule action when a detection rule with severity set to low is matched.            |
| Is None Of | Low      | Does not trigger a response rule action when a detection rule with severity set to low is matched.    |
| Is Any Of  | Info     | Triggers a response rule action when a detection rule with severity set to info is matched.           |
| Is None Of | Info     | Does not trigger a response rule action when a detection rule with severity set to info is matched.   |

See [“Implementing response rules”](#) on page 813.

See [“Manage response rules”](#) on page 817.



# Response rule actions

This chapter includes the following topics:

- [Configuring the Add Note action](#)
- [Configuring the Limit Incident Data Retention action](#)
- [Configuring the Log to a Syslog Server action](#)
- [Configuring the Send Email Notification action](#)
- [Configuring the Server FlexResponse action](#)
- [Configuring the Set Attribute action](#)
- [Configuring the Set Status action](#)
- [Configuring the Endpoint: FlexResponse action](#)
- [Configuring the Endpoint Discover: Quarantine File action](#)
- [Configuring the Endpoint Prevent: Block action](#)
- [Configuring the Endpoint Prevent: Notify action](#)
- [Configuring the Endpoint Prevent: User Cancel action](#)
- [Configuring the Network and Mobile Prevent for Web: Block FTP Request action](#)
- [Configuring the Network and Mobile Prevent for Web: Block HTTP/S action](#)
- [Configuring the Network Prevent: Block SMTP Message action](#)
- [Configuring the Network Prevent: Modify SMTP Message action](#)
- [Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action](#)



- [Configuring the Network Protect: Copy File action](#)
- [Configuring the Network Protect: Quarantine File action](#)

## Configuring the Add Note action

The Add Note response rule action lets an incident responder enter a note about a particular incident. For example, if a policy violation occurs, the system presents the incident responder with a Note dialog that the responder can annotate.

See [“About response rule actions”](#) on page 802.

The Add Note response rule action is available for all types of detection servers.

See [“Response rules for all detection servers”](#) on page 803.

### To configure the Add Note action

- 1 Configure a response rule at the **Configure Response Rule** screen.

See [“Configuring response rules”](#) on page 819.

- 2 Add the **All: Add Note** action type from the **Actions** list.

The system displays a **Note** field. Generally you leave the field blank and allow remediators to add comments when they evaluate incidents. However, you can add comments at this level of configuration as well.

See [“Configuring response rule actions”](#) on page 821.

- 3 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

See [“Implementing response rules”](#) on page 813.

## Configuring the Limit Incident Data Retention action

The Limit Incident Data Retention response rule action lets you modify the default incident data retention behavior of the detection server.

See [“About response rule actions”](#) on page 802.

This response rule is available for all types of detection servers.

See [“Response rules for all detection servers”](#) on page 803.



To configure incident data retention

- 1    Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2    Add the action type **All: Limit Incident Data Retention** from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3    Choose to retain Endpoint Incident data by selecting this option.  
  
By default, the agent discards the original message and any attachments for endpoint incidents.  
  
See [“Retaining data for endpoint incidents”](#) on page 835.
- 4    Choose to discard Network Incident data by selecting this option.  
  
By default, the system retains the original message and any attachments for network incidents.  
  
See [“Discarding data for network incidents”](#) on page 836.
- 5    Click **Save** to save the response rule configuration.  
  
See [“Manage response rules”](#) on page 817.  
  
See [“Implementing response rules”](#) on page 813.

Retaining data for endpoint incidents

By default, the system discards original messages (including files and attachments) for endpoint incidents. You can implement the Limit Incident Data Retention response rule action to override this default behavior and retain original messages for endpoint incidents.

See [“Configuring the Limit Incident Data Retention action”](#) on page 834.

Table 41-1            Retaining data for endpoint incidents

| Parameter                                                         | Description                                                                                                                                                                 |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All Endpoint Incidents<br>(including Endpoint Discover incidents) | Check this option to retain the original message and file attachments for all Endpoint Prevent incidents and incidents Endpoint Discover captures using an endpoint target. |

If you combine a server-side detection rule (EDM/IDM/DGM) with a Limit Incident Data Retention response rule action on the endpoint, consider the network bandwidth implications. When an Endpoint Agent sends content to an Endpoint Server for analysis, it sends text or binary data according to detection requirements. If possible, Symantec DLP Agents send text to reduce bandwidth



use. When you retain the original messages for endpoint incidents, in every case the system requires agents to send binary data to the Endpoint Server. As such, make sure that your network can handle the increased traffic between Endpoint Agents and Endpoint Servers without degrading performance.

See [“Two-tier detection for DLP Agents”](#) on page 353.

Consider the system behavior for any policies that combine an agent-side detection rule (any DCM rule, such as a keyword rule). If you implement the Limit Incident Data Retention response rule action, the increased use bandwidth depends on the number of incidents the detection engine matches. For such policies, the Endpoint Agent does not send all original files to the Endpoint Server, but only those associated with confirmed incidents. If there are not many incidents, the effect is small.

## Discarding data for network incidents

For network incidents, by default the detection server retains the original message and any attachments that trigger an incident.

You can implement the Limit Incident Data Retention response rule action to override the default behavior and discard original messages and some or all attachments.

See [“Configuring the Limit Incident Data Retention action”](#) on page 834.

**Note:** The default data retention behavior for network incidents applies to Network Prevent for Web and Network Prevent for Email incidents. The default behavior does not apply to Network Discover incidents. For Network Discover incidents, the system provides a link in the **Incident Snapshot** that points to the offending file at its original location. Incident data retention for Network Discover is not configurable.

**Table 41-2** Discarding data from network incidents

| Parameter                | Description                                                                                                                                       |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Discard Original Message | Check this option to discard the original message.<br>Use this configuration to save disk space when you are only interested in statistical data. |



**Table 41-2** Discarding data from network incidents (*continued*)

| Parameter          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discard Attachment | <p>Select <b>All</b> to discard all message attachments.</p> <p>Select <b>Attachments with no Violations</b> to save only relevant message attachments, that is, those that trigger a policy violation.</p> <p><b>Note:</b> You must select something other than <b>None</b> for this action option. If you leave <b>None</b> selected and do not check the box next to <b>Discard Original Message</b>, the action has no effect. Such a configuration duplicates the default incident data retention behavior for network servers.</p> |

# Configuring the Log to a Syslog Server action

The Log to a Syslog Server response rule action logs the incident to a syslog server. These logs can be useful if you use a Security Information and Events Management (SIEM) system.

See [“About response rule actions”](#) on page 802.

This response rule action is available for all types of detection servers.

See [“Response rules for all detection servers”](#) on page 803.

You must integrate the Enforce Server with the syslog server to implement this response rule action.

See [“Enabling a syslog server”](#) on page 151.

## To configure the Log to a Syslog Server response rule action

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Add the **Log to a Syslog Server** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3 Enter the **Host** name of the syslog server.
- 4 Edit the **Port** for the syslog server, if necessary.  
The default port is **514**.
- 5 Enter the text of the **Message** to log on the syslog server.
- 6 Select the **Level** to apply to the log message from the drop-down list.  
The following options are available:
  - 0 - Kernel panic



- 1 - Needs immediate attention
  - 2 - Critical condition
  - 3 - Error
  - 4 - Warning
  - 5 - May need attention
  - 6 - Informational
  - 7- Debugging
- 7 **Save** the response rule.
- See [“Manage response rules”](#) on page 817.
- See [“Implementing response rules”](#) on page 813.

## Configuring the Send Email Notification action

The Send Email Notification action sends an email you compose to recipients you specify.

See [“About response rule actions”](#) on page 802.

This response rule action is available for all types of detection servers.

See [“Response rules for all detection servers”](#) on page 803.

You must integrate the Enforce Server with an SMTP email server to implement this response rule action.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

### To configure the Send Email Notification response rule action

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Add the **All: Send Email Notification** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3 Configure the recipient(s), sender, format, incident inclusion, and messages per day.  
See [Table 41-3](#) on page 839.



- 4 Configure the **Notification Content** of the email notification: language, subject, body.

See [Table 41-4](#) on page 839.

- 5 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

**Table 41-3** Sender and recipient information

| Parameter                | Description                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To: Sender               | Select this option to send the email notification to the email sender. This recipient only applies to email message violations.                                                                                                                                                                                                                                                                           |
| To: Data Owner           | Select this option to send email notification to the data owner that the system identifies by email address in the incident.<br><br>See <a href="#">“Discover incident snapshots”</a> on page 920.                                                                                                                                                                                                        |
| To: Other Email Address  | This option can include any custom attributes designated as email addresses (such as "manager@email"). For example, if you define a custom attribute that is an email address, or retrieve one via a Lookup Plugin, that address will appear in the "To" field for selection, to the right of "To: Sender" and "To: Data Owner."<br><br>See <a href="#">“Configuring custom attributes”</a> on page 1007. |
| Custom To                | Enter one or more specific email addresses separated by commas.                                                                                                                                                                                                                                                                                                                                           |
| CC                       | Enter one or more specific email addresses separated by commas for people you want to copy on the notification.                                                                                                                                                                                                                                                                                           |
| Custom From              | You can specify the sender of the message.<br><br>If this field is blank, the message appears to come from the system email address.                                                                                                                                                                                                                                                                      |
| Notification Format      | Select either HTML or plain text format.                                                                                                                                                                                                                                                                                                                                                                  |
| Include Original Message | Select this option to include the message that generated the incident with the notification email.                                                                                                                                                                                                                                                                                                        |
| Max Per Day              | Enter a number to restrict the maximum number of notifications that the system sends in a day.                                                                                                                                                                                                                                                                                                            |

**Table 41-4** Notification content

| Parameter | Description                                                  |
|-----------|--------------------------------------------------------------|
| Language  | Select the language for the message from the drop-down menu. |



Table 41-4 Notification content (continued)

| Parameter        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Language     | Click the icon to add multiple language(s) for the message.<br><br>See <a href="#">“About Endpoint Prevent response rules in different locales”</a> on page 1337.                                                                                                                                                                                                                                                                                                                                  |
| Subject          | Enter a subject for the message that indicates what the message is about.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Body             | Enter the body of the message.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Insert Variables | <p>You can add one or more variables to the subject or body of the email message by selecting the desired value(s) from the <b>Insert Variables</b> list.</p> <p>Variables can be used to include the file name, policy name, recipients, and sender in both the subject and the body of the email message. For example, to include the policy and rules violated, you would insert the following variables.</p> <p><b>A message has violated the following rules in \$POLICY\$: \$RULES\$</b></p> |

See [“Implementing response rules”](#) on page 813.

## Configuring the Server FlexResponse action

The **All: Server FlexResponse** action enables you to remediate any incident type using a custom, server-side FlexResponse plug-in. You can configure a Server FlexResponse response action for either automated response rules or smart response rules.

The **All: Server FlexResponse** action is available only if you have licensed Network Protect and you have deployed one or more Server FlexResponse plug-ins to Symantec Data Loss Prevention.

See [“Deploying a Server FlexResponse plug-in”](#) on page 1166.

### To configure a Server FlexResponse action

- 1 Log on to the Enforce Server administration console.
- 2 Create a new Response Rule for each custom Server FlexResponse plug-in.  
Click **Manage > Policies > Response Rules**.
- 3 Click **Add Response Rule**.
- 4 Select either **Automated Response** or **Smart Response**. Click **Next**.



- 5 Enter a name for the rule in the **Rule Name** field. (For Smart Response rules, this name appears as the label on the button that incident responders select during remediation.)
- 6 Enter an optional description for the rule in the **Description** field.
- 7 In the **Actions (executed in the order shown)** menu, select the action **All: Server FlexResponse**.
- 8 Click **Add Action**.
- 9 In the **FlexResponse Plugin** menu, select a deployed Server FlexResponse plug-in to execute with this Response Rule action.  
  
The name that appears in this drop-down menu is the value specified in the `display-name` property from either the configuration properties file or the plug-in metadata class.  
  
See [“Deploying a Server FlexResponse plug-in”](#) on page 1166.
- 10 Click **Save**.
- 11 Repeat this procedure, adding a Response Rule for any additional Server FlexResponse plug-ins that you have deployed.

## Configuring the Set Attribute action

The Set Attribute response rule action sets the incident status to the specified value.

See [“About response rule actions”](#) on page 802.

This response rule action is available for all detection servers.

See [“Response rules for all detection servers”](#) on page 803.

The Set Attribute action is based on custom attributes you define at the **System > Incident Data > Attributes** screen.

See [“About custom attributes”](#) on page 1004.

### To configure the Set Attribute action

- 1 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2 Add the **All: Set Attribute** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3 Select the **Attribute** from the drop-down list (if more than one custom attribute is defined).



- 4 Enter an incident status **Value** for the selected custom attribute.
- 5 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

See [“Implementing response rules”](#) on page 813.

## Configuring the Set Status action

The Set Status response rule action sets the incident status to the specified value.

See [“About response rule actions”](#) on page 802.

This response rule is available for all detection servers.

See [“Response rules for all detection servers”](#) on page 803.

This response rule action is based on the incident **Status Values** you configure at the **System > Incident Data > Attributes** screen.

See [“About incident status attributes”](#) on page 997.

### To configure the Set Status response rule action

- 1 Configure a response rule at the **Configure Response Rule** screen.

See [“Configuring response rules”](#) on page 819.

- 2 Add the **All: Set Status** action type from the **Actions** list.

- 3 See [“Configuring response rule actions”](#) on page 821.

- 4 Select the **Status** to assign to the incident from the list.

The following are some example incident statuses you might configure and select from:

- New
- Escalated
- Investigation
- Resolved
- Dismissed

- 5 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

See [“Implementing response rules”](#) on page 813.



# Configuring the Endpoint: FlexResponse action

The Endpoint: FlexResponse response rule action lets you implement one or more custom responses you have developed using the FlexResponse API.

See [“About Endpoint FlexResponse”](#) on page 1349.

This response rule is available for Endpoint Discover.

See [“Response rules for Endpoint detection”](#) on page 804.

## To configure the Endpoint: FlexResponse response rule action

- 1    Configure a response rule at the **Configure Response Rule** screen.  
      See [“Configuring response rules”](#) on page 819.
- 2    Add the **Endpoint: FlexResponse** action type from the **Actions** list.  
      See [“Configuring response rule actions”](#) on page 821.
- 3    Enter the FlexResponse plugin **Name** and configure its **Parameters**.  
      See [Table 41-5](#) on page 843.
- 4    Click **Save** to save the configuration.  
      See [“Manage response rules”](#) on page 817.

**Table 41-5**            Endpoint: FlexResponse response rule action parameters

| Parameter                  | Description                                                                                                                                                                                                         |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FlexResponse Python Plugin | Enter the script module name with packages separated by a period (.)                                                                                                                                                |
| Plugin parameters          | Click <b>Add Parameter</b> to add one or more parameters to the script.<br>Enter the <b>Key/Value</b> pair for each parameter.                                                                                      |
| Credentials                | You can add credentials for accessing the plugin.<br>You can add and store credentials at the <b>System &gt; Settings &gt; Credentials</b> screen.<br>See <a href="#">“About the credential store”</a> on page 137. |

See [“Implementing response rules”](#) on page 813.



# Configuring the Endpoint Discover: Quarantine File action

The Endpoint Discover: Quarantine File response rule action removes a file containing sensitive information from a non-secure location and places it in a secure location.

See [“About Endpoint Quarantine”](#) on page 1330.

This response rule action is specific to Endpoint Discover incidents. This response rule is not applicable to two-tiered detection methods requiring a Data Profile.

See [“How to implement Endpoint Discover”](#) on page 1327.

If you use multiple endpoint response rules in a single policy, make sure that you understand the order of precedence for such rules.

See [“About response rule action execution priority”](#) on page 810.

To configure the Endpoint Discover: Quarantine File response rule action

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2
- Add the **Endpoint Discover: Quarantine File** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3
- Enter the **Quarantine Path** and the **Marker File** settings.  
See [Table 41-6](#) on page 844.
- 4
- Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.

Table 41-6

Endpoint Discover: Quarantine File response rule action parameters

| Parameter       | Description                                                                                                                                                                                                                                         |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Quarantine Path | Enter the path to the secured location where you want files to be placed. The secure location can either be on the local drive of the endpoint computer, or can be on a remote file share. EFS folders can also be used as the quarantine location. |



**Table 41-6** Endpoint Discover: Quarantine File response rule action parameters  
(continued)

| Parameter          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Access Mode</b> | <p>If your secure location is on a remote file share, you must select how the Symantec DLP Agent accesses that file share.</p> <p>Select one of the following credential access types:</p> <ul style="list-style-type: none"> <li>■ Anonymous Access</li> <li>■ Use Saved Credentials</li> </ul> <p>In anonymous mode, the Symantec DLP Agent runs as LocalSystem user to move the confidential file. You can use anonymous mode to move files to a secure location on a local drive or to remote share if it allows anonymous access.</p> <p><b>Note:</b> EFS folders cannot accept anonymous users.</p> <p>A specified credential lets the Symantec DLP Agent impersonate the specified user to access the secure location. The credentials must be in the following format:</p> <pre>domain\user</pre> <p>You must enter the specified credentials you want to use through the System Credentials page. See <a href="#">“Configuring endpoint credentials”</a> on page 138.</p> |
| <b>Marker File</b> | <p>Select the <b>Leave marker in place of the remediated file</b> checkbox to create a placeholder file that replaces the confidential file.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Marker Text</b> | <p>Specify the text to appear in the marker file. If you selected the option to leave the marker file in place of the remediated file, you can use variables in the marker text.</p> <p>To specify the marker text, select the variable from the <b>Insert Variable</b> list.</p> <p>For example, for Marker Text you might enter:</p> <p><b>A message has violated the following rules in \$POLICY\$: \$RULES</b></p> <p>Or, you might enter:</p> <p><b>\$FILE_NAME\$ has been moved to \$QUARANTINE_PARENT_PATH\$</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

See [“About response rule actions”](#) on page 802.

See [“Response rules for Endpoint detection”](#) on page 804.

## Configuring the Endpoint Prevent: Block action

The Endpoint Prevent: Block response rule action blocks the movement of confidential data on the endpoint computer and optionally displays an on-screen notification to the endpoint user.



See [“About response rule actions”](#) on page 802.

This response rule action is specific to Endpoint Prevent incidents. This response rule is not applicable to two-tiered detection methods requiring a Data Profile.

See [“How to implement Endpoint Discover”](#) on page 1327.

If you combine multiple endpoint response rules in a single policy, make sure that you understand the order of precedence for such rules.

See [“About response rule action execution priority”](#) on page 810.

**Note:** The block action is not triggered for a copy of sensitive data to a local drive.

To configure the Endpoint Prevent: Block response rule action

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2
- Add the **Endpoint Prevent: Block** action type from the **Actions** list.
- 3
- See [“Configuring response rule actions”](#) on page 821.
- 4
- Enter the **Endpoint Notification Content** settings.  
See [Table 41-7](#) on page 846.
- 5
- Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.

**Table 41-7** Endpoint Prevent: Block response rule action parameters

| Parameter                           | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Language                            | <p>Select the language you want the response rule to execute on. Click <b>Add Language</b> to add more than one language.</p> <p>See <a href="#">“About Endpoint Prevent response rules in different locales”</a> on page 1337.</p> <p>See <a href="#">“Setting Endpoint Prevent response rules for different locales”</a> on page 1338.</p>                                                                                                                                                                                                            |
| Display Alert Box with this message | <p>This field is optional for Endpoint Block actions. Select an Endpoint Block action to display an on-screen notification to the endpoint user when the system blocks an attempt to copy confidential data.</p> <p>Enter the notification message in the text box. You can add variables to the message by selecting the appropriate value(s) from the <b>Insert Variable</b> box.</p> <p>Optionally, you can configure the on-screen notification to include user justifications as well as an option for users to enter their own justification.</p> |



**Table 41-7** Endpoint Prevent: Block response rule action parameters (*continued*)

| Parameter                        | Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Insert Variable                  | <p>Select the variables to include in the on-screen notification to the endpoint when the system blocks an attempt to copy confidential data.</p> <p>You can select variables based on the following types:</p> <ul style="list-style-type: none"> <li>■ Application</li> <li>■ Content Name</li> <li>■ Content Type</li> <li>■ Device Type</li> <li>■ Policy Names</li> <li>■ Protocol</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Allow user to choose explanation | <p>Select this option to display up to four user justifications in the on-screen notification. When the notification appears on the endpoint computer, the user is required to choose one of the justifications. (If you select <b>Allow user to enter text explanation</b>, the user can enter a justification.) Symantec Data Loss Prevention provides four default justifications, which you can modify or remove as needed.</p> <p><b>Justification:</b></p> <ul style="list-style-type: none"> <li>■ User Education</li> <li>■ Broken Business Process</li> <li>■ Manager Approved</li> <li>■ False positive</li> </ul> <p>Each justification entry consists of the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Check box</b><br/>This option indicates whether to include the associated justification in the notification. To remove a justification, clear the check box next to it. To include a justification, select the check box next to it.</li> <li>■ <b>Justification</b><br/>The system label for the justification. This value appears in reports (for ordering and filtering purposes), but the user does not see it. You can select the desired option from the drop-down list.</li> <li>■ <b>Option Presented to End User</b><br/>The justification text the system displays in the notification. This value appears in reports with the justification label. You can modify the default text as desired.</li> </ul> <p>To add a new justification, select <b>New Justification</b> from the drop-down list. In the <b>Enter new justification</b> text box that appears, enter the justification name. When you save the rule, Symantec Data Loss Prevention includes it as an option (in alphabetical order) in all <b>Justification</b> drop-down lists.</p> <p><b>Note:</b> You should be selective when adding new justifications. Deleting new justifications is not currently supported.</p> |



Table 41-7

Endpoint Prevent: Block response rule action parameters *(continued)*

| Parameter                            | Configuration                                                                                |
|--------------------------------------|----------------------------------------------------------------------------------------------|
| Allow user to enter text explanation | Select this option to include a text box into which users can enter their own justification. |

See [“Response rules for Endpoint detection”](#) on page 804.

## Configuring the Endpoint Prevent: Notify action

The Endpoint Prevent: Notify response rule action displays an on-screen notification to the endpoint user when the user attempts to copy or send a sensitive file. You can provide a reason for the notification as well as options for the endpoint user to give a justification for the action.

See [“About response rule actions”](#) on page 802.

This response rule action is available for Endpoint Prevent.

See [“How to implement Endpoint Prevent”](#) on page 1335.

---

**Note:** The notify action is not triggered for a copy of sensitive data to a local drive.

---

### To configure the Endpoint Prevent: Notify action

- 1

Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.  
Add the **Endpoint Prevent: Notify** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 2

Configure the action parameters.  
See [Table 41-8](#) on page 849.
- 3

Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.



**Table 41-8** Endpoint Prevent: Notify response rule action parameters

| Parameter                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Language                            | <p>Select the language you want the response rule to execute on.</p> <p>Click <b>Add Language</b> to add more than one language.</p> <p>See <a href="#">“About Endpoint Prevent response rules in different locales”</a> on page 1337.</p> <p>See <a href="#">“Setting Endpoint Prevent response rules for different locales”</a> on page 1338.</p>                                                                                                                               |
| Display Alert Box with this message | <p>This field is required for Endpoint Notify actions. Select this option to display an on-screen notification to the endpoint user.</p> <p>Enter the notification message in the text box. You can add variables to the message by selecting the appropriate value(s) from the <b>Insert Variable</b> box.</p> <p>Optionally, you can configure the on-screen notification to include user justifications as well as the option for users to enter their own justifications.</p> |
| Insert Variable                     | <p>Select the variables that you want to include in the on-screen notification to the endpoint user.</p> <p>You can select variables based on the following types:</p> <ul style="list-style-type: none"> <li>■ Application</li> <li>■ Content Name</li> <li>■ Content Type</li> <li>■ Device Type</li> <li>■ Policy Names</li> <li>■ Protocol</li> </ul>                                                                                                                         |



Table 41-8

Endpoint Prevent: Notify response rule action parameters

(continued)

| Parameter                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allow user to choose explanation     | <p>Select this option to display up to four user justifications in the on-screen notification. When the notification appears on the endpoint computer, the user is required to choose one of the justifications. (If you select <b>Allow user to enter text explanation</b>, the user can enter a justification.) Symantec Data Loss Prevention provides four default justifications, which you can modify or remove as needed.</p> <p>Available Justifications:</p> <ul style="list-style-type: none"><li>■ Broken Business Process</li><li>■ False positive</li><li>■ Manager Approved</li><li>■ User Education</li><li>■ Custom (new justification)</li></ul> <p>Each justification entry consists of the following options:</p> <ul style="list-style-type: none"><li>■ <b>Check box</b><br/>This option indicates whether to include the associated justification in the notification. To remove a justification, clear the check box next to it. To include a justification, select the check box next to it.</li><li>■ <b>Justification</b><br/>The system label for the justification. This value appears in reports (for ordering and filtering purposes), but the user does not see it. You can select the desired option from the drop-down list.</li><li>■ <b>Option Presented to End User</b><br/>The justification text Symantec Data Loss Prevention displays in the notification. This value appears in reports with the justification label. You can modify the default text as desired.</li></ul> <p>To add a new justification, select <b>New Justification</b> from the appropriate drop-down list. In the <b>Enter new justification</b> text box that appears, type the justification name. When you save the rule, the system includes the new justification as an option (in alphabetical order) in all <b>Justification</b> drop-down lists.</p> <p><b>Note:</b> You should be selective in adding new justifications. Deleting new justifications is not currently supported.</p> |
| Allow user to enter text explanation | <p>Select this option to include a text box into which users can enter their own justification.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

See “[Response rules for Endpoint detection](#)” on page 804.



# Configuring the Endpoint Prevent: User Cancel action

The Endpoint Prevent: User Cancel response rule action displays a time-sensitive notification to the user when a policy is violated.

See [“About response rule actions”](#) on page 802.

Users have a limited amount of time to decide to ignore the policy violation or not. If the violation is ignored, the data transfer completes and an incident is created. If the violation is not ignored, the data transfer is stopped and an incident is created. If the user does not make a decision in the allotted time, the data transfer is automatically blocked and an incident is created. You can provide a reason for the notification as well as options for the endpoint user to enter a justification for the action.

This response rule action is available for Endpoint Prevent.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## To configure the Endpoint Prevent: User Cancel action

- 1 Configure a response rule at the **Configure Response Rule** screen.

See [“Configuring response rules”](#) on page 819.

Add the **Endpoint Prevent: User Cancel** action type from the **Actions** list.

See [“Configuring response rule actions”](#) on page 821.

- 2 Configure the **Endpoint Prevent: User Cancel** parameters.

See [Table 41-9](#) on page 851.

- 3 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

**Table 41-9** Endpoint Prevent: User Cancel parameters

| Parameter           | Description                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Language            | Select the language you want the response rule to execute on.<br>Click <b>Add Language</b> to add more than one language.<br>See <a href="#">“About Endpoint Prevent response rules in different locales”</a> on page 1337.<br>See <a href="#">“Setting Endpoint Prevent response rules for different locales”</a> on page 1338. |
| Pre-timeout warning | This field is required to notify users that they have a limited amount of time to respond to the incident.<br><br>Enter the notification message in the text box. You can add variables to the message by selecting the appropriate value(s) from the <b>Insert Variable</b> box.                                                |



Table 41-9

Endpoint Prevent: User Cancel parameters *(continued)*

| Parameter                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Post-timeout message                | <p>This field notifies users that the amount of time to override the policy has expired. The data transfer was blocked.</p> <p>Enter the notification message in the text box. You can add variables to the message by selecting the appropriate value(s) from the <b>Insert Variable</b> box.</p>                                                                                                                                                                                                            |
| Display Alert Box with this message | <p>This field is required for Endpoint User Cancel actions. Select this option to display an on-screen notification to the endpoint user.</p> <p>Enter the notification message in the text box. You can add variables to the message by selecting the appropriate value(s) from the <b>Insert Variable</b> box.</p> <p>Optionally, you can configure the on-screen notification to include user justifications as well as the option for users to enter their own justifications.</p>                        |
| Insert Variable                     | <p>Select the variables that you want to include in the on-screen notification to the endpoint user.</p> <p>You can select variables based on the following types:</p> <ul style="list-style-type: none"><li>■ Application</li><li>■ Content Name</li><li>■ Content Type</li><li>■ Device Type</li><li>■ Policy Name</li><li>■ Protocol</li><li>■ Timeout Counter</li></ul> <p><b>Note:</b> You must use the Timeout Counter variable to display how much time remains before blocking the data transfer.</p> |



**Table 41-9** Endpoint Prevent: User Cancel parameters (*continued*)

| Parameter                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Allow user to choose explanation.     | <p>Select this option to display up to four user justifications in the on-screen notification. When the notification appears on the endpoint computer, the user is required to choose one of the justifications. (If you select <b>Allow user to enter text explanation</b>, the user can enter a justification.) Symantec Data Loss Prevention provides four default justifications, which you can modify or remove as needed.</p> <p>Available Justifications:</p> <ul style="list-style-type: none"> <li>■ Broken Business Process</li> <li>■ False positive</li> <li>■ Manager Approved</li> <li>■ User Education</li> <li>■ Custom (new justification)</li> </ul> <p>Each justification entry consists of the following options:</p> <ul style="list-style-type: none"> <li>■ <b>Check box</b><br/>This option indicates whether to include the associated justification in the notification. To remove a justification, clear the check box next to it. To include a justification, select the check box next to it.</li> <li>■ <b>Justification</b><br/>The system label for the justification. This value appears in reports (for ordering and filtering purposes), but the user does not see it. You can select the desired option from the drop-down list.</li> <li>■ <b>Option Presented to End User</b><br/>The justification text Symantec Data Loss Prevention displays in the notification. This value appears in reports with the justification label. You can modify the default text as desired.</li> </ul> <p>To add a new justification, select <b>New Justification</b> from the appropriate drop-down list. In the <b>Enter new justification</b> text box that appears, type the justification name. When you save the rule, the system includes the new justification as an option (in alphabetical order) in all <b>Justification</b> drop-down lists.</p> <p><b>Note:</b> You should be selective in adding new justifications. Deleting new justifications is not currently supported.</p> |
| Allow user to enter text explanation. | Select this option to include a text box into which users can enter their own justification.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

See [“Implementing response rules”](#) on page 813.



## Configuring the Network and Mobile Prevent for Web: Block FTP Request action

The Network and Mobile Prevent for Web: Block FTP Request response rule action blocks any file transfer by FTP on your network or mobile device.

See [“About response rule actions”](#) on page 802.

This response rule is available only for Network Prevent for Web integrated with a proxy server or Mobile Prevent for Web integrated with both a VPN server and a proxy server.

See [“Configuring Network Prevent for Web Server”](#) on page 1095.

See [“Implementing Mobile Prevent”](#) on page 1429.

**To configure the Network and Mobile Prevent for Web: Block FTP Request response rule action**

- 1 Configure a response rule at the **Configure Response Rule** screen.

See [“Configuring response rules”](#) on page 819.

- 2 Add the **Network and Mobile Prevent for Web: Block FTP Request** action type from the **Actions** list.

The Block FTP Request response rule action does not require any further configuration. Once the response rule is deployed to a policy, this action blocks any FTP attempt.

See [“Configuring response rule actions”](#) on page 821.

- 3 Click **Save** to save the configuration.

See [“Manage response rules”](#) on page 817.

See [“Implementing response rules”](#) on page 813.

## Configuring the Network and Mobile Prevent for Web: Block HTTP/S action

The Network and Mobile Prevent for Web: Block HTTP/S response rule action blocks the transmission of Web content that Network Prevent for Web or Mobile Prevent for Web detects. This action also blocks Web-based email messages and attachments.

See [“About response rule actions”](#) on page 802.

This response rule action blocks the transmission of Web content using the Internet Content Adaptation Protocol (ICAP). To implement this response rule



action you must integrate the detection server with a Web proxy server. For Mobile Prevent for Web, you must also integrate with a VPN server.

See [“Configuring Network Prevent for Web Server”](#) on page 1095.

See [“Implementing Mobile Prevent”](#) on page 1429.

#### To configure the Network Prevent: Block HTTP/S response rule action

- 1 Integrate Network Prevent for Web or Mobile Prevent for Web with a proxy server and, if necessary, a VPN server.

See [“Network Prevent for Web Server—basic configuration”](#) on page 200.

- 2 Configure a response rule at the **Configure Response Rule** screen.

See [“Configuring response rules”](#) on page 819.

- 3 Add the **Network and Mobile Prevent for Web: Block HTTP/S** action type from the **Actions** list.

See [“Configuring response rule actions”](#) on page 821.

- 4 Edit the **Rejection Message**, as necessary.

The system presents this message to the user's browser when the action blocks content.

For example, you might include some HTML-coded text to display in a browser.

---

**Note:** If the requesting client does not expect an HTML response, the Rejection Message may not be displayed in the client browser. For example, a client expecting an XML response to a Web post may only indicate a Javascript error.

---

- 5 Click **Save** to save the configuration of the response rule.

Certain applications may not provide an adequate response to the Network and Mobile Prevent for Web: Block HTTP/S response action. This behavior has been observed with the Yahoo! Mail application when a detection server blocks a file upload. If a user tries to upload an email attachment and the attachment triggers a Network and Mobile Prevent for Web: Block HTTP/S response action, Yahoo! Mail does not respond or display an error message to indicate that the file is blocked. Instead, Yahoo! Mail appears to continue uploading the selected file, but the upload never completes. The user must manually cancel the upload at some point by pressing **Cancel**.

Other applications may also exhibit this behavior, depending on how they handle the block request. In these cases a detection server incident is created and the file upload is blocked even though the application provides no such indication.



See [“Implementing response rules”](#) on page 813.

# Configuring the Network Prevent: Block SMTP Message action

The Network Prevent: Block SMTP Message response rule action blocks SMTP email messages that cause an incident on the Network Prevent (Email) detection server.

See [“About response rule actions”](#) on page 802.

This response rule action is only available with Network Prevent for Email.

See [“Response rules for Network and Mobile Prevent for Web detection”](#) on page 805.

You must integrate the Network Prevent for Email detection server with a Mail Transfer Agent (MTA) to implement this response rule action. Refer to the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent (Email)* for details.

## To configure the Block SMTP Message response rule action

- 1
- Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2
- Add the **Network Prevent: Block SMTP Message** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3
- Configure the Block SMTP Message action parameters.  
See [Table 41-10](#) on page 856.
- 4
- Click **Save** to save the response rule.  
See [“Manage response rules”](#) on page 817.

**Table 41-10**      Network Prevent: Block SMTP Message parameters

| Parameter                | Description                                                                                                                                                                                                                                                                                                           |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bounce Message to Sender | <div>Enter the text that you want to appear in the SMTP error that Network Prevent (Email) returns to the MTA. Some MTAs display this text in the message that is bounced to the sender.</div> <div>If you leave this field blank, the message does not bounce to the sender but the MTA sends its own message.</div> |



**Table 41-10**      Network Prevent: Block SMTP Message parameters *(continued)*

| Parameter                        | Description                                                                                                                                                                                                                                             |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redirect Message to this Address | <p>If you want to redirect blocked messages to a particular address (such as the Symantec Data Loss Prevention administrator), enter that address in this field.</p> <p>If you leave this field blank, the bounced message goes to the sender only.</p> |

See [“Implementing response rules”](#) on page 813.

# Configuring the Network Prevent: Modify SMTP Message action

The Network Prevent: Modify SMTP Message response rule action lets you modify a sensitive email. For example, you can use this action to change an email subject header to include information about the policy violation type.

See [“About response rule actions”](#) on page 802.

This response rule action is only available for Network Prevent for Email.

See [“Response rules for Network and Mobile Prevent for Web detection”](#) on page 805.

## To configure the Network Prevent: Modify SMTP Message action

- 1    Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2    Add the **Network Prevent: Modify SMTP Message** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3    Configure the action parameters.  
See [Table 41-11](#) on page 858.
- 4    Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.



Table 41-11 Network Prevent: Modify SMTP Message parameters

| Parameter                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subject                                                               | <p>Select the type of modification to make to the subject of the message from the following options:</p> <ul style="list-style-type: none"><li>■ <b>Do not Modify</b> – No text is changed in the subject.</li><li>■ <b>Prepend</b> – New text is added to the beginning of the subject.</li><li>■ <b>Append</b> – New text is added to the end of the subject.</li><li>■ <b>Replace With</b> – New text completely replaces the old subject text.</li></ul> <p>If the subject text is currently modified, specify the new text.</p> <p>For example, if you want to prepend "VIOLATION" to the subject of the message, select <b>Prepend</b> and enter <b>VIOLATION</b> in the text field.</p> |
| Headers                                                               | <p>Enter a unique name and a value for each header you want to add to the message (up to three).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Enable Email Quarantine Connect (Requires Symantec Messaging Gateway) | <p>Select this option to enable integration with Symantec Messaging Gateway. When this option is enabled, Symantec Data Loss Prevention adds preconfigured x-headers to the message that inform Symantec Messaging Gateway that the message should be quarantined.</p> <p>For more information, see the <i>Symantec Data Loss Prevention Email Quarantine Connect FlexResponse Implementation Guide</i>.</p>                                                                                                                                                                                                                                                                                   |

See [“Implementing response rules”](#) on page 813.

## Configuring the Network and Mobile Prevent for Web: Remove HTTP/S Content action

The Network and Mobile Prevent for Web: Remove HTTP/S Content response action removes confidential data that is posted to Web mail sites (such as Gmail), blogs (such as Blogspot), and other sites. This action also removes confidential data that is included in any files that users upload to Web sites or attach to Web mail. This action only applies to HTTP/S POST commands; it does not apply to GET commands.

See [“About response rule actions”](#) on page 802.

This response rule action is only available for Network Prevent for Web and Mobile Prevent for Web.

See [“Response rules for Network and Mobile Prevent for Web detection”](#) on page 805.

Symantec Data Loss Prevention recognizes Web form fields for selected Web mail, blog, and social networking sites. If Network Prevent for Web or Mobile Prevent



for Web cannot remove confidential data for a Web site it recognizes, it creates a system event and performs a configured fallback option.

---

**Note:** Symantec Data Loss Prevention removes content for file uploads and, for Network Prevent, Web mail attachments even for those sites that it does not recognize for HTTP content removal.

---

### To configure the Network and Mobile Prevent for Web: Remove HTTP/S Content action

- 1    Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
- 2    Add the **Network and Mobile Prevent for Web: Remove HTTP/S Content** action type from the **Actions** list.  
See [“Configuring response rule actions”](#) on page 821.
- 3    Configure the action parameters.  
See [Table 41-12](#) on page 859.
- 4    Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.

**Table 41-12**      Network and Mobile Prevent for Web: Remove HTTP/S Content parameters

| Field             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Removal Message   | The message that appears in content (Web postings, Web mail, or files) from which the system has removed confidential information. Only the recipient sees this message.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Fallback option   | <p>The action to take if Network Prevent for Web or Mobile Prevent for Web cannot remove confidential information that was detected in an HTTP or HTTPS post.</p> <p>The available options are <b>Block</b> (the default) and <b>Allow</b>.</p> <p><b>Note:</b> Symantec Data Loss Prevention removes confidential data in file uploads and, for Network Prevent, Web mail attachments, even for sites in which it does not perform content removal. The <b>Fallback option</b> is taken only in cases where Symantec Data Loss Prevention detects confidential content in a recognized Web form, but it cannot remove the content.</p> |
| Rejection Message | The message that Network Prevent or Mobile Prevent returns to a client when it blocks an HTTP or HTTPS post. The client Web application may or may not display the rejection message, depending on how the application handles error messages.                                                                                                                                                                                                                                                                                                                                                                                          |

See [“Implementing response rules”](#) on page 813.



## Configuring the Network Protect: Copy File action

The Network Protect: Copy File response rule action copies a sensitive file to the local file system.

See [“About response rule actions”](#) on page 802.

This response rule action is only available for Network Discover that is configured for Network Protect.

See [“Response rules for Network and Mobile Prevent for Web detection”](#) on page 805.

### To configure the Network Protect: Copy File response rule action

- 1 Configure a network file share and specify a location to copy files to.  
See [“Configuring Network Protect for file shares”](#) on page 1195.
  - 2 Configure a response rule at the **Configure Response Rule** screen.  
See [“Configuring response rules”](#) on page 819.
  - 3 Select the **Network Protect: Copy File** action type from the **Actions** list.  
This action does not require you to configure any parameters.  
See [“Configuring response rule actions”](#) on page 821.
  - 4 Click **Save** to save the configuration.  
See [“Manage response rules”](#) on page 817.
- See [“Implementing response rules”](#) on page 813.

## Configuring the Network Protect: Quarantine File action

The Network Protect: Quarantine File response rule action quarantines a file that the detection server identifies as sensitive or protected.

See [“About response rule actions”](#) on page 802.

This response rule action is only available for Network Discover that is configured for Network Protect.

See [“Response rules for Network and Mobile Prevent for Web detection”](#) on page 805.



To configure the Network Protect: Quarantine File response rule action

- 1
- Configure a response rule at the **Configure Response Rule** screen
- See “[Configuring response rules](#)” on page 819.
- 2
- Add the **Network Protect: Quarantine File** action type from the **Actions** list.
- See “[Configuring response rule actions](#)” on page 821.
- 3
- Configure the **Network Protect: Quarantine File** parameters.
- See [Table 41-13](#) on page 861.
- 4
- Click **Save** to save the configuration.
- See “[Manage response rules](#)” on page 817.

Table 41-13      Network Protect: Quarantine File configuration parameters

| Parameter   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Marker File | <p>Select this option to create a marker text file to replace the original file. This action notifies the user what happened to the file instead of quarantining or deleting the file without any explanation.</p> <p><b>Note:</b> The marker file is the same type and has the same name as the original file, as long as it is a text file. An example of such a file type is Microsoft Word. If the original file is a PDF or image file, the system creates a plain text marker file. The system then gives the file the same name as the original file with <b>.txt</b> appended to the end. For example, if the original file name is accounts.pdf, the marker file name is accounts.pdf.txt.</p> |
| Marker Text | <p>Specify the text to appear in the marker file. If you selected the option to leave the marker file in place of the remediated file, you can use variables in the marker text.</p> <p>To specify marker text, select the variable from the <b>Insert Variable</b> list.</p> <p>For example, for Marker Text you might enter:</p> <p><b>A message has violated the following rules in \$POLICY\$: \$RULES</b></p> <p>Or, you might enter:</p> <p><b>\$FILE_NAME\$ has been moved to \$QUARANTINE_PARENT_PATH\$</b></p>                                                                                                                                                                                 |

See “[Implementing response rules](#)” on page 813.







## Remediating and managing incidents

- [Chapter 42. Remediating incidents](#)
- [Chapter 43. Remediating Network incidents](#)
- [Chapter 44. Remediating Endpoint incidents](#)
- [Chapter 45. Remediating Mobile incidents](#)
- [Chapter 46. Remediating Discover incidents](#)
- [Chapter 47. Working with Classification incidents](#)
- [Chapter 48. Managing and reporting incidents](#)
- [Chapter 49. Archiving incidents](#)
- [Chapter 50. Working with incident data](#)
- [Chapter 51. Working with the User Risk Summary](#)
- [Chapter 52. Implementing lookup plug-ins](#)







# Remediating incidents

This chapter includes the following topics:

- [About incident remediation](#)
- [Remediating incidents](#)
- [Executing Smart response rules](#)
- [Incident remediation action commands](#)
- [Response action variables](#)
- [Monitor and Prevent incident variables](#)
- [Mobile incident variables](#)
- [Discover incident variables](#)

## About incident remediation

As incidents occur in your system, individuals in your organization must analyze the incidents, determine why they occurred, identify trends, and remediate the problems.

Symantec Data Loss Prevention provides a rich set of capabilities which can be used to build an effective incident remediation process. Once you are ready to take action, you can use a series of incident commands on the **Incident Snapshot** and **Incident List** pages.

Since the **Incident Snapshot** page displays details about one specific incident, you can select a command to perform an action on the displayed incident.

On the **Incident List** page, you can perform an action on multiple incidents at one time. You can select more than one incident from the list and then choose the desired command.



Table 42-1 describes the options that are involved in incident remediation:

Table 42-1 Options involved in incident remediation

| Remediation options       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role-based access control | <p>Access to incident information in the Symantec Data Loss Prevention system can be tightly controlled with role-based access control. Roles control which incidents a particular remediator can take action on, as well as what information within that incident is available to the remediator. For example, access control can be used to ensure that a given remediator can act only on incidents originating within a particular business unit. In addition, it might prevent that business unit's staff from ever seeing high-severity incidents, instead routing those incidents to the security department.</p> <p>See <a href="#">“About role-based access control”</a> on page 87.</p> |
| Severity level assignment | <p>Incident severity is a measure of the risk that is associated with a particular incident. For example, an email message containing 50 customer records can be considered more severe than a message containing 50 violations of an acceptable use policy. Symantec Data Loss Prevention lets you specify what constitutes a severe incident by configuring it at the policy rule level. Symantec Data Loss Prevention then uses the severity of the incident to drive subsequent responses to the incident. This process lets you prioritize incidents and devote your manual remediation resources to the areas where they are needed most.</p>                                               |
| Custom attribute lookup   | <p>Custom attribute lookup is the process of collecting additional information about the incident from data sources outside of Enforce and the incident itself. For example, a corporate LDAP server can be queried for additional information about the message sender, such as the sender's manager name or business unit.</p> <p>See <a href="#">“About using custom attributes”</a> on page 1006.</p> <p>For example, you can use custom attributes as input to subsequent automated responses to automatically notify the sender's manager about the policy violation.</p> <p>See <a href="#">“Setting the values of custom attributes manually”</a> on page 1008.</p>                       |



**Table 42-1** Options involved in incident remediation (*continued*)

| Remediation options                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Automated incident responses                | <p>A powerful feature of the Enforce Server is the ability to automatically respond to incidents as they arise. For example, you can configure the system to respond to a serious incident by blocking the offending communication. You can send an email message to the sender's manager. You can send an alert to a security event management system. You can escalate the incident to the security department. On the other hand, an acceptable use incident might be dispensed with by sending an email message to the sender. Then you can mark the incident as closed, requiring no further work. Between these extremes, you can establish a policy that automatically encrypts transmissions of confidential data to a business partner. All of these scenarios can be handled automatically without user intervention.</p> <p>See <a href="#">“Configuring response rule actions”</a> on page 821.</p>                                           |
| Smart Response                              | <p>Although the automated response is an important part of the remediation process, <b>SmartResponse</b> is necessary at times, particularly in the case of more serious incidents. Symantec Data Loss Prevention provides a detailed Incident Snapshot with all of the information necessary to determine the next steps in remediation. You can use <b>SmartResponse</b> to manually update incident severity, status, and custom attributes, add comments to the incident. You can move the incident through the remediation workflow to resolve it.</p> <p>See <a href="#">“Configuring response rule actions”</a> on page 821.</p> <p>The following standard <b>SmartResponse</b> actions are available:</p> <ul style="list-style-type: none"><li>■ Add Note</li><li>■ Log to a Syslog Server</li><li>■ Send Email Notification</li><li>■ Set Status</li></ul> <p>See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.</p> |
| Distribution of aggregated incident reports | <p>You can create and automatically distribute aggregated incident reports to data owners for remediation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

The Enforce Server handles all of these steps, except for Smart Response. You can handle incidents in an entirely automated way. You can reserve manual intervention (Smart Response) for only the most serious incidents.



See [“Network incident snapshot”](#) on page 880.

See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

## Remediating incidents

When you remediate an incident, you can perform the following actions:

- Set the incident’s status or severity.
- Apply a Smart Response rule to the incident.
- Set the incident’s custom attributes.
- Add comments to the incident record.
- Remediate incidents by going to an incident list or incident snapshot and selecting actions to perform on one or more incidents.
- Perform some combination of these actions.

You can import a solution pack during installation. Solution packs prepopulate incident lists and incident snapshots with several remediation options and custom attributes. For complete descriptions of all solution packs (including information about all remediation options and custom attributes they contain), refer to the documentation for each of the solution packs in the solutions packs directory in the documentation.

### To remediate incidents

- 1 Access an incident list or incident snapshot.

In incident lists, Symantec Data Loss Prevention displays available remediation options in the **Incident Actions** drop-down menu. The menu becomes active when you select one or more incidents in the list (with the check box). In incident snapshots, Symantec Data Loss Prevention also displays the available remediation options. You can set a **Status** or **Severity** from the drop-down menus.

See [“Viewing incidents”](#) on page 947.

You can also edit the **Attributes** and provide related information.

- 2 Take either of the following actions:
  - When you view an incident list, select the incident(s) to be remediated (check the box). You can select incidents individually or select all incidents on the current screen. Then select the wanted action from the **Incidents Actions** drop-down menu. For example, select **Incident Actions > Set Status > Escalated**.



You can perform as many actions as needed.

- When you view an incident snapshot, you can set the **Status** and **Severity** from the drop-down menus.

If a Smart Response has been previously set up, you can select a Smart Response rule in the remediation bar.

See [“About response rules”](#) on page 802.

For example, if one of the Solution Packs was installed, you can select **Dismiss False Positive** in the remediation bar. When the **Execute Response Rule** screen appears, click **OK**. This Smart Response rule changes the incident status from **New** to **Dismissed** and sets the **Dismissal Reason** attribute to **False Positive**.

You can perform as many remediation actions as needed.

## Executing Smart response rules

When you execute a response rule that sends an email, you can manually compose the contents of the email notification.

---

**Note:** Sending an email notification to the sender applies to SMTP incidents only. Also, the notification addressees that are based on custom attributes (such as "manager email") work correctly only if populated by the attribute lookup plug-in.

---

### To compose an email notification response

- 1 Enter optional emails for copies in the **CC** field.
- 2 Select the language.
- 3 Compose or edit the subject and body of the email.
- 4 Insert variables for the fields in the incident. The supported variables appear as links to the right of the editable fields.

For example, if you want to include the policy and rules violated, you might enter:

```
A message has violated the following rules in $POLICY$:
$RULES$
```

- 5 Click **OK** to send the notification.

See [“Adding a new response rule”](#) on page 818.

See [“About incident remediation”](#) on page 865.

See [“Response action variables”](#) on page 871.



## Incident remediation action commands

In an incident list, use the **Incident Actions** drop-down to select remediation actions.

The following incident actions are available for an incident list:

### Add Note

Add a brief note to the selected incident(s). The comment appears on the **Incident History** tab of the **Incident Snapshot** page for each selected incident.

### Archive

Select one of the following archive actions to set the archive state for the selected incidents:

- **Archive Incidents**—Flags the selected incidents as archived.
- **Restore Incidents**—Restores the selected incidents to the non-archived state.
- **Do Not Archive**—Prevents the selected incidents from being archived.
- **Allow Archive**—Allows the selected incidents to be archived.

See [“About incident archiving”](#) on page 993.

### Delete Incidents

Delete the selected incident(s) from the Symantec Data Loss Prevention system.

Proceed cautiously when deleting incidents. All data that is associated with the incident(s) is removed. This operation cannot be reversed.

### Export Selected: CSV

Export the selected incident(s) to a comma-separated (.csv) file.

### Export Selected: XML

Export the selected incident(s) to an XML file.

### Lookup Attributes

Use the configured lookup plug-ins to look up the configured attributes.

### Set Attributes

Display the **Set Attributes** page so you can enter or edit the attribute values for the selected incident(s).

### Set Data Owner

Set the following Data Owner attributes:

- **Name**
- **Email Address**

### Set Severity

Change the severity that is set for the selected incident(s) to one of the options under **Set Severity**.



|                           |                                                                                                                                                                                                                                                                                                  |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Set Status</b>         | <p>Change the status of the selected incident(s) to one of the options under <b>Set Status</b>. A system administrator can customize the options that appear on this list on the <b>Incident Attributes</b> page.</p> <p>See <a href="#">“About incident status attributes”</a> on page 997.</p> |
| <b>Run Smart Response</b> | <p>Perform one of the listed responses on the selected incident(s). When you click a response rule, the <b>Execute Response Rule</b> page appears.</p> <p>These manual response rules are available only if you have permission to remediate.</p>                                                |

See [“About incident remediation”](#) on page 865.

## Response action variables

Response action variables can be used in response rules.

See [“Executing Smart response rules”](#) on page 869.

The response action variables are different for Network Monitor and Network Prevent incidents than for Network Discover and Network Protect incidents.

See [“Monitor and Prevent incident variables”](#) on page 871.

See [“Mobile incident variables”](#) on page 872.

See [“Discover incident variables”](#) on page 873.

## Monitor and Prevent incident variables

The following Network Monitor and Network Prevent variables are available:

|                            |                                                                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>\$BLOCKED\$</b>         | Indication of whether or not Symantec Data Loss Prevention blocked the message (yes or no).                                                                                                                  |
| <b>\$DATAOWNER_NAME\$</b>  | <p>The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.</p> <p>Reports can automatically be sent to the data owner for remediation.</p> |
| <b>\$DATAOWNER_EMAIL\$</b> | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                               |



|                              |                                                                         |
|------------------------------|-------------------------------------------------------------------------|
| <b>\$INCIDENT_ID\$</b>       | The ID of the incident.                                                 |
| <b>\$INCIDENT_SNAPSHOT\$</b> | The fully qualified URL to the incident snapshot page for the incident. |
| <b>\$MATCH_COUNT\$</b>       | The incident match count.                                               |
| <b>\$POLICY_NAME\$</b>       | The name of the policy that was violated.                               |
| <b>\$POLICY_RULES\$</b>      | A comma-separated list of one or more policy rules that were violated.  |
| <b>\$RECIPIENTS\$</b>        | A comma-separated list of one or more message recipients.               |
| <b>\$SENDER\$</b>            | The message sender.                                                     |
| <b>\$SEVERITY\$</b>          | The severity that is assigned to incident.                              |
| <b>\$SUBJECT\$</b>           | The subject of the message.                                             |

## Mobile incident variables

The following Mobile Prevent for Web variables are available:

|                                       |                                                                                                                                                                                                       |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>\$BLOCKED\$</b>                    | Indication of whether or not Symantec Data Loss Prevention blocked the message (yes or no).                                                                                                           |
| <b>\$DATAOWNER_NAME\$</b>             | The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.<br><br>Reports can automatically be sent to the data owner for remediation. |
| <b>\$DATAOWNER_EMAIL\$</b>            | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                        |
| <b>\$DEVICE_INSTANCE_ID\$</b>         | The specific ID of the mobile device that generated the violation.                                                                                                                                    |
| <b>\$ENDPOINT_MACHINE\$</b>           | The name of the endpoint machine that generated the violation.                                                                                                                                        |
| <b>\$FILE_FULL_PATH\$</b>             | The full path to the file in which the incident was found.                                                                                                                                            |
| <b>\$FILE_NAME\$</b>                  | The name of the file in which the incident was found.                                                                                                                                                 |
| <b>\$FILE_PARENT_DIRECTORY_PATH\$</b> | The path to the parent directory of the file in which the incident was found.                                                                                                                         |
| <b>\$INCIDENT_SNAPSHOT\$</b>          | The ID of the incident.                                                                                                                                                                               |
| <b>\$INCIDENT_SNAPSHOT\$</b>          | The fully qualified URL to the incident snapshot page for the incident.                                                                                                                               |



|                                             |                                                                         |
|---------------------------------------------|-------------------------------------------------------------------------|
| <b>\$MATCH_COUNT\$</b>                      | The incident match count.                                               |
| <b>\$POLICY_NAMES\$</b>                     | The name of the policy that was violated.                               |
| <b>\$POLICY_RULES\$</b>                     | A comma-separated list of one or more policy rules that were violated.  |
| <b>\$PROTOCOL\$</b>                         | The protocol, device type, or target type that generated the violation. |
| <b>\$QUARANTINE_PARENT_DIRECTORY_PATH\$</b> | The path to the parent directory in which the file was quarantined.     |
| <b>\$RECIPIENTS\$</b>                       | A comma-separated list of one or more message recipients.               |
| <b>\$SCAN_DATE\$</b>                        | The date of the scan that found the incident.                           |
| <b>\$SENDER\$</b>                           | The message sender.                                                     |
| <b>\$SEVERITY\$</b>                         | The severity that is assigned to incident.                              |
| <b>\$SUBJECT\$</b>                          | The subject of the message.                                             |
| <b>\$TARGET\$</b>                           | The name of the target in which the incident was found.                 |

## Discover incident variables

The following Network Discover and Network Protect incident variables are available:

|                                             |                                                                                                                                                                                                       |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>\$DATAOWNER_NAME\$</b>                   | The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.<br><br>Reports can automatically be sent to the data owner for remediation. |
| <b>\$DATAOWNER_EMAIL\$</b>                  | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                        |
| <b>\$FILE_NAME\$</b>                        | The name of the file in which the incident was found.                                                                                                                                                 |
| <b>\$INCIDENT_ID\$</b>                      | The ID of the incident.                                                                                                                                                                               |
| <b>\$MATCH_COUNT\$</b>                      | The incident match count.                                                                                                                                                                             |
| <b>\$FILE_PARENT_DIRECTORY_PATH\$</b>       | The path to the parent directory of the file in which the incident was found.                                                                                                                         |
| <b>\$FILE_FULL_PATH\$</b>                   | The full path to the file in which the incident was found.                                                                                                                                            |
| <b>\$POLICY_NAMES\$</b>                     | The name of the policy that was violated.                                                                                                                                                             |
| <b>\$POLICY_RULES\$</b>                     | A comma-separated list of one or more policy rules that were violated.                                                                                                                                |
| <b>\$QUARANTINE_PARENT_DIRECTORY_PATH\$</b> | The path to the parent directory in which the file was quarantined.                                                                                                                                   |



|                      |                                                         |
|----------------------|---------------------------------------------------------|
| <b>\$SCAN_DATE\$</b> | The date of the scan that found the incident.           |
| <b>\$SEVERITY\$</b>  | The severity that is assigned to incident.              |
| <b>\$TARGET\$</b>    | The name of the target in which the incident was found. |



# Remediating Network incidents

This chapter includes the following topics:

- [Network incident list](#)
- [Network incident list—Actions](#)
- [Network incident list—Columns](#)
- [Network incident snapshot](#)
- [Network incident snapshot—Heading and navigation](#)
- [Network incident snapshot—General information](#)
- [Network incident snapshot—Matches](#)
- [Network incident snapshot—Attributes](#)
- [Network summary report](#)

## Network incident list

A network incident list shows multiple network incident records with information about the incident such as: the severity, associated policy, number of matches, and status of the incident. Click a row of the incident list to view more details about a specific incident. Select specific incidents (or groups of incidents) to modify or remediate by clicking the check boxes at the left.














**Note:** Use caution when you click **Select All**. This action selects all incidents in the report (not only those on the current page). Any incident command you subsequently apply affects all incidents. To select only the incidents on the current page, select the checkbox at top left of the incident list.

Incident information is divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention sorts incidents by date.

The **Type** column shows the icons that indicate the type of network incident. [Table 43-1](#) describes the icons.




**Table 43-1**      Type of network incident

| Icon                                                                                | Description                                                                                                                                                                           |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | SMTP                                                                                                                                                                                  |
|    | The addition of the second icon indicates a message attachment.                                                                                                                       |
|    | HTTP                                                                                                                                                                                  |
|    | Symantec Data Loss Prevention also detects the Yahoo and MSN IM traffic that is tunneled through HTTP.<br>The addition of the second icon indicates an attachment to Web-based email. |
|  | HTTPS                                                                                                                                                                                 |
|  | FTP                                                                                                                                                                                   |
|  | NNTP                                                                                                                                                                                  |
|  | IM:MSN                                                                                                                                                                                |
|  | IM:AIM                                                                                                                                                                                |
|  | IM:Yahoo                                                                                                                                                                              |
|  | TCP:custom_protocol                                                                                                                                                                   |



This column also indicates whether the communication was blocked or altered. [Table 43-2](#) shows the possible values.

**Table 43-2** Incident block or altered status

| Icon                                                                              | Description                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No icon.                                                                          | Blank if the communication was <b>not</b> blocked.                                                                                                                                                                            |
|  | Indicates Symantec Data Loss Prevention blocked the communication containing the matched text.                                                                                                                                |
|  | Indicates Symantec Data Loss Prevention removed confidential data from Web postings or Web-based email messages. This icon can also indicate that a file was uploaded to a Web site or attached to a Web-based email message. |
|  | Indicates that Symantec Data Loss Prevention added or modified the headers on the message that generated the incident.                                                                                                        |

Use the following links to learn more about the Network incident list page:

**To learn more about**

**See this section**

Columns of the incident list table

See [“Network incident list—Columns”](#) on page 879.

Actions to perform on selected incidents

See [“Network incident list—Actions”](#) on page 878.

Details of a specific incident

See [“Network incident snapshot”](#) on page 880.

Viewing a summary of all network incidents

See [“Network summary report”](#) on page 885.

Common features of all Symantec Data Loss Prevention reports

See [“About incident reports”](#) on page 938.

See [“Common incident report features”](#) on page 965.

See [“Saving custom incident reports”](#) on page 951.



# Network incident list—Actions

You can select one or more incidents and then remediate them using commands in the **Incident Actions** drop-down list. The incident commands are as follows:

| Action               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Note             | Select to open a dialog box, type a comment, and then click <b>OK</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Archive              | <p>Select one of the following archive actions to set the archive state for the selected incidents:</p> <ul style="list-style-type: none"><li>■ <b>Archive Incidents</b>—Flags the selected incidents as archived.</li><li>■ <b>Restore Incidents</b>—Restores the selected incidents to the non-archived state.</li><li>■ <b>Do Not Archive</b>—Prevents the selected incidents from being archived.</li><li>■ <b>Allow Archive</b>—Allows the selected incidents to be archived.</li></ul> <p>See <a href="#">“About incident archiving”</a> on page 993.</p> |
| Delete Incidents     | Select to delete specified incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Export Selected: CSV | Select to save specified incidents in a comma-separated text (.csv) file or XML file, which can be displayed in several common applications, such as Microsoft Excel.                                                                                                                                                                                                                                                                                                                                                                                           |
| Export Selected: XML |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Lookup Attributes    | Use lookup plug-ins to look up incident custom attributes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Run Smart Response   | Select to run a Smart Response rule that you or your administrator configured. (To configure a Smart Response rule, navigate to <b>Policy &gt; Response Rules</b> , click <b>Add Response Rule</b> , and select <b>Smart Response</b> .)                                                                                                                                                                                                                                                                                                                        |
| Set Attributes       | Select to set attributes for the selected incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Set Data Owner       | <p>Select the data owner name or email address. The data owner is the person responsible for remediating the incident.</p> <p>Reports can automatically be sent to the data owner for remediation.</p>                                                                                                                                                                                                                                                                                                                                                          |



| Action       | Description             |
|--------------|-------------------------|
| Set Severity | Select to set severity. |
| Set Status   | Select to set status.   |

See [“About incident remediation”](#) on page 865.

See [“Network incident list”](#) on page 875.





## Network incident list—Columns

Incident information is divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention lists incidents by date.

The report includes the following columns:

- **Check boxes** that let you select incidents to remediate.  
You can select one or more incidents to which to apply commands from the Incident drop-down menu at the top of the list. Click the checkbox at the top of the column to select all incidents on the current page. (Note that you can also click Select All at far right to select all incidents in the report.)
- **Type**  
The protocol over which the match was detected.  
See [“Network incident list”](#) on page 875.
- **Subject/Sender/Recipient(s)**  
Message subject, sender email address or IP address, recipient email address(es), or URL(s).
- **Sent**  
Date and time the message was sent.
- **ID/Policy**  
Symantec Data Loss Prevention incident ID number and the policy against which the incident was logged.
- **Matches**  
Number of matches in the incident.
- **Sev**  
Incident severity as determined by the severity setting of the rule the incident matched.  
The possible values are as follows:



| Icon                                                                              | Description          |
|-----------------------------------------------------------------------------------|----------------------|
|  | High                 |
|  | Medium               |
|  | Low                  |
|  | For information only |

■ **Status**

Current incident status.  
The possible values are as follows:

- **New**
- **In Process**
- **Escalated**
- **False Positive**
- **Configuration Errors**
- **Resolved**

You or your administrator can add new status designations on the **Attribute Setup** page.

See [“Network incident list”](#) on page 875.

# Network incident snapshot

An incident snapshot provides detailed information about a particular incident. It displays general incident information, matches detected in the intercepted text, and incident attributes. The snapshot also enables you to execute any Smart Response rules that you have configured.

The incident snapshot is divided into three panes, with navigation and Smart Response options. Click on a link to view more help about the incident snapshot:



| To learn more about                           | See the section                                                                     |
|-----------------------------------------------|-------------------------------------------------------------------------------------|
| Navigation and Smart Response options         | See <a href="#">“Network incident snapshot–Heading and navigation”</a> on page 881. |
| General incident information (left-hand pane) | See <a href="#">“Network incident snapshot–General information”</a> on page 881.    |



| To learn more about               | See the section                                                           |
|-----------------------------------|---------------------------------------------------------------------------|
| Matches in incident (middle pane) | See “ <a href="#">Network incident snapshot—Matches</a> ” on page 884.    |
| Attributes (right-hand pane)      | See “ <a href="#">Network incident snapshot—Attributes</a> ” on page 885. |

# Network incident snapshot—Heading and navigation

The following page navigation tools appear near the top of the incident snapshot:

|                                                                                   |                                                                                                            |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Previous                                                                          | Displays the previous incident in the source report.                                                       |
| Next                                                                              | Displays the next incident in the source report.                                                           |
|  | Returns to the source report (where you clicked the link to get to this screen).                           |
|  | Updates the snapshot with any new data, such as a new comment in the History section or a modified status. |

If you configured any Smart Response rules, Symantec Data Loss Prevention displays the response options for executing the rules at the top of the page. Depending on the number of Smart Response rules, a drop-down menu may also appear.

See “[Network incident snapshot](#)” on page 880.

# Network incident snapshot—General information

The left section of the snapshot displays general incident information. You can click on many values to view an incident list that is filtered on that value. An icon may appear next to the **Status** drop-down list to indicate whether the request that generated the incident was blocked or altered.

See [Table 43-2](#) on page 877.

The current status and severity of the incident appear to the right of the snapshot heading. To change one of the current values, click on it and choose another value from the drop-down list.

The remaining portion of the general information pane is divided into four tabs.



- Key Info
- History
- Notes
- Correlations

Information in this section is divided into the following categories (not all of which appear for every incident type):



Table 43-3 Incident general information tabs

| Tab Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Info | <p>The Key Info tab shows the policy that was violated in the incident. It also shows the total number of matches for the policy, as well as matches per policy rule. Click the policy name to view a list of all incidents that violated the policy. Click <b>view policy</b> to view a read-only version of the policy.</p> <p>This section also lists other policies that the same file violated. To view the snapshot of an incident that is associated with a particular policy, click <b>go to incident</b> next to the policy name. To view a list of all incidents that the file created, click <b>show all</b>.</p> <p>The Key Info tab also includes the following information:</p> <ul style="list-style-type: none"><li>■ The name of the detection server that recorded the incident.</li><li>■ The date and time the message was sent</li><li>■ The sender email or IP address</li><li>■ The recipient email or IP address(es)</li><li>■ The SMTP heading or the NNTP subject heading</li><li>■ The <b>Is Archived</b> field displays the archived state of the incident, whether or not the incident is archivable, and allows you to toggle the <b>Do Not Archive</b> flag for the incident.</li><li>■ Attachment file name(s). Click to open or save the file. If a response rule tells Symantec Data Loss Prevention to discard the original message, you cannot view the attachment.</li><li>■ The person responsible for remediating the incident (<b>Data Owner Name</b>). This field must be set manually, or with a lookup plug-in. Reports can automatically be sent to the data owner for remediation. If you click on a hyperlinked <b>Data Owner Name</b>, a filtered list of incidents by Data Owner Name is displayed.</li><li>■ The email address of the person responsible for remediating the incident (<b>Data Owner Email Address</b>). This field must be set manually, or with a lookup plug-in. If you click on the hyperlinked <b>Data Owner Email Address</b>, a filtered list of incidents by Data Owner Email Address is displayed.</li></ul> |



Table 43-3 Incident general information tabs *(continued)*

| Tab Name     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| History      | <p>View the actions that were performed on the incident. For each action, Symantec Data Loss Prevention displays the action date and time, the actor (a user or server), and the action or the comment.</p> <p>See <a href="#">“Executing Smart response rules”</a> on page 869.</p> <p>See <a href="#">“Manage response rules”</a> on page 817.</p>                                                                                                                                                                                                                                                                                                                                                                 |
| Notes        | <p>View any notes that you or others have added to the incident. Click <b>Add Note</b> to add a note.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Correlations | <p>You can view a list of those incidents that share attributes of the current incident. For example, you can view a list of all incidents that a single account generated. The <b>Correlations</b> tab shows a list of correlations that match single attributes. Click on attribute values to view lists of those incidents that are related to those values.</p> <p>To search for other incidents with the same attributes, click <b>Find Similar</b>. In the <b>Find Similar Incidents</b> dialog box that appears, select the desired search attributes. Then click <b>Find Incidents</b>.</p> <p><b>Note:</b> The list of correlated incidents does not display related incidents that have been archived.</p> |

See [“Network incident snapshot”](#) on page 880.

See [“About incident archiving”](#) on page 993.

## Network incident snapshot—Matches

Beneath the general information, Symantec Data Loss Prevention displays the message content (if applicable) and the matches that caused the incident. Symantec Data Loss Prevention displays the following types of message content, depending on protocol type:

| Protocol | Message content                      |
|----------|--------------------------------------|
| SMTP     | Message body                         |
| HTTP     | Name value pairs of the HTTP request |
| FTP      | Nothing shown                        |



| Protocol           | Message content                                   |
|--------------------|---------------------------------------------------|
| NNTP               | Message body                                      |
| IM (all providers) | IM conversation                                   |
| TCP                | Data that was transmitted through custom protocol |

Matches are highlighted in yellow and organized according to the message component (such as header, body, or attachment) in which they were detected. Symantec Data Loss Prevention displays the total relevant matches for each message component. It shows matches by the order in which they appear in the original text. To view the rule that triggered a match, click on the highlighted match.

See [“About the Similarity Threshold and Similarity Score”](#) on page 480.

See [“Network incident snapshot”](#) on page 880.

## Network incident snapshot—Attributes

---

**Note:** This section appears only if a system administrator has configured custom attributes.

---

You can view a list of custom attributes and their values, if any have been specified. Click on attribute values to view an incident list that is filtered on that value. To add new values or edit existing ones, click **Edit**. In the **Edit Attributes** dialog box that appears, type the new values and click **Save**.

See [“Setting the values of custom attributes manually”](#) on page 1008.

See [“Network incident snapshot”](#) on page 880.

## Network summary report

The Network summary report provides summary information about the incidents that are found on your network. You can organize the report by one or two summary criteria. A single-summary report is organized by a single summary criterion, such as the policy that is associated with each incident. A double-summary report is organized by two criteria, such as policy and incident status.

To view the primary criteria and the secondary summary criteria available for the current report, click the **Advanced Filters & Summarization** bar. The bar is



near the top of the report. The **Summarize By:** listboxes show the primary criteria and the secondary summary criteria. In each listbox, Symantec Data Loss Prevention displays all out-of-the-box criteria in alphabetical order, followed by any custom criteria that your system administrator has defined. Summary reports take their name from the primary summary criterion (the value of the first listbox). If you rerun a report with new criteria, the report name changes accordingly.

Summary entries are divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time.

**Table 43-4** Summary report columns

| Column name              | Description                                                                                                                                                                                                                                                                                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>summary_criterion</i> | This column is named for the primary summary criterion. It lists primary and (for double summaries) secondary summary items. In a Policy Summary, this column is named Policy and it lists policies. Click on a summary item to view a list of incidents that are associated with that item. |
| <b>Total</b>             | The total number of incidents that are associated with the summary item. In a Policy Summary, this column gives the total number of incidents that are associated with each policy.                                                                                                          |
| <b>High</b>              | Number of high-severity incidents that are associated with the summary item. (The severity setting of the rule that was matched determines the incident severity.)                                                                                                                           |
| <b>Med</b>               | Number of medium-severity incidents that are associated with the summary item.                                                                                                                                                                                                               |
| <b>Low</b>               | Number of low-severity incidents that are associated with the summary item.                                                                                                                                                                                                                  |
| <b>Info</b>              | The number of informational incidents that are associated with the summary item.                                                                                                                                                                                                             |
| <b>Bar Chart</b>         | A visual representation of the number of incidents (of all severities) associated with the summary item. The bar is broken into proportional, colored sections to represent the various severities.                                                                                          |



**Table 43-4** Summary report columns (*continued*)

| Column name    | Description                                               |
|----------------|-----------------------------------------------------------|
| <b>Matches</b> | Total number of matches associated with the summary item. |

If any of the severity columns contain totals, you can click on them to view a list of incidents of the chosen severity.

See [“Common incident report features”](#) on page 965.

See [“About dashboard reports and executive summaries”](#) on page 940.

See [“About incident reports”](#) on page 938.

See [“Saving custom incident reports”](#) on page 951.







# Remediating Endpoint incidents

This chapter includes the following topics:

- [Endpoint incident lists](#)
- [Endpoint incident snapshot](#)
- [Reporting on Endpoint Prevent response rules](#)
- [Endpoint incident destination or protocol-specific information](#)
- [Endpoint incident summary reports](#)
- [Configuring Endpoint Server file filters](#)

## Endpoint incident lists

An endpoint incident list shows endpoint incidents that contain basic information such as protocol or destination, severity, associated policy, number of matches, and status. Click on any incident to view a snapshot containing more incident details. You can select specific incidents (or groups of incidents) to modify or remediate.

---

**Note:** Endpoint reports show only the incidents that were captured by Endpoint Prevent. Incidents that were captured by Endpoint Discover appear in Network Discover reports.

---

Incident information is divided into several columns. Click any column header to sort alpha-numerically by the data in that column. To sort in reverse order, click
















the column header a second time. By default, Symantec Data Loss Prevention lists incidents by date.

The report includes the following columns:

- Check boxes that let you select incidents to remediate


You can select one or more incidents to which to apply commands from the Incident drop-down menu at the top of the list. Click the checkbox at the top of the column to select all incidents on the current page. (You can click **Select All** at far right to select all incidents in the report.)

Table 44-1      Type of endpoint incident

| Graphic                                                                             | Type of incident                                            |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------|
|    | CD/DVD burner (for example, Windows Media burner)           |
|    | Removable media (for example, a USB flash drive or SD card) |
|    | Fixed drive (for example, the C:\ drive)                    |
|    | Endpoint copy to network share                              |
|    | Email/SMTP                                                  |
|  | HTTP                                                        |
|  | HTTPS                                                       |
|  | FTP                                                         |
|  | IM:AIM                                                      |
|  | IM: MSN                                                     |
|  | IM: Yahoo                                                   |
|  | Print/Fax                                                   |
|  | Clipboard                                                   |



**Table 44-1** Type of endpoint incident (*continued*)

| Graphic                                                                           | Type of incident        |
|-----------------------------------------------------------------------------------|-------------------------|
|  | Application File Access |

A response column that indicates whether Symantec Data Loss Prevention blocked an attempted violation or notified the end user about the violation of confidential data.

The possible values are as follows:

- Blank if Symantec Data Loss Prevention did not block the violation or notify the end user
- A red icon indicates the violation was blocked by Symantec Data Loss Prevention, by the user, or if the user cancel option time limit expired.
- A notification icon indicates Symantec Data Loss Prevention notified the end user about the violated confidential data policies. The notification icon also appears if the user allowed the violating data transfer. The icon also appears if the user cancel time limit option has expired and the default action is set to allow data transfers.

The other columns of this section appear as follows:

**Table 44-2** Endpoint incident columns

| Column                                   | Definition                                                                                                                                                                                                                                                                      |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Name/Machine/User/Subject/Recipient | File name, computer, endpoint user (domain and logon name), subject title (if Email/SMTP violation), and recipient user that is associated with the incident                                                                                                                    |
| Occurred On Date                         | <ul style="list-style-type: none"><li>■ Incident date and time</li><li>■ Reported On Date</li><li>■ Time and date that the incident was reported. If the endpoint is disconnected from the corporate network, incidents are reported when the connection is restored.</li></ul> |
| ID/Policy                                | Symantec Data Loss Prevention incident ID number and the policy against which the incident was logged                                                                                                                                                                           |
| Matches                                  | Number of matches in the incident                                                                                                                                                                                                                                               |



Table 44-2      Endpoint incident columns (*continued*)

| Column   | Definition                                                                                                                                                                                                                                                       |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Severity | <p>Incident severity as determined by the severity setting of the rule the incident matched.</p> <p>The possible values are as follows:</p> <ul style="list-style-type: none"><li>■ High</li><li>■ Medium</li><li>■ Low</li><li>■ For information only</li></ul> |
| Status   | <p>Current incident status</p> <p>The possible values are as follows:</p> <ul style="list-style-type: none"><li>■ New</li><li>■ In Process</li><li>■ Escalated</li><li>■ False positive</li><li>■ Configuration Errors</li><li>■ Resolved</li></ul>              |

You or your administrator can add new status designations on the Attribute Setup page.

See [“Endpoint incident snapshot”](#) on page 892.

See [“About incident remediation”](#) on page 865.

See [“About incident reports”](#) on page 938.

See [“Saving custom incident reports”](#) on page 951.

## Endpoint incident snapshot

An incident snapshot provides detailed information about a particular Endpoint Prevent incident. It displays general incident information, matches detected in the intercepted text, and details about attributes, incident history, and the violated policy. You can also search for similar incidents in the Correlations area.

---

**Note:** Endpoint Discover incidents are captured in Network Discover reports.

---

See [“Discover incident lists”](#) on page 924.



Current status and severity appear under the snapshot heading. To change one of the current values, click on it and choose another value from the drop-down list. If any action icon is associated, it also appears here.

If you have configured any Smart Response rules, Symantec Data Loss Prevention displays a Remediation bar (under the Status bar). The Remediation bar includes options for executing the rules. Depending on the number of Smart Response rules, a drop-down menu may also appear.

The top left section of the snapshot displays general incident information. You can click most information values to view an incident list that is filtered on that value. Information in this section is divided into the following categories (not all of which appear for every incident type):

**Table 44-3**      Type of incident















| Icon                                                                                | Incident type                                               |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------|
|    | CD/DVD burners (for example, Windows Media burner)          |
|    | Removable media (for example, a USB flash drive or SD card) |
|    | Local drive                                                 |
|    | Network Share                                               |
|  | Email/SMTP                                                  |
|  | HTTP                                                        |
|  | HTTPS/SSL                                                   |
|  | FTP                                                         |
|  | IM:AIM                                                      |
|  | IM: MSN                                                     |
|  | IM: Yahoo                                                   |
|  | Print/Fax                                                   |



Table 44-3      Type of incident (continued)

| Icon                                                                              | Incident type           |
|-----------------------------------------------------------------------------------|-------------------------|
|  | Clipboard               |
|  | Application File Access |

The following table contains the other informational sections:

Table 44-4      Incident sections

| Section              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server               | Name of the Endpoint Server that detected the incident for two-tier detection. Or, it is the name of the Endpoint Server that received the incident from the Symantec DLP Agent.                                                                                                                                                                                                                                                                                                                                                                                                            |
| Agent response       | <p>The Endpoint Block, Endpoint Notify, Endpoint Quarantine, Endpoint FlexResponse, or User Cancel action, if any. The possible values are as follows:</p> <ul style="list-style-type: none"><li>■ Blank or no icon if Symantec Data Loss Prevention did not block the copy or notify the end user.</li><li>■ A red circle icon indicates Symantec Data Loss Prevention blocked confidential data.</li><li>■ A message icon indicates Symantec Data Loss Prevention notified the end user that the data is confidential.</li></ul> <p>See Reporting on Endpoint Prevent Response Rules.</p> |
| Incident Occurred On | Date and time the incident occurred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Incident Reported On | Date and time the Endpoint Server detected the incident.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Is Archived          | Displays the archived state of the incident, whether or not the incident is archivable, and allows you to toggle the <b>Do Not Archive</b> flag for the incident. See <a href="#">“About incident archiving”</a> on page 993.                                                                                                                                                                                                                                                                                                                                                               |



**Table 44-4** Incident sections (*continued*)

| Section                | Description                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User                   | Endpoint user name (for example, MYDOMAIN\bsmith).                                                                                                                                                                                                                                                                                                                                                                                 |
| User Justification     | The justification label precedes by the text that is presented to the end user in the on-screen notification (for example, Manager Approved: "My manager approved the transfer of this data.") Symantec Data Loss Prevention uses the label for classification and filtering purposes in reports, but the endpoint user never sees it. Click the label to view a list of incidents in which the end user chose this justification. |
| Machine Name           | Computer on which the incident occurred.                                                                                                                                                                                                                                                                                                                                                                                           |
| Machine IP (Corporate) | The IP address of the violating computer if the computer was on the corporate network.                                                                                                                                                                                                                                                                                                                                             |
| File name              | Name of the file that violated the policy. The file name field appears only for fixed-drive incidents.                                                                                                                                                                                                                                                                                                                             |
| Quarantine Result      | <p>If you have Endpoint Discover: Quarantine response rules configured, you may see one of the following quarantine scenarios:</p> <ul style="list-style-type: none"><li>■ File Quarantined</li><li>■ Quarantine Failed</li><li>■ Quarantine Result Timeout</li></ul>                                                                                                                                                              |
| Quarantine Location    | Displays the file path of the secure location where the file was moved.                                                                                                                                                                                                                                                                                                                                                            |
| Quarantine Details     | <p>Displays the reason that the quarantine task failed to move the confidential file. For example, the action may fail because the source file is missing, or the credentials to access the secure location are incorrect.</p> <p>The Quarantine Details file also displays information if the status of the quarantined file is unknown because of a Quarantine Result Timeout event.</p>                                         |



**Table 44-4** Incident sections (*continued*)

| Section                  | Description                                                                                                                                                                                                                  |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Endpoint Location        | Indicates whether or not the endpoint computer was connected to the corporate network at the time the incident occurred.                                                                                                     |
| Application Name         | The name of the application that caused the incident.                                                                                                                                                                        |
| Destination              | The destination location or file path for the confidential data, depending on the device or protocol.                                                                                                                        |
| Destination IP           | The destination IP address for the confidential data. The Destination IP address appears only for specific network incidents.                                                                                                |
| Source                   | The original file or data for the violation. The source primarily appears in file-transfer incidents.                                                                                                                        |
| Sender                   | The sender of the confidential data for network violations.                                                                                                                                                                  |
| Recipient                | The intended recipient of the confidential data for network violations.                                                                                                                                                      |
| FTP User Name            | The originating user name for violating FTP transfers.                                                                                                                                                                       |
| Attachments              | The associated file(s) or attachments sent (for network incidents). If your administrator has configured Symantec Data Loss Prevention to retain endpoint incident data, you can click on a file name to view file contents. |
| Data Owner               | The specified owner of the confidential data.                                                                                                                                                                                |
| Data Owner Email Address | The email address for the owner of the confidential data.                                                                                                                                                                    |
| Access information       | The available ACL information. Only applicable to Endpoint Discover and Endpoint Prevent local drive monitoring.<br><br>See <a href="#">“Incident snapshot access information section”</a> on page 971.                      |



Other sections of the incident snapshot are common across all Symantec Data Loss Prevention products. These common sections include:

- Incident snapshot matches  
See [“Incident snapshot matches section”](#) on page 970.
- Incident snapshot policy section  
See [“Incident snapshot policy section”](#) on page 970.
- Incident snapshot correlations section  
See [“Incident snapshot correlations tab”](#) on page 969.
- Incident snapshot attributes section. (This section appears only if a system administrator has configured custom attributes.)  
See [“Incident snapshot policy section”](#) on page 970.
- Incident snapshot history section  
See [“Incident snapshot history tab”](#) on page 969.

The Endpoint incident snapshot also contains two sections that are not common across other product lines. Those sections are:

- Destination or protocol-specific information  
See [“Endpoint incident destination or protocol-specific information”](#) on page 899.
- Reporting on Endpoint Prevent response rules  
See [“Reporting on Endpoint Prevent response rules”](#) on page 897.

## Reporting on Endpoint Prevent response rules

If user activity on the endpoint computer triggers more than one response rule, Symantec Data Loss Prevention determines which policy to apply based on an established order of precedence. Only the response rule that is associated with the prevailing policy is executed. Symantec Data Loss Prevention creates incidents for all policies that are violated. It indicates (in the relevant incident snapshots) that the response rules were superseded.

See [“Endpoint incident snapshot”](#) on page 892.

By default, the following list is the main order of precedence for Endpoint Prevent incidents:

- Block
- User Cancel
- Endpoint FlexResponse
- Notify



---

**Note:** For Endpoint Discover, Quarantine incidents always take precedence over Endpoint FlexResponse incidents.

---

Be aware of the following behavior regarding reporting of superseded incidents:

- The snapshot of a superseded Endpoint Block or User Cancel incident still displays the **Blocked** icon, because Symantec Data Loss Prevention did block the content in question. The icon also indicates if the content was blocked because the user elected to block the content. Alternately, the icon indicates that the user cancel time limit was exceeded and the content was blocked.
- The snapshot of a superseded Endpoint Notify incident does **not** include the **Notify** icon. The Notify icon is not included because Symantec Data Loss Prevention did not display the particular on-screen notification that was configured in the policy.
- The snapshot of a superseded Endpoint Quarantine incident displays the **Blocked** icon because the data did not move out of the secured area. The icon also indicates if the content was blocked because the user elected to block the content. Alternately, the icon indicates that the user cancel time limit was exceeded and the content was blocked. The History tab of the incident snapshot always displays information on whether the Endpoint FlexResponse rule was successful.
- The snapshot of a superseded Endpoint FlexResponse incident displays the **Blocked** icon because the data did not move out of the secured area. The icon also indicates if an Endpoint Quarantine response rule was activated.

If you have configured Endpoint Prevent response rules to display on-screen notifications prompting users to justify their actions, the following statements are true:

- Symantec Data Loss Prevention displays the user justification in the snapshots of all the incidents that are generated by the policies that include the executed response rule.
- Symantec Data Loss Prevention displays the justification **Superseded – Yes** in the snapshots of all superseded incidents that do not include the executed response rule.
- If there is no user to enter a justification, for example if a user accesses a remote computer, the justification reads N/A.

See [“Network incident snapshot”](#) on page 880.

See [“Configuring response rule conditions”](#) on page 820.

See [“About incident reports”](#) on page 938.

See [“Manage response rules”](#) on page 817.



# Endpoint incident destination or protocol-specific information

Depending on the type of incident, additional information that is associated with the incident snapshot is visible.

**Table 44-5** Destination or protocol-specific information

| Destination or protocol              | Description                                                                                                                                                                                       |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| URL                                  | For network incidents, denotes the URL where the incident occurred.                                                                                                                               |
| Source IP and Port                   | For network incidents, denotes the IP address or port of the endpoint computer that originated the incident. This information is only shown if the incident is created on this endpoint computer. |
| Destination IP and Port              | The IP address of the destination endpoint computer that is associated with the incident. This information is only shown if the incident is created on this endpoint computer.                    |
| Sender/Recipient Email               | For Email/SMTP and IM incidents, incidents also contain the email addresses of the sender and recipient. The sender or recipient email address are only shown if the incident occurs on them.     |
| Subject                              | The subject line of the Email/SMTP message is displayed.                                                                                                                                          |
| FTP user name at the FTP Destination | For FTP incidents, the user name at the FTP destination is displayed.                                                                                                                             |
| Server IP                            | For FTP incidents, the server IP address is shown.                                                                                                                                                |
| File Name/Location                   | For print/fax incidents, the name of the file and the location of the file on the endpoint computer is displayed.                                                                                 |
| Print Job Name                       | For print/fax incidents, the print job name is the file name of the printing job that generated the incident.                                                                                     |



Table 44-5 Destination or protocol-specific information (continued)

| Destination or protocol | Description                                                                                                                                                                                |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Printer Name/Type       | For print/fax incidents, the printer name and type are only displayed if the file cannot be named through from the Print Job name. Or, if the file was generated from an Internet browser. |
| Application Window      | For clipboard incidents, the application window is the application name from which the contents of the clipboard were taken.                                                               |
| Title Bar               | For clipboard incidents, the title bar is the window from which the data was copied.                                                                                                       |

See “[Endpoint incident snapshot](#)” on page 892.

## Endpoint incident summary reports

Endpoint incident summary reports provide information about those Endpoint incidents that has been summarized by specific criteria. You can summarize incidents by one or more types of criteria. A single-summary report is organized by a single summary criterion, such as the policy that is associated with each incident. A double-summary report is organized by two or more criteria, such as policy and incident status.

**Note:** Endpoint reports show only the incidents that are captured by Endpoint Prevent. Incidents from Endpoint Discover appear in Network Discover reports.

To view the primary and the secondary summary criteria available for the report, go to the **Summarize By** link. Click **Edit**. In the **Primary and Secondary** drop-down menus, Symantec Data Loss Prevention displays all of the criteria in alphabetical order, followed by custom criteria your system administrator defined. You can select criteria from the **Primary and Secondary** drop-down menus and then click **Run Now** to create a new summary report. Summary reports take their name from the primary summary criterion. If you rerun a report with new criteria, the report name changes accordingly.

See “[About filters and summary options for reports](#)” on page 972.

Summary entries are divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time.



**Table 44-6** Endpoint incident summary report details

| Field            | Description                                                                                                                                                                                          |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Summary criteria | This column contains the name of whichever summary criteria you selected. If you select a primary and a secondary summary criteria, only the primary criteria is displayed.                          |
| Total            | Total number of the incidents that are associated with the summary item. For example, in a Policy Summary this column gives the total number of incidents that are associated with each policy.      |
| High             | Number of high-severity incidents that are associated with the summary item. (The severity setting of the rule that was matched determines the level of severity.)                                   |
| Med              | Number of medium-severity incidents that are associated with the summary item.                                                                                                                       |
| Low              | Number of low-severity incidents that are associated with the summary item.                                                                                                                          |
| Info             | Number of the informational incidents that are associated with the summary item.                                                                                                                     |
| Bar Chart        | A visual representation of the number of incidents (of all severities) associated with the summary item. The bar is broken into proportional colored sections that represent the various severities. |
| Matches          | Total number of matches associated with the summary item.<br><br>If any of the severity columns contain totals, you can click on them to view a list of incidents of the chosen severity.            |

## Configuring Endpoint Server file filters

You can configure the Endpoint Server monitors with the specific filters that affect the type of content that is monitored. Endpoint Server filters only effect file types. These filters do not exclude monitors.

The Endpoint Server filters page is divided into the following three sections:



- Filter Action
- Destination or Protocol
- File Attributes

The Filter Action section lets you select whether you want the filter to monitor the following attributes or not. You can include files to be monitored or exclude files from the relevant protocol or destination.

You can select one of the following choices:

- Monitor
- Ignore (do not monitor)

The Endpoint Channel section lets you select the destinations, protocols, or applications that you want to filter. You must select at least one option. The filter applies to each destination, protocol, or application type that you select.

You can select the following options:

- Removable Storage
- CD/DVD
- Local drive
- Application File Access
- Email Attachment
- HTTP/HTTPS Attachment
- IM File transfer
- FTP transfer
- Application File Access

The Application File Access option lets you monitor any applications that appear on the Application Monitoring page.

See [“About application monitoring”](#) on page 1401.

The **File Attributes** section is where you specify the filters that you want to apply.

You can specify the following filter attributes:

- Size  
You can specify a minimum, maximum, or baseline size of the files you want to scan.
- Type



Specify the exact file types that you want to filter. This section is pre-loaded with common file types. If you specify any additional file types, enter each file type on a separate line.

#### ■ File Path on Destination

Specify the file-system path(s) to analyze, typing one per line. If you specify any paths to include, Symantec Data Loss Prevention monitors only files in those paths. If you leave this field blank, Symantec Data Loss Prevention monitors all files except specific files that you may have specified elsewhere. This filter applies to both local drive monitoring and application file access.

This section is only applicable to monitoring on local drives. If you do not have local drive selected in the Destination or Protocol section, you cannot edit the File Path on Destination attribute.

Endpoint monitor filters always run in the order that they appear. You can rearrange the run order of the filters by re-numbering the Order field.

See [“About agent configurations”](#) on page 1341.







# Remediating Mobile incidents

This chapter includes the following topics:

- [Mobile incident reports](#)
- [Mobile incident snapshot](#)
- [Mobile incident list](#)
- [Mobile Prevent incident list—Actions](#)
- [Mobile incident list—Columns](#)
- [Mobile incident snapshot—Heading and navigation](#)
- [Mobile incident snapshot—General information](#)
- [Mobile incident snapshot—Matches](#)
- [Mobile incident snapshot—Attributes](#)
- [Mobile summary report](#)

## Mobile incident reports

Use Mobile incident reports to monitor and respond to Mobile incidents. You can save, send, export, or schedule Symantec Data Loss Prevention reports.

In the Enforce Server administration console, on the **Incidents** menu, click **Mobile**. This incident report displays all incidents for any target that is a mobile device. You can select the standard reports for all incidents, new incidents, policy summary, status by policy, or high-risk senders.



Summaries and filter options can select which incidents to display.

See [“About filters and summary options for reports”](#) on page 972.

You can create custom reports with combinations of filters and summaries to identify the incidents to remediate.

See [“About custom reports and dashboards”](#) on page 948.

See [“Mobile incident list”](#) on page 906.

## Mobile incident snapshot

An incident snapshot provides detailed information about a particular incident. It displays general incident information, matches detected in the intercepted text, and incident attributes. The snapshot also enables you to execute any Smart Response rules that you have configured.

The incident snapshot is divided into three panes, with navigation and Smart Response options. Click on a link to view more help about the incident snapshot:

| To learn more about                           | See the section                                                                    |
|-----------------------------------------------|------------------------------------------------------------------------------------|
| Navigation and Smart Response options         | See <a href="#">“Mobile incident snapshot—Heading and navigation”</a> on page 910. |
| General incident information (left-hand pane) | See <a href="#">“Mobile incident snapshot—General information”</a> on page 911.    |
| Matches in incident (middle pane)             | See <a href="#">“Mobile incident snapshot—Matches”</a> on page 913.                |
| Attributes (right-hand pane)                  | See <a href="#">“Mobile incident snapshot—Attributes”</a> on page 914.             |

## Mobile incident list

A Mobile incident list shows multiple mobile incident records with information about the incident such as: the severity, associated policy, number of matches, and status of the incident. Click a row of the incident list to view more details about a specific incident. Select specific incidents (or groups of incidents) to modify or remediate by clicking the check boxes at the left.







**Note:** Use caution when you click **Select All**. This action selects all incidents in the report (not only those on the current page). Any incident command you subsequently apply affects all incidents. To select only the incidents on the current page, select the checkbox at top left of the incident list.

Incident information is divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention sorts incidents by date.




The **Type** column shows the icons that indicate the type of mobile incident. [Table 45-1](#) describes the icons.

**Table 45-1** Type of Mobile Prevent incident

| Icon                                                                               | Description                                                                                                                                                                           |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | HTTP                                                                                                                                                                                  |
|   | Symantec Data Loss Prevention also detects the Yahoo and MSN IM traffic that is tunneled through HTTP.<br>The addition of the second icon indicates an attachment to Web-based email. |
|   | HTTPS                                                                                                                                                                                 |
|  | FTP                                                                                                                                                                                   |

This column also indicates whether the communication was blocked or altered. [Table 45-2](#) shows the possible values.

**Table 45-2** Mobile Prevent block or altered status

| Icon                                                                                | Description                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No icon.                                                                            | Blank if the communication was <b>not</b> blocked.                                                                                                                                                                            |
|  | Indicates Symantec Data Loss Prevention blocked the communication containing the matched text.                                                                                                                                |
|  | Indicates Symantec Data Loss Prevention removed confidential data from Web postings or Web-based email messages. This icon can also indicate that a file was uploaded to a Web site or attached to a Web-based email message. |
|  | Indicates that Symantec Data Loss Prevention has added or modified the headers on the message that generated the incident.                                                                                                    |

Use the following links to learn more about the Mobile incident list page:



| To learn more about                                                   | See this section                                                        |
|-----------------------------------------------------------------------|-------------------------------------------------------------------------|
| Columns of the incident list table                                    | See <a href="#">“Mobile incident list—Columns”</a> on page 909.         |
| Actions to perform on selected incidents                              | See <a href="#">“Mobile Prevent incident list—Actions”</a> on page 908. |
| Details of a specific incident                                        | See <a href="#">“Mobile incident snapshot”</a> on page 906.             |
| Viewing a summary of all mobile incidents                             | See <a href="#">“Mobile summary report”</a> on page 914.                |
| Features that are common to all Symantec Data Loss Prevention reports | See <a href="#">“About incident reports”</a> on page 938.               |
|                                                                       | See <a href="#">“Common incident report features”</a> on page 965.      |
|                                                                       | See <a href="#">“Saving custom incident reports”</a> on page 951.       |

# Mobile Prevent incident list—Actions

You can select one or more incidents and then remediate them using commands in the **Incident Actions** drop-down list.

---

**Note:** No remediation actions are available in Mobile Email Monitor.

---

The incident commands are as follows:

| Action           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Add Note         | Select to open a dialog box, type a comment, and then click <b>OK</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Archive          | <div>Select one of the following archive actions to set the archive state for the selected incidents:</div> <ul style="list-style-type: none"><li>■ <b>Archive Incidents</b>—Flags the selected incidents as archived.</li><li>■ <b>Restore Incidents</b>—Restores the selected incidents to the non-archived state.</li><li>■ <b>Do Not Archive</b>—Prevents the selected incidents from being archived.</li><li>■ <b>Allow Archive</b>—Allows the selected incidents to be archived.</li></ul> <div>See <a href="#">“About incident archiving”</a> on page 993.</div> |
| Delete Incidents | Select to delete specified incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |



| Action                                                     | Description                                                                                                                                                   |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Export Selected: CSV</b><br><b>Export Selected: XML</b> | Select to save specified incidents in a comma-separated text (.csv) file or XML file, which can be displayed in common applications, such as Microsoft Excel. |
| <b>Lookup Attributes</b>                                   | Use lookup plug-ins to look up incident custom attributes.                                                                                                    |
| <b>Set Attributes</b>                                      | Select to set attributes for the selected incidents.                                                                                                          |
| <b>Set Severity</b>                                        | Select to set severity.                                                                                                                                       |
| <b>Set Status</b>                                          | Select to set status.                                                                                                                                         |

See [“About incident remediation”](#) on page 865.

See [“Mobile incident snapshot”](#) on page 906.

## Mobile incident list—Columns

Incident information is divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention lists incidents by date.

The report includes the following columns:

- **Checkboxes** that let you select incidents to remediate.  
You can select one or more incidents to which to apply commands from the Incident drop-down menu at the top of the list. Click the checkbox at the top of the column to select all incidents on the current page. You can also click **Select All** at far right to select all incidents in the report.

---

**Note:** No remediation actions are available for Mobile Email Monitor.



---

- **Type**  
The protocol over which the match was detected.
- **Subject/Sender/Recipient(s)**  
Message subject, sender email address or IP address, recipient email address(es), or URL(s).
- **Sent**



Date and time the message was sent.

- **ID/Policy**  
Symantec Data Loss Prevention incident ID number and the policy against which the incident was logged.
- **Matches**  
Number of matches in the incident.
- **Severity**  
Incident severity as determined by the severity setting of the rule the incident matched.  
The possible values are as follows:



| Icon                                                                              | Description          |
|-----------------------------------------------------------------------------------|----------------------|
|  | High                 |
|  | Medium               |
|  | Low                  |
|  | For information only |

- **Status**  
Current incident status.  
The possible values are as follows:
  - **New**
  - **In Process**
  - **Escalated**
  - **False Positive**
  - **Configuration Errors**
  - **Resolved**You or your administrator can add new status designations on the **Attribute Setup** page.

# Mobile incident snapshot—Heading and navigation

The following page navigation tools appear near the top of the incident snapshot:



|                                                                                   |                                                                                                            |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Previous                                                                          | Displays the previous incident in the source report.                                                       |
| Next                                                                              | Displays the next incident in the source report.                                                           |
|  | Returns to the source report (where you clicked the link to get to this screen).                           |
|  | Updates the snapshot with any new data, such as a new comment in the History section or a modified status. |

See “[Mobile incident snapshot](#)” on page 906.

## Mobile incident snapshot—General information

The left section of the snapshot displays general incident information. You can click on many values to view an incident list that is filtered on that value. An icon may appear next to the **Status** drop-down list to indicate whether the request that generated the incident was blocked or altered.

See [Table 43-2](#) on page 877.

The current status and severity of the incident appear to the right of the snapshot heading. To change one of the current values, click on it and choose another value from the drop-down list.

The remaining portion of the general information pane is divided into four tabs.

- Key Info
- History
- Notes
- Correlations

Information in this section is divided into the following categories (not all of which appear for every incident type):



Table 45-3 Incident general information tabs

| Tab Name | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Info | <p>The Key Info tab shows the policy that was violated in the incident. It also shows the total number of matches for the policy, as well as matches per policy rule. Click the policy name to view a list of all incidents that violated the policy. Click <b>view policy</b> to view a read-only version of the policy.</p> <p>This section also lists other policies that the same file violated. To view the snapshot of an incident that is associated with a particular policy, click <b>go to incident</b> next to the policy name. To view a list of all incidents that the file created, click <b>show all</b>.</p> <p>The Key Info tab also includes the following information:</p> <ul style="list-style-type: none"><li>■ The name of the detection server that recorded the incident.</li><li>■ The date and time the message was sent.</li><li>■ The sender email or IP address.</li><li>■ The recipient email or IP address(es).</li><li>■ The SMTP heading or the NNTP subject heading.</li><li>■ Attachment file name(s). Click to open or save the file.<br/>If a response rule tells Symantec Data Loss Prevention to discard the original message, you cannot view the attachment.</li><li>■ The person responsible for remediating the incident (<b>Data Owner Name</b>). This field must be set manually. Reports can automatically be sent to the data owner for remediation.<br/>If you click on a hyperlinked <b>Data Owner Name</b>, a filtered list of incidents by Data Owner Name is displayed.</li><li>■ The email address of the person responsible for remediating the incident (<b>Data Owner Email Address</b>). This field must be set manually.<br/>If you click on the hyperlinked <b>Data Owner Email Address</b>, a filtered list of incidents by Data Owner Email Address is displayed.</li></ul> |
| History  | <p>View the actions that were performed on the incident. For each action, Symantec Data Loss Prevention displays the action date and time, the actor (a user or server), and the action or the comment.</p> <p>See <a href="#">“Executing Smart response rules”</a> on page 869.</p> <p>See <a href="#">“Manage response rules”</a> on page 817.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



**Table 45-3** Incident general information tabs (*continued*)

| Tab Name     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Notes        | View any notes that you or others have added to the incident. Click <b>Add Note</b> to add a note.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Correlations | <p>You can view a list of those incidents that share attributes of the current incident. For example, you can view a list of all incidents that a single account generated. Symantec Data Loss Prevention shows a list of correlations that match single attributes. Click on attribute values to view lists of those incidents that are related to those values.</p> <p>To search for other incidents with the same attributes, click <b>Find Similar</b>. In the <b>Find Similar Incidents</b> dialog box that appears, select the desired search attributes. Then click <b>Find Incidents</b>.</p> |

See [“Mobile incident snapshot”](#) on page 906.

## Mobile incident snapshot—Matches

Beneath the general information, Symantec Data Loss Prevention displays the message content (if applicable) and the matches that caused the incident. Symantec Data Loss Prevention displays the following types of message content, depending on protocol type:

| Protocol | Message content                        |
|----------|----------------------------------------|
| HTTP/S   | Name value pairs of the HTTP/S request |
| FTP      | Nothing shown                          |

Matches are highlighted in yellow and organized according to the message component (such as header, body, or attachment) in which they were detected. Symantec Data Loss Prevention displays the total relevant matches for each message component. It shows matches by the order in which they appear in the original text. To view the rule that triggered a match, click on the highlighted match.

See [“About the Similarity Threshold and Similarity Score”](#) on page 480.

See [“Mobile incident snapshot”](#) on page 906.



## Mobile incident snapshot—Attributes

---

**Note:** This section appears only if a system administrator has configured custom attributes.

---

You can view a list of custom attributes and their values, if any have been specified. Click on attribute values to view an incident list that is filtered on that value. To add new values or edit existing ones, click **Edit**. In the **Edit Attributes** dialog box that appears, type the new values and click **Save**.

See [“Setting the values of custom attributes manually”](#) on page 1008.

See [“Mobile incident snapshot”](#) on page 906.

## Mobile summary report

The Mobile summary report provides summary information about the incidents that are generated on your mobile devices. You can organize the report by one or two summary criteria. A single-summary report is organized by a single summary criterion, such as the policy that is associated with each incident. A double-summary report is organized by two criteria, such as policy and incident status.

To view the primary criteria and the secondary summary criteria available for the current report, click the **Advanced Filters and Summarization** bar. The bar is near the top of the report. The **Summarize By:** listboxes show the primary criteria and the secondary summary criteria. In each listbox, Symantec Data Loss Prevention displays all detection criteria in alphabetical order, followed by any custom criteria that your system administrator has defined. Summary reports take their name from the primary summary criterion (the value of the first listbox). If you rerun a report with new criteria, the report name changes accordingly.

Summary entries are divided into several columns. Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time.



**Table 45-4** Summary report columns

| Column name              | Description                                                                                                                                                                                                                                                                                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>summary_criterion</i> | This column is named for the primary summary criterion. It lists primary and (for double summaries) secondary summary items. In a Policy Summary, this column is named Policy and it lists policies. Click on a summary item to view a list of incidents that are associated with that item. |
| <b>Total</b>             | The total number of incidents that are associated with the summary item. In a Policy Summary, this column gives the total number of incidents that are associated with each policy.                                                                                                          |
| <b>High</b>              | Number of high-severity incidents that are associated with the summary item. (The severity setting of the rule that was matched determines the incident severity.)                                                                                                                           |
| <b>Med</b>               | Number of medium-severity incidents that are associated with the summary item.                                                                                                                                                                                                               |
| <b>Low</b>               | Number of low-severity incidents that are associated with the summary item.                                                                                                                                                                                                                  |
| <b>Info</b>              | The number of informational incidents that are associated with the summary item.                                                                                                                                                                                                             |
| <b>Bar Chart</b>         | A visual representation of the number of incidents (of all severities) associated with the summary item. The bar is broken into proportional, colored sections to represent the various severities.                                                                                          |
| <b>Matches</b>           | Total number of matches associated with the summary item.                                                                                                                                                                                                                                    |

If any of the severity columns contain totals, you can click on them to view a list of incidents of the chosen severity.

See [“Common incident report features”](#) on page 965.

See [“About dashboard reports and executive summaries”](#) on page 940.

See [“About incident reports”](#) on page 938.

See [“Saving custom incident reports”](#) on page 951.







# Remediating Discover incidents

This chapter includes the following topics:

- [About reports for Network Discover](#)
- [About incident reports for Network Discover](#)
- [Discover incident reports](#)
- [Discover incident snapshots](#)
- [Working around the issues with go to links in the Firefox browser](#)
- [Discover incident lists](#)
- [Network Discover incident actions](#)
- [Network Discover incident entries](#)
- [Discover summary reports](#)

## About reports for Network Discover

Symantec Data Loss Prevention has reports for incidents, Network Discover targets, scan details, and scan history.

The Network Discover incident reports contain details about the confidential data that is exposed.

See [“About incident reports for Network Discover”](#) on page 1160.

For information about Network Discover targets and scan history, go to **Manage > Discover Scanning > Discover Targets**, then select one of the Discover targets from the list. For information about Network Discover scan details, go to **Manage**



> **Discover Scanning > Scan History**, then select one of the Discover scans from the list.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 46-1](#) lists the Network Discover reports.

**Table 46-1**            Network Discover Reports

| Report                              | Navigation                                                                                                                                                                                                                                                                                                           |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Network Discover Targets</b>     | This report is on the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Targets</b> .<br><br>See <a href="#">“About the Network Discover scan target list”</a> on page 1140.                                                                                             |
| <b>Scan Status</b>                  | This report is on the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Servers</b> .<br><br>See <a href="#">“Viewing Network Discover server status”</a> on page 1149.                                                                                                  |
| <b>Scan History</b> (single target) | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Targets</b> . Click the link in the <b>Scan Status</b> column to see the history of a particular scan target.<br><br>See <a href="#">“About Network Discover scan histories”</a> on page 1143. |
| <b>Scan History</b> (all targets)   | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Scan History</b> .<br><br>See <a href="#">“About Network Discover scan histories”</a> on page 1143.                                                                                                     |
| <b>Scan Details</b>                 | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Scan History</b> . Click the link in the <b>Scan Status</b> column to see the scan details.<br><br>See <a href="#">“About Network Discover scan details”</a> on page 1145.                              |

# About incident reports for Network Discover

Use incident reports to track and respond to Network Discover incidents. You can save, send, export, or schedule Symantec Data Loss Prevention reports.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

In the Enforce Server administration console, on the **Incidents** menu, click **Discover** This incident report displays all incidents for all Discover targets. You can select the standard reports for all incidents, new incidents, target summary, policy by target, status by target, or top shares at risk.

Summaries and filter options can select which incidents to display.



See [“About custom reports and dashboards”](#) on page 948.

See [“About filters and summary options for reports”](#) on page 972.

You can create custom reports with combinations of filters and summaries to identify the incidents to remediate.

For example you can create the following reports:

- A summary report of the number of incidents in each remediation category. Select the summary **Protect Status**.
- A report of all the incidents that were remediated with copy or quarantine. Select the filter **Protect Status** with values of **File Copied** and **File Quarantined**.
- A report of the Network Discover incidents that have not been seen before (to identify these incidents and notify the data owners to remediate them). Select the filter **Seen Before?**. Set a value of **No**.
- A report of the Network Discover incidents that are still present (to know which incidents to escalate for remediation). Select the filter **Seen Before?**. Set a value of **Yes**.
- A report using the summary filters, such as months since first detected. Select the summary **Months Since First Detected**.

## Discover incident reports

Use Network Discover incident reports to monitor and respond to Network Discover incidents. You can save, send, export, or schedule Symantec Data Loss Prevention reports.

In the Enforce Server administration console, on the **Incidents** menu, click **Discover**. This incident report displays all incidents for all Discover targets. You can select the standard reports for all incidents, new incidents, target summary, policy by target, status by target, or top shares at risk.

Summaries and filter options can select which incidents to display.

See [“Incident report filter and summary options”](#) on page 966.

You can create custom reports with combinations of filters and summaries to identify the incidents to remediate.

See [“About custom reports and dashboards”](#) on page 948.

Network Discover has the following types of reports:

- Incident list  
See [“Discover incident lists”](#) on page 924.



- Incident summary  
See “[Discover summary reports](#)” on page 928.
- Incident snapshot  
See “[Discover incident snapshots](#)” on page 920.

## Discover incident snapshots

An incident snapshot provides detailed information about a particular incident. It displays general incident information, matches detected in the intercepted text, and details about policy, attributes, and incident history. You can also search for similar incidents in the **Correlations** area.

Current status and severity appear under the snapshot heading. To change one of the current values, click it and choose another value from the drop-down list.

Use the icons at the top right to print the report, or send it as email. To send reports, you or your administrator must first enable report distribution in system settings.

See “[Configuring the Enforce Server to send email alerts](#)” on page 153.

If any Smart Response rules are set up, Symantec Data Loss Prevention displays a remediation bar that includes buttons for executing the rules. Depending on the number of Smart Response rules, a drop-down menu may also appear.

See “[About incident remediation](#)” on page 865.

Incident data is divided into the following sections:

- **Key Info** tab
  - **Policy Matches**  
See “[Incident snapshot policy section](#)” on page 970.
  - **Incident Details**  
The following details are included:

|                                 |                                                                        |
|---------------------------------|------------------------------------------------------------------------|
| Server                          | Name of the Discover Server that detected the incident.                |
| Remediation<br>Detection Status | The latest remediation status of the file that generated the incident. |
| Target                          | Network Discover target name.                                          |
| Scan                            | The date and time of the scan that registered the incident.            |
| Detection Date                  | The date and time that the incident was detected.                      |



|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seen Before     | No, if this incident was not previously detected. Yes, if this incident was previously detected.                                                                                                                                                                                                                                                                                                                                                                          |
| Subject         | Email subject for integrated Exchange scans.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Sender          | Email sender for integrated Exchange scans.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Recipient       | Email recipient for integrated Exchange scans.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| File Location   | <p>Location of the file, repository, or item.</p> <p>Click <b>go to file</b> to view the item or file, or <b>go to directory</b> to view the directory. If you view an Endpoint Discover incident, you do not see the <b>go to file</b> or <b>go to directory</b> links.</p> <p>In the Firefox browser, these links do not work without additional setup.</p> <p>See <a href="#">“Working around the issues with go to links in the Firefox browser”</a> on page 923.</p> |
| Is Archived     | Displays the archived state of the incident, whether or not the incident is archivable, and lets you toggle the <b>Do Not Archive</b> flag for the incident. See <a href="#">“About incident archiving”</a> on page 993.                                                                                                                                                                                                                                                  |
| URL             | For SharePoint, this URL is the item on the SharePoint server. Click this URL to go to the item on the SharePoint server.                                                                                                                                                                                                                                                                                                                                                 |
| Document Name   | File or item name(s)                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| File Owner      | <p>Creator of the file or item.</p> <p>For SharePoint and Exchange incident snapshots the File Owner is listed as unknown because it is not applicable to these target types.</p>                                                                                                                                                                                                                                                                                         |
| Extraction Date | Date custom target adapter was run (Applies to custom targets only.)                                                                                                                                                                                                                                                                                                                                                                                                      |
| Scanned Machine | <p>Host name of the scanned computer.</p> <p>For SharePoint this name is the web application name.</p>                                                                                                                                                                                                                                                                                                                                                                    |
| Notes Database  | Name of the Lotus Notes database (Applies to Lotus Notes only.)                                                                                                                                                                                                                                                                                                                                                                                                           |
| File Created    | The date and time that the file or item was created.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Last Modified   | Date and time of last change to the file or item.                                                                                                                                                                                                                                                                                                                                                                                                                         |



|                          |                                                                                                                                                                                                                                                                                                                           |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Last Accessed            | Date and time of last user access to the file or item.<br><br>For SharePoint, this date is not valid.                                                                                                                                                                                                                     |
| Data Owner Name          | The person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.<br><br>Reports can automatically be sent to the data owner for remediation.<br><br>If you click on the hyperlinked <b>Data Owner Name</b> , a filtered list of incidents by Data Owner Name is displayed. |
| Data Owner Email Address | The email address of the person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.<br><br>If you click on the hyperlinked <b>Data Owner Email Address</b> , a filtered list of incidents by Data Owner Email Address is displayed.                                      |

■ **Access Information**

See “[Incident snapshot access information section](#)” on page 971.

For SharePoint incident snapshots, the permission levels show the permissions from SharePoint, for example **Contribute** or **Design**. The list in the incident snapshot shows only the first 50 entries. All the ACL entries can be exported to a CSV file. The permissions are comma-separated. Users or groups having Limited Access permission levels are not recorded or shown.

■ **Message Body**

For a SharePoint list item, the message body shows the name and value pairs in the list.

■ **Matches and file content**

See “[Incident snapshot matches section](#)” on page 970.

■ **Attributes**

See “[Incident snapshot attributes section](#)” on page 969.

■ **History tab**

See “[Incident snapshot history tab](#)” on page 969.

■ **Notes tab**

The notes tab displays any notes for this incident.

■ **Correlations tab**

See “[Incident snapshot correlations tab](#)” on page 969.

See “[Discover incident reports](#)” on page 919.



# Working around the issues with go to links in the Firefox browser

In the Firefox browser, when you view file system incidents, the **go to file** and **go to directory** links next to the **File Location** field do not work.

To go to the file or directory, take one of the following actions:

Right-click the go to file and go to directory link and select Copy Link Location. Open a new browser window (or tab) and paste the URL into the address bar. Press Enter. You must do this copy and paste each time you want to use these links.

Modify Firefox user preferences on the computer on which you use Firefox (not on the Enforce Server host).

## To modify Firefox user preferences

- 1 Go to the Firefox user preferences directory.

For Windows 7, Vista, this directory is

`C:\Users\user_name\AppData\Roaming\Mozilla\Firefox\Profiles\xxxxxxx.default`, where `user_name` is your user name and `xxxxxxx` is a random string of characters.

For Windows XP, or 2000, this directory is `C:\Documents and`

`Settings\user_name\Application`

`Data\Mozilla\Firefox\Profiles\xxxxxxx.default`, where `user_name` is your user name and `xxxxxxx` is a random string of characters.

- 2 Look for the `user.js` file. If it does not exist, create it using a text editor. If it does exist, open it. (Note that you can create or rename the file with a `.txt` file extension, to edit it with a text editor.)

- 3 Add the following lines:

```
user_pref("capability.policy.policynames", "localfilelinks");
user_pref("capability.policy.localfilelinks.sites", "enforce_url");
user_pref("capability.policy.localfilelinks.checkloaduri.enabled",
 "allAccess");
```

where `enforce_url` is the Enforce Server URL as it appears in your browser address bar, up to but not including the first slash (for example, `https://enforce.server.name`).

- 4 Save the file (renaming it with a `.js` file extension, if you changed it for editing purposes), and restart Firefox.



## Discover incident lists

A Network Discover incident list shows the incidents that are reported during Network Discover scans (including the incidents from Endpoint Discover). Individual incident records contain information such as severity, associated policy, number of matches, and status.

See [“Network Discover incident entries”](#) on page 925.

You can click on any incident to view a snapshot containing more details.

You can select specific incidents (or a group of incidents) to modify or remediate.

See [“Network Discover incident actions”](#) on page 924.

See [“Discover incident reports”](#) on page 919.

## Network Discover incident actions

You can select one or more incidents and then remediate them using commands in the **Incident Actions** drop-down list.

The incident commands are as follows:

- **Add Note**  
Select to open a dialog box, type a comment, and then click **OK**.
- **Archive**  
Select one of the following archive actions to set the archive state for the selected incidents:
  - **Archive Incidents**—Flags the selected incidents as archived.
  - **Restore Incidents**—Restores the selected incidents to the non-archived state.
  - **Do Not Archive**—Prevents the selected incidents from being archived.
  - **Allow Archive**—Allows the selected incidents to be archived.See [“About incident archiving”](#) on page 993.
- **Delete Incidents**  
Select to delete specified incidents.
- **Set Attributes**  
Select to set attributes for the selected incidents.
- **Export Selected: CSV**  
Select to save specified incidents in a comma-separated text (.csv) file, which can be displayed in several common applications, such as Microsoft Excel.



- **Export Selected: XML**  
Select to save specified incidents in an XML file, which can be displayed in several common applications.
- **Lookup Attributes**  
Use the lookup plug-ins to look up incident custom attributes.
- **Set Data Owner**  
Set the data owner name or email address. The data owner is the person responsible for remediating the incident.  
Reports can automatically be sent to the data owner for remediation.
- **Set Severity**  
Select to set severity.
- **Set Status**  
Select to set status.
- **Run Smart Response**  
Select to run a Smart Response rule you or your administrator configured.  
See “[Discover incident lists](#)” on page 924.

## Network Discover incident entries

Incident information is divided into several columns.

Click any column header to sort alpha-numerically by that column's data. To sort in reverse order, click the column header a second time.

The report includes the following columns:

- Check boxes that let you select incidents to remediate.  
You can select one or more incidents to which to apply commands from the **Incident Actions** drop-down menu.  
Click the checkbox at the top of the column to select all incidents on the current page.  
You can click **Select All** at far right to select all incidents in the report.






---

**Note:** Use caution when you use **Select All**. This option selects all incidents in the report (not only those on the current page), and any incident command you subsequently apply affects all incidents. You may want to configure the `maximum-incident-batch-size` property to limit the number of incidents that a Server FlexResponse plug-in processes at one time.




See [“Adding a Server FlexResponse plug-in to the plug-ins properties file”](#) on page 1167.

---

- **Type**  
Type of target in which the match was detected.  
An icon represents each target type.  
This column also displays a remediation icon, if any response rule applied.  
The possible values are as follows:

|                                                                                   |                                   |
|-----------------------------------------------------------------------------------|-----------------------------------|
|                                                                                   | Blank if no response rule applied |
|  | Copied                            |
|  | Quarantined                       |
|  | Remediation Error                 |

When you use a Server FlexResponse action for an Automated or Smart response rule, one of the following icons may appear:

|                                                                                     |                                                                               |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
|  | This incident was successfully remediated using a Server FlexResponse action. |
|  | The Server FlexResponse action is in process.                                 |
|  | The Server FlexResponse action has an error.                                  |

These same icons may appear for other incident types as well, and you can execute Server FlexResponse actions on those incidents.  
See [“Configuring the Server FlexResponse action”](#) on page 840.

- **Location/Target/Scan**  
Repository or file location, target name, and date and time of most recent scan
- **File Owner**  
Username of file owner (for example, MYDOMAIN\Administrator)
- **ID/Policy**



Symantec Data Loss Prevention incident number and the policy against which the incident was logged

- **Matches**

Number of matches in the incident

- **Severity**

Incident severity as determined by the severity setting of the rule the incident matched

The possible values are as follows:



High



Medium



Low



For information only

- **Status**

Current incident status

The possible values are as follows:

- **New**

- **In Process**

- **Escalated**

- **False Positive**

- **Configuration Errors**

- **Resolved**

The following icon may be displayed near the status if this incident was seen before:



This icon is displayed if this incident has an earlier connected incident.

You or your administrator can add new status designations on the attribute setup page.

See [“Configuring custom attributes”](#) on page 1007.

See [“Discover incident lists”](#) on page 924.



## Discover summary reports

Discover Summary Reports provide summary information about the incidents that are found during Discover scans.

If you are running Endpoint Discover, the Discover Summary Reports also include Endpoint Discover incidents.

You can filter or summarize the options in the reports.

See [“Incident report filter and summary options”](#) on page 966.

You can extract the report information in selected formats.

You can click highlighted elements, such as the entries in the **Totals** column, to drill down into details.

Icons provide navigation through long reports.

See [“Page navigation in incident reports”](#) on page 966.

See [“Discover incident reports”](#) on page 919.



# Working with Classification incidents

This chapter includes the following topics:

- [Classification incident list](#)
- [Classification incident snapshot](#)

## Classification incident list

The Classification incident list applies only to deployments where the Symantec Data Classification for Enterprise Vault solution is deployed. This solution uses Symantec Data Loss Prevention to classify email messages and forward them to Symantec Enterprise Vault for archiving or other actions. The solution is licensed separately from Symantec Data Loss Prevention. Classification incidents display in the Classification incident list only when a message violates a policy that is configured with the **Enable Classification Test Mode** option enabled. Classification test mode is used only to verify policy matches. During normal production operations, Classification test mode should be disabled.

See [“About implementing detection for Enterprise Vault Classification”](#) on page 627.

[Table 47-1](#) describes the columns that display in the Classification incident list.

**Table 47-1** Classification incident list columns

| Column | Definition                                                                                                                                                              |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type   | The <b>Type</b> column displays icons that identify the incident as a classification email incident. An additional icon also displays when the email has an attachment. |



**Table 47-1** Classification incident list columns (*continued*)

| Column                      | Definition                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subject/Sender/Recipient(s) | Displays the sender, subject line, and recipient list of the email.                                                                                                                                                                                                                                                                               |
| Sent                        | Displays the date and time the email was sent.                                                                                                                                                                                                                                                                                                    |
| ID/Policy                   | Symantec Data Loss Prevention incident ID number and the policy against which the incident was logged.                                                                                                                                                                                                                                            |
| Matches                     | Number of matches in the incident.                                                                                                                                                                                                                                                                                                                |
| Severity                    | <p>Incident severity as determined by the severity setting of the rule the incident matched.</p> <p>The possible values are as follows:</p> <ul style="list-style-type: none"><li>■ High</li><li>■ Medium</li><li>■ Low</li><li>■ For information only</li></ul>                                                                                  |
| Status                      | <p>Current incident status</p> <p>The possible values are as follows:</p> <ul style="list-style-type: none"><li>■ New</li><li>■ In Process</li><li>■ Escalated</li><li>■ False positive</li><li>■ Configuration Errors</li><li>■ Resolved</li></ul> <p>You or your administrator can add new status designations on the Attribute Setup page.</p> |

## Classification incident snapshot

A Classification incident snapshot provides detailed information about a particular incident. It displays general incident information, matches detected in the intercepted text, and details about attributes, incident history, and the violated policy. You can also search for similar incidents in the Correlations area.



Classification test mode is used only to verify policy matches. During normal production operations, Classification test mode should be disabled.

See “[Classification incident list](#)” on page 929.

Current status and severity appear under the snapshot heading. To change one of the current values, click on it and choose another value from the drop-down list. If any action icon is associated, it also appears here.

[Table 47-2](#) describes incident information presented in the snapshot.

**Table 47-2** Incident general information tabs

| Tab Name        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Key Info</b> | <p>The Key Info tab shows the policy that was violated in the incident. It also shows the total number of matches for the policy, as well as matches per policy rule. Click the policy name to view a list of all incidents that violated the policy. Click <b>view policy</b> to view a read-only version of the policy.</p> <p>This section also lists other policies that the same file violated. To view the snapshot of an incident that is associated with a particular policy, click <b>go to incident</b> next to the policy name. To view a list of all incidents that the file created, click <b>show all</b>.</p> <p>The Key Info tab also includes the following information:</p> <ul style="list-style-type: none"><li>■ The name of the detection server that recorded the incident.</li><li>■ The date and time the message was sent</li><li>■ The sender email or IP address</li><li>■ The recipient email or IP address(es)</li><li>■ The SMTP heading or the NNTP subject heading</li><li>■ The <b>Is Archived</b> field displays the archived state of the incident, whether or not the incident is archivable, and lets you toggle the <b>Do Not Archive</b> flag for the incident.</li><li>■ Attachment file name(s). Click to open or save the file. If a response rule tells Symantec Data Loss Prevention to discard the original message, you cannot view the attachment.</li></ul> |
| <b>History</b>  | <p>View the actions that were performed on the incident. For each action, Symantec Data Loss Prevention displays the action date and time, the actor (a user or server), and the action or the comment.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |



Table 47-2 Incident general information tabs *(continued)*

| Tab Name     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Notes        | View any notes that you or others have added to the incident. Click <b>Add Note</b> to add a note.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Correlations | <p>You can view a list of those incidents that share attributes of the current incident. For example, you can view a list of all incidents that a single account generated. The <b>Correlations</b> tab shows a list of correlations that match single attributes. Click on attribute values to view lists of those incidents that are related to those values.</p> <p>To search for other incidents with the same attributes, click <b>Find Similar</b>. In the <b>Find Similar Incidents</b> dialog box that appears, select the desired search attributes. Then click <b>Find Incidents</b>.</p> <p><b>Note:</b> The list of correlated incidents does not display related incidents that have been archived.</p> |

Beneath the general information, Symantec Data Loss Prevention displays the message content (if applicable) and the matches that caused the incident.

Matches are highlighted in yellow and organized according to the message component (such as header, body, or attachment) in which they were detected. Symantec Data Loss Prevention displays the total relevant matches for each message component. It shows matches by the order in which they appear in the original text. To view the rule that triggered a match, click on the highlighted match.



# Managing and reporting incidents

This chapter includes the following topics:

- [About Symantec Data Loss Prevention reports](#)
- [About strategies for using reports](#)
- [Setting report preferences](#)
- [About incident reports](#)
- [About dashboard reports and executive summaries](#)
- [Viewing dashboards](#)
- [Creating dashboard reports](#)
- [Configuring dashboard reports](#)
- [Choosing reports to include in a dashboard](#)
- [About summary reports](#)
- [Viewing summary reports](#)
- [Creating summary reports](#)
- [Viewing incidents](#)
- [About custom reports and dashboards](#)
- [Using IT Analytics to manage incidents](#)
- [Filtering reports](#)



- [Saving custom incident reports](#)
- [Scheduling custom incident reports](#)
- [Delivery schedule options for incident and system reports](#)
- [Delivery schedule options for dashboard reports](#)
- [Using the date widget to schedule reports](#)
- [Editing custom dashboards and reports](#)
- [Exporting incident reports](#)
- [Exported fields for Network Monitor](#)
- [Exported fields for Network Discover](#)
- [Exported fields for Mobile Prevent for Web](#)
- [Exported fields for Endpoint Discover](#)
- [Deleting incidents](#)
- [Deleting custom dashboards and reports](#)
- [Common incident report features](#)
- [Page navigation in incident reports](#)
- [Incident report filter and summary options](#)
- [Sending incident reports by email](#)
- [Printing incident reports](#)
- [Incident snapshot history tab](#)
- [Incident snapshot attributes section](#)
- [Incident snapshot correlations tab](#)
- [Incident snapshot policy section](#)
- [Incident snapshot matches section](#)
- [Incident snapshot access information section](#)
- [Customizing incident snapshot pages](#)
- [About filters and summary options for reports](#)
- [General filters for reports](#)



- [Summary options for incident reports](#)
- [Advanced filter options for reports](#)

## About Symantec Data Loss Prevention reports

Use incident reports to track and respond to incidents. Symantec Data Loss Prevention reports an incident when it detects data that matches the detection parameters of a policy rule.

Such data may include specific file content, an email sender or recipient, attachment file properties, or many other types of information.

Each piece of data that matches detection parameters is called a match, and a single incident may include any number of individual matches.

You can set an incident archive flag on an incident to indicate that the incident has been archived. By default, archived incidents do not appear in incident reports, but you can include them in incident reports by setting **Advanced Filters** on the report. Including archived incidents in a report may slow down reporting activities. See [“About incident archiving”](#) on page 993.

Symantec Data Loss Prevention tracks incidents for all detection servers. These servers include Network Discover Server, Network Monitor Server, Network Prevent for Email Server, Network Prevent for Web Server, Mobile Prevent for Web Server, and Endpoint Server.

You can specify the reports Symantec Data Loss Prevention displays in the navigation panel.

See [“Setting report preferences”](#) on page 937.

Symantec Data Loss Prevention provides the following types of incident reports:

- Incident lists show the individual incident records that contain information such as severity, associated policy, number of matches, and status. You can click on any incident to see a snapshot containing more details. And you can select specific incidents or groups of incidents to modify or remediate.  
Symantec Data Loss Prevention provides separate reports for incidents by selecting **Network**, **Endpoint**, **Mobile**, **Discover**, or **User**.
- Summaries provide summary information about the incidents on your system. They are organized with either one or two summary criteria. A single-summary report is organized with a single summary criterion, such as the policy that is associated with each incident. A double-summary report is organized with two criteria, such as policy and incident status. By default, archived incidents do not appear in the counts that display in summary reports, but you can set



Advanced Filters to include the archived incidents. (See [“About incident archiving”](#) on page 993.)

- Dashboards combine information from several reports. They include graphs and incident totals representing the contents of various incident lists and summaries. Graphs can sometimes contain lists of high-severity incidents or lists of summary groups. You can click on report portlets (the individual tiles that contain report data) to drill down to the detailed versions of the reports. Symantec Data Loss Prevention ships with executive summaries for **Network**, **Endpoint**, **Mobile**, and **Discover** incidents.  
Executive summaries are very similar to dashboards. The difference between them is that you can customize a dashboard, but you cannot customize an executive summary.

You can create and save customized versions of all reports (except executive summaries) for continued use.

See [“About custom reports and dashboards”](#) on page 948.

Symantec Data Loss Prevention displays reports in separate sections on the **Incident Reports** screen as follows:

- The **Saved Reports** section contains any shared reports that are associated with your current role. This section appears only if you or other users in your current role have created saved reports.  
See [“About custom reports and dashboards”](#) on page 948.
- The **Network** section contains Symantec-provided incident lists, summaries, and dashboards for network incidents.
- The **Mobile** section contains Symantec-provided incident lists, summaries, and dashboards for mobile incidents.
- The **Endpoint** section contains Symantec-provided incident lists, summaries, and dashboards for endpoint incidents. Endpoint reports include the incidents that Endpoint captures, such as Endpoint Block and Endpoint Notify incidents. Incidents that Endpoint Discover captures appear in Discover reports.
- The **Discover** section contains Symantec-provided incident lists, summaries, and dashboards for Network Discover and Endpoint Discover incidents.
- The **Users** section contains the user list and user risk summary, which displays users and their associated Email and Endpoint incidents.

## About strategies for using reports

Many companies configure their Symantec Data Loss Prevention reporting to accommodate the following primary roles:



- An executive responsible for overall risk reduction who monitors risk trends and develops high-level initiatives to respond to those trends.  
The executive monitors dashboards and summary reports (to get a general picture of data loss trends in the organization). The executive also develops programs and initiatives to reduce risk, and communicates this information to policy authors and incident responders. The executive often monitors reports through email or some other exported report format.  
Symantec Data Loss Prevention dashboards and summary reports let you monitor risk trends in your organization. These reports provide a high-level overview of incidents. Executives and managers can quickly evaluate risk trends and advise policy authors and incident responders how to address these trends. You can view existing summary reports and dashboards and create customized versions of these reports.  
See [“About dashboard reports and executive summaries”](#) on page 940.  
See [“About summary reports”](#) on page 945.
- An incident responder, such as an InfoSec Analyst or InfoSec Manager, who monitors and responds to particular incidents.  
The responder monitors incident reports and snapshots to respond to the incidents that are associated with a particular policy group, organizational department, or geographic location. The responder may also author policies to reduce risk. These policies can originate either at the direction of a risk reduction manager or based on their own experience tracking incidents.  
See [“About incident remediation”](#) on page 865.

## Setting report preferences

You can specify the reports that Symantec Data Loss Prevention displays in the navigation panel for each of the report types. You can also specify the report that displays in the initial window.

You can specify which reports appear in the navigation panel at the left. You can also specify the report that displays at logon for your current role.

### To set reporting preferences

- 1 In the Enforce Server administration console, on the **Incidents** menu, click **Incident Reports**.
- 2 On the **Incident Reports** screen that appears, click **Edit Preferences**.  
The **Edit Report Preferences** screen lists any saved reports (for all your assigned roles).

The screen also lists Network, Endpoint, Mobile, and Discover reports.



- 3

To specify a default report for the current role, locate the **Home Page for *current\_role*** drop-down list and select a report. Symantec Data Loss Prevention displays this report whenever you first log on under the current role.
- 4

To display a report in the list, check the **Show Report** box for that report. To remove a report from the list, clear **Show Report** for that report.  
  
The selected list of reports displays in a left navigation panel for each of the types of reports.  
  
For example, to see the list of Network reports, on the **Incidents** menu, click **Network**.
- 5

After changing your preferences, click **Save**.  
  
See “[About custom reports and dashboards](#)” on page 948.

# About incident reports

Use incident reports to track and respond to incidents on your network. Symantec Data Loss Prevention reports an incident when it detects data that matches a detection rule in an active policy. Such data may include specific file content, an email sender or recipient, attachment file properties, or many other types of information. Each piece of data that matches a detection rule is called a match, and a single incident may include any number of individual matches.

---

**Note:** You can configure which reports appear in navigation panel. To do so, go to **All Reports** and then click on **Edit Preferences**

---

Symantec Data Loss Prevention provides the following types of incident reports:

|                |                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incident lists | These show individual incident records containing information such as severity, associated policy, number of matches, and status. You can click on any incident to view a snapshot containing more details. You can select specific incidents or groups of incidents to modify or remediate.                                                                                                           |
| Summaries      | These show incident totals organized by a specific incident attribute such as status or associated policy. For example, a <b>Policy Summary</b> includes rows for all policies that have associated incidents. Each row includes a policy name, the total number of associated incidents, and incident totals by severity. You can click on any severity total to view the list of relevant incidents. |



|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Double summaries                   | These show incident totals organized by two incident attributes. For example, a policy trend summary shows the total incidents by policy and by week. Similar to the policy summary, each entry includes a policy name, the total number of associated incidents, and incident totals by severity. In addition, each entry includes a separate line for each week, showing the week's incident totals and incidents by severity.                                                                                                                                                                                                                    |
| Dashboards and executive summaries | <p>These are quick-reference dashboards that combine information from several reports. They include graphs and incident totals representing the contents of various incident lists, summaries, and double summaries. Graphs are sometimes beside lists of high-severity incidents or lists of summary groups. You can click on constituent report names to drill down to the reports that are represented on the dashboard.</p> <p>Symantec Data Loss Prevention ships with executive summaries for Network, Endpoint, and Discover reports, and these are not customizable. You can create dashboards yourself, and customize them as desired.</p> |
| Custom                             | Lists the shared reports that are associated with your current role. (Such reports appear only if you or other users in your current role have created them.)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Network                            | Lists the network incident reports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Endpoint                           | <p>Lists the Endpoint incident reports. Endpoint reports include incidents such as Endpoint Block and Endpoint Notify incidents.</p> <p>Incidents from Endpoint Discover are included in Discover reports.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Discover                           | <p>Lists Network Discover and Endpoint Discover incident reports.</p> <p>The folder risk report displays file share folders ranked by prioritized risk. The risk score is based on the relevant information from the Symantec Data Loss Prevention incidents plus the information from the VML Management Server.</p> <p>See the <i>Symantec Data Loss Prevention Data Insight Implementation Guide</i>.</p>                                                                                                                                                                                                                                        |
| Mobile                             | Lists Mobile Prevent for Web incident reports.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Users                              | The User List lists the data users in your organization. The User Risk Summary lists all users with their associated Email and Endpoint incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

See [“About custom reports and dashboards”](#) on page 948.

See [“Common incident report features”](#) on page 965.

See [“Network incident snapshot”](#) on page 880.



See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Mobile incident snapshot”](#) on page 906.

See [“Network incident list”](#) on page 875.

See [“Discover incident lists”](#) on page 924.

See [“Endpoint incident lists”](#) on page 889.

See [“Mobile incident variables”](#) on page 872.

## About dashboard reports and executive summaries

Dashboards and executive summaries are the quick-reference report screens that present summary information from several incident reports.

Symantec Data Loss Prevention ships with one executive summary each for Network, Endpoint, Mobile, and Discover incident reports.

See [“About incident reports”](#) on page 938.

Dashboards and executive summaries have two columns of reports. The left column displays a pie chart or graph and an incident totals bar. The right column displays the same types of information as in the left column. The right column also displays either a list of the most significant incidents or a list of summary items with associated incident totals. The most significant incidents are ranked using severity and match count. You can click on a report to see the full report it represents.

Dashboards consist of up to six portlets, each providing a quick summary of a report you specify.

Symantec Data Loss Prevention includes three executive summaries (which are similar to dashboards): Executive Summary-Network, Executive Summary-Endpoint, Executive Summary-Mobile, and Executive Summary-Discover. (Dashboards and executive summaries share the same format, but executive summaries are not customizable.)

You can create customized dashboards for users with specific security responsibilities. If you choose to share a dashboard, the dashboard is accessible to all users in the role under which you create it. (Note that the Administrator user cannot create shared dashboards.)

Dashboards have two columns of report portlets (tiles that contain report data). Portlets in the left column display a pie chart or graph and the totals bar. Portlets in the right column display the same types of information as those in the left. However, they also display either a list of the most significant incidents or a list of summary criteria and associated incidents. The incidents are ranked using



severity and match count. The summary criteria highlights any high-severity incident totals. You can choose up to three reports to include in the left column and up to three reports to include in the right column.

To create custom dashboards, click **Incident Reports** at the top of the navigation panel and, in the **Incident Reports** screen that appears, click **Create Dashboard**. The Administrator can create only private dashboards, but other users can decide whether to share a new dashboard or keep it private.

See [“About custom reports and dashboards”](#) on page 948.

To edit the contents of any custom dashboard, go to the desired dashboard and click **Customize** near the top of the screen.

See [“Configuring dashboard reports”](#) on page 943.

To display a custom dashboard at logon, specify it as the default logon report.

See [“Setting report preferences”](#) on page 937.

## Viewing dashboards

This procedure shows you how to view a dashboard.

### To view a dashboard

- 1 In the Enforce Server administration console, on the **Incidents** menu, click **Incident Reports**. Under **Reports**, click the name of a dashboard.

Dashboards consist of up to six portlets that each provide a summary of a particular report.

For example, the **Executive Summary-Network** dashboard consists of portlets for the **Network Policy Summary**, **High Risk Senders**, **Protocol Summary**, **Top Recipient Domains**, **Status by Week**, and **Incidents - All**.

- 2 To see the entire report for a portlet, click the portlet.

Symantec Data Loss Prevention displays the appropriate incident list or summary report.

- 3 Browse through the incident list or summary report.

See [“Viewing incidents”](#) on page 947.

See [“About summary reports”](#) on page 945.

## Creating dashboard reports

You can create custom dashboards and reports.



If you are logged on as a user other than the administrator, Symantec Data Loss Prevention lets you choose whether to share your dashboard or keep it private.

#### To create a dashboard

- 1 In the Enforce Server administration console, on the **Incidents** menu, click **Incident Reports**.
- 2 On the **Incident Reports** screen that appears, click **Create Dashboard**.

The **Configure Dashboard** screen appears.

- 3 Choose whether to share your dashboard or keep it private.

If you choose to share a dashboard, the dashboard is accessible to all users assigned the role under which you create it.

If you are logged on as Administrator, you do not see this choice.

---

**Note:** Symantec Data Loss Prevention automatically designates all dashboards that the administrator creates as private.

---

Click **Next**.

- 4 In the **General** section, for **Name**, type a name for the dashboard.
- 5 For **Description**, type an optional description for the dashboard.
- 6 In the **Delivery Schedule** section, you can regenerate and send the dashboard report to specified email accounts.

If SMTP is not set up on your Enforce Server, you do not see the **Delivery Schedule** section.

If you have configured your system to send alerts and reports, you can set a time to regenerate and send the dashboard report to specified email accounts.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

If you have not configured Symantec Data Loss Prevention to send reports, skip to the next step.

To set a schedule, locate the **Delivery Schedule** section and select an option from the **Schedule** drop-down list. (You can alternatively select **No Schedule**.)

For example, select **Send Weekly On**.

Enter the data that is required for your **Schedule** choice. Required information includes one or more email addresses (separated by commas). It may also include calendar date, time of day, day of the week, day of the month, or last date to send.

See [“Delivery schedule options for dashboard reports”](#) on page 956.



- 7 For the **Left Column**, you can choose what to display in a pie chart or graph. For the **Right Column**, you can also display a table of the information.

See [“Choosing reports to include in a dashboard”](#) on page 944.

Select a report from as many as three of the Left Column (Chart Only) drop-down lists. Then select a report from as many as three of the Right Column (Chart and Table) drop-down lists.

- 8 Click **Save**.
- 9 You can edit the dashboard later from the **Edit Report Preferences** screen. To display a custom dashboard at logon, specify it as the default logon report on the **Edit Report Preferences** screen.

See [“Editing custom dashboards and reports”](#) on page 958.

## Configuring dashboard reports

You can create the custom dashboards that are tailored for users with specific roles.

Dashboards consist of up to six portlets, each providing a quick summary of a report you specify.

If you choose to share a dashboard, the dashboard is accessible to all users assigned the role under which you create it.

---

**Note:** The Administrator user cannot create shared dashboards.

---

### To configure a custom dashboard

- 1 In the **General** section, for **Name**, type a name for the dashboard.
- 2 For **Description**, type an optional description for the dashboard.



- 3 In the **Delivery Schedule** section, you can regenerate and send the dashboard report to specified email accounts.

If SMTP is not set up on your Enforce Server, you do not see the **Delivery Schedule** section.

If you have configured your system to send alerts and reports, you can set a time to regenerate and send the dashboard report to specified email accounts.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

If you have not configured Symantec Data Loss Prevention to send reports, skip to the next step.

To set a schedule, locate the **Delivery Schedule** section and select an option from the **Schedule** drop-down list. (You can alternatively select **No Schedule**.)

For example, select **Send Weekly On**.

Enter the data that is required for your **Schedule** choice. Required information includes one or more email addresses (separated by commas). It may also include calendar date, time of day, day of the week, day of the month, or last date to send.

See [“Delivery schedule options for dashboard reports”](#) on page 956.

- 4 For the **Left Column**, you can choose what to display in a pie chart or graph. For the **Right Column**, you can also display a table of the information.

See [“Choosing reports to include in a dashboard”](#) on page 944.

Select a report from as many as three of the Left Column (Chart Only) drop-down lists. Then select a report from as many as three of the Right Column (Chart and Table) drop-down lists.

- 5 Click **Save**.
- 6 You can edit the dashboard later from the **Edit Report Preferences** screen.

To display a custom dashboard at logon, specify it as the default logon report on the **Edit Report Preferences** screen.

See [“Editing custom dashboards and reports”](#) on page 958.

## Choosing reports to include in a dashboard

Dashboards have two columns of report portlets.

Portlets in the left column display a pie chart or graph.

Portlets in the right column display the same information as those in the left. They also display either a list of the most significant incidents or a summary.



Incidents are ranked with severity and match count. You can display a list of summary criteria and associated incidents that highlight any high-severity incident totals.

You can choose up to three reports to include in the left column, and up to three reports to include in the right column.

#### To choose reports to include

- 1 Choose a report from as many as three of the **Left Column (Chart Only)** drop-down lists.
- 2 Choose a report from as many as three of the **Right Column (Chart and Table)** drop-down lists.
- 3 After you configure the dashboard, click **Save**.

See [“Configuring dashboard reports”](#) on page 943.

## About summary reports

Symantec Data Loss Prevention provides two types of summary reports: single summaries and double summaries.

Single summaries show incident totals organized by a specific incident attribute such as status or associated policy. For example, a policy summary includes a row for each policy that has associated incidents. Each row includes a policy name, the total number of associated incidents, and incident totals by severity.

Double summaries show incident totals organized by two incident attributes. For example, a policy trend summary shows the total incidents which are organized with policy and week. As in a policy summary, each entry includes a policy name, the total number of associated incidents, and incident totals by severity. In addition, each entry includes a separate line for each week, showing the week's incident totals and incidents by severity.

See [“Summary options for incident reports”](#) on page 977.

You can create custom summary reports from any incident list.

## Viewing summary reports

This procedure shows you how to view a summary report.



### To view a summary report

- 1 In the Enforce Server administration console, on the **Incidents** menu, select one of the types of reports.

For example, select **Network**, and then click **Policy Summary**.

The report consists of summary entries (rows) that are divided into several columns. The first column is named for the primary summary criterion. It lists primary and (for double summaries) secondary summary items. For example, in a **Policy Summary** this column is named **Policy** and it lists policies. Each entry includes a column for total number of associated incidents. It also includes columns showing the number of incidents of High, Medium, Low, and Informational severity. Finally, it includes a bar chart that represents the number of incidents by severity.

- 2 Optionally, you can sort the report alpha-numerically by a particular column's data. To do so, click the wanted column heading. To sort in reverse order, click the column heading a second time.
- 3 To identify areas of potential risk, click the High column heading to display summary entries by number of high-severity incidents.
- 4 Click an entry to see a list of associated incidents. In any of the severity columns, you can click the total to see a list of incidents of the chosen severity.

See [“Viewing incidents”](#) on page 947.

## Creating summary reports

This procedure shows you how to create a summary report.

### To create a summary report from an incident list

- 1 In the Enforce Server administration console, on the **Incidents** menu, select one of the types of reports, and then click an incident list.

For example, select **Discover**, and then the report **Incidents-All Scans**.

- 2 Click the **Advanced Filters & Summarization** bar (near the top of the report).  
In **Summarize By** for the primary listbox and secondary listbox that appear, Symantec Data Loss Prevention displays all Symantec-provided criteria in alphabetical order. The criteria precedes any custom criteria the administrator has defined.

See [“Summary options for incident reports”](#) on page 977.



- 3 Select a criterion from the primary listbox, and an optional criterion from the secondary listbox. For example, select **Policy Group** and then **Policy**. (Note that options in the secondary listbox appear only after you choose an option from the primary listbox.)
- 4 To create the summary report, click **Apply**.  
Summary reports take their name from the primary summary criterion. If you rerun a report with new criteria, the report name changes accordingly.
- 5 Save the report.  
See [“Saving custom incident reports”](#) on page 951.

## Viewing incidents

Symantec Data Loss Prevention incident lists display the individual incident records with information about the incidents. You can click on any incident to see a snapshot containing more details. You can select specific incidents or groups of incidents to modify or remediate.

Symantec Data Loss Prevention provides incident lists for Network, Endpoint, and Discover incidents.

### To view incidents

- 1 In the Enforce Server administration console, on the **Incidents** menu, select one of the types of reports.  
For example, select **Discover**. In the left navigation panel, click **Incidents-All Scans**.  
The incident list displays the individual incident records that contain information such as severity, associated policy, number of matches, and status.
- 2 Optionally, use report filters to narrow down the incident list.  
See [“Filtering reports”](#) on page 950.
- 3 To view more details of a particular incident, click the incident.  
The incident snapshot appears, displaying general incident information, matches detected in the intercepted text, and details about policy, attributes, and incident history.  
You can also search for similar incidents from the **Correlations** tab.
- 4 Optionally, click through the incident snapshot to view more information about the incident.



The following list describes the ways you can access more information through the snapshot:

- You can find information about the policy that detected the incident. On the **Key Info** tab, the **Policy Matches** section displays the policy name. Click on the policy name to see a list of incidents that are associated with that policy. Click **view policy** to see a read-only version of the policy. This section also lists other violated policies with the same file or message. When multiple policies are listed, you can see the snapshot of an incident that is associated with a particular policy. Click **go to incident** next to the policy name. To see a list of all incidents that the file or message created, click **show all**.
- You can view lists of the incidents that share various attributes with the current incident. The **Correlations** tab shows a list of correlations that match single attributes. Click on attribute values to see the lists of incidents that are related to those values.  
For example, the current network incident is triggered from a message from a particular email account. You can bring up a list of all incidents that this account created.
- For most network incidents, you can access any attachments that are associated with the network message. To do so, locate the **Attachments** field in the **Incident Details** section of the snapshot and click the attachment file name.

For a detailed description of incident snapshots and the actions you can perform through them, see the online Help.

- 5 When you finish viewing incidents, you can exit the incident snapshot or incident list, or you can choose one or more incidents to remediate.

See [“Remediating incidents”](#) on page 868.

## About custom reports and dashboards

You can filter and summarize reports, and then save them for continued use. When saving a customized report, you can configure Symantec Data Loss Prevention to send the report according to a specific schedule.

Symantec Data Loss Prevention displays the titles of customized reports under **Incidents > Incident Reports**.

The **Incident Reports** screen displays all out-of-the-box and custom reports available to your assigned role(s). The list includes shared custom reports and the dashboards that you or anyone else in your current role created. Several standard reports are available with Symantec Data Loss Prevention.



Symantec Data Loss Prevention displays each report's name, associated product, and description. For custom reports, Symantec Data Loss Prevention indicates whether the report is shared or private and displays the report generation and delivery schedule.

You can modify existing reports and save them as custom reports, and you can also create custom dashboards. Custom reports and dashboards are listed in the **Saved Reports** section of the navigation panel.

You can click any report on the list to re-run it with current data.

You can view and run custom reports for reports created by users who have any of the roles that are assigned to you. You can only edit or delete the custom reports that are associated with the current role. The only custom reports visible to the Administrator are the reports that the Administrator user created.

A set of tables lists all the options available for filtering and summarizing reports.

See [“About summary reports”](#) on page 945.

See [“Summary options for incident reports”](#) on page 977.

See [“General filters for reports”](#) on page 974.

See [“Advanced filter options for reports”](#) on page 983.

**Create Dashboard** Lets you create a custom dashboard that displays summary data from several reports you specify. For users other than the Administrator, this option leads to the **Configure Dashboard** screen, where you specify whether the dashboard is private or shared. All Administrator dashboards are private.

See [“Creating dashboard reports”](#) on page 941.

**Edit Preferences** Lets you specify the report that displays at logon, as well as the reports that should appear in the navigation panel.

See [“Editing custom dashboards and reports”](#) on page 958.

Saved (custom) reports associated with your role appear near the top of the screen.

The following options are available for your current role's custom reports:



Click this icon next to a report to display the save report or configure dashboard screen. You can change the name, description, or schedule, or (for dashboards only) change the reports to include.

See [“Saving custom incident reports”](#) on page 951.

See [“Configuring dashboard reports”](#) on page 943.





Click this icon next to a report to display the screen to change the scheduling of this report. If this icon does not display, then this report is not currently scheduled.

See “[Saving custom incident reports](#)” on page 951.



Click this icon next to a report to delete that report. A dialog prompts you to confirm the deletion. When you delete a report, you cannot retrieve it. Make sure that no other role members need the report before you delete it.

## Using IT Analytics to manage incidents

IT Analytics Solution is a Business Intelligence (BI) application that complements and expands upon the reporting that is offered by Symantec Data Loss Prevention. It provides multi-dimensional analysis and robust graphical reporting features to Symantec Management Platform. This functionality lets you create on-the-fly ad-hoc reports without advanced knowledge of databases or third-party reporting tools. IT Analytics provides this powerful on-the-fly ad-hoc reporting with pivot tables, precompiled aggregations for fast answers to typically long-running queries, and easy export to .PDF, Excel, .CSV and .TIF files.

The IT Analytics Solution is supported for Symantec Data Loss Prevention version 10.5 and later.

For more information, see the *Data Loss Prevention Pack for Altiris IT Analytics Solution 7.1 SP2 from Symantec User Guide*, available at the following URL:

<http://www.symantec.com/business/support/index?page=content&id=DOC5526&key=56005>

## Filtering reports

You can filter an incident list or summary report.

### To filter an incident list

- 1 In the Enforce Server administration console, on the **Incidents** menu, select one of the types of reports.

For example, select **Network**, and then click **Policy Summary**.

- 2 In the **Filter** area, current filters are displayed, as well as options for adding and running other filters.



- 3 Modify the default filters as wanted. For example, from the **Status** filter drop-down lists, select **Equals** and **New**.

For Network, Mobile, and Endpoint reports, the default filters are **Date** and **Status**. For Discover reports, default filters are **Status**, **Scan**, and **Target ID**.

- 4 To add a new filter, select filter options from the drop-down lists. Click **Advanced Filters & Summarization** for additional options. Click **Add Filter** on the right, for additional filter options.

Select the filter type and parameters from left to right as if writing a sentence. For example, from the advanced filters, **Add Filter** options, select **Policy** and **Is Any Of**, and then select one or more policies to view in the report. Hold down Ctrl or Shift to select more than one item in the listbox.

- 5 Click **Apply** to update the report.

- 6 Save the report.

See [“Saving custom incident reports”](#) on page 951.

## Saving custom incident reports

After you summarize or filter a report, you can save it for continued use. When you save a customized report, Symantec Data Loss Prevention displays the report title under **Saved Reports** in the **Incident Reports** section. If a user chooses to share the report, Symantec Data Loss Prevention displays the report link only for users who belong to the same role as the user who created the report.

See [“About custom reports and dashboards”](#) on page 948.

You can edit the report later on the **Edit Preferences** screen.

See [“Editing custom dashboards and reports”](#) on page 958.

Optionally, you can schedule the report to be run automatically on a regular basis.

See [“Scheduling custom incident reports”](#) on page 952.

### To save a custom report

- 1 Set up a customized filter or summary report.

See [“About custom reports and dashboards”](#) on page 948.

Click **Save > Save As**.

- 2 Enter a unique report name and describe the report. The report name can include up to 50 characters.



- 3 In the **Sharing** section, users other than the administrator can share a custom report.

---

**Note:** This section does not appear for the administrator.

---

The **Sharing** section lets you specify whether to keep the report private or share it with other role members. Role members are other users who are assigned to the same role. To share the report, select **Share Report**. All role members now have access to this report, and all can edit or delete the report. If your account is deleted from the system, shared reports remain in the system. Shared reports are associated with the role, not with any specific user account. If you do not share a report, you are the only user who can access it. If your account is deleted from the system, your private reports are deleted as well. If you log on with a different role, the report is visible on the **Incident Reports** screen, but not accessible to you.

- 4 Click **Save**.

## Scheduling custom incident reports

Optionally, you can schedule a saved report to be run automatically on a regular basis.

You can also schedule the report to be emailed to specified addresses or to the data owners on a regular schedule.

See the *Symantec Data Loss Prevention Data Insight Implementation Guide*.



## To schedule a custom report

### 1 Click **Send > Schedule Distribution**.

If SMTP is not set up on your Enforce Server, you are not able to select the **Send** menu item to send the report.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

### 2 Specify the **Delivery Details**:

#### **To:**

Select whether the report is sent to specified email addresses or to the data owners.

#### **Manual - Sent to specified e-mail addresses**

Enter the specific email addresses manually in the text box.

#### **Auto - Send to incident data owners**

To send the report to the data owners, the **Send report data with emails** setting must be enabled for this option to appear.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.

If you select to have the report sent to the incident data owners, then the email address in the incident attribute **Data Owner Email Address** is the address where the report is sent.

This **Data Owner Email Address** must be set manually, or with a lookup plug-in.

See the *Symantec Data Loss Prevention Data Insight Implementation Guide*.

A maximum of 10000 incidents can be distributed per data owner.

#### **CC:**

Enter the email addresses manually in the text box.

#### **Subject:**

Use the default subject or modify it.

#### **Body:**

Enter the body of the email.

Response action variables can also be entered in the body.

See [“Response action variables”](#) on page 871.



- 3

In the **Schedule Delivery** section, specify the delivery schedule.  
See “[Delivery schedule options for incident and system reports](#)” on page 954.
- 4

In the **Change Incident Status / Attributes** section, you can implement workflow.  
  
The **Auto - Send to incident data owners** option must be set for this section to appear.  
See “[Configuring the Enforce Server to send email alerts](#)” on page 153.
- 5

After sending the report, you can change an incident's status to any of the valid values. Select a status value from the drop-down list.
- 6

You can also enter new values for any custom attributes.  
  
These attributes must be already set up.  
See “[About incident status attributes](#)” on page 997.
- 7

Select one of the custom attributes from the drop-down list.
- 8

Click **Add**.
- 9

In the text box, enter the new value for this custom attribute.  
  
After sending the report, the selected custom attributes set the new values for those incidents that were sent in the report.
- 10

Click **Next**.
- 11

Enter the name and description of the saved report.
- 12

Click **Save**.

# Delivery schedule options for incident and system reports

The **Schedule Delivery** section lets you set up a schedule for the report.

**Note:** If your Enforce Server is not configured to send email, or you are not allowed to send reports, the **Schedule Delivery** section does not appear.

When you make a selection from the list, additional fields appear.

To remove scheduling of a report that was previously scheduled, click the **Remove** option.

The following table describes the additional fields available for each option on the list.



|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Delivery Details</b> | <p>Specify the following delivery details:</p> <ul style="list-style-type: none"> <li>■ <b>Send To</b><br/>Specify <b>Manual</b> to specify the email addresses.<br/>Specify <b>Auto</b> for automatic sending to data owners.</li> <li>■ <b>To</b><br/>Enter one or more email addresses. Separate them with commas.</li> <li>■ <b>CC</b><br/>Enter one or more email addresses. Separate them with commas.</li> <li>■ <b>Subject</b><br/>Provide a subject for the email.</li> <li>■ <b>Body</b><br/>Enter the body of the email. Use variables for items such as the policy name.<br/>See <a href="#">“Response action variables”</a> on page 871.</li> </ul> |
| <b>One time</b>         | <p>Select <b>One time</b> to schedule the report to be run once at a future time, and then specify the following details for that report:</p> <ul style="list-style-type: none"> <li>■ <b>Time</b><br/>Select the time you want to generate the report.</li> <li>■ <b>Send Date</b><br/>Enter the date you want to generate the report, or click the date widget and select a date.</li> </ul>                                                                                                                                                                                                                                                                   |
| <b>Daily</b>            | <p>Select <b>Daily</b> to schedule the report to be run every day, and then specify the following details for that report:</p> <ul style="list-style-type: none"> <li>■ <b>Time</b><br/>Select the time you want to generate the report.</li> <li>■ <b>Until</b><br/>Enter the date you want to stop generating daily reports, click the date widget and select a date, or select <b>Indefinitely</b>.</li> </ul>                                                                                                                                                                                                                                                |
| <b>Weekly</b>           | <p>Select <b>Weekly</b> on to schedule the report to be run every week, and then specify the following details for that report:</p> <ul style="list-style-type: none"> <li>■ <b>Time</b><br/>Select the time you want to generate the report.</li> <li>■ <b>Days of Week</b><br/>Click to check one or more check boxes to indicate the day(s) of the week you want to generate the report.</li> <li>■ <b>Until</b><br/>Enter the date you want to stop generating weekly reports, click the date widget and select a date, or select <b>Indefinitely</b>.</li> </ul>                                                                                            |



- Monthly

Select **Monthly** on to schedule the report to be run every month, and then specify the following details for that report:
  - **Time**  
Select the time you want to generate the report.
  - **Day of Month**  
Enter the date on which you want to generate the report each month.
  - **Until**  
Enter the date you want to stop generating monthly reports, click the date widget and select a date, or select **Indefinitely**.

See “[Saving custom incident reports](#)” on page 951.

See “[Working with saved system reports](#)” on page 145.

## Delivery schedule options for dashboard reports

The **Delivery Schedule** section lets you set up a schedule for the report.

---

**Note:** If your Enforce Server is not configured to send email, or you are not allowed to send reports, the **Delivery Schedule** section does not appear.

---

When you make a selection from the **Schedule** drop-down list, additional fields appear.

The following table describes the additional fields available for each option on the list.

- No Schedule

Select **No Schedule** to save the report without a schedule.
- Once

Select **Once** to schedule the report to be run once at a future time, and then specify the following details for that report:
  - **On**  
Enter the date you want to generate the report, or click the date widget and select a date.
  - **At**  
Select the time you want to generate the report.
  - **Send To**  
Enter one or more email addresses. Separate them with commas.



- Send Every Day** Select **Send Every Day** to schedule the report to be run every day, and then specify the following details for that report:
- **At**  
 Select the time you want to generate the report.
  - **Until**  
 Enter the date you want to stop generating daily reports, click the date widget and select a date, or select **Indefinitely**.
  - **Send To**  
 Enter one or more email addresses. Separate them with commas.
- Send Weekly On** Select **Send Weekly** on to schedule the report to be run every week, and then specify the following details for that report:
- **Day**  
 Click to check one or more check boxes to indicate the day(s) of the week you want to generate the report.
  - **At**  
 Select the time you want to generate the report.
  - **Until**  
 Enter the date you want to stop generating weekly reports, click the date widget and select a date, or select **Indefinitely**.
  - **Send To**  
 Enter one or more email addresses. Separate them with commas.
- Send Monthly On** Select **Send Monthly** on to schedule the report to be run every month, and then specify the following details for that report:
- **Day of each month**  
 Enter the date on which you want to generate the report each month.
  - **At**  
 Select the time you want to generate the report.
  - **Until**  
 Enter the date you want to stop generating monthly reports, click the date widget and select a date, or select **Indefinitely**.
  - **Send To**  
 Enter one or more email addresses. Separate them with commas.

See [“Configuring dashboard reports”](#) on page 943.



## Using the date widget to schedule reports

The date widget specifies dates for reports.

The date widget enters the date for you. You can click **Today** to enter the current date.

**To use the date widget**

- 1 Click the date widget.
- 2 Click the left arrow or the right arrow on either side of the month to change the month.
- 3 Click the left arrow or the right arrow on either side of the year to change the year.
- 4 Click the desired date on the calendar.

## Editing custom dashboards and reports

You can edit any custom report or dashboard that you create.

**To edit a custom dashboard or report**

- 1 In the Enforce Server administration console, on the **Incidents** menu, select **Incident Reports**.  
  
The **Incident Reports** dashboard appears and displays **Saved Reports** near the top.
- 2 Click the edit icon next to the report or dashboard to edit.  
  
The **Save Report** screen or the **Save Dashboard** screen appears. You can edit the name, description, and schedule of any custom report or dashboard, and you can select different component reports for a custom dashboard.  
  
See [“Saving custom incident reports”](#) on page 951.
- 3 When you finish editing, click **Save**.

## Exporting incident reports

A report can be exported to a comma-separated text (.csv) file or to an XML file.

You can set up a CSV delimiter other than a comma. You can specify which fields are exported to XML. These options must be set in your profile before you export a report.

See [“Editing a user profile”](#) on page 60.



To export a report

- 1 Click **Incidents**, and select a type of report.
- 2 Navigate to the report that you want to export. Filter or summarize the incidents in the report, as desired.  
See [“Common incident report features”](#) on page 965.
- 3 Check the boxes on the left side of the incidents to select the incidents to export.
- 4 In the **Export** drop-down, select **Export All: CSV** or **Export All: XML**

---

**Note:** The XML schema files for exported reports are located in the `c:\Vontu\Protect\tomcat\webapps\ProtectManager\WEB-INF\lib\reportingapi-schema.jar` file.

See the *Reporting API Developers Guide* for a description of individual XML elements.

---

- 5 Click **Open** or **Save**. If you selected **Save**, a **Save As** dialog box opens, and you can specify the location and the file name.

See [“Exported fields for Network Monitor”](#) on page 959.

See [“Exported fields for Endpoint Discover”](#) on page 962.

See [“Exported fields for Network Discover”](#) on page 960.

See [“Exported fields for Mobile Prevent for Web”](#) on page 961.

See [“Printing incident reports”](#) on page 968.

See [“Sending incident reports by email”](#) on page 967.

# Exported fields for Network Monitor

The following fields are exported for Network Monitor:

|                |                                                                            |
|----------------|----------------------------------------------------------------------------|
| Type           | Incident type (for example <b>SMTP</b> , <b>HTTP</b> , or <b>FTP</b> ).    |
| Message Status | Status of this incident message.                                           |
| Severity       | Severity of this incident ( <b>High</b> , <b>Medium</b> , or <b>Low</b> ). |
| Sent           | Date and time the message was sent.                                        |
| ID             | Unique identifier for this incident.                                       |



|                  |                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy           | Name of the policy that triggered this incident.                                                                                                                                                      |
| Matches          | The number of times that this item matches the detection parameters of a policy rule.                                                                                                                 |
| Subject          | Subject of the message.                                                                                                                                                                               |
| Recipient(s)     | Recipient of the message.                                                                                                                                                                             |
| Status           | Status of this incident ( <b>New</b> , <b>Escalated</b> , <b>Dismissed</b> , or <b>Closed</b> ).                                                                                                      |
| Has Attachment   | Indicates if this message has an attachment.                                                                                                                                                          |
| Data Owner Name  | The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.<br><br>Reports can automatically be sent to the data owner for remediation. |
| Data Owner Email | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                        |

Custom attributes are also exported.

## Exported fields for Network Discover

The following fields are exported for Network Discover:

|                |                                                                            |
|----------------|----------------------------------------------------------------------------|
| Type           | Target type (for example file system, Lotus Notes, or SQL Database).       |
| Message Status | Status of this incident message.                                           |
| Severity       | Severity of this incident ( <b>High</b> , <b>Medium</b> , or <b>Low</b> ). |
| Detection Date | Date that an incident was detected.                                        |
| Seen Before    | Was this incident previously seen? The value is <b>Yes</b> or <b>No</b> .  |
| Subject        | Email subject for integrated Exchange scans.                               |
| Sender         | Email sender for integrated Exchange scans.                                |
| Recipient      | Email recipient for integrated Exchange scans.                             |
| ID             | Unique identifier for this incident.                                       |
| Policy         | Name of the policy that triggered this incident.                           |



|                           |                                                                                                                                                                                                       |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Matches</b>            | The number of times that this item matches the detection parameters of a policy rule.                                                                                                                 |
| <b>Location</b>           | Location (path) of this item.                                                                                                                                                                         |
| <b>Status</b>             | Status of this incident ( <b>New</b> , <b>Escalated</b> , <b>Dismissed</b> , or <b>Closed</b> ).                                                                                                      |
| <b>Target</b>             | Name of the scan target.                                                                                                                                                                              |
| <b>Scan</b>               | Date and time when the file was scanned.                                                                                                                                                              |
| <b>File Owner</b>         | Owner of the file.                                                                                                                                                                                    |
| <b>Last Modified Date</b> | Date and time when the item was last modified.                                                                                                                                                        |
| <b>File Create Date</b>   | Date and time when the item was created.                                                                                                                                                              |
| <b>Last Access Date</b>   | Date and time when the item was last accessed.                                                                                                                                                        |
| <b>Data Owner Name</b>    | The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.<br><br>Reports can automatically be sent to the data owner for remediation. |
| <b>Data Owner Email</b>   | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                        |

Custom attributes are also exported.

## Exported fields for Mobile Prevent for Web

The following fields are exported for Mobile Prevent for Web:

|                       |                                                                            |
|-----------------------|----------------------------------------------------------------------------|
| <b>Type</b>           | Incident type (for example <b>HTTP/S</b> or <b>FTP</b> ).                  |
| <b>Message Status</b> | Status of this incident message.                                           |
| <b>Severity</b>       | Severity of this incident ( <b>High</b> , <b>Medium</b> , or <b>Low</b> ). |
| <b>Sent</b>           | Date and time the message was sent.                                        |
| <b>ID</b>             | Unique identifier for this incident.                                       |
| <b>Policy</b>         | Name of the policy that triggered this incident.                           |



|                         |                                                                                                                                                                                                       |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Matches</b>          | The number of times that this item matches the detection parameters of a policy rule.                                                                                                                 |
| <b>Subject</b>          | Subject of the message.                                                                                                                                                                               |
| <b>Recipient(s)</b>     | Recipient of the message.                                                                                                                                                                             |
| <b>Status</b>           | Status of this incident ( <b>New</b> , <b>Escalated</b> , <b>Dismissed</b> , or <b>Closed</b> ).                                                                                                      |
| <b>Has Attachment</b>   | Indicates if this message has an attachment.                                                                                                                                                          |
| <b>Data Owner Name</b>  | The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.<br><br>Reports can automatically be sent to the data owner for remediation. |
| <b>Data Owner Email</b> | The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.                                                        |

## Exported fields for Endpoint Discover

The following fields are exported for Endpoint Discover:

|                    |                                                                                                  |
|--------------------|--------------------------------------------------------------------------------------------------|
| <b>Type</b>        | Target type (for example <b>Removable Storage</b> ).                                             |
| <b>Severity</b>    | Severity of this incident ( <b>High</b> , <b>Medium</b> , or <b>Low</b> ).                       |
| <b>Occurred On</b> | Date that an incident was detected.                                                              |
| <b>ID</b>          | Unique identifier for this incident.                                                             |
| <b>Policy</b>      | Name of the policy that triggered this incident.                                                 |
| <b>Matches</b>     | The number of times that this item matches the detection parameters of a policy rule.            |
| <b>Status</b>      | Status of this incident ( <b>New</b> , <b>Escalated</b> , <b>Dismissed</b> , or <b>Closed</b> ). |
| <b>File Name</b>   | Name of the file that violated the policy.                                                       |
| <b>File Path</b>   | Path of the file.<br><b>Note:</b> The file location appears only for fixed drive incidents.      |
| <b>Machine</b>     | Computer on which the incident occurred.                                                         |
| <b>User</b>        | Endpoint user name.                                                                              |



|                          |                                                                                                                                                                                                              |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Prevention Status</b> | Status from Endpoint (for example <b>Action Blocked</b> ).                                                                                                                                                   |
| <b>Subject</b>           | Subject of the message.                                                                                                                                                                                      |
| <b>Recipient(s)</b>      | Recipient of the message.                                                                                                                                                                                    |
| <b>Has Attachment</b>    | Indicates if this message has an attachment.                                                                                                                                                                 |
| <b>Data Owner Name</b>   | <p>The person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.</p> <p>Reports can automatically be sent to the data owner for remediation.</p> |
| <b>Data Owner Email</b>  | <p>The email address of the person responsible for remediating the incident. This field must be set manually, or with one of the lookup plug-ins.</p>                                                        |

Custom attributes are also exported.

## Deleting incidents

You can delete incidents, but you cannot recover the incidents that you have deleted. Because deletion is permanent, Symantec Data Loss Prevention offers options for deleting only certain parts of the data that triggered the incident.



### To delete an incident

- 1 Select from the following delete options:

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Delete incident completely</b>               | Permanently deletes the incident(s) and all associated data (for example, any emails and attachments). Note that you cannot recover the incidents that have been deleted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Retain incident, but delete message data</b> | Retains the actual incident(s) but discards the Symantec Data Loss Prevention copy of the data that triggered the incident(s). You have the option of deleting only certain parts of the associated data. The rest of the data is preserved.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Delete Original Message</b>                  | Deletes the message content (for example, the email message or HTML post). This option applies only to Network incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Delete Attachments/Files</b>                 | <p>This option refers to files (for Endpoint and Discover incidents) or email or posting attachments (for Network incidents). The options are All, which deletes all attachments, and Attachments with no violations. For example, choose this option to delete files (for Endpoint and Discover incidents) or email attachments (for Network incidents).</p> <p>This option deletes only those attachments in which Symantec Data Loss Prevention found no matches. For example, choose this option when you have incidents with individual files taken from a compressed file (Endpoint and Discover incidents) or several email attachments (Network incidents).</p> |

- 2 Click **Cancel** or **Delete**.

**Delete** permanently deletes the selected incident.

## Deleting custom dashboards and reports

You can delete any custom report or dashboard that you create.

### To delete a custom dashboard or report

- 1 In the Enforce Server administration console, on the **Incidents** menu, select **Incident Reports**.  
  
The **Incident Reports** dashboard appears and displays **Saved Reports** near the top.
- 2 Click the delete icon next to the report or dashboard to delete it.



- 3 Click **OK** to confirm.
- 4 Symantec Data Loss Prevention deletes the report, and removes it from the **Incident Reports** screen.

## Common incident report features

The following options are common to incident report lists:

- Icons to perform the following tasks for a report:
  - **Save**  
You can save the current report as a custom saved report.  
See [“Saving custom incident reports”](#) on page 951.
  - **Send**  
You can email the report or schedule the report distribution.  
See [“Saving custom incident reports”](#) on page 951.
  - **Export**  
You can export the current report as CSV or XML.  
See [“Exporting incident reports”](#) on page 958.
  - **Delete Report**  
If this report is not a saved report, then the **Delete Report** option does not appear.
- Report filters and summary options  
See [“Incident report filter and summary options”](#) on page 966.
- Page navigation icons  
See [“Page navigation in incident reports”](#) on page 966.

The following summary reports are available for the types of incidents:





- Network  
See [“Network summary report”](#) on page 885.
- Endpoint  
See [“Endpoint incident summary reports”](#) on page 900.
- Discover  
See [“Discover summary reports”](#) on page 928.
- Mobile  
See [“Mobile summary report”](#) on page 914.



# Page navigation in incident reports

All reports except executive summaries include page navigation options. Symantec Data Loss Prevention displays the number of currently visible incidents out of total report incidents (for example, 1-19 of 19 or 1-50 of 315).

Reports with more than 50 incidents have the following options:

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Displays the first page of the report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|  | Displays the previous page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|  | Displays the next page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|  | Displays the last page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Show All                                                                          | <p>Displays all items on one single page.</p> <p>Use the <b>Show All</b> link on an <b>Incident List</b> with caution when the system contains more than 500 incidents. Browser performance degrades drastically if more than 500 incidents are displayed on the <b>Incident List</b> page.</p>                                                                                                                                                                                                                 |
| Select All                                                                        | <p>Selects all incidents on all pages, so you can update them all at once. (Available only on Incident Lists.) Click <b>Unselect All</b> to cancel.</p> <p><b>Note:</b> Use caution when you choose <b>Select All</b>. This option selects all the incidents in the report (not only those on the current page). Any incident command that you subsequently apply affects all the incidents.</p> <p>To select only the incidents on the current page, select the checkbox at top left of the incident list.</p> |

See [“Common incident report features”](#) on page 965.

# Incident report filter and summary options

Filters are separated into commonly used filters, and advanced filters and summarizations.

The common filters include the following options:

|        |                                                                                                                                                                                                                                |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Status | Select <b>Equals</b> , <b>Is Any Of</b> , or <b>Is None Of</b> . Then select status values. Hold down <b>Ctrl</b> and click to select more than one separate status value. Hold down <b>Shift</b> and click to select a range. |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|                                             |                                                                                                                                                                 |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date</b><br>Network and Endpoint reports | Use the drop-down menu to select a date range, such as <b>Last Week</b> or <b>Last Month</b> . The default is <b>All Dates</b> .                                |
| <b>Severity</b>                             | Check the boxes to select the severity values.                                                                                                                  |
| <b>Scan</b><br>Discover reports             | For Discover reports, select the scan to report. You can select the most recent scan, the initial scan, or a scan in progress. <b>All Scans</b> is the default. |
| <b>Target ID</b>                            | For Discover reports, select the name of the target to report. <b>All Targets</b> is the default.                                                               |

Click the **Advanced Filters & Summarization** bar to expand the section with filter and summary options.

Click **Add Filter** to add an advanced filter.

Select a primary and optional secondary option for summarization. A single-summary report is organized with a single summary criterion, such as the policy that is associated with each incident. A double-summary report is organized with two criteria, such as policy and incident status.

---

**Note:** If you select a condition in which you enter the content to be matched in the text field, your entire entry must match exactly. For example, if you enter "apples and oranges", that exact text must appear in the specified component for it to be considered a match. The sentence "Bring me the apples and the oranges" is not considered a match.

---

For a complete list of the report filter and summary options, see the *Symantec Data Loss Prevention Administration Guide*.

See [“Common incident report features”](#) on page 965.

## Sending incident reports by email

You can send a copy of the current report to any email address.

To send reports, your system administrator must configure an SMTP server. The Administrator must specify a report distribution option on the **System > Settings** page. You must also specify an email address for your user account.

See [“Configuring the Enforce Server to send email alerts”](#) on page 153.



### To send a report

- 1 Click **Incidents**, and select a type of report.
- 2 Navigate to the report that you want to export. Filter or summarize the incidents in the report, as desired.  
See [“Common incident report features”](#) on page 965.
- 3 Click **Send** in the upper right corner.  
Alternatively, you can use the **Send** menu (above the filters).  
See [“Saving custom incident reports”](#) on page 951.
- 4 In the **Send Report** dialog box, specify the following options:

|                |                                                      |
|----------------|------------------------------------------------------|
| <b>To</b>      | Enter one or more email addresses (comma-separated). |
| <b>Subject</b> | Enter a subject for the message.                     |
| <b>Message</b> | Enter the message.                                   |

- 5 Click **Send** or **Cancel**.

See [“Printing incident reports”](#) on page 968.

See [“Exporting incident reports”](#) on page 958.

## Printing incident reports

You can print a report to any available printer.

### To print a report

- 1 Click **Incidents**, and select a type of report.
- 2 Navigate to the report that you want to export. Filter or summarize the incidents in the report, as desired.  
See [“Common incident report features”](#) on page 965.
- 3 Click **Print** in the upper right corner.
- 4 An image of the report appears in a browser window.
- 5 The printer selection dialog box appears, and you can select a printer.  
See [“Sending incident reports by email”](#) on page 967.  
See [“Exporting incident reports”](#) on page 958.



## Incident snapshot history tab

You can view the actions that were performed on the incident. For each action, the **History** tab displays the action date and time, the actor (a user or server), and the action or the comment. Click **Add Comment** to add a comment.

See [“Discover incident snapshots”](#) on page 920.

See [“Network incident snapshot”](#) on page 880.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Mobile incident snapshot”](#) on page 906.

## Incident snapshot attributes section

You can view a list of custom attributes and their values, if any have been specified. Click on attribute values to view an incident list that is filtered on that value. To add new values or edit existing ones, click **Edit**. In the **Edit Attributes** dialog box that appears, type the new values and click **Save**. Archived incidents are not displayed in the filtered list.

---

**Note:** This section appears only if a system administrator has configured custom attributes.

---

See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Network incident snapshot”](#) on page 880.

See [“Mobile incident snapshot”](#) on page 906.

## Incident snapshot correlations tab

You can view lists of the incidents that share various attributes of the current incident.

For example, if the copying of a file triggered the current incident, you can bring up a list of all the incidents that are related to the copying of this file. The **Correlations** tab shows a list of correlations that are matched to single attributes. Click on attribute values to view lists of the incidents that are related to those values.

To search for other incidents with the same attributes, click **Find Similar**. In the **Find Similar Incidents** dialog box that appears, select the desired search attributes.



Then click **Find Incidents**. Archived incidents are not displayed when you search for similar incidents.

See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Network incident snapshot”](#) on page 880.

See [“Mobile incident snapshot”](#) on page 906.

## Incident snapshot policy section

The **Policy** area shows the policy that was violated in the incident and indicates if the policy blocked a move or notified the user. It also shows the total number of matches for the policy, as well as matches per policy rule. Click the policy name to view a list of all incidents that violated the policy. Click view policy to view a read-only version of the policy.

You see the icons that describe the following information:

- Symantec Data Loss Prevention blocked a copy of the sensitive information.
- Symantec Data Loss Prevention notified the user about the copy of confidential data.

This section also lists other policies that are violated from the same file. To view the snapshot of an incident that is associated with a particular policy, click the **Go to Incident** link next to the policy name. To view a list of all incidents that are related to the file, click show all.

See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Network incident snapshot”](#) on page 880.

See [“Mobile incident snapshot”](#) on page 906.

## Incident snapshot matches section

In the **Matches** section, Symantec Data Loss Prevention displays the content (if applicable) and the matches that caused the incident.

Matches are highlighted in yellow. This section shows the match total and displays the matches in the order in which they appear in the original content. To view the rule that triggered a match, click on the highlighted match.

See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.



See [“Network incident snapshot”](#) on page 880.

See [“Mobile incident snapshot”](#) on page 906.

See [“About the Similarity Threshold and Similarity Score”](#) on page 480.

## Incident snapshot access information section

The **Access Information** section of an incident snapshot shows the Access Control Lists for that object.

Access Control Lists (ACL) are lists of the permissions that are attached to an object or piece of data. The list contains information about all users who have read and write permissions for the file. Use the list to view which users have access to the file as well as which actions each user can perform. The permissions for each user or group are not set through Symantec Data Loss Prevention. Administrators set the permissions for each file using other types of programs on the endpoint computer. Permissions are generally set at the time that the file is created.

For example, User 1 has permission to access the file `Example1.doc`. User 1 can view and edit the file. User 2 also has access to the file `Example1.doc`. However, User 2 can only view the file. User 2 does not have permission to make changes to the file. In the ACL, both User 1 and User 2 are listed with the permissions that have been granted to them.

[Table 48-1](#) shows the combinations.

**Table 48-1** Access control list example

| Name   | Permission  |
|--------|-------------|
| User 1 | GRANT READ  |
| User 1 | GRANT WRITE |
| User 2 | GRANT READ  |

The ACL contains a new line for each permission granted. The ACL only contains one line for User 2 because User 2 only has one permission, to read the file. User 2 cannot make any changes to the file. User 1 has two entries because User 1 has two permissions: reading the file and editing it.

You can view ACL information only on Discover and Endpoint local drive incident snapshots. You cannot view ACL information on any other type of incidents.

The **Access Information** section appears on the **Key Info** tab of the incident snapshot.



See [“Discover incident snapshots”](#) on page 920.

See [“Endpoint incident snapshot”](#) on page 892.

See [“Network incident snapshot”](#) on page 880.

See [“Mobile incident snapshot”](#) on page 906.

## Customizing incident snapshot pages

You can customize the appearance of the incident snapshot page.

### To customize the appearance of the incident snapshot page

- 1 From an incident snapshot, click **Customize Layout** (in the upper-right corner).
- 2 Select the information to appear on each of the tabs in the incident snapshots.  
**Tab 1** always contains the **Key Info**, and cannot be changed.
- 3 For each of the areas on the incident snapshot screen, select the information that appears.
- 4 Click **Save**.

## About filters and summary options for reports

You can set a number of filters and summaries for Symantec Data Loss Prevention incident reports.

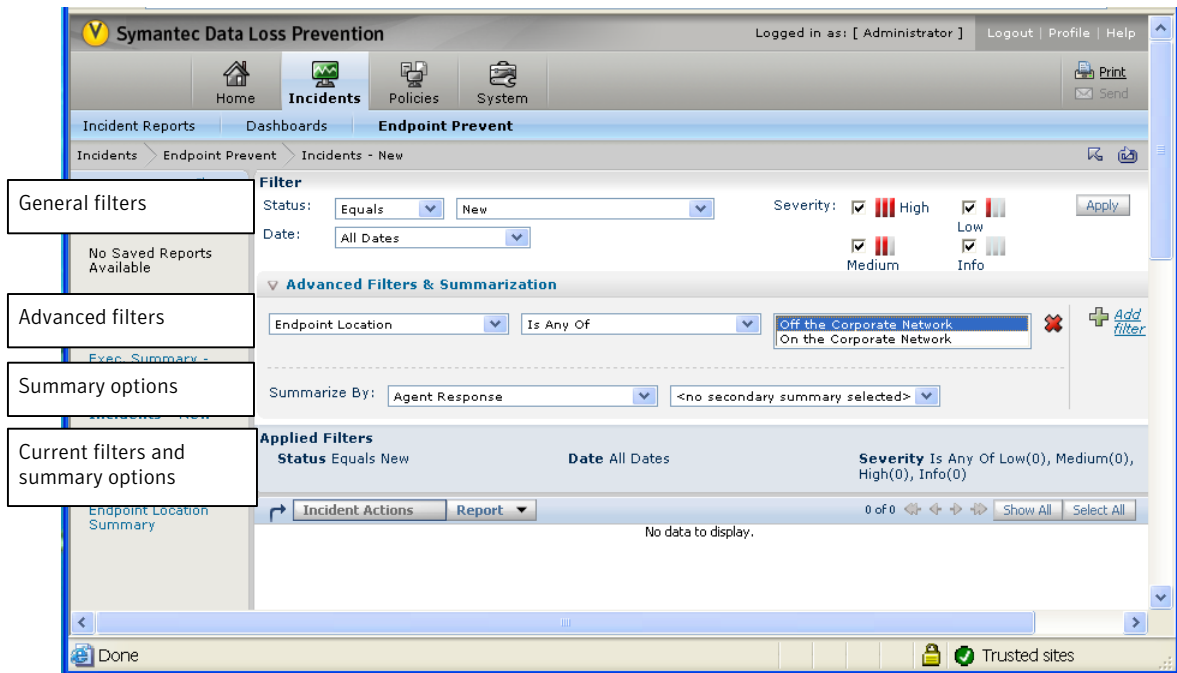
These filters let you see the incidents and incident data in different ways.

The set of filters apply separately to Network, Endpoint, Mobile, and Storage events.

[Figure 48-1](#) shows the locations of the options to filter and summarize reports.



Figure 48-1 Filter and summary options



The filters and summary options are in the following sections:

#### General filters

The general filter options are the most commonly used. See [“General filters for reports”](#) on page 974. They are always visible in the incident list report.

#### Advanced filters

The advanced filters provide many additional filter options. You must click the **Advanced Filters & Summarization** bar, and then click **Add Filter** to view these filter options. See [“Advanced filter options for reports”](#) on page 983.



|                 |                                                                                                                                                                            |                                                                         |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Summary options | The summary options provide ways to summarize the incidents in the list. You must click the <b>Advanced Filters &amp; Summarization</b> bar to view these summary options. | See <a href="#">“Summary options for incident reports”</a> on page 977. |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|

Symantec Data Loss Prevention contains many standard reports. You can also create custom reports or save report summary and filter options for reuse.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

## General filters for reports

General filters for reports include a set of a few common filters.

Most of these filters are applicable for all the products. Network Discover contains some general filters that relate to scans of storage. For example, you can filter the incidents that are in a particular scan. These filters are not applicable to Network Prevent or Endpoint Prevent.

[Table 48-2](#) lists the general filter options for report status values.

You can also create custom status values.

See [“About incident status attributes”](#) on page 997.

These status filters are available for Network, Endpoint, Mobile, and Discover incidents.

**Table 48-2**            General filters for status values

| Name              | Description                                                                                                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Equals</b>     | The status is equal to the field that is selected in the next drop-down.                                            |
| <b>Is Any Of</b>  | The status can be any of the fields that are selected in the next drop-down. Shift-click to select multiple fields. |
| <b>Is None Of</b> | The status is none of the fields that are selected in the next drop-down. Shift-click to select multiple fields.    |

[Table 48-3](#) lists the general filter options by date.

These date filters are available for Network, Mobile, and Endpoint incidents.



**Table 48-3** General filters by date

| Name                    | Description                                                                           |
|-------------------------|---------------------------------------------------------------------------------------|
| All Dates               | All of the dates that contain incidents.                                              |
| Current Month to Date   | All of the incidents that were reported for the current month up to today's date.     |
| Current Quarter to Date | All of the incidents that were reported for the current quarter up to today's date.   |
| Current Week to Date    | All of the incidents that were reported for the current week.                         |
| Current Year to Date    | All of the incidents that have been reported for the current year up to today's date. |
| Custom                  | A custom time frame. Select the dates that you want to view from the calendar menu.   |
| Last 7 Days             | All of the incidents that were reported in the previous seven days.                   |
| Last 30 Days            | All of the incidents that were reported in the previous 30 days.                      |
| Last Month              | All of the incidents that were reported during the previous calendar month.           |
| Last Week               | All of the incidents that were reported during the previous calendar week.            |
| Last Quarter            | All of the incidents that were reported during the previous quarter.                  |
| Last Year               | All of the incidents that were reported during the last calendar year.                |
| Today                   | All of the incidents that were reported today.                                        |
| Yesterday               | All of the incidents that were reported yesterday.                                    |

[Table 48-4](#) lists the general filter options by severity. Check the box to select the severities to include in the filter.

These severity filters are available for Network, Endpoint, Mobile, and Discover incidents.



Table 48-4            General filters for severity values

| Name   | Description                                                                                                                                                                            |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| High   | Lists only the high-severity incidents. Displays how many high-severity incidents are in the incident list.                                                                            |
| Info   | Lists only the incidents that are informational only. Informational incidents are not assigned any other severity. Displays how many informational incidents are in the incident list. |
| Low    | Lists only the low-severity incidents. Displays how many low-severity incidents are in the incident list.                                                                              |
| Medium | Lists only the medium-severity incidents. Displays how many medium-severity incidents are in the incident list.                                                                        |

Table 48-5 lists the general filter options for Network Discover scans. This filter is only available for Discover incidents.

Table 48-5            General filters for scans

| Name                | Description                                                                               |
|---------------------|-------------------------------------------------------------------------------------------|
| All Scans           | All of the incidents that have been reported in all of the scans that have been run.      |
| Initial Scan        | All of the incidents that were reported in the initial scan.                              |
| In Process          | All of the incidents that have been reported in the scans that are currently in progress. |
| Last Completed Scan | All of the incidents that were reported in the last complete scan.                        |

You can filter Discover incidents by **Target ID**. This filter is only available for Discover incidents.

Select the target, or select **All Targets**. Shift-click to select multiple fields.

Table 48-6 lists the general filter options by detection date for Discover incidents.

Table 48-6            General filters by date

| Name                  | Description                                                                       |
|-----------------------|-----------------------------------------------------------------------------------|
| All Dates             | All of the dates that contain incidents.                                          |
| Current Month to Date | All of the incidents that were reported for the current month up to today's date. |



**Table 48-6** General filters by date (*continued*)

| Name                           | Description                                                                                                                                                      |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Current Quarter to Date</b> | All of the incidents that were reported for the current quarter up to today's date.                                                                              |
| <b>Current Week to Date</b>    | All of the incidents that were reported for the current week.                                                                                                    |
| <b>Current Year to Date</b>    | All of the incidents that have been reported for the current year up to today's date.                                                                            |
| <b>Custom</b>                  | A custom time frame. Select the dates that you want to view from the calendar menu.                                                                              |
| <b>Custom Since</b>            | The Symantec DLP Agents that have connected to the Endpoint Server from a specific date to the present date. Select the date where you want the filter to begin. |
| <b>Custom Before</b>           | The Symantec DLP Agents that have connected to an Endpoint Server before a specific date. Select the final date for the filter.                                  |
| <b>Last 7 Days</b>             | All of the incidents that were reported in the previous seven days.                                                                                              |
| <b>Last 30 Days</b>            | All of the incidents that were reported in the previous 30 days.                                                                                                 |
| <b>Last Month</b>              | All of the incidents that were reported during the previous calendar month.                                                                                      |
| <b>Last Week</b>               | All of the incidents that were reported during the previous calendar week.                                                                                       |
| <b>Last Quarter</b>            | All of the incidents that were reported during the previous quarter.                                                                                             |
| <b>Last Year</b>               | All of the incidents that were reported during the last calendar year.                                                                                           |
| <b>Today</b>                   | All of the incidents that were reported today.                                                                                                                   |
| <b>Yesterday</b>               | All of the incidents that were reported yesterday.                                                                                                               |

## Summary options for incident reports

Incident report summaries provide options for a summary of the information that is contained within the incidents. For example, you can summarize incidents by the status or the policy.



**Note:** Archived incidents are not included in report summaries unless the Advanced filter option for the **Is Archived** filter is set to **Show Archived and non-Archived incidents**.

See [“About incident archiving”](#) on page 993.

[Table 48-7](#) lists the summary options for incident reports.

**Table 48-7** Summary filters

| Name                     | Description                                                                                                                                                                                                                                                                                                                      | Applicable products                       |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Agent Configuration      | Summarize the agents and incidents by the associated agent configuration entity. If you have more than one agent configuration entity configured, you can summarize or filter by a specific entity drop down menu. If the default agent configuration entity is the only entity configured, you will not see the drop down menu. | Endpoint                                  |
| Agent Response           | Summarize incidents by how the agent has responded to the incident.                                                                                                                                                                                                                                                              | Endpoint                                  |
| Content Root             | Summarize the incidents by the content root path.                                                                                                                                                                                                                                                                                | Discover                                  |
| Data Owner Email Address | The email address of the person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.                                                                                                                                                                                             | Network<br>Endpoint<br>Discover           |
| Data Owner Name          | The person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.<br><br>Reports can automatically be sent to the data owner for remediation.                                                                                                                                      | Network<br>Endpoint<br>Discover<br>Mobile |
| Destination IP           | Summarize the incidents by the destination IP address.                                                                                                                                                                                                                                                                           | Network<br>Endpoint                       |



**Table 48-7** Summary filters (*continued*)

| Name                       | Description                                                                                                                                                                                                                        | Applicable products  |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>Detection Month</b>     | Summarize the incidents by the month in which they were detected.                                                                                                                                                                  | Discover             |
| <b>Detection Quarter</b>   | Summarize the incidents by the calendar quarter in which they were detected.                                                                                                                                                       | Discover             |
| <b>Detection Week</b>      | Summarize the incidents by the week in which they were detected.                                                                                                                                                                   | Discover             |
| <b>Detection Year</b>      | Summarize the incidents by the year in which they were detected.                                                                                                                                                                   | Discover             |
| <b>Device Instance ID</b>  | Summarize the incidents by the specific device that created the violation.                                                                                                                                                         | Endpoint             |
| <b>Domain</b>              | Summarize the incidents by the domain name.                                                                                                                                                                                        | Network              |
| <b>Email</b>               | Summarize the incidents by the email associated with the violation.                                                                                                                                                                | Mobile               |
| <b>Endpoint Location</b>   | <p>Summarize the incidents by the location of the endpoint.</p> <p>The location can be one of the following:</p> <ul style="list-style-type: none"> <li>■ On the Corporate Network</li> <li>■ Off the Corporate Network</li> </ul> | Endpoint             |
| <b>File Name</b>           | Summarize the incidents by the file name that is associated with the incident.                                                                                                                                                     | Endpoint             |
| <b>File Owner</b>          | Summarize the incidents by the owner of the file.                                                                                                                                                                                  | Discover             |
| <b>Investigating State</b> | Summarize the agents by the current status.                                                                                                                                                                                        | Endpoint<br>Discover |
| <b>Location</b>            | Summarize the incidents by their location.                                                                                                                                                                                         | Discover             |



**Table 48-7** Summary filters (*continued*)

| Name                                 | Description                                                                                   | Applicable products                       |
|--------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Log Level</b>                     | Summarize the agents by their configured log levels.                                          | Endpoint                                  |
| <b>Machine IP (Corporate)</b>        | Summarize the incidents by the IP address of a machine on the corporate network.              | Endpoint                                  |
| <b>Machine Name</b>                  | Summarize the incident by the computer name on which the incidents were created.              | Endpoint                                  |
| <b>Month</b>                         | Summarize the incidents by the month in which they were created.                              | Network<br>Endpoint<br>Mobile             |
| <b>Months Since First Detected</b>   | Summarize the incidents by how many months have passed since the incident was first detected. | Discover                                  |
| <b>Network Prevention Action</b>     | Summarize the incidents by the action from Network Prevent.                                   | Network                                   |
| <b>No primary summary selected</b>   | Placeholder selection to denote that no primary summary has been selected.                    | Network<br>Endpoint<br>Discover           |
| <b>No secondary summary selected</b> | Placeholder selection to denote that no summary has been selected.                            | Network<br>Endpoint<br>Discover           |
| <b>Policy</b>                        | Summarize the incidents by the policy from which they were created.                           | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Policy Group</b>                  | Summarize the incidents by the policy group to which they belong.                             | Network<br>Discover<br>Mobile             |



**Table 48-7** Summary filters (*continued*)

| Name                                    | Description                                                                                           | Applicable products             |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------|
| <b>Policy rule</b>                      | Summarize the incidents by the policy rule which generated the violation.                             | Mobile                          |
| <b>Protect Status</b>                   | Summarize the incidents by the Network status of the incidents.                                       | Discover                        |
| <b>Protocol</b>                         | Summarize the incidents by the protocol that generated the incident.                                  | Network<br>Mobile               |
| <b>Protocol or Endpoint Destination</b> | Summarize the incidents by the protocol or the endpoint destination where the incidents were created. | Endpoint                        |
| <b>Remediation Detection Status</b>     | Summarize the incidents by their remediation detection status.                                        | Discover                        |
| <b>Quarantine Failure Reason</b>        | Summarize the incidents by the reason that the quarantine response action failed.                     | Endpoint<br>Discover            |
| <b>Quarter</b>                          | Summarize the incidents by the quarter in which they were created.                                    | Network<br>Endpoint<br>Mobile   |
| <b>Quarters Since First Detected</b>    | Summarize the incidents by how many quarters have passed since the incident was first detected.       | Discover                        |
| <b>Recipient</b>                        | Summarize the incidents by the recipient.                                                             | Discover                        |
| <b>Scan</b>                             | Summarize the incidents by which scan was used to find the incidents.                                 | Discover                        |
| <b>Scanned Machine</b>                  | Summarize the incidents by the computers that have been scanned.                                      | Discover                        |
| <b>Sender</b>                           | Summarize the incidents by the sender.                                                                | Network<br>Endpoint<br>Discover |



**Table 48-7** Summary filters (*continued*)

| Name                         | Description                                                                        | Applicable products                       |
|------------------------------|------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Server</b>                | Summarize the incidents by the server on which they were created.                  | Network<br>Endpoint<br>Mobile             |
| <b>Source IP</b>             | Summarize the incidents by the source IP address from which they were created.     | Network<br>Endpoint<br>Mobile             |
| <b>Source File</b>           | Summarize the incidents by the source file that violated the policy.               | Endpoint                                  |
| <b>Status</b>                | Summarize the incidents by the incident status.                                    | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Subject</b>               | Summarize the incidents by the subject.                                            | Discover                                  |
| <b>Mobile Prevent Action</b> | Summarize the incidents by the response rule action that was taken.                | Mobile                                    |
| <b>Target ID</b>             | Summarize the incidents by the target scan ID.                                     | Discover                                  |
| <b>Target Type</b>           | Summarize the incidents by the type of target on which the incident was generated. | Discover                                  |
| <b>User Justification</b>    | Summarize the incidents by the justification that was input by the user.           | Endpoint                                  |
| <b>User Name</b>             | Summarize the incidents by the user who generated the incident.                    | Endpoint                                  |
| <b>Week</b>                  | Summarize the incidents by the week in which they were created.                    | Network<br>Endpoint<br>Mobile             |



**Table 48-7** Summary filters (*continued*)

| Name                              | Description                                                                                  | Applicable products           |
|-----------------------------------|----------------------------------------------------------------------------------------------|-------------------------------|
| <b>Weeks Since First Detected</b> | Summarize the incidents by how many weeks have passed since the incident was first detected. | Discover                      |
| <b>Year</b>                       | Summarize the incidents by the year in which they were created.                              | Network<br>Endpoint<br>Mobile |
| <b>Years Since First Detected</b> | Summarize the incident by how many years have passed since the incident was first detected.  | Discover                      |

# Advanced filter options for reports

Advanced report filters let you filter incidents related to specific actions or text strings. For example, you can filter the incidents that relate to a specific keyword. Or, you can filter out the incidents that relate to a certain action. These filters combine a set of chooser fields or text boxes to create the advanced filter.

[Table 48-8](#), [Table 48-9](#), and [Table 48-10](#) list the advanced filter options for reports.

**Table 48-8** Advanced filters, first field

| Name                       | Description                                                                                                                                                                                                                                                                                                                      | Applicable products |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Agent Configuration</b> | Summarize the agents and incidents by the associated agent configuration entity. If you have more than one agent configuration entity configured, you can summarize or filter by a specific entity drop down menu. If the default agent configuration entity is the only entity configured, you will not see the drop down menu. | Endpoint            |



**Table 48-8** Advanced filters, first field (*continued*)

| Name                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Applicable products |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Agent Configuration Status</b> | <p>Summarize the agent by the status of the configuration entity.</p> <p>Depending on whether you are implementing the agent configuration models through the Enforce administration console or the Symantec Management Platform (SMP) console, the Agent Configuration Status results vary.</p> <p>The following results are applicable if you deploy the entities through the Enforce console:</p> <ul style="list-style-type: none"> <li>■ <b>Current Configuration</b><br/>The configuration on the agent is the same as the configuration on the Endpoint Server.</li> <li>■ <b>Outdated Configuration</b><br/>The configuration on the agent is different than the configuration on the Endpoint Server.</li> <li>■ <b>Unknown/deleted Configuration</b><br/>The agents either cannot report which configuration is installed, or the configuration on the agent has been deleted from the Endpoint Server.</li> </ul> <p>The following results are applicable if you deploy the entities through SMP:</p> <ul style="list-style-type: none"> <li>■ <b>Current Configuration</b><br/>The named configuration on the Endpoint Server has not changed since it was sent to the agent.</li> <li>■ <b>Outdated Configuration</b><br/>The named configuration on the Endpoint Server has changed since it was sent to the agent.</li> <li>■ <b>Unknown/deleted Configuration</b><br/>The agents either cannot report which configuration is installed, or the named configuration has been deleted from the system.</li> </ul> | Endpoint            |



**Table 48-8**      Advanced filters, first field (*continued*)

| Name                            | Description                                                                                                                                                                                 | Applicable products                       |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Agent Response</b>           | Filter incidents by how the agent has responded to the incident.                                                                                                                            | Endpoint                                  |
| <b>Application Name</b>         | Filter the incidents by the name of the application where the incident was generated.                                                                                                       | Endpoint                                  |
| <b>Application Window Title</b> | Filter the incidents by a string in the title of the window where the incident was generated.                                                                                               | Endpoint                                  |
| <b>Attachment File Name</b>     | Filter incidents by the file name of the attachment that is associated with the incident.                                                                                                   | Network<br>Mobile                         |
| <b>Attachment File Size</b>     | Filter incidents by the size of the attachment that is associated with the incident.                                                                                                        | Network<br>Mobile                         |
| <b>Content Root</b>             | Filter the incidents by the content root path.                                                                                                                                              | Discover                                  |
| <b>Data Owner Email Address</b> | The email address of the person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.                                                        | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Data Owner Name</b>          | The person responsible for remediating the incident. This field must be set manually, or with a lookup plug-in.<br><br>Reports can automatically be sent to the data owner for remediation. | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Destination IP</b>           | Filter the incidents by the destination IP address for the message that generated the incident.                                                                                             | Network<br>Endpoint<br>Mobile             |
| <b>Detection Date</b>           | Filter the incidents by the date that the incident was detected.                                                                                                                            | Discover                                  |
| <b>Device Instance ID</b>       | Summarize the incidents by the specific device that created the violation.                                                                                                                  | Endpoint                                  |
| <b>Document Name</b>            | Filter the incidents by the name of the violating document.                                                                                                                                 | Discover                                  |



**Table 48-8** Advanced filters, first field (*continued*)

| Name                           | Description                                                                                                                                                                                                                 | Applicable products                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Domain</b>                  | Filter the incidents by the domain name that is associated with the incident.                                                                                                                                               | Network                                   |
| <b>Email</b>                   | Filter the incidents by the email address to which they are associated.                                                                                                                                                     | Mobile                                    |
| <b>Endpoint Location</b>       | Filter the incidents by the endpoint location.<br>The location can be one of the following: <ul style="list-style-type: none"> <li>■ <b>On the Corporate Network</b></li> <li>■ <b>Off the Corporate Network</b></li> </ul> | Endpoint                                  |
| <b>File Last Modified Date</b> | Filter the incidents by the last date when the file was modified.                                                                                                                                                           | Endpoint<br>Discover                      |
| <b>File Location</b>           | Filter the incidents by the location of the violating file.                                                                                                                                                                 | Endpoint                                  |
| <b>File Name</b>               | Filter the incidents by the name of the violating file. No wildcards, but you can specify a partial match, for example <code>.pdf</code> .                                                                                  | Endpoint<br>Discover                      |
| <b>File Owner</b>              | Filter the incidents by the owner of the violating files.                                                                                                                                                                   | Discover                                  |
| <b>File Size</b>               | Filter the incidents by the size of the violating file.                                                                                                                                                                     | Endpoint<br>Discover                      |
| <b>Incident History Issuer</b> | Filter the incidents by the user responsible for issuing the history of the incident.                                                                                                                                       | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Incident ID</b>             | Filter the incidents by the ID of the incidents.                                                                                                                                                                            | Network<br>Endpoint<br>Discover<br>Mobile |



**Table 48-8**      Advanced filters, first field (*continued*)

| Name                        | Description                                                                                                                                                                                                                                                                                                   | Applicable products                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <b>Incident Match Count</b> | Filter the incidents by the number of incident matches.                                                                                                                                                                                                                                                       | Network<br>Endpoint<br>Discover<br>Mobile                   |
| <b>Incident Notes</b>       | Filter the incidents by a string in the incident notes.                                                                                                                                                                                                                                                       | Network<br>Endpoint<br>Discover<br>Mobile                   |
| <b>Incident Reported On</b> | Filter the incidents by the date that the incident was reported.                                                                                                                                                                                                                                              | Endpoint                                                    |
| <b>Investigating State</b>  | Filter the agents by the investigation state. You can select one of the following:<br><ul style="list-style-type: none"> <li>■ Investigating</li> <li>■ Not Investigating</li> </ul>                                                                                                                          | Discover<br>Endpoint                                        |
| <b>Is Archived</b>          | Filters archived incidents. You can select one of the following:<br><ul style="list-style-type: none"> <li>■ <b>Show Archived and non-Archived Incidents</b></li> <li>■ <b>Show Archived</b></li> </ul> See <a href="#">“About incident archiving”</a> on page 993.                                           | Network<br>Endpoint<br>Discover<br>Mobile<br>Classification |
| <b>Is Archive Allowed</b>   | Filters the incidents based on the state of the <b>Is Archived Allowed</b> flag. Select the <b>Is Any Of</b> operator from the second field, then select either the <b>Allow Archive</b> or <b>Do Not Archive</b> option from the third field.<br>See <a href="#">“About incident archiving”</a> on page 993. | Network<br>Endpoint<br>Discover<br>Mobile<br>Classification |
| <b>Last Connection Time</b> | Filter agents according to the last time each agent connected to the Endpoint Server.                                                                                                                                                                                                                         | Endpoint                                                    |
| <b>Location</b>             | Filter the incidents by their location. Location can include the server where the incidents were generated.                                                                                                                                                                                                   | Discover                                                    |



**Table 48-8** Advanced filters, first field (*continued*)

| Name                                    | Description                                                                                   | Applicable products                       |
|-----------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------|
| <b>Machine IP (Corporate)</b>           | Filter the incidents by the IP address of the computer on which the incidents were created.   | Endpoint                                  |
| <b>Machine Name</b>                     | Filter the incidents by the computer name on which the incidents were created.                | Endpoint                                  |
| <b>Minimum Similarity Score</b>         | Filter the incidents by how similar the violations are to each other.                         | Mobile                                    |
| <b>Network Prevent Action</b>           | Filter the incidents by the action from Network Prevent.                                      | Network                                   |
| <b>Policy</b>                           | Filter the incidents by the policy from which they were created.                              | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Policy Group</b>                     | Filter the incidents by the policy group to which they belong.                                | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Policy Rule</b>                      | Filter the incidents by the policy rule that generated the incidents.                         | Network<br>Endpoint<br>Discover<br>Mobile |
| <b>Protect Status</b>                   | Filter the incidents by the Network Protect status of the incidents.                          | Discover                                  |
| <b>Protocol</b>                         | Filter the incidents by the protocol to which they belong.                                    | Network<br>Mobile                         |
| <b>Protocol or Endpoint Destination</b> | Filter the incidents by the protocol or the endpoint destination that generated the incident. | Endpoint                                  |
| <b>Read ACL: File</b>                   | Filter the incidents by the File access control list.                                         | Endpoint<br>Discover                      |



**Table 48-8**      Advanced filters, first field (*continued*)

| Name                                    | Description                                                                                   | Applicable products                                                                     |
|-----------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Read ACL: Share</b>                  | Filter the incidents by the Share access control list.                                        | Discover                                                                                |
| <b>Recipient</b>                        | Filter the incidents by the name of the recipient of the message that generated the incident. | Network<br>Endpoint<br>Discover                                                         |
| <b>Remediation Detection Status</b>     | Filter the incidents by their remediation detection status.                                   | Discover                                                                                |
| <b>Scanned Machine</b>                  | Filter the incidents by the computers that have been scanned.                                 | Discover                                                                                |
| <b>Seen Before</b>                      | Filter the incidents on whether an earlier connected incident exists.                         | Discover, but not for SQL Database incidents (where <b>Seen Before</b> is always false) |
| <b>Sender</b>                           | Filter the incidents by the sender.                                                           | Network<br>Endpoint<br>Discover                                                         |
| <b>Server</b>                           | Filter the incidents by the server on which they were created.                                | Network<br>Endpoint<br>Discover<br>Mobile                                               |
| <b>SharePoint ACL: Permission Level</b> | Filter the incidents on the permission level of the SharePoint access control list.           | Discover                                                                                |
| <b>SharePoint ACL: User/Group</b>       | Filter the incidents on the user or group in the SharePoint access control list.              | Discover                                                                                |
| <b>Source IP</b>                        | Filter the incidents by the source IP address from which they were created.                   | Network<br>Mobile                                                                       |
| <b>Subject</b>                          | Filter incidents by the subject line of the message that generated the incident.              | Network<br>Discover                                                                     |



Table 48-8      Advanced filters, first field (continued)

| Name                      | Description                                                                             | Applicable products                          |
|---------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------|
| Superseded                | Filter the incidents by the incident responses have been superseded by other responses. | Discover<br>Endpoint                         |
| Mobile Prevent Action     | Filter the incidents by the response rule action that was taken.                        | Mobile                                       |
| Target Type               | Filter the incidents by the type of target that is associated with the incidents.       | Discover                                     |
| Time Since First Detected | Filter the incidents by how much time has passed since the incident was first detected. | Discover, but not for SQL Database incidents |
| URL                       | Filter the incidents by the URL where the violations occurred.                          | Discover                                     |
| User Justification        | Filter the incidents by the justification that was input by the user.                   | Endpoint                                     |
| User Name                 | Filter the incidents by the user who generated the incident.                            | Endpoint                                     |

The second field in the advanced filters lets you select the match type in the filter.

Table 48-9      Advanced filters, second field

| Name                         | Description                                                                                                                       |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Contains Any Of              | Lets you modify the filter to include any words in the text string, or lets you choose from a list in the third field.            |
| Contains Ignore Case         | Lets you modify the filter to ignore a specific text string.                                                                      |
| Does Not Contain Ignore Case | Lets you modify the filter to filter out the ignored text string.                                                                 |
| Does Not Match Exactly       | Lets you modify the filter to match on any combination of the text string.                                                        |
| Ends with Ignore Case        | Lets you modify the filter so that only the incidents that end with the ignored text string appear.                               |
| Is Any Of                    | Lets you modify the filter so that the results include any of the text string, or lets you choose from a list in the third field. |



**Table 48-9** Advanced filters, second field (*continued*)

| Name                               | Description                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Is Between</b>                  | Lets you modify the filter so that the numerical results are between a range of specified numbers.                                       |
| <b>Is Greater Than</b>             | Lets you modify the filter so that the numerical results are greater than a specified number.                                            |
| <b>Is Less Than</b>                | Lets you modify the filter so that the numerical results are less than a specified number.                                               |
| <b>Is None Of</b>                  | Lets you modify the filter so that the results do not include any of the text string, or lets you choose from a list in the third field. |
| <b>Matches Exactly</b>             | Lets you modify the filter to match exactly the text string.                                                                             |
| <b>Matches Exactly Ignore Case</b> | Lets you modify the filter so that the filter must match the ignored text string exactly.                                                |
| <b>Starts with Ignore Case</b>     | Lets you modify the filter so that only the incidents that start with the ignored text string appear.                                    |

The third field in the advanced filters lets you select from a list of items, or provides an empty box to enter a string.

This third field varies depending on the selections in the first and second fields.

For a list of items, use Shift-click to select multiple items.

For strings, wildcards are not allowed, but you can enter a partial string.

For example, you can enter `.pdf` to select any PDF file.

If you do not know what text to enter, use the summary options to view the list of possible text values. You can also see a summary of how many incidents are in each category.

See [“Summary options for incident reports”](#) on page 977.

[Table 48-10](#) lists some of the options in the third field.

**Table 48-10** Advanced filters, third field

| Name                   | Description                                                              |
|------------------------|--------------------------------------------------------------------------|
| <b>Blocked</b>         | The user was blocked from performing the action that cause the incident. |
| <b>Content Removed</b> | The content in violation was removed.                                    |



Table 48-10      Advanced filters, third field *(continued)*

| Name                     | Description                                                           |
|--------------------------|-----------------------------------------------------------------------|
| No Remediation           | No incident remediation has occurred for this incident.               |
| None                     | No action was taken regarding the violation that caused the incident. |
| Protect File Copied      | The file in violation was copied to another location.                 |
| Protect File Quarantined | The file in violation was quarantined to another location.            |
| User Notified            | The user was notified that a violation had occurred.                  |



# Archiving incidents

This chapter includes the following topics:

- [About incident archiving](#)
- [Archiving incidents](#)
- [Restoring archived incidents](#)
- [Preventing incidents from being archived](#)
- [Deleting archived incidents](#)

## About incident archiving

Incident archiving lets you flag specified incidents as "archived." Because these archived incidents are excluded from normal incident reporting, you can improve the reporting performance of your Symantec Data Loss Prevention deployment by archiving any incidents that are no longer relevant. The archived incidents remain in the database; they are not moved to another table, database, or other type of offline storage.

You can set filters on incident reports in the Enforce Server administration console to display only archived incidents or to display both archived and non-archived incidents. Using these reports, you can flag one or more incidents as archived by using the **Archive** options that are available when you select one or more incidents and click the **Incident Actions** button. The **Archive** options are:

- **Archive Incidents**—Flags the selected incidents as archived.
- **Restore Incidents**—Restores the selected incidents to the non-archived state.
- **Do Not Archive**—Prevents the selected incidents from being archived.
- **Allow Archive**—Allows the selected incidents to be archived.



The archive state of an incident displays in the incident snapshot screen in the Enforce Server administration console. The **History** tab of the incident snapshot includes an entry for each time the **Do Not Archive** or **Allow Archive** flags are set for the incident.

See [“Filtering reports”](#) on page 950.

Access to archiving functionality is controlled by roles. You can set the following user privileges on a role to control access:

- **Archive Incidents**—Grants permission for a user to archive incidents.
- **Restore Archive Incidents**—Grants permission for a user to restore archived incidents.
- **Remediate Incidents**—Grants permission for a user to set the **Do Not Archive** or **Allow Archive** flags.

See [“About role-based access control”](#) on page 87.

See [“Archiving incidents ”](#) on page 994.

See [“Restoring archived incidents ”](#) on page 994.

See [“Preventing incidents from being archived”](#) on page 995.

## Archiving incidents

### To archive incidents

- 1 Open the Enforce Server administration console and navigate to an incident report.
- 2 Select the incidents you want to archive, either by selecting the incidents manually or by setting filters or advanced filters to return the set of incidents that you want to archive.
- 3 Click the **Incident Actions** button and select **Archive > Archive Incidents**.  
The selected incidents are archived.

## Restoring archived incidents

### To restore archived incidents

- 1 Open the Enforce Server administration console and navigate to an incident report.
- 2 Select the **Advanced Filters & Summarization** link.
- 3 Click the **Add filter** button.



- 4 Select **Is Archived** in the first drop-down list.
- 5 Select **Show Archived** from the second drop-down list.
- 6 Select the incidents you want to restore, either by selecting incidents manually or by setting filters or advanced filters to return the set of incidents you want to restore.

The selected incidents are restored.

## Preventing incidents from being archived

You can prevent incidents from being archived using either an incident report or an incident snapshot.

### To prevent incidents from being archived using an incident report

- 1 Open the Enforce Server administration console and navigate to an incident report.
- 2 Select the incidents you want to prevent from being archived. You can select incidents manually or by setting filters or advanced filters to return the set of incidents you want to prevent from being archived.
- 3 Click the **Incident Actions** button and select **Archive > Do Not Archive**.

The selected incidents are prevented from being archived.

---

**Note:** You can allow incidents to be archived that you have prevented from being archived by selecting the incidents and then selecting **Archive > Allow Archive** from the **Incident Actions** button.

---

### To prevent an incident from being archived using the incident snapshot

- 1 Open the Enforce Server administration console and navigate to an incident report.
- 2 Click on an incident to open the incident snapshot.
- 3 On the **Key Info** tab, in the **Incident Details** section, click **Do Not Archive**.

---

**Note:** You can allow an incident to be archived that you have prevented from being archived by opening the incident snapshot and then clicking **Allow Archive** in the **Incident Details** section.

---



# Deleting archived incidents

## To delete archived incidents

- 1 Open the Enforce Server administration console and navigate to an incident report.
- 2 Click the **Advanced Filters & Summarization** link.
- 3 Click **Add filter**.
- 4 Select **Is Archived** in the first drop-down list.
- 5 Select **Show Archived** from the second drop-down list.
- 6 Select the incidents you want to delete. You can select the incidents manually or you can set filters or advanced filters that return the set of incidents you want to delete.
- 7 Click the **Incident Actions** button and select **Delete incidents**.
- 8 Select one of the following delete options:

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Delete incident completely</b>               | Permanently deletes the incident(s) and all associated data (for example, any emails and attachments). Note that you cannot recover the incidents that have been deleted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Retain incident, but delete message data</b> | Retains the actual incident(s) but discards the Symantec Data Loss Prevention copy of the data that triggered the incident(s). You have the option of deleting only certain parts of the associated data. The rest of the data is preserved.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Delete Original Message</b>                  | Deletes the message content (for example, the email message or HTML post). This option applies only to Network incidents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Delete Attachments/Files</b>                 | <p>This option refers to files (for Endpoint and Discover incidents) or email or posting attachments (for Network incidents). The options are All, which deletes all attachments, and Attachments with no violations. For example, choose this option to delete files (for Endpoint and Discover incidents) or email attachments (for Network incidents).</p> <p>This option deletes only those attachments in which Symantec Data Loss Prevention found no matches. For example, choose this option when you have incidents with individual files taken from a compressed file (Endpoint and Discover incidents) or several email attachments (Network incidents).</p> |

- 9 Click the **Delete** button.



# Working with incident data

This chapter includes the following topics:

- [About incident status attributes](#)
- [Configuring status attributes and values](#)
- [Configuring status groups](#)
- [Export web archive](#)
- [Export web archive—Create Archive](#)
- [Export web archive—All Recent Events](#)
- [About custom attributes](#)
- [About using custom attributes](#)
- [How custom attributes are populated](#)
- [Configuring custom attributes](#)
- [Setting the values of custom attributes manually](#)

## About incident status attributes

Incident status attributes are specified and configured from the **Attributes** screen (**System > Incident Data > Attributes**).

Any status attribute listed on this screen can be assigned to any given incident by selecting it from the incident snapshot **Status** drop-down menu.

The system attributes page contains the following attributes to assist in incident remediation:

- **Status Values**



The **Status Values** section lists the current incident status attributes that can be assigned to a given incident. Use this section to create new status attributes, modify them, and change the order that each attribute appears in drop-down menus.

See [“Configuring status attributes and values”](#) on page 999.

■ **Status Groups**

The **Status Groups** section lists the current incident status groups and their composition. Use this section to create new status groups, modify them, and change the group order they appear in drop-down menus.

See [“Configuring status groups”](#) on page 1000.

■ **Custom Attributes on the Custom Attributes tab**

The **Custom Attributes** tab provides a list of all of the currently defined custom incident attributes. Custom attributes provide information about the incident or associated with the incident. For example, the email address of the person who caused the incident, that person's manager, why the incident was dismissed, and so on. Use this tab to add, configure, delete, and order custom incident attributes.

See [“About custom attributes”](#) on page 1004.

The process for handling incidents goes through several stages from discovery to resolution. Each stage is identified by a different status attribute such as "New," "Investigation," "Escalated," and "Resolved." This lets you track the progress of the incident through the workflow, and filter lists and reports by incident status.

The solution pack you installed when you installed Symantec Data Loss Prevention provides an initial default set of status attributes and status attribute groups. You can create new status attributes, or modify existing ones. The status attribute values and status groups you use should be based on the workflow your organization uses to process incidents. For example, you might assign all new incidents a status of "New." Later, you might change the status to "Assigned," "Investigation," or "Escalated." Eventually, most incidents will be marked as "Resolved" or as "Dismissed."

For list and report filtering, you can also create status groups.

Based on the preferences of your organization and the commonly used terminology in your industry, you can:

- Customize the names of the status attributes and add new status attributes.
- Customize the names of the status groups and add new status groups.
- Set the order in which status attributes appear on the **Status** drop-down list of an incident.



- Specify the default status attribute that is automatically assigned to new incidents.

See [“Configuring status attributes and values”](#) on page 999.

See [“About incident reports”](#) on page 938.

See [“About incident remediation”](#) on page 865.

See [“About custom attributes”](#) on page 1004.

## Configuring status attributes and values

As incidents are processed from discovery to resolution, each stage can be marked with a different status. The status lets you track the progress of the incident through your workflow. Based on the preferences of your organization and the commonly used terminology in your industry, you can define the different statuses that you want to use for workflow tracking.

The **Status Values** section lists the available incident status attributes that can be assigned to a given incident. The order in which status attributes appear in this list determines the order they appear in drop-down menus used to set the status of an incident. You can perform the following actions from the **Status Values** section:

| Action                                                          | Procedure                                                                                                                                                                                                                        |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a new incident status attribute.                         | Click the <b>Add</b> button.                                                                                                                                                                                                     |
| Delete an incident status attribute.                            | Click the attribute's red X and then confirm your decision.                                                                                                                                                                      |
| Change an incident status attribute.                            | <p>Click on the attribute you want to change, enter a new name, and click <b>Save</b>.</p> <p>To change the name of an existing status, click on the pencil icon for that status, enter the new name, and click <b>Save</b>.</p> |
| Make an incident status attribute the default.                  | Click <b>[set as default]</b> for an attribute to make it the default status for all new incidents.                                                                                                                              |
| Change an incident status attribute's order in drop-down menus. | <ul style="list-style-type: none"><li>■ Click <b>[up]</b> to move an attribute up in the order.</li><li>■ Click <b>[down]</b> to move an attribute down in the order.</li></ul>                                                  |



To create a new incident status attribute

- 1
- Go to the **Attributes** screen (**System > Incident Data > Attributes**) screen.  
Click the **Status** tab.
- 2
- Click the **Add** button in the **Status Values** section.
- 3
- Enter a name for the new status attribute.
- 4
- Click **Save**.

See “[Configuring status groups](#)” on page 1000.

See “[About incident status attributes](#)” on page 997.

## Configuring status groups

Incident status attributes can be assigned to status groups that match the workflow of your organization. For example, an **Open** status group might include the status attributes of **New**, **Investigation**, and **Escalated**. You can then filter incident lists and reports based on their status group. For example, you can list all incidents with status attributes that belong to the **Open** status group.

**System > Incident Data > Attributes** brings you to **Status Groups**.

For your convenience, you can group incident statuses to match the workflow of your organization. You use **Status Groups** to add or modify the name of a status group, and specify which status values to include in the group.

The **Status Groups** section lists the available incident status groups that can be used to filter incidents. For each group, the status attributes included in the group are listed. You can perform the following actions from the **Status Values** section:

| Action                                                    | Procedure                                                                                                                                                 |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a new incident status group.                       | Click the <b>Add Status Group</b> button.                                                                                                                 |
| Delete an incident status group.                          | Click the group's red X and then confirm your decision.                                                                                                   |
| Change the name or incident status attributes of a group. | Click on the group you want to change. Click the pencil icon. Change the name, check or uncheck attributes, and click <b>Save</b> .                       |
| Change a status group's order in drop-down menus.         | <div><div>■</div> Click <b>[up]</b> to move a group up in the order.</div> <div><div>■</div> Click <b>[down]</b> to move a group down in the order.</div> |



### To define a new status group

- 1 Go to the **Attributes** screen (**System > Incident Data > Attributes**) screen.  
Click the **Status** tab.
- 2 Click the **Add Status Group** button in the **Status Groups** section.
- 3 Enter a name for the new status group.
- 4 Click the check boxes for the status attributes that you want to include in this group.  
  
Status attributes are defined with the **Add** button in the **Status Values** section.  
See [“Configuring status attributes and values”](#) on page 999.
- 5 Click **Save**.

See [“Configuring status attributes and values”](#) on page 999.

See [“About incident status attributes”](#) on page 997.

## Export web archive

Use this screen to save an incident list report as an archive of HTML pages. An archive allows personnel without direct access to Symantec Data Loss Prevention to study incident data, drilling down into individual incidents as needed.

When you export incidents as a Web Archive, the archive is placed in directory `\SymantecDLP\Protect\archive\webarchive`.

---

**Note:** You cannot archive summary reports or dashboards.

---

When exporting incidents, please note the following considerations:

- An archive cannot be summarized like a normal report.
- An archive contains no filters, so it may be difficult to locate a specific incident in an archive containing a large number of incidents.
- Exporting an archive of incidents does not remove the incidents from the administration console.
- You can export only one archive at a time.

Export Web Archive is a user privilege that must be assigned to a role. You can export web archives only if your role provides access to this feature. Since role access also determines what information is contained in incident reports, it also applies to archiving those incident reports. The information that is contained in



the archive you create is the same information contained in the original incident report.

See [“About configuring roles and users”](#) on page 92.

The Export web archive screen is divided into two sections:

See [“Export web archive—Create Archive”](#) on page 1002.

See [“Export web archive—All Recent Events”](#) on page 1004.

# Export web archive—Create Archive

In the **Create Archive** section, complete the following information:

| Field        | Description                                                                              |
|--------------|------------------------------------------------------------------------------------------|
| Archive Name | Specify a name for the archive you are creating using normal Windows naming conventions. |



| Field                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Report to Export</b> | <p>From the drop-down list, select the report that you want to archive. Any reports you created are available along with default report options.</p> <p>The <b>Network</b> options are as follows:</p> <ul style="list-style-type: none"><li>■ <b>Incidents - Week, Current</b>—Network incidents from the current week.</li><li>■ <b>Incidents - All</b>—All network incidents.</li><li>■ <b>Incidents - New</b>—Network incidents with status of New.</li></ul> <p>The <b>Endpoint</b> options are as follows:</p> <ul style="list-style-type: none"><li>■ <b>Incidents - Week, Current</b>—Endpoint incidents from the current week.</li><li>■ <b>Incidents - All</b>—All endpoints incidents.</li><li>■ <b>Incidents - New</b>—Only endpoint incidents with status of New.</li></ul> <p>The <b>Discover</b> options are as follows:</p> <ul style="list-style-type: none"><li>■ <b>Incidents - Last Scan</b>—Discover incidents from the last completed scan. (Incidents from a currently active scan are not included.)</li><li>■ <b>Incidents - Scan in Process</b>—Discover incidents from the current scan.</li><li>■ <b>Incidents - All Scans</b>—All Discover incidents.</li><li>■ <b>Incidents - New</b>—Discover incidents with status of New.</li></ul> <p>The <b>Mobile</b> options are as follows:</p> <ul style="list-style-type: none"><li>■ <b>Incidents - Week, Current</b>—Network incidents from the current week.</li><li>■ <b>Incidents - All</b>—All network incidents.</li><li>■ <b>Incidents - New</b>—Network incidents with status of New.</li></ul> <p>The <b>Classification</b> options are as follows:</p> <ul style="list-style-type: none"><li>■ <b>Events - All</b></li></ul> |

After you complete the fields, click **Create** to compile the archive.

See “[Export web archive](#)” on page 1001.



## Export web archive—All Recent Events

The **All Recent Events** section displays a list of events related to this archive. (The list appears only after you click **Create** to create the archive.) Event entries show the following information:

- The event type (Error, Warning, or System Information).
- The event date and time
- A brief description of the event

To see the details of any event, click on the event entry in the list. To see the full Events Report for this archive, click show all.

See [“Export web archive”](#) on page 1001.

## About custom attributes

"Custom attributes" are incident data fields that provide a way to capture and store supplemental incident information. The additional data that is contained in custom attributes can be:

- Used to drive workflow.
- Execute incident response actions.
- Used in report metrics.
- Enable Incident Response Teams to act faster on incidents.
- Enable increased remediation and report automation.

You create the custom attributes that you need for these purposes. Custom attributes provide information about an incident or associated with an incident; for example, the email address of the person who caused the incident, that person's manager, why the incident was dismissed, and so on.

The **Custom Attributes** tab of the **Attributes** screen (**System > Incident Data > Attributes**) is used for working with custom attributes. The **Attributes** screen contains the following tabs:

- **Status.** The **Status** tab provides a list of all of the currently defined incident status attributes and status attribute groups. Use this tab to add, configure, delete, and order incident status attributes and incident status groups. See [“About incident status attributes”](#) on page 997.
- **Custom Attributes.** The **Custom Attributes** tab provides a list of all of the currently defined custom incident attributes. Use this tab to add, configure, delete, and order custom incident attributes.



The solution pack you loaded when you installed Symantec Data Loss Prevention provides an initial default set of custom attributes. The Custom Attributes tab provides a list of all of the currently defined custom attributes that may be applied to any incident. This tab is for creating, modifying, and deleting custom attributes for your installation as a whole. Applying any of these custom attributes, or attribute values, to an individual incident is done from the incident snapshot, or by using a lookup plug-in.

On the **Custom Attributes** tab, you can perform the following functions:

| Action                                                             | Procedure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Create a new custom attribute.                                     | Click the <b>Add</b> button.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Delete a custom attribute.                                         | <p>Click the attribute's red "X" and then confirm your decision.</p> <p>Note that you cannot delete a custom attribute that is currently assigned to one or more incidents. You must assign a different attribute to the affected incident(s) before you can delete the custom attribute successfully.</p>                                                                                                                                                                                                                                                                                  |
| Change the name, email status, or attribute group of an attribute. | Click on the attribute you want to change, change its parameters, and Click <b>Save</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Change the attributes order in drop-down menus.                    | <p>1 Click <b>[up]</b> to move an attribute up in the order.</p> <p>2 Click <b>[down]</b> to move an attribute down in the order.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Reload Lookup Plugins                                              | <p>Click <b>Reload Lookup Plug-ins</b> to reload any custom attribute plug-ins that have been unloaded by the system.</p> <p>Reloading look-up plugins affects all incidents. You may need to reload lookup plug-ins if any of the following are true:</p> <ul style="list-style-type: none"><li>■ A plug-in was problematic and the system unloaded it, but now the problem is fixed.</li><li>■ The network was down or disconnected for some reason, but it is functioning properly now.</li><li>■ A plug-in stores data in a cache, and you want to update the cache manually.</li></ul> |

See “[About incident status attributes](#)” on page 997.



See [“Configuring custom attributes”](#) on page 1007.

See [“Setting the values of custom attributes manually”](#) on page 1008.

## About using custom attributes

When an incident is created, the Enforce Server retrieves data regarding that incident. Some of that data is in the form of "attributes." See the *Symantec Data Loss Prevention Administration Guide* for more information about incident attributes.

"Custom attributes" are a particular kind of attribute that is used to capture and store supplemental data. This data is related to the incident such as the name of a relevant manager or department. You create the custom attributes that you need.

The additional data that is contained in custom attributes can be used for:

- Enabling a workflow
- Executing incident response actions
- Including in report metrics
- Enabling incident response teams to act faster on incidents
- Enabling increased remediation and report automation

## How custom attributes are populated

For each incident, custom attributes can be populated (their values can be set in the incident data) in the following ways:

- Automatically when the incident is detected by means of a lookup plug-in, as described in this guide
- Automatically when the incident is detected by means of an automated response rule
- Automatically when a user executes a Smart Response Rule
- Manually (through data entry) by specific users after detection

Custom attributes can also be re-populated automatically by clicking on the **Lookup** option in the **Attribute** section of the **Incident Snapshot** screen. This action replaces the existing values that are stored in the custom attribute fields with the values returned by the new lookup.



---

**Note:** If the new lookup returns null or empty values for any custom attribute fields, those empty values overwrite the existing values.

---

## Configuring custom attributes

Use the **Configure Custom Attribute** screen to add or modify the a custom attribute.

Custom attributes can be grouped into attribute groups, similar to how statuses are grouped into status groups, to organize the information in a useful way. Examples of common attribute groups include **Employee Information**, **Manager Information**, and **Remediation Information**. All custom attributes are available for all incidents.

### To create custom attributes and add them to a group

- 1 On the Enforce Server, click **System > Incident Data > Attributes > Custom Attributes**. Note that a number of custom attributes were defined and loaded for you by the Solution Pack that you selected during installation. All existing custom attributes are listed in the **Custom Attributes** window.
- 2 To create a new custom attribute, click the **Add** option.
- 3 Type a name for the custom attribute in the **Name** box. If appropriate, check the **Is Email Address** box.

The name you give to a custom attribute does not matter. But a custom attribute you create must be structured the same as the corresponding external data source. For example, suppose an external source stores department information as separate geographic location and department name. In this case, you must create corresponding location and department name custom attributes. You cannot create a single department ID custom attribute combining both the location and the department name.

- 4 Select an attribute group from the **Attribute Group** drop-down list. If necessary, create a new attribute group. Select **Create New Attribute Group** from the drop-down list, and type the new group name in the text box that appears.
- 5 Click the **Save** option.
- 6 Generate a new incident, or view an existing incident, and verify that it contains the new custom attribute.

Once you define your custom attributes, they become available to every incident. Each incident receives its own set of custom attributes (though some name-value pairs may be empty depending on circumstances). The custom attribute values for an incident can be populated and changed independently of other incidents.



You can edit the custom attribute values if you have been assigned to a role that includes edit access for custom attributes. If you want to update a group of incidents, you can select those incidents on the incident list page. You can then select the **Set Attributes** command from the **Incident Actions** menu. You can select **Lookup Attributes**, to look up the values of custom attributes. Note that the **Set Attributes** command and **Attributes** section on the **Incident Snapshot** page are available only if at least one custom attribute is defined.

See [“Configuring custom attributes”](#) on page 1007.

See [“About incident status attributes”](#) on page 997.

See [“Configuring status groups”](#) on page 1000.

See [“Configuring status attributes and values”](#) on page 999.

## Setting the values of custom attributes manually

You can manually specify incident remediation status or workflow progress with values in custom attributes.

---

**Note:** To auto-populate custom attribute values, use one or more lookup plugins. See [“About lookup plug-ins”](#) on page 1019.

---

### To set the value of custom attributes

- 1 Display an incident snapshot.
- 2 Click the **Edit** option in the **Attributes** section of the incident snapshot.
- 3 To set a value for a custom attribute, enter the value in the appropriate attributes field.
- 4 When you are finished setting values, click **Save**.



# Working with the User Risk Summary

This chapter includes the following topics:

- [About user risk](#)
- [About user data sources](#)
- [Viewing the user list](#)
- [Viewing user details](#)
- [Working with the user risk summary](#)

## About user risk

The user risk summary gives you insight into the behavior of specific individuals in your organization by associating users with email and endpoint incidents. This information helps you focus your data loss prevention efforts on those users posing the highest risk to the security of your data.

Creating and working with user risk summary reports involves these steps:



Table 51-1

| Step | Action                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Create custom user attributes     | <p>You can create custom attributes for filtering and working with user risk summary reports. For example, you can create an attribute named Employment Status to track the employment status of each of your users. You can then import that information in a file that is exported from your enterprise resource planning system, such as PeopleSoft.</p> <p>See <a href="#">“Defining custom attributes for user data”</a> on page 1012.</p>                                             |
| 2    | Import user data                  | <p>You can import user data from an Active Directory connection or from a data file. Incidents are associated with specific users by email address and login credentials. You can also upload files with your custom attributes, such as information from your enterprise resource planning system. Symantec Data Loss Prevention provides a CSV template file that you can use to format any data you want to upload.</p> <p>See <a href="#">“Bringing in user data”</a> on page 1013.</p> |
| 3    | View the <b>User List</b>         | <p>The <b>User List</b> is a list of all users in your system, including their email address, domain, and login name.</p> <p>See <a href="#">“Viewing the user list”</a> on page 1017.</p> <p>You can view details for specific users in the user snapshot.</p> <p>See <a href="#">“Viewing user details”</a> on page 1017.</p>                                                                                                                                                             |
| 4    | View the <b>User Risk Summary</b> | <p>The <b>User Risk Summary</b> displays your users and their associated Endpoint and Network incidents. Use the <b>User Risk Summary</b> to drill into your user-centric incident data to help you find the highest-risk users. You can sort and filter this list by policies, custom attributes, incident status, incident severity, number of incidents, date, and user name.</p> <p>See <a href="#">“Working with the user risk summary”</a> on page 1018.</p>                          |



Using the information that is provided in the user risk summary, you can see who the high-risk users are and determine the appropriate course of action to take. Such actions might include:

- Determining whether or not a user poses an active threat to your data security.
- Applying additional policies to monitor a user's behavior more closely.
- Applying additional response rules to block actions or send alerts.
- Escalating a user's behavior to their manager or other responsible party.

To work with user risk data, a Symantec Data Loss Prevention user must have the **User Reporting** privilege. Be aware that users with this privilege are automatically able to view and access all incidents and incident types in Symantec Data Loss Prevention. The user risk summary is intended for use by high-level remediators or information security officers. This privilege is not part of any pre-defined role.

See [“Configuring roles”](#) on page 95.

## About user data sources

You can bring in data about your users in `.csv` file format or through an Active Directory connection.

User data is information about people in your organization who may have access to data that you want to keep secure. To track user risk, you must provide the user's first and last name, their email address (to track network incidents) and login information (to track Endpoint incidents). You can also provide additional standard directory attribute information, such as the user's address and phone number, as well as custom attributes such as the user's employment status.

Standard user data includes the following attributes:

**Table 51-2**

| Attribute        | Required or optional                         | Description                                          |
|------------------|----------------------------------------------|------------------------------------------------------|
| FIRST_NAME       | Required                                     | The user's given name.                               |
| LAST_NAME        | Required                                     | The user's surname.                                  |
| EMAIL            | Required if no login information is included | The user's email address.                            |
| LOGIN            | Required if no email address is included     | The user's login information, in DOMAIN\LOGIN format |
| TELEPHONE_NUMBER | Optional                                     | The user's telephone number.                         |



Table 51-2 (continued)

| Attribute         | Required or optional | Description                                      |
|-------------------|----------------------|--------------------------------------------------|
| EMPLOYEE_ID       | Optional             | The user's employee identification number.       |
| TITLE             | Optional             | The user's job title.                            |
| DEPARTMENT        | Optional             | The user's job department.                       |
| STREET_ADDRESS    | Optional             | The user's street address                        |
| STATE_OR_PROVINCE | Optional             | The state or province in which the user resides. |
| COUNTRY           | Optional             | The country in which the user resides.           |
| POSTAL_CODE       | Optional             | The postal code for the user's address.          |

See [“Defining custom attributes for user data”](#) on page 1012.

See [“Bringing in user data”](#) on page 1013.

## Defining custom attributes for user data

You can create custom attributes to improve relevance while filtering and working with user risk summary reports. Useful custom attributes might include employment status, the name of the user's manager, the user's job function, and other information that might be stored in your enterprise resource planning system or additional user data source.

You must create custom attributes before entering any user data. Each custom attribute is assigned a unique identification number as it is created. You must add these custom attribute identification numbers to your data file before you import it to Symantec Data Loss Prevention.

See [“Adding a file-based user data source”](#) on page 1014.

### To define custom attributes for user data

- 1 In the Enforce Server administration console, go to **System > Users > Attributes**.
- 2 Click **Add**. The **User Attribute** dialog box appears.



- 3 Enter the custom attribute in the **Name** field. The custom attribute can be a maximum of 60 characters.
- 4 Click **Submit**.

#### To view and edit user custom attributes

- 1 In the Enforce Server administration console, go to **System > Users > Attributes**.
- 2 The custom attributes appear in the **User Custom Attributes** list. You can take these actions:
  - To filter the **User Custom Attributes** list, click **Filters**, then use the text fields for **ID** or **Attribute Name** to enter a filter value.
  - To edit a custom attribute, click the attribute name or click the edit icon in the **Actions** column, then edit the attribute in the **User Attribute** dialog box.
  - To delete a custom attribute, click the delete icon in the **Actions** column.

## Bringing in user data

You can bring in user data from a file or an Active Directory connection.

See [“Adding a file-based user data source”](#) on page 1014.

See [“Adding an Active Directory user data source”](#) on page 1015.

After you have added your user data sources, you can schedule Symantec Data Loss Prevention to regularly import data from those data sources to ensure that your user data is always up to date.

#### To schedule import of a user data source.

- 1 In the Enforce Server administration console, go to **System > Users > Data Sources**.
- 2 On the **Data Source Management** page, click the **Schedule** icon for your desired data source.
- 3 Choose one of these options for scheduling:
  - **Once**: Specify a single day and time for user data import.
  - **Daily**: Specify a time for daily import of the user data source.
  - **Weekly**: Specify a day and time for weekly import of the user data source.
  - **Monthly**: Specify a day and time for monthly import of the user data source.
- 4 Click **Submit**.



## Adding a file-based user data source

You can bring in user data from a `.csv` file. For your convenience, Symantec Data Loss Prevention provides an annotated `.csv` template that you can use to ensure that your data is formatted correctly. The template includes all the standard user attributes, as well as formatting examples and instructions for adding custom attributes. The template also includes headers for any custom attributes that you have defined at the time you download the template.

### To create a user data file from a template

- 1 In the Enforce Server administration console, go to **System > Users > Data Sources**.
- 2 On the Data Sources page, click **Download CSV Template** on the right-hand side of the page.
- 3 Open the template file and provide the information for the standard user-data attributes.

See [“About user data sources”](#) on page 1011.

- 4 The template file includes column headers for any custom attributes you have defined.

To add custom attributes manually, create a new column for each attribute, then populate the rows as appropriate.

You must enter the column headers in this format: **ID[Attribute Name]**. For example, **1[Employment Status]**.

See [“Defining custom attributes for user data”](#) on page 1012.

- 5 Save the file (in `.csv` format) to a location on your Enforce Server.

### To add a file-based user data source

- 1 In the Enforce Server administration console, go to **System > Users > Data Sources**.
- 2 On the **Data Source Management** page, click **Add > CSV User Source**. The **Add CSV User Source** dialog box appears.
- 3 In the **Add CSV User Source** dialog box, enter the following information:
  - **Name:** Specify a name for the data source.
  - **File Path:** Specify the path to the user data file. This file must be on the Enforce Server.
  - **Delimited by:** Specify the delimiter for the file. Valid delimiters are comma, pipe, semicolon, and tab.
  - **Encoded by:** Specify the character encoding format.



- **Error Threshold Percentage:** Specify the percentage of user records that can be invalid before the file is rejected and the import process fails. Note that inconsistent records, such as those with duplicate email addresses, cause immediate import failure regardless of this setting.

#### 4 Click **Submit**.

### Adding an Active Directory user data source

You can use an existing Active Directory connection to bring in user data. To add custom attributes for users that are added from an Active Directory source, create and import a data user file that includes the users' first and last names, email or login information, and the custom attributes you want to use. Symantec Data Loss Prevention automatically associates the file-based user data with the existing user records brought in from your Active Directory source.

Symantec Data Loss Prevention uses this Active Directory filter to retrieve user data (line breaks added for readability):

```
(&
 (objectClass=user)
 (objectCategory=person)
 (sAMAccountType=805306368)
 (!
 (|
 (&
 (sAMAccountType=805306368)
 (sAMAccountName=--*)
)
 (&
 (sAMAccountType=805306368)
 (sAMAccountName=_*)
)
)
)
)
```

Your Active Directory credentials must have permission to access the following user attributes:

```
FIRST_NAME givenName
LAST_NAME sn
EMAIL mail
LOGIN_NAME sAMAccountName
```



```
TELEPHONE telephoneNumber
TITLE title
COUNTRY co
DEPARTMENT department
EMPLOYEE_ID employeeId
STREET_ADDRESS streetAddress
LOCALITY_NAME l
POSTAL_CODE postalCode
STATE_OR_PROVINCE st
OBJECT_DISINGUISHED_NAME distinguishedName
```

Your Active Directory credentials must also have permission to access the RootDSE record. Symantec Data Loss Prevention reads these attributes from RootDSE:

```
namingContexts
defaultNamingContext
rootDomainNamingContext
configurationNamingContext
schemaNamingContext
isGlobalCatalogReady
highestCommittedUSN
```

See [“Configuring directory server connections”](#) on page 132.

See [“Defining custom attributes for user data”](#) on page 1012.

See [“Adding a file-based user data source”](#) on page 1014.

#### To add an Active Directory user data source

- 1 In the Enforce Server administration console, go to **System > Users > Data Sources**.
- 2 On the **Data Source Management** page, click **Add > AD User Source**. The **Add AD User Source** dialog box appears.
- 3 In the **Add > AD User Source** dialog box, enter the following information:
  - **Name:** Specify a name for the data source.
  - **Directory Connection:** Select an existing Active Directory connection.
  - **Advanced Options > AD Custom Filter:** Specify an optional filter for your Active Directory user data source, such as a workgroup. For example:

```
(&(region=North America)(!systemAccount=true))
```

- 4 Click **Submit**.



---

**Note:** Best practices suggest that you should refer to directory connection objects with baseDNs in the user section of your directory tree. For example:

`ou=Users,dc=corp,dc=company,dc=com` .

---

## Viewing the user list

The user list displays all users that you have entered in Symantec Data Loss Prevention. In the user list, you can view the names, email addresses, and domain and login information for each user. You can sort the list first or last name, and you can search the list by name, email address, domain, or login. Clicking on an individual user's name takes you to the user detail view.

See [“Viewing user details”](#) on page 1017.

The user list does not display incident data, only user data.

### To view the user list

- 1 In the Enforce Server administration console, go to **Incidents > Users > User List**.
- 2 To sort the user list by first or last name, click one of the sort icons in the appropriate column.
- 3 To search the user list, enter your search term in the search field at the upper-right corner of the list. You can search on the user's first and last name, login, and email address. Only one search term is handled at a time.

## Viewing user details

The user snapshot shows all user information and incidents for a specific user. You reach the user detail view by clicking a user's name on the user list.

See [“Viewing the user list”](#) on page 1017.

### To view user details

- 1 In the Enforce Server administration console, go to **Incidents > Users > User List**.
- 2 Click the name of the user for whom you want to view details.
- 3 On the **User** page, you can view a list of incidents, as well as user information, standard attributes, and custom attributes.



# Working with the user risk summary

The user risk summary displays all users who have incidents associated with them. You can sort and filter the user risk summary to gain insight into the user risk in your organization. For example, you can view incidents that are associated with specific policies, or with custom attributes that you have entered, such as job function or employment status. If you want to return to a particular view of the user risk summary, you can save the URL and bookmark it in your Web browser.

## To view the user risk summary

- 1

In the Enforce Server administration console, go to **Incidents > Users > User Risk Summary**.
- 2

To sort the list, click one of the sort icons in one of the columns.
- 3

To filter the list, select your filter values using the buttons above the user risk summary list:

| Filter     | Default value | Description                                                                                                                                                                                                                                           |
|------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policies   | All           | Select a policy or policies by expanding the policy group and checking the appropriate box or boxes.                                                                                                                                                  |
| Attributes | None (0)      | Enter up to two custom attributes to filter the list. Select the attribute from the drop-down list, then specify an include or exclude condition and enter your desired values. To add a second attribute filter, click <b>Add Attribute Filter</b> . |
| Status     | All           | Filter the list by incident status.                                                                                                                                                                                                                   |
| Date       | Last 7 Days   | Filter the list by date or date range.                                                                                                                                                                                                                |
| Severity   | All           | Filter the list by incident severity. You must select at least one severity level.                                                                                                                                                                    |

- 4

After you have selected your filter values, click **Apply**.
- 5

To save a particular filter configuration, click **Get Link** and copy the provided URL to your Web browser bookmarks.



# Implementing lookup plug-ins

This chapter includes the following topics:

- [About lookup plug-ins](#)
- [Implementing and testing lookup plug-ins](#)
- [Configuring the CSV Lookup Plug-In](#)
- [Configuring LDAP Lookup Plug-Ins](#)
- [Configuring Script Lookup Plug-Ins](#)
- [Configuring migrated Custom \(Legacy\) Lookup Plug-Ins](#)

## About lookup plug-ins

A lookup plug-in lets you connect the Enforce Server to an external system to retrieve supplemental data related to an incident. The data is stored as attributes. Lookup plug-ins let you add additional context to incidents to facilitate remediation workflow. For example, consider an email message that triggers an incident. A lookup plug-in can be used to retrieve and display the name and the email address of the sender's manager from a directory server based on the email sender's address.

Lookup plug-ins use incident attributes and custom attributes in coordination with each other. The system generates incident attributes when a policy rule is violated. You define custom attributes for custom incident data. Continuing the example, on detection of the incident, the system generates the incident attribute "sender-email" and populates it with the email address of the sender. The lookup plug-in uses this key-value pair to look up the values for custom attributes



"Manager Name" and "Manager Email" from an LDAP server. The plug-in populates the custom attributes and displays them in the **Incident Snapshot**.

See [“About custom attributes”](#) on page 1004.

See [“About using custom attributes”](#) on page 1006.

See [“How custom attributes are populated”](#) on page 1006.

## Types of lookup plug-ins

Symantec Data Loss Prevention provides several types of lookup plug-ins, including CSV, LDAP, Script, Data Insight, and Custom (Legacy). The following table describes each type of lookup plug-in in more detail.

See [“About lookup plug-ins”](#) on page 1019.

**Table 52-1**      Types of lookup plug-ins

| Type         | Description                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CSV          | <p>The CSV Lookup Plug-in lets you retrieve incident data from a comma-separated values (CSV) file uploaded to the Enforce Server. You can configure one CSV Lookup Plug-in per Enforce Server instance.</p> <p>See <a href="#">“About the CSV Lookup Plug-In ”</a> on page 1021.</p>                                                                                                                |
| LDAP         | <p>The LDAP Lookup Plug-in lets you retrieve incident data from a directory server, such as Microsoft Active Directory, Novell LDAP, Oracle Directory Server (formerly Sun ONE), or IBM LDAP. You can configure multiple instances of the LDAP Lookup Plug-in.</p> <p>See <a href="#">“About LDAP Lookup Plug-Ins”</a> on page 1021.</p>                                                             |
| Script       | <p>The Script Lookup Plug-in lets you write a script to retrieve incident data from any external resource. For example, you can use a Script Lookup Plug-in to retrieve incident data from external resources such as proxy log files or DNS systems. You can configure multiple instances of the Script Lookup Plug-in.</p> <p>See <a href="#">“About Script Lookup Plug-Ins”</a> on page 1022.</p> |
| Data Insight | <p>The Data Insight Lookup Plug-in lets you retrieve incident data from Symantec Data Insight so that you can locate and manage data at risk. You can configure one Data Insight Lookup Plug-in per Enforce Server instance.</p> <p>See <a href="#">“About the Data Insight Lookup Plug-In”</a> on page 1022.</p>                                                                                    |



Table 52-1 Types of lookup plug-ins (*continued*)

| Type            | Description                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Custom (Legacy) | <p>The Custom (Legacy) Lookup Plug-in lets you use Java code to retrieve incident data from any external resource.</p> <p>See <a href="#">“About Custom (Legacy) Lookup Plug-Ins”</a> on page 1022.</p> <p><b>Note:</b> As the name indicates, the Custom (Legacy) Lookup Plug-in is reserved for legacy Java plug-ins. For new custom plug-in development, you must use one of the other types of lookup plug-ins.</p> |

## About the CSV Lookup Plug-In

The CSV Lookup Plug-In extracts data from a comma-separated values (CSV) file stored on the Enforce Server. The plug-in uses data from the CSV file to populate custom attributes for an incident at the time the incident is generated.

The CSV Lookup Plug-In receives a group of lookup parameters that contain data about an incident from the Enforce Server. One or more of the lookup parameters in the group is mapped to column heads in a CSV file. For example, the `sender-email` lookup parameter might be mapped to the `Email` column in the CSV file. The value in the lookup parameter is used as a key to find a matching value in the corresponding CSV column. When a match is found, the CSV row that contains the matching value provides the data that is returned to the Enforce Server. The Enforce Server uses the data in that row to populate the custom attributes for that incident. For example, if the `sender-email` lookup parameter contains the value `mary.smith@mycompany.com`, the plug-in searches the `Email` column for a row that contains `mary.smith@mycompany.com`. That row is then used to provide the data to populate the custom attributes for the incident.

The CSV Lookup Plug-In uses an in-memory database to process large files.

See [“Configuring the CSV Lookup Plug-In”](#) on page 1040.

## About LDAP Lookup Plug-Ins

The LDAP Lookup Plug-In pulls data from a live LDAP system (such as Microsoft Active Directory, Novell LDAP, Oracle LDAP, or IBM LDAP). It then uses that data to populate custom attributes for an incident at the time the incident is generated.

The LDAP Lookup Plug-In receives a group of lookup parameters that contain data about an incident from the Enforce Server. These lookup parameters are then used in LDAP queries to pull data out of an existing LDAP directory. For example, the value of the `sender-email` lookup parameter might be compared to the values in the `email` attribute of the directory. If the `sender-email` lookup



parameter contains `mary.smith@mycompany.com`, a query can be constructed to search for a record whose email attribute contains `mary.smith@mycompany.com`. Data in the record that the search returns is inserted into the custom attributes for the incident.

See [“Configuring LDAP Lookup Plug-Ins”](#) on page 1049.

## About Script Lookup Plug-Ins

You can write one or more Script Lookup Plug-ins to query data repositories for attribute values. For example, you can write a script that queries a DNS server for information about a sender that is involved in an incident. A Script Lookup Plug-In can use the output from such scripts to populate custom attributes in incident records.

Unlike the CSV or LDAP Lookup Plug-ins, the Script Lookup Plug-In does not use in-line attribute maps to specify how to look up parameter keys. Instead, you write this functionality into each script as needed.

To implement a Script Lookup Plug-In, you can use any scripting language that reads standard input (`stdin`) and writes standard output (`stdout`). The examples in the user interface and in this documentation use Python version 2.6.

See [“Configuring advanced plug-in properties”](#) on page 1038.

## About the Data Insight Lookup Plug-In

The Symantec Data Insight Lookup Plug-In retrieves data from a Symantec Data Insight Management Server and uses it to populate attributes for a Network Discover incident at the time the incident is generated. The Data Insight Lookup Plug-In connects Symantec Data Loss Prevention with Symantec Data Insight to retrieve attribute values. Data Insight can be used to provide granular context to incidents, including up-to-date data owner information. The values for incident attributes are viewed and populated at the **Incident Snapshot** screen.

The Data Insight Lookup Plug-In requires a Data Insight license separate from Symantec Data Loss Prevention licensing. If your system is not licensed for Data Insight, the Data Insight Lookup Plug-In is not available. If you are licensed for Data Insight, refer to the *Symantec Data Loss Prevention Data Insight Implementation Guide* for details on integrating with Data Insight.

## About Custom (Legacy) Lookup Plug-Ins

You can use a Custom (Legacy) Lookup Plug-In to migrate legacy Custom Java Lookup Plug-Ins to the Enforce Server administration console. Because Custom Java Lookup Plug-Ins are no longer the preferred way to create new plug-ins, the



information presented here is provided to support organizations using legacy plug-ins but upgrading to Data Loss Prevention version 12. As an alternative to migrating legacy Custom Java Lookup Plug-Ins, consider rewriting such plug-ins using a Script Lookup Plug-In or one of the other supported lookup plug-ins, such as CSV or LDAP.

See [“Types of lookup plug-ins”](#) on page 1020.

---

**Note:** Custom (Legacy) Lookup Plug-Ins should only be used for migrating legacy lookup plug-ins implemented using the Java Lookup API. Support for new Custom Java Lookup Plug-Ins are not supported.

---

See [“Configuring migrated Custom \(Legacy\) Lookup Plug-Ins”](#) on page 1065.

## About lookup parameters

When an incident is created, the Enforce Server generates incident attributes and populates them with data it captures from the incident. You use one or more incident attributes as lookup parameter keys to retrieve external data and populate custom attributes with values that have been retrieved from the external system. You choose which lookup parameters to use for your lookup plug-ins at the **Lookup Parameters** screen. At least one lookup parameter must be present in the external data source for the lookup to be performed.

While some attributes are created for all incident types, others are specific to the incident type. For example, the incident attribute sender-email is specific to SMTP incidents. Attributes specific to Endpoint and Discover incidents are prefaced by an identifier, such as `discover-name` and `endpoint-machine-name`. For administrative convenience, lookup parameters are organized into groups. An incident exposes all of the lookup parameters in each lookup parameter group that is enabled. On lookup, some of the name-value pairs in that group may be valueless depending on the type of incident. For example, the attribute value of the `sender-email` parameter is null for Discover incidents (`sender-email=null`).

Lookup plug-ins do not change the system-defined values of lookup parameters. The plug-in only uses these parameters as keys to perform the lookup and populate custom attributes. For example, if a lookup plug-in uses the `subject` lookup parameter, the value of this attribute is not changed by a value for this attribute in the external data source; the Enforce Server ignores the value after the lookup is made. There are two exceptions, however: `data-owner-name` and `data-owner-email`. These system-defined incident attributes function like custom attributes and their values are populated by retrieved values.



When you map the keys to your data source, the plug-in searches the keys in order until it finds the first matching value. When a matching value is located, the plug-in stops searching for the keys. The plug-in uses the data in the row that contains the first matching value to populate the relevant custom attributes. Therefore, key values are not used in combination, but rather the first value that is found is the key. Because the plug-in stops searching after it finds the first matching value, the order in which you list the `keys` in your attribute mapping is significant. Refer to the individual attribute mapping topics and examples for nuances among the lookup plug-in attribute mapping syntax.

To perform a lookup, you must map at least one lookup parameter key to a field in your external data source. Each lookup parameter group that you enable is a separate database query for the Enforce Server to perform. All database queries are executed for each incident before lookup. To avoid the performance impact of unnecessary database queries, you should only enable attribute groups that your lookup plug-ins require.

Because the plug-in stops searching after it finds the first matching lookup parameter key-value pair, the order in which you list the `keys` in your attribute map is significant. Refer to the attribute mapping examples for the specific type of plug-in you are implementing.

See [“Selecting lookup parameters”](#) on page 1030.

## About plug-in deployment

A lookup plug-in is deployed by enabling it through the user interface. Each lookup plug-in must be enabled, even if there is only one. If multiple plug-ins are enabled, you chain them together and specify their order of execution.

The selected lookup parameter keys apply globally to all deployed lookup plug-ins. If plug-ins are reloaded, all deployed plug-ins are reloaded.

You can only deploy one CSV Lookup Plug-in and one Data Insight Lookup Plug-in per Enforce Server instance.

See [“Enabling lookup plug-ins”](#) on page 1034.

## About plug-in chaining

When you create a lookup plug-in, you map the lookup parameter keys and custom attributes to fields in the external data source. All deployed lookup plug-ins receive a reference to the same attribute map. This allows plug-ins to be chained together and executed in sequence.

In a lookup plug-in chain, the first plug-in uses the lookup parameters that are passed to it by the Enforce Server to look up attribute values. The second plug-in



uses data that is passed to it by the first plug-in including the lookup parameters and any variables created by the previous lookup. This continues in sequence or all plug-ins in the chain.

A plug-in chain is useful when information must be pulled from different sources to populate custom attributes for an incident. A chain is also useful when there are differences or dependencies between the “keys” needed to unlock the correct data.

For example, consider the following plug-in chain:

1. A Script Lookup Plug-in performs a DNS lookup using one or more parameters.
2. A CSV Lookup Plug-in uses the result of the script look up to retrieve incident data from a CSV file that is an extract from an asset management system.
3. An LDAP Lookup Plug-in uses the result of the CSV lookup to obtain data from a corporate LDAP directory.

See [“Chaining lookup plug-ins”](#) on page 1035.

See [“Chaining multiple Script Lookup Plug-Ins”](#) on page 1061.

## About upgrading lookup plug-ins

Prior to Symantec Data Loss Prevention version 11.6, lookup plug-ins were implemented manually using property files; there was no user interface for configuring lookup plug-ins. The lookup plug-in user interface was introduced in version 11.6.

If you are upgrading to version 12.0, existing lookup plug-ins are automatically upgraded to the new framework and added to the user interface for configuration and deployment. In addition, the plug-in state will be preserved after the upgrade, that is, if a plug-in was enabled before the upgrade it should be turned on in the user interface after the upgrade.

If the upgrade of a lookup plug-in does not succeed, the system displays the following error message:

```
INFO: IN PROCESS: Errors detected in lookup plugin configuration.
Your lookup plugins may require manual configuration after the upgrade.
```

In this case, check the plug-in at the **System > Lookup Plugins** screen and manually configure it following the instructions provided with this documentation. Refer to the *Symantec Data Loss Prevention Release Notes* for version 12.0 for known issues related to the upgrade of lookup plug-ins.



# Implementing and testing lookup plug-ins

The following table describes the workflow for implementing and testing lookup plug-ins. Linked sections explain these steps in more detail.

Table 52-2      Implementing and testing lookup plug-ins

| Step | Description                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Decide what external data you want to extract and load into incidents as custom attributes.<br>See <a href="#">“About using custom attributes”</a> on page 1006.                                                                                                                                                                                                                                                                    |
| 2    | Identify the sources from which custom attribute data is to be obtained and the appropriate lookup plug-in for retrieving this information.<br>See <a href="#">“Types of lookup plug-ins”</a> on page 1020.                                                                                                                                                                                                                         |
| 3    | Create a custom attribute for each individual piece of external data that you want to include in incident snapshots and reports.<br>See <a href="#">“Configuring custom attributes”</a> on page 1007.                                                                                                                                                                                                                               |
| 4    | Determine which lookup parameter groups include the specific lookup parameters you need to extract the relevant data from the external sources.<br>See <a href="#">“About lookup parameters”</a> on page 1023.                                                                                                                                                                                                                      |
| 5    | Configure the plug-in to extract data from the external data source and populate the custom attributes.<br><br>See <a href="#">“Configuring the CSV Lookup Plug-In”</a> on page 1040.<br>See <a href="#">“Configuring LDAP Lookup Plug-Ins”</a> on page 1049.<br>See <a href="#">“Configuring Script Lookup Plug-Ins”</a> on page 1054.<br>See <a href="#">“Configuring migrated Custom (Legacy) Lookup Plug-Ins”</a> on page 1065. |
| 6    | Enable the plug-in on the Enforce Server.<br>See <a href="#">“Enabling lookup plug-ins”</a> on page 1034.                                                                                                                                                                                                                                                                                                                           |
| 7    | Set the execution order for multiple plug-ins.<br>See <a href="#">“Chaining lookup plug-ins”</a> on page 1035.                                                                                                                                                                                                                                                                                                                      |
| 8    | Verify privileges. The end user must have <b>Lookup Attribute</b> privileges to use a lookup plug-in to look up attribute values.<br>See <a href="#">“Configuring roles”</a> on page 95.                                                                                                                                                                                                                                            |



**Table 52-2** Implementing and testing lookup plug-ins (*continued*)

| Step | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9    | Generate an incident. The incident must be of the type that exposes one or more incident attributes that you have designated as parameter keys.<br><br>See <a href="#">“Configuring policies”</a> on page 370.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10   | View the incident details. For the incident you generated, go to the <b>Incident Snapshot</b> screen. In the <b>Attributes</b> section, you should see the custom attributes you created. Note that they are unpopulated (have no value). If you do not see the custom attributes, verify the privileges and that the custom attributes were created.                                                                                                                                                                                                                                                                                                                                              |
| 11   | If the lookup plug-in is properly implemented, you see the <b>Lookup</b> button available in the <b>Attributes</b> section of the <b>Incident Snapshot</b> . Once you click <b>Lookup</b> you see that the value for each custom attribute is populated. After the initial lookup, the connection is maintained and subsequent incidents will have their custom attributes automatically populated by that lookup plug-in; the remediator does not need to click <b>Lookup</b> for subsequent incidents. If necessary you can reload the plug-ins.<br><br>See <a href="#">“Troubleshooting lookup plug-ins”</a> on page 1036.<br><br>See <a href="#">“Reloading lookup plug-ins”</a> on page 1035. |

## Managing and configuring lookup plug-ins

The **System > Incident Data > Lookup Plugins** screen is the home page for creating, configuring, and managing lookup plug-ins. Lookup plug-ins are used for remediation to retrieve incident-related data from an external data source and populate incident attributes.

See [“About lookup plug-ins”](#) on page 1019.

You create and configure lookup plug-ins at the **Lookup Plugins List Page**.

**Table 52-3** Creating and configuring lookup plug-ins

| Action                     | Description                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>New Plugin</b>          | Select this option to create a new plug-in.<br><br>See <a href="#">“Creating new lookup plug-ins”</a> on page 1029.                                                      |
| <b>Modify Plugin Chain</b> | Select this option to enable (deploy) plug-ins and to set the order of lookup for multiple plug-ins.<br><br>See <a href="#">“Enabling lookup plug-ins”</a> on page 1034. |



Table 52-3      Creating and configuring lookup plug-ins (*continued*)

| Action            | Description                                                                                                                                                                                                                                                                                                   |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lookup Parameters | Select this option to choose which lookup parameter groups to use as keys to populate attribute fields from external data sources.<br><br>See “ <a href="#">Selecting lookup parameters</a> ” on page 1030.                                                                                                   |
| Reload Plugins    | Select this option to refresh the system after making changes to enabled plug-ins or if the external data is updated. This action automatically performs the enabled lookups in order and populates the incidents as they are created.<br><br>See “ <a href="#">Reloading lookup plug-ins</a> ” on page 1035. |

For each configured lookup plug-in, the system displays the following information at the **Lookup Plugins List Page**. You use this information to manage lookup plug-ins.

Table 52-4      Managing lookup plug-ins

| Display field      | Description                                                                                                                                                                                                                                                                                                    |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Execution Sequence | This field displays the order in which the system executes lookup plug-ins.<br><br>See “ <a href="#">Enabling lookup plug-ins</a> ” on page 1034.                                                                                                                                                              |
| Name               | This field displays the user-defined name of each lookup plug-in.<br><br>Click the <b>Name</b> link to edit that plug-in.<br><br>See “ <a href="#">Creating new lookup plug-ins</a> ” on page 1029.                                                                                                            |
| Type               | The field displays the type of lookup plug-in. You can configure one CSV and one Data Insight Lookup Plug-in per Enforce Server instance. You can configure multiple instances of the LDAP, Script, and Custom (Legacy) lookup plug-ins.<br><br>See “ <a href="#">Types of lookup plug-ins</a> ” on page 1020. |
| Description        | This field displays the user-defined description of each lookup plug-in.<br><br>See “ <a href="#">Implementing and testing lookup plug-ins</a> ” on page 1026.                                                                                                                                                 |
| Status             | The field displays the state of each lookup plug-in, either <b>On</b> (green) or <b>Off</b> (red). To edit the state of a plug-in, click <b>Modify Plugin Chain</b> .<br><br>See “ <a href="#">Enabling lookup plug-ins</a> ” on page 1034.                                                                    |

For each configured lookup plug-in, you can perform the following management functions at the **Lookup Plugins List Page**.



**Table 52-5**      Sorting and grouping lookup plug-ins

| Action        | Description                                                                                                                                                                     |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Edit</b>   | Click the pencil icon in the <b>Actions</b> column to edit the plug-in.                                                                                                         |
| <b>Delete</b> | Click the X icon in the <b>Actions</b> column to delete the plug-in. You must confirm or cancel the action to execute it.                                                       |
| <b>Sort</b>   | Sort the selected display column in ascending or descending order.                                                                                                              |
| <b>Group</b>  | Group the plug-ins according to the selected display column. For example, where you have multiple plug-ins, it may be useful to group them by <b>Type</b> or by <b>Status</b> . |

## Creating new lookup plug-ins

You must have Server Administration privileges to create and configure lookup plug-ins.

See [“Configuring roles”](#) on page 95.

### To create new lookup plug-in

- 1    Navigate to **System > Incident Data > Lookup Plugins** in the Enforce Server administration console.
- 2    Click **New Plugin** at the **Lookup Plugins List Page** screen.
- 3    Select the type of lookup plug-in you want to create and configure it.

#### CSV

See [“Configuring the CSV Lookup Plug-In”](#) on page 1040.

#### LDAP

See [“Configuring LDAP Lookup Plug-Ins”](#) on page 1049.

#### Script

See [“Configuring Script Lookup Plug-Ins”](#) on page 1054.

#### Data Insight

#### Custom (Legacy)

See [“Configuring migrated Custom \(Legacy\) Lookup Plug-Ins”](#) on page 1065.



- 4 Click **Save** to apply the lookup plug-in configuration.

The system displays a success (green) message if the plug-in was successfully saved or an error (red) message if the plug-in is misconfigured and could not be saved.

See [“Troubleshooting lookup plug-ins”](#) on page 1036.

- 5 Click **Modify Plugin Chain** and enable the lookup plug-in and chain multiple plug-ins.

See [“Enabling lookup plug-ins”](#) on page 1034.

See [“Chaining lookup plug-ins”](#) on page 1035.

## Selecting lookup parameters

The **System > Lookup Plugins > Edit Lookup Plugin Parameters** page lists the **Lookup Parameter Keys** that you select to trigger the look up of attribute values. Lookup parameter keys are organized into attribute groups. Selections made at this screen apply to all lookup plug-ins deployed on the Enforce Server.

To perform a lookup, you must map at least one lookup parameter key to a field in your external data source. Each lookup parameter group that you enable is a separate database query for the Enforce Server to perform. All database queries are executed for each incident before lookup. To avoid the performance impact of unnecessary database queries, you should only enable attribute groups that your lookup plug-ins require.

Because the plug-in stops searching after it finds the first matching lookup parameter key-value pair, the order in which you list the `keys` in your attribute map is significant. Refer to the attribute mapping examples for the specific type of plug-in you are implementing for details.

See [“About lookup parameters”](#) on page 1023.

### To enable one or more lookup parameter keys

- 1 Navigate to **System > Lookup Plugins** in the Enforce Server administration console.
- 2 Click **Lookup Parameters** at the **Lookup Plugins List Page**.
- 3 Select (check) one or more attribute groups at the **Edit Lookup Plugin Parameters** page.

Click **View Properties** to view all of the keys for that attribute group.

- Attachment [Table 52-6](#)
- Incident [Table 52-7](#)



- Message [Table 52-8](#)
- Policy [Table 52-9](#)
- Recipient [Table 52-10](#)
- Sender [Table 52-11](#)
- Server [Table 52-12](#)
- Monitor [Table 52-13](#)
- Status [Table 52-14](#)
- ACL [Table 52-15](#)

#### 4 Save the configuration.

Verify the success message indicating that all enabled plug-ins were reloaded.

**Table 52-6** Attachment lookup parameters

| Lookup parameter key | Description and comments                                                                                                                                                                      |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| attachment-nameX     | Name of the attached file, where X is the unique index to distinguish between multiple attachments, for example: attachment-name1, attachment-size1; attachment-name2, attachment-size2; etc. |
| attachment-sizeX     | Original size of the attached file, where X is the unique index to distinguish between multiple attachments. See above example.                                                               |

**Table 52-7** Incident lookup parameters

| Lookup parameter key | Description                                                                                                                                                                                                                                                                                                                                          |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| date-detected        | Date and time when the incident was detected, for example: date-detected=Tue May 15 15:08:23 PDT 2012.                                                                                                                                                                                                                                               |
| incident-id          | The incident ID assigned by Enforce Server. The same ID can be seen in the incident report. For example: incident-id=35.                                                                                                                                                                                                                             |
| protocol             | The name of the network protocol that was used to transfer the violating message, such as SMTP and HTTP. For example: protocol=Email/SMTP.                                                                                                                                                                                                           |
| data-owner-name      | The person responsible for remediating the incident. This attribute is not populated by the system. Instead, it is set manually in the <b>Incident Details</b> section of the <b>Incident Snapshot</b> screen, or automatically using a lookup plug-in. Reports based on this attribute can automatically be sent to the data owner for remediation. |



**Table 52-7** Incident lookup parameters (*continued*)

| Lookup parameter key | Description                                                                                                                                                                                                                                                                  |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| data-owner-email     | The email address of the person responsible for remediating the incident. This attribute is not populated by the system. Instead, it is set manually in the <b>Incident Details</b> section of the <b>Incident Snapshot</b> screen, or automatically using a lookup plug-in. |

**Table 52-8** Message lookup parameters

| Lookup parameter key       | Description                                                                                                                                                            |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| date-sent                  | Date and time when the message was sent if it is an email. For example:<br>date-sent=Mon Aug 15 11:46:55 PDT 2011.                                                     |
| subject                    | Subject of the message if it is an email incident.                                                                                                                     |
| file-create-date           | Date that the file was created in its current location, whether it was originally created there, or copied from another location. Retrieved from the operating system. |
| file-access-date           | Date that the file was examined.                                                                                                                                       |
| file-created-by            | User who placed the file on endpoint computer.                                                                                                                         |
| file-modified-by           | Fully-qualified user credential for the computer where the violating copy action took place.                                                                           |
| file-owner                 | The name of the user or the computer where the violating file is located.                                                                                              |
| discover-content-root-path | Root of path of the file which caused a Discover incident.                                                                                                             |
| discover-location          | Full path of the file that caused a Discover incident.                                                                                                                 |
| discover-name              | The name of the violating file.                                                                                                                                        |
| discover-extraction-date   | Date a subfile was extracted from an encapsulated file during Discover scanning.                                                                                       |
| discover-server            | The name of repository to be scanned.                                                                                                                                  |
| discover-notes-database    | Specific attribute for Discover scan of Lotus Notes repository.                                                                                                        |
| discover-notes-url         | Specific attribute for Discover scan of Lotus Notes repository.                                                                                                        |
| endpoint-volume-name       | The name of the local drive where an endpoint incident occurred.                                                                                                       |
| endpoint-dos-volume-name   | The Windows name of the local drive where an endpoint incident occurred.                                                                                               |
| endpoint-application-name  | Name of application most recently used to open (or create) the violating file.                                                                                         |



**Table 52-8** Message lookup parameters (*continued*)

| Lookup parameter key      | Description                                                                 |
|---------------------------|-----------------------------------------------------------------------------|
| endpoint-application-path | Path of the application that was used to create or open the violating file. |
| endpoint-file-name        | The name of the violating file.                                             |
| endpoint-file-path        | Location the file was copied to.                                            |

**Table 52-9** Policy lookup parameter

| Lookup parameter key | Description and comments                                                           |
|----------------------|------------------------------------------------------------------------------------|
| policy-name          | The name of the policy that was violated, for example: policy-name=Keyword Policy. |

**Table 52-10** Recipient lookup parameters

| Lookup parameter key | Description                                                                                                                                                                                                                     |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| recipient-emailX     | The email address of the recipient, where X is the unique index to distinguish between multiple recipients; for example: recipient-email1, recipient-ip1, recipient-url1; recipient-email2, recipient-ip2, recipient-url2; etc. |
| recipient-ipX        | The IP address of the recipient, where X is the unique index to distinguish between multiple recipients. See above example.                                                                                                     |
| recipient-urlX       | The URL of the recipient, where X is the unique index to distinguish between multiple recipients. See above example.                                                                                                            |

**Table 52-11** Sender lookup parameters

| Lookup parameter key  | Description                                                                                   |
|-----------------------|-----------------------------------------------------------------------------------------------|
| sender-email          | The email address of the sender for Network Prevent for Email (SMTP) incidents.               |
| sender-ip             | The IP address of the sender for Endpoint and Network incidents on protocols other than SMTP. |
| sender-port           | The port of the sender for Network incidents on protocols other than SMTP.                    |
| endpoint-user-name    | The user who was logged on to the endpoint computer when the violation occurred.              |
| endpoint-machine-name | Name of the endpoint computer where the violating file resides.                               |



Table 52-12 Server lookup parameters

| Lookup parameter key | Description and comments                                                                                                                                                               |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| server-name          | The name of the detection server that reported the incident. This name is user-defined and entered when the detection server is deployed. For example: server-name=My Network Monitor. |

Table 52-13 Monitor lookup parameters

| Lookup parameter key | Description                                                                                                                                                                            |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| monitor-name         | The name of the detection server that reported the incident. This name is user-defined and entered when the detection server is deployed. For example: server-name=My Network Monitor. |
| monitor-host         | The IP address of the detection server that reported the incident. For example: monitor-host=127.0.0.1                                                                                 |
| monitor-id           | The system-defined numeric identifier of the detection server. For example: monitor-id=1.                                                                                              |

Table 52-14 Status lookup parameter

| Lookup parameter key | Description and comments                                                          |
|----------------------|-----------------------------------------------------------------------------------|
| incident-status      | Current status of the incident. For example: incident-status=incident.status.New. |

Table 52-15 ACL lookup parameters

| Lookup parameter key | Description                                                                  |
|----------------------|------------------------------------------------------------------------------|
| acl-principalX       | A string that indicates the user or group to whom the ACL applies.           |
| acl-typeX            | A string that indicates whether the ACL applies to the file or to the share. |
| acl-grant-or-denyX   | A string that indicates whether the ACL grants or denies the permission.     |
| acl-permissionX      | A string that indicates whether the ACL denotes read or write access.        |

## Enabling lookup plug-ins

To enable a lookup plug-in you have to change its status from **Off**, which is the initial status of a plug-in after it is configured, to **On**. The **System > Incident Data > Lookup Plugins > Modify Plugin Chain** is where you enable lookup plug-ins.

See “[About plug-in deployment](#)” on page 1024.



### To enable a lookup plug-in

- 1 Navigate to **System > Incident Data > Lookup Plugins** in the Enforce Server administration console.
- 2 Click **Modify Plugin Chain** at the **Lookup Plugins List Page**.
- 3 In the **Dedicated Actions** field, select (check) the **On** option.
- 4 Click **Save** to apply the configuration.

If the plug-in cannot be loaded the system will report an error and the plug-in state will remain **Off**. In this case, check the latest Tomcat log file for the error.

See [“Troubleshooting lookup plug-ins”](#) on page 1036.

## Chaining lookup plug-ins

The **System > Incident Data > Lookup Plugins > Modify Lookup Plugin Execution Chain** is where you enable lookup plug-ins and specify the execution order when multiple lookup plug-ins are deployed.

See [“Enabling lookup plug-ins”](#) on page 1034.

If you enable multiple lookup plug-ins you must specify their order of execution. When plug-ins are chained together, input from a previous plug-in is used as attributes by subsequent lookup plug-ins.

See [“About plug-in deployment”](#) on page 1024.

### To chain multiple lookup plug-ins

- 1 Navigate to **System > Incident Data > Lookup Plugins** in the Enforce Server administration console.
- 2 Click **Modify Plugin Chain** at the **Lookup Plugins List Page**.
- 3 In the **Execution Sequence** field, select the execution order from the drop-down menu.
- 4 Click **Save** to apply the chaining configuration.

## Reloading lookup plug-ins

If you have changed the configuration of a lookup plug-in, or the external data has changed, you need to reload the lookup plug-ins. Reloading plug-ins refreshes the system and automatically performs the enabled lookups in order and populates the incident attributes as incidents are detected.

In addition to reloading plug-ins if changes are made, you may need to reload lookup plug-ins if any of the following are true:



- A plug-in was problematic and the system unloaded it, but now the problem is fixed.
- The network was down or disconnected for some reason, but it is functioning properly now.
- A plug-in stores data in a cache, and you want to update the cache manually.

#### To reload lookup plug-ins

- 1 Navigate to **System > Incident Data > Lookup Plugins** in the Enforce Server administration console.
- 2 Click **Reload Plugins** to reload all enabled plug-ins.

---

**Note:** Administrators can also reload lookup plug-ins from the **Custom Attributes** tab of the **System > Incident Data > Attributes** screen.

---

## Troubleshooting lookup plug-ins

Symantec Data Loss Prevention provides logging and error messages specific to lookup plug-ins. The most common errors involve the failure of a plug-in to load due to one or more misconfigurations. If a lookup plug-in fails to load, the exception is logged as a warning at the system events screen and in the Tomcat log. In addition, the attribute map and plug-in execution chain is logged in the Tomcat log.

#### To troubleshoot lookup plug-in errors

- 1 Navigate to the **System > Servers > Overview** screen and look for any warnings in the `Recent Error and Warning Events` table at the bottom of the page.
- 2 On the Enforce Server host, open the log file  
`\SymantecDLP\protect\Enforce\logs\tomcat\localhost.<date>.log`.
- 3 Troubleshoot errors that appear in the Tomcat localhost log file.

[Table 52-16](#)



- 4 Configure detailed logging for lookup plug-ins if the plug-in fails but errors are not logged.  
 See [“Configuring detailed logging for lookup plug-ins”](#) on page 1037.
- 5 Refer to the troubleshooting topics for specific plug-ins.  
 See [“Testing and troubleshooting the CSV Lookup Plug-In ”](#) on page 1046.  
 See [“Testing and troubleshooting LDAP Lookup Plug-ins”](#) on page 1052.  
 See [“Script Lookup Plug-In tutorial”](#) on page 1061.

**Table 52-16** Troubleshooting lookup plug-ins

| Problem                                    | Solution                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lookup plug-in fails to load               | <p>If the plug-in failed to load, search for a message in the log file similar to the following:</p> <pre>SEVERE [com.vontu.enforce.workflow.attributes.AttributeLookupLoader] Error loading plugin [&lt;Plugin_Name&gt;]</pre> <p>Note the "Cause" section that follows this type of error message. Any such entries will explain why the plug-in failed to load.</p> |
| Attributes are not populated by the lookup | <p>If the plug-in loads but attributes are not populated, look in the log for the attribute map. Verify that values are being populated, including for the lookup parameters that you enabled. To do this, search for a lookup parameter key that you have enabled, such as <code>sender-email</code>.</p>                                                             |

## Configuring detailed logging for lookup plug-ins

The system provides detailed logging configuration for lookup plug-ins. You can configure the logging levels for lookup plug-ins in the **System > Logs > Configuration** tab. Configuring the logs for lookup plug-ins provides more detailed log messages in the Tomcat localhost log.

See [“Troubleshooting lookup plug-ins”](#) on page 1036.

### To configure and collect the logs for lookup plug-ins

- 1 Navigate to the **System > Servers > Logs** screen.
- 2 Select the **Configuration** tab.
- 3 For the **EnforceServer**, select the **Custom Attribute Lookup Logging** entry from the **Diagnostic Logging Setting** drop-down menu.
- 4 Click **Configure Logs**.



- 5 In the **Collection** tab, select the following **Debug** and **Trace Logs** for the Enforce Server.
- 6 Click **Collect Logs**.
- 7 At the bottom of the page, click **Download** to download the logs. Use the **Refresh** button to refresh the page. The logs are packaged in a ZIP file.
- 8 Open the ZIP file or save it to the file system and extract it.
- 9 Navigate to directory `\SymantecDLPLogs.zip\Enforce\logs\tomcat`.
- 10 Open the file `localhost.<date>.log` using a text editor. Open the file with the most recent date.
- 11 Search for the name of the lookup plug-in. You should see several messages.
- 12 If necessary, verify the lookup plug-in logging properties in file `\Protect\config\ManagerLogging.properties`.

```
com.vontu.logging.ServletLogHandler.level=FINEST
com.vontu.enforce.workflow.attributes.CustomAttributeLookup.level=FINEST
com.vontu.lookup.level=FINEST
```

## Configuring advanced plug-in properties

The file `SymantecDLP\protect\config\Plugins.properties` contains several advanced properties for configuring lookup plug-ins. Generally these properties do not need to be modified unless necessary according to the following descriptions.



**Table 52-17**      Advanced properties for lookup plug-ins

| Property                          | Default                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AttributeLookup.output.parameters | <i>data-owner-name, data-owner-email</i> | <p>The Attribute Lookup Output Parameters property is a comma-separated list that specifies which parameters can be modified by lookup plug-ins. Generally, the values for lookup parameter keys are set by the system when an incident is created. Because these parameters are used to look up custom attribute values, they are not modified by the looked up values if they are different from the system-defined values.</p> <p>However, this property lets you modify the output of the <b>Data Owner Name</b> and <b>Data Owner Email</b> attributes based on retrieved values. These parameters are specified in lookup plug-in configurations and scripts using the same syntax as custom attributes. Both attributes are enabled by selecting the <b>Incident</b> attribute group.</p> <p>You can disable this feature by removing one or both of the entries. If removed, the output for either parameter is not changed by a looked up value.</p> |
| AttributeLookup.timeout           | <i>60000</i>                             | <p>To avoid a system freeze due to unanticipated lookup problems, the Enforce Server limits the amount of time given to each lookup plug-in. This timeout is configured in the <code>com.vontu.api.incident.attributes.AttributeLookup.timeout</code> property in the <code>Plug-ins.properties</code> file.</p> <p>If a lookup exceeds the 60-second default timeout, the incident attribute framework unloads the associated plug-in. If there is a runaway lookup the Enforce Server cannot execute that particular lookup for any subsequent incidents. If the plug-in times out frequently, you can extend the timeout by modifying the period (in milliseconds).</p> <p><b>Note:</b> Note that increasing this value may result in slower incident processing times because of slow attribute lookups.</p>                                                                                                                                              |
| AttributeLookup.auto              | <i>true</i>                              | <p>The automatic lookup property specifies whether the lookup should be triggered automatically when a new incident is detected. This property automatically populates incident attributes using the deployed lookup plug-ins after the initial lookup is executed.</p> <p>You can disable auto-lookup by changing the property value to false. If this property is disabled, remediators must click <b>Lookup</b> for every incident.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



Table 52-17      Advanced properties for lookup plug-ins *(continued)*

| Property               | Default | Description                                                                                                                                           |
|------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| AttributeLookup.reload | false   | The automatic plug-in reload property specifies whether all plug-ins should be automatically reloaded each day at 3:00 A.M. Change to true to enable. |

## Configuring the CSV Lookup Plug-In

You can only configure one CSV Lookup Plug-In per Enforce Server instance.  
See [“About the CSV Lookup Plug-In ”](#) on page 1021.

Table 52-18      Configuring the CSV Lookup Plug-In

| Step | Action                           | Description                                                                                                                                                                          |
|------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Create custom attributes.        | Define the custom attributes for the information you want to look up.<br>See <a href="#">“Setting the values of custom attributes manually”</a> on page 1008.                        |
| 2    | Create the CSV data source file. | The CSV file that contains the data to be used to populate custom attributes for incident remediation.<br>See <a href="#">“Requirements for creating the CSV file”</a> on page 1041. |
| 3    | Create a new CSV plug-in.        | See <a href="#">“Creating new lookup plug-ins”</a> on page 1029.                                                                                                                     |
| 4    | Name and describe the plug-in.   | The name string limited to 100 characters. It is recommended that you enter a description for the lookup plug-in.                                                                    |
| 5    | Specify the file path.           | Provide the path to the CSV file. The CSV file must be local to the Enforce Server.<br>See <a href="#">“Specifying the CSV file path”</a> on page 1042.                              |
| 6    | Choose the File Delimiter.       | Specify the delimiter that is used in the CSV file. The pipe delimiter [ ] is recommended.<br>See <a href="#">“Choosing the CSV file delimiter”</a> on page 1043.                    |
| 7    | Choose the File Encoding.        | For example: UTF-8<br>See <a href="#">“Selecting the CSV file character set”</a> on page 1043.                                                                                       |



**Table 52-18** Configuring the CSV Lookup Plug-In (*continued*)

| Step | Action                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8    | Map the attributes.               | <p>Map the system and the custom attributes to the CSV file column heads and define the keys to use to extract custom attribute data. Keys map to column heads, not custom attributes.</p> <p>The syntax is as follows:</p> <pre>attr.attribute_name=column_head</pre> <pre>keys=column_head_first:column_head_next:column_head_3rd</pre> <p>See <a href="#">“Mapping attributes and parameter keys to CSV fields”</a> on page 1043.</p> |
| 9    | Save the plug-in.                 | Verify that the correct save message for the plug-in is displayed.                                                                                                                                                                                                                                                                                                                                                                       |
| 9    | Select the Lookup Parameter Keys. | <p>Define the keys which are used to extract custom attribute data.</p> <p>See <a href="#">“Selecting lookup parameters”</a> on page 1030.</p>                                                                                                                                                                                                                                                                                           |
| 10   | Enable the lookup plug-in.        | <p>The CSV Lookup Plug-In must be enabled on the Enforce Server.</p> <p>See <a href="#">“Enabling lookup plug-ins”</a> on page 1034.</p>                                                                                                                                                                                                                                                                                                 |
| 11   | Troubleshoot the plug-in.         | See <a href="#">“Testing and troubleshooting the CSV Lookup Plug-In”</a> on page 1046.                                                                                                                                                                                                                                                                                                                                                   |
| 11   | Test the lookup plug-in.          |                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## Requirements for creating the CSV file

The CSV Lookup Plug-In requires a CSV file that is stored on the Enforce Server.

When creating a CSV file, keep in mind the following requirements:

- The first data row of the CSV file must contain column headers.
- Column header fields cannot be blank.
- Make sure that there are no white spaces at the end of the column header fields.
- Make sure that all rows have the same number of columns.
- Each row of the file must be on a single, non-breaking line.
- One or more columns in the file are used as key-fields for data lookups. You specify in the attribute mapping which column heads are to be used as key fields. You also specify the key field search order. Common key fields typically include email address, Domain\UserName (for Endpoint incidents), and user name (for Storage incidents).



- The data values in the key field columns must be unique. If multiple columns are used as key fields (for example, `EMP_EMAIL` and `USER_NAME`), the combination of values in each row must be unique.
- Fields in data rows (other than the column header row) can be empty, but at least one key field in each row should contain data.
- The same type of delimiter must be used for all values in the column header and data rows.
- If the CSV file is read-only, make sure that the CSV file has a new line at the end of the file. The system will attempt to add a new line to the file on execution of the plug-in, but if the file is read-only the system cannot do this and the plug-in will not load.
- For Discover scan incidents, the `file-owner` lookup parameter does not include a domain. To use `file-owner` as the key, the CSV file column that corresponds to `file-owner` should be in the format `owner`. The format `DOMAIN\owner` does not result in a successful lookup. This restriction only applies to Discover incidents, other kinds of incidents can include a domain.  
For example, the column-header row and a data-row of a pipe-delimited CSV file might look like:

```
email|first_name|last_name|domain_user_name|user_name|department|manager|manager_email
jsmith@acme.com|John|Smith|CORP\jsmith1|jsmith1|Accounting|Mei Wong|mwong@acme.com
```

- If more than 10% of the rows in the CSV file violate any of these requirements, the Plugin does not load.
- For accuracy in the lookup, the CSV file needs to be kept up to date.

See [“About the CSV Lookup Plug-In ”](#) on page 1021.

## Specifying the CSV file path

To configure the CSV Lookup Plug-In you must specify the **CSV File Path** property for the location of the CSV file. The CSV file must be stored locally on the Enforce Server.

You can enter either an absolute file path or a relative file path. For example:

- `../../../../symantecDLP_csv_lookup_file/senders2.csv`
- `C:/SymantecDLP_csv_lookup_file/senders2.csv`

On Windows you can use either forward or backward slashes. For example:

`C:/SymantecDLP/Protect/plugins/employees.csv` **or**

`C:\SymantecDLP\Protect\plugins\employees.csv`. On Linux you can only use forward slashes.



The system validates the file path when you save the configuration. If the system cannot locate the file it reports an error and does not let you save the configuration. Make sure that the CSV file is not open and is stored locally to the Enforce Server.

## Choosing the CSV file delimiter

Use the **Delimiter** property to specify the CSV file delimiter.

The following delimiters are supported:

- Comma
- Pipe
- Tab
- Semicolon

The recommended practice is to use the pipe character (“|”) as the delimiter. Use of the comma delimiter is discouraged because commas are often included in data fields as part of the data. For example, a street address might contain a comma.

## Selecting the CSV file character set

You must specify the character set for the CSV file. The default is UTF-8.

All supported character sets are listed in the drop-down menu.

## Mapping attributes and parameter keys to CSV fields

To configure the CSV Lookup Plug-In, you enter the execution code in the **Attribute Mapping** field. This code maps the lookup parameter keys and custom attributes to column headers in the CSV file. One or more `attribute=column` pairs is used to map the incident attributes to the column heads. The `keys` property in the attribute map identifies which columns to use for the lookup.

Here is an example CSV file attribute mapping:

```
attr.Store-ID=store-id
attr.Store\ Address=store_address
attr.incident-id=incident-id-key
attr.sender-email=sender-email-key
keys=sender-email-key:incident-id-key
```

With this example in mind, adhere to the following syntactical rules when mapping the attributes to CSV file data.



Table 52-19      Attribute mapping syntax for CSV files

| Example and syntax                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <pre>attr.Store-ID=store-id</pre><br><pre>attr.attribute_name=column_head</pre>                                                                                               | Attributes map to column header names in attribute-column pairs.<br><br>Here, <b>Store-ID</b> is a custom attribute and <b>store-id</b> is a column header name in the CSV file.                                                                                                                                                    |
| <pre>attr.Store\ Address=store_address</pre><br><pre>attr.attribute\ name=column\ head</pre>                                                                                  | Spaces are allowed before and after the = sign (except for the LDAP Lookup Plugin).<br><br>Blank spaces in attribute and column names must be preceded by a backslash.<br><br>Here, the custom attribute is named <b>Store Address</b> .                                                                                            |
| <pre>attr.Store-ID=store-id</pre><br><pre>attr.Store\ Address=store_address</pre><br><pre>attr.attribute_name=column_head</pre><br><pre>attr.attribute_name=column_head</pre> | Each attribute-column pair is entered on a separate line.                                                                                                                                                                                                                                                                           |
| <pre>attr.Store\ Address=STORE_ADDRESS</pre>                                                                                                                                  | All syntax is case sensitive.<br><br>The identifier <code>attr.</code> must be lower case.<br><br>Incident attributes must match the system-definition string precisely.                                                                                                                                                            |
| <pre>attr.incident-id=incident-id-key</pre><br><pre>attr.sender-email=sender-email-key</pre><br><pre>attr.attribute_name=column_head</pre>                                    | System attributes are mapped to column header names. The column name does not have to match the system attribute, nor does it require the word "key".                                                                                                                                                                               |
| <pre>keys=sender-email-key:incident-id-key</pre><br><pre>keys=&lt;column_name_1st&gt;:column_name_2nd</pre>                                                                   | Keys map the column name headers to the incident attribute keys you want to use to look up the attribute values. The keys map to the column header names, not to the incident attribute names. The order of appearance determines priority. Once the first incident is located in the CSV file, the other attributes are populated. |

## CSV attribute mapping example

Consider another mapping example for the CSV Lookup Plug-In .



```
attr.sender-email = Email
attr.endpoint-user-name = Username
attr.file-owner = File-owner
attr.sender-ip = IP

attr.First\ Name = FIRST_NAME
attr.Last\ Name = LAST_NAME
attr.Business\ Unit = Org
attr.Manager\ Email = Mgr_email
attr.Employee\ ID = EMPLOYEE_NUMBER
attr.Phone\ Number = Phone
attr.Manager\ Last\ Name = Mgr_lastname
attr.Manager\ First\ Name = Mgr_firstname
attr.Employee\ Email = Emp_email

keys = Email:Username:File-owner:IP
```

Note the following about this example:

- The first four lines map lookup parameters to column headers.
- The remaining nine lines map custom attributes to column headers.
- A backslash is prepended before each instance of a white-space character in a attribute or column name. In this example, `attr.Employee\ Email = Emp_email` maps the **Employee Email** custom attribute to the **emp\_email** column head.
- The `keys` property identifies and sequences the keys that are used to extract custom attribute data. Each key is separated with a colon. The order in which you list the keys determines the search sequence. In this example (`keys = Email:Username:File-owner:IP`), the plug-in first searches the `Email` column for a value that matches the lookup parameter value of the `sender-email` which has been passed to the plug-in. If no matching value is found, the plug-in then searches the `Username` column for a value that matches the `endpoint-user-name` lookup parameter. If no matching value is found in that column, it then goes on to search the next key (`File-owner`), and so on.
- The plug-in stops searching after it finds the first matching parameter key-value pair. As a result, the order in which you list the `keys` column heads is significant.



## Testing and troubleshooting the CSV Lookup Plug-In

If the plug-in does not load, or if the plug-in loads but fails to populate the custom attributes with looked up values, troubleshoot as follows:

### To test and troubleshoot the CSV Lookup Plug-In

- 1 Verify that the CSV file conforms to the requirements. If more than 10% of the rows in the CSV file violate any of the CSV file requirements, the lookup plug-in does not load.

See [“Requirements for creating the CSV file”](#) on page 1041.

- 2 Verify that the delimiter you selected is the one used in the CSV file. Note that the system defaults to comma, whereas the recommendation is pipe.

See [“Choosing the CSV file delimiter”](#) on page 1043.

- 3 Check the attribute mapping. There is no system-provided validation for the attribute map. Make sure that your attribute map adheres to the syntax.

Common syntactical errors include:

- Every entry in the attribute mapping field is case sensitive.
- Spaces in attribute and column names must be identified by a backslash.
- For every attribute=column pair, the data to the right of the equals sign (=) must be a column head name.
- Keys are column header names, not incident attributes.

- 4 If the plug-in fails to load, or the plug-in fails to return looked up values, check the file

`\SymantecDLP\Protect\logs\tomcat\localhost.<latest-date>.log.`

- Check that the database and table are created and that the CSV file is loaded into the table. To verify, look for lines similar to the following:

```
INFO [com.vontu.lookup.csv.CsvLookup]
creating database
create table using SQL
importing data from file into table LOOKUP having columns
```



---

**Note:** To process large files, the CSV Lookup Plug-In uses an in-memory database (Apache Derby). Only one instance of Derby can be running per Enforce Server. If a previous instance is running, the CSV Lookup Plug-In does not load. If the database and table are not created, restart the Vontu Manager service and reload the plug-in.

---

- 5 If the plug-in fails to return looked up values, check the file  
`\SymantecDLP\Protect\logs\tomcat\localhost.<latest-date>.log.`  
Look for a warning message indicating that "SQL query did not return any results." In this case, make sure that the attribute mapping matches the CSV column heads and reload the plug-in if changes were made.  
See [“Troubleshooting lookup plug-ins”](#) on page 1036.

## CSV Lookup Plug-In tutorial

This tutorial provides instructions for implementing a simple CSV Lookup Plug-In. The purpose of this tutorial is to introduce you to the lookup plug-in feature from a hands-on approach. If you have experience generating incidents, creating custom attributes, and implementing lookup plug-ins this tutorial may be too basic.

See [“About the CSV Lookup Plug-In ”](#) on page 1021.

### To implement a simple CSV Lookup Plug-In

- 1 Create the following custom attributes at **System > Attributes > Custom Attributes**:
  - **Manager**
  - **Department**
  - **Email Address**
- 2 Create a pipe delimited CSV file containing the following data.

```
SENDER|MGR|DEPT|EMAIL
emp@company.com|Merle Manager|Engineering|rmanager@company.com
```

- 3 Save the CSV file to the same volume drive where the Enforce Server is installed.

For example:

```
C:\SymantecDLP\Protect\plugins\lookup\csv_lookup_file.csv.
```



#### 4 Create a basic keyword policy.

See “[Configuring policies](#)” on page 370.

#### 5 Generate an email incident.

To trigger the lookup for this example, the incident should be an SMTP incident with the sender of the email being the address `emp@company.com`. Change the value of sender in the CSV to match the actual value of the email sender.

#### 6 Create a new CSV Lookup Plug-In at **System > Incident Data > Lookup Plugins > New Plugin**.

#### 7 Configure the lookup plug-in as follows:

- Name: *CSV Lookup Plug-in*
- Description: *Look up manager of email sender from CSV file.*
- CSV File Path: *C:\SymantecDLP\Protect\plugins\lookup\csv\_lookup\_file.csv*
- Delimiter: *Pipe [|]*
- File Encoding: *UTF-8*
- Attribute Mapping  
Map the system-defined attributes, custom attributes, and lookup parameter keys on separate lines as follows:

```
attr.sender-email=SENDER
attr.Manager=MGR
attr.Department=DEPT
attr.Email\ Address=EMAIL
keys=SENDER
```

```
attr.sender-email = SENDER
```

This is a lookup parameter key from the **Sender** group. It is mapped to the corresponding column header in the CSV file.

```
attr.Manager = MGR
```

This is a custom attribute defined in Step 1. It is mapped to the corresponding column header in the CSV file.

```
attr.Department = DEPT
```

This is a custom attribute defined in Step 1. It is mapped to the corresponding column header in the CSV file.

```
attr.Email\ Address = EMAIL
```

This is a space delimited custom attribute defines in Step 1. It is mapped to the corresponding column head in the CSV file.

```
keys = SENDER
```

This line declares one key to perform the lookup. The lookup ceases once the first key is located, and the attribute values are populated.



- 8 Save the plug-in configuration.
- 9 Select **System > Lookup Plugins > Lookup Parameters** and select the following lookup parameter key group:

**Sender** This group contains the `sender-email` key.

- 10 Select **System > Lookup Plugins > Modify Plugin Chain** and enable the plug-in.
- 11 Open the **Incident Snapshot** for the incident generated in the Step 4.
- 12 Verify that the unpopulated custom attributes you created in Step 1 appear in the **Attributes** pane to the right of the screen.  
If they do not, complete Step 1.
- 13 Verify that the "Lookup" button appears in the **Attributes** pane above the custom attributes.  
If it does not, verify that the **Lookup Attributes** privilege is granted to the user.  
Click **Reload Plugin** after making any changes.
- 14 Click the **Lookup** button.  
The custom attributes should be populated with values looked up and retrieved from the CSV file.
- 15 Troubleshoot the plug-in as necessary.  
See [“Testing and troubleshooting the CSV Lookup Plug-In ”](#) on page 1046.

## Configuring LDAP Lookup Plug-Ins

To configure one or more LDAP Lookup Plug-ins, complete these tasks.

**Table 52-20** Configuring LDAP Lookup Plug-ins

| Step | Action                    | Description                                                       |
|------|---------------------------|-------------------------------------------------------------------|
| 1    | Create custom attributes. | See <a href="#">“Configuring custom attributes”</a> on page 1007. |



Table 52-20 Configuring LDAP Lookup Plug-ins (continued)

| Step | Action                                          | Description                                                                                                                                                                                                                                                                                                                                              |
|------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Configure a connection to the LDAP server.      | <p>A functioning connection to an LDAP server must be available.</p> <p>See <a href="#">“Requirements for LDAP server connections”</a> on page 1050.</p> <p>The connection to the LDAP server can be configured from the link in the LDAP Lookup Plug-In .</p> <p>See <a href="#">“Configuring directory server connections”</a> on page 132.</p>        |
| 3    | Create a new LDAP Lookup Plug-In .              | See <a href="#">“Creating new lookup plug-ins”</a> on page 1029.                                                                                                                                                                                                                                                                                         |
| 4    | Map the attributes.                             | <p>Map the attributes to the corresponding LDAP directory fields. The syntax is as follows:</p> <pre>attr.CustomAttributeName = search_base: (search_filter=\$variable\$): ldapAttribute</pre> <p>See <a href="#">“Mapping attributes to LDAP data”</a> on page 1051.</p> <p>See <a href="#">“Attribute mapping examples for LDAP”</a> on page 1052.</p> |
| 5    | Save and enable the plug-in.                    | <p>The LDAP Lookup Plug-In must be enabled on the Enforce Server.</p> <p>See <a href="#">“Enabling lookup plug-ins”</a> on page 1034.</p>                                                                                                                                                                                                                |
| 6    | Test and troubleshoot the LDAP Lookup Plug-In . | See <a href="#">“Troubleshooting lookup plug-ins”</a> on page 1036.                                                                                                                                                                                                                                                                                      |

## Requirements for LDAP server connections

- The following conditions must be met for Symantec Data Loss Prevention to establish a connection with an LDAP directory:
- The LDAP directory must be running on a host that is accessible to the Enforce Server.
  - There must be an LDAP account that the Symantec Data Loss Prevention can use. This account must have read-only access. You must know the user name and password of the account.
  - You must know the Fully Qualified Domain Name (FQN) of the LDAP server (the IP address cannot be used).
  - You must know the port on the LDAP server which the Enforce Server uses to communicate with the LDAP server. The default is 389.



You can use an LDAP lookup tool such as Softerra LDAP Browser to confirm that you have the correct credentials to connect to the LDAP server. Also confirm that you have the right fields defined to populate your custom attributes.

See [“About LDAP Lookup Plug-Ins”](#) on page 1021.

## Mapping attributes to LDAP data

You map system and custom attributes to LDAP data in the **Attribute Mapping** field. Each mapping is entered on a separate line. The order in which these mapping entries appear does not matter.

The attribute mapping syntax for LDAP Lookup Plug-ins is as follows:

```
attr.CustomAttributeName = search_base:
 (search_filter=$variable$):
 ldapAttribute
```

The following table describes this syntax in more detail.

**Table 52-21** LDAP mapping syntax details

| Element                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>CustomAttributeName</i> | The name of the custom attribute as it is defined in the Enforce Server.<br><b>Note:</b> If the name of the attribute contains white-space characters, you must precede each instance of the white space with a backslash. A white-space character is a space or a tab. For example, you need to enter the <code>Business Unit</code> custom attribute as: <code>attr.Business\ Unit</code><br><br>See <a href="#">“Configuring custom attributes”</a> on page 1007. |
| <i>search_base</i>         | Identifies the LDAP directory.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <i>search_filter</i>       | The name of the LDAP attribute (field) that corresponds to the lookup parameter (or other variable) passed to the plug-in from the Enforce Server.                                                                                                                                                                                                                                                                                                                   |
| <i>variable</i>            | The name of the lookup parameter that contains the value to be used as a key to locate the correct data in the LDAP directory.<br><br>In cases where multiple plug-ins are chained together, the parameter might be a variable that is passed to the LDAP Lookup Plug-In by a previous plug-in.                                                                                                                                                                      |
| <i>ldapAttribute</i>       | The LDAP attribute whose data value is returned to the Enforce Server. This value is used to populate the custom attribute that is specified in the first element of the entry.                                                                                                                                                                                                                                                                                      |

See [“About LDAP Lookup Plug-Ins”](#) on page 1021.



## Attribute mapping examples for LDAP

The following mappings provide additional attribute mapping examples for LDAP Lookup Plug-ins.

The following example attribute mapping searches the `hr.corp` LDAP directory for a record with an attribute for `mail` whose value matches the value of the `sender-email` lookup parameter. It returns to the Enforce Server the value of the `givenName` attribute for that record.

```
attr.First\ Name = dc=corp,dc=hr:(mail=$sender-email$):givenName
```

In the following attribute mapping example, a separate line is entered for each custom attribute that is to be populated. In addition, note the use of the `TempDeptCode` temporary variable. The department code is needed to obtain the department name from the LDAP hierarchy. But only the department name needs to be stored as a custom attribute. The `TempDeptCode` variable is created for this purpose.

```
attr.First\ Name = cn=users:(mail=$sender-email$):firstName
attr.Last\ Name = cn=users:(mail=$sender-email$):lastName
attr.TempDeptCode = cn=users:(mail=$sender-email$):deptCode
attr.Department = cn=departments:(deptCode=$TempDeptCode$):name
attr.Manager = cn=users:(mail=$sender-email$):manager
```

## Testing and troubleshooting LDAP Lookup Plug-ins

Complete these steps to troubleshoot LDAP Lookup Plug-In implementations.

See [“About LDAP Lookup Plug-Ins”](#) on page 1021.

### To troubleshoot an LDAP Lookup plug-in

- 1 If the plug-in does not save correctly, verify the configuration.

Before using the LDAP Lookup Plug-In you should test the connection to the LDAP server. You can use a lookup tool such as the Softterra LDAP Browser to help confirm that you have the correct fields defined.

See [“Configuring directory server connections”](#) on page 132.

- 2 Make sure that the plug-in is enabled.
- 3 Make sure that you created the Custom Attribute definitions.

In particular, check the attribute mapping. The attribute names must be identical.



- 4 If you made changes, or edited the lookup parameter keys, reload the plug-in. See [“Reloading lookup plug-ins”](#) on page 1035.
- 5 Select **Incidents > All Incidents** for the detection server you are using to detect the incident.
- 6 Select (check) several incidents and select **Lookup Attributes** from the **Incident Actions** drop-down menu. (This action looks up attribute values for all incidents for that form of detection.
- 7 Check the **Incident Snapshot** screen for an incident. Verify that the **Lookup Custom Attributes** are filled with entries retrieved from the LDAP lookup.
- 8 If the correct values are not populated, or there is no value in a custom attribute you have defined, make sure that there are no connection errors are recorded in the Incident **History** tab.
- 9 Check the Tomcat log file.  
See [“Troubleshooting lookup plug-ins”](#) on page 1036.

## LDAP Lookup Plug-In tutorial

This tutorial provides steps for implementing a simple LDAP Lookup Plug-In .

### To implement an LDAP Lookup Plug-In

- 1 Create the following custom attributes at **System > Attributes > Custom Attributes**:  
**LDAP givenName**  
**LDAP telephoneNumber**
- 2 Create a directory connection for the Active Directory server at **System > Settings > Directory Connections**.  
For example:
  - Hostname: **enforce.dlp.company.com**
  - Port: **389**
  - Base DN: **dc=enforce,dc=dlp,dc=com**
  - Encryption: None
  - Authentication: Authenticated
  - username: **userName**
  - password: **password**
- 3 Test the connection. The system indicates if the connection is successful.



- 4
- Create a new LDAP plug-in at **System > Lookup Plugins > New Plugin > LDAP**.  
Name: **LDAP Lookup Plug-in**  
Description: **Description for the LDAP Plug-in**.
- 5
- Select the directory connection created in Step 2.
- 6
- Map the attributes to LDAP metadata.

```
attr.LDAP\ givenName = cn=users:(|(givenName=$endpoint-user-name$) (mail=$sender-email$)
(streetAddress=$discoverserver$)):givenName
attr.LDAP\ telephoneNumber = cn=users:(|(givenName=$endpoint-user-name$) (mail=$sender-email$)
(streetAddress=$discoverserver$)):telephoneNumber
```

- 7
- Save the plug-in. Verify that the correct save message for the plug-in is displayed.
- 8
- Enable the following keys at the **System > Lookup Plugins > Lookup Parameters** page.
  - Incident
  - Message
  - Sender
- 9
- Create an incident that generates one of the lookup parameters. For example, an email incident exposes the sender-email attribute. There must be some corresponding information in the Active Directory server.
- 10
- Open the **Incident Snapshot** for the incident.
- 11
- Click the **Lookup** button and verify the custom attributes created in the Step 1 are populated in the right panel.

## Configuring Script Lookup Plug-Ins

Complete these steps to implement one or more Script Lookup Plug-Ins to look up external information.

See [“Writing scripts for Script Lookup Plug-Ins”](#) on page 1055.

Table 52-22      Configuring a Script Lookup Plug-In

| Step | Action                    | Description                                                       |
|------|---------------------------|-------------------------------------------------------------------|
| 1    | Create custom attributes. | See <a href="#">“Configuring custom attributes”</a> on page 1007. |



Table 52-22 Configuring a Script Lookup Plug-In *(continued)*

| Step | Action                                              | Description                                                                                                                                                                                                                                                         |
|------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Create the script.                                  | See <a href="#">“Writing scripts for Script Lookup Plug-Ins”</a> on page 1055.                                                                                                                                                                                      |
| 3    | Define the <b>Lookup Parameter Keys</b> .           | Select the keys to use to extract custom attribute data.<br>See <a href="#">“Selecting lookup parameters”</a> on page 1030.                                                                                                                                         |
| 4    | Create a new Script Plugin.                         | See <a href="#">“Creating new lookup plug-ins”</a> on page 1029.                                                                                                                                                                                                    |
| 5    | Enter the <b>Script Command</b> .                   | This value is the local path to the script engine executable on the Enforce Server host.<br>See <a href="#">“Specifying the Script Command”</a> on page 1056.                                                                                                       |
| 6    | Specify the <b>Arguments</b> .                      | This value is the path to the Python script file to use for attribute lookup and any command line arguments. Begin the script path with the <code>-u</code> argument to improve lookup performance.<br>See <a href="#">“Specifying the Arguments”</a> on page 1057. |
| 7    | Enable the <b>stdin</b> and <b>stdout</b> options.  | Enable both options to help prevent script injection attacks.<br>See <a href="#">“Enabling the stdin and stdout options”</a> on page 1057.                                                                                                                          |
| 8    | Optionally, enable <b>protocol filtering</b> .      | You can specify the incident types by protocol for passing attribute values to look up scripts.<br>See <a href="#">“Enabling incident protocol filtering for scripts”</a> on page 1058.                                                                             |
| 9    | Optionally, enable and encrypt <b>credentials</b> . | You can encrypt and pass credentials required by the script to connect to external systems.<br>See <a href="#">“Enabling and encrypting script credentials”</a> on page 1059.                                                                                       |
| 9    | Save the plugin.                                    | Verify that the correct save message for the plugin is displayed.<br>See <a href="#">“Creating new lookup plug-ins”</a> on page 1029.                                                                                                                               |
| 10   | Enable the lookup plugin.                           | You can chain scripts together and chain scripts with other lookup plugins.                                                                                                                                                                                         |
| 11   | Test the lookup plugin.                             | Test the lookup plugin.<br>See <a href="#">“Troubleshooting lookup plug-ins”</a> on page 1036.                                                                                                                                                                      |

## Writing scripts for Script Lookup Plug-Ins

If you are using the Script Lookup Plug-In, you must write a script to extract data and populate the custom attributes of each incident. The Script Lookup Plug-In



passes attributes to scripts as key-value pairs. In return, scripts must output a set of key-value pairs to standard out (stdout). The plugin uses these key-value pairs to populate custom attributes.

When writing scripts for use with the Script Lookup Plug-In , adhere to the following syntax requirements and calling conventions, including how a script plugin passes arguments to scripts and the required format for script output.

Table 52-23      Script plugin calling conventions

| Convention     | Syntax                                      | Description                                                                                                                                                                                                                                                                     |
|----------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Input          | <code>attribute_name=attribute_value</code> | The Script Lookup Plug-In passes attributes to scripts as command-line parameters in the form <code>key=value</code> .                                                                                                                                                          |
| Output         | <code>stdout</code>                         | <p>To work with the plugin and populate attributes, scripts must output a set of key-value pairs to standard out (stdout).</p> <p>Newline characters must separate output key-value pairs. For example:</p> <pre>host-name=mycomputer.company.corp username=DOMAIN\bsmith</pre> |
| exit code      | <code>0</code>                              | Scripts must exit with an exit code of '0.' If scripts exit with any other code, the Enforce Server assumes that an error has occurred in script execution and terminates the attribute lookup.                                                                                 |
| error handling | <code>stderr to a file</code>               | <p>Scripts cannot print out error or debug information. Redirect <code>stderr</code> to a file. In Python this would be:</p> <pre>fsock = open("C:\error.log", "a") sys.stderr = fsock</pre>                                                                                    |

See [“Example script”](#) on page 1063.

## Specifying the Script Command

The **Script Command** field specifies the path to the script engine for executing the script. These instructions are specific to Python.

**To specify the script command**

- 1    Download and install version 2.6 of Python on the Enforce Server host, if you have not already done so.
- 2    Enter the local path to the `python.exe` executable file.



For example:

- Windows: `c:\python26\python.exe`
- Linux: `/usr/local/bin/python`

**3 Enter the **Arguments**.**

See [“Specifying the Arguments”](#) on page 1057.

## Specifying the Arguments

The **Arguments** field specifies the path to the script and any additional command line arguments. These instructions are specific to Python.

### To specify the Arguments

- 1** After writing a script, copy it to the Enforce Server host, or to a file share that is accessible by the Enforce Server.
- 2** Make sure that permissions are set correctly on the directory and the script file.

Both the directory and file must be readable and executable by the `protect` user.

- 3** Enter the `-u` argument in the **Argument** field.

This command forces `stdin`, `stdout`, and `stderr` to be totally unbuffered, which improves lookup performance.

- 4** Enter the fully qualified path to the script file.

For example:

- Windows: `-u,c:\python26\scripts\ip-lookup.py`
- Linux: `-u,/opt/python26/scripts/ip-lookup.py`

---

**Note:** The system does not validate the file location.

---

- 5** Save the plugin configuration.

## Enabling the `stdin` and `stdout` options

When you configure a Script Lookup Plug-In you can choose to **Enable `stdin`** and **Enable `stdout`**. If these options are enabled, the system checks the script input and output for unsafe characters such as command delimiters and logical operators that could be exploited by a UNIX or Windows shell.



Because you are running the script on the host where the Enforcer Server is installed, you should enable both options, unless you are certain that your script is safe. If enabled, the logs will indicate invalid and unescaped characters.

See [Table 52-24](#) on page 1058.

**Table 52-24** Invalid characters for attribute names

| Invalid character                                        | Description                                                                                                                                     |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Empty string                                             | Empty strings are not allowed.                                                                                                                  |
| @<br>.<br>+<br>=<br>:<br>/<br>\<br>)<br>(<br>-<br>+<br>_ | Attributes containing these characters will be ignored during processing if the <code>stdin</code> and <code>stdout</code> options are enabled. |
| \$<br>%                                                  | Attributes containing the \$ and % characters are allowed if these characters are properly escaped by a backslash.                              |

## Enabling incident protocol filtering for scripts

Optionally, you can specify the incident types (by protocol) for passing attribute values to look up scripts. If you do not enable protocol filtering, your Script Lookup Plug-In will apply to all incidents.

For example, you can limit the passing of attribute values to those incidents that are detected over HTTP. When you filter by protocol, Enforce Server still captures the incidents that are detected over other protocols. But it does not use the Script Lookup Plug-In to populate those incidents with attribute values.



### To enable protocol filtering

- 1 Navigate to the **System > Lookup Plugins > Edit Script Lookup Plugin** screen in the Enforce Server administration console.

See [“Configuring Script Lookup Plug-Ins”](#) on page 1054.

- 2 At the **Script Lookup Plugin** screen, select (check) the **Enable protocol filtering** option.

This action displays all the protocols that are available for filtering. Note that protocols are detection server-specific.

---

**Note:** Network and Mobile protocols are configured at the **System > Settings > Protocols** screen. Endpoint protocols are configured at the **System > Agents > Agent Configuration** screen. Discover protocols are configured at the **Policies > Discover Scanning > Discover Targets**. And, once an incident is generated, the protocol value for the incident is displayed at the top of the **Incident Snapshot** screen.

---

- 3 Specify the protocols you want to include in the lookup.

If you enable protocol filtering, you must select at least one protocol on which to filter.

- 4 Save the plug-in configuration.

## Enabling and encrypting script credentials

If your script is connecting to an external system that requires credentials, you can enable credentials for your script. If you enable credentials through the user interface option, you must encrypt them. Symantec Data Loss Prevention provides the Credential Utility, which lets you encrypt credentials and use them to authenticate to an external data source.

When the Enforce Server invokes the Script Lookup Plug-In, the plug-in decrypts any credentials at runtime and passes them to the script as attributes. The credentials are then available for use within the script. The Credential Utility uses the same platform encryption keys that are used to protect user accounts and incident information within the Symantec Data Loss Prevention system.

See [Table 52-25](#) on page 1060.

If you choose to use credentials in clear text, you must hard code them into your script. In this case, the Enforce Server passes the values you exported to the clear-text credential file. These values are passed in the following format:  
*key=value*.



Table 52-25 Enabling and encrypting credentials

| Step | Action                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                  |
|------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Create a text file that contains the credentials that are needed by the script to access the appropriate external systems. | The format of this file is <i>key=value</i> , where <i>key</i> is the name of the credential.<br><br>For example:<br><br>username=msantos password=esperanza9                                                                                                                                                                                                |
| 2    | Save this credential file to the file system local to the Enforce Server.                                                  | The file needs to be saved to the Enforce Server temporarily.<br><br>For example: C:\temp\MyCredentials.txt.                                                                                                                                                                                                                                                 |
| 3    | On the Enforce Server, open a shell or command prompt and change directories to<br>\\SymantecDLP_home\Protect\bin.         | This directory on the Enforce Server contains the Credential Generator Utility.                                                                                                                                                                                                                                                                              |
| 4    | Issue a command to generate an encrypted credential file.                                                                  | The command syntax is as follows:<br><br>CredentialGenerator.bat<br>in-clear-text-filepath out-encrypted-filepath<br><br>For example on Windows you would issue the following:<br><br>CredentialGenerator.bat C:\temp\MyCredentials.txt<br>C:\temp\MyCredentialsEncrypted.txt<br><br>You can open this file in a text editor to verify that it is encrypted. |
| 5    | Select <b>Enable Credentials</b> .                                                                                         | At the <b>System &gt; Lookup Plugins &gt; Edit Script Lookup Plugin</b> page, select (check) the <b>Enable Credentials</b> option.                                                                                                                                                                                                                           |
| 6    | Enter the <b>Credentials File Path</b> .                                                                                   | Enter the fully qualified path to the encrypted credentials file. For example:<br><br>C:\temp\MyCredentialsEncrypted.txt.                                                                                                                                                                                                                                    |
| 7    | Save the plug-in.                                                                                                          | You can now use the encrypted credentials to authenticate to an external system.                                                                                                                                                                                                                                                                             |
| 8    | Secure the clear-text credentials file.                                                                                    | If you want to save the clear-text credentials file, move it to a secure location. It can be useful to save the file if you plan to update and re-encrypt it later. If you do not want to save the file, delete it now.                                                                                                                                      |
| 9    | Reload the lookup plug-in.                                                                                                 | See <a href="#">“Managing and configuring lookup plug-ins”</a> on page 1027.                                                                                                                                                                                                                                                                                 |



## Chaining multiple Script Lookup Plug-Ins

All lookup plug-ins receive a reference to the same attribute map. This reference enables you to chain lookup plug-ins. Whether plug-in chaining is necessary to populate your custom attributes varies according to circumstances. Consider the following example scenarios.

Getting the right key for Network email incidents is usually straightforward. The email address of the message sender is automatically captured as the `sender-email` lookup parameter. That lookup parameter can be used as a key to unlock the information about the sender that is stored in an external source. In this instance, it is not necessary to chain multiple plug-ins.

For Web or FTP incidents, a plug-in chain might be necessary. The lookup parameter that is captured for these kinds of incidents is the IP addresses of the originating hosts. But IP addresses usually are not static identifiers like email addresses. Therefore, you may need to do successive lookups to get to a static identifier that can be used as an information key.

You can write a script to pass the `sender-ip` lookup parameter to a DNS server to get the host name. You can then write another script to pass that host name to an asset management system. From the asset management system you can obtain the user name or email of the person using that computer. That user name or email can then be used as the “key” to unlock the rest of the data. This plug-in chain would have three links:

1. The Script Lookup Plug-In that uses the IP address to return the host name.
2. The Script Lookup Plug-In that uses the host name to return the user name or email.
3. The CSV Lookup Plug-In that uses the user name or email to return the rest of the custom attribute data.

In this example, you must create a new `Host_Name` temporary variable to store the host name information. This temporary variable and its value are then available to the second script and subsequent plug-ins.

## Script Lookup Plug-In tutorial

Complete the following tutorial to implement a Script Lookup Plug-In. This tutorial assumes basic hands-on familiarity with implementing lookup plug-ins. To obtain this familiarity, complete the “CSV Lookup Plug-In tutorial.”

See [“CSV Lookup Plug-In tutorial”](#) on page 1047.



### To implement a Script Lookup Plug-In

- 1 Download and install Python 2.6 on the system where the Enforce Server is installed.

For example: `C:\python26`.

- 2 Copy the "Example script" provided in this chapter to a text file and save it to a directory on the Enforce Server host as `Script-Plug-In.py`.

For example: `C:\python26\scripts\Script-Plug-In.py`.

See "Example script" on page 1063.

- 3 Open this script in a Python IDE such as the Wing IDE (available at <http://www.wingware.com/>).

- 4 Review the comments in this script and run it.

- Comment out line 18.
- Run the script. It returns "Script-attribute=script value".
- Uncomment line 18 so it is not processed.

- 5 Create the following custom attribute: `Script-attribute`.

- 6 Select **New Plugin > Script** to create a new Script Lookup Plug-In .

See "Creating new lookup plug-ins" on page 1029.

- 7 Configure the Script Lookup Plug-In.

Use the following parameters:

- **Script Command:** `C:\python26\python.exe`
- **Arguments:** `-u,C:\python26\scripts\Script-Plugin.py`

- 8 Save the plugin and ensure that the plugin loads successfully as indicated by the system message.

- 9 Enable the following lookup parameters: **Incident**, **Message**, and **Sender**.

- 10 Generate an incident that passes the `date-sent` attribute.

- 11 Go to the Incident Snapshot for the new incident and click **Lookup**.

- 12 Verify that the `Script-attribute` custom attribute is populated with the value of `script value`.



**13** If the custom attribute is not populated, check the log file

`C:\SymantecDLP\Protect\logs\tomcat\localhost.<latest_date>.log.`

If `Script-attribute=null` check the script. Review the comments in the provided script and ensure that there is no space between the `attribute=value` pair.

See [“Troubleshooting lookup plug-ins”](#) on page 1036.

**14** Explore enabling optional properties for the Script Lookup Plug-In , including `stdin/stdout`, protocol filtering, and credentials.

See [“Enabling the `stdin` and `stdout` options”](#) on page 1057.

See [“Enabling incident protocol filtering for scripts”](#) on page 1058.

See [“Chaining multiple Script Lookup Plug-Ins”](#) on page 1061.

## Example script

The following script is provided as an example for the Script Lookup Plug-In . It is written in Python 2.6. The purpose of this script is to provide a basic working example for writing scripts in Python that can be used for Script Lookup Plugins.

This script contains the `date-sent` lookup parameter key and returns the "script value" for the custom attribute `Script-attribute`.

See [“Script Lookup Plug-In tutorial”](#) on page 1061.

---

**Note:** Because Python is strict about indentation requirements, if you copy/paste this example script you will likely need to reformat it so that it appears exactly as displayed here.

---



```

__name__ = "__main__"

import sys, os, traceback
import commands

Switch this to 0 when in production mode.
debugMode = 1

def main(args):

 try:

 attributeMap = parseInput(args)

 # This is the lookup parameter key.
 # Comment-out this line for testing the script standalone.
 dateSent = attributeMap["date-sent"]

 # "Script-attribute" is the custom attribute.
 # "script value" is the return value.
 # You cannot have a space between the custom attribute and the
 # attribute value. For example, "Script-attribute = script value"
 # Does not work for Script Lookup Plugins.
 print "Script-attribute=script value"
 return

 except:
 error()
 print "something went wrong!"
 return "something went wrong!"

def parseInput(args):

 # Input data is a list of key value pairs seperated by carriage return
 # Create a python dictionary to create the attribute map
 attributeMap = {}
 delimiter = "="
 for item in args:
 if delimiter in item:
 tuple = item.split(delimiter)
 attributeMap[tuple[0]] = tuple[1]
 return attributeMap

def error():
 # "SCRIPT PROCESSING ERROR"
 if(debugMode):

```



```

 #print "Script Processing Error"
 traceback.print_exc(file=sys.stdout)
 return ""

#-----
DOS-style shells (for DOS, NT, OS/2):
#-----
def getstatusoutput(cmd):
 """ Return (status, output) of executing cmd in a
 shell."""

 pipe = os.popen(cmd + ' 2>&1', 'r')
 text = pipe.read()
 sts = pipe.close()
 if sts is None: sts = 0
 if text[-1:] == '\n': text = text[:-1]
 return sts, text

#-----
Entry Point
#-----

if __name__ == "__main__":

 if(len(sys.argv) == 0):
 error()
 else:
 main(sys.argv)

```

## Configuring migrated Custom (Legacy) Lookup Plug-Ins

These steps presume that you have existing Custom Java Lookup Plug-Ins deployed to a pre-12.0 version of Symantec Data Loss Prevention and that you have upgraded the system to Symantec Data Loss Prevention version 12.0. In this case a Custom Java Lookup Plug-In will be migrated to a Custom (Legacy) Lookup Plug-In and will appear in the user interface for verification and testing.

See [“About Custom \(Legacy\) Lookup Plug-Ins”](#) on page 1022.



Table 52-26 Implementing Custom (Legacy) Lookup Plugins

| Step | Action                                                                        | Description                                                                                                                                                                                                                                            |
|------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Create custom attributes.                                                     | Create the custom attributes that your Custom (Legacy) Lookup Plugin will retrieve the values for.<br><br>See <a href="#">“About using custom attributes”</a> on page 1006.                                                                            |
| 2    | Edit the Custom (Legacy) Plugin.                                              | Successful upgrade should import the Custom (Legacy) Lookup Plugin to the user interface where you can enable it.<br><br>You can update the name and description if necessary.<br><br>See <a href="#">“Creating new lookup plug-ins”</a> on page 1029. |
| 3    | Verify the <b>Plugin Class</b> .                                              | After upgrade, the class name should be populated from the <code>Plugins.properties</code> file.                                                                                                                                                       |
| 4    | Verify the <b>Required JARs</b> .                                             | After upgrade, the JAR files previously copied to the Enforce Server should appear in this field.                                                                                                                                                      |
| 5    | Enable the plug-in.                                                           | Turn the plug-in <b>On</b> .<br><br>See <a href="#">“Enabling lookup plug-ins”</a> on page 1034.                                                                                                                                                       |
| 6    | Enable parameter lookup keys.                                                 | Select the keys to trigger attribute lookup.<br><br>See <a href="#">“Selecting lookup parameters”</a> on page 1030.                                                                                                                                    |
| 7    | Create a policy and generate an incident of the type expected by the plug-in. | For example, create a keyword policy and generate an SMTP network incident that passes the <code>sender-name</code> attribute.                                                                                                                         |
| 8    | Verify that the custom attributes are updated.                                | Check the <b>Incident Snapshot</b> for the populated attributes.<br><br>See <a href="#">“Troubleshooting lookup plug-ins”</a> on page 1036.                                                                                                            |



## Monitoring and preventing data loss in the network

- [Chapter 53. Implementing Network Monitor](#)
- [Chapter 54. Implementing Network Prevent for Email](#)
- [Chapter 55. Implementing Network Prevent for Web](#)







# Implementing Network Monitor

This chapter includes the following topics:

- [Implementing Network Monitor](#)
- [Choosing a network packet capture method](#)
- [About packet capture software installation and configuration](#)
- [Configuring the Network Monitor Server](#)
- [Enabling GET processing with Network Monitor](#)
- [Creating a policy for Network Monitor](#)
- [Testing Network Monitor](#)

## Implementing Network Monitor

Network Monitor captures and analyzes traffic on your network, detecting confidential data, and significant traffic metadata over protocols you specify. For example, SMTP, FTP, HTTP, and various IM protocols. You can configure a Network Monitor Server to monitor custom protocols and to use a variety of filters (per protocol) to filter out low-risk traffic.

To monitor network traffic, a Network Monitor Server requires:

- A network Switch Port Analyzer (SPAN) or network tap to acquire traffic on the target network.
- A card on the Network Monitor Server host to capture the network traffic that is acquired from the SPAN or tap. Either a network interface card (NIC) or high-speed packet capture adapter (Endace or Napatech) can be used. (Note

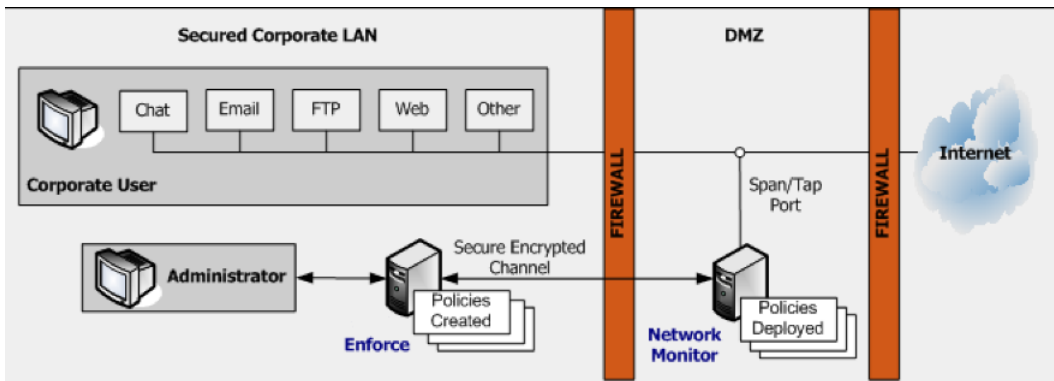


that in addition to this traffic-capturing card, a separate NIC is required for communication between the Network Monitor Server and the Enforce Server. WinPcap is required for this purpose.)

- Packet capture software. When you use a NIC for packet capture, packet capture software must be installed on the Network Monitor Server host. When you use a high-speed packet capture adapter card (Endace or Napatech), the card must use the correct driver.

See [“Choosing a network packet capture method”](#) on page 1071.

**Figure 53-1** A basic Network Monitor setup



To implement packet capture and set up a Network Monitor, perform the following high-level tasks:

- 1 Install and set up the network tap or SPAN that captures network traffic.
- 2 Choose a method of capturing network traffic.  
See [“Choosing a network packet capture method”](#) on page 1071.
- 3 Install the necessary NIC or high-speed packet capture adapter (Endace or Napatech) on the Network Monitor as described by the card documentation. Also use the appropriate *Symantec Data Loss Prevention Installation Guide* (Windows or Linux). This NIC or high-speed packet capture adapter (Endace or Napatech) must operate in promiscuous mode so that all inbound and outbound traffic is relayed through this port.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about supported NICs and high-speed packet capture adapters.

- 4 On a Windows platform, install WinPcap if it is not already installed.

See [“Installing WinPcap on a Windows platform”](#) on page 1073.



- 5 If necessary, update the driver for the high-speed packet capture adapter.  
See [“Updating the Endace card driver”](#) on page 1073.  
See [“Installing and updating the Napatech network adapter and driver software”](#) on page 1073.
- 6 Disable checksum offloading for the NIC that is used to monitor network traffic. For Linux platforms, use the following commands to disable checksum offloading for both receiving and transmitted data on the `eth0` interface:

```
ethtool -K eth0 tx off
ethtool -K eth0 rx off
```

To see the current status of checksum offloading, use the `ethtool -k eth0` command.

---

**Note:** Certain checksum algorithms work by modifying network packets and adding empty checksums. Empty checksums can cause network capture drivers to drop the packets, in which case they are not evaluated by Network Monitor.

---

- 7 Use a protocol analyzer such as Wireshark to validate traffic on the tap or SPAN that feeds into your NIC or high-speed packet capture adapter (Endace or Napatech).
- 8 Configure the Network Monitor Server.  
See [“Configuring the Network Monitor Server”](#) on page 1075.
- 9 Create and deploy a test policy for Network Monitor.  
See [“Creating a policy for Network Monitor”](#) on page 1077.
- 10 Test the system by generating an incident against your test policy.  
See [“Testing Network Monitor”](#) on page 1078.

## Choosing a network packet capture method

You can use three different methods to capture the network traffic that is acquired by a SPAN or tap:

- NIC on a Windows platform. Windows platforms using a NIC for packet capture require a WinPcap library on the Network Monitor Server host. If WinPcap is not already on the Network Monitor Server host, you must install it. See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about the supported version of the WinPcap library.



See “[Installing WinPcap on a Windows platform](#)” on page 1073.

- NIC on a Linux platform. Linux platforms using a NIC use native Linux packet capture which requires `PACKET_MMAP` support in the kernel. Support for `PACKET_MMAP` is included by default in supported Linux kernels.
- High-speed packet capture adapter on either Windows or Linux platforms. An Endace DAG network measurement card can be used on Linux 64-bit platforms to provide network packet capture in high-traffic environments. Alternatively, a Napatech network adapter can be used to provide network packet capture. See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about supported high-speed packet capture adapters and drivers.

Table 53-1            Packet capture alternatives

| Packet capture type               | Platform       | Software           |
|-----------------------------------|----------------|--------------------|
| NIC                               | Windows        | WinPcap            |
|                                   | Linux          | Native             |
| High-speed packet capture adapter | Windows 64-bit | Napatech           |
|                                   | Linux 64-bit   | Endace<br>Napatech |

## About packet capture software installation and configuration

Consider the following requirements when installing and configuring packet capture software:

- On Windows platforms, packet capture requires the WinPcap software which may need to be installed if it is not already present.
- On Linux platforms, `PACKET_MMAP` performs packet capture. `PACKET_MMAP` is a standard Linux component and should not need to be installed or modified. However, you also require `apr-util`, `apr`, `expat`, and other third-party packages to run a Network Monitor Server on Linux. See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for more information.
- If you use a high-speed packet capture adapter (Endace or Napatech), you will need to install or update the adapter driver software.

See “[Installing WinPcap on a Windows platform](#)” on page 1073.



See [“Updating the Endace card driver”](#) on page 1073.

See [“Installing and updating the Napatech network adapter and driver software”](#) on page 1073.

## Installing WinPcap on a Windows platform

If WinPcap software is not already present on a Windows platform, you must install it. See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about the supported version of the WinPcap library. Additional details can be found in the *Symantec Data Loss Prevention Installation Guide*.

See [“About managing Symantec Data Loss Prevention servers”](#) on page 190.

**To install WinPcap on the Network Monitor detection server:**

- 1 Copy the WinPcap files to a local drive.
- 2 Run the WinPcap executable and follow the installation instructions.
- 3 Reset the Windows registry settings by running `pcapstart.reg` and follow the instructions that are displayed.

## Updating the Endace card driver

If you upgrade a Network Monitor Server to the current version, you may need to update the Endace card driver. See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about supported Endace cards and drivers.

**Updating an Endace Driver**

- 1 Install the new driver as described by Endace documentation.
- 2 Reconfigure the Network Monitor to use the new driver.

See [“Configuring the Network Monitor Server”](#) on page 1075.

## Installing and updating the Napatech network adapter and driver software

This topic provides instructions for installing the Napatech high-speed packet capture adapter. Refer to the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about the supported Napatech card and driver versions.



Table 53-2 Installing and updating the Napatech network adapter

| Step | Action                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Install the supported Napatech high-speed packet capture adapter. | Refer to the <i>Symantec Data Loss Prevention System Requirements and Compatibility Guide</i> for the supported Napatech card version.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2    | Install the Napatech driver.                                      | For supported versions of the Napatech driver, see the <i>Symantec Data Loss Prevention System Requirements and Compatibility Guide</i> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3    | Verify Napatech installation.                                     | <p>For Windows:</p> <ul style="list-style-type: none"><li>■ Make sure that the Napatech library file <code>CommonLib.dll</code> is present in directory <code>&lt;windows_installation_drive&gt;\Windows\System32\</code>.</li></ul> <p>For Linux:</p> <ul style="list-style-type: none"><li>■ The Napatech driver has to be compiled from source as a part of installing Napatech software package (see step 2 above).</li><li>■ The Napatech driver has to be loaded using the script <code>/opt/napatech/bin/load_driver.sh</code> once for each computer bootstrap before capturing packets. Note for RHEL Linux, edit the file <code>/etc/rc.d/rc.local</code> to append <code>/opt/napatech/bin/load_driver.sh</code> and restart the system.</li><li>■ Verify that the Napatech library file <code>libntcommoninterface.so</code> is present in directory <code>&lt;nt_installation_directory&gt;/lib/</code>.</li></ul>                                                                                                                   |
| 4    | Configure the Network Monitor detection server.                   | <p>Deploy a Network Monitor detection server and configure the <b>Advanced Server</b> settings:</p> <ul style="list-style-type: none"><li>■ Enable Napatech packet capture by setting the following flag to <b>true</b>:<br/><code>PacketCapture.IS_NAPATECH_ENABLED</code>.</li><li>■ Update the value to the path to the Napatech driver tools directory by entering the path in the field for the following entry:<br/><code>PacketCapture.NAPATECH_TOOLS_PATH</code>.<ul style="list-style-type: none"><li>■ For example, on Windows Napatech tools binaries are included as part of the Napatech software package:<br/><code>&lt;ntcap_package_windows &lt;version&gt;&gt;tools\nt_tools_windows &lt;version&gt;.zip\tools\binary\Tools\&lt;architecture&gt;\</code></li><li>■ For Linux, Napatech tools are compiled from source as part of Napatech software package installation process:<br/><code>&lt;/nt_installation_directory&gt;/bin/</code></li></ul></li></ul> <p>See “<a href="#">Advanced server settings</a>” on page 215.</p> |



# Configuring the Network Monitor Server

You configure the Network Monitor Server by selecting the network interface (NIC, Napatech, or Endace card) to use for traffic capture. You must also select which protocols to monitor.

## To configure a Network Monitor Server

- 1
- In the Enforce Server administration console, go to **System > Servers > Overview** and click the Network Monitor Server. The **Server Detail** screen appears.

If you do not use a high-speed packet capture adapter (Endace or Napatech) for traffic capture, skip to step 6.

- 2
- If you use a high-speed packet capture adapter (Endace or Napatech), click **Server Settings**.
- 3
- For Endace cards, enter the appropriate values in the following fields:

|                                  |                                                                                                                                                                                                                                        |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PacketCapture.ENDACE_BIN_PATH    | Type the path to the Endace \bin directory.<br><br>By default, this directory is located at <i>endace_home\dag-version\bin</i> . Note that you cannot use variables (such as %ENDACE_HOME%) in any of the fields that are listed here. |
| PacketCapture.ENDACE_LIB_PATH    | Type the path to the Endace \lib directory                                                                                                                                                                                             |
| PacketCapture.ENDACE_XILINX_PATH | Type the path to the Endace \xilinx directory.                                                                                                                                                                                         |
| PacketCapture.IS_ENDACE_ENABLED  | Change the value to true.                                                                                                                                                                                                              |

- 4
- For Napatech cards, enter the appropriate values in the following fields:

|                                   |                                                 |
|-----------------------------------|-------------------------------------------------|
| PacketCapture.IS_NAPATECH_ENABLED | Change the value to true.                       |
| PacketCapture.NAPATECH_TOOLS_PATH | Type the path to the Napatech \tools directory. |

- 5
- Stop and restart the Network Monitor Server. Symantec Data Loss Prevention displays the Endace card in the **Network Interfaces** field of the **Configure Server** screen for the Network Monitor Server.



- 6 Go to **System > Servers > Overview** and again click on the Network Monitor Server.
- 7 On the Server Detail screen, click **Configure**. You can verify or modify settings in the general section at top and on the **Packet Capture** tab, as described in subsequent steps.
- 8 Leave the **Source Folder Override** field blank to accept the default directory for buffering network streams before the Network Monitor Server processes them. (This setting is the recommended setting.) To specify a custom buffer directory, type the full path to the directory.
- 9 Leave the **Archive Folder** field blank.
- 10 Select one or more **Network Interfaces** (NICs, Napatech cards, or Endace cards) through which the Network Monitor Server should capture traffic.
- 11 In the **Protocol** section, select one or more protocols to monitor. For example, select the check boxes for SMTP, HTTP, and FTP. For a protocol to appear in this section, it must already be configured on the global Protocols screen in the Enforce Server.

See the online Help associated with the **Configure Server** screen.

Symantec Data Loss Prevention has standard settings for each protocol in the list. To modify a protocol's settings, click the **Pencil** icon next to the appropriate protocol. For details on modifying protocol settings, see the online Help.

- 12 Click **Save**.
- 13 Stop and restart the Network Monitor Server. Click **Recycle** next to the **Status** entry in the Server Detail screen.

After selecting a network interface and choosing protocols, you may want to create a test policy to test your deployment.

See [“Testing Network Monitor”](#) on page 1078.

See [“Enabling GET processing with Network Monitor”](#) on page 1076.

See [“Creating a policy for Network Monitor”](#) on page 1077.

## Enabling GET processing with Network Monitor

By default, Network Monitor does not process HTTP GET commands. GET processing is disabled because it involves high traffic volume, and because sensitive data is rarely lost in GET commands. If you require GET processing and the Network Monitor Server can handle the increased load, follow this procedure to configure Network Monitor to process GET commands.



### To enable GET processing

- 1 Ensure that the **L7.processGets** advanced server setting on the Network Monitor Server **true** (which is the default).
- 2 Change the **PacketCapture.DISCARD\_HTTP\_GET** advanced server setting on the Network Monitor Server from the default setting of **true** to **false**.
- 3 Reduce the size of the **L7.minSizeofGetURL** advanced server setting on the Network Monitor Server from the default of 100. Reduce it to a number of bytes smaller than the length of the shortest URL from which you want to process GET commands. A minimum URL size of 10 should cover all cases. Note, however, that reducing the minimum size of GETs increases the number of requests that have to be processed, which increases the server's traffic load.

See [“Enabling GET processing for Network Prevent for Web”](#) on page 1102.

## Creating a policy for Network Monitor

For Network Monitor, you can create the policies that include any of the standard response rules. To set up a response rule action, go to **Manage > Policies > Response Rules** and click **Add Response Rules**.

See [“Workflow for implementing policies”](#) on page 337.

### To create a test policy for Network Monitor

- 1 In the Enforce Server administration console, create a response rule that includes one of the actions that applies to Network Monitor. For example, create a response rule that includes the All: Set Status action.

See [“Configuring response rules”](#) on page 819.

- 2 Create a policy that incorporates the response rule you configured in the previous step.

For example, create a policy called Test Policy as follows:

- Include a **Content Matches Keyword** detection rule that matches on the keyword `test_dlp_secret_keyword`.
- Include an **All: Set Status** response rule.
- Associate it with the Default policy group.

See [“Adding a new policy or policy template”](#) on page 369.

See [“Configuring policies”](#) on page 370.



# Testing Network Monitor

You can test Network Monitor by sending an email that violates your test policy.

## To test your system

- 1 Access an email account that routes messages through the MTA.
- 2 Send an email that contains confidential data. For example, send an email that contains the keyword `test_dlp_secret_keyword`.
- 3 In the Enforce Server administration console, go to **Incidents > Network** and click **Incidents - New**. Look for the resulting incident. For example, search for an incident entry that includes the appropriate timestamp and policy name.
- 4 Click on the relevant incident entry to see the complete incident snapshot.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

See [“Configuring the Network Monitor Server”](#) on page 1075.

See [“Creating a policy for Network Monitor”](#) on page 1077.



# Implementing Network Prevent for Email

This chapter includes the following topics:

- [Implementing Network Prevent for Email](#)
- [About Mail Transfer Agent \(MTA\) integration](#)
- [Configuring Network Prevent for Email Server for reflecting or forwarding mode](#)
- [Specifying one or more upstream mail transfer agents \(MTAs\)](#)
- [Creating a policy for Network Prevent for Email](#)
- [About policy violation data headers](#)
- [Enabling policy violation data headers](#)
- [Testing Network Prevent for Email](#)

## Implementing Network Prevent for Email

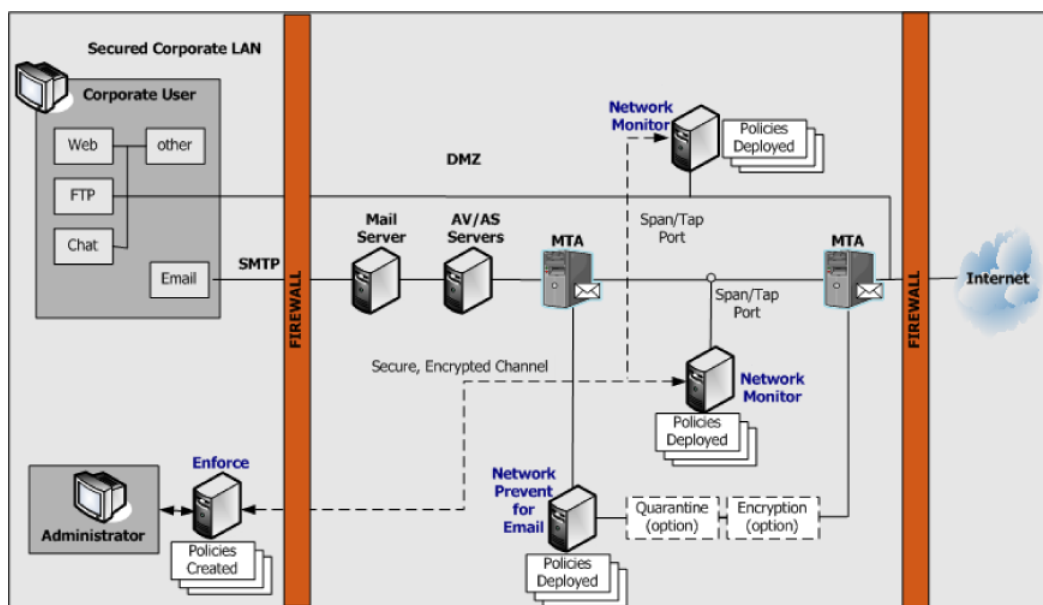
Network Prevent for Email monitors and analyzes outbound email traffic in-line and (optionally) blocks, redirects, or modifies email messages as specified in your policies. Network Prevent for Email integrates with industry-standard mail transfer agents (MTAs) and hosted email services to let you monitor and stop data loss incidents over SMTP. Policies that are deployed on the Network Prevent for Email Server direct the Prevent-integrated MTA or hosted email server. The Prevent-integrated mail server blocks, reroutes, and alters email messages based on specific content or other message attributes.



**Note:** Review the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent for Email* to determine your preferred integration architecture before you continue with the implementation.

Figure 54-1 shows an integration of Network Prevent for Email Server with a next-hop MTA that you manage in the network. As an alternative, you can integrate Network Prevent for Email Server with a hosted email server that resides outside the firewall.

**Figure 54-1** A basic Network Prevent for Email setup



First, you need to know the high-level steps that are required for implementing Network Prevent for Email. You can check the cross-referenced sections for more details.



### To implement Network Prevent for Email

- 1 Choose an integration architecture and configure your Mail Transfer Agent (MTA) to work with the Network Prevent for Email Server.  
See [“About Mail Transfer Agent \(MTA\) integration”](#) on page 1081.
- 2 Configure the Network Prevent for Email Server to work within your chosen integration architecture.  
See [“Configuring Network Prevent for Email Server for reflecting or forwarding mode”](#) on page 1082.
- 3 If you plan to encrypt or quarantine email messages, configure the necessary third-party encryption server(s) or archiving servers. For details, see your product’s documentation.
- 4 Create and deploy a policy for Network Prevent for Email.  
See [“Creating a policy for Network Prevent for Email”](#) on page 1088.
- 5 Test the system by generating an incident against your test policy.  
See [“Testing Network Prevent for Email”](#) on page 1091.

## About Mail Transfer Agent (MTA) integration

Choose an integration architecture and configure your Mail Transfer Agent (MTA) to work with the Network Prevent for Email Server.

Review the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent for Email*. Familiarize yourself with the compatible integration architectures.

The Network Prevent for Email Server can operate with your MTA in either reflecting or forwarding modes:

- **Reflecting mode.** In reflecting mode, the Network Prevent for Email Server receives messages from an MTA. It analyzes them, and then returns them to the same MTA (with instructions to block the messages or process them downstream). In essence, the server returns messages to the same IP address from which they arrived.
- **Forwarding mode.** In forwarding mode, the Network Prevent for Email Server receives messages from an upstream MTA. It analyzes them, and then sends them on to a downstream MTA or hosted email service provider. You can specify a list of IP addresses or hostnames for the next-hop mail server in the Network Prevent for Email Server configuration.

You can also configure a single Network Prevent for Email Server to work with multiple MTAs.



See [“Specifying one or more upstream mail transfer agents \(MTAs\)”](#) on page 1087.

## Configuring Network Prevent for Email Server for reflecting or forwarding mode

Use the following instructions to configure Network Prevent for Email Server to operate either in reflecting or forwarding mode.

### To configure the Network Prevent for Email Server

- 1 Log on to the Enforce Server administration console for the Symantec Data Loss Prevention system you want to configure.
- 2 Select **System > Servers > Overview** to display the list of configured servers.
- 3 Click the name of the Network Prevent for Email Server that you want to configure.
- 4 Click **Configure**.
- 5 Deselect **Trial Mode** to enable blocking of email messages that are found to violate Symantec Data Loss Prevention policies.



6    Configure reflecting mode or forwarding mode by modifying the following fields:

| Field                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Next Hop Configuration | <p>Select <b>Reflect</b> to operate Network Prevent for Email Server in reflecting mode. Select <b>Forward</b> to operate in forwarding mode.</p> <p><b>Note:</b> If you select <b>Forward</b> you must also select <b>Enable MX Lookup</b> or <b>Disable MX Lookup</b> to configure the method used to determine the next-hop MTA.</p>                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Enable MX Lookup       | <p>This option applies only to forwarding mode configurations.</p> <p>Select <b>Enable MX Lookup</b> to perform a DNS query on a domain name to obtain the mail exchange (MX) records for the server. Network Prevent for Email Server uses the returned MX records to select the address of the next hop mail server.</p> <p>If you select <b>Enable MX Lookup</b>, also add one or more domain names in the <b>Enter Domains</b> text box. For example:</p> <p><code>companyname.com</code></p> <p>Network Prevent for Email Server performs MX record queries for the domain names that you specify.</p> <p><b>Note:</b> You must include at least one valid entry in the <b>Enter Domains</b> text box to successfully configure forwarding mode behavior.</p> |



| Field                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Disable MX Lookup</b> | <p>This field applies only to forwarding mode configurations.</p> <p>Select <b>Disable MX Lookup</b> if you want to specify the exact hostname or IP address of one or more next-hop MTAs. Network Prevent for Email Server uses the hostnames or addresses that you specify and does not perform an MX record lookup.</p> <p>If you select <b>Disable MX Lookup</b>, also add one or more hostnames or IP addresses for next-hop MTAs in the <b>Enter Hostnames</b> text box. You can specify multiple entries by placing each entry on a separate line. For example:</p> <pre>smtp1.companyname.com smtp2.companyname.com smtp3.companyname.com</pre> <p>Network Prevent for Email Server always tries to proxy to the first MTA that you specify in the list. If that MTA is not available, Network Prevent for Email Server tries the next available entry in the list.</p> <p><b>Note:</b> You must include at least one valid entry in the <b>Enter Hostnames</b> text box to successfully configure forwarding mode behavior.</p> |

7 Click **Save**.



8 Click **Server Settings** to verify or configure these advanced settings:

| Field                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RequestProcessor.ServerSocketPort</b> | <p>Ensure that this value matches the number of the SMTP Listener port to which the upstream MTA sends email messages. The default is 10025.</p> <p><b>Note:</b> Many Linux systems restrict ports below 1024 to root access. Network Prevent for Email cannot bind to these restricted ports. If the computer receives mail for inspection on a restricted port (for example, port 25), reconfigure the computer to route traffic from the restricted port to the non-restricted Network Prevent for Email port (port 10025 by default).</p> <p>See <a href="#">“Configuring Linux IP tables to reroute traffic from a restricted port”</a> on page 1086.</p> |
| <b>RequestProcessor.MTAResubmitPort</b>  | <p>Ensure that this value matches the number of the SMTP Listener port on the upstream MTA to which the Network Prevent for Email Server returns mail. The default is 10026.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>RequestProcessor.AddDefaultHeader</b> | <p>By default, Network Prevent for Email Server uses a header to identify all email messages that it has processed. The header and value are specified in the <b>RequestProcessor.DefaultPassHeader</b> field.</p> <p>Change the value of this field to false if you do not want to add a header to each message.</p>                                                                                                                                                                                                                                                                                                                                          |



| Field                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>RequestProcessor.AddDefaultPassHeader</b> | <p>This field specifies the header and value that Network Prevent for Email Server adds to each email message that it processes. The default header and value is <code>X-CFilter-Loop: Reflected</code>. Change the value of this field if you want to add a different header to each processed message.</p> <p>If you do not want to add a header to each email message, set the <b>AddDefaultPassHeader</b> field to <code>False</code>.</p> |

---

**Note:** Always configure both **RequestProcessor.ServerSocketPort** and **RequestProcessor.MTAResubmitPort**, whether you implement reflecting or forwarding mode. With forwarding mode, **RequestProcessor.ServerSocketPort** specifies the SMTP Listener port on the detection server to which the upstream MTA sends email messages. **RequestProcessor.MTAResubmitPort** is the SMTP Listener port on the downstream MTA to which the detection server sends email messages.

---

- 9 Click **Save**.
- 10 Click **Done**.
- 11 If your email delivery system uses TLS communication in forwarding mode, each next-hop mail server in the proxy chain must support TLS and must authenticate itself to the previous hop. This means that Network Prevent for Email Server must authenticate itself to the upstream MTA, and the next-hop MTA must authenticate itself to Network Prevent for Email Server. Proper authentication requires that each mail server stores the public key certificate for the next hop mail server in its local keystore file.

See [“Specifying one or more upstream mail transfer agents \(MTAs\)”](#) on page 1087.

See [“Creating a policy for Network Prevent for Email”](#) on page 1088.

See [“Testing Network Prevent for Email”](#) on page 1091.

## Configuring Linux IP tables to reroute traffic from a restricted port

Many Linux systems restrict ports below 1024 to root access. Network Prevent for Email cannot bind to these restricted ports.



If the computer receives mail for inspection on a restricted port (for example, port 25), use the `iptables` command to route that traffic to a non-restricted port, such as the Network Prevent for Email default port 10025. Then ensure that Network Prevent for Email listens on the non-restricted port to inspect email.

Use the following instructions to configure a Linux system to route from port 25 to port 10025. If you use a different restricted port or Network Prevent for Email port, enter the correct values in the `iptables` commands.

#### To configure route traffic from port 25 to port 10025

- 1 Configure Network Prevent for Email to use the default port 10025 if necessary.  
  
See [“Configuring Network Prevent for Email Server for reflecting or forwarding mode”](#) on page 1082.
- 2 In a terminal window on the Network Prevent for Email computer, enter the following commands to reroute traffic from port 25 to port 10025:

```
iptables -N Vontu-INPUT
iptables -A Vontu-INPUT -s 0/0 -p tcp --dport 25 -j ACCEPT
iptables -I INPUT 1 -s 0/0 -p tcp -j Vontu-INPUT
iptables -t nat -I PREROUTING -p tcp --destination-port 25 -j REDIRECT --to-ports=10025
iptables-save > /etc/sysconfig/iptables
```

---

**Note:** If you only want to test local IP routing between the ports with Telnet, use the command: `iptables -t nat -I OUTPUT -o lo -p tcp --destination-port 25 -j REDIRECT --to-ports=10025`

---

If later you decide to delete the IP tables entry, use the command:

```
iptables -t nat -D OUTPUT -o lo -p tcp --destination-port 25 -j REDIRECT --to-ports=10025
```

## Specifying one or more upstream mail transfer agents (MTAs)

By default, Network Prevent for Email Server can accept connections to the ESMTP service port from any system on the network. You can restrict Network Prevent for Email Server ESMTP communication to a designated set of mail transfer agents (MTAs) for security reasons. Create a “whitelist” of authorized systems. If you whitelist one or more systems, other systems that are not on the whitelist cannot connect to the Network Prevent for Email Server ESMTP service port.



Note that an MTA whitelist might be affected by the **RequestProcessor.BindAddress** setting. By default, the **RequestProcessor.BindAddress** setting is 0.0.0.0, and the listener binds to all available addresses. If **RequestProcessor.BindAddress** instructs the listener to bind to a specific IP, a white listed MTA must also be able to reach the listener address.

**To create a whitelist of systems allowed to communicate with the Network Prevent for Email Server:**

- 1 Go to **System > Servers > Overview** and click on the wanted Network Prevent for Email Server.
- 2 On the **Server Detail** screen that appears, click **Server Settings**.
- 3 Scroll down to the **RequestProcessor.AllowHosts** field.

By default, **RequestProcessor.AllowHosts** is set to *any*, meaning that all other systems on the network can communicate with this Network Prevent for Email Server.

- 4 You can limit the systems that are allowed to connect with this Network Prevent for Email Server. Delete *any* and enter the IP addresses or FQDN of the systems you want to authorize. Separate multiple addresses with commas. For example:

“123.14.251.31, smtp\_1.corp.mycompany.com, 123.14.223.111.” Separate addresses only with commas; do not include spaces.

- 5 Click **Save**.

Changes to this setting do not take effect until you restart the server.

## Creating a policy for Network Prevent for Email

You can create the policies that include any of the standard response rules. For example, Add Comment, Limit Incident Data Retention, Log to a Syslog Server, Send Email Notification, and Set Status.

See [“Workflow for implementing policies”](#) on page 337.

You can also incorporate the following rules, which are specific to Network Prevent for Email:

### ■ **Network: Block SMTP Message**

Blocks the email messages that contain confidential data or significant metadata (as defined in your policies). You can configure Symantec Data Loss Prevention to bounce the message or redirect the message to a specified address.



The redirect feature is typically used to reroute messages to the address of a mailbox or mail list. Administrators and managers use the mailbox or list to review and release messages. Such mailboxes are outside the Symantec Data Loss Prevention system.

■ **Network: Modify SMTP Message**

Modifies the email messages that contain confidential data or significant metadata (as defined in your policies). You can use this action to modify the message subject or add specific RFC-2822 message headers to trigger further downstream processing. For example, message encryption, message quarantine, or message archiving.

For details on setting up any response rule action, open the online Help. Go to **Manage > Policies > Response Rules** and click **Add Response Rule**.

For details on using the **Network: Modify SMTP Message** action to trigger downstream processes (such as message encryption), see the *Symantec Data Loss Prevention MTA Integration Guide for Network Prevent*.

Even if you do not incorporate response rules into your policy, Network Prevent for Email captures incidents as long as your policies contain detection rules. This feature can be useful if you want to review the types of incidents Symantec Data Loss Prevention captures and to then refine your policies.

**To create a test policy for Network Prevent for Email**

- 1 In the Enforce Server administration console, create a response rule that includes one of the actions specific to Network Prevent for Email. For example, create a response rule that includes the **Network: Block SMTP Message** action.

See [“Configuring response rules”](#) on page 819.

- 2 Create a policy that incorporates the response rule you configured in the previous step.

For example, create a policy called Test Policy as follows:

- Include a **Content Matches Keyword** detection rule that matches on the keyword secret.
- Include a **Network: Block SMTP Message** response rule.
- Associate it with the Default policy group.

See [“Configuring policies”](#) on page 370.

See [“About policy violation data headers”](#) on page 1090.



## About policy violation data headers

A message might violate more than one policy. You can add special headers to the outgoing messages that report the number and severity of policies the message violates. Three different kinds of violation-data headers are available:

- **Number of violated policies**—a header can be added reporting the total number of different policies that the message violates.
- **Highest severity**—a header can be added reporting the single highest severity level among all policies that the message violates (High, Medium, Low, or Info).
- **Cumulative severity score**—a header can be added reporting a total severity score which is the numeric sum of all policy violations. For this purpose, severity levels are assigned numeric values: High=4, Medium=3, Low=2, and Info=1. Thus, a message that violates both a Low (2) and Medium (3) severity policy has a total severity score of 5.

You can use headers to trigger downstream responses that are based on the number of violations or the severity of violations. For example:

- Messages that violate a single policy can be routed to one quarantine mailbox. Messages that violate multiple policies can be routed to a second mailbox. Messages that violate over a specified number of policies can be routed to a third mailbox.
- Messages that violate multiple policies can be handled differently according to the severity level of the most serious violation.
- Messages that violate multiple policies can be handled differently according to the total severity score of the message.

See [“Enabling policy violation data headers”](#) on page 1090.

## Enabling policy violation data headers

Three multiple-policy headers can be used in combination.

To enable policy violation message headers:

- 1 Go to **System > Servers > Overview** and click on the wanted Network Prevent for Email Server.
- 2 On the **Server Detail** screen that appears, click **Server Settings**.
- 3 Scroll down to one of the three following **RequestProcessor** settings. By default, the value for these settings is **false**.
- 4 Change the value to **true**.
- 5 Click **Save**.



Changes to these settings do not take effect until you restart the server.

Three **RequestProcessor** advanced settings enable different kinds of multiple-policy-violation message headers:

- **RequestProcessor.TagPolicyCount.**  
When the setting is set to true, Network Prevent adds a header reporting the total number of policies that the message violates. For example, if the message violates 3 policies a header reading: “X-DLP-Policy-Count: 3” is added.
- **RequestProcessor.TagHighestSeverity.**  
When the setting is set to true, Network Prevent adds a header reporting the highest severity among the violated policies. For example, if a message violates three policies, one with a severity of “Medium” and two with a severity of “Low” a header reading: “X-DLP-Max-Severity: MEDIUM” is added.
- **RequestProcessor.TagScore.**  
When the setting is set to true, Network Prevent adds a header reporting the total cumulative score of all the violated policies. Scores are calculated using the formula: High=4, Medium=3, Low=2, and Info=1. For example, if a message violates three policies, one with a severity of “medium” and two with a severity of “low” a header reading: “X-DLP-Score: 7” is added.

Setting a value to “true” causes the corresponding header to be automatically added to every outgoing message that is processed. This occurs even if the message violates only a single policy.

See [“About policy violation data headers”](#) on page 1090.

## Testing Network Prevent for Email

You can test Network Prevent for Email by sending an email that violates your test policy.

### To test your system

- 1 Access an email account that routes messages through an MTA that is integrated with your Network Prevent for Email Server.
- 2 Send an email that contains confidential data. For example, send an email that contains the word *Secret*.
- 3 In the Enforce Server administration console, go to **Incident > Network** and click **Incidents - All**. Look for the resulting incident. For example, search for an incident entry that includes the appropriate timestamp and policy name.
- 4 Click on the relevant incident entry to see the complete incident snapshot.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.







# Implementing Network Prevent for Web

This chapter includes the following topics:

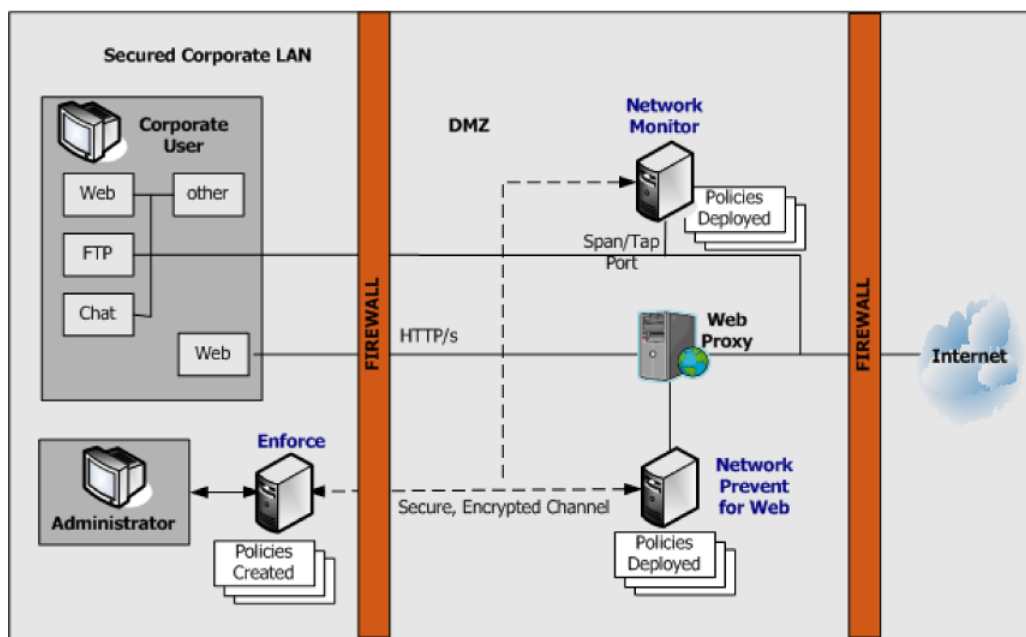
- [Implementing Network Prevent for Web](#)
- [Configuring Network Prevent for Web Server](#)
- [About proxy server configuration](#)
- [Specifying one or more proxy servers](#)
- [Enabling GET processing for Network Prevent for Web](#)
- [Creating policies for Network Prevent for Web](#)
- [Testing Network Prevent for Web](#)
- [Troubleshooting information for Network Prevent for Web Server](#)

## Implementing Network Prevent for Web

The Network Prevent for Web Server integrates with an HTTP, HTTPS, or FTP proxy server using ICAP for in-line active Web request management. If it detects confidential data in Web content, it causes the proxy to reject requests or remove HTML content as specified in your policies.



**Figure 55-1** A basic Network Prevent for Web setup



First, you need to know the high-level steps that are required for implementing Network Prevent for Web. You can check the cross-referenced sections for more details.

## To implement Network Prevent for Web

- 1 Make sure the Network Prevent for Web Server is configured to communicate with your HTTP proxy server. Optionally, configure the detection server to filter traffic as wanted.  
  
See “[Configuring Network Prevent for Web Server](#)” on page 1095.
- 2 Configure your HTTP proxy server to work with the Network Prevent for Web Server.  
  
See “[About proxy server configuration](#)” on page 1098.
- 3 Create and deploy a policy for Network Prevent for Web.  
  
See “[Creating policies for Network Prevent for Web](#)” on page 1103.



- 4 Test the system by generating an incident against your test policy.  
See [“Testing Network Prevent for Web”](#) on page 1104.
- 5 If required, troubleshoot the implementation.  
See [“Troubleshooting information for Network Prevent for Web Server”](#) on page 1105.

## Licensing Network Prevent

There are different deployment scenarios for Network Prevent. You can deploy Network Prevent as a standalone product, or you can deploy it in conjunction with Mobile Prevent for Web.

Depending on the license that you purchase, the user interface of Symantec Data Loss Prevention changes. What you see on your screen may differ slightly from what is described in the Symantec Data Loss Prevention documentation. The documentation assumes that you are deploying Mobile Prevent and Network Prevent together.

For example, you create a response rule to block sensitive information from transferring over an HTTP protocol. If you have deployed Network Prevent as a standalone product, the **Block HTTP/HTTPS** response rule action appears under the heading **Network Prevent**. If you have Mobile Prevent and Network Prevent deployed together, the response rule action appears under the heading **Network and Mobile Prevent for Web**.

See [“Implementing Mobile Prevent”](#) on page 1429.

## Configuring Network Prevent for Web Server

You can use a number of configuration options for Network Prevent for Web Server. For example, you can configure the server to:

- Ignore small HTTP requests or responses.
- Ignore requests to, or responses, from a particular host or domain (such as the domain of a business subsidiary).
- Ignore user search engine queries.



To modify your Network Prevent for Web server configuration

- 1
- Go to **System > Servers > Overview** and click the Network Prevent for Web Server.
- 2
- On the **Server Detail** screen that appears, click **Configure**.  
  
You can verify or modify settings on the **ICAP** tab as described in subsequent steps. The tab is divided into several sections: **Request Filtering**, **Response Filtering**, and **Connection**.
- 3
- Verify or change the **Trial Mode** setting. **Trial Mode** lets you test prevention without blocking requests in real time. If you select **Trial Mode**, Symantec Data Loss Prevention detects incidents and indicates that it has blocked an HTTP communication, but it does not block the communication.
- 4
- Verify or modify the filter options for requests from HTTP clients (user agents). The options in the **Request Filtering** section are as follows:

|                                            |                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ignore Requests Smaller Than</b>        | Specifies the minimum body size of HTTP requests to inspect. (The default is 4096 bytes.) For example, search-strings typed in to search engines such as Yahoo or Google are usually short. By adjusting this value, you can exclude those searches from inspection.                                               |
| <b>Ignore Requests without Attachments</b> | Causes the server to inspect only the requests that contain attachments. This option can be useful if you are mainly concerned with requests intended to post sensitive files.                                                                                                                                     |
| <b>Ignore Requests to Hosts or Domains</b> | Causes the server to ignore requests to the hosts or domains you specify. This option can be useful if you expect a lot of HTTP traffic between the domains of your corporate headquarters and branch offices. You can type one or more host or domain names (for example, www.company.com), each on its own line. |
| <b>Ignore Requests from User Agents</b>    | Causes the server to ignore requests from user agents (HTTP clients) you specify. This option can be useful if your organization uses a program or language (such as Java) that makes frequent HTTP requests. You can type one or more user agent values, each on its own line.                                    |



- 5 Verify or modify the filter options for responses from Web servers. The options in the **Response Filtering** section are as follows:

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ignore Responses Smaller Than</b>          | Specifies the minimum size of the body of HTTP responses that are inspected by this server. (Default is 4096 bytes.)                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Inspect Content Type</b>                   | <p>Specifies the MIME content types that Symantec Data Loss Prevention should monitor in responses. By default, this field contains content-type values for Microsoft Office, PDF, and plain text formats. To add others, type one MIME content type per line. For example, type <code>application/word2013</code> to have Symantec Data Loss Prevention analyze Microsoft Word 2013 files.</p> <p>Note that it is generally more efficient to specify MIME content types at the Web proxy level.</p> |
| <b>Ignore Responses from Hosts or Domains</b> | Causes the server to ignore responses from the hosts or domains you specify. You can type one or more host or domain names (for example, <code>www.company.com</code> ), each on its own line.                                                                                                                                                                                                                                                                                                        |
| <b>Ignore Responses to User Agents</b>        | Causes the server to ignore responses to user agents (HTTP clients) you specify. You can type one or more user agent values, each on its own line.                                                                                                                                                                                                                                                                                                                                                    |



- 6
- Verify or modify settings for the ICAP connection between the HTTP proxy server and the Web Prevent Server. The **Connection** options are as follows:
- |                                    |                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TCP Port</b>                    | Specifies the TCP port number over which this server listens for ICAP requests. This number must match the value that is configured on the HTTP proxy that sends ICAP requests to this server. The recommended value is 1344.                                                                                                                                                     |
| <b>Maximum Number of Requests</b>  | Specifies the maximum number of simultaneous ICAP request connections from the HTTP proxy or proxies. The default is 25.                                                                                                                                                                                                                                                          |
| <b>Maximum Number of Responses</b> | Specifies the maximum number of simultaneous ICAP response connections from the HTTP proxy or proxies. The default is 25.                                                                                                                                                                                                                                                         |
| <b>Connection Backlog</b>          | Specifies the number of waiting connections allowed. A waiting connection is a user waiting for an HTTP response from the browser. The minimum value is 1. If the HTTP proxy gets too many requests (or responses), the proxy handles them according to your proxy configuration. You can configure the HTTP proxy to block any requests (or responses) greater than this number. |
- 7
- Click **Save** to exit the **Configure Server** screen and then click **Done** to exit the **Server Detail** screen.

## About proxy server configuration

You must configure at least one HTTP proxy server to forward Web requests or responses to the Mobile Prevent for Web Server. The HTTP proxy acts as an ICAP client to the Network Prevent for Web Server. Symantec Data Loss Prevention supports both the request modification (REQMOD) and response modification (RESPMOD) modes of ICAP. If you want to analyze requests as well as responses, use one Network Prevent for Web Server to analyze requests. Use a second Network Prevent for Web Server to analyze responses.



Note that most proxy servers provide methods of filtering what is forwarded to the Network Prevent for Web Server in both REQMOD mode and RESPMOD modes. Consult the proxy server's documentation for details.

See [“Specifying one or more proxy servers”](#) on page 1101.

See [“Proxy server compatibility with Network Prevent for Web”](#) on page 1099.

See [“Configuring request and response mode services”](#) on page 1100.

## Proxy server compatibility with Network Prevent for Web

Network Prevent for Web Servers used the ICAP protocol and can operate with the following proxies:

**Table 55-1** Network Prevent for Web supported proxy servers

| Proxy                                                                                                                                                            | Supported protocols                      | Configuration information                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Blue Coat ProxySG version 4.2.1, 5.2.4.8, 5.5.2.1, 5.5.3.1, and 6.2.12.1 for Network Prevent for Web<br><br>Blue Coat ProxySG version 5.5.3.1 for Mobile Prevent | HTTP, HTTPS, FTP over HTTP, or FTP proxy | Blue Coat product documentation                                                                              |
| Cisco IronPort S-Series version 6.0, 7.1.2                                                                                                                       | HTTP, HTTPS, FTP over HTTP               | Cisco IronPort product documentation                                                                         |
| Microsoft TMG 2010 (without service pack, or with SP1 or SP2) on Microsoft Windows 2008 R2 SP1 Enterprise or Standard Edition                                    | HTTP, HTTPS, limited FTP over HTTP/S     | See the <i>Symantec Data Loss Prevention Integration Guide for Microsoft Threat Management Gateway</i>       |
| Secure Computing Secure Web (Webwasher) versions 6.8.x and 6.9.1                                                                                                 | HTTP, HTTPS, FTP over HTTP, or FTP proxy | Secure Web documentation (particularly the chapter that describes setting up Secure Web with a DLP Solution) |
| McAfee Web Gateway versions 6.9 and 7.2                                                                                                                          | HTTP, HTTPS, FTP over HTTP, or FTP proxy | McAfee product documentation.                                                                                |
| Squid Web Proxy version 3.1.19 (Linux only)                                                                                                                      | HTTP                                     | See the <i>Symantec Data Loss Prevention Integration Guide for Squid Web Proxy</i>                           |
| Symantec Web Gateway versions 5.0 and 5.0.2.8                                                                                                                    | HTTP, HTTPS                              | See the <i>Symantec Web Gateway 5.0 Implementation Guide</i>                                                 |



Table 55-1 Network Prevent for Web supported proxy servers *(continued)*

| Proxy                                                                         | Supported protocols | Configuration information                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Websense Appliance V5000 and V10000, with Websense Web Security version 7.6.0 | HTTP, HTTPS         | Does not support redaction.<br><br>Only supports "Block HTTP/HTTPS".<br><br>RESPMOD is not supported.<br><br>Websense blocks the traffic only when the size of the Symantec Data Loss Prevention rejection message (in the response rule) is larger than 512 bytes. If the rejection messages is less than 512 bytes, an incident is generated but the network traffic is not blocked. |

See [“Specifying one or more proxy servers”](#) on page 1101.

See [“About proxy server configuration”](#) on page 1098.

## Configuring request and response mode services

For details on configuring the proxy server, refer to your proxy server product documentation, or contact your proxy server administrator.

**To configure a proxy server:**

- 1 REQMOD. On your proxy server, create an ICAP REQMOD service that forwards requests to the Mobile Prevent for Web Server. If your proxy server supports different protocols, configure it to handle the wanted protocols.

For REQMOD mode, an ICAP service on the proxy server should look like:

```
icap://ip_address|FQDN[:port]/reqmod
```

- 2 RESPMOD. On your proxy server, create an ICAP RESPMOD service that forwards responses to the Mobile Prevent for Web Server. If your proxy server supports different protocols, configure it to handle the wanted protocols.

For RESPMOD mode, an ICAP service on the proxy server should look like:

```
icap://ip_address|FQND[:port]/respmo
```

Where:

- *ip\_address|FQDN* identifies the Mobile Prevent for Web Server using either an IP address or fully qualified domain name.



- *Port* is the port number to which Mobile Prevent for Web Server listens. Specifying the port number is optional when the default ICAP port (1344) is used.
- `/reqmod` is required for correct functionality in REQMOD mode.
- `/respmod` is required for correct functionality in RESPMOD mode.

Examples:

```
icap://10.66.194.45/reqmod
icap://10.66.194.45:1344/reqmod
icap://netmonitor1.company.com/reqmod
icap://10.66.194.45/respmod
icap://10.66.194.45:1344/respmod
icap://netmonitor1.company.com/respmod
```

Note that the port that is specified in the ICAP service definition on the proxy must match the port on which Mobile Prevent for Web Server listens.

See [“Proxy server compatibility with Network Prevent for Web”](#) on page 1099.

See [“About proxy server configuration”](#) on page 1098.

## Specifying one or more proxy servers

By default, Network Prevent for Web Server can accept connections to the ICAP service port from any system on the network. For security reasons, you can limit ICAP connections to only those systems that you designate (or “whitelist”). Once you whitelist one or more systems, systems not on the whitelist cannot connect to the Network Prevent for Web Server ICAP service port.

Note that a proxy server whitelist can be affected by the **Icap.BindAddress** setting. By default, the **Icap.BindAddress** settings is 0.0.0.0, and the listener binds to all available addresses. If **Icap.BindAddress** instructs the listener to bind to a specific IP, a white listed proxy must also be able to reach the listener address.

**To create a whitelist of systems allowed to make a connection to the Network Prevent for Web server ICAP service port:**

- 1 Go to **System > Servers > Overview** and click on the wanted Network Prevent for Web Server.
- 2 On the **Server Detail** screen that appears, click **Server Settings**.
- 3 Scroll down to the **Icap.AllowHosts** setting.

By default, **Icap.AllowHosts** is set to *any*, meaning that all other systems on the network can communicate with this Network Prevent for Web Server.



- 4 You can limit the systems that are allowed to connect with this Network Prevent for Web Server. Delete `any` and enter the IP addresses or Fully-Qualified Domain Name (FQDN) of the systems you want to authorize.  
  
Separate multiple addresses with commas. For example:  
**123.14.251.31,webcache.corp.mycompany.com,123.14.223.111.** Use only commas to separate multiple entries; do not include spaces.
- 5 Click **Save**.

Changes to this setting do not take effect until you restart the server.

See [“Proxy server compatibility with Network Prevent for Web”](#) on page 1099.

See [“About proxy server configuration”](#) on page 1098.

## Enabling GET processing for Network Prevent for Web

By default, Mobile Prevent for Web does not process HTTP GET commands because of the high traffic volume. Follow this procedure to enable the server to process GET commands.

### To enable GET processing with Network Prevent for Web

- 1 Configure the Web proxy server to forward GET requests to the Network Monitor Server as described in your proxy server documentation.
- 2 Ensure that the **L7.processGets** advanced server setting on the Network Monitor Server must be “true” (which is the default).
- 3 Reduce the size of the **L7.minSizeofGetURL** Advanced setting on the Network Monitor server. Reduce from the default of 100 to a number of bytes smaller than the length of the shortest Web site URL from which you want to process GET commands. A minimum URL size to 10 should cover all cases. Note, however, that reducing the minimum size of GETs increases the number of requests that have to be processed, which increases the server traffic load.
- 4 Adjust the **Ignore Requests Smaller Than** setting in the ICAP section of the Network Prevent for Web **Server Detail** page. Reduce it from the default of 4096 bytes to a lower value that would enable the request to undergo DLP inspection. Note, however, that lowering the value increases the server traffic load.

See [“Enabling GET processing with Network Monitor”](#) on page 1076.



# Creating policies for Network Prevent for Web

You can create the policies that include any of the standard response rules. For example, Add Comment, Limit Incident Data Retention, Log to a Syslog Server, Send Email Notification, and Set Status.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

You can also incorporate the rules that are specific to Network Prevent for Web Server as follows:

- **Network Prevent: Block HTTP/HTTPS**

Blocks posts that contain confidential data (as defined in your policies). This includes Web postings, Web-based email messages, and files that are uploaded to Web sites or attached to Web-based email messages.

---

**Note:** Certain applications may not provide an adequate response to the **Network Prevent: Block HTTP/HTTPS** response action. This behavior has been observed with the Yahoo! Mail application when a detection server blocks a file upload. If a user tries to upload an email attachment and the attachment triggers a **Network Prevent: Block HTTP/HTTPS** response action, Yahoo! Mail does not respond or display an error message to indicate that the file is blocked. Instead, Yahoo! Mail appears to continue uploading the selected file, but the upload never completes. The user must manually cancel the upload at some point by pressing **Cancel**.

Other applications may also exhibit this behavior, depending on how they handle the block request. In these cases a detection server incident is created and the file upload is blocked even though the application provides no such indication.

---

- **Network Prevent: Remove HTTP/HTTPS Content**

Removes confidential data from posts that contain confidential data (as defined in your policies). This includes Web-based email messages and files that are uploaded to Web sites or attached to Web-based email messages. Note that the Remove HTTP/HTTPS Content action works only on requests.

- **Network Prevent: Block FTP Request**

Blocks FTP transfers that contain confidential data (as defined in your policies).

For details on setting up any response rule action, open the online Help. Go to **Manage > Policies > Response Rules** and click **Add Response Rule**.

Even if you do not incorporate response rules into your policy, Network Prevent for Web captures incidents as long as your policies contain detection rules. You



can set up such policies to monitor Web and FTP activity on your network before implementing the policies that block or remove content.

If you have configured your proxy to forward both HTTP/HTTPS requests and responses, your policies work on both. For example, policies are applied to both an upload to a Web site and a download from a Web site.

#### To create a test policy for Network Prevent for Web

- 1 In the Enforce Server administration console, create a response rule that includes one of the actions specific to Network Prevent for Web. For example, create a response rule that includes the **Network Prevent: Block HTTP/HTTPS** action.

See [“Configuring response rules”](#) on page 819.

- 2 Create a policy that incorporates the response rule you configured in the previous step.

For example, create a policy called Test Policy as follows:

- Include a **Content Matches Keyword** detection rule that matches on the keyword *secret*.
- Include a **Network Prevent: Block HTTP/HTTPS** response rule.
- Associate it with the Default policy group.

See [“Configuring policies”](#) on page 370.

## Testing Network Prevent for Web

You can test Network Prevent for Web by sending a Web email that violates your test policy.

#### To test your system

- 1 Open a browser that accesses the Internet through your HTTP proxy server.
- 2 In the browser, access a test Web email account and send an email with an attachment containing confidential data. For example, access an account in Hotmail and send an email with an attachment containing the word *Secret* and paragraphs of other text.
- 3 In the Enforce Server administration console, go to **Incidents > Network** and click **Incidents - All**. Look for the resulting incident. For example, search for an incident entry that includes the appropriate timestamp and policy name.
- 4 Click on the relevant incident entry to see the complete incident snapshot.

See [“About strategies for using reports”](#) on page 936.



# Troubleshooting information for Network Prevent for Web Server

The following table describes a common problem when using Network Prevent for Web Server and suggests a possible solution.

Table 55-2      Troubleshooting

| Problem                                                                                                                                     | Possible Solution                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incidents appear in Network reports, but Symantec Data Loss Prevention does not perform the action specified in the relevant response rule. | <p>This is expected behavior when the Network Prevent for Web Server is running in trial mode (the default setting). If you do not want to run in trial mode, change the setting.</p> <p>See <a href="#">“Configuring Network Prevent for Web Server”</a> on page 1095.</p> |







## Discovering where confidential data is stored

- [Chapter 56. About Network Discover](#)
- [Chapter 57. Setting up and configuring Network Discover](#)
- [Chapter 58. Network Discover scan target configuration options](#)
- [Chapter 59. Managing Network Discover target scans](#)
- [Chapter 60. Managing Network Discover incident reports](#)
- [Chapter 61. Using Server FlexResponse plug-ins to remediate incidents](#)
- [Chapter 62. Setting up scans of file shares](#)
- [Chapter 63. Setting up scans of Lotus Notes databases](#)
- [Chapter 64. Setting up scans of SQL databases](#)
- [Chapter 65. Setting up scans of SharePoint servers](#)
- [Chapter 66. Setting up scans of Exchange servers](#)
- [Chapter 67. About Network Discover scanners](#)
- [Chapter 68. Setting up scanning of file systems](#)



- [Chapter 69. Setting up scanning of Web servers](#)
- [Chapter 70. Setting up scanning of Documentum repositories](#)
- [Chapter 71. Setting up scanning of Livelink repositories](#)
- [Chapter 72. Setting up Web Services for custom scan targets](#)



# About Network Discover

This chapter includes the following topics:

- [About Network Discover](#)
- [How Network Discover works](#)

## About Network Discover

Network Discover locates the exposed confidential data by scanning a broad range of enterprise data repositories. These data repositories include file servers, databases, Microsoft SharePoint, Lotus Notes, Documentum, Livelink, Microsoft Exchange, Web servers, and other data repositories.

Network Discover can scan the following data sources:

- Network file shares (CIFS, NFS, or DFS)  
See [“Setting up server scans of file systems”](#) on page 1177.
- Local file systems on Windows desktops and laptops  
Local file systems on Windows, Linux, AIX, and Solaris servers  
See [“Setting up remote scanning of file systems”](#) on page 1256.
- Lotus Notes Databases  
See [“Setting up server scans of Lotus Notes databases”](#) on page 1199.
- SQL Databases  
See [“Setting up server scans of SQL databases”](#) on page 1205.
- SharePoint 2007 and 2010 servers  
See [“Setting up server scans of SharePoint servers”](#) on page 1213.
- Microsoft Exchange Servers  
See [“Setting up server scans of Exchange 2003 and 2007 repositories using the Exchange Web Store connector”](#) on page 1226.



See [“Setting up server scans of Exchange 2007 SP2 and 2010 repositories using Exchange Web Services”](#) on page 1235.

- Documentum

See [“Setting up remote scanning of Documentum repositories”](#) on page 1281.

- Livelink

See [“Setting up remote scanning of Livelink repositories”](#) on page 1291.

- Web servers (Web sites and Web-based applications)

See [“Setting up remote scanning of Web servers”](#) on page 1269.

- Web services

Web services expose a custom integration point. You can write custom code to scan any repository. The custom code crawls the repository and feeds the content to a Network Discover Server for scanning. Custom applications and repositories can be scanned with Web services.

See [“Setting up Web Services for custom scan targets”](#) on page 1299.

- Custom

Custom applications can be written that extract content and metadata from a repository and feed them to Network Discover. The recommended Network Discover interface for custom integration is Web services.

Endpoint Discover can scan file systems on Windows desktop or laptop computers. Endpoint Discover includes an agent on the Windows desktop or laptop computer that scans the local file system.

See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

During incident remediation, Symantec Data Insight helps organizations solve the problem of identifying data owners and responsible parties for information due to incomplete or inaccurate metadata or tracking information.

With Symantec Data Insight, users can monitor file access to automatically identify the data user of a file based on the access history. The usage information then automatically feeds into the incident detail of files that violate Symantec Data Loss Prevention policies. This method enables users to identify sensitive data along with the responsible users to enable more efficient remediation and data management.

See the *Symantec Data Loss Prevention Data Insight Implementation Guide*.

The FlexResponse Platform enables the creation of comprehensive custom remediation actions for the files that are discovered using Symantec Data Loss Prevention Network Discover. FlexResponse supports Symantec and third-party file security solutions including Enterprise Digital Rights Management and encryption. FlexResponse is an extension of the Network Protect product, and the Network Protect product is required for FlexResponse functionality.



See the *Symantec Data Loss Prevention FlexResponse Developers Guide*, or contact Symantec Data Loss Prevention Professional Services for a list of available plug-ins.

During incident remediation, you can use the installed FlexResponse plug-ins to remediate incidents.

See [“Using Server FlexResponse custom plug-ins to remediate incidents”](#) on page 1165.

## How Network Discover works

The Network Discover Server locates a wide range of exposed confidential data. It communicates with the Enforce Server to obtain information about policies and scan targets. It sends information about the exposed confidential data that it finds to the Enforce Server for reporting and remediation.

[Figure 56-1](#) shows the Network Discover Server securely inside the corporate LAN.

The Network Discover Server is connected to the Enforce Server and each server performs the tasks that are related to locating exposed confidential data.

Multiple Network Discover Servers can be set up to spread out the work.

See [“Adding a detection server”](#) on page 207.

The Network Discover Server scans the selected targets, reads the files or repositories, and detects whether confidential information is present.

The Enforce Server contains the user interface where the following tasks are done:

- Setting up target scans.
- Selecting target repositories.
- Defining filters for the scans.
- Scheduling scans.

See [“Adding a new Network Discover target”](#) on page 1117.

The Enforce Server also manages the scans running on the Network Discover Servers and displays the status of the scans in the user interface.

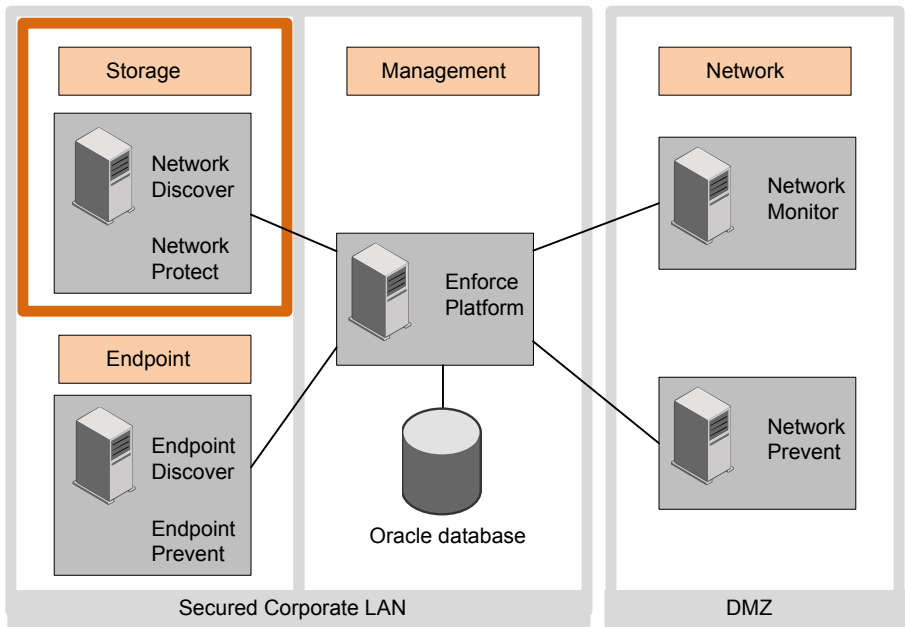
See [“Managing Network Discover target scans”](#) on page 1139.

After a scan is complete, you can display the reports of the exposed confidential data on the Enforce Server.

See [“About reports for Network Discover”](#) on page 1159.



Figure 56-1 Network Discover





# Setting up and configuring Network Discover

This chapter includes the following topics:

- [Setting up and configuring Network Discover](#)
- [Modifying the Network Discover Server configuration](#)
- [About Linux Network Discover Servers](#)
- [Adding a new Network Discover target](#)
- [Editing an existing Network Discover target](#)

## Setting up and configuring Network Discover

Setting up a Network Discover scan target involves several steps. Each of these steps is necessary to correctly implement Network Discover target scanning.

**Table 57-1**      Setting up and Configuring Network Discover

| Step | Action                                                       | Details                                                                                   |
|------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1    | Modify the Network Discover Server configuration, if needed. | See “ <a href="#">Modifying the Network Discover Server configuration</a> ” on page 1114. |



Table 57-1            Setting up and Configuring Network Discover *(continued)*

| Step | Action                                                                                                                    | Details                                                                                                                                                                                                                                                                 |
|------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Create a policy group.                                                                                                    | Go to <b>System &gt; Servers &gt; Policy Groups</b> .<br><br>On the <b>Policy Group List</b> screen that appears, click <b>Add Policy Group</b> .<br><br>See <a href="#">“Creating and modifying policy groups”</a> on page 392.                                        |
| 3    | Create a policy.                                                                                                          | Go to <b>Manage &gt; Policies &gt; Policy List</b> on the Enforce Server.<br><br>Select <b>Add a blank policy</b> .<br><br>Add a rule to the policy.<br><br>See <a href="#">“Configuring policies”</a> on page 370.                                                     |
| 4    | Before using Network Protect for a file share Discover target, create a response rule. Using Network Protect is optional. | See <a href="#">“About response rules”</a> on page 802.                                                                                                                                                                                                                 |
| 5    | Create a Network Discover Target.                                                                                         | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> on the Enforce Server.<br><br>Click <b>New Target</b> , and use the pull-down menu to select the specific target type.<br><br>See <a href="#">“Adding a new Network Discover target”</a> on page 1117. |
| 6    | Set options for the target.                                                                                               | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.                                                                                                                                                                                  |
| 7    | Set up reports.                                                                                                           | See <a href="#">“About Symantec Data Loss Prevention reports”</a> on page 935.                                                                                                                                                                                          |

# Modifying the Network Discover Server configuration

After you have installed your Network Discover Servers and registered them with the Enforce Server, you can modify the Network Discover Server configuration.

If your Network Discover Server is installed on a Linux system, note the differences from a Network Discover Server on a Windows system.

See [“About Linux Network Discover Servers”](#) on page 1116.



The Network Discover Server can be installed on a virtual machine. For the supported virtual machines types, see the *Symantec Data Loss Prevention System Requirements and Compatibility Guide*.

If you have configured incremental scanning, the incremental scan index is automatically distributed to all Discover Servers, including any new Discover Servers.

See [“About incremental scans”](#) on page 1153.

### To modify a Network Discover Server configuration

- 1 In the Enforce Server administration console, go to **System > Servers > Overview**. Then click the server to modify.

The appropriate **Server Detail** screen appears and displays general server information, configuration information, deployed indexes, and recent server events.

- 2 Click **Configure**.

The **Configure Server** screen appears and displays configuration options for the server type.

- 3 Modify the server configuration.

The following configuration options are on the **General** tab:

- **Name**

The name of the detection server (used for displays in the Enforce Server administration console). Changing this setting for an existing detection server affects your filter options in Symantec Data Loss Prevention reports. Network Discover Servers are detection servers.

- **Host**

The detection server host name or IP address on which the detection server listens for connections to the Enforce Server. You might need to modify this setting when you replace a Network Discover Server host computer.

- **Port**

The detection server uses the port number to accept connections from the Enforce Server. This value must be greater than 1024. It must also match the value of the `listenPort` property in the detection server's `Communication.properties` file. This file is located in `SymantecDLP\Protect\config`. If you change this setting, restart the detection server after modifying the `listenPort` value in the `Communication.properties` file. You should not need to change this setting after a successful installation.



See [“Server controls”](#) on page 192.

- 4 The configuration for parallel scanning is on the **Discover** tab. Enter the number of parallel scans to run on this Network Discover Server. The default is 1.

The maximum count can be increased at any time. After it is increased, then any queued scans that are eligible to run on this Network Discover Server are started.

The count can be decreased only if the Network Discover Server has no running scans. Before you reduce the count, pause or stop all scans on the Network Discover Server.

Parallel scans of server and scanner target types are supported. Parallel scanning of Endpoint file systems is not supported.

See [“Configuring parallel scanning of Network Discover targets”](#) on page 1156.

- 5 When you finish modifying a server configuration, click **Save** to exit the **Configure Server** screen and then click **Done** to exit the Server Detail screen.
- 6 To view the active scans on this Network Discover Server, go to **Policies > Discover Scanning > Discover Servers**.

See [“Managing Network Discover target scans”](#) on page 1139.

## About Linux Network Discover Servers

If your Network Discover Server is installed on a Linux system, note the following differences from a Network Discover Server on a Windows system:

- The date **Last Accessed** of a file cannot be reset after it is scanned.
- The **Owner** and date **Last Accessed** of the violating file cannot be retrieved. The Access Control Lists (ACLs) are retrieved correctly.
- You cannot scan Microsoft Outlook Personal Folders (.pst) files.
- SFTP scanning is not supported.
- A Network Discover Server on Linux uses jCIFS which is limited to a single-thread. Scans may be slower than on a Windows Network Discover Server.

See [“Setting up and configuring Network Discover”](#) on page 1113.



## Adding a new Network Discover target

Before adding a Network Discover target, you must complete the Network Discover Server setup.

See [“Setting up and configuring Network Discover”](#) on page 1113.

To add a Network Discover target

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click **New Target**, and use the pull-down menu to select the specific target type.
- 3 On the **General** tab, enter the name of this Network Discover target. This name displays for management of scans.

See [“Managing Network Discover target scans”](#) on page 1139.

- 4 Enter the remaining required parameters. Enter the policy group. Enter the Network Discover Server.

See [“Configuring the required fields for Network Discover targets”](#) on page 1123.



- 5 Continue the addition of a new target, with the entries specific to that target type.

|                                                                |                                                                                                                                           |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Network file servers and shares (CIFS, NFS, DFS)               | See <a href="#">“Setting up server scans of file systems”</a> on page 1177.                                                               |
| Lotus Notes databases                                          | See <a href="#">“Setting up server scans of Lotus Notes databases”</a> on page 1199.                                                      |
| SQL databases                                                  | See <a href="#">“Setting up server scans of SQL databases”</a> on page 1205.                                                              |
| Local file systems on Windows desktops and laptops             | See <a href="#">“Setting up remote scanning of file systems”</a> on page 1256.                                                            |
| Local file systems on Windows, Linux, AIX, and Solaris servers |                                                                                                                                           |
| Microsoft Exchange                                             | See <a href="#">“Setting up server scans of Exchange 2003 and 2007 repositories using the Exchange Web Store connector”</a> on page 1226. |
|                                                                | See <a href="#">“Setting up server scans of Exchange 2007 SP2 and 2010 repositories using Exchange Web Services”</a> on page 1235.        |
| SharePoint                                                     | See <a href="#">“Setting up server scans of SharePoint servers”</a> on page 1213.                                                         |
| Documentum                                                     | See <a href="#">“Setting up remote scanning of Documentum repositories”</a> on page 1281.                                                 |
| Livelink                                                       | See <a href="#">“Setting up remote scanning of Livelink repositories”</a> on page 1291.                                                   |
| Web servers (Web sites and Web-based applications)             | See <a href="#">“Setting up remote scanning of Web servers”</a> on page 1269.                                                             |

- 6 Configure optional Network Discover target parameters.  
See [“Network Discover scan target configuration options”](#) on page 1121.

## Editing an existing Network Discover target

To set various configuration options, edit the configuration of a Network Discover target.

You can also add a new Network Discover target, and set options at that time.



See [“Adding a new Network Discover target”](#) on page 1117.

**To edit a Network Discover target**

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click one of the scan targets from the list to open the target for editing.
- 3 Edit the desired option.

See [“Network Discover scan target configuration options”](#) on page 1121.







# Network Discover scan target configuration options

This chapter includes the following topics:

- [Network Discover scan target configuration options](#)
- [Configuring the required fields for Network Discover targets](#)
- [Scheduling Network Discover scans](#)
- [Providing the password authentication for Network Discover scanned content](#)
- [Encrypting passwords in configuration files](#)
- [Setting up Discover filters to include or exclude items from the scan](#)
- [Filtering Discover targets by item size](#)
- [Filtering Discover targets by date last accessed or modified](#)
- [Optimizing resources with Network Discover scan throttling](#)
- [Creating an inventory of the locations of unprotected sensitive data](#)

## Network Discover scan target configuration options

Use the **General**, **Scanned Content**, **Filters**, and **Advanced** tabs to configure a Network Discover scan target.

The **General** tab is available for all types of targets.

The **Scanned Content**, **Filters**, and **Advanced** tabs are only available for some types of targets.

See [“Editing an existing Network Discover target”](#) on page 1118.



For the additional configuration information that is specific to one type of target, refer to the section for that target type.

Note that all filters are combined with “and” if a value is provided. Consider all filter values when adding or modifying scan filters, to avoid unintentionally including or excluding everything from the scan.

For configuration when adding or editing a target, select from the following options:

| Optional tasks                                                                                | Tab in scan target | Description of task                                                                                            |
|-----------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------|
| Configure required fields.<br>These required fields should be set when a new target is added. | General            | See <a href="#">“Configuring the required fields for Network Discover targets”</a> on page 1123.               |
| Schedule Network Discover scans.                                                              | General            | See <a href="#">“Scheduling Network Discover scans”</a> on page 1124.                                          |
| Configure incremental scans.                                                                  | General            | See <a href="#">“Scanning new or modified items with incremental scans”</a> on page 1154.                      |
| Provide authentication, and set up credentials.                                               | ScannedContent     | See <a href="#">“Providing the password authentication for Network Discover scanned content”</a> on page 1126. |
| Include, or exclude, repositories from a scan.                                                | Filters            | See <a href="#">“Setting up Discover filters to include or exclude items from the scan”</a> on page 1128.      |
| Filter targets by file size.                                                                  | Filters            | See <a href="#">“Filtering Discover targets by item size”</a> on page 1130.                                    |
| Filter targets by date last accessed or modified.                                             | Filters            | See <a href="#">“Filtering Discover targets by date last accessed or modified”</a> on page 1131.               |
| Optimize your resources with scan throttling.                                                 | Advanced           | See <a href="#">“Optimizing resources with Network Discover scan throttling”</a> on page 1134.                 |
| Create an inventory of the locations of unprotected sensitive data.                           | Advanced           | See <a href="#">“Creating an inventory of the locations of unprotected sensitive data”</a> on page 1135.       |



| Optional tasks                                                                                   | Tab in scan target | Description of task                                                               |
|--------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------|
| Specify options for automatically tracking remediation status for network file system incidents. | <b>Advanced</b>    | See <a href="#">“Configuring and running scans of file systems”</a> on page 1191. |
| Move or quarantine files in network file shares with Network Protect.                            | <b>Protect</b>     | See <a href="#">“Configuring Network Protect for file shares”</a> on page 1195.   |

## Configuring the required fields for Network Discover targets

For a new target, enter the name of the target, the policy group, and the Discover Server where the scans can run.

These required fields should be set when a new target is added.

### To enter the required fields for a target

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click **New Target**, and use the pull-down menu to select the specific target type.
- 3 On the **General** tab, enter the **Name** of this Discover target.  
Enter a unique name for the target, or edit the existing name, up to 255 characters.
- 4 Select the **Policy Group**.  
  
If no other policy group has been selected, the Default Policy group is used. To apply a policy group, select the policy group to use for this target. You can assign multiple policy groups to a target.  
  
The administrator defines policy groups on the **Policy Group List** page. If the policy group you want to use does not appear on the list, contact your Symantec Data Loss Prevention administrator.



- 5 Select the Discover Server (or multiple Discover Servers) where you want to allow the scan to run.

If you select more than one server, Symantec Data Loss Prevention automatically selects one of the servers when the scan starts.

Only the detection servers that were configured as Discover Servers appear on the list. If there is only one Discover Server on your network, the name of that server is automatically specified. You should configure your Discover Servers before you configure targets. You must specify at least one server before you can run a scan for this target.

- 6 On the **Scanned Content** tab, you must enter the item to be scanned. Refer to the documentation about each type of target for additional information about this entry.

See [“About Network Discover”](#) on page 1109.

- 7 You can configure other options for this target.

See [“Network Discover scan target configuration options”](#) on page 1121.

## Scheduling Network Discover scans

Network Discover scans can be set up to run on a regular schedule, for example during nights or weekends. Scans can also be set to pause during specified times, for example when resources are normally busy with other tasks.

For file shares, Lotus Notes, or SQL databases, the scan schedule can be completely specified with the **Scan Schedule** parameters.

For the scanner targets (such as SharePoint or Exchange), the scan must also be scheduled from the computer where the scanner is installed. You must manually manage the scan schedule between the Discover target and the scanner application. The scanners are installed, configured, and run outside of the Enforce Server and Network Discover Server. For example, the scanner can be scheduled to run automatically using the host’s native scheduling. You can create a UNIX cron job, or add the scanner to the Windows scheduler. The scanner should be scheduled to run before the scheduled Network Discover scan, so that the Network Discover scan has information to consume.

If you select a specific time for starting or pausing a scan, the time zone of the Enforce Server is used.

You can configure other options for this target.

See [“Network Discover scan target configuration options”](#) on page 1121.



### To set up a scan schedule

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan that you want to schedule.
- 3 Click the **General** tab.
- 4 Select the item **Submit Scan Job on Schedule**.  
  
When you select this check box to set up a schedule for scanning the specified target, the Schedule drop-down list becomes available. After you select an option from the Schedule drop-down list, additional fields appear.
- 5 Select one of the following additional fields:

|                     |                                                                                                                     |
|---------------------|---------------------------------------------------------------------------------------------------------------------|
| No Regular Schedule | Save the target without a schedule.                                                                                 |
| Scan Once           | Run the scan one time, at the specified time and date.                                                              |
| Scan Daily          | Scan the target daily, at the specified start time. Check <b>Until</b> to stop the daily scan after a certain date. |
| Scan Weekly         | Scan the target every week. Check <b>Until</b> to stop the weekly scan after a certain date.                        |
| Scan Monthly        | Scan the target every month. Check <b>Until</b> to stop the monthly scan after a certain date.                      |

- 6 Click **Save**.

### To pause a scan during specified times

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan that you want to pause during specified times.
- 3 Click the **General** tab.
- 4 Select the item **Pause Scan between these times**.



5 Select the pause options.

This option automatically pauses scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the scan window pause as specified. You can also restart a paused scan by clicking the continue icon in the target entry.

---

**Note:** If the target configuration is modified while it is paused, then the modified configuration does not apply to items that were already scanned. When a scan is paused and restarted, the scan is restarted from a checkpoint that is created when the scan is paused. The modified configuration is used for the items that are scanned from that checkpoint.

---

6 Click **Save**.

## Providing the password authentication for Network Discover scanned content

On the **Scanned Content** tab, enter the configuration options for authentication.

Avoid special characters in the authentication credentials. Authentication credentials must not contain any of the following characters, or the scan fails:

- Pipe character
- Ampersand character
- Quotation marks (single or double)

### To provide password authentication for scanned content

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan to provide the password authentication.
- 3 Click the **Scanned Content** tab.
- 4 You can enter authentication information in several ways:
  - Use a stored credential.  
If a stored credential is available, select a named credential from the drop-down in **Use Saved Credentials**.
  - A global scan credential can be provided for all shares in this target.



Enter the user name and password in **Use These Credentials**.

- Separate authentication credentials can be provided for each share in a list.

A separate credential supersedes the global scan credential, if one was provided.

Click **Add** or **Edit** to provide credentials for each share in a list.

In the **Add** box, enter the share and credentials with the following syntax:

*path*[, [*username*, *password*][, [*depth*][, *remediation-username*,  
*remediation-password*]]]

For omitted items, provide a null entry with consecutive commas.

- 5 The format of the credentials depends on the type of scan. For the specific format and examples of credentials for each target type, see the topic for that target type.

See [“About Network Discover”](#) on page 1109.

- 6 You can set other options on the **Scanned Content** tab.

See [“Network Discover scan target configuration options”](#) on page 1121.

Remediation credentials can be set on the **Protect** tab.

See [“Configuring Network Protect for file shares”](#) on page 1195.

## Encrypting passwords in configuration files

Encrypt passwords in the configuration files with the utility `EncryptPassword.exe`.

### To encrypt passwords in configuration files

- 1 Navigate to the `bin` directory of the scanner installation on the scanner computer.

See [“Scanner installation directory structure”](#) on page 1249.

- 2 Run the utility `EncryptPassword.exe`.

This utility encrypts the password that is provided in the scanner configuration files.

- 3 When the utility requires you to enter a password, enter a password.

- 4 Click the encrypt option.

- 5 Place the encrypted password into the `Password=` setting in the `Vontusscanner_typeScanner.cfg` file.

See [“Configuration options for Web server scanners”](#) on page 1274.

See [“Configuration options for Documentum scanners”](#) on page 1286.



See [“Configuration options for Livelink scanners”](#) on page 1297.

## Setting up Discover filters to include or exclude items from the scan

Exclude and include filters reduce the number of items or repositories to scan.

Use the Include Filters field to specify the items that Symantec Data Loss Prevention should process. If you leave the Include Filters field empty, Symantec Data Loss Prevention performs matching on all items in the selected target. If you enter any values in the field, Symantec Data Loss Prevention scans only those items that match your filter.

Use the Exclude Filters field to specify the items that Symantec Data Loss Prevention should not process. If you leave the Exclude Filters field empty, Symantec Data Loss Prevention performs matching on all items in the selected target. If you enter any values in the field, Symantec Data Loss Prevention scans only those items that do not match your filter.

To optimize scanning, you can break up scans using include and exclude filters. For example, you can exclude binary items. Binary items are less likely to contain policy violations.

See [“About Network Discover scan optimization”](#) on page 1150.

Note that all filters are combined with “and” if a value is provided. Consider all filter values (for example size and date) when adding or modifying scan filters. Avoid unintentionally including everything, or excluding everything from the scan.

When both include filters and exclude filters are present, exclude filters take precedence.

You can configure other options for this target.

See [“Network Discover scan target configuration options”](#) on page 1121.

### To set up include filters or exclude filters

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan where you want to add include filters or exclude filters.
- 3 Click the **Filters** tab.



- 4
- Enter file names or paths into the Include Filters and the Exclude Filters to select a subset of items that Symantec Data Loss Prevention should process. Delimit entries with a comma, but no spaces. The path filter is case-sensitive.
- When both include filters and exclude filters are present, exclude filters take precedence.
- The Include Filter and Exclude Filter file names are relative to the file system root. Specify full paths or subdirectories, as needed. Some wildcards are allowed.
- Table 58-1 shows the syntax for the filters.
- If the Exclude Filter entry exceeds the 1024-character limit, you can create an exclude file with the file names to be excluded.

- 5
- Click **Save**.

To create an exclude file

- 1
- Create a directory named `excludeFiles` in the Symantec Data Loss Prevention configuration directory, for example `\SymantecDLP\Protect\config\excludeFiles\`. For a configuration with multiple Discover servers, a copy of this directory and file must be present on each Discover server.
- 2
- In this directory create one text file for each set of items to exclude. For example, you can create one file for each UNIX system to be scanned. Name the files `hostname.txt`, where *hostname* is the name of the system to be scanned, as provided in the target configuration. The *hostname* in this text file must match exactly the name that is in the Discover Target.
- 3
- In each file, list the paths (each path on a separate line) that you want to exclude from the scan. The paths can be files, directories, symbolic links, or mounted directories. The paths must each begin with a delimiter of “/” or “\” followed by the share name, directory name, and file name. For example, a valid path is `\excludeshare\excludedir\excludefile`.

Table 58-1 shows the syntax for the filters.

| Table 58-1        | Syntax for the Include Filters and Exclude Filters                                |
|-------------------|-----------------------------------------------------------------------------------|
| * (asterisk)      | Use this wildcard to match any sequence of characters, including null.            |
| ? (question mark) | Use this wildcard to match any one character in the place where it appears.       |
| , (comma)         | Represents a logical OR. Delimit entries with a comma, but do not use any spaces. |



**Table 58-1** Syntax for the Include Filters and Exclude Filters (*continued*)

|                                                     |                                                                                                                                                                                                             |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The forward slash (/) and backslash (\) characters  | These characters are equivalent. They usually represent directory separators, although on Linux the backslash is a valid character in a file name.                                                          |
| White space at the beginning and end of the pattern | White space is ignored at the beginning and end of the pattern. Do not use spaces before or after the commas that delimit entries.                                                                          |
| Escape characters                                   | The matching process does not support escape characters, so there is no way to match a question mark, a comma, or an asterisk explicitly. In general, special characters in filter items are not supported. |

The following example of an Include Filter matches only files or documents with the .txt or .doc extensions, ignoring everything else:

```
*.txt, *.doc
```

The following example of an Include Filter matches only files or documents with a single-character extension. This example matches files such as hello.1 and hello.2, but not hello.doc or hello.html:

```
*.?
```

You can also use filters to match on specific subdirectories of a file share. For example, to match only those files that are contained in the two subdirectories that are called documentation and specs, enter the following include filter:

```
/documentation/, */specs/*
```

Syntax and examples for SQL Database scanning are in the SQL Database section. See [“Configuring and running SQL database scans”](#) on page 1206.

Syntax and examples for SharePoint scanning are in the SharePoint section. See [“Configuring and running SharePoint server scans”](#) on page 1217.

Syntax and examples for Endpoint Discover scanning are in the Endpoint section. See [“How to implement Endpoint Discover”](#) on page 1327.

# Filtering Discover targets by item size

Use size filters to exclude items from the matching process that are based on their size.



Size filters are only available for files on file shares, Endpoint files, Lotus Notes documents, SharePoint items, and Exchange items.

You can configure other options for this target.

See [“Network Discover scan target configuration options”](#) on page 1121.

#### To exclude items based on item size

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan that you want to filter based on item size.
- 3 Click the **Filters** tab.
- 4 Enter optional values under the item size filters.

Symantec Data Loss Prevention includes only the items that match your specified size filters. If you leave this field empty, Symantec Data Loss Prevention performs matching on items of all sizes.

Note that all filters are combined with “and” if a value is provided. Consider all filter values (for example include, exclude, and date) when adding or modifying scan filters. Avoid unintentionally including everything, or excluding everything from the scan.

- 5 To exclude items smaller than a particular size, enter a number in the field next to **Ignore Smaller Than**. Then select the appropriate unit of measure (Bytes, KB, or MB) from the drop-down list next to it.
- 6 To exclude items larger than a particular size, enter a number in the field next to **Ignore Larger Than**. Then select the appropriate unit of measure (Bytes, KB, or MB) from the drop-down list next to it.
- 7 Click **Save** to save all updates to this target.

## Filtering Discover targets by date last accessed or modified

Specify date filters to exclude items from the matching process based on their dates. Only the items that match the specified date filters are included.

Date Filters are available for files on file shares, Endpoint files, Lotus Notes documents, and Microsoft SharePoint and Exchange documents.

Incremental scanning and differential scanning are available for some Network Discover target types.

See [“Scanning new or modified items with incremental scans”](#) on page 1154.



See [“Scanning new or modified items with differential scans”](#) on page 1155.

You can configure other options for this target.

See [“Network Discover scan target configuration options”](#) on page 1121.

Note that all filters are combined with “and” if a value is provided. Consider all filter values (for example include, exclude, and size) when adding or modifying scan filters. Avoid unintentionally including everything, or excluding everything from the scan.

#### To exclude items based on the date last accessed or modified

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the **Filters** tab.
- 3 Enter optional values under **File Date Filters**.
- 4 Select **Only Scan files added or modified since the last full scan** for a differential scan.

See [“Scanning new or modified items with differential scans”](#) on page 1155.

This option scans only the items that have been added or modified (whichever is newer) since the last full scan.

If you do not select this option, Symantec Data Loss Prevention uses no date filter. It performs matching on items of all dates in the specified target.

The first scan has to be a full scan. A full scan occurs if you select this option before Symantec Data Loss Prevention scans this target for the first time.

When you select this option, you can also select the option **Make next scan a full scan**. When you select this option, the date filters for **Only scan files added or modified** and for **Only scan files last accessed** are disabled. The next scan is a full scan (if no previous full scans have completed). Subsequent scans cover only those items that have been added or modified since the full scan. After Symantec Data Loss Prevention performs the full scan, this check box is automatically deselected.

This option is not available for the target for a file system (file share). Use incremental scanning, instead.

See [“About incremental scans”](#) on page 1153.

See [“About the difference between incremental scans and differential scans”](#) on page 1152.

- 5 Select **Only scan files added or modified** to include files based on the added or modified date.



Symantec Data Loss Prevention only scans items after the specified **After** date, before the specified **Before** date, or between the dates you specify.

Note that if the **After** date is later than the **Before** date, then no items are scanned. If the **Before** date and the **After** date are the same, then no items are scanned. No items are scanned because the assumed time of the **Before** parameter is at zero hours, and **After** is at 24 hours.

When you select this option, you can also select from the following options:

■ **After**

To include the items that are created or modified (whichever is newer) after a particular date, type the date. You can also click the date widget and select a date.

■ **Before**

To include the items that are created or modified (whichever is older) before a particular date, type the date. You can also click the date widget and select a date.

**6** Select **Only scan files last accessed** to include files based on the last accessed date.

Symantec Data Loss Prevention only scans items after the specified **After** date, before the specified **Before** date, or between the dates you specify.

The last-accessed feature is only supported for Windows Network Discover Server scanning of CIFS shares.

Note that if the **After** date is later than the **Before** date, then no items are scanned. If the **Before** date and **After** date are the same, then no items are scanned. No items are scanned because the assumed time of the **Before** parameter is at zero hours, and **After** is at 24 hours.

When you select this option, you can also select from the following options:

■ **After**

To include the items that are accessed after a particular date, enter the date. You can also click the date widget and select a date.

■ **Before**

To include the items that are accessed before a particular date, enter the date. You can also click the date widget and select a date.



---

**Note:** The default mount process uses the CIFS client. If the default mount does not work, the mount task can use the java-based CIFS client by setting `filesystemcrawler.use.jcifs=true` in the properties file `Crawler.properties`.

---

- 7 Click **Save** to save all updates to this target.

## Optimizing resources with Network Discover scan throttling

You can set throttling options on the **Advanced** tab of the target for the following scan targets:

- File shares
- Endpoint files
- Lotus Notes documents
- SQL Databases

For the scanners, throttling must be set by editing the configuration file on the scanner computer.

---

**Note:** Use of item throttling significantly reduces the scan rate. Expect the scan rate to reduce to half the original scan rate or less.

---

You can also set other options to optimize scans.

See [“About Network Discover scan optimization”](#) on page 1150.

**To set scan throttling for file shares, Lotus Notes documents, or SQL Databases**

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the scan target name to open the target for editing.



- On the **Advanced** tab, set the throttling options.
- Enter the maximum number of files or rows to be processed per minute, or the maximum number of bytes to be processed per minute.

If you select both options, then the scan rate is slower than both options.

|                 |                                                                                                                                                                                           |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Throttling | Specify the maximum number of files, documents (in Lotus Notes), or rows (in SQL Databases) to be processed per minute.                                                                   |
| Byte Throttling | Specify the maximum number of bytes to be processed per minute.<br><br>Specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes). |

**To set item throttling for the scanners**

- Locate the scanner configuration file (*scanner-type.cfg*) on the computer where the scanner was installed.
- In the scanner configuration file, modify the `ImportPoliteness` parameter and the `BatchSize` parameter.

When you set item throttling, the scanner fetches `BatchSize` items to local storage and then waits for `ImportPoliteness` milliseconds between processing each item fetched.

Byte throttling is not supported for any of the scanners.

- To achieve item throttling from the repository, make the `BatchSize` parameter a small value. Then the `ImportPoliteness` value has more effect. Setting `BatchSize=1` achieves the most throttling in fetching the documents.

For example, if you set `BatchSize=25`, and `ImportPoliteness=5000` (5 seconds), the scanner downloads the 25 documents. Then it pauses 5 seconds between processing each document.

# Creating an inventory of the locations of unprotected sensitive data

To audit whether confidential data exists on a target, without scanning all of it, use Inventory Mode scanning. Inventory Mode is useful when the existence of incidents is important, not the number of them in each location.



Running a scan in Inventory Mode can also improve the performance of scanning large numbers of computers or large amounts of data. Setting incident thresholds can improve the performance of scanning by skipping to the next content root to scan, rather than scanning everything. A content root is one line (a file share, Domino server, or SQL database) specified on the **Scanned Content** tab.

You can set a maximum number of incidents for a scan item. The scan item can be a file share or a physical computer.

After the incident threshold has been reached, the scanning of this content root is stopped, and scanning proceeds to the next content root. Because the process is asynchronous, a few more incidents may be created than specified in the incident threshold.

Inventory Mode scanning is supported for the following server-based scan targets:

- **File shares**

For file shares, you can also specify whether to count incidents by content root, or by computer. The content root is one file share on the list that is specified on the **Scanned Content** tab. The selection is specified in the field `Count Incidents By`.

- **Lotus Notes databases**

The incident threshold is counted per content root (Domino server from the list on the **Scanned Content** tab).

- **SQL databases**

The incident threshold is counted per content root (SQL database from the list on the **Scanned Content** tab).

Inventory Mode can be set with the incident threshold parameter. You can set it when you add a new target, or when you edit an existing target.

After you locate the sensitive data, you can set other options to run the complete scans that target those locations.

See [“Network Discover scan target configuration options”](#) on page 1121.

#### **To create an inventory of sensitive data**

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the scan target name to open the target for editing.
- 3 On the **Advanced** tab, you can optimize scanning with Inventory Mode scanning.



#### 4 Set the **Incident Threshold**.

Enter the number of incidents to produce before moving on to the next content root (specified on the **Scanned Content** tab).

#### 5 Set the **Count Incidents By** option.

For file shares you can also choose the following methods to count the incidents:

##### ■ **Content root** (the default)

The content root is one file share from the list on the **Scanned Content** tab.

After the incident threshold is reached, the scan moves to the next file share.

##### ■ **Machine**

Select this option to count by computer (from the specified shares on a computer).

When the incident threshold is reached, the scan moves to the next content root on the list to scan. If that content root is on the same physical computer as the previous item, it is skipped.

Note that the computer name must be literally the same, for the content root to be skipped. For example, `\\localhost\myfiles` and `\\127.0.0.1\myfiles` are treated as different computers, even though they are logically the same.







# Managing Network Discover target scans

This chapter includes the following topics:

- [Managing Network Discover target scans](#)
- [Managing Network Discover Targets](#)
- [Managing Network Discover scan histories](#)
- [Managing Network Discover Servers](#)
- [About Network Discover scan optimization](#)
- [About the difference between incremental scans and differential scans](#)
- [About incremental scans](#)
- [Scanning new or modified items with incremental scans](#)
- [About managing incremental scans](#)
- [Scanning new or modified items with differential scans](#)
- [Configuring parallel scanning of Network Discover targets](#)

## Managing Network Discover target scans

Management tasks for your Network Discover target scans fall into four broad categories: managing Network Discover targets, managing Network Discover scan histories, managing Network Discover servers, and optimizing scans.

See [“Managing Network Discover Targets”](#) on page 1140.

See [“Managing Network Discover scan histories”](#) on page 1142.



See [“Managing Network Discover Servers”](#) on page 1149.

See [“About Network Discover scan optimization”](#) on page 1150.

# Managing Network Discover Targets

To manage your Discover scan targets, you can:

- Start, stop, and pause target scans.
- Monitor status as target scans run.
- Select targets to view details about them.
- Edit or delete targets.
- Manage multiple targets.
- Sort and filter targets for easier target management.
- Specify the number of targets to display.

See [“About the Network Discover scan target list”](#) on page 1140.

See [“Working with Network Discover scan targets”](#) on page 1141.

See [“Removing Network Discover scan targets”](#) on page 1142.

## About the Network Discover scan target list

You can manage your Network Discover scan targets on the **Discover Targets** screen. The toolbar above the target list includes a drop-down menu for creating new scan targets; buttons for starting, stopping, and pausing scans; and an icon for filtering the items in the list. You can apply actions to multiple targets.

You can click most column headers to sort the list by the data in that column.

You can select the number of entries to display in the **Discover Target** list using the drop-down menu above the **Actions** column.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 59-1](#) lists the columns for each target scan.

| Table 59-1 Discover Targets |                                                                  |
|-----------------------------|------------------------------------------------------------------|
| Target Information          | Description                                                      |
| Target Name                 | Name of the target scan.                                         |
| Target Type                 | Type of target for the scan (such as File System or SharePoint). |



**Table 59-1** Discover Targets (*continued*)

| Target Information   | Description                                                                                                            |
|----------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Policy Groups</b> | Lists the policy groups to which the target is assigned.                                                               |
| <b>Servers</b>       | Lists the servers assigned to this target.                                                                             |
| <b>Last Modified</b> | Specifies the date and time that the target was last modified.                                                         |
| <b>Scan Status</b>   | Displays the status of the scan. Click the link in this column to view a filtered scan history page for this target.   |
| <b>Next Scan</b>     | Displays the next scheduled scan for the target, if applicable.                                                        |
| <b>Actions</b>       | Click the <b>Edit Target</b> icon to edit the target definition.<br>Click the <b>Delete</b> icon to delete the target. |

**To filter the Discover Target list**

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click **Filter**. A text field or drop-down list appears in each column header in the **Discover Target** list.
- 3 Apply one of these filters to the list:
  - **Target Name**: Type the name of the target into the text field.
  - **Target Type**: Select the target type from the drop-down list.
  - **Policy Groups**: Type the name of the policy group into the text field.
  - **Servers**: Type the name of the server into the text field.
  - **Last Modified**: Select a range from the drop-down list.
  - **Scan Status**: Select a scan status from the drop-down list.
  - **Next Scan**: Select a range from the drop-down list.
- 4 To clear a filter, clear the value from the relevant text field or drop-down list, or click **Filter**.

## Working with Network Discover scan targets

You can perform the following tasks with your scan targets:



#### To start, stop, and pause Network Discover scans

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Select the scan target or targets you want to start, stop, or pause.
- 3 Click the **Start**, **Stop**, or **Pause** button on the target list toolbar.

#### To edit a Network Discover scan target

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the **Edit Target** button for the target you want to edit.
- 3 Make your desired changes on the **Edit Target** page.

See [“Network Discover scan target configuration options”](#) on page 1121.

## Removing Network Discover scan targets

Check the scans that are running or queued before removing a scan target.

See [“Managing Network Discover target scans”](#) on page 1139.

To remove scan targets, perform these actions:

- Remove the scan target from the Enforce Server.
- Uninstall the scanner from the computer where it is installed, if applicable.

#### To remove a scan target

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click **Delete** icon for the target you want to remove.

## Managing Network Discover scan histories

To manage your Network Discover scan histories, you can:

- View statistics about running or completed scans.
- Download scan history information in comma-separated value (CSV) format.
- View scan details.
- View incident reports.
- Delete scan histories.
- Manage multiple scan histories.



- Sort and filter scan histories for easier management.
- Specify the number of scan histories to display.

See [“About Network Discover scan histories”](#) on page 1143.

See [“Working with Network Discover scan histories”](#) on page 1144.

See [“Deleting Network Discover scans”](#) on page 1145.

See [“About Network Discover scan details”](#) on page 1145.

See [“Working with Network Discover scan details”](#) on page 1148.

## About Network Discover scan histories

You can manage your Network Discover scan histories on the **Scan History** screen. To view a scan history list for all Discover targets, in the Enforce Server administrative console, go to **Manage > Discover Scanning > Scan History**.

You can click any column header to sort the list alpha-numerically by the data in that column.

You can select the number of entries to display in the **Discover Target** list using the drop-down menu above the **Actions** column.

For more details about a scan, click the link in the **Scan Status** column to display the **Scan Detail** screen.

See [“About Network Discover scan details”](#) on page 1145.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 59-2](#) lists the fields that are displayed for each scan.

**Table 59-2** Scan History

| Scan History   | Description                                                      |
|----------------|------------------------------------------------------------------|
| Target Name    | Name of the target scan.                                         |
| Target Type    | Type of target for the scan (such as File System or SharePoint). |
| Scan Started   | Date and time the scan started.                                  |
| Scan Status    | Current status of the scan: Running, Paused, Completed, Stopped. |
| Scan Type      | Scan type: Incremental, Differential, or Full.                   |
| Incident Count | Number of incidents found in the scan.                           |



Table 59-2            Scan History *(continued)*

| Scan History        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Run Time            | Elapsed time of the scan in dd:hh:mm:ss format.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Bytes/Items Scanned | Number of bytes scanned in the target, as well as the number of items scanned.                                                                                                                                                                                                                                                                                                                                                                                                 |
| Errors              | Number of errors during the scan.                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Actions             | <div>Click the View Incidents icon to view an incident summary report for the scan.</div> <div>See <a href="#">“About incident reports for Network Discover”</a> on page 1160.</div> <div>See <a href="#">“Discover incident reports”</a> on page 919.</div> <div>Click the Delete icon to delete the scan. Make sure to first delete differential scans before you delete the base scan.</div> <div>See <a href="#">“Deleting Network Discover scans”</a> on page 1145.</div> |

To filter the Scan History list

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Scan History**.
- 2 Click **Filter**. A text field or drop-down list appears in the column header in the **Scan History** list.
- 3 Apply one of these filters to the list:
  - **Target Name:** Type the name of the target into the text field.
  - **Target Type:** Select the target type from the drop-down list.
  - **Scan Started:** Select a range from the drop-down list.
  - **Scan Status:** Select a scan status from the drop-down list.
  - **Scan Type:** Select a scan type from the drop-down list.
- 4 To clear a filter, clear the value from the relevant text field or drop-down list, or click **Filter**.

## Working with Network Discover scan histories

You can perform the following tasks with your scan histories:



#### To export Network Discover scan histories

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Scan History**.
- 2 Select the scan or scans you want to export.
- 3 Click **Export**. The File Download dialog box appears.
- 4 Click **Open** to view the exported data, or click **Save** to save the file.
- 5 To cancel the export operation, click **Cancel**.

#### To view incidents for a specific scan

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Scan History**.
- 2 Click the **View Incidents** icon for the scan you want to view. The **Discover Incidents** screen appears.

## Deleting Network Discover scans

You can delete specific scans from your scan history.

#### To delete a scan

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Scan History**.
- 2 Delete any differential scans before you delete the base full scan for that target.  
 This step is not necessary for incremental scans.
- 3 Select the scan to be deleted, then click the delete icon in the **Actions** column.  
 To delete multiple scans, mark the checkboxes for the scans you want to delete, then click **Delete** on the toolbar.

## About Network Discover scan details

You can view detailed information about each Network Discover scan, including general scan information, scan statistics, recent errors, and scan activity. You can also download reports in CSV format for scan statistics, recent errors, and scan activity.

To view scan details, go to **Manage > Discover Scanning > Scan History**. Select the scan, then click the link in the **Status** column.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 59-3](#) shows the General section which displays information about the scan.



Table 59-3            General Scan Detail

| General Scan Detail | Description                                                                                                                         |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Target Type         | The type and icon of the target that was scanned.                                                                                   |
| Target Name         | Name of the target.                                                                                                                 |
| Status              | Status of the scan.<br><br>If the scan is running, the name of the Network Discover Server where this scan is running is displayed. |
| Scan Type           | Scan type, such as incremental or full.                                                                                             |
| Start Time          | The date and time the scan began.                                                                                                   |
| End Time            | The date and time the scan finished.                                                                                                |

Table 59-4 shows the Scan Statistics section, which provides detailed information about the scan.

Table 59-4            Scan Statistics

| Scan Statistics        | Description                                                                                                                                                                                     |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Processed              | Number of items that have been scanned. If the scan is still running, this field provides a benchmark of scan progress.                                                                         |
| Run Time (dd:hh:mm:ss) | Amount of time that the scan took to complete. If the scan is still running, the amount of time that it has been running. The total does not include any time during which the scan was paused. |
| Items Scanned          | Number of items scanned.                                                                                                                                                                        |
| Bytes Scanned          | Number of bytes scanned.                                                                                                                                                                        |
| Errors                 | Number of errors that occurred during the scan. A list of the errors is available in the <b>Recent Scan Errors</b> section.                                                                     |



**Table 59-4** Scan Statistics (*continued*)

| Scan Statistics                      | Description                                                                                                                                                  |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Total Detected Incident Count</b> | Total number of incidents that were detected during the current scan.                                                                                        |
| <b>Current Incident Count</b>        | Number of incidents that were detected during the current scan, less any deleted incidents. You can click this number to see an incident list for this scan. |

The Recent Scan Errors section is a listing of the errors that occurred during the scan.

If a scan has many errors, the **Scan Detail** screen does not display them all. To see a complete list of errors that occurred during the scan, click **Download Full Error Report**.

[Table 59-5](#) shows the information in the Recent Scan Errors report, which provides information about each error.

**Table 59-5** Recent Scan Errors

| Recent Scan Error Details | Description                                                                    |
|---------------------------|--------------------------------------------------------------------------------|
| <b>Date</b>               | The date and time of the error during the scan.                                |
| <b>Path</b>               | The directory path to the location of the file with the error during the scan. |
| <b>Error</b>              | The error message.                                                             |

Recent Scan Activity displays the most recent log entries of the notable events that occurred during the scan.

If a scan has many activity messages, the **Scan Detail** screen does not display them all. To see a complete list of scan activity messages, click **Download Full Activity Report**.

[Table 59-6](#) shows the Recent Scan Activity report, which provides information about each activity.



Table 59-6            Recent Scan Activity

| Recent Scan Activity Details | Description                                       |
|------------------------------|---------------------------------------------------|
| Date/Time                    | The date and time when the logged event occurred. |
| Level                        | The severity of the event.                        |
| Message                      | The message that was logged about the event.      |

Table 59-7 explains the options on the Scan Detail screen.

Table 59-7            Options on the Scan Detail screen

| Scan Detail options             | Description                                               |
|---------------------------------|-----------------------------------------------------------|
| Download Full Statistics Report | Download a report with all scan statistics in CSV format. |
| Download Full Error Report      | Download a report with all scan errors in CSV format.     |
| Download Full Activity Report   | Download a report with all scan activity in CSV format.   |

## Working with Network Discover scan details

You can perform the following tasks with scan details:

To view scan details

- 1 In the Enforce Server administration console, click **Manage > Discover Scanning > Scan History**.
- 2 On the **Scan History** page, click the link in the **Scan Status** column for the scan for which you want to view details.

To export scan details to a CSV file

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Scan History**.
- 2 On the **Scan History** page, click the link in the **Scan Status** column for the scan for which you want to view details.
- 3 On the **Scan Details** page, click one of the following buttons:



- **Download Full Statistics Report**
- **Download Full Error Report**
- **Download Full Activity Report**

## Managing Network Discover Servers

You can view the status and scan details of Network Discover scans for each Discover server.

See [“Viewing Network Discover server status”](#) on page 1149.

### Viewing Network Discover server status

The Discover Servers screen lists the detection servers for Network Discover or Endpoint Discover that are configured on your network. This screen shows details about the scans on each detection server.

To view your Discover servers, in the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Servers**.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 59-8](#) lists the information for each server.

**Table 59-8** Discover Servers

| Server Information     | Description                                                                                          |
|------------------------|------------------------------------------------------------------------------------------------------|
| <b>Server Name</b>     | The name of the server. In parentheses is the type of detection server, either Discover or Endpoint. |
| <b>Running Scans</b>   | A list of the scans that are currently running on this server.                                       |
| <b>Queued Scans</b>    | A list of the scans that are queued to run on this server.                                           |
| <b>Scheduled Scans</b> | A list of scans that are scheduled to run in the future on this server.                              |
| <b>Paused Scans</b>    | A list of the paused scans on this server.                                                           |

#### To view scan details from a Network Discover server

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Servers**
- 2 On the **Discover Servers** page, click the name of the scan for which you want to view details.

See [“About Network Discover scan details”](#) on page 1145.



## About Network Discover scan optimization

Network Discover Target scans can take hours or days to complete, depending on the type of scan and the amount and format of the data to be scanned, as well as hardware and network speed. To optimize your scans of large amounts of information for better performance, follow the suggestions in this section.

To help optimize your Network Discover scans, consider using some of the following methods:

- Begin by scanning only the file shares or repositories that are the most accessed and most widely available (for example, guest or public access). Start small, and confirm the accuracy of your scans before increasing the volume of information in a scan. After you have achieved satisfactory performance with your initial scans, add scanning for the business units that handle your confidential data.
- Install multiple Network Discover Servers on the network.

- Break large scans into multiple smaller scans. Create separate scan targets and use filters to break up the set to scan.

You can break up scans with include, exclude, size, and date filters.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

See [“Filtering Discover targets by item size”](#) on page 1130.

See [“Filtering Discover targets by date last accessed or modified”](#) on page 1131.

- Scan non-binary files first. Binary files are less likely to contain policy violations.

For example, you can set the Exclude Filter to the following list to scan non-binary files:

```
*.exe, *.lib, *.bin, *.dll, *.cab, *.dat
```

```
*.au, *.avi, *.mid, *.mov, *.mp, *.mp3, *.mp4, *.mpeg, *.wav, *.wma
```

To scan the rest of the files, use this filter as the Include Filter of a different scan target.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

- For File System targets, you can configure incremental scans to check only those files that have not yet been scanned.

See [“Scanning new or modified items with incremental scans”](#) on page 1154.

See [“About the difference between incremental scans and differential scans”](#) on page 1152.



- Scan new or recently modified items in one scan target, and older ones in a second scan target.  
 Use the date filter to break up scans by date values, by files older than, or files newer than.  
 See [“Filtering Discover targets by date last accessed or modified”](#) on page 1131.
- After the initial scan, run differential scans to check only those items that were added or modified since the last complete scan.  
 See [“Scanning new or modified items with differential scans”](#) on page 1155.  
 See [“About the difference between incremental scans and differential scans”](#) on page 1152.
- Scan small files in one scan target and large files in another. Scanning many small files carries more overhead than fewer large files.  
 Use the size filter to break up scans by size.  
 See [“Filtering Discover targets by item size”](#) on page 1130.
- Scan compressed files in a separate scan target.  
 Use the Include Filter to scan compressed files. For example, use the following list:  

```
.zip,.gzip
```

  
 To scan the rest of the files, use this filter as the Exclude Filter of a different scan target.  
 See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.
- Scan database or spreadsheet files in a separate scan target.  
 Use the SQL Database target to scan database files.  
 See [“Configuring and running SQL database scans”](#) on page 1206.  
 Use the Include filter to scan spreadsheet files:  

```
*.xls
```

  
 Set up a separate scan target and use the Exclude Filter to scan everything else.  
 See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.
- Exclude the folders internal to applications. For example, in the scan of a DFS share, exclude the internal `DfsrPrivate` folder. In the scan of a share on a NetApp filer, exclude the `.snapshot` folder.  
 See [“Excluding internal DFS folders”](#) on page 1189.  
 See [“Configuring and running scans of file systems”](#) on page 1191.



- Use Inventory Mode scanning to move to the next scan item after an incident threshold is reached. Inventory Mode scanning can audit where confidential data is stored without scanning all of it.  
See [“Creating an inventory of the locations of unprotected sensitive data”](#) on page 1135.
- Dedicate as much hardware as possible to the scans. For example, suspend or quit any other programs that run on the server.
- Use Scan Pausing to automatically suspend scanning during work hours.
- Run scans in parallel.  
See [“Configuring parallel scanning of Network Discover targets”](#) on page 1156.
- Use throttling to reduce network load.  
See [“Optimizing resources with Network Discover scan throttling”](#) on page 1134.
- Update the server hardware.  
You can use up to 12 GB of memory, quad CPUs, ultra-fast hard drives, and network cards to address any bottlenecks in the hardware.

# About the difference between incremental scans and differential scans

Incremental and differential scans let you optimize scan performance by scanning only new or modified items. Incremental scans resume from whatever point they left off, whether or not the first scan was a full scan. Differential scans only scan items added or modified after the last full scan; you must run at least one full scan on your scan target before you can use differential scanning.

See [“About incremental scans”](#) on page 1153.

See [“Scanning new or modified items with incremental scans”](#) on page 1154.

See [“Scanning new or modified items with differential scans”](#) on page 1155.

[Table 59-9](#) compares incremental scans and differential scans.

| Incremental scans                                                                                                                                                     | Differential scans                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incremental scans are supported for the following targets: <ul style="list-style-type: none"><li>■ Server &gt; File System</li><li>■ Server &gt; SharePoint</li></ul> | Differential scans are supported for the following targets: <ul style="list-style-type: none"><li>■ Server &gt; Lotus Notes</li><li>■ Server &gt; Exchange</li><li>■ Endpoint &gt; File System</li></ul> |



**Table 59-9** Differences between incremental scans and differential scans  
(continued)

| Incremental scans                                                                                                                                                                                                                      | Differential scans                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Partial scans retain the information about the items that have been scanned.</p> <p>If files, shares, or other items are missed because they are inaccessible, the next incremental scan automatically covers the missed items.</p> | <p>Differential scans begin with a full scan of the Discover target. This full scan is called the base scan.</p> <p>Partial scans cannot be used as a base scan.</p> |
| <p>Subsequent runs scan all items that have not previously been scanned, including new or modified items.</p>                                                                                                                          | <p>Subsequent runs scan all items that have been added or modified since the date of the most recent full (base) scan completed.</p>                                 |
| <p>An incremental scan index keeps track of which items have already been scanned.</p>                                                                                                                                                 | <p>The most recent complete base scan serves as the comparison for which items to scan, based on the date of the base scan.</p>                                      |

## About incremental scans

Incremental scans let you optimize scan performance by scanning only new or modified items. Incremental scans resume from whatever point they left off, whether or not the first scan was a full scan

See [“About Network Discover scan optimization”](#) on page 1150.

Incremental scanning is only supported for some targets types.

See [“About the difference between incremental scans and differential scans”](#) on page 1152.

Incremental scans retain the information about the items that have been scanned.

Some files may be skipped during a scan, for example, because they are locked or in use. A scan may not complete because the data cannot be accessed, such as when a server or device is offline. These missed files are scanned during subsequent scans of this target.

An incremental scan index keeps track of which items have been scanned previously. This index is synchronized between multiple Discover Servers.



For information about sizing requirements for the incremental scan index, see the *Symantec Data Loss Prevention System Requirements and Compatibility Guide*.

## Scanning new or modified items with incremental scans

An incremental scan lets you resume a Network Discover scan from where you left off. An incremental scan only scans the items that have not been scanned previously.

See [“About the difference between incremental scans and differential scans”](#) on page 1152.

### To set up an incremental scan

- 1 Go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the drop-down **New Target**, and select the **File System** or **SharePoint** target type, or select one of the file system or SharePoint scan targets in the list to edit it.
- 3 Click the **General** tab.
- 4 Under **Scan Type**, select **Scan only new or modified items (incremental scan)**. This option is the default for new targets.

If you have changed the policy or other definitions in an existing scan, you may want to set up the next scan as a full scan to ensure complete policy coverage. Select the following option:

**Scan all items for the next scan. Subsequent scans will be incremental.**

If you always want to scan all items in this target, select the following option:

**Always scan all items (full scan)**

- 5 Complete the other steps to set up or modify a Discover target and run the scan.

See [“Configuring the required fields for Network Discover targets”](#) on page 1123.

See [“Network Discover scan target configuration options”](#) on page 1121.

See [“Setting up server scans of file systems”](#) on page 1177.

- 6 To manage incremental scanning and diagnose issues, refer to the following topic:

See [“About managing incremental scans”](#) on page 1155.



## About managing incremental scans

Note the following when running incremental scans:

- If your installation has multiple Discover Servers, the incremental scan index is automatically synchronized to all the other Discover Servers for that target.
- When you change the incremental scan setting from **Scan only new or modified items (incremental scan)** to **Scan all items for the next scan. Subsequent scans will be incremental**, then the incremental scan index for that target is cleared before the scan starts. Subsequent scans are incremental.
- To scan all items, set **Always scan all items (full scan)** for the Discover target.
- If the setting **Always scan all items (full scan)** is selected, then any previous index entries for that target are cleared before the scan starts. The index is not repopulated during the scan.  
If you want to scan all items and then continue incremental scanning, select the option **Scan all items for the next scan. Subsequent scans will be incremental**.
- When a Discover target is deleted, the incremental scan index is not automatically removed.

## Scanning new or modified items with differential scans

To save resources, differential scans only scan the items that have been added or modified since the last full scan.

For information about how a target that is configured for differential scanning is upgraded during a version upgrade, see the *Symantec Data Loss Prevention Upgrade Guide*.

See [“About the difference between incremental scans and differential scans”](#) on page 1152.

### To set up a differential scan

- 1 Go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the drop-down **New Target**, and select the target type, or select one of the scan targets in the list to edit it.
- 3 Click the **Filters** tab.
- 4 Select the date option for a differential scan.

See [“Filtering Discover targets by date last accessed or modified”](#) on page 1131.



- 5 Run a full scan. The initial scan must be a full scan.
- 6 After the initial scan has completed, the next scan only scans the items that are added or modified since the last full scan.

## Configuring parallel scanning of Network Discover targets

Multiple scans of different targets can be run simultaneously on the same Network Discover Server.

Parallel scans of server and scanner target types are supported. Parallel scanning of Endpoint file systems is not supported. Parallel scanning of the same CIFS server or share with different credentials, and from the same Network Discover Server is not supported.

The scan can be controlled (paused, resumed, or stopped) independent of other scans that are on the Network Discover Server. The state of each scan is maintained and reported separately.

When a scan is started and multiple Network Discover Servers are selected, one is selected for this scan. The scan is assigned to run on the server with the fewest number of scans that are running. The server is chosen from the server set specified in the target.

After a scan starts, it continues to run on the same server until the scan completes, is aborted, or paused. On resumption the scan may be assigned to run on a different server.

Automated load balancing is not supported. If a Network Discover Server completes running all its scans, scans from other servers do not migrate to the unloaded server. However, a scan can be migrated manually, by pausing and restarting the scan.

To run multiple scanner targets on the same Network Discover Server, separate ports must be configured for each scanner. The default port for a new scanner is a value not already used by any scan targets.

See [“Troubleshooting scanners”](#) on page 1247.

### To configure parallel scanning

- 1 In the Enforce Server administration console, go to **System > Servers > Overview**.
- 2 Select a Network Discover Server to configure, and click the server name.
- 3 Click the **Configure** option at the top.



- 4 Then select the **Discover** tab.
- 5 Set the maximum number of parallel scans to run on this Network Discover Server.

The default value for **Maximum Parallel Scans** is 1. The maximum count can be increased at any time. After it is increased, then any queued scans that are eligible to run on the Network Discover Server are started. The count can be decreased only if the Network Discover Server has no running scans. Before you reduce the count, pause or stop all scans on the Network Discover Server.

- 6 Click **Save**.
- 7 Click **Done**.
- 8 You can view the scans that are actively running, queued, scheduled, or paused on each Network Discover Server. In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Servers**.

See [“Managing Network Discover target scans”](#) on page 1139.







# Managing Network Discover incident reports

This chapter includes the following topics:

- [About reports for Network Discover](#)
- [About incident reports for Network Discover](#)

## About reports for Network Discover

Symantec Data Loss Prevention has reports for incidents, Network Discover targets, scan details, and scan history.

The Network Discover incident reports contain details about the confidential data that is exposed.

See [“About incident reports for Network Discover”](#) on page 1160.

For information about Network Discover targets and scan history, go to **Manage > Discover Scanning > Discover Targets**, then select one of the Discover targets from the list. For information about Network Discover scan details, go to **Manage > Discover Scanning > Scan History**, then select one of the Discover scans from the list.

See [“Managing Network Discover target scans”](#) on page 1139.

[Table 46-1](#) lists the Network Discover reports.



Table 60-1            Network Discover Reports

| Report                       | Navigation                                                                                                                                                                                                                                                                                                           |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Discover Targets     | This report is on the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Targets</b> .<br><br>See <a href="#">“About the Network Discover scan target list”</a> on page 1140.                                                                                             |
| Scan Status                  | This report is on the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Servers</b> .<br><br>See <a href="#">“Viewing Network Discover server status”</a> on page 1149.                                                                                                  |
| Scan History (single target) | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Discover Targets</b> . Click the link in the <b>Scan Status</b> column to see the history of a particular scan target.<br><br>See <a href="#">“About Network Discover scan histories”</a> on page 1143. |
| Scan History (all targets)   | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Scan History</b> .<br><br>See <a href="#">“About Network Discover scan histories”</a> on page 1143.                                                                                                     |
| Scan Details                 | This report is from the Enforce Server administration console, <b>Manage</b> menu, <b>Discover Scanning &gt; Scan History</b> . Click the link in the <b>Scan Status</b> column to see the scan details.<br><br>See <a href="#">“About Network Discover scan details”</a> on page 1145.                              |

## About incident reports for Network Discover

Use incident reports to track and respond to Network Discover incidents. You can save, send, export, or schedule Symantec Data Loss Prevention reports.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

In the Enforce Server administration console, on the **Incidents** menu, click **Discover**. This incident report displays all incidents for all Discover targets. You can select the standard reports for all incidents, new incidents, target summary, policy by target, status by target, or top shares at risk.

Summaries and filter options can select which incidents to display.

See [“About custom reports and dashboards”](#) on page 948.

See [“About filters and summary options for reports”](#) on page 972.

You can create custom reports with combinations of filters and summaries to identify the incidents to remediate.



For example you can create the following reports:

- A summary report of the number of incidents in each remediation category.  
Select the summary **Protect Status**.
- A report of all the incidents that were remediated with copy or quarantine.  
Select the filter **Protect Status** with values of **File Copied** and **File Quarantined**.
- A report of the Network Discover incidents that have not been seen before (to identify these incidents and notify the data owners to remediate them).  
Select the filter **Seen Before?**. Set a value of **No**.
- A report of the Network Discover incidents that are still present (to know which incidents to escalate for remediation).  
Select the filter **Seen Before?**. Set a value of **Yes**.
- A report using the summary filters, such as months since first detected.  
Select the summary **Months Since First Detected**.







# Using Server FlexResponse plug-ins to remediate incidents

This chapter includes the following topics:

- [About the Server FlexResponse platform](#)
- [Using Server FlexResponse custom plug-ins to remediate incidents](#)
- [Deploying a Server FlexResponse plug-in](#)
- [Locating incidents for manual remediation](#)
- [Using the action of a Server FlexResponse plug-in to remediate an incident manually](#)
- [Verifying the results of an incident response action](#)
- [Troubleshooting a Server FlexResponse plug-in](#)

## About the Server FlexResponse platform

The Server FlexResponse application programming interface (API) provides a flexible platform for incident remediation. It enables Symantec Data Loss Prevention users to protect data by automatically or manually invoking custom Server FlexResponse actions.

Symantec provides a set of Server FlexResponse plug-ins that perform various remediations such as quarantining sensitive data, copying files, and applying digital rights protection or encryption. Independent developers can also write Server FlexResponse plug-ins to perform custom incident remediation using this



API and the Java programming language. The Server FlexResponse API enables developers to build a plug-in that can be used to implement incident responses for use in Automated and Smart Response rules.

The following are example Network Protect actions that you can implement by developing a Server FlexResponse plug-in:

- Change Access Control Lists (ACL) on files. For example, you can remove guest access to selected files.
- Apply Digital Rights Management (DRM). For example, you can apply digital rights to documents so external parties are restricted in their access to sensitive material. These digital rights can include “do not forward” or “do not print.”
- Encrypt files.
- Migrate files to SharePoint. The custom protect action can move files from shares to a SharePoint repository, and then apply DRM and ACLs.
- Perform workflow and automation of remediation responses.
- Use the Symantec Workflow business process automation workflow.

The following steps are involved in building, deploying, and using a Server FlexResponse plug-in:

- Developing a plug-in using the Java API. This stage involves designing and coding the plug-in and remediation action.
- Configuring plug-in parameters by creating the configuration properties file for your plug-in.  
See [“Creating a properties file to configure a Server FlexResponse plug-in”](#) on page 1168.
- Adding your plug-ins to the plug-ins configuration properties file.  
See [“Adding a Server FlexResponse plug-in to the plug-ins properties file”](#) on page 1167.
- Deploying your custom plug-in on the Enforce Server.  
See [“Deploying a Server FlexResponse plug-in”](#) on page 1166.
- Loading the plug-in, including the plug-in metadata.
- Creating response rules for incident Smart Response actions.
- Using the plug-in action to remediate an incident.  
See [“Using the action of a Server FlexResponse plug-in to remediate an incident manually”](#) on page 1172.
- Verifying the results of the Server FlexResponse plug-in action.  
See [“Verifying the results of an incident response action”](#) on page 1173.



**Note:** Server FlexResponse plug-ins that were created for Symantec Data Loss Prevention versions 10 and 11 are compatible with Symantec Data Loss Prevention version 12.

The sections that follow describe how to deploy and configure pre-made FlexResponse plug-ins, as well as how to use custom plug-in actions in Symantec Data Loss Prevention policies. You can obtain some Server FlexResponse plug-ins directly from Symantec. You can also develop your own custom plug-ins using the Server FlexResponse API. For information about developing plug-ins using the Java API, See the *Symantec Data Loss Prevention Server FlexResponse Platform Developers Guide*.

# Using Server FlexResponse custom plug-ins to remediate incidents

You can use Server FlexResponse plug-in actions to automatically or manually remediate Network Discover incidents.

To develop a custom remediation action, see the *Symantec Data Loss Prevention Server FlexResponse Platform Developers Guide*.

To automatically or manually remediate incidents with a custom Server FlexResponse plug-in, you must perform the following steps:

Table 61-1

| Step | Action                                                                                  | Description                                                                                                                                                                                                                                           |
|------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Deploy a Server FlexResponse plug-in to the Enforce Server computer.                    | Each Server FlexResponse plug-in must be deployed to the Enforce Server computer before you can use the plug-in actions in Symantec Data Loss Prevention policies.<br><br>See <a href="#">“Deploying a Server FlexResponse plug-in”</a> on page 1166. |
| 2    | Create a response rule that uses a custom Server FlexResponse incident response action. | See <a href="#">“Configuring the Server FlexResponse action”</a> on page 840.                                                                                                                                                                         |



Table 61-1 (continued)

| Step | Action                                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3    | (Optional) Use the Server FlexResponse plug-in to manually remediate incidents. | <p>If you are using a Server FlexResponse plug-in action in a smart response rule, you must manually locate an incident and execute the FlexResponse action.</p> <p>See <a href="#">“Locating incidents for manual remediation”</a> on page 1171.</p> <p>See <a href="#">“Using the action of a Server FlexResponse plug-in to remediate an incident manually”</a> on page 1172.</p> <p>This step is not necessary if you configure an automated response rule to execute a Server FlexResponse action. With automated response rules, the creation of an incident that triggers the automated response rule also executes the configured FlexResponse action.</p> |
| 4    | Verify the results.                                                             | See <a href="#">“Verifying the results of an incident response action”</a> on page 1173.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Deploying a Server FlexResponse plug-in

Enable a plug-in for the Server FlexResponse API.

To deploy a Server FlexResponse plug-in

- 1
- Copy the completed Server FlexResponse plug-in JAR file to the plug-ins directory:
- SymantecDLP\Protect\plugins\
- 2
- Configure the plug-in with a properties file.
- See [“Creating a properties file to configure a Server FlexResponse plug-in”](#) on page 1168.
- 3
- Copy the properties file for each plug-in into the directory where you placed your JAR file:
- SymantecDLP\Protect\plugins\
- 4
- In the file `SymantecDLP\Protect\config\Plugins.properties`, add the plug-in to the list, and enter the properties for your plug-in.
- See [“Adding a Server FlexResponse plug-in to the plug-ins properties file”](#) on page 1167.



- 5 Make sure that the Symantec Data Loss Prevention protect user has read and execute access to both the plug-in JAR file and the plug-in properties file.
- 6 To load the plug-in, stop the Vontu Incident Persister and Vontu Manager services, and then restart them.

## Adding a Server FlexResponse plug-in to the plug-ins properties file

Add a Server FlexResponse plug-in to the `Plugins.properties` file. Also, modify any parameters that are necessary for the plug-in.

### To add a Server FlexResponse plug-in to the properties file

- 1 Edit the `Plugins.properties` file.

General values are in this file for all plug-ins, plus a list of all the plug-ins that are implemented.

See [Table 61-2](#) on page 1168.

This file is in the following directory:

```
SymantecDLP\Protect\config
```

- 2 Locate the following line in the file, which specifies the JAR files of the plug-ins to construct at load time:

```
Incident Response Action configuration parameters.

com.symantec.dlp.flexresponse.Plugin.plugins =
 plugin1.jar,plugin2.jar
```

Remove the comment mark from the beginning of the line, if necessary, and replace `plugin1.jar,plugin2.jar` with the names of the plug-in JAR files you want to deploy. Separate multiple JAR files with commas.

- 3 Edit any additional parameters in this file.  
[Table 61-2](#) describes the additional properties for the Server FlexResponse API in the `Plugins.properties` file.
- 4 Stop the Vontu Incident Persister and Vontu Manager services, and then restart them. This loads the new plug-in and the other parameters in this file.

If you later change the `Plugins.properties` file, you must restart both the Vontu Incident Persister and Vontu Manager services to apply the change.

In [Table 61-2](#) *plugin-id* is a unique identifier of the plugin within this properties file, for example `test1`.



Table 61-2 Parameters in the Plugins.properties file

| Property name                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| protect.plugins.directory                                                                                            | The directory under which all Symantec Data Loss Prevention plug-ins are installed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| com.symantec.dlp.flexresponse.Plugin.plugins                                                                         | <p>A comma-separated list of JAR files (or JAR titles) to be loaded in the Server FlexResponse plug-in container.</p> <p>Each plug-in in this list will correspond to a response rule action in the Enforce Server administration console.</p> <p>The container in which your JAR file is deployed includes all of the public JRE classes provided by the JVM installed with Symantec Data Loss Prevention. The container also includes all of the FlexResponse API classes described in this document (classes in the com.symantec.dlp package hierarchy). Your FlexResponse plug-in code may have dependencies on other JAR files that are not provided by the plug-in container. Place any external JAR files that you require in the <code>\plugins</code> directory of the Enforce Server where the FlexResponse plug-in is deployed. Then reference the JAR in this property.</p> |
| com.vontu.enforce.incidentresponseaction.<br>IncidentResponseActionInvocationService.<br>maximum-incident-batch-size | <p>The maximum number of incidents that can be selected from the incident list report for one Server FlexResponse Smart Response rule invocation.</p> <p>The default is 100.</p> <p>In this release, the maximum value of this parameter cannot exceed 1000.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| com.vontu.enforce.incidentresponseaction.<br>IncidentResponseActionInvocationService.<br>keep-alive-time             | <p>Do not change the value of this parameter. This parameter is reserved for development and debugging.</p> <p>Use the <code>timeout</code> property in the individual plug-in properties file to set the timeout for the execution threads for your plug-in.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| com.vontu.enforce.incidentresponseaction.<br>IncidentResponseActionInvocationService.<br>serial-timeout              | <p>The execution thread timeout for the serial thread executor (global).</p> <p>See the <code>is-serialized</code> property in the individual plug-in property file for details.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Creating a properties file to configure a Server FlexResponse plug-in

Specific information and parameters for each Server FlexResponse plug-in are in the `plug-in-name.properties` file.

Each plug-in must have a separate properties file.



An individual plug-in properties file is not necessary if the plug-in satisfies the following conditions:

- Does not need custom properties.
- Provides the display name and the plug-in identifier in the implementation of the plug-in metadata class.
- Does not need a stored credential.

#### To configure a Server FlexResponse plug-in

- 1 Create a text file that contains the properties for each Server FlexResponse plug-in.

Each JAR file has an optional associated properties file with the same base name as the JAR file. These files are located in the `SymantecDLP\Protect\plugins` directory.

For example, if you have a `plugin1.jar` file, you should create a `plugin1.properties` file.

- 2 In this file, enter the keys and values of all the parameters for the plug-in:

```
display-name=plugin 1
plugin-identifier=IncidentResponseAction1
```

To update the properties, you must stop the Vontu Manager and Vontu Incident Persister services, and then restart them to load in the new values.

See [Table 61-3](#) on page 1170.

- 3 Make sure that the Symantec Data Loss Prevention protect user has read and execute access to the plug-in properties file.

[Table 61-3](#) describes the properties in the `plug-in-name.properties` file.



Table 61-3 Parameters in the custom plug-in properties file

| Property name                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| display-name                                              | <p>The name of this plug-in.</p> <p>This name is displayed in the <b>choose a plugin</b> drop-down menu when you select an <b>All: Server FlexResponse</b> action in a Smart Response rule or an automated response rule.</p> <p>A best practice is to define this property in the plug-in properties file.</p> <p>If you change the value of this name in the properties file after the plug-in is loaded, you must restart the Vontu Incident Persister and Vontu Manager services to load in the new name.</p> <p>Alternatively, this value can be specified in the metadata class.</p> <p>This value is mandatory and it must be specified in at least one place, either in the configuration properties file, or the plug-in metadata class.</p> <p>For international environments, this display name can be in the local language.</p> |
| plugin-identifier                                         | <p>The identifier for this plug-in. This identifier should be unique for all Server FlexResponse plug-ins on this Enforce Server.</p> <p>A best practice is to define this property in the plug-in properties file.</p> <p>Alternatively, this value can be specified in the metadata class.</p> <p>This value is mandatory and it must be specified in at least one place, either in the configuration properties file, or the plug-in metadata class.</p> <p>If any response rule is assigned to this Server FlexResponse plug-in, do not change this identifier in your properties file.</p>                                                                                                                                                                                                                                              |
| credential-reference.credential                           | <p>Specifies a reference to a named credential to authenticate access, for example to an inventory database. The value of this property must refer to a named credential that was defined on the Enforce Server. The credential-reference in the property name provides a method to differentiate between multiple credentials in the properties file.</p> <pre>inventory-credential.credential=InventoryDB1</pre>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| custom name<br>Example:<br>test1.value.1<br>test1.value.2 | <p>These optional custom parameters are required to pass information to your plug-in. These parameters are passed to each invocation of the plug-in and can optionally be made available at the time this plug-in is constructed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



**Table 61-3** Parameters in the custom plug-in properties file (*continued*)

| Property name        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| timeout              | <p>Optional parameter with the timeout in milliseconds for the execution threads for this plug-in.</p> <p>The default is 60000 (one minute).</p> <p>If the timeout value is reached, the user interface shows the Server FlexResponse plug-in status as failed, and the incident history is updated with a timeout message.</p> <p>If you change the value of this property in the properties file after the plug-in is loaded, you must stop the Vontu Incident Persister and Vontu Manager services, and then restart them.</p>                                |
| maximum-thread-count | <p>Optional parameter with the number of parallel threads available for execution of this plug-in. This parameter is ignored if <code>is-serialized</code> is set.</p> <p>The default is 2.</p> <p>If you change the value of this property in the properties file after the plug-in is loaded, you must stop the Vontu Incident Persister and Vontu Manager services, and then restart them.</p>                                                                                                                                                                |
| is-serialized        | <p>The value of this parameter can be true or false. Set this optional parameter to true if this plug-in execution must be serialized (one thread at a time). All serialized plug-ins share a single execution thread. If this parameter is set, then <code>timeout</code> and <code>maximum-thread-count</code> are ignored.</p> <p>The default is false.</p> <p>If you change the value of this property in the properties file after the plug-in is loaded, you must stop the Vontu Incident Persister and Vontu Manager services, and then restart them.</p> |

## Locating incidents for manual remediation

To manually execute the plug-in action configured in a Smart Response Rule, use the reports on the Enforce Server to select incidents for remediation.

### To locate incidents for manual remediation

- 1 Log on to the Enforce Server administration console.
- 2 Click **Incidents > Discover**.
- 3 Select an incident (or multiple incidents) for remediation. You can use the standard reports or report filters to narrow the list of incidents.
- 4 You can select either a group of incidents, or one incident for remediation:



- From the list of incidents, check the box to the left of each incident to select that incident for remediation. You can select multiple incidents.
- From the list of incidents, select all incidents on this page by clicking the check box on the left of the report header.
- From the list of incidents, select all incidents in the report by clicking the **Select All** option on the upper-right side of the report.
- Click one incident to display the **Incident Detail**, and select that one incident for possible remediation.

After you have selected the incidents for remediation, you can manually remediate them.

See [“Using the action of a Server FlexResponse plug-in to remediate an incident manually”](#) on page 1172.

## Using the action of a Server FlexResponse plug-in to remediate an incident manually

After you have selected an incident, or group of incidents to remediate, you can invoke the action of a Smart Response rule. This action uses your custom Server FlexResponse plug-in to remediate the incidents manually.

### To remediate a single incident

- 1 Be familiar with the response rules that are available to manually remediate an incident.

Click **Policies > Response Rules**.

The **Conditions** column indicates which rules can be executed manually.

- 2 Select a single incident, and display the **Incident Detail**.

See [“Locating incidents for manual remediation”](#) on page 1171.

- 3 In the **Incident Detail** screen above the incident number, your remediation options display. These options show the names of your response rules.
- 4 Click a Server FlexResponse plug-in remediation button to perform the remediation action.



- 5 View the remediation action. Click **OK**.
- 6 Verify that the remediation is complete. Some remediation actions may take a long time, for example encryption of a large file. To see user interface updates, click the refresh icon in the upper-right corner of the report. Refresh the page until you see the green success or red failure icon in the incident details.

See [“Verifying the results of an incident response action”](#) on page 1173.

#### To remediate a selected group of incidents

- 1 Select incidents from an incident list report. Check the box at the left of the selected incidents.

Alternatively, you can select all incidents on a page or on a report.

See [“Locating incidents for manual remediation”](#) on page 1171.

- 2 **Incident Actions** becomes a drop-down menu.
- 3 From the **Incident Actions** drop-down menu, select **Run Smart Response** and then select your custom Server FlexResponse.
- 4 View the remediation action. Click **OK**.
- 5 Verify that the remediation is complete. Some remediation actions may take a long time, particularly if several incidents were selected. To see user interface updates, click the refresh icon in the upper-right corner of the report. Refresh the page until you see the green success or red failure icon in the incident details.

See [“Verifying the results of an incident response action”](#) on page 1173.

## Verifying the results of an incident response action

You can verify that a remediation action has been completed by using the **History** tab of an incident.

#### To verify the results of an incident response action for a single incident

- 1 Log on to the Enforce Server administration console.
- 2 Click **Incidents > Discover**.  
Look for the green success or red failure icons in the incident report.
- 3 For additional information about the results, click one incident to display the **Incident Detail**.



- 4 Click the **History** tab.
- 5 View the remediation messages from your plug-in. A message that your plug-in was invoked, and another message with the success or failure should display. Other messages may also display, with the status result or remediation result.

**To verify the results of an incident response action for a group of incidents**

- 1 Log on to the Enforce Server administration console.
- 2 Click **Incidents > Discover**.
- 3 Use report filters and summaries to display the protect or prevent status of the incidents.

See [“Viewing incidents”](#) on page 947.

Custom reports can also be created to show the protect or prevent status, or the values of custom attributes.

See [“About custom reports and dashboards”](#) on page 948.

## Troubleshooting a Server FlexResponse plug-in

[Table 61-4](#) has troubleshooting issues and suggestions for diagnosing Server FlexResponse problems.



**Table 61-4** Troubleshooting suggestions

| Issue                                                                                                                                                                                                                                                                                                                                                                                                  | Suggestions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>During creation of a Smart Response Rule, the drop-down menu does not display the action <b>All: Server FlexResponse</b>.</p> <p>During creation of an automated Response Rule, the drop-down menu does not display the action <b>All: Server FlexResponse</b>.</p> <p>If you have multiple plug-ins, your plug-in name does not display in the <b>All: Server FlexResponse</b> drop-down menu.</p> | <p>This issue happens because your plug-in did not load.</p> <p>At the end of the file <code>Plugins.properties</code>, enter the name of your plug-in JAR file on the list of plug-ins. Make sure that this line is not commented out.</p> <p>Restart both the Vontu Incident Persister and Vontu Manager services to load your plug-in.</p> <p>Your plug-in properties file and plug-in code may not match appropriately. Look at the Tomcat log for errors.</p> <p>The log file is <code>localhost.date.log</code>. This log file is in <code>SymantecDLP\Protect\logs\tomcat</code>.</p> <p>To verify that your plug-in is loaded, look for Enforce system event (2122). This event lists all the plug-ins that are loaded.</p> |
| <p>Your plug-in does not execute successfully.</p>                                                                                                                                                                                                                                                                                                                                                     | <p>Check the incident snapshot history for messages from your plug-in and the plug-in framework.</p> <p>For Smart Responses, look at the Tomcat log for errors. This log is in <code>SymantecDLP\Protect\logs\tomcat</code>. The log file is <code>localhost.date.log</code>.</p> <p>For automated responses, look at the <code>VontuIncidentPersister.log</code> debug log file.</p>                                                                                                                                                                                                                                                                                                                                               |







# Setting up scans of file shares

This chapter includes the following topics:

- [Setting up server scans of file systems](#)
- [Supported file system targets](#)
- [Automatically discovering servers and shares before configuring a file system target](#)
- [Automatically discovering open file shares](#)
- [About automatically tracking incident remediation status](#)
- [Excluding internal DFS folders](#)
- [Configuring scans of Microsoft Outlook Personal Folders \(.pst files\)](#)
- [Configuring and running scans of file systems](#)
- [Optimizing file system target scanning](#)
- [Configuring Network Protect for file shares](#)

## Setting up server scans of file systems

Network Discover scans network file servers and shared resources ("shares") such as disk drives or directories to discover confidential data. Network Discover supports CIFS-compliant file servers, and file shares using CIFS, NFS, DFS, or any other client. Network Discover can also scan Microsoft Outlook Personal Folders (.pst files) on network file shares.

To set up scanning of file systems, complete the following process:



Table 62-1      Setting up a network file system scan

| Step | Action                                                                                                                                               | Description                                                                                                                                                                                            |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Verify that your network file system is on the list of supported targets.                                                                            | See <a href="#">“Supported file system targets”</a> on page 1178.                                                                                                                                      |
| 2    | Optional: Run a Content Root Enumeration scan to automatically discover file system content roots within your domain.                                | See <a href="#">“Automatically discovering servers and shares before configuring a file system target”</a> on page 1179.                                                                               |
| 3    | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create a new target for a file system and to configure scanning of file systems. | See <a href="#">“Configuring and running scans of file systems”</a> on page 1191.                                                                                                                      |
| 4    | Set any additional scan target configuration options.<br><br>For scanning of Microsoft Outlook Personal Folders, verify that the option is set.      | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.<br><br>See <a href="#">“Configuring scans of Microsoft Outlook Personal Folders (.pst files)”</a> on page 1190. |
| 5    | To automatically move or quarantine files, configure Network Protect.                                                                                | See <a href="#">“Configuring Network Protect for file shares”</a> on page 1195.                                                                                                                        |
| 6    | Start the file system scan.<br><br>Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> .                                                | Select the scan target from the target list, then click the Start icon.                                                                                                                                |
| 7    | Verify that the scan is running successfully.                                                                                                        | See <a href="#">“About the Network Discover scan target list”</a> on page 1140.                                                                                                                        |

## Supported file system targets

The File System target supports scanning of the following network file systems.

Supported file servers:

- CIFS Servers only

Supported file shares:

- CIFS on Windows
- NFS on Linux
- DFS scanning on Windows 2003 and 2008.

---

**Note:** DFS is not supported with Network Protect.

---



In addition, the File System target supports scanning of the following file types:

- Microsoft Outlook Personal Folders (.pst files) created with Outlook 1997-2002, 2003, 2007, and 2010.

The Network Discover Server scanning this target must be running a Windows operating system, and Outlook 2003 SP3 or later must be installed on that system.

See [“Configuring scans of Microsoft Outlook Personal Folders \(.pst files\)”](#) on page 1190.

- File systems on UNIX systems, even if they are not exposed as CIFS or NFS shares.

Use the SFTP protocol to provide a method similar to the scans of file shares. You can also scan the local file system on a Linux Network Discover Server by listing the path name in the content root. For example, you can enter

```
/home/myfiles.
```

## Automatically discovering servers and shares before configuring a file system target

Auto-discovery of servers and shares (Content Root Enumeration) enables you to locate servers and shares within a domain and filter them by IP range or server name. Share discovery works only for CIFS-compliant file servers, including those with DFS file shares. Content Root Enumeration scans produce a list of servers and shares that you can use directly in file system targets for Discover scanning, or export to a CSV file. A Content Root Enumeration scan does not scan the content of the servers and shares it discovers, but it enables you to find servers and shares in your domain and configure automated scanning of them.

Content Root Enumeration scans require an LDAP directory server connection. Also, the Enforce Server must have access to all servers and shares you wish to scan.

See [“Configuring directory server connections”](#) on page 132.

See [“Configuring and running scans of file systems”](#) on page 1191.

## Working with Content Root Enumeration scans

Follow these procedures to create, start, and stop Content Root Enumeration scans, and to view discovered content roots.



### To create a Content Root Enumeration scan

- 1 Configure your LDAP directory server connection. Ensure that your directory credentials have read and list privileges for all computer objects you wish to scan.  
See [“Configuring directory server connections”](#) on page 132.
- 2 In the Enforce Server administration console, go to **Manage > Discover Scanning > Content Root Enumeration**.
- 3 Click **Add Scan**. The **Content Root Enumeration Scan Configuration** page appears.
- 4 In the **General** section, enter a name for your scan in the **Name** field.
- 5 Select a directory connection.
- 6 Specify your **Enumerate shares** preference:
  - To list servers and file shares, click **Yes**.
  - To list only servers, click **No, only enumerate servers**.
- 7 In the **Filters** section, select at least one filter for your scan:
  - **IP Range**: Specify an IP range to scan for content roots.
  - **Server Names**: Specify one or more server name filters. Use the drop-down menu to refine your filter.
- 8 Click **Save**.

### To start or stop a Content Root Enumeration scan

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Content Root Enumeration**.
- 2 Select the scan or scans you want to start or stop.
- 3 Do one of the following:
  - To start a scan, click **Start**.
  - To stop a running scan, click **Stop**.



To view discovered content roots

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Content Root Enumeration**.
- 2 Click the link in the **Content Roots** column of your desired scan to see a list of content roots.
- 3 To export the list of content roots in `.csv` format, click **Export to CSV** in the **Content Roots** dialog box.

You can use the exported `.csv` file to populate a Discover File System target.

See [“Configuring and running scans of file systems”](#) on page 1191.

Configuration options for Content Root Enumeration scans

You can find configuration options for Content Root Enumeration scans in the `Manager.properties` file in the configuration directory:

`\SymantecDLP\Protect\config` on Microsoft Windows platforms,  
`/opt/SymantecDLP/Protect/config` on Linux platforms. These default settings should perform well in most cases.

Table 62-2

| Configuration property                                    | Default value | Description                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>content_root_enumeration.scanResultThreshold</code> | 10000         | The maximum number of content roots to be discovered in a Content Root Enumeration scan. If the number of content roots in the scan exceeds the result threshold, Symantec Data Loss Prevention displays an error. This threshold prevents your Content Root Enumeration scans from returning an excessive number of content roots for use in a Discover File System target. |



Table 62-2 (continued)

| Configuration property                            | Default value                                                                             | Description                                                                                                                                                                              |
|---------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| content_root_enumeration.maximumParallelScanCount | 5                                                                                         | The maximum number of Content Root Enumeration scans that Symantec Data Loss Prevention can run in parallel. If the maximum parallel scan count is reached, additional scans are queued. |
| content_root_enumeration.scan_log.location        | Windows :<br>\\SymantecDLP\\Protect\\logs<br><br>Linux :<br>/opt/SymantecDLP/Protect/logs | The location of the Content Root Enumeration scan detail log files.                                                                                                                      |
| content_root_enumeration.scan_log.limit           | 5000000                                                                                   | The maximum size, in bytes, of each scan detail log file.                                                                                                                                |
| content_root_enumeration.scan_log.count           | 15                                                                                        | The maximum number of scan detail log files in use at any given time.                                                                                                                    |
| content_root_enumeration.scan_log.append          | true                                                                                      | The Boolean value that specifies whether or not Symantec Data Loss Prevention appends log results to the end of each scan detail log file.                                               |
| content_root_enumeration.scan_log.encoding        | UTF-8                                                                                     | The character set Symantec Data Loss Prevention uses when writing to the scan detail log file.                                                                                           |



## Troubleshooting Content Root Enumeration scans

You can view both scan warnings and log files for Content Root Enumeration scans. These warnings and logs can be useful for troubleshooting your Content Root Enumeration scans.

Content Root Enumeration scan warnings are non-terminal errors, such as connection timeouts or DNS issues, that occur during the scan. If such errors occur during a Content Root Enumeration scan, a link appears in the **Alerts** column on the **Manage > Discover Scanning > Content Root Enumeration** page for that scan. You can view these warnings by following this procedure:

### To view Content Root Enumeration scan warnings

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Content Root Enumeration**.
- 2 Click the link in the **Alerts** column for the scan warnings you want to view. The **Scan Warnings** dialog box appears.
- 3 To export the list of scan warnings to a .csv file, click **Export to CSV** in the **Scan Warnings** dialog box.

Log files are available in the logs directory: \SymantecDLP\Protect\logs on Microsoft Windows platforms, /opt/SymantecDLP/Protect/logs on Linux platforms. Content Root Enumeration logs are named using this format: ContentRootEnumerationScanDetail-scan\_name0.log. Content Root Enumeration log files list every discovered content root, as well as all warnings and errors occurring during the scan.

## Automatically discovering open file shares

Symantec Data Loss Prevention can automatically discover open shares on a specified CIFS server. You specify the UNC path or SMB URL and Symantec Data Loss Prevention automatically finds and scans open file shares on that server.

See [“To set up a new file system target”](#) on page 1191.

You can automatically discover administrative shares corresponding to logical drives such as C\$ or D\$.



#### To discover administrative shares automatically

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Create or select a File System Server target.
- 3 On the **Advanced** tab of the **Edit File System Target** page, select **Scan Administrative Shares**.

## About automatically tracking incident remediation status

You can configure Network Discover to automatically track the remediation status of file system target incidents.

During the first Network Discover scan for a given file system target, incident metadata (resource name, policies violated, and so on) is added to a new Discover incident remediation tracking catalog. If during a subsequent scan an incident stored in the catalog does not appear in the scan results, Network Discover marks the incident as remediated with one of the following status indicators:

- **Item modified.** The item has been modified and no longer violates a policy. In the case where both the item and policy have changed, the incident will be remediated as **Item modified**. This option is off by default.
- **Policy modified.** The policy that the incident violated has changed. In the case where both the item and policy have changed, the incident will be remediated as **Item modified**. This option is off by default.
- **Item no longer exists.** The item has been moved, deleted, or renamed. This option is on by default.

To prevent incidents from being automatically remediated in error, Network Discover will not mark an incident as remediated if it is excluded from a scan due to:

- Incremental scanning
- Date filtering
- Size filtering
- Include or Exclude filters

The incident remediation catalog is contained in an Apache Derby database running under the `BoxMonitor` process. The master catalog is stored on the Enforce Server, and each detection server has its own local version of the catalog. The



catalogs are synchronized to ensure that the Enforce Server and all Network Discover detection servers track incident remediation status correctly.

You can set your incident remediation tracking preferences on the Advanced tab of your file system target.

See [“Configuring and running scans of file systems”](#) on page 1191.

You can configure options for automated incident remediation tracking, such as the location of the catalog files, expiration period of temporary files, and so on.

See [“Configuration options for Automated Incident Remediation Tracking”](#) on page 1186.

You can view the latest remediation status of an incident in the incident snapshot.

See [“Discover incident snapshots”](#) on page 920.

You can also filter and summarize Network Discover reports by incident remediation status.

See [“About filters and summary options for reports”](#) on page 972.

## Troubleshooting automated incident remediation tracking

Automated incident remediation tracking does not work if you have enabled incident thresholding. If you have enabled automated incident remediation tracking for a file system target but do not see any tracking information, ensure that you have disabled incident thresholding.

See [“Creating an inventory of the locations of unprotected sensitive data”](#) on page 1135.

You can view a log file for the incident remediation catalog on the detection server at this location:

`SymantecDLP/Protect/logs/debug/DetectionServerDatabase%g.log`, where `%g` is an integer starting at 0. Logs for incidents tracked with this feature are sent to the `FileReader%.log` and `IncidentPersister%.log`.

You can set the incident remediation catalog log level in the

`SymantecDLP/Protect/config/DetectionServerDatabaseLogging.properties` file:

**Table 62-3** Remediation tracking database logging options

| Log Level | Description                                                            |
|-----------|------------------------------------------------------------------------|
| FINE      | The Detection Server database heartbeats are logged at the FINE level. |



Table 62-3 Remediation tracking database logging options (continued)

| Log Level | Description                                                                                      |
|-----------|--------------------------------------------------------------------------------------------------|
| INFO      | Database start and stop messages are logged at the INFO level.                                   |
| SEVERE    | All unexpected database behavior throws an exception and appears in the log at the SEVERE level. |

## Configuration options for Automated Incident Remediation Tracking

You can set the following configuration options for Automated Incident Remediation Tracking in the `SymantecDLP/Protect/config/protect.properties` file. If you have a multi-tier installation, there will be separate files for the Enforce Server and Network Discover Server.

Table 62-4

| Property                                                                            | Default value | Description                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>com.vontu.discover.detectionserver.remediation.detection.comm.maxfiles</code> | 15000         | The maximum number of files stored in the Network Discover Server remediation tracking catalog directory before synchronization with the master catalog on the Enforce Server. If the number of catalog files exceeds this limit, Network Discover creates no new catalog entries until at least one file is synchronized. |



**Table 62-4**      *(continued)*

| Property                                                                                   | Default value | Description                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| com.vontu.discover.enforce.<br>remediation.detection.<br>comm.maxfiles                     | 15000         | The maximum number of files stored in the Enforce Server remediation tracking master catalog directory before synchronization with the local catalog on the Network Discover Server. If the number of catalog files exceeds this limit, Network Discover creates no new master catalog entries until at least one file is synchronized. |
| com.vontu.discover.detectionserver.<br>remediation.detection.<br>catalogfolder.checkperiod | 10000         | The frequency, in milliseconds, with which the Network Discover Server checks the remediation tracking catalog directory for the number of catalog files queued for synchronization with the master catalog on the Enforce Server.                                                                                                      |



Table 62-4 (continued)

| Property                                                                                          | Default value                           | Description                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| com.vontu.discover.enforce.<br>remediation.detection.<br>catalogfolder.checkperiod                | 10000                                   | The frequency, in milliseconds, with which the Enforce Server checks the remediation tracking master catalog directory for the number of catalog files queued for synchronization with the catalog on the Network Discover Server. |
| com.vontu.discover.detectionserver.<br>remediation.detection.<br>catalog.tempfile.expirationhours | 24                                      | The expiration period, in hours, of temporary files in the remediation tracking catalog directory.                                                                                                                                 |
| com.vontu.discover.enforce.<br>remediation.detection.<br>catalog.tempfile.expirationhours         | 24                                      | The expiration period, in hours, of temporary files in the remediation tracking master catalog directory.                                                                                                                          |
| com.vontu.discover.detectionserver.<br>remediation.detection.<br>catalog.folder                   | C:/SymantecDLP/Protect/<br>scan/catalog | The directory containing the Network Discover Server remediation tracking catalog files.                                                                                                                                           |
| com.vontu.discover.enforce.<br>remediation.detection.<br>catalog.folder                           | C:/SymantecDLP/Protect/<br>scan/catalog | The directory containing the Enforce Server remediation tracking master catalog files.                                                                                                                                             |



**Table 62-4** (continued)

| Property                                                                                       | Default value                                         | Description                                                                                                 |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <code>com.vontu.discover.detectionserver.<br/>remediation.detection.<br/>threadpoolsize</code> | 5                                                     | The size of the threadpool used for automated incident remediation tracking on the Network Discover Server. |
| <code>com.vontu.discover.enforce.<br/>remediation.detection.<br/>threadpoolsize</code>         | 5                                                     | The size of the threadpool used for automated incident remediation tracking on the Enforce Server.          |
| <code>com.vontu.detectionserver.<br/>database.home</code>                                      | <code>C:/SymantecDLP/Protect/<br/>scan/catalog</code> | The directory containing the Network Discover Server remediation tracking database.                         |
| <code>com.vontu.detectionserver.<br/>database.port</code>                                      | 1527                                                  | The port used by the Network Discover Server remediation tracking database.                                 |
| <code>com.vontu.manager.incidents.dir</code>                                                   | <code>./incidents</code>                              | The directory containing offline incidents on the Enforce Server.                                           |

## Excluding internal DFS folders

By default, DFS file share scans include the dynamic internal DFS folders. Because these folders do not contain your organization's confidential information you can safely exclude them from your scans.



**To exclude DFS internal folders**

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click the name of the scan where you want to add the exclude filter for the DFS internal folders.
- 3 Click the **Scanned Content** tab.
- 4 In the **Exclude Filters** field, type `/DfsrPrivate/*`.
- 5 Click **Save**.

## Configuring scans of Microsoft Outlook Personal Folders (.pst files)

You can scan Microsoft Outlook Personal Folders (.pst files) on file shares. The scan supports Microsoft Outlook Personal Folders (.pst files) that were created with Outlook 1997-2002, 2003, 2007, and 2010.

See [“Configuring and running scans of file systems”](#) on page 1191.

The following notes pertain to scanning .pst files:

- The Network Discover Server scanning this target must be running a 64-bit Windows operating system, and 64-bit Outlook 2003 SP3 or later must be installed on that system.
- Outlook must be the default email client on the Network Discover Server scanning this target.
- Network Protect is not supported for .pst files, even if the files are on CIFS shares.
- After the initial base scan, incremental scanning scans the entire .pst file if the last modified date changes.
- The date filter and size filter apply to the entire .pst file, not to individual emails or other items within the file.
- The .pst files cannot be scanned in parallel. If the scans that run in parallel start scanning .pst files, then the scans are serialized.



### To configure scanning of Microsoft Outlook Personal Folders

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Set up scanning of the file share containing the Microsoft Outlook Personal Folders.  
 See [“Configuring and running scans of file systems”](#) on page 1191.
- 3 On the **Advanced** tab, check the box **Scan PST files**. (The box is checked by default.)

## Configuring and running scans of file systems

Before you run a scan, you must set up a target using the following procedure.

### To set up a new file system target

- 1 In the Enforce Server administration console, go to **Manage > Discover Scanning > Discover Targets**.
- 2 Click **New Target**, and use the pull-down menu to select the specific target type.
- 3 On the **General** tab, type the **Name** of this Discover target.  
 Type a unique name for the target, up to 255 characters.
- 4 Select the **Policy Group**.  
 If no other policy group has been selected, the Default Policy group is used. To apply a policy group, select the policy group to use for this target. You can assign multiple policy groups to a target.  
 You can define policy groups on the **Policy Group List** page.
- 5 Select the Discover Server (or multiple Discover Servers) where you want to run the scan.  
 If you select more than one server, Symantec Data Loss Prevention automatically selects one of the servers when the scan starts.  
 Only the detection servers that were configured as Discover Servers appear on the list. If there is only one Discover Server on your network, the name of that server is automatically specified. You should configure your Discover Servers before you configure targets. You must specify at least one server before you can run a scan for this target.
- 6 Under **Scan Type**, select **Scan only new or modified items (incremental scan)**. This option is the default for new targets.



- If you have changed the policy or other definitions in an existing scan, you can set up the next scan as a full scan. Select the following option:  
**Scan all items for the next scan. Subsequent scans will be incremental.**
- If you always want to scan all items in this target, select the following option:  
**Always scan all items (full scan)**

**7** Specify scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the schedule drop-down list to display additional fields. Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override the pause window of a scan target by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon for the target entry.

**8** On the **Scanned Content** tab, select or type the credentials.

The credentials you provide must have both Read permission and Write Attributes permission on the scan target. Write Attributes permission is required to update the "last accessed" date.

You can specify a default user name to use for access to all file systems.

The password must not contain the quotation mark character. If any of your passwords contain a quotation mark character, those file systems are not mounted for scanning.

If you need to use quotation mark characters in passwords, you can use JCIFS. The default mount process uses the CIFS client. If the default mount does not work, the mount task can use the Java-based CIFS client by setting

`filesystemcrawler.use.jcifs=true` in the properties file  
`Crawler.properties`.

**9** Under **Content Roots**, enter the item to be scanned.

Select one of the following methods of entering file systems:

■ **Scan Content Roots from an uploaded file**

Create and save a plain text file (`.txt` or `.csv`) listing the servers you want to scan. Then click **Browse** to locate the list and **Upload File** to import it. Create a file using an ASCII text editor and type one file server or share per line. Do not include a user name and password. By default, Symantec Data Loss Prevention interprets these as Server Message Block (SMB) paths. If you want to specify NFS paths, include `nfs` in the paths.



```
\\server\marketing
nfs:\\share\marketing
//server/engineering/documentation
/home/protect/mnt/server/share/marketing
c:\share\engineering
```

### ■ Specify content roots

- Select **Add Content Roots > By Direct Entry** to use a line editor to specify the servers or shares you want to scan. Information that is entered here takes precedence over the default values and applies only to the path specified.

```
\\server\share
\\server.company.com
smb://server.company.com
\\10.66.23.34
```

- Select **Add Content Roots > From a Content Root Enumeration scan** to import content roots from a Content Root Enumeration scan. Select the scan to import in the **Import Content Root Enumeration scan results** dialog box.

If your content root list includes a large number of content roots, you can filter the list to include only those content roots that are relevant to your Discover Target scan. In the **Content Roots** section, click **Filters**, then enter your filter text. For example, to see only shares on a server named `my_company`, enter `\\my_company` in the **Filters** text field.

To delete content roots from your target, select the content roots from the list and click **Delete**.

## 10 On the **Filters** tab, specify include and exclude filters, size filters, and date filters.

- Use **Include Filters** and **Exclude Filters** to specify the files that Symantec Data Loss Prevention should process or skip. Note that you must specify absolute paths. If the field is empty, Symantec Data Loss Prevention performs matching on all files in the file share. If you enter any values for the **Include Filters**, Symantec Data Loss Prevention scans only those files or documents that match your filter. Delimit entries with a comma, but do not use any spaces. When both **Include Filters** and **Exclude Filters** are present, **Exclude Filters** take precedence.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

When scanning DFS shares, exclude the internal DFS folder.



See [“Excluding internal DFS folders”](#) on page 1189.

When scanning shares on a NetApp filer with the Snapshot application, exclude the `.snapshot` folder. This folder is usually at the base of the file system or network share; for example, `\\myshare\.snapshot`.

- Specify size filters.

The size filters let you exclude files from the matching process based on their size. Symantec Data Loss Prevention includes only the files that match your specified size filters. If you leave these fields empty, Symantec Data Loss Prevention performs matching on files or documents of all sizes.

- Specify date filters.

The date filters let you include files from the matching process based on their dates. Any files that match the specified date filters are scanned.

- 11 On the **Advanced** tab, specify your Remediation Detection preferences to automatically detect incident remediation status:

- **Item Modified:** Automatically detect if an incident has been remediated by modifying the offending file.

- **Policy Modified:** Automatically detect if an incident has been remediated by a change in your policy.

- **Item No Longer Exists:** Automatically detect if an incident has been remediated by deletion or removal.

See [“About automatically tracking incident remediation status”](#) on page 1184.

- 12 On the **Advanced** tab, select options to optimize scanning.

See [“Optimizing file system target scanning”](#) on page 1194.

## Optimizing file system target scanning

To optimize scans of your **File System** scan target, you can configure throttling options, set an incident threshold for scanning (**Inventory Scanning**), omit or select Outlook `.pst` files, and enable or disable scans of administrative shares.

### To throttle a file system target scan

- 1 Go to the **Advanced** tab of your target definition.
- 2 In the **File Throttling** field, type the maximum number of files to be processed per minute.
- 3 In the **Byte Throttling** field, type the maximum amount of data to be processed per minute. Select bytes, kilobytes (KB), or megabytes (MB) from the drop-down list.



### To set an incident threshold

- 1 Go to the **Advanced** tab of your target definition.
- 2 In the **Incident Threshold** field type the maximum number of incidents to be created from a single file share (**Content Root**) or server (**Machine**).
- 3 Select **Count Incidents By: Content Root** or **Machine**.

A **Content Root** is one file share on the list from the Scanned Content tab. When the incident threshold is reached, the scan moves to the next file share.

A **Machine** is a physical computer. When the incident threshold is reached, the scan moves to the next item on the list to scan. If that item is on the same physical computer as the previous item, it is skipped. The physical computer name must be exactly identical in the list of items to scan for Network Discover to recognize that it is the same computer. For example, `\\localhost\myfiles` and `\\127.0.0.1\myfiles` are treated as different computers, even though they are logically the same.

If you use autodiscovery to scan open shares on a specified file server, the content root and machine are the same thing.

### To scan administrative shares

- 1 Go to the **Advanced** tab of your target definition.
- 2 In the **Administrative Shares Scanning** section, select **Scan Administrative Shares**.

You can also set up scanning of Outlook `.pst` files.

See [“Configuring scans of Microsoft Outlook Personal Folders \(.pst files\)”](#) on page 1190.

## Configuring Network Protect for file shares

Use Network Protect to automatically copy or quarantine to a secure location the confidential files that are found on public shares.

Network Protect is only available for server-based scanning of CIFS shares. Network Protect is not supported for `.pst` files.

With Network Protect enabled, a tab appears on the Add File System Target page that contains the Network Protect remediation options. To use Network Protect, you must have both a policy and a response rule configured in the Enforce Server administration console. Also, the scan credentials (user name and password) must be present on the **Scanned Content** tab for this target.

The following procedure provides an overview of the process.



### To set up Network Protect for file shares

- 1 Create a policy with a response rule. Go to **Manage > Policies > Response Rules** and click **Add Response Rule**.  
See [“About response rules”](#) on page 802.
- 2 Select **Automated Response**.
- 3 Click **Next**.
- 4 For the **Action**, select either **Network Protect: Copy File** or **Network Protect: Quarantine File**.

For the **Quarantine File** action, you can optionally leave a marker file in place of the file that was removed by checking the **Marker File** check box. Type the marker text in the **Marker Text** box. The marker file is a text file. The marker text can contain substitution variables. Click inside the **Marker Text** box to see a list of insertion variables.

If the original file was of some other file type, the original file is moved to the quarantine area. The marker file has the original file name plus a `.txt` extension. The default file extensions that are retained are listed in the properties file `ProtectRemediation.properties`. The retained file extensions include `txt`, `doc`, `xls`, `ppt`, `java`, `c`, `cpp`, `h`, and `js`. For example, a file that is named `myfile.pdf` would have a marker file name of `myfile.pdf.txt`.

You can create a new subdirectory for the quarantined files from each scan (the default). You can change the default and append the scan information to the file name (versioning) in one quarantine directory. Edit the properties file `ProtectRemediation.properties` to change the default.

- 5 Click **Save**.
- 6 Add a new policy, or edit an existing policy.  
See [“Configuring policies”](#) on page 370.
- 7 Click the **Response** tab.
- 8 In the pull-down menu, select one of the response rules that you previously created.
- 9 Click **Add Response Rule**.

This response rule then specifies the automated response when this policy triggers an incident during the scanning of a file.

Several response rules with different conditions can exist for a policy.

- 10 Create a new file system Network Discover target, or edit an existing target.  
See [“Configuring and running scans of file systems”](#) on page 1191.



- 11 With Network Protect enabled in the license, a **Protect** tab appears on the **File System** target page that contains the Network Protect remediation options.

Under **Allowed Protect Remediation**, choose whether the file should be copied or quarantined (moved) to protect the information.

This selection must match the **Action** selection from the response rule.

Also, a response rule with that action (copy or quarantine) should exist within one of the policies that are selected for this file system target.

- 12 Under **Copy/Quarantine Share**, specify the share where files are quarantined or copied.

Optionally, you can select a named credential from the credential store in the **Use Saved Credentials** drop-down menu.

- 13 Under **Protect Credential**, specify the write-access credential for the location of the file that was scanned.

To move the files for quarantine during remediation, the Network Discover target definition must have write access for both the quarantine location and the original file location. Specify the path (location) where the files are copied or quarantined. Type the write-access user name and password for that location.

Normally, scanned shares require only read-access credentials (for example, if the **Copy** option was selected).

Specify the share write-access credential, if it is different from the read-access credential.

Optionally, you can select a named credential from the credential store in the **Use Saved Credentials** drop-down menu.







# Setting up scans of Lotus Notes databases

This chapter includes the following topics:

- [Setting up server scans of Lotus Notes databases](#)
- [Supported Lotus Notes targets](#)
- [Configuring and running Lotus Notes scans](#)
- [Configuring Lotus Notes DIIOP mode configuration scan options](#)

## Setting up server scans of Lotus Notes databases

You can configure scans of Lotus Notes repositories. Symantec Data Loss Prevention supports DIIOP mode scanning only.

See [“Configuring and running Lotus Notes scans”](#) on page 1200.

To set up scanning of Lotus Notes databases, complete the following process:

**Table 63-1**      Setting up a Lotus Notes database scan

| Step | Action                                                                                                                                           | Description                                                                                       |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1    | Verify that your Lotus Notes database is on the list of supported targets.                                                                       | See <a href="#">“Supported Lotus Notes targets”</a> on page 1200.                                 |
| 2    | Configure the scan for Lotus Notes DIIOP mode.                                                                                                   | See <a href="#">“Configuring Lotus Notes DIIOP mode configuration scan options”</a> on page 1203. |
| 3    | Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create a Lotus Notes target and to configure scans of Lotus Notes databases. | See <a href="#">“Configuring and running Lotus Notes scans”</a> on page 1200.                     |



Table 63-1      Setting up a Lotus Notes database scan (continued)

| Step | Action                                                                                                     | Description                                                                            |
|------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 4    | Set any additional scan options for the Lotus Notes target.                                                | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121. |
| 5    | Start the Lotus Notes database scan.<br>Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> . | Select the scan target from the list, then click the Start icon.                       |
| 6    | Verify that the scan is running successfully.                                                              | See <a href="#">“Managing Network Discover target scans”</a> on page 1139.             |

## Supported Lotus Notes targets

The Lotus Notes target supports scanning of the following versions:

- Lotus Notes 6.5
- Lotus Notes 7.0
- Lotus Notes 8.0
- Lotus Notes 8.5.1
- Lotus Notes 8.5.3

The files `Notes.jar` and `NCSO.jar` are in the Lotus Notes client installation directory. The manifest version number of these files depend on the Domino server version.

- Version 7 has a manifest version in the JAR file of 1.4.2
- Version 8 has a manifest version in the JAR file of 1.5.0

## Configuring and running Lotus Notes scans

Before you run a scan, you must set up a target.

### To set up a new target for the scan of Lotus Notes databases

- 1 Specify the content root for a Lotus Notes scan as either one Domino server, or a list of Domino servers.  
  
Specify the databases to scan as follows:
  - Individual



Click **Add** to specify the servers you want to scan. Server credential information that is entered here takes precedence over the default values and applies only to the server specified.

```
[hostname,username,password]
```

For a native mode configuration, you can use the name "local" in the list of Domino servers. Specifying "local" includes the local databases visible to the client only to be scanned. For example, instead of the URI enter the following text:

```
local
```

#### ■ Upload Servers List

Create and save a plain text file (.txt) with the servers you want to scan. The server credential cannot be specified in this text file. The user name and password from the **Scanned Content** tab of the **Add Lotus Notes Target** page are used .

Example of the first few Domino servers in the list:

```
dominoserver1.company.com
dominoserver2.company.com
dominoserver3.company.com
```

## 2 On the **Filters** tab, select path filters.

Use the Include Filters and Exclude Filters fields to specify the Lotus Notes database names that Symantec Data Loss Prevention should target. The filters match the full path of the database URI. If the field is empty, Symantec Data Loss Prevention scans all databases in all specified Domino Servers. Delimit entries with commas. If a database URI matches both an include and an exclude filter, the exclude filter takes precedence, and the database is not scanned.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

## 3 On the **Filters** tab, select date filters.

Specify the date filters to exclude Lotus Notes documents from the scan based on their dates. Only the documents that match the specified date filters are included.



- 4 On the **Filters** tab, select a Differential scan (optional).

Select **Only Scan files added or modified since the last full scan** to have Symantec Data Loss Prevention scan only the items or the documents that have been added or modified since the last full scan. The first scan has to be a full (initial base) scan. A full scan occurs if you select this option before Symantec Data Loss Prevention scans this target for the first time.

- 5 On the **Filters** tab, select a Differential scan (optional).

Select **Only Scan files added or modified since the last full scan** to have Symantec Data Loss Prevention scan the documents that have been added or modified since the last scan. If you select this option before Symantec Data Loss Prevention scans this target for the first time, the first scan runs as a full scan.

- 6 On the **General** tab, select scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the Schedule drop-down list to display additional fields. Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon for the target entry.

- 7 Select Size Filters.

Specify the size filters to exclude documents from the target based on their size. Symantec Data Loss Prevention includes only the documents that match your specified size filters. If you leave this field empty, Symantec Data Loss Prevention includes all documents.

- 8 Enter Credentials (default and overriding).

You can specify a default user name and password to access all Domino servers that are specified in the target. Credentials can be overridden for a server by editing a single entry in the list of Domino servers. Credentials for a single entry are possible only if the list is created with individually entered server names. Credentials for a single entry are not possible in an uploaded text file that contains the list of servers.

- 9 Select the Advanced tab for options to optimize scanning. On the **Advanced** tab, you can configure throttling options or Inventory Mode for scanning.

- **Throttling Options**

Enter the maximum number of documents to be processed per minute or the maximum number of bytes to be processed per minute. For bytes,



specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes).

#### ■ Inventory Scanning

Enter the number of incidents to produce before moving on to the next Domino server that is specified in the **Scanned Content** tab. To audit whether confidential data exists on a target, without scanning all of it, set up Inventory Mode for scanning. Setting incident thresholds can improve the performance of scanning by skipping to the next server to scan, rather than scanning everything.

See [“Creating an inventory of the locations of unprotected sensitive data”](#) on page 1135.

## Configuring Lotus Notes DIIOP mode configuration scan options

In the file `Crawler.properties`, when `lotusnotescrawler.use.diiop` is set to true, DIIOP (CORBA) is used to scan a Domino server. The scanner connects directly to the Domino server with HTTP and DIIOP.

### To configure a Lotus Notes DIIOP mode configuration for scanning

- 1 Copy the Lotus Notes Java library files `Notes.jar` and `NCSO.jar` to the `SymantecDLP/Protect/plugins` directory.

They can be found in the installation directories of a Lotus Notes client, and a Lotus Domino server with the Domino Designer installed.

The `Notes.jar` file is in the following Lotus Notes client default installation directories:

#### ■ Lotus Notes 8

```
C:\Program Files\IBM\lotus\notes\jvm\lib\ext\Notes.jar
```

#### ■ Lotus Notes 7

```
C:\Program Files\lotus\notes\jvm\lib\ext\Notes.jar
```

#### ■ Lotus Notes 6.5

```
C:\Program Files\lotus\notes\Notes.jar
```

Use the version of the JAR file corresponding to the version of the Lotus Notes client.



See [“Supported Lotus Notes targets”](#) on page 1200.

The `NCSO.jar` file is in the following Lotus Domino server default installation directories, when the Domino Designer is installed:

■ Lotus Notes 8

```
C:\Program Files\IBM\lotus\notes\data\domino\java\NCSO.jar
```

■ Lotus Notes 7

```
C:\Program Files\lotus\notes\data\domino\java\NCSO.jar
```

■ Lotus Notes 6.5

```
C:\Program Files\lotus\notes\data\domino\java\NCSO.jar
```

**2** In the file `Crawler.properties`, set the following property:

```
lotusnotescrawler.use.diiop = true
```

**3** Start the HTTP service on the Domino server.

**4** Start the DIIOP service on the Domino server.

**5** On the Domino server, set the Allow HTTP connections to browse databases setting to true.

**6** When creating targets, enter the credentials of a user who has an Internet password.



# Setting up scans of SQL databases

This chapter includes the following topics:

- [Setting up server scans of SQL databases](#)
- [Supported SQL database targets](#)
- [Configuring and running SQL database scans](#)
- [Installing the JDBC driver for SQL database targets](#)
- [SQL database scan configuration properties](#)

## Setting up server scans of SQL databases

You can configure scanning of Oracle, SQL Server, or DB2 databases.

See [“Configuring and running SQL database scans”](#) on page 1206.

To set up scanning of SQL databases, complete the following process:

**Table 64-1**      Setting up an SQL database scan

| Step | Action                                                                                                                                     | Description                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 1    | Verify that your SQL database is on the list of supported targets.                                                                         | See <a href="#">“Supported SQL database targets”</a> on page 1206.             |
| 2    | Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create an SQL database target and to configure scans of SQL databases. | See <a href="#">“Configuring and running SQL database scans”</a> on page 1206. |



Table 64-1            Setting up an SQL database scan (continued)

| Step | Action                                                                                                 | Description                                                                             |
|------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| 3    | Set any additional scan options for the SQL database target.                                           | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.  |
| 4    | Install the JDBC driver for the SQL database, if needed.                                               | See <a href="#">“Installing the JDBC driver for SQL database targets”</a> on page 1209. |
| 5    | Start the SQL database scan.<br><br>Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> . | Select the scan target from the target list, then click the Start icon.                 |
| 6    | Verify that the scan is running successfully.                                                          | See <a href="#">“Managing Network Discover target scans”</a> on page 1139.              |

## Supported SQL database targets

- The following SQL Databases were tested with Network Discover Target scans:
- Oracle 10g (the *vendor\_name* is `oracle`)
  - SQL Server 2005 (the *vendor\_name* is `sqlserver`)
  - DB2 9 (the *vendor\_name* is `db2`)
- Contact Symantec Data Loss Prevention support for information about scanning any other SQL databases.

## Configuring and running SQL database scans

You can configure and run scans on SQL databases to identify which databases contain confidential data, or to locate the inappropriate presence of confidential data.

Scanning of SQL databases occurs for a specific set of column data types. The SQL Database scan extracts data of the following Java Database Connectivity (JDBC) types: CLOB, BLOB, BIGINT, CHAR, LONGVARCHAR, VARCHAR, TINYINT, SMALLINT, INTEGER, REAL, DOUBLE, FLOAT, DECIMAL, NUMERIC, DATE, TIME, and TIMESTAMP. The mapping between these column types and those of a specific database depends on the implementation of the JDBC driver for the scan.



## To set up a scan for an SQL Database

### 1 Select one of the following methods for entering the databases:

#### ■ Upload a file with the list of databases

Create and save a plain text file (.txt) with the servers you want to scan. Click **Browse** to locate the list and **Upload** to import it. The user name and password that is specified on the **Scanned Content** tab of the **Add SQL Database Target** page is used.

Enter the databases using the following syntax. The vendor name can be `oracle`, `db2`, or `sqlserver`. The data source is the subname of the JDBC connection string for that driver and database. The documentation for the JDBC driver describes this subname. You can optionally enter the maximum rows to scan per table in the database.

```
vendor_name:datasource[, maximum-rows-to-scan]
```

For example:

```
oracle:@//oracleserver.company.com:1521/mydatabase
db2://db2server.company.com:50000/mydatabase,300
```

For some SQL Servers, you must also specify the SQL instance name, as in the following example:

```
sqlserver://sqlserver.company.com:1433/mydatabase;
instance=myinstance
```

#### ■ Manually enter the databases into the user interface

Click the **Add** option to use a line editor to specify the databases you want to scan. SQL Database information that is entered here takes precedence over the default values and applies only to the database specified. You can optionally enter the maximum rows to scan per table in the database. Use the following syntax:



```
vendor-name:datasource[, [username, password]
[, maximum-rows-to-scan]]
```

## 2 On the **Filters** tab, enter the optional Include and Exclude filters.

Use the Include Filters and Exclude Filters to specify SQL databases and the tables that Symantec Data Loss Prevention should process or skip.

When both Include Filters and Exclude Filters are used, the Exclude Filters take precedence. Any table that matches the Include Filters is scanned, unless it also matches the Exclude Filters, in which case it is not scanned.

If the Include Filters field is empty, Symantec Data Loss Prevention performs matching on all tables. These tables are returned from the table query of the target SQL databases. If you enter any values in the field, Symantec Data Loss Prevention scans only those databases and tables that match your filter.

The syntax is a pattern for the database, a vertical bar, and a pattern for the table name. Multiple patterns can be separated with commas. Standard pattern matching applies. For example, “?” matches a single character.

Because the table name matching is not case-sensitive for many databases, upper case conversion occurs. The table name in the pattern and the table name it is matched against are converted to upper case before the match.

The following example would match the employee table in all databases.

```
*|employee
```

The following example would match all tables in all Oracle databases.

```
oracle:*|*
```

For SQL Server 2005 and DB2, the default table query returns table names in the format *schema\_name.table\_name*. Include Filters and Exclude Filters for SQL Server and DB2 should match this format.

See the following examples:

```
sqlserver:*|HRschema.employee
sqlserver:*|*.employee
```



**3** On the **General** tab, select scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the Schedule drop-down list to display additional fields. Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon in the target entry.

**4** Select the **Advanced** tab for options to optimize scanning. On the **Advanced** tab, you can configure throttling options or Inventory Mode for scanning.

■ **Throttling Options**

Enter the maximum number of rows to be processed per minute or the maximum number of bytes to be processed per minute. If you select both options, then the scan rate is slower than both options. The scan rate is slower than the specified number of rows per minute and the specified number of bytes per minute. For bytes, specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes).

■ **Inventory Scanning**

Enter the number of incidents to produce before moving on to the next item to scan. The next item is the next database from the list in the **Scanned Content** tab. To audit whether confidential data exists on a target, without scanning all of it, set up Inventory Mode for scanning. Setting incident thresholds can improve the performance of scanning by skipping to the next item to scan, rather than scanning everything.

See “[Creating an inventory of the locations of unprotected sensitive data](#)” on page 1135.

## Installing the JDBC driver for SQL database targets

A JDBC driver must be installed for each database type to be scanned.

### To install the JDBC driver

**1** Obtain the relevant JDBC driver.

- The Oracle driver is already installed with the Network Discover Server, in the default SQL drivers directory `Protect/lib/jdbc`.  
The JDBC driver is Oracle JDBC driver version 10.2.0.3.0.
- For Microsoft SQL Server, the open source driver jTDS, can be obtained from Source Forge at <http://jtds.sourceforge.net/>.



The jTDS JDBC driver version 1.2.2 was tested with Network Discover.

- For DB2, the IBM driver JAR files are in the IBM DB2 distribution, under the java folder. They can be obtained from IBM at <http://www.ibm.com/db2>.

The IBM JDBC driver version 1.4.2 was tested with Network Discover.

- 2 Copy the driver files to the default SQL drivers directory `Protect/lib/jdbc`.
- 3 Change the permissions of the JDBC driver files so that the Protect user has at least read permission.
- 4 The `sqldatabasecrawler.properties` file may also need to be modified to specify the correct JAR names for the selected drivers.

See “[SQL database scan configuration properties](#)” on page 1210.

## SQL database scan configuration properties

The following configuration properties can be edited in the `sqldatabasecrawler.properties` configuration file on the Network Discover Server:

- `driver_class.vendor_name`  
Specifies the class name of the JDBC driver to use. The JAR file for this driver must be included in the directory that is named in `sqldrivers.dir` and must be named as `driver_jar.vendor_name`.

Example:

```
driver_class.sqlserver = net.sourceforge.jtds.jdbc.Driver
```

- `driver_subprotocol.vendor_name`  
Specifies the subprotocol portion of the JDBC connection string.

Example:

```
driver_subprotocol.sqlserver = jtds:sqlserver
```

- `driver_jar.vendor_name`  
Specifies the list of JAR files that the driver requires. The JAR files are stored in the directory that is named in `sqldrivers.dir`.

See “[Installing the JDBC driver for SQL database targets](#)” on page 1209.

Examples:

```
driver_jar.sqlserver = jtds-1.2.2.jar
driver_jar.db2 = db2jcc.jar, db2jcc_license_cu.jar
```



- `driver_table_query.vendor_name`

Specifies the query to execute to return a list of tables to scan. Typically, the query should return all user tables in the database. Note that the database account that issues this query needs appropriate rights to be granted to it by the database administrator.

You must use an account to scan that can make the `driver_table_query` in `sqldatabasecrawler.properties` and return results. You can test the scan configuration by using `sqlplus` to log on as the scan user, and to run the query. If you get results, you have the permissions to complete the scan. If you do not get results, then you either have to change the query, or change the privileges for the scan user.

Example:

```
driver_table_query.sqlserver = SELECT table_schema
+ '.' + table_name FROM information_schema.tables
```

- `driver_row_selector.vendor_name`

Specifies the format of the query to use to select the rows from the table. This vendor name varies, depending on the database. Examples are included in the `sqldatabasecrawler.properties` configuration file for the most common databases.

The following substitution variables are used in the query:

```
0=TABLENAME
1=COLUMNS
2=ROWNUM
```

Example:

```
driver_row_selector.sqlserver = SELECT TOP {2} {1} FROM {0}
```

- `quote_table_names.vendor_name`

Specifies whether table names are quoted before the row selection query is created. Enabling this feature allows tables with numeric names to be scanned. For example, `Payroll.1` becomes “Payroll”. “1” when the name is quoted.

Example:

```
quote_table_names.sqlserver=true
```

- `sqldrivers.dir`

Specifies the location of the directory in which the JDBC driver JAR files are placed.







# Setting up scans of SharePoint servers

This chapter includes the following topics:

- [Setting up server scans of SharePoint servers](#)
- [About scans of SharePoint servers](#)
- [Supported SharePoint server targets](#)
- [Access privileges for SharePoint 2007 and 2010 scans](#)
- [About Alternate Access Mapping Collections](#)
- [Configuring and running SharePoint server scans](#)
- [Installing the SharePoint solution on the Web Front Ends in a farm](#)
- [Setting up SharePoint scans to use Kerberos authentication](#)
- [Troubleshooting SharePoint scans](#)

## Setting up server scans of SharePoint servers

To set up scanning of SharePoint servers, complete the following process:

**Table 65-1**      Setting up a SharePoint server scan

| Step | Action                                                                  | Description                                                             |
|------|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1    | Verify that your SharePoint server is on the list of supported targets. | See <a href="#">“Supported SharePoint server targets”</a> on page 1216. |



Table 65-1            Setting up a SharePoint server scan *(continued)*

| Step | Action                                                                                                                                                                                                              | Description                                                                                                                                                                                                                                                                                       |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Verify that you have sufficient permissions to install the SharePoint solution on the Web Front Ends in a Farm.<br><br>Also verify that the scan user has the permissions to run the scan of the SharePoint server. | See <a href="#">“Access privileges for SharePoint 2007 and 2010 scans”</a> on page 1216.<br><br>See <a href="#">“Installing the SharePoint solution on the Web Front Ends in a farm”</a> on page 1220.<br><br>See <a href="#">“Configuring and running SharePoint server scans”</a> on page 1217. |
| 3    | Install the SharePoint solution on the Web Front Ends in a Farm.                                                                                                                                                    | See <a href="#">“Installing the SharePoint solution on the Web Front Ends in a farm”</a> on page 1220.                                                                                                                                                                                            |
| 4    | Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create a SharePoint target and to configure scans of SharePoint servers.                                                                        | See <a href="#">“Configuring and running SharePoint server scans”</a> on page 1217.                                                                                                                                                                                                               |
| 5    | Set any additional scan options for the SharePoint target.                                                                                                                                                          | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.                                                                                                                                                                                                            |
| 6    | Start the SharePoint server scan.                                                                                                                                                                                   | Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> .<br><br>Select the scan target from the target list, then click the Start icon.                                                                                                                                                 |
| 7    | Verify that the scan is running successfully.                                                                                                                                                                       | See <a href="#">“Managing Network Discover target scans”</a> on page 1139.                                                                                                                                                                                                                        |

## About scans of SharePoint servers

The Network Discover Server locates a wide range of exposed confidential data on SharePoint servers. It communicates with the Enforce Server to obtain information about policies and scan targets. It sends information about the exposed confidential data that it finds to the Enforce Server for reporting and remediation.

The following types of SharePoint items are scanned:

- Wiki pages



- Blogs
- Calendar entries
- Tasks
- Project tasks
- Discussion entries
- Contact lists
- Announcements
- Links
- Surveys
- Issue tracking
- Custom lists
- Documents in the document library

---

**Note:** Only the latest version of a document is scanned.

---

The communication between the Discover Server and the SharePoint Web Front End (WFE) is SOAP-based.

Communication is secure when the SharePoint Web sites are configured to use SSL.

For HTTPS, validation of the server SSL certificate is not the default. To enable validation of the server SSL certificate, turn on the advanced setting `Discover.ValidateSSLCertificates`. Then import the server SSL certificate to the Discover Server.

See [“Advanced server settings”](#) on page 215.

See [“Importing SSL certificates to Enforce or Discover servers”](#) on page 209.

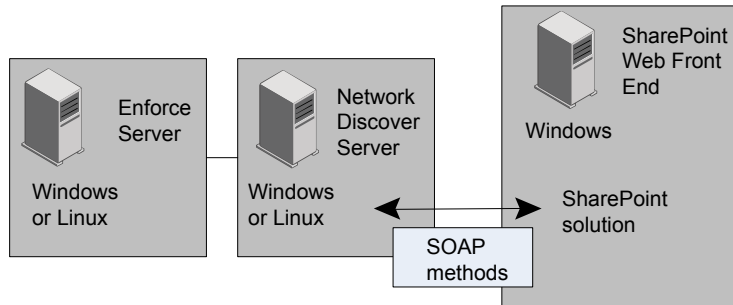
If the specified SharePoint site is configured to be on a port that is not the default (80), ensure that the SharePoint server allows the Discover Server to communicate on the required port.

The SharePoint solution uses Windows SharePoint Services (WSS) application programming interfaces. User access to the content is based on the rights for the specified user in SharePoint. Enter the user credentials to specify this user when you configure a SharePoint scan.

See [“Configuring and running SharePoint server scans”](#) on page 1217.



**Figure 65-1** SharePoint communication with the Discover Server



## Supported SharePoint server targets

The following SharePoint server targets are supported:

- Microsoft Office SharePoint Server 2003 on Windows Server 2003, 32-bit  
SharePoint 2003 is supported only with the SharePoint scanner
- Microsoft Office SharePoint Server 2007, on Windows Server 2003, 32-bit
- Microsoft Office SharePoint Server 2007, on Windows Server 2003, 32-bit or 64-bit, or Windows Server 2008 R1, 32-bit or 64-bit
- Microsoft Office SharePoint Server 2010, on Windows Server 2008 R2, 64-bit

## Access privileges for SharePoint 2007 and 2010 scans

To perform the SharePoint scan, the user accounts should have sufficient rights to access and browse the SharePoint site content. The user account must also have permission to invoke Web services and permission to obtain the access control list (ACL).

These rights correspond to the lower-level SharePoint permissions “Browse Directories,” “Use Remote Interfaces,” and “Enumerate Permissions.” Refer to the Microsoft SharePoint documentation for more information on SharePoint permissions and permission levels. If the user account does not have the “Enumerate Permissions” right, then the ACL is not obtained for the SharePoint content.

The following permission levels in SharePoint already have these permissions defined:

- Full Control (includes Browse Directories, Use Remote Interfaces, and Enumerate permissions)



- Design (includes Browse Directories and Use Remote Interfaces permissions)
- Contribute (includes Browse Directories and Use Remote Interfaces permissions)

## About Alternate Access Mapping Collections

SharePoint requires all URLs used to access a web application to be defined in Central Administration as internal or public, and the Symantec SharePoint solution expects the user to provide one of those defined URLs as a scan target. Use SharePoint's Alternate Access Mapping Collection to define the web application URLs you use for scanning. For information about configuring Alternate Access Mapping Collections, see

<http://technet.microsoft.com/en-us/library/cc288609%28office.12%29.aspx>.

## Configuring and running SharePoint server scans

Before you run a scan, you must set up a target using the following procedure.

The SharePoint solution must be installed on the Web Front End in a farm.

See “[Installing the SharePoint solution on the Web Front Ends in a farm](#)” on page 1220.

**To set up a new target for the scan of a SharePoint server**

- 1 Click **Manage > Discover Scanning > Discover Targets > New Target > Server > SharePoint**.
- 2 On the **General** tab, enter the name of this scan target.
- 3 Select the policy groups that contain the policies for this target scan.
- 4 Select the Discover Servers where this target scan can run.
- 5 Select Scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the schedule drop-down list to display additional fields.

Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon for the target entry.

See “[Scheduling Network Discover scans](#)” on page 1124.



**6** On the **Scanned Content** tab, enter the credentials for this scan.

You can specify a default user name for access to all SharePoint sites, except those specified using the **Add** editor.

If you specify SharePoint sites with the **Add** editor, you can specify separate credentials for each site.

The user accounts should have "Browse Directories" permissions in SharePoint to perform the scan. To retrieve permissions, the user account needs the "Enumerate Permissions" SharePoint permission level.

See ["Access privileges for SharePoint 2007 and 2010 scans"](#) on page 1216.

**7** Specify the SharePoint sites to scan.

For each site, enter a target URL to the SharePoint Web application or site collection or site to be scanned. All the items in its child sites and sub sites are scanned.

For a Web application, specify for example: `http://www.sharepoint.com:2020`

For a site collection, specify for example:

`http://www.sharepoint.com:2020/Sites/collection`

For a site or sub-site, specify for example:

`http://www.sharepoint.com:2020/Sites/mysharepoint/sub/mysite`

For the SharePoint site, use the public URL instead of the internal URL.

The Following syntax applies for the URL and credentials on each line.

*URL, [username,password]*

Select one of the following methods of entering the location for the SharePoint server:

■ **Uploaded file**

Select **Scan Sites From an Uploaded File**. Create and save a plain text file (`.txt`) listing the servers you want to scan. Create the file using an ASCII text editor and enter one URL per line. Then click **Browse** to locate the file with the list. Click **Upload Now** to import it.

■ **Individual entries**

Select **Scan Sites**. Click **Add** to use a line editor to specify the servers you want to scan. Server information that is entered here takes precedence over the default values and applies only to the path specified.



- 8 Under **Scan Type**, select **Scan only new or modified items (incremental scan)**. This option is the default for new targets.

If you have changed the policy or other definitions in an existing scan, you can set up the next scan as a full scan. Select the following option:

**Scan all items for the next scan. Subsequent scans will be incremental.**

If you always want to scan all items in this target, select the following option:

**Always scan all items (full scan)**

- 9 On the **Filters** tab, select path filters.

Use the **Include Filter** and **Exclude Filter** to specify the items that Symantec Data Loss Prevention should process or skip. If the field is empty, Symantec Data Loss Prevention performs matching on all items. If you enter any values for the Include Filter, Symantec Data Loss Prevention scans only those items that match your filter. Delimit entries with a comma, but do not use any spaces.

You can provide filters using regular expressions, or paths relative to the location of the SharePoint site. Filters can include a site collection, site, sub site, folder, file name, or file extension. Path filters are not applied on attachments of an item, such as a .doc attachment to a list item.

All path filters are case-sensitive.

For the **Include Filter**, regular expression matching is applied to files, but not to folders.

For the **Exclude Filter**, regular expression matching is applied to both files and folders.

Only the path until the first "?" or "\*" is considered when a folder or file is matched.

When all the specified path filters are relative, the matching folder is skipped, and the scan statistics do not include the items in the skipped folders.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

- 10 On the **Filters** tab, select date filters.

The date filters let you include items from the matching process based on their dates. Any items that match the specified date filters are scanned.

See [“Filtering Discover targets by date last accessed or modified”](#) on page 1131.



**11** On the **Filters** tab, select size filters.

The size filters let you exclude items from the matching process based on their size. Symantec Data Loss Prevention includes only the items that match your specified size filters. If you leave this field empty, Symantec Data Loss Prevention performs matching on items or documents of all sizes.

See [“Filtering Discover targets by item size”](#) on page 1130.

**12** Select the **Advanced** tab for options to optimize scanning. On the **Advanced** tab, you can configure throttling options and set Inventory Mode for scanning.

■ **Throttling Options**

Specify the maximum number of items to be processed per minute, or specify the maximum number of bytes to be processed per minute. For bytes, specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes).

---

**Note:** Byte throttling is only applied after the fetch of each item. Therefore, actual network traffic may not exactly match the byte throttling that is set.

---

■ **Inventory Scanning**

Enter the number of incidents to produce before moving on to the next site to scan (a URL from the **Scanned Content** tab). To audit whether confidential data exists on a target, without scanning all of it, set up Inventory Mode for scanning. Setting incident thresholds can improve the performance of scanning by skipping to the next site to scan, rather than scanning everything.

After the incident threshold has been reached, the scanning of this site is stopped, and scanning proceeds to the next site. Because the process is asynchronous, a few more incidents may be created than specified in the incident threshold.

## Installing the SharePoint solution on the Web Front Ends in a farm

To scan a SharePoint target using Network Discover, you must install the Symantec SharePoint solution on the Web Front Ends in a farm.

The SharePoint target running on Network Discover communicates with the SharePoint solution and fetches content after the target is authenticated with



SharePoint. You can configure the application to use SSL if secure data transfer is required between the Network Discover and SharePoint servers.

Specific permissions are required for the SharePoint solution installation process.

See [“Access privileges for SharePoint 2007 and 2010 scans”](#) on page 1216.

The Symantec SharePoint solution is versioned, and is not backward-compatible. If you are upgrading from Symantec Data Loss Prevention version 11.5 or earlier, you must upgrade your SharePoint solution. [Table 65-2](#) lists the SharePoint Solution version that is compatible with your version of Symantec Data Loss Prevention.

**Table 65-2** Symantec SharePoint Solution version compatibility

| Symantec SharePoint Solution version | Compatible Symantec Data Loss Prevention versions |
|--------------------------------------|---------------------------------------------------|
| No version number                    | 11.0 through 11.5                                 |
| 11.5.1                               | 11.5.1                                            |
| 11.6                                 | 11.6, 11.6.1, 11.6.2                              |
| 12.0                                 | 12.0                                              |

**To install the Symantec SharePoint solution**

- Copy the SharePoint solution installer `Symantec_DLP_Solution.exe` to a temporary directory on the SharePoint Web Front End. This file is located in the `DLP_Home\Symantec_DLP_12_Win\Third_Party\SharePoint` or `DLP_Home/Symantec_DLP_12_Lin/Third_Party/SharePoint` directory, where `DLP_Home` is the name of the directory in which you unzipped the Symantec Data Loss Prevention software.
- Start the Windows SharePoint Services Administration service on the SharePoint server. On the SharePoint server, click **Start > All Programs > Administrative Tools > SharePoint Central Administration**.
- Double-click the `Symantec_DLP_Solution.exe` file. The Symantec Data Loss Prevention solution installation program starts.
- Click **Next**, and the installation program performs a number of preliminary checks.  
  
If one of these checks fail, correct the problem and restart the installation program.  
  
Click **Next**.
- Accept the Symantec License Agreement , and click **Next**.



- 6 The installation program copies the files and deploys the solution to all Web Applications in the SharePoint farm.
- 7 After installation, verify that the SharePoint solution has been correctly deployed to the server or server farm.
- 8 Connect to **SharePoint Central Administration**. On the SharePoint server, go to **Start > All Programs > Administrative Tools > SharePoint Central Administration**.
- 9 For SharePoint 2007, click the **Operations** tab. In the **Global Configuration** section, select **Solution management**.
- 10 For SharePoint 2010, click **System Settings**. Then select **Manage Farm Solutions**.
- 11 Verify the deployment. If the solution is installed correctly, the list includes **symantec\_dlp\_solution.wsp**.
- 12 If the solution must be removed, use the SharePoint retract and undeploy features.

## Setting up SharePoint scans to use Kerberos authentication

A SharePoint scan can optionally use Kerberos authentication.

SharePoint must already be set up to work with Kerberos authentication.

The Discover Server must then be configured to communicate with the Key Distribution Center (KDC) and the SharePoint server.

### To configure the Discover Server for Kerberos authentication

- 1 Create a file named `krb5.conf` which contains the realm and the KDC information. On Windows, this file is usually named `krb5.ini`. A sample file is in the folder `C:\SymantecDLP\Protect\config` (in a Windows default Symantec Data Loss Prevention installation).  
  
See [“Creating the configuration file for Active Directory integration”](#) on page 110.
- 2 Copy this file to the Discover Server into the folder `C:/SymantecDLP/jre/lib/security/` (in a Windows default Symantec Data Loss Prevention installation).



- 3 Update the default realm and directory server parameters (realms) in this file.

```
[libdefaults]
 default_realm = ENG.COMPANY.COM

[realms]
ENG.COMPANY.COM = {
 kdc = engADserver.emg.company.com
}
MARK.COMPANY.COM = {
 kdc = markADserver.emg.company.com
}
```

See [“Creating the configuration file for Active Directory integration”](#) on page 110.

- 4 On the Discover Server, update the `Protect.properties` file in the folder `C:\SymantecDLP\Protect\config` (in a Windows default Symantec Data Loss Prevention installation). Update the property that points to the updated `krb5.ini` file.

```
Kerberos Configuration Information
java.security.krb5.conf=C:/SymantecDLP/jre/lib/security/krb5.ini
```

# Troubleshooting SharePoint scans

[Table 65-3](#) provides suggestions for troubleshooting issues with SharePoint scans.

**Table 65-3** Troubleshooting SharePoint scans

| Issue                                                                                    | Recommended steps                                                                     |
|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| If an internal SharePoint URL is specified, only the default site collection is scanned. | Specify the public URL for the SharePoint site. All the site collections are scanned. |



Table 65-3      Troubleshooting SharePoint scans (continued)

| Issue                                                                                                                                        | Recommended steps                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No site collections, or only the default site collection, are scanned when the Discover Server and SharePoint site are in different domains. | <p>Specify the site collection/site/web application URL with a fully qualified domain name.</p> <p>To validate the access from the Discover Server, try to access the SharePoint URL from a browser. If a short name does not work, try to use the fully qualified domain name.</p> <p>Only the default site collection is scanned if the web application URL does not contain fully qualified domain name.</p> |
| The bytes reported as scanned does not match the number of bytes in the content.                                                             | <p>To improve performance, the scan statistics do not include items in the folders that are skipped (filtered out).</p> <p>Dynamic content, such as .aspx files, can change size.</p> <p>You can set the Advanced Server setting <code>Discover.countAllFilteredItems</code> to get more accurate scan statistics.</p> <p>See “<a href="#">Advanced server settings</a>” on page 215.</p>                       |



# Setting up scans of Exchange servers

This chapter includes the following topics:

- [Setting up server scans of Exchange 2003 and 2007 repositories using the Exchange Web Store connector](#)
- [About scans of Exchange 2003 and 2007 servers](#)
- [Supported Exchange Server Web Store connector targets](#)
- [Providing access rights to scan all mailboxes and public folders](#)
- [Configuring Exchange 2003 and 2007 server scans](#)
- [Example configurations and use cases for Exchange 2003 and 2007 scans](#)
- [Troubleshooting Exchange 2003 and 2007 scans](#)
- [Setting up server scans of Exchange 2007 SP2 and 2010 repositories using Exchange Web Services](#)
- [About scans of Exchange 2007 SP2 and 2010 servers](#)
- [Supported Exchange Server Web Services connector targets](#)
- [Configuring Exchange 2007 SP2 and 2010 Server scans](#)
- [Example configurations and use cases for Exchange 2007 SP2 and 2010 scans](#)
- [Troubleshooting Exchange 2007 SP2 and 2010 scans](#)



# Setting up server scans of Exchange 2003 and 2007 repositories using the Exchange Web Store connector

You can scan Exchange 2003 and 2007 (all versions) servers using the Exchange Web Store connector. To set up scanning of Exchange 2003 and 2007 servers using the Exchange Web Store connector, complete the following process:

Table 66-1      Setting up an Exchange server scan

| Step | Action                                                                                                                                                             | Description                                                                                                                                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Verify that your Exchange server provides Outlook Web Access and enable WebDAV.                                                                                    |                                                                                                                                               |
| 2    | If you need secure access between the Discover Server and your Exchange server or LDAP server, set up HTTPS and LDAPS.                                             | See <a href="#">“Configuring Exchange 2003 and 2007 server scans”</a> on page 1229.                                                           |
| 3    | If you want to scan all mailboxes and public folders, make sure to grant access rights for the specific user. The user also needs access to the domain controller. | See <a href="#">“Providing access rights to scan all mailboxes and public folders”</a> on page 1228.                                          |
| 4    | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create an Exchange target and to configure scans of Exchange servers.                          | See <a href="#">“Configuring Exchange 2003 and 2007 server scans”</a> on page 1229.                                                           |
| 5    | Set any additional scan options for the Exchange target.                                                                                                           | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.                                                        |
| 6    | Start the Exchange server scan.                                                                                                                                    | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> .<br>Select the scan target from the target list, then click the Start icon. |
| 7    | Verify that the scan is running successfully.                                                                                                                      | See <a href="#">“Managing Network Discover target scans”</a> on page 1139.                                                                    |

## About scans of Exchange 2003 and 2007 servers

The Network Discover Server locates a range of exposed confidential data on Exchange servers, including email messages, calendar items, contacts, journal, and flagged items.

Communication is secure when the Exchange server is configured to use SSL (HTTPS). Communication with the LDAP server is secure when it is configured to use LDAPS.

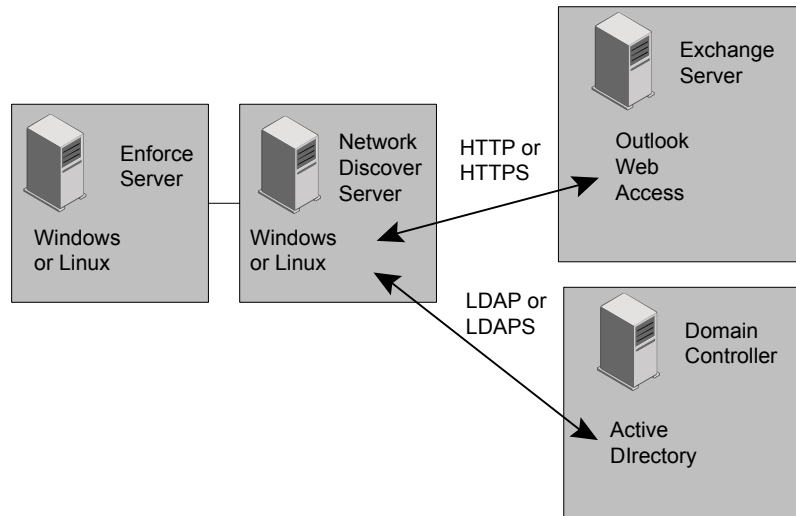


For HTTPS, validation of the server SSL certificate is not the default. To enable validation of the server SSL certificate, turn on the advanced setting `Discover.ValidateSSLCertificates`. Then import the server SSL certificate to the Discover Server.

See [“Advanced server settings”](#) on page 215.

See [“Importing SSL certificates to Enforce or Discover servers”](#) on page 209.

**Figure 66-1** Exchange scan configuration



## Supported Exchange Server Web Store connector targets

The Exchange Web Store connector supports the following Exchange Server targets:

- Microsoft Exchange Server 2003
- Microsoft Exchange Server 2007

For Exchange 2007 SP2 servers, you can either use the Exchange Web Store connector or Exchange Web Services connector.

To use the Exchange Web Store connector, Outlook Web Access must be configured, and WebDAV must be enabled.

The Exchange scan includes email message text and email file attachments from the user's mailbox.



You can scan the data objects that are stored within Public Folders, such as:

- Email messages
- Message attachments
- Microsoft Word documents
- Excel spreadsheets

The Exchange scan does not target mail stored in Personal Folders (.pst files) or offline folders (.ost files) that are not on the Exchange server. To scan .pst files on a file share, use the shared file system target.

See [“Configuring scans of Microsoft Outlook Personal Folders \(.pst files\)”](#) on page 1190.

## Providing access rights to scan all mailboxes and public folders

If you want to scan all mailboxes and public folders, make sure to grant access rights for the specific user.

Basic, NTLM, and form-based authentication is supported. Kerberos is also supported, if it is installed.

### For Exchange 2007, set up access rights to all mailboxes and public folders

- 1 In the Exchange console, run the following to enable access to all mailboxes:

```
Get-Mailbox | Add-MailboxPermission -User specific_user
-Accessright Fullaccess -InheritanceType All
```

- 2 The access to public folders should be enabled by default. Verify the access.
- 3 Restart the Microsoft Exchange Information Store service to propagate the changes immediately.

---

**Note:** The changes propagate automatically, but may take 15 minutes or longer.

---



#### For Exchange 2003, set up access rights to all mailboxes and public folders

- 1 Open the Exchange Server Manager.
- 2 Select **Servers > server\_name**, and make sure that access rights for the specific user are allowed. Look under the **Security** tab in the **Properties** dialog box for each Mailbox store and Public Folder store. Usually, all access rights are granted except **Receive As** and **Send As**.
- 3 Add the **Receive As** and **Send As** access rights.
- 4 Restart the Microsoft Exchange Information Store service to propagate the changes.

---

**Note:** The changes propagate automatically, but may take 15 minutes or longer.

---

## Configuring Exchange 2003 and 2007 server scans

Before you run a scan, you must set up a target using the following procedure.

If you want secure access from the Discover Server to the Exchange server, then set up the Exchange server for HTTPS. If you want secure access from the Discover Server to the Domain Server, then set up the Domain Server for LDAPS. Use the same procedure for the Enforce Server, and for each Discover Server that scans an Exchange Server.

See [“Importing SSL certificates to Enforce or Discover servers”](#) on page 209.

---

**Note:** The "eml" string is special for Exchange server scanning because the files in Exchange have an .eml extension. Review your policies, such as file matching, and avoid using "eml" in the matching for Exchange scans. Also avoid this string in the include or exclude filters of the Exchange scans.

---

#### To set up a new target for the scan of an Exchange server

- 1 Go to **Manage > Discover Scanning > Discover Targets > New Target > Server > Exchange**.
- 2 On the **General** tab, enter the name of this scan target.
- 3 Select the policy groups that contain the policies for this target scan.
- 4 Select the Network Discover Servers where this target scan can run.



**5** Select Scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the schedule drop-down list to display additional fields.

Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon for the target entry.

See [“Scheduling Network Discover scans”](#) on page 1124.

**6** On the **Scanned Content** tab, enter the credentials for this scan.

All Exchange user names must include the domain name, for example:

*DOMAIN\_NAME\user\_name*

You can specify a default user name for access to the Exchange site.

See [“Providing the password authentication for Network Discover scanned content”](#) on page 1126.

**7** Enter a target URL for the Exchange server to be scanned.

---

**Note:** Only one Exchange server can be specified per Discover target.

---

Select one of the following methods of entering the items to scan on the Exchange server:

■ **All users on Directory Server**

To use this option, select a Directory Server connection you have already specified, or click the **Create new Directory Connection** link to configure a new directory connection.

See [“Configuring directory server connections”](#) on page 132.

■ **Directory groups and users**

If directory user groups are available, then select the groups to include in this target.

To use this option, directory groups must be established. If no directory groups are set up, click the link **Create new User Group** to jump to the page to configure the directory user groups.

See [“Creating or modifying a User Group”](#) on page 601.

■ **Specify User Mailboxes to include in this Target**



Enter specific mailboxes. Alphanumeric characters and the following special characters are allowed in mailbox names:

! # \$ % ' - ^ \_ ` { }

You can combine this option with directory groups and users. No directory groups are needed for the user mailboxes option.

■ **Public folders**

Select this option to scan all public folders on the Exchange server. The user of the credentials that are specified must have access to these public folders.

You can select this option in addition to **All users on a Directory Server** or **Directory groups and users**.



**8** On the **Filters** tab, select path filters.

Use the Include Filter and Exclude Filter to specify the items that Symantec Data Loss Prevention should process or skip. If the field is empty, Symantec Data Loss Prevention performs matching on all items. If you enter any values for the Include Filter, Symantec Data Loss Prevention scans only those items that match your filter. Delimit entries with a comma, but do not use any spaces.

You can provide filters using regular expressions, or paths relative to the location of the Exchange site. Filters can include a folder name or file name. All path filters are case-sensitive .

Exchange may append an email identifier to the end of the path. To match the filter, add a wildcard to the end. For example to filter for “sample public folder item” use the following filter:

```
/folder//sample public folder item*
```

You can provide filters using regular expressions, or paths relative to the location of the Exchange site. Filters can include a site collection, site, sub site, folder, file name, or file extension. All path filters are case-sensitive .

For the Include Filter, regular expression matching is applied to files, but not to folders.

For the Exclude Filter, regular expression matching is applied to both files and folders.

Only the path until the first "?" or "\*" is considered when a folder or file is matched.

When all the specified path filters are relative, the matching folder is skipped, and the scan statistics do not include the items in the skipped folders.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

**9** On the **Filters** tab, select size filters.

The size filters let you exclude items from the matching process based on their size. Symantec Data Loss Prevention includes only the items that match your specified size filters. If you leave this field empty, Symantec Data Loss Prevention performs matching on items of all sizes.

See [“Filtering Discover targets by item size”](#) on page 1130.



**10** On the **Filters** tab, select a Differential scan (optional).

Select **Only Scan files added or modified since the last full scan** to have Symantec Data Loss Prevention scan only the items or the documents that have been added or modified since the last full scan. The first scan has to be a full (initial base) scan. A full scan occurs if you select this option before Symantec Data Loss Prevention scans this target for the first time.

**11** Select Date Filters.

The date filters let you include items from the matching process based on their dates. Any items that match the specified date filters are scanned.

See [“Filtering Discover targets by date last accessed or modified”](#) on page 1131.

**12** Select the **Advanced** tab for options to optimize scanning. On the **Advanced** tab, you can configure throttling options and set Inventory Mode for scanning.

■ **Throttling Options**

Specify the maximum number of items to be processed per minute, or specify the maximum number of bytes to be processed per minute. For bytes, specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes).

■ **Inventory Scanning**

Enter the number of incidents to produce before completing this scan. To audit whether confidential data exists on a target, without scanning all of it, set up Inventory Mode for scanning.

After the incident threshold has been reached, the scanning is stopped. Because the process is asynchronous, a few more incidents may be created than specified in the incident threshold.

## Example configurations and use cases for Exchange 2003 and 2007 scans

[Table 66-2](#) lists the options to select on the **Scanned Content** tab during the configuration of an Exchange target.



Table 66-2 Exchange 2003 and 2007 scan use cases

| Use case                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scan all user mailboxes and public folders.                             | <p>Select the following options in the user interface:</p> <ul style="list-style-type: none"><li>■ <b>All users on Directory Server</b></li><li>■ <b>Public folders</b></li></ul> <p>The credentials must include a user who has access to the mailboxes, and also access to the domain controller (to retrieve the list of users).</p> <p>See <a href="#">“Providing access rights to scan all mailboxes and public folders”</a> on page 1228.</p>                  |
| Scan all users mailboxes (but not public folders).                      | <p>Select the option <b>All users on Directory Server</b> in the user interface.</p> <p>The credentials must include a user who has access to the mailboxes, and also access to the domain controller (to retrieve the list of users).</p> <p>See <a href="#">“Providing access rights to scan all mailboxes and public folders”</a> on page 1228.</p>                                                                                                               |
| Scan all public folders.                                                | <p>Select the <b>Public folders</b> option in the user interface.</p> <p>The credentials must include a user who has access to the public folders.</p>                                                                                                                                                                                                                                                                                                               |
| Scan all user mailboxes belonging to a specified group.                 | <p>Select the <b>Directory groups and users</b> option in the user interface.</p> <p>Then select the Directory Group from the groups in the list. All user mailboxes in the group are scanned.</p> <p>The credentials must include a user who has access to the mailboxes, and also access to the domain controller (to retrieve the list of users).</p> <p>See <a href="#">“Providing access rights to scan all mailboxes and public folders”</a> on page 1228.</p> |
| Scan an individual user mailbox.                                        | <p>Select the <b>Directory groups and users</b> option in the user interface.</p> <p>Then enter the individual user mailbox name.</p> <p>The credentials must include access for the specified user mailbox.</p>                                                                                                                                                                                                                                                     |
| Scan the user mailboxes that are not on the default store for Exchange. | <p>On the Exchange server, the user mailboxes may be in a different store than the default.</p> <p>Specify the Exchange URL containing the path to the alternate store, credentials with access to the mailboxes, and the mailboxes to scan using any of the methods in this table.</p>                                                                                                                                                                              |
| Scan the public folders that are not on the default store for Exchange. | <p>On the Exchange server, the public folders may be in a different store than the default.</p> <p>Specify the Exchange URL containing the path to the public folders and credentials with access to the public folders.</p> <p>Select the <b>Public folders</b> option in the user interface.</p>                                                                                                                                                                   |



# Troubleshooting Exchange 2003 and 2007 scans

[Table 66-3](#) provides suggestions for troubleshooting issues with Exchange scans.

**Table 66-3** Troubleshooting Exchange 2003 and 2007 scans

| Issue                                                                                                                                  | Recommended steps                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A mailbox is created, but never logged on. The mailbox is not scanned.                                                                 | Log on to the mailbox. Then the mailbox is scanned.                                                                                                                                                                                                                                                                                                                            |
| In the Exchange logs, the user that scanned the Exchange server is reported as "Last Logged on By" in the user activity.               | This log entry indicates the last user to use the mailbox, which may be the user that scanned it.                                                                                                                                                                                                                                                                              |
| The bytes reported as scanned do not match the number of bytes in the content.                                                         | <p>To improve performance, the scan statistics do not include items in the folders that are skipped (filtered out).</p> <p>You can set <code>Discover.countAllFilteredItems</code> in <b>Server Detail &gt; Advanced Server Settings</b> to get more accurate scan statistics.</p> <p>See <a href="#">"Advanced server settings"</a> on page 215.</p>                          |
| The connection to the Exchange server times out, and no items are scanned.                                                             | <p>The default value for the timeout of the connection to the Exchange server is five minutes (300000 milliseconds).</p> <p>To increase the value, add and set the property in the configuration file <code>crawler.properties</code>. For example, to set the timeout to 10 minutes, add or modify the following line:</p> <pre>crawler.exchange.serverTimeout = 600000</pre> |
| All items trigger incidents if the file type detection rule is set to detect Outlook Express items in the policy for an Exchange scan. | Remove Outlook Express from the file type detection rule.                                                                                                                                                                                                                                                                                                                      |

## Setting up server scans of Exchange 2007 SP2 and 2010 repositories using Exchange Web Services

You can crawl Exchange 2007 SP2 (and later) and 2010 Servers using Exchange Web Services.



Table 66-4      Setting up an Exchange server scan

| Step | Action                                                                                                                                                  | Description                                                                                                                                                                                                                                                                                                                                                                           |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Verify that Exchange Web Services and the Autodiscover Service are enabled on your Exchange server and are accessible from the Network Discover server. | For information about Exchange Web Services and the Autodiscover service, see your Microsoft Exchange documentation.                                                                                                                                                                                                                                                                  |
| 2    | If you need secure access between the Discover Server and Exchange Web Services or your Active Directory server, set up HTTPS and LDAPS.                | By default, Symantec Data Loss Prevention only allows HTTPS connections to the Active Directory server and Exchange Web Services. To allow HTTP connections, set the <code>Discover.Exchange.UseSecureHttpConnections</code> setting in <b>Server Detail &gt; Advanced Server Settings</b> to <code>false</code> .<br><br>See <a href="#">“Advanced server settings”</a> on page 215. |
| 3    | Ensure that your Exchange user credentials can impersonate any mailbox you want to scan.                                                                | For information about enabling impersonation for your user credentials, see your Microsoft Exchange documentation.                                                                                                                                                                                                                                                                    |
| 4    | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to create an Exchange target and to configure scans of Exchange servers.               | See <a href="#">“Configuring Exchange 2007 SP2 and 2010 Server scans”</a> on page 1238.                                                                                                                                                                                                                                                                                               |
| 5    | Set any additional scan options for the Exchange target.                                                                                                | See <a href="#">“Network Discover scan target configuration options”</a> on page 1121.                                                                                                                                                                                                                                                                                                |
| 6    | Start the Exchange server scan.                                                                                                                         | Go to <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> .<br><br>Select the scan target from the target list, then click the Start icon.                                                                                                                                                                                                                                     |
| 7    | Verify that the scan is running successfully.                                                                                                           | See <a href="#">“Managing Network Discover target scans”</a> on page 1139.                                                                                                                                                                                                                                                                                                            |

## About scans of Exchange 2007 SP2 and 2010 servers

You can scan Exchange 2007 SP2 (and later) and 2010 servers using the Exchange Web Services connector. For Exchange 2007 SP2 servers, you can either use the Exchange Web Store connector or the Exchange Web Services connector. The Exchange Web Services connector does not require an agent on the Exchange server, and it does not search every Exchange server. Using the Exchange Autodiscover feature, it fetches Exchange server and mailbox information from Active Directory, and pulls data directly from the appropriate Exchange servers



using the Simple Object Access Protocol (SOAP). For more information on the Exchange Autodiscover feature, see

<http://technet.microsoft.com/en-us/library/bb124251.aspx>.

The Network Discover Server locates a range of exposed confidential data on Exchange servers, including email messages, calendar items, contacts, journal, and flagged items.

Communication is secure when the Exchange server is configured to use SSL (HTTPS). Communication with the Active Directory server is secure when it is configured to use LDAPS.

For HTTPS, validation of the server SSL certificate is not the default. To enable validation of the server SSL certificate, turn on the advanced setting `Discover.ValidateSSLCertificates`. Then import the server SSL certificate to the Discover Server.

By default, Network Discover uses secure connections to the Exchange and Active Directory servers. You can disable secure access to Exchange and Active Directory by setting the `Discover.Exchange.UseSecureHttpConnections` setting in **Server Detail > Advanced Server Settings** to `false`.

See “[Advanced server settings](#)” on page 215.

See “[Importing SSL certificates to Enforce or Discover servers](#)” on page 209.

---

**Note:** Network Discover does not support scans of Exchange targets using Dynamic Distribution Groups.

---

## Supported Exchange Server Web Services connector targets

The Exchange Web Services connector supports the following Exchange Server targets:

- Microsoft Exchange Server 2007 SP2 or later  
For Exchange 2007 SP2 servers, you can either use the Exchange Web Services connector or the Exchange Web Store connector.
- Microsoft Exchange Server 2010

To use the Exchange Web Services connector, Exchange Web Services and the Autodiscover Service must be enabled on your Exchange server and are accessible to the Network Discover server.

You can scan the data objects that are stored within Public Folders, such as:



- Email messages
- Message attachments
- Microsoft Word documents
- Excel spreadsheets

The Exchange scan also targets mail stored in Exchange 2010 Personal Archives.

## Configuring Exchange 2007 SP2 and 2010 Server scans

Before you run a scan, you must set up a target using the following procedure.

**To set up a new target for the scan of an Exchange server using Exchange Web Services**

- 1 Go to **Manage > Discover Scanning > Discover Targets > New Target > Server > Exchange**.
- 2 On the **General** tab, enter the name of this scan target.
- 3 Select the policy groups that contain the policies for this target scan.
- 4 Select the Network Discover Servers where this target scan can run.
- 5 Select Scheduling options.

Choose **Submit Scan Job on Schedule** to set up a schedule for scanning the specified target. Select an option from the schedule drop-down list to display additional fields.

Choose **Pause Scan between these times** to automatically pause scans during the specified time interval. You can override a target's pause window by going to the Discover Targets screen and clicking the start icon for the target entry. The pause window remains intact, and any future scans that run up against the window can pause as specified. You can also restart a paused scan by clicking the continue icon for the target entry.

See [“Scheduling Network Discover scans”](#) on page 1124.



- 6 On the **Scanned Content** tab, enter the credentials for this scan.

All Exchange user names must include the domain name, for example:

*DOMAIN\_NAME\user\_name*

Ensure that the user credentials you provide can impersonate all mailboxes you want to scan. For information about configuring Exchange Impersonation, see

<http://msdn.microsoft.com/en-us/library/bb204095%28v=exchg.80%29.aspx>.

See “[Providing the password authentication for Network Discover scanned content](#)” on page 1126.

- 7 Enter a target URL for the Microsoft Active Directory server. For example, **ldaps://dc.domain.com:636**.

---

**Note:** Only one Active Directory server can be specified per Discover target.

---

- 8 Select **Public folders** to scan all public folders on the Exchange server. The user of the credentials that are specified must have access to these public folders.

---

**Note:** In mixed Exchange environments where both Exchange 2007 and 2010 servers are deployed, Network Discover only scans the public folders from the version specified by the credentials you entered in the Exchange Network Discover target. To scan public folders across both versions 2007 and 2010 in mixed environments, create a separate Network Discover target for each version.

---

You can select this option in addition to **All users on a Directory Server** or **Directory groups and users**.

- 9 Select **Mailboxes** to scan user mailboxes on your Exchange servers. Select one of the following methods of entering the items to scan on the Exchange server:

- **All users on Directory Server**

If a directory server is available, then select the **Directory Server** from the drop-down list.

To use this option, select the Directory Server connection you have already specified, or click the **Create new Directory Connection** link to configure another directory connection.

See “[Configuring directory server connections](#)” on page 132.



- **Directory groups and users**

If directory user groups are available, then select the groups to include in this target.

To use this option, directory groups must be established. If no directory groups are set up, click the link **Create new User Group** to jump to the page to configure the directory user groups.

See [“Creating or modifying a User Group”](#) on page 601.

- **Specify User Mailboxes to include in this Target**

Enter specific mailboxes. Alphanumeric characters and the following special characters are allowed in mailbox names:

! # \$ % ' - ^ \_ ` { }

You can combine this option with directory groups and users. No directory groups are needed for the user mailboxes option.

- **Personal Archives**

Select this option to scan Exchange 2010 Personal Archive mailboxes for the users you have specified.



## 10 On the **Filters** tab, select path filters.

Use **Include Filters** and **Exclude Filters** to specify the items that Symantec Data Loss Prevention should process or skip. If the field is empty, Symantec Data Loss Prevention performs matching on all items. If you enter any values for the Include Filter, Symantec Data Loss Prevention scans only those items that match your filter. Delimit entries with a comma, but do not use any spaces.

You can provide filters using regular expressions, or paths relative to the location of the Exchange site. Filters can include a folder name or file name. All path filters are case-sensitive .

Exchange may append an email identifier to the end of the path. To match the filter, add a wildcard to the end. For example to filter for “sample public folder item” use the following filter:

```
* /folder/*/*sample public folder item*
```

You can provide filters using regular expressions, or paths relative to the location of the Exchange site. Filters can include a site collection, site, sub site, folder, file name, or file extension. All path filters are case-sensitive .

For **Include Filters**, regular expression matching is applied to files, but not to folders.

For **Exclude Filters**, regular expression matching is applied to both files and folders.

Only the path until the first "?" or "\*" is considered when a folder or file is matched.

When all the specified path filters are relative, the matching folder is skipped, and the scan statistics do not include the items in the skipped folders.

See [“Setting up Discover filters to include or exclude items from the scan”](#) on page 1128.

## 11 On the **Filters** tab, select size filters.

The size filters let you exclude items from the matching process based on their size. Symantec Data Loss Prevention includes only the items that match your specified size filters. If you leave this field empty, Symantec Data Loss Prevention performs matching on items of all sizes.

See [“Filtering Discover targets by item size”](#) on page 1130.



**12** On the **Filters** tab, select a differential scan (optional).

Select **Only Scan files added or modified since the last full scan** to have Symantec Data Loss Prevention scan only the items or the documents that have been added or modified since the last full scan. The first scan has to be a full (initial base) scan. A full scan occurs if you select this option before Symantec Data Loss Prevention scans this target for the first time.

**13** Select Date Filters.

The date filters let you include items from the matching process based on their dates. Any items that match the specified date filters are scanned.

See “[Filtering Discover targets by date last accessed or modified](#)” on page 1131.

**14** Select the **Advanced** tab for options to optimize scanning. On the **Advanced** tab, you can configure throttling options and set Inventory Mode for scanning.

■ **Throttling Options**

You can use throttling to limit the bandwidth consumed by your scan, or to limit the load on your Exchange server. Specify the maximum number of items to be processed per minute, or specify the maximum number of bytes to be processed per minute. For bytes, specify the unit of measurement from the drop-down list. The options are bytes, KB (kilobytes), or MB (megabytes).

■ **Inventory Scanning**

Enter the number of incidents to produce before completing this scan. To audit whether confidential data exists on a target, without scanning all of it, set up inventory mode for scanning.

After the incident threshold has been reached, the scanning is stopped. Because the process is asynchronous, a few more incidents may be created than specified in the incident threshold.

## Example configurations and use cases for Exchange 2007 SP2 and 2010 scans

**Table 66-5** lists the options to select on the **Scanned Content** tab during the configuration of an Exchange target.

Ensure that the user credentials you provide can impersonate all mailboxes you want to scan. For information about configuring Exchange Impersonation, see <http://msdn.microsoft.com/en-us/library/bb204095%28v=exchg.80%29.aspx>.



**Table 66-5** Exchange 2007 SP2 and 2010 scan use cases

| Use case                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scan all user mailboxes and public folders.       | <p>Select the following options in the user interface:</p> <ul style="list-style-type: none"> <li>■ <b>Public folders</b></li> <li>■ <b>Mailboxes &gt; All users on Directory Server</b></li> </ul> <p>The credentials must have permission to impersonate all mailboxes you want to scan.</p>                                                                                                                                                                                             |
| Scan all user mailboxes (but not public folders). | <p>Select <b>Mailboxes &gt; All users on Directory Server</b> in the user interface.</p> <p>The credentials must have permission to impersonate all mailboxes you want to scan.</p>                                                                                                                                                                                                                                                                                                        |
| Scan all public folders.                          | Select <b>Public folders</b> in the user interface.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Scan specific groups or users.                    | <p>Select <b>Mailboxes &gt; Directory groups and users</b> in the user interface.</p> <p>To scan a Directory Group, select the Directory Group from the groups in the list. All user mailboxes in the group are scanned. You can click <b>Create new User Group</b> to create a new Directory Group.</p> <p>To scan for specific users, enter a comma-separated list of user mailbox names.</p> <p>The credentials must have permission to impersonate all mailboxes you want to scan.</p> |
| Scan an Exchange 2010 Personal Archive.           | <p>Select <b>Mailboxes &gt; All users on Directory Server &gt; Personal Archives</b> or <b>Mailboxes &gt; Directory groups and users &gt; Personal Archives</b> in the user interface. If necessary, specify which mailboxes to scan. Network Discover scans the Personal Archives associated with the specified mailboxes.</p>                                                                                                                                                            |

## Troubleshooting Exchange 2007 SP2 and 2010 scans

If you experience problems with Exchange 2007 SP2 and 2010 scans, you can look for more information here:

- **FileReader0.log**: This file logs all SOAP requests and responses between Network Discover and Exchange Web Services.  
 To configure the file reader log to list SOAP requests, edit the `FileReaderSettings.properties` file as follows:

```
java.util.logging.FileHandler.level = FINEST
org.apache.cxf.interceptor.LoggingInInterceptor.level = FINEST
net.entropysoft.eci.exchangewebservices.schema.SchemaHelper.level = WARNING
net.entropysoft.eci.exchangewebservices.schema.PropertyManagersReader.level = WARNING
org.apache.commons.beanutils.converters.level = WARNING
net.entropysoft.eci.exchangewebservices.AutodiscoverHelper.level = FINEST
```



```
net.entropysoft.eci.exchangewebservices.ExchangeWebServicesHelper= FINEST
net.entropysoft.eci.exchangewebservices.level = FINE
```

See [“Operational log files”](#) on page 268.

- Exchange logs: You might find useful troubleshooting information in the logs created by your Microsoft Exchange Server.



# About Network Discover scanners

This chapter includes the following topics:

- [Setting up scanning of Microsoft Exchange Servers](#)
- [How Network Discover scanners work](#)
- [Troubleshooting scanners](#)
- [Scanner processes](#)
- [Scanner installation directory structure](#)
- [Scanner configuration files](#)
- [Scanner controller configuration options](#)

## Setting up scanning of Microsoft Exchange Servers

The Exchange Scanner is a stand-alone utility that lets you extract data from Microsoft Exchange and send the data to Network Discover for content processing.

The Exchange scanner accesses client mailboxes on the Exchange server using a connected Outlook client.

The Exchange scanner lets you specify which MAPI profile should be used to extract data from the Exchange structure. The Exchange scanner uses Profiles to connect to the Exchange Server through the MAPI interface. It then posts the files to Discover.

You can use the Exchange Scanner to perform the following tasks:

- Scan public folders using a specific account to find the confidential data.



- Scan all the mailboxes using an Administrator account that can access all the mailboxes.
- Scan a particular user's mailbox using the Administrator account.
- Scan a single user's mailbox, with the user name and password known.

To set up scanning of Microsoft Exchange Servers , complete the following process:

Table 67-1            Setting up an Exchange scanner

| Step | Action                                                                                                                                 | Description                                                              |
|------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1    | Verify that your Exchange server is either version 2003 or 2007.                                                                       |                                                                          |
| 2    | Install the Exchange scanner on any computer that has Microsoft Outlook 2003 or 2007 installed and a valid Outlook profile configured. |                                                                          |
| 3    | Configure the <code>ProfileName</code> , and the setting for <code>DNMailbox</code> .                                                  |                                                                          |
| 4    | Perform any manual configurations by editing the configuration files and properties files.                                             |                                                                          |
| 5    | On the Enforce Server, add a new Exchange target.                                                                                      | See <a href="#">“Adding a new Network Discover target”</a> on page 1117. |
| 6    | Start the Exchange scan.<br><br>Start the scanner on the scanner computer, and also start the scan on the Enforce Server.              | See <a href="#">“Starting file system scans”</a> on page 1260.           |
| 7    | Verify that the scan is running successfully.                                                                                          | See <a href="#">“Troubleshooting scanners”</a> on page 1247.             |

## How Network Discover scanners work

Scanners are the standalone applications that collect content and metadata from a repository and send them to Network Discover for processing.

For example, in a two-tier configuration you might have an Enforce Server and a Network Discover Server that is connected to a Documentum server with a scanner installed.

You can perform the following tasks on the computers in this configuration:

- On the Enforce Server, define the scan target (in this example, Documentum).



- On the Documentum server, install the Documentum scanner, configure the scanner to post content to the Network Discover Server, and start (or stop) a scanner.
- On the Enforce Server, start or stop a target scan (with the Start icon), and view the incident reports.

The scanner system communicates with the Network Discover Server using the HTTP protocol.

When the scanner runs, it performs following tasks:

- Natively connects to the repository, and crawls the repository to read the content and metadata.
- Extracts the text and some metadata.
- Posts this extracted information to the Network Discover Server.
- Network Discover consumes the text and metadata and applies detection.

See [“About Network Discover”](#) on page 1109.

## Troubleshooting scanners

After a scan is started, it extracts content and metadata from the repository. Then it passes this content to the Scan Controller and the Network Discover Server.

See [“How Network Discover scanners work”](#) on page 1246.

If a scanner does not seem to be processing items, use the following suggestions:

**Table 67-2** Scanner troubleshooting suggestions

| Issue                                   | Suggestions                                                                                                                                                                                                                                                 |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scanner does not seem to be running.    | <p>Verify that the scanner was installed properly.</p> <p>On the system where the scanner is installed, make sure that the scanner processes are running.</p> <p>See <a href="#">“Scanner processes”</a> on page 1249.</p>                                  |
| Incidents do not appear in the reports. | <p>Verify that the scan target is set up properly. Scanners can only send content to a target of the same type. Multiple scanners of the same type can feed content to a Network Discover scan of that type.</p> <p>Check that the scan is not stalled.</p> |



Table 67-2Scanner troubleshooting suggestions (continued)

| Issue                            | Suggestions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The scan does not seem to start. | <p>Look in the <code>outgoing</code> folder.</p> <p>See <a href="#">“Scanner installation directory structure”</a> on page 1249.</p> <p>If a given scanner cannot send content to Network Discover, that content queues up in the <code>outgoing</code> folder.</p> <p>Items that appear and disappear from this folder indicate normal progress.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| The scan appears stalled.        | <p>If a scanner cannot send content to Network Discover, the scanner content queues up on the scanner system. The scanner system must have access to the Network Discover Server. System warnings such as low disk space or down services should be in place on both systems before installation.</p> <p>To verify received content on the Network Discover Server, view the scan statistics page of the scan. To view scan statistics, click on the running scan in the target scan list.</p> <p>Verify that scan information moves through the scan process by checking the logs and temporary directories.</p> <p>See <a href="#">“Scanner installation directory structure”</a> on page 1249.</p> <p>If the scan appears stalled, check the following locations on the scanner computer to diagnose the problem:</p> <ul style="list-style-type: none"><li>■ The <code>/logs</code> folder<br/>The <code>/scanner_typeScanner/logs</code> folder has the scanner start, stop, and connection status to Network Discover. Similar information is in the Console Window.<br/>Check the log files to verify that a scanner is running successfully.</li><li>■ The <code>/failed</code> folder<br/>Items that appear in the <code>/failed</code> folder indicate a mismatch of the scanner types, between the New Target and the scanner. For example if an Exchange scanner is specified in the New Target, but the scanner is SharePoint, then items appear in the <code>/failed</code> folder.</li><li>■ The <code>/outgoing</code> folder<br/>Items that appear and disappear from this folder indicate normal progress. If items linger in this folder and are not consumed (do not disappear), a problem in extracting text and metadata is indicated.<br/>If a given scanner cannot send content to Network Discover, that content queues up in the <code>/outgoing</code> folder.</li><li>■ The <code>/scanner_typeScanner/scanner</code> directory has the scanner connection status to the repository, repository crawling information, and fetched data.</li></ul> |



## Scanner processes

[Table 67-3](#) provides the information about Network Discover scanner processes on a Windows operating system.

**Table 67-3** Discover processes

| Processes         | Executable                                                                             | Description                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| ScannerController | <i>scanner_typeScanner_Console.exe</i><br>or<br><i>scanner_typeScanner_Service.exe</i> | Process that configures and controls the connector, sends content to the Network Discover Server, and sends end-of-scan message to Network Discover. |
| Connector         | <i>scanner_typeScanner.exe</i>                                                         | Process that extracts documents and metadata from the repository.                                                                                    |
| ImportModule      | ImportSlave.exe                                                                        | Process that extracts text and metadata from the documents that the connector downloaded.                                                            |
| KeyView           | KVoop.exe                                                                              | The KeyView process does the text extraction and metadata extraction from known document types.                                                      |
| Binslave          | BinSlave.exe                                                                           | Process that attempts to extract text from unknown document types.                                                                                   |

## Scanner installation directory structure

[Table 67-4](#) describes the directory structure for Network Discover scanner configuration files.



Table 67-4 Installation directory structure

| Path                                              | Description                                                                                                                                                       |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>/scanner_typeScanner</i>                       |                                                                                                                                                                   |
| .... <i>/bin</i>                                  | Files to run the scanner, start, and stop it.                                                                                                                     |
| ..... <i>/Clean.exe</i>                           | Cleans all temp files and logs under the <i>/scanner</i> directory.                                                                                               |
| ..... <i>/EncryptPassword.exe</i>                 | Can be used to encrypt the user names and passwords that are put in the <i>scanner_typeScanner.cfg</i> file.                                                      |
| ..... <i>/scanner_typeScanner_Console.exe</i>     | Launches the scanner as a console application (with a window). Type CTRL+C to stop the scanner.                                                                   |
| ..... <i>/scanner_typeScanner_Service.exe</i>     | Launches the scanner as an application without a window. Typically, this launch is only used when the scanner is registered and run as a Windows or UNIX service. |
| .... <i>/config</i>                               | Configuration files are in this directory.                                                                                                                        |
| ..... <i>/ScannerController.properties</i>        | Configuration file for the ScannerController.                                                                                                                     |
| ..... <i>/ScannerControllerLogging.properties</i> | Properties file for the Scanner logging.                                                                                                                          |
| ..... <i>/scanner_typeScanner.cfg</i>             | The configuration file for the connector. This file is copied to the <i>/scanner</i> directory before the child process is launched.                              |
| .... <i>/logs</i>                                 | Contains the log files for the ScannerController process.                                                                                                         |
| .... <i>/outgoing</i>                             | XML files that contain content and metadata are queued in this folder before they are sent to the Network Discover Server.                                        |



Table 67-4      Installation directory structure (continued)

| Path           | Description                                                                                                                                                                                                                                                                                                      |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ....../scanner | Binaries, the log files, and the temp files are under this directory.                                                                                                                                                                                                                                            |
| ...../outgoing | Some connectors (for example Exchange and SharePoint2003) cannot be configured to write the .idx files to the ./outgoing folder. Instead, they write them to ./scanner/outgoing folder and the ScannerController moves them to the ./outgoing directory so that they can be sent to the Network Discover Server. |
| ...../failed   | If the Network Discover Server cannot parse the XML and returns a 500 error code, the ScannerController moves the offending XML document to the ./failed folder.                                                                                                                                                 |

## Scanner configuration files

Configuration options can be edited after installation and before you start a scan by editing the following files on the scanner system.

| File name                    | Configuration Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ScannerController.properties | <p>In the <code>ScannerController.properties</code> file, you can configure the following options:</p> <ul style="list-style-type: none"><li>■ Define Network Discover Server connection information.</li><li>■ Provide content compression to reduce network load.</li><li>■ Turn on and off incremental scanning.</li></ul> <p>Additional configuration may be required in the <code>Vontusscanner_typeScanner.cfg</code> file.</p> <p>See <a href="#">“Scanner controller configuration options”</a> on page 1252.</p> |



| File name                           | Configuration Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ScannerControllerLogging.properties | <p>In the <code>ScannerControllerLogging.properties</code> file, you can configure the following options:</p> <ul style="list-style-type: none"><li>■ Specify the logging levels from <code>.level = INFO</code> to <code>.level = FINEST</code>.</li></ul>                                                                                                                                                                                               |
| Vontusscanner_typeScanner.cfg       | <p>In the <code>Vontusscanner_typeScanner.cfg</code> file, you can configure the following options:</p> <ul style="list-style-type: none"><li>■ Specify multiple jobs (run sequentially).</li><li>■ Define access credentials.<br/>See <a href="#">“Encrypting passwords in configuration files”</a> on page 1127.</li><li>■ Define filters.</li><li>■ Define throttling.</li><li>■ Specific settings are also available for each scanner type.</li></ul> |

## Scanner controller configuration options

Initial scanner configuration occurs during installation. Following installation, you can modify or specify additional scan settings.

[Table 67-5](#) provides an explanation of commonly modified parameters in the `ScannerController.properties` file.

**Table 67-5** Commonly modified parameters in `ScannerController.properties`

| Parameter         | Default   | Description                                                                                                                                                                                                                               |
|-------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| discover.host     | localhost | The host name or IP address of the Network Discover Server the scanner routes content to. Before you configure this value, the Network Discover Server should be added to the Enforce Server, and access to it from the scanner verified. |
| discover.port     | 8090      | The Network Discover port to which the scanner routes data.                                                                                                                                                                               |
| discover.compress | true      | Specify whether or not to compress content before routing it to the Network Discover Server. Compression reduces network load, but consumes extra CPU on the scanner computer and on the Network Discover Server.                         |



**Table 67-5** Commonly modified parameters in ScannerController.properties  
*(continued)*

| Parameter                    | Default                            | Description                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| discover.retry.interval      | 1000                               | Milliseconds the scanner should wait before it retries to connect to the Network Discover Server after a disconnect or previous failure.                                                                                                                                                                                                                                         |
| scanner.send.endofscanmarker | true                               | If this parameter is set to false, the scanner runs until it is stopped manually in the Enforce Server console. The scan restarts from the beginning after it reaches the end of the scan list.                                                                                                                                                                                  |
| scanner.incremental          | false                              | When true, the scanner only scans documents with created or modified dates after the last complete scan. When false, all files are scanned each time the scan is run.                                                                                                                                                                                                            |
| dre.fake.port                | disabled<br>http://localhost:19821 | Used only by certain scanners to prevent content from being misdirected to an incorrect process. Must also be modified with values for DREHost and ACIPort in the <i>scanner_typeScanner.cfg</i> file.<br><br>The dre.fake.port specifies the port that the ScannerController binds to. It makes sure that the connector does not attempt to send content to some other process. |
| queue.folder.path            | disabled<br>./scanner/outgoing     | Used only for certain scanners to bridge a difference in location between where .idx files are written and where they are expected. This parameter is for the Exchange and SharePoint 2003 scanners.                                                                                                                                                                             |







# Setting up scanning of file systems

This chapter includes the following topics:

- [Setting up remote scanning of file systems](#)
- [Supported file system scanner targets](#)
- [Installing file system scanners](#)
- [Starting file system scans](#)
- [Installing file system scanners silently from the command line](#)
- [Configuration options for file system scanners](#)
- [Example configuration for scanning the C drive on a Windows computer](#)
- [Example configuration for scanning the /usr directory on UNIX](#)
- [Example configuration for scanning with include filters](#)
- [Example configuration for scanning with exclude filters](#)
- [Example configuration for scanning with include and exclude filters](#)
- [Example configuration for scanning with date filtering](#)
- [Example configuration for scanning with file size filtering](#)
- [Example configuration for scanning that skips symbolic links on UNIX systems](#)



# Setting up remote scanning of file systems

Scanning the file systems that are not file shares or servers is accomplished with a multiple computer installation. On the computer with the file system, scanning software sends data to the Network Discover Server for processing.

See [“How Network Discover scanners work”](#) on page 1246.

For file shares, use the server file system target.

See [“Setting up server scans of file systems”](#) on page 1177.

To set up scanning of file systems, complete the following process:

**Table 68-1**            Setting up a file system scanner

| Step | Action                                                                                                                                                                                                                                                                                              | Description                                                                                                                                                                   |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Verify that your file system is on the list of supported targets.<br><br>The file system scanner can scan local file systems on remote Windows, Linux, AIX, and Solaris servers.                                                                                                                    | See <a href="#">“Supported file system scanner targets”</a> on page 1257.                                                                                                     |
| 2    | On the server that contains the file system, install the file system scanner.<br><br>The setup for scanning file systems requires installation of the scanner software on the computer where the file system is located.<br><br>On Linux, AIX, and Solaris, the root user must install the scanner. | See <a href="#">“Installing file system scanners”</a> on page 1257.<br><br>See <a href="#">“Installing file system scanners silently from the command line”</a> on page 1261. |
| 3    | Perform any manual configurations by editing the configuration files and properties files.                                                                                                                                                                                                          | See <a href="#">“Configuration options for file system scanners”</a> on page 1262.                                                                                            |
| 4    | On the Enforce Server, add a new Scanner File System target.                                                                                                                                                                                                                                        | See <a href="#">“Adding a new Network Discover target”</a> on page 1117.                                                                                                      |
| 5    | Start the file system scan.<br><br>Start the scanner on the scanner computer, and also start the scan on the Enforce Server.                                                                                                                                                                        | See <a href="#">“Starting file system scans”</a> on page 1260.                                                                                                                |
| 6    | Verify that the scan is running successfully.                                                                                                                                                                                                                                                       | See <a href="#">“Troubleshooting scanners”</a> on page 1247.                                                                                                                  |



## Supported file system scanner targets

The following remote Windows systems can be scanned:

- Windows 2000
- Windows 2003, 32-bit
- Windows XP, 32-bit

The following Linux file systems can be scanned:

- x86 32-bit, Red Hat Enterprise Linux AS 4 U5
- x86 64-bit, Red Hat Enterprise Linux 5 U4

The following AIX file systems can be scanned:

- AIX 5.3
- AIX 6.1

AIX requires the following C run time libraries, as well as Java 1.5 and Java 7 JRE:

- `xlC.aix50.rte` (v8.0.0.0+)
- `xlC.rte` (v8.0.0.0+)

The following 32-bit Solaris file systems can be scanned (64-bit systems are not supported):

- Solaris 8 (SPARC platform)
- Solaris 9 (SPARC platform)
- Solaris 10 (SPARC platform)

Solaris requires the following patch levels for the scanner:

- Solaris 8, 111308-05  
<http://sunsolve.sun.com/search/document.do?assetkey=1-21-111308-05-1>
- Solaris 9, 115697-01  
<http://sunsolve.sun.com/search/document.do?assetkey=1-21-115697-02-1>

File systems on UNIX systems can also be scanned using the SFTP protocol. This protocol provides a method similar to share-based file scanning, instead of using the File System Scanner. Contact Symantec Professional Services for details.

## Installing file system scanners

The File System Scanner must be installed on the computer with the file system you want to scan.



On Linux, AIX, and Solaris, the root user must install the scanner.

If a user other than the one who installed the scanner wants to run it, permissions must be changed. On Linux, AIX, and Solaris, appropriate permissions must be given to the directories and files.

### To install the file system scanner

- 1 On the computer with the file system to scan, download or copy (as binary) the relevant installation file to a temporary directory. The file is located in the *DLP\_Home\Symantec\_DLP\_12\_Win\Scanners* or *DLP\_Home/Symantec\_DLP\_12\_Lin/Scanners* directory, where *DLP\_Home* is the name of the directory in which you unzipped the Symantec Data Loss Prevention software.

The file is one of the following file names:

- `SymantecDLPScanners_windows_x32_12.0.exe`
- `SymantecDLPScanners_Aix_12.0.sh`
- `SymantecDLPScanners_Unix_x32_12.0.sh` (for 32-bit Linux systems)
- `SymantecDLPScanners_Unix_x64_12.0.sh` (for 64-bit Linux systems)

---

**Note:** You can install either the 32-bit or 64-bit scanner on 64-bit Linux systems. We recommend the 64-bit version.

---

- `SymantecDLPScanners_Solaris_12.0.sh`

- 2 Start the scanner installation program.

Use the `-c` flag to install a scanner with a console command (rather than with a GUI).

Windows GUI:

```
SymantecDLPScanners_windows_x32_12.0.exe
```

32-bit Linux GUI:

```
./SymantecDLPScanners_Unix_12.0_x32_12.0.sh
```

32-bit Linux console:

```
./SymantecDLPScanners_Unix_12.0_x32_12.0.sh -c
```

- 3 If applicable, confirm the version of the scanner you want to install (32-bit or 64-bit).



- 4 Confirm the license ageement.
- 5 Select **File System Scanner**.
- 6 Select the installation Destination Directory (the directory where you want the SymantecDLP File System Scanner installed).
- 7 For Windows, select the Start Menu Folder (shortcut in the **Start** menu). The default is **SymantecDLP FileSystem Scanner**.
- 8 Enter the following connection information for the Network Discover Server:
  - Discover Host (IP or host name of the Network Discover Server)
  - Discover Port
- 9 Configure the File System Scanner by entering the following information:
  - Scan Directory  
List of directories to scan. Delimit with a comma (no space).
  - Path Include Filter  
Only the paths that include all the string(s) specified here are scanned. Delimit with a comma (no space).
  - Path Exclude Filter  
Everything but the directories that contain the string(s) specified here are scanned. Delimit entries with a comma, but do not use any spaces. Note that the Include Filter and Exclude Filter file names are relative to the file system root. Specify full paths or subdirectories, as needed.
- 10 The scanner installs.
- 11 Select the Startup Mode.

While you initially test or verify that the scanner runs successfully, do not select either of these options, but start the scanner manually.

You can select one (or none) of the following options:

  - Install as a service on a Windows system.
  - Start after installation.
- 12 The File Scanner installation is complete on the scanner computer.
- 13 Perform any manual configurations by editing the configuration files and properties files.

See [“Configuration options for file system scanners”](#) on page 1262.

See [“Scanner installation directory structure”](#) on page 1249.

See [“Scanner configuration files”](#) on page 1251.



**14** On the Enforce Server, create a New Target for the scanner File System type.

**15** Start the scan on both the scanner computer and the Enforce Server.

See [“Starting file system scans”](#) on page 1260.

## Starting file system scans

Make sure that the scanner is installed and configured on the target computer, and a new target is added on the Enforce Server.

See [“Installing file system scanners”](#) on page 1257.

Then, you can start the scan.

The procedures are different for each of the following scenarios:

- One scanner per target (first procedure).
- Multiple scanners for one target (second procedure).

### To start a file system scan with one scanner for one target

**1** Log on to the Enforce Server.

Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.

**2** Select the scan target from the target list, then click the Start icon.

**3** On the scanner computer, start the File System scanner.

On Windows, select **Start > Vontu FileSystem Scanner > Vontu FileSystem Scanner Console**.

On UNIX, enter the following command:

```
/opt/FileSystemScanner/bin/FileSystemScanner_Console
```

**4** The scanner starts the process of scanning data.

See [“How Network Discover scanners work”](#) on page 1246.

**5** If the scan does not progress normally, you can troubleshoot it.

See [“Troubleshooting scanners”](#) on page 1247.

**6** Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.



### To start a file system scan with multiple scanners for one target

- 1 On each of the scanner computers, start the File System scanner on that computer.  
  
On Windows, select **Start > Vontu FileSystem Scanner > Vontu FileSystem Scanner Console**.  
  
On UNIX, enter the following command:  
  

```
/opt/FileSystemScanner/bin/FileSystemScanner_Console
```

  
Make sure that each of the scanners has started, and has posted information. Check the `outgoing` folder on each of the computers.  
  
See [“Scanner installation directory structure”](#) on page 1249.
- 2 Log on to the Enforce Server.  
  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 3 Select the scan target from the target list, then click the Start icon.
- 4 The scanner starts the process of scanning data.  
  
See [“How Network Discover scanners work”](#) on page 1246.
- 5 If the scan does not progress normally, you can troubleshoot it.  
  
See [“Troubleshooting scanners”](#) on page 1247.
- 6 Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.

## Installing file system scanners silently from the command line

To automate installation, you can preconfigure a text file `varfile` with your installation choices, and then launch the installation from a command line.

Another method of installing a scanner is with an interactive installation.

See [“Installing file system scanners”](#) on page 1257.



To automate file scanner installation

- 1
- Create a text file, for example `FileSystemScanner.varfile`.
- 2
- Enter your specific parameters, and save the file to the same location as the relevant shell script for your scanner installation.

```
sys.programGroup.allUsers$Boolean=true
discover.host=test-server.test.lab
discover.port=8090
sys.service.selected.417$Boolean=true
job.0.excludeFilters=
sys.languageId=en
sys.programGroup.linkDir=/usr/local/bin
installService$Boolean=false
sys.installationDir=/opt/FileSystemScanner
sys.programGroup.enabled$Boolean=true
job.0.includeFilters=
job.0.directory=/home/text_files/text_scan/text
sys.service.startupType.417=auto
startAfterInstall$Boolean=false
```

- 3
- To run the installation with the `varfile`, type the following command (for Linux):

```
./FileSystemScanner_Unix_11.6.sh
-varfile FileSystemScanner.varfile -q
```

The parameter `-q` performs a silent installation.

# Configuration options for file system scanners

Table 68-2 provides a description of the primary parameters in the `VontuFileSystemScanner.cfg` file.

Table 68-2 Parameters in the `VontuFileSystemScanner.cfg` file

| Type            | Parameter         | Description                                  |
|-----------------|-------------------|----------------------------------------------|
| Scanned Content | DirectoryPathCSVs | Comma-separated list of directories to scan. |



Table 68-2 Parameters in the VontuFileSystemScanner.cfg file (continued)

| Type            | Parameter                | Description                                                                                                                                                                                                                 |
|-----------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scanned Content | DirectoryCantHaveCSVs    | Exclude filters of the paths. Delimit entries with a comma, but do not use any spaces.                                                                                                                                      |
| Scanned Content | DirectoryMustHaveCSVs    | Include filters of the paths. Delimit entries with a comma, but do not use any spaces.                                                                                                                                      |
| Scanned Content | DirectoryAfterDate       | Date filter (in days relative to today).                                                                                                                                                                                    |
| Scanned Content | DirectoryBeforeDate      | Date filter (in days relative to today).                                                                                                                                                                                    |
| Scanned Content | DirectoryFileMatch       | For scanning files without an extension on Solaris or Linux systems, set this parameter to the following value:<br><br>DirectoryFileMatch=*                                                                                 |
| Scanned Content | ImportPreImportMinLength | Minimum size of files.                                                                                                                                                                                                      |
| Scanned Content | ImportPreImportMaxLength | Maximum size of files.                                                                                                                                                                                                      |
| Throttling      | ImportPoliteness         | Specify the amount of time (in milliseconds) that the import module should wait between documents.                                                                                                                          |
| Throttling      | PollingMaxNumber         | The number of files that are aggregated before they are imported into each XML file that is sent to Network Discover.<br><br>See <a href="#">“Optimizing resources with Network Discover scan throttling”</a> on page 1134. |

# Example configuration for scanning the C drive on a Windows computer

Scan the C drive on a Windows computer.



This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

```
DirectoryPathCSVs=C:\
DirectoryMustHaveCSVs=
DirectoryCantHaveCSVs=
```

## Example configuration for scanning the /usr directory on UNIX

Scan the /usr directory on a UNIX computer.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

```
DirectoryPathCSVs=/usr
DirectoryMustHaveCSVs=
DirectoryCantHaveCSVs=
```

## Example configuration for scanning with include filters

Scan selected files and directories using the include filters.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Include only the files that have `tmp` in the path under the directory `C:\Windows`.

```
DirectoryPathCSVs=C:\Windows
DirectoryMustHaveCSVs=*/tmp/*
DirectoryCantHaveCSVs=
```

Include only the files that end with extension `tmp` or the directory name has `xml` in the path.

```
DirectoryPathCSVs=C:\Windows
DirectoryMustHaveCSVs=*/xml/*, *.tmp
DirectoryCantHaveCSVs=
```

Include only the files that end with the extension `txt` under the UNIX directory `/home/data`.



```
DirectoryPathCSVs=/home/data
DirectoryMustHaveCSVs=*.txt
DirectoryCantHaveCSVs=
```

## Example configuration for scanning with exclude filters

Scan selected files and directories using the exclude filters.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Exclude all the files with extension `exe` in the directory `C:\Windows`.

```
DirectoryPathCSVs=C:\Windows
DirectoryMustHaveCSVs=
DirectoryCantHaveCSVs=*.exe
```

Exclude all files that end with extension `tmp` or if the directory name contains `bin` under the UNIX directory `/home/data`.

```
DirectoryPathCSVs=/home/data
DirectoryMustHaveCSVs=
DirectoryCantHaveCSVs=*/bin/*,*.tmp
```

## Example configuration for scanning with include and exclude filters

Scan selected files and directories using both the include and exclude filters.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Scan all directories with `temp` in the path or ending with `pdf`. Exclude files under the `bin` directory or ending with `tmp` under the directory `C:\data`.

```
DirectoryPathCSVs=C:\data
DirectoryMustHaveCSVs=*/temp/*,*.pdf
DirectoryCantHaveCSVs=*/bin/*,*.tmp
```



## Example configuration for scanning with date filtering

The parameters `DirectoryBeforeDate` and `DirectoryAfterDate` let you specify a date range within which documents must be modified for the scanner to process them.

Use the parameter `DirectoryAfterDate` to enter a number of days relative to the current date after which the page must be modified. A negative number specifies a date in the past.

User the parameter `DirectoryBeforeDate` to enter a number of days relative to the current date before which the page must be modified.

In the examples, both `DirectoryBeforeDate` and `DirectoryAfterDate` are required.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Scan all the `pdf` files that have been modified in the last six months.

```
DirectoryMustHaveCSVs=*.pdf
DirectoryAfterDate=-180
DirectoryBeforeDate=0
```

Scan all files that have been modified between 60 days and 360 days in the past.

```
DirectoryAfterDate=-360
DirectoryBeforeDate=-60
```

## Example configuration for scanning with file size filtering

Scan files using file size filtering to limit what is scanned.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Scan all the files in the size range of 3000 bytes to 4000 bytes. Do not import any files that fall outside the size range.

```
ImportPreImportMinLength=3000
ImportPreImportMaxLength=4000
ImportEmptyFiles=false
```

Scan all `doc` files greater than 4 KB.



```
DirectoryMustHaveCSVs=*.doc
ImportPreImportMinLength=4096
ImportEmptyFiles=false
```

## Example configuration for scanning that skips symbolic links on UNIX systems

Scan a UNIX system, but skip all the symbolic links.

Specify a file which contains all the files that the scanner should scan. Only those files are scanned during the run. Place this file outside the scanner installation directory. In the example, this file is named `/opt/test/filenames.txt`.

This configuration is in the file `VontuFileSystemScanner.cfg`.

See [“Configuration options for file system scanners”](#) on page 1262.

Make sure that the `DirectoryPathCSVs` and related parameters are commented out. Also, make sure that the parameter `PollingMethod` is present only once in the configuration file.

```
PollingMethod=1
FilePollFilename=/opt/test/filenames.txt
```







# Setting up scanning of Web servers

This chapter includes the following topics:

- [Setting up remote scanning of Web servers](#)
- [Supported Web server \(scanner\) targets](#)
- [Installing Web server scanners](#)
- [Starting Web server scans](#)
- [Configuration options for Web server scanners](#)
- [Example configuration for a Web site scan with no authentication](#)
- [Example configuration for a Web site scan with basic authentication](#)
- [Example configuration for a Web site scan with form-based authentication](#)
- [Example configuration for a Web site scan with NTLM](#)
- [Example of URL filtering for a Web site scan](#)
- [Example of date filtering for a Web site scan](#)

## Setting up remote scanning of Web servers

The Web server scanner can retrieve Web site documents.

The Web server scanner uses crawlers to find Web pages and to process the Web pages for content and links to other Web sites. After a crawler has finished retrieving documents from the Web site, the Web server scanner imports the content that the crawler has retrieved into index file format (IDX). The scanner



then posts the IDX files to Network Discover for content processing. The Web server scanner can retrieve content from various document types, including Web documents, Word, Excel, and PDF files.

The Web server scanner crawls Web pages for links and content. The crawler processes the page content and either accepts or rejects the page for retrieval. If the page is accepted, the crawler looks for links from the page, filters the links and queues the accepted links for the crawler process. If the page is rejected, the crawler looks for links only if you have configured it to follow links on rejected pages. The links are filtered before they are added to the crawler queue. The crawler then retrieves the page content of accepted pages. The crawler requests the next link in its queue, and the process repeats.

To set up scanning of Web servers, complete the following process:

Table 69-1            Setting up a Web server scanner

| Step | Action                                                                                                                       | Description                                                                       |
|------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1    | The Web server scanner can scan Web sites.<br><br>It has been tested with IIS and Apache Web servers.                        | See <a href="#">“Supported Web server (scanner) targets”</a> on page 1270.        |
| 2    | On the server with read access to the Web site, install the Web server scanner.                                              | See <a href="#">“Installing Web server scanners”</a> on page 1271.                |
| 3    | Perform any manual configurations by editing the configuration files and properties files.                                   | See <a href="#">“Configuration options for Web server scanners”</a> on page 1274. |
| 4    | On the Enforce Server, add a new Scanner File System target.                                                                 | See <a href="#">“Adding a new Network Discover target”</a> on page 1117.          |
| 5    | Start the file system scan.<br><br>Start the scanner on the scanner computer, and also start the scan on the Enforce Server. | See <a href="#">“Starting Web server scans”</a> on page 1273.                     |
| 6    | Verify that the scan is running successfully.                                                                                | See <a href="#">“Troubleshooting scanners”</a> on page 1247.                      |

## Supported Web server (scanner) targets

The Web server scanner supports scanning of a static HTTP Web site.



# Installing Web server scanners

The Web server scanner must be installed on the computer that has access to the Web sites that you want to scan.

## To install the Web server scanner

- 1 On the computer with the file system to scan, download or copy (as binary) the relevant installation file to a temporary directory. The file is located in the *DLP\_Home\Symantec\_DLP\_12\_Win\Scanners* or *DLP\_Home/Symantec\_DLP\_12\_Lin/Scanners* directory, where *DLP\_Home* is the name of the directory in which you unzipped the Symantec Data Loss Prevention software.

The file is one of the following file names:

- `SymantecDLPScanners_windows_x32_12.0.exe`
- `SymantecDLPScanners_Unix_12.0_x32.sh` (for 32-bit Linux systems)

- 2 Start the scanner installation program.

Use the `-c` flag to install a scanner with a console command (rather than with a GUI).

Windows GUI:

```
SymantecDLPScanners_windows_x32_12.0.exe
```

Linux GUI:

```
./SymantecDLPScanners_Unix_x32_12.0.sh
```

Linux console:

```
./SymantecDLPScanners_Unix_12.0.sh -c
```

- 3 Confirm the version of the scanner you want to install (32-bit or 64-bit).
- 4 Confirm the license agreement.
- 5 Select **Web Server Scanner**.
- 6 Select the installation **Destination Directory** (the directory where you want the Web server scanner installed).

Click **Next**.

- 7 Select the Start Menu Folder (shortcut in the **Start** menu). The default is **Symantec DLP WebServer Scanner**.

Click **Next**.



8 Enter the following connection information for the Network Discover Server:

- Discover Host (IP or host name of the Network Discover Server)
- Discover Port

Click **Next**.

9 Configure the Web server scanner by entering the following information:

- Start URL  
Enter the URL where the scan starts.
- Include Filter  
Only the paths that include all the strings specified here are scanned. Delimit entries with a comma, but do not use any spaces. Wildcards are supported.
- Path Exclude Filter  
Everything but the paths that contain the strings specified here are scanned. Delimit entries with a comma, but do not use any spaces. Wildcards are supported.

Click **Next**.

10 The scanner installs.

11 Select the Startup Mode.

While you initially test or verify that the scanner runs successfully, do not select either of these options, but start the scanner manually.

You can select one (or none) of the following options:

- Install as a service on a Windows system.
- Start after installation.

Click **Next**.

Click **Finish**.

12 The Web server scanner installation is complete on the scanner computer.

13 Perform any manual configurations by editing the configuration files and properties files.

See [“Configuration options for Web server scanners”](#) on page 1274.

See [“Scanner installation directory structure”](#) on page 1249.

See [“Scanner configuration files”](#) on page 1251.



- 14 On the Enforce Server, create a **New Target** for the scanner Web server type.
- 15 Start the scan on both the scanner computer and the Enforce Server.  
See [“Starting Web server scans”](#) on page 1273.

## Starting Web server scans

Make sure that the scanner is installed and configured on the target computer, and a new target is added on the Enforce Server.

See [“Installing Web server scanners”](#) on page 1271.

Then, you can start the scan.

The procedures are different for each of the following scenarios:

- One scanner per target (first procedure).
- Multiple scanners for one target (second procedure).

### To start a Web server scan with one scanner for one target

- 1 Log on to the Enforce Server.  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 2 Select the scan target from the target list, then click the Start icon.
- 3 On the scanner computer, start the Web server scanner.  
Click **Start > Vontu WebServer Scanner > Vontu WebServer Scanner Console**.
- 4 The scanner starts the process of scanning data.  
See [“How Network Discover scanners work”](#) on page 1246.
- 5 If the scan does not progress normally, you can troubleshoot it.  
See [“Troubleshooting scanners”](#) on page 1247.
- 6 Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.



To start a Web server scan with multiple scanners for one target

- 1
- On each of the scanner computers, start the Web server scanner.  
  
Click **Start > Vontu WebServer Scanner > Vontu WebServer Scanner Console**.  
  
Make sure that each of the scanners has started, and has posted information.  
Check the `outgoing` folder on each of the computers.  
  
See “[Scanner installation directory structure](#)” on page 1249.
- 2
- Log on to the Enforce Server.  
  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 3
- Select the scan target from the target list, then click the Start icon.
- 4
- The scanner starts the process of scanning data.  
  
See “[How Network Discover scanners work](#)” on page 1246.
- 5
- If the scan does not progress normally, you can troubleshoot it.  
  
See “[Troubleshooting scanners](#)” on page 1247.
- 6
- Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.

## Configuration options for Web server scanners

[Table 69-2](#) provides an explanation of the `VontuWebServerScanner.cfg` file.

**Table 69-2** Parameters in the VontuWebServerScanner.cfg file

| Type            | Parameter | Description                                                                                                                                                                                                                             |
|-----------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scanned Content | URL       | A valid URL at which the crawler starts. If you want more than one page to be retrieved, the starting Web page must contain links to other Web pages. You must include the initial <code>http://</code> in the configuration parameter. |



**Table 69-2** Parameters in the VontuWebServerScanner.cfg file (*continued*)

| Type            | Parameter          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scanned Content | NavDirAllowCSVs    | <p>The list with include filters for paths. This list contains the strings that the URL of a page must contain for the scanner to process the page. Use the parameter <code>NavDirCheck</code> to specify how and when the scanner checks for these strings.</p> <p>Use * for wildcard. Delimit entries with a comma, but do not use any spaces.</p>                                                                                                                       |
| Scanned Content | NavDirDisallowCSVs | <p>The list with exclude filters for paths. This list contains the strings that the URL of a page must not contain for the scanner to process the page. Use the parameter <code>NavDirCheck</code> to specify how and when the scanner checks for these strings.</p> <p>Use * for wildcard. Delimit entries with a comma, but do not use any spaces.</p>                                                                                                                   |
| Scanned Content | NavDirCheck        | <p>A bitwise mask number that is used to determine where and how the scanner checks for the <code>NavDirAllowCSVs</code> strings and <code>NavDirDisallowCSVs</code> strings. If the URL of a page does not contain one of the <code>NavDirAllowCSVs</code> strings or does contain one of the <code>NavDirDisallowCSVs</code> strings, the scanner does not process the page.</p> <p>See <a href="#">“Example of URL filtering for a Web site scan”</a> on page 1279.</p> |
| Scanned Content | Extensions         | <p>Enter file extensions to restrict the document types the scanner can crawler. To enter multiple extensions, separate them with commas . Use * for wildcard. No spaces before or after commas.</p> <p>Example to only fetch the documents that have .doc or .html as extensions:</p> <p><code>Extensions=*.doc,*.html*</code></p>                                                                                                                                        |



**Table 69-2** Parameters in the VontuWebServerScanner.cfg file *(continued)*

| Type            | Parameter       | Description                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scanned Content | MaxLinksPerPage | The maximum number of links a page can have. Pages with many links are often navigation pages and this parameter can be used to filter them out.                                                                                                                                                                                                                               |
| Scanned Content | StayOnSite      | You can configure the crawler to stay on the Web site on which it starts, or allow it to follow links to external Web sites in domains different from the starting Web site. By default, the crawler stays on the starting Web site domain.                                                                                                                                    |
| Scanned Content | AfterDate       | Number of days after which a page must be modified before it is saved. Enter the number of days relative to the current date. A negative number specifies a date in the past.                                                                                                                                                                                                  |
| Scanned Content | BeforeDate      | Number of days before which a page must be modified before it is saved. Enter the number of days relative to the current date. A negative number specifies a date in the past.                                                                                                                                                                                                 |
| Authentication  | LoginMethod     | <p>The authentication method for the site. The value must be <code>AUTHENTICATE</code>, <code>FORMPOST</code>, or <code>FORMGET</code>.</p> <p>See <a href="#">“Example configuration for a Web site scan with basic authentication”</a> on page 1278.</p> <p>See <a href="#">“Example configuration for a Web site scan with form-based authentication”</a> on page 1278.</p> |
| Authentication  | LoginURL        | The page that contains the logon form.                                                                                                                                                                                                                                                                                                                                         |
| Authentication  | LoginUserValue  | The user name to use for authentication (plain text or encrypted).                                                                                                                                                                                                                                                                                                             |
| Authentication  | LoginPassValue  | <p>The password to use for authentication. Encrypt this password.</p> <p>See <a href="#">“Encrypting passwords in configuration files”</a> on page 1127.</p>                                                                                                                                                                                                                   |



Table 69-2 Parameters in the VontuWebServerScanner.cfg file (continued)

| Type           | Parameter      | Description                                                                                                                                                                                  |
|----------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authentication | LoginUserField | The name of the user name form field (for FORMPOST or FORMGET logon methods).                                                                                                                |
| Authentication | LoginPassField | The name of the password form field (for FORMPOST or FORMGET logon methods). Encrypt this password.<br><br>See “ <a href="#">Encrypting passwords in configuration files</a> ” on page 1127. |
| Proxies        | ProxyHost      | The host name or IP address of the proxy server.                                                                                                                                             |
| Proxies        | ProxyPort      | The port number of the proxy server.                                                                                                                                                         |
| Proxies        | ProxyUsername  | The user name (plain text or encrypted) for the proxy server.                                                                                                                                |
| Proxies        | ProxyPassword  | The password for the proxy server. Encrypt this password.<br><br>See “ <a href="#">Encrypting passwords in configuration files</a> ” on page 1127.                                           |
| Throttling     | PageDelay      | Number of seconds between downloading a page and requesting the next page.                                                                                                                   |
| Throttling     | BatchSize      | The number of files that are aggregated into each XML file that is sent to Network Discover.                                                                                                 |

# Example configuration for a Web site scan with no authentication

Scan a Web site with no authentication.

This configuration is in the file VontuWebServerScanner.cfg.

See “[Configuration options for Web server scanners](#)” on page 1274.

```
//#####
//# Jobs
//#####
URL=http://www.cnn.com
```



## Example configuration for a Web site scan with basic authentication

Scan a Web site that is protected with standard authentication.

This configuration is in the file `VontuWebServerScanner.cfg`.

See [“Configuration options for Web server scanners”](#) on page 1274.

```
//#####
//# Jobs
//#####
URL=http://site.domain.com
LoginURL=http://domain.server.com/login.html
LoginMethod=AUTHENTICATE
LoginUserValue=some_user
LoginPassValue=9sfIy8vw
```

## Example configuration for a Web site scan with form-based authentication

Scan a Web site that is protected with form-based authentication.

This configuration is in the file `VontuWebServerScanner.cfg`.

See [“Configuration options for Web server scanners”](#) on page 1274.

```
//#####
//# Jobs
//#####
URL= http://wiki.symantec.corp/dashboard.action

LoginMethod=FORMPOST
LoginURL=http://wiki.symantec.corp/login.action

LoginUserField=os_username
LoginUserValue=some_user

LoginPassField=os_password
LoginPassValue=9sfIy8vw
```



# Example configuration for a Web site scan with NTLM

Scan a Web site that is protected with NTLM.

Make sure the `NTLMUsername` is in the format of `Domain\user name`.

This configuration is in the file `VontuWebServerScanner.cfg`.

See “[Configuration options for Web server scanners](#)” on page 1274.

```
//#####
//# Jobs
//#####
URL=http://some_site
NTLMUsername=Some_Domain\some_domain_user
NTLMPassword=9sfIy8vw
```

# Example of URL filtering for a Web site scan

Use the parameter `NavDirCheck` to determine where and how the scanner checks for the `NavDirAllowCSVs` strings and `NavDirDisallowCSVs` strings.

Create the `NavDirCheck` number by adding together some of the following numbers:

| Parameter        | Value | Description                                                                                                                                                                                                                              |
|------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| URL              | 1     | You must enter 1 to enable the scanner to check whether the URL of a page contains any of the strings that are specified in the parameter <code>NavDirAllowCSVs</code> or <code>NavDirDisallowCSVs</code> .                              |
| Case insensitive | 64    | If you add 64 to the URL value, the scanner checks the URL of a page for a match for the strings that are specified in the parameter <code>NavDirAllowCSVs</code> or <code>NavDirDisallowCSVs</code> . This match is not case-sensitive. |
| Before download  | 128   | If you add 128 to the URL value, the scanner checks whether the URL has any <code>NavDirAllowCSVs</code> or <code>NavDirDisallowCSVs</code> strings before the page is downloaded.                                                       |



| Parameter            | Value | Description                                                                                                                                                                                                                                                                                                           |
|----------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Valid site structure | 512   | If you add 512 to the URL value, the scanner rechecks the NavDirAllowCSVs and NavDirDisallowCSVs values for the site to ensure that the site is still valid before it updates it. If you do not include this setting, then changes to these values are never checked. If the site is not valid, it is not downloaded. |

In the following example, the scanner checks the URLs for matches for the strings "archive" or "test." This match is not case-sensitive , and part of a word or a whole word is matched. If the URL contains one of these strings, the page is not processed.

```
NavDirDisallowCSVs=*archive*,*test*
NavDirCheck=65
```

In the following example, the scanner checks the URLs for matches for the strings "news" or "home." This match is not case-sensitive , and part of a word or a whole word is matched. If the URL does not contain one of these strings, the page is not processed.

```
NavDirAllowCSVs=*news*,*home*
NavDirCheck=65
```

## Example of date filtering for a Web site scan

The following example retrieves the documents that were modified 365 days before the current date and 7 days after the current date.

```
AfterDate=-365
BeforeDate=7
```



# Setting up scanning of Documentum repositories

This chapter includes the following topics:

- [Setting up remote scanning of Documentum repositories](#)
- [Supported Documentum \(scanner\) targets](#)
- [Installing Documentum scanners](#)
- [Starting Documentum scans](#)
- [Configuration options for Documentum scanners](#)
- [Example configuration for scanning all documents in a Documentum repository](#)

## Setting up remote scanning of Documentum repositories

The Documentum scanner scans Documentum repositories.

To set up scanning of Documentum repositories, complete the following process:

**Table 70-1**      Setting up a Documentum scanner

| Step | Action                                                                      | Description                                                                |
|------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------|
| 1    | Verify that your Documentum repository is on the list of supported targets. | See <a href="#">“Supported Documentum (scanner) targets”</a> on page 1282. |



Table 70-1      Setting up a Documentum scanner *(continued)*

| Step | Action                                                                                                                                           | Description                                                                       |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 2    | The Documentum scanner can be installed on any computer that has network connectivity to the computer that hosts the Documentum Document Broker. | See <a href="#">“Installing Documentum scanners”</a> on page 1282.                |
| 3    | Perform any manual configurations by editing the configuration files and properties files.                                                       | See <a href="#">“Configuration options for Documentum scanners”</a> on page 1286. |
| 4    | On the Enforce Server, add a new Scanner Documentum target.                                                                                      | See <a href="#">“Adding a new Network Discover target”</a> on page 1117.          |
| 5    | Start the Documentum scan.<br><br>Start the scanner on the scanner computer, and also start the scan on the Enforce Server.                      | See <a href="#">“Starting Documentum scans”</a> on page 1285.                     |
| 6    | Verify that the scan is running successfully.                                                                                                    | See <a href="#">“Troubleshooting scanners”</a> on page 1247.                      |

## Supported Documentum (scanner) targets

The Documentum scanner supports scanning a Documentum Content Server 5.3.x or 6.6.x repository.

## Installing Documentum scanners

The Documentum scanner can be installed on any computer that has network connectivity to the computer that hosts the Documentum Document Broker.



**To install and deploy the Documentum scanner**

- 1 On the computer that has network connectivity to the computer that hosts the Documentum Document Broker, download the installation file. Download or copy (as binary) the `SymantecDLPScanners_windows_x32_12.0.exe` file to a temporary directory. The file is located in the `DLP_Home\Symantec_DLP_12_Win\Scanners` where *DLP\_Home* is the name of the directory in which you unzipped the Symantec Data Loss Prevention software.

- 2 Start the scanner installation program on this computer.

`SymantecDLPScanners_windows_x32_12.0.exe`

---

**Note:** This scanner should only be installed on 32-bit Windows servers.

---

- 3 Confirm the version of the scanner you want to install (32-bit).
- 4 Confirm the license agreement.
- 5 Select **Documentum Scanner**.
- 6 Select the installation Destination Directory, the folder where you want the Documentum Scanner to be installed.

The default is `c:\Program Files\DocumentumScanner\`.

Click **Next**.

- 7 Select the Start Menu Folder (shortcut in the **Start** menu).

The default is **SymantecDLP Documentum Scanner**.

Click **Next**.

- 8 Enter the following connection information for the Network Discover Server:

- Discover Host (IP or host name of the Network Discover Server)
- Discover Port

- 9 Click **Next**.



**10** Enter the following Documentum configuration values for the scanner:

|                        |                                                                                      |
|------------------------|--------------------------------------------------------------------------------------|
| <b>Doc Broker Host</b> | The name of the server where the repository for the DocBase is stored.               |
| <b>Doc Base</b>        | The name of the repository you want the Documentum scanner to retrieve.              |
| <b>User Name</b>       | Specify an account with full access rights to the Documentum files you want to scan. |
| <b>Password</b>        | Password for the account. This password is plain text in the configuration file.     |
| <b>WebTop Host</b>     | The host name of the Web interface to the Documentum content repository.             |
| <b>WebTop Port</b>     | The port number for the Web interface.                                               |

**11** Click **Next**.

**12** The scanner installs.

**13** Select the Startup Mode.

While you initially test or verify that the scanner runs successfully, do not select either of these options, but start the scanner manually.

You can select one (or none) of the following options:

- Install as a service on a Windows system.
- Start after installation.

The default is to start the scanner manually.

**14** The Documentum scanner installation is complete on the scanner computer.

**15** Perform any manual configurations by editing the configuration files and properties files.

See [“Configuration options for Documentum scanners”](#) on page 1286.

See [“Scanner installation directory structure”](#) on page 1249.

See [“Scanner configuration files”](#) on page 1251.

**16** After installing the Documentum scanner, copy the `dmcl40.dll` file from your Documentum installation `bin` directory, to the `\DocumentumScanner\scanner` folder in the scanner installation directory.

See [“Scanner installation directory structure”](#) on page 1249.



- 17 On the Enforce Server, create a New Target for the scanner Documentum type.
- 18 Start the scan on both the scanner computer and the Enforce Server.  
See [“Starting Documentum scans”](#) on page 1285.

## Starting Documentum scans

Make sure that the scanner is installed and configured on the target computer, and a new target is added on the Enforce Server.

See [“Installing Documentum scanners”](#) on page 1282.

Then, you can start the scan.

The procedures are different for each of the following scenarios:

- One scanner per target (first procedure).
- Multiple scanners for one target (second procedure).

### To start a Documentum scan with one scanner for one target

- 1 Log on to the Enforce Server.  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 2 Select the scan target from the target list, then click the Start icon.
- 3 On the scanner computer, start the Documentum scanner.  
Click **Start > Vontu Documentum Scanner > Vontu Documentum Scanner Console**.
- 4 The scanner starts the process of scanning data.  
See [“How Network Discover scanners work”](#) on page 1246.
- 5 If the scan does not progress normally, you can troubleshoot it.  
See [“Troubleshooting scanners”](#) on page 1247.
- 6 Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.



To start a Documentum scan with multiple scanners for one target

- 1
- On each of the scanner computers, start the Documentum scanner.
- Click **Start > Vontu Documentum Scanner > Vontu Documentum Scanner Console**.
- Make sure that each of the scanners has started, and has posted information. Check the outgoing folder on each of the computers.
- See “[Scanner installation directory structure](#)” on page 1249.
- 2
- Log on to the Enforce Server.
- Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 3
- Select the scan target from the target list, then click the Start icon.
- 4
- The scanner starts the process of scanning data.
- See “[How Network Discover scanners work](#)” on page 1246.
- 5
- If the scan does not progress normally, you can troubleshoot it.
- See “[Troubleshooting scanners](#)” on page 1247.
- 6
- Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.

# Configuration options for Documentum scanners

[Table 70-2](#) provides an explanation of the VontuDocumentumScanner.cfg file.

**Table 70-2** Parameters in the VontuDocumentumScanner.cfg file

| Parameter | Description                                                                                                                                                                     |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DocBase   | The name of the repository you want Documentum to retrieve.                                                                                                                     |
| UserName  | Specify an account with access rights to the Documentum files you want to scan.                                                                                                 |
| Password  | Password for the account that is specified in <b>UserName</b> . Encrypt this password.<br><br>See “ <a href="#">Encrypting passwords in configuration files</a> ” on page 1127. |



**Table 70-2** Parameters in the `VontuDocumentumScanner.cfg` file (*continued*)

| Parameter                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>ExtensionCSVs</code>            | <p>List of file types to scan (Include Filter), for example:</p> <pre>ExtensionCSVs=*.doc,*.htm,*.ppt,*.xls</pre> <p>Delimit with a comma (no space).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <code>ImportRefReplaceWithCSVs</code> | <p>Comma-separated list of one or two values that are used to construct the URL of the scanned documents.</p> <p><i>first_value,second_value</i></p> <p>If the Documentum interface client is a Windows desktop or desktop client, then the first-value is concatenated to the left of the <b>document-id</b>. The second string is concatenated to the right, for example:</p> <p><i>first_valuedocument_idsecond_value</i></p> <p>If the Documentum Webtop (Web-based) interface is your client interface, only one value is necessary; for example:</p> <pre>ImportRefReplaceWithCSVs= http://documentum-server.mycompany.com:8080/ webtop/component/drl?objectId=</pre> |
| <code>AfterDate</code>                | <p>A maximum age for documents to be scanned. For example, if you set <code>AfterDate</code> to five days, only documents that are no more than five days old are scanned. <code>AfterDate</code> looks at the last modified date.</p> <p>You can enter one of the following values:</p> <p><i>N</i> hours</p> <p><i>N</i> days</p> <p><i>N</i> weeks</p> <p><i>N</i> months</p> <p>The Documentum scanner does not support automatic incremental scanning, but you can manually perform incremental scans, by setting the <code>AfterDate</code> and <code>BeforeDate</code> parameters.</p>                                                                               |



Table 70-2 Parameters in the `VontuDocumentumScanner.cfg` file (continued)

| Parameter               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>BeforeDate</code> | <p>A minimum age for documents to be scanned. For example, if you set <code>AfterDate</code> to five days, only documents that are no more than five days old are scanned. <code>AfterDate</code> looks at the last modified date.</p> <p>You can enter one of the following values:</p> <ul style="list-style-type: none"><li><code>N hours</code></li><li><code>N days</code></li><li><code>N weeks</code></li><li><code>N months</code></li></ul> |
| <code>FolderCSVs</code> | <p>Specify the repository folders from which to fetch documents. All entries must begin with a slash but cannot consist of a slash alone. Leave the entry blank to specify all folders. Cabinets are treated as folders. For example:</p> <p><code>FolderCSVs=/support,/clients,/marketing,/finance</code></p>                                                                                                                                       |

Table 70-3 shows the host parameter in the `dmcl.ini` file.

```
[DOCBROKER_PRIMARY]
host = documentum-server.mycompany.com
```

During installation of the Symantec Data Loss Prevention scanner, the host parameter is set in the `dmcl.ini` file. If the Documentum Document Broker (server) later changes, this file must be edited to point to the new server.

Table 70-3 `dmcl.ini` file

| Parameter         | Description                                                      |
|-------------------|------------------------------------------------------------------|
| <code>host</code> | The computer that hosts the Documentum Document Broker (server). |

# Example configuration for scanning all documents in a Documentum repository

Scan all documents in the repository.

The configuration is in the file `VontuDocumentumScanner.cfg`.



See “[Configuration options for Documentum scanners](#)” on page 1286.

```
//#####
//# Jobs
//#####
[JOBS]
NUMBER=1
0=Job0
[Job0]
DocBase=Vontu_1
UserName=Administrator
Password=mypassword
ImportRefReplaceWithCSVs=
 http://documentum-server.mycompany.com:8080/webtop/
 component/drl?objectId=
LogFile = Job0.log
```







# Setting up scanning of Livelink repositories

This chapter includes the following topics:

- [Setting up remote scanning of Livelink repositories](#)
- [Supported Livelink scanner targets](#)
- [Creating an ODBC data source for SQL Server](#)
- [Installing Livelink scanners](#)
- [Starting Livelink scans](#)
- [Configuration options for Livelink scanners](#)
- [Example configuration for scanning a Livelink database](#)

## Setting up remote scanning of Livelink repositories

The Livelink scanner can scan a Livelink database.

To set up scanning of Livelink repositories, complete the following process:

**Table 71-1**      Setting up a Livelink scanner

| Step | Action                                                                    | Description                                                              |
|------|---------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1    | Verify that your Livelink repository is on the list of supported targets. | See “ <a href="#">Supported Livelink scanner targets</a> ” on page 1292. |



Table 71-1            Setting up a Livelink scanner (continued)

| Step | Action                                                                                                                    | Description                                                                                                                                             |
|------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Create an ODBC data source for SQL Server.<br><br>Install the Livelink scanner.                                           | See <a href="#">“Creating an ODBC data source for SQL Server”</a> on page 1292.<br><br>See <a href="#">“Installing Livelink scanners”</a> on page 1293. |
| 3    | Perform any manual configurations by editing the configuration files and properties files.                                | See <a href="#">“Configuration options for Livelink scanners”</a> on page 1297.                                                                         |
| 4    | On the Enforce Server, add a new Scanner Livelink target.                                                                 | See <a href="#">“Adding a new Network Discover target”</a> on page 1117.                                                                                |
| 5    | Start the Livelink scan.<br><br>Start the scanner on the scanner computer, and also start the scan on the Enforce Server. | See <a href="#">“Starting Livelink scans”</a> on page 1295.                                                                                             |
| 6    | Verify that the scan is running successfully.                                                                             | See <a href="#">“Troubleshooting scanners”</a> on page 1247.                                                                                            |

## Supported Livelink scanner targets

The Livelink scanner supports scanning of Livelink Server 9.x targets.

## Creating an ODBC data source for SQL Server

This procedure assumes that the Livelink database is an SQL Server database. If you have an Oracle Livelink database contact Symantec Data Loss Prevention support for specific instructions.

### To create an ODBC data source for SQL Server

- 1    Go to **Control Panel > Administrative Tools > Data Sources (ODBC)**.
- 2    Click the **System DSN** tab.
- 3    Click **Add**.
- 4    Select **SQL Server**.
- 5    Give it a name (for example, “Livelink”). This name is referenced in the `VontuLiveLinkScanner.cfg` file.
- 6    Click **Next**.



- 7 Select **With SQL Server authentication using a login ID and password entered by the user**.
- 8 Check the option for **Connect to SQL Server** to obtain default settings for additional configuration options and enter the SQL Server credentials.
- 9 Click **Next**. Accept the defaults.
- 10 Click **Next**. Accept the defaults.
- 11 Click **Finish**.

## Installing Livelink scanners

Install the Livelink scanner on a computer that has access to the Livelink database.

### To install a Livelink scanner

- 1 Create an ODBC data source for SQL Server.  
See [“Creating an ODBC data source for SQL Server”](#) on page 1292.
- 2 On the computer that has access to the Livelink database, download the installation file. Download or copy (as binary) the `SymantecDLPScanners_windows_x32_12.0.exe` file to a temporary directory. The file is located in the `DLP_Home\Symantec_DLP_12_Win\Scanners` where `DLP_Home` is the name of the directory in which you unzipped the Symantec Data Loss Prevention software.

- 3 Start the scanner installation program on this computer.

`SymantecDLPScanners_windows_x32_12.0.exe`

---

**Note:** This scanner should only be installed on 32-bit Windows servers.

---

- 4 Confirm the version of the scanner you want to install (32-bit).
- 5 Confirm the license agreement.
- 6 Select **Livelink Scanner**.
- 7 Select the installation Destination Directory, the folder where you want the Livelink Scanner to be installed.

The default is `c:\Program Files\LivelinkScanner\`.

Click **Next**.



- 8
- Select the Start Menu Folder (shortcut in the **Start** menu).
- The default is **SymantecDLP Livelink Scanner**.
- Click **Next**.
- 9
- Enter the following connection information for the Network Discover Server:
- Discover Host (IP or host name of the Network Discover Server)

■ Discover Port
- Click **Next**.
- 10
- Enter the following Livelink configuration values for the scanner:
- LiveLink Host**

The host name or IP address of the Livelink server.

**LiveLink Port**

The HTTP port of the Livelink server.

**LiveLink User Name**

The user name to use when you scan.

**LiveLink Password**

The password to use when you scan.

Encrypt this password.

See [“Encrypting passwords in configuration files”](#) on page 1127.

**LiveLink Connection Name**

The Livelink API connection name. This name is the `dbconnection` in the `opentext.ini` file on the Livelink server.

**LiveLink API Port**

This port should be 2099 unless it has been changed in the `opentext.ini` file on the Livelink server. The default is 2099.

**ODBC DSN**

The name of the ODBC data source on the computer running the Livelink scanner.

**SQL User Name**

User name to use to connect to the ODBC data source.

**SQL Password**

Password to use to connect to the ODBC data source.

Encrypt this password.

See [“Encrypting passwords in configuration files”](#) on page 1127.
- Click **Next**.
- 11
- The scanner installs.
- 12
- Select the Startup Mode.



While you initially test or verify that the scanner runs successfully, do not select either of these options, but start the scanner manually.

You can select one (or none) of the following options:

- Install as a service on a Windows system.
- Start after installation.

The default is to start the scanner manually.

- 13 The Livelink scanner installation is complete on the scanner computer.
- 14 Perform any manual configurations by editing the configuration files and properties files.  
  
See [“Configuration options for Livelink scanners”](#) on page 1297.  
See [“Scanner installation directory structure”](#) on page 1249.  
See [“Scanner configuration files”](#) on page 1251.

- 15 Copy the following files from the Livelink installation to the `\LivelinkScanner\scanner` folder:
  - `LAPI_ATTRIBUTES.dll`
  - `LAPI_BASE.dll`
  - `LAPI_DOCUMENTS.dll`
  - `LAPI_USERS.dll`
  - `LLKERNEL.dll`
- 16 Create an ODBC data source for the database instance that Livelink uses. This data source is referenced in the `VontuLivelinkScanner.cfg` file.  
  
See [“Creating an ODBC data source for SQL Server”](#) on page 1292.
- 17 On the Enforce Server, create a New Target for the scanner Livelink type.
- 18 Start the scan on both the scanner computer and the Enforce Server.  
  
See [“Starting Livelink scans”](#) on page 1295.

## Starting Livelink scans

Make sure that the scanner is installed and configured on the target computer, and a new target is added on the Enforce Server.

See [“Installing Livelink scanners”](#) on page 1293.

Then, you can start the scan.



The procedures are different for each of the following scenarios:

- One scanner per target (first procedure).
- Multiple scanners for one target (second procedure).

**To start a Livelink scan with one scanner for one target**

- 1 Log on to the Enforce Server.  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 2 Select the scan target from the target list, then click the Start icon.
- 3 On the scanner computer, start the Livelink scanner.  
Click **Start > Vontu Livelink Scanner > Vontu Livelink Scanner Console**.
- 4 The scanner starts the process of scanning data.  
See [“How Network Discover scanners work”](#) on page 1246.
- 5 If the scan does not progress normally, you can troubleshoot it.  
See [“Troubleshooting scanners”](#) on page 1247.
- 6 Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.

**To start a Livelink scan with multiple scanners for one target**

- 1 On each of the scanner computers, start the Livelink scanner.  
Click **Start > Vontu Livelink Scanner > Vontu Livelink Scanner Console**.  
Make sure that each of the scanners has started, and has posted information.  
Check the `outgoing` folder on each of the computers.  
See [“Scanner installation directory structure”](#) on page 1249.
- 2 Log on to the Enforce Server.  
Go to **Manage > Discover Scanning > Discover Targets** to navigate to the list of targets.
- 3 Select the scan target from the target list, then click the Start icon.
- 4 The scanner starts the process of scanning data.  
See [“How Network Discover scanners work”](#) on page 1246.
- 5 If the scan does not progress normally, you can troubleshoot it.  
See [“Troubleshooting scanners”](#) on page 1247.
- 6 Stop and restart the scanner whenever you make changes to the configuration file. To stop the scanner, type the control-C character in the console window.



# Configuration options for Livelink scanners

[Table 71-2](#) provides an explanation of the `VontuLiveLinkScanner.cfg` file.

**Table 71-2** Parameters in the `VontuLiveLinkScanner.cfg` file

| Type         | Parameter                     | Description                                                                                                                                                                                                             |
|--------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connectivity | <code>OpenTextServer</code>   | The host name or IP address of the Livelink server.                                                                                                                                                                     |
| Connectivity | <code>OpenTextPort</code>     | The HTTP port of the Livelink server.                                                                                                                                                                                   |
| Connectivity | <code>OpenTextUsername</code> | The user name to use when you scan.                                                                                                                                                                                     |
| Connectivity | <code>OpenTextPassword</code> | The password to use when you scan. Encrypt this password.<br><a href="#">See “Encrypting passwords in configuration files” on page 1127.</a>                                                                            |
| Connectivity | <code>LLConnection</code>     | The Livelink API connection name. This parameter is the name of the <code>dbconnection</code> in the <code>opentext.ini</code> file on the Livelink server.                                                             |
| Connectivity | <code>LLApiPort</code>        | This value should be 2099 unless it has been changed in the <code>opentext.ini</code> file on the Livelink server.                                                                                                      |
| Connectivity | <code>DSN</code>              | The name of the ODBC data source on the computer that runs the Livelink scanner.                                                                                                                                        |
| Connectivity | <code>SQLUserName</code>      | User name to use to connect to the ODBC data source.                                                                                                                                                                    |
| Connectivity | <code>SQLPassWord</code>      | Password to use to connect to the ODBC data source. Encrypt this password.<br><a href="#">See “Encrypting passwords in configuration files” on page 1127.</a>                                                           |
| Throttling   | <code>BatchSize</code>        | The number of files that are aggregated before they are imported into each XML file that is sent to Network Discover.<br><a href="#">See “Optimizing resources with Network Discover scan throttling” on page 1134.</a> |



## Example configuration for scanning a Livelink database

Scan everything in the Livelink database.

The configuration is in the file `VontuLiveLinkScanner.cfg`.

See [“Configuration options for Livelink scanners”](#) on page 1297.

```
//#####
//# Jobs
//#####
[JOBS]
Number=1
0=Job0
[Job0]
OpenTextServer=mydatabase-livelink.test.lab
OpenTextPort=80
OpenTextUsername=Admin
OpenTextPassword=livelink
LLConnection=LivelinkDB
LLApiPort=2099
DSN=livelink
SQLUserName=lldbuser
SQLPassWord=livelink
```



# Setting up Web Services for custom scan targets

This chapter includes the following topics:

- [Setting up Web Services for custom scan targets](#)
- [About setting up the Web Services Definition Language \(WSDL\)](#)
- [Example of a Web Services Java client](#)
- [Sample Java code for the Web Services example](#)

## Setting up Web Services for custom scan targets

The Web Services target type enables customers to write custom scanners. These custom scanners send content and metadata to Network Discover as Simple Object Access Protocol (SOAP) requests. The Network Discover Server becomes a Web Service host.

See [“About setting up the Web Services Definition Language \(WSDL\)”](#) on page 1300.

An example of a Java SOAP client is available.

See [“Example of a Web Services Java client”](#) on page 1300.

To set up custom Web Services for Network Discover, complete the following process:

**Table 72-1**      Setting up a custom scan target

| Step | Action                          | Description                                                              |
|------|---------------------------------|--------------------------------------------------------------------------|
| 1    | Add a Web Services target type. | See <a href="#">“Adding a new Network Discover target”</a> on page 1117. |



Table 72-1      Setting up a custom scan target *(continued)*

| Step | Action                                                                                    | Description                                                                                                                                                                                                                   |
|------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2    | Start the scan.                                                                           | Select the scan target from the target list, then click the Start icon.<br><br>See <a href="#">“Managing Network Discover target scans”</a> on page 1139.                                                                     |
| 3    | Save and modify the WSDL, and a create a client (such as a Java client), or SOAP request. | See <a href="#">“About setting up the Web Services Definition Language (WSDL)”</a> on page 1300.<br><br>An example Java client is available.<br><br>See <a href="#">“Example of a Web Services Java client”</a> on page 1300. |
| 4    | Run the client, and verify the results.                                                   | See <a href="#">“Example of a Web Services Java client”</a> on page 1300.                                                                                                                                                     |

## About setting up the Web Services Definition Language (WSDL)

The concrete Web Service Definition Language (WSDL) can be downloaded from the following URL when a Web Services target is running. The following port is the default. Enter the location of your Network Discover Server and port number.

```
http://discover_server:8090/?wsdl
```

See the online Help for a Web Services sample WSDL and for a Web Services sample SOAP request.

## Example of a Web Services Java client

The following procedure and code provide an example of Web Services. This example sends content and metadata of all the files in a folder to the Network Discover Server.



**To create and run a Web Services Java client**

- 1** Log into the Enforce Server and create a Network Discover Web Services target type.  
See [“Adding a new Network Discover target”](#) on page 1117.  
Use the default settings. Note the scanner port number; the default is 8090.
- 2** Start the scan.
- 3** Browse to the following URL:  

```
http://discover_server:8090/?wsdl
```

  
Save the page as a WSDL file named `DiscoverSOAPTarget.wsdl` in a folder (for example `sample_folder`).  
  
Edit the URL to replace port number 8090 if the scanner port number is different in step 1.
- 4** Install the Java Development Kit (JDK), if it is not available on your system.
- 5** Set the Java home to the folder where you installed the JDK.  

```
JAVA_HOME=jdk_install_dir
```
- 6** Install Apache CXF, an open source service framework.  
See <http://cxf.apache.org/>
- 7** Transform the WSDL to Java code.  

```
apache-cxf-installdir\bin\wsdl2java
-client sample_folder\DiscoverSOAPTarget.wsdl
```

  
Java source files are automatically created under packages `com.vontu.discover` and `com.vontu.wsdl.discoversoaptarget`.
- 8** Edit a file named `DiscoverSOAPClient.java` in the `sample_folder` and insert the Java code. Place the new code at the beginning of this file. Change the constants as needed.  
See [“Sample Java code for the Web Services example”](#) on page 1302.
- 9** Compile the Java code with the following command:  

```
javac DiscoverSOAPClient.java
```



**10** Run the program using the following command:

```
java DiscoverSOAPClient
```

**11** On the Enforce Server, verify that the expected number of items are reported for the Network Discover target that is created in step [1](#).

## Sample Java code for the Web Services example

Enter the following source code at the beginning of the file named `DiscoverSOAPClient.java`.

See [“Example of a Web Services Java client”](#) on page 1300.

```
import javax.xml.datatype.DatatypeFactory;
import javax.xml.namespace.QName;
import java.io.ByteArrayOutputStream;
import java.io.File;
import java.io.FileInputStream;
import java.net.URL;
import java.util.Date;

import com.vontu.discover.ComponentContentType;
import com.vontu.discover.ComponentType;
import com.vontu.discover.DocumentType;
import com.vontu.discover.ProcessDocumentsType;
import com.vontu.wsdl.discoversoaptarget.DiscoverSOAPTargetPortType;
import com.vontu.wsdl.discoversoaptarget.DiscoverSOAPTargetService;
import com.sun.org.apache.xerces.internal.impl.dv.util.Base6

public class DiscoverSOAPClient

{
 private static final QName SERVICE_NAME = new QName(
 "http://www.vontu.com/wsdl/DiscoverSOAPTarget.wsdl",
 "DiscoverSOAPTarget_Service");
 private static final String OWNER = "DiscoverSOAPClient";
 private static final String BODY = "This is the body";
 private static final String TYPE = "Text";
 private static final String ENCODING = "base64";

 //Change this value according to your needs
 private static final String TEST_FOLDER_NAME = "c:\\temp\\data";
```



```
//Change this based on your discover host name and scanner port
private static final String WSDL_PATH =
 "http://localhost:8090/?wsdl";

public static void main(String []args)
{
 try
 {
 URL wsdl = new URL(WSDL_PATH);
 File folder = new File(TEST_FOLDER_NAME);
 DiscoverSOAPTargetService service =
 new DiscoverSOAPTargetService(wsdl, SERVICE_NAME);
 DiscoverSOAPTargetPortType client = service.getDiscoverPort();
 for(File file : folder.listFiles())
 {
 if(file.isDirectory())
 {
 //only files in the test folder are sent to Discover
 continue;
 }
 System.out.println(file);
 ProcessDocumentsType processDocumentsType =
 new ProcessDocumentsType();
 DocumentType documentType = new DocumentType();
 processDocumentsType.getDocument().add(documentType);
 documentType.setOwner(OWNER);
 documentType.setURI(file.toString());
 GregorianCalendar time = new GregorianCalendar();
 time.setTime(new Date(file.lastModified()));
 documentType.setLastModifiedDate(
 DatatypeFactory.newInstance().
 newXMLGregorianCalendar(time));
 documentType.setLastModifiedDate(
 DatatypeFactory.newInstance().
 newXMLGregorianCalendar(time));

 //create a component
 ComponentType body = new ComponentType();
 documentType.setComponent(body);
 body.setName(file.getName());

 //add body
 ComponentContentType bodyContent =
```



```

 new ComponentContentType();
 body.setComponentContent(bodyContent);
bodyContent.setType(TYPE);
bodyContent.setContent(BODY);

ComponentType attachment = new ComponentType();
body.getComponent().add(attachment);
attachment.setName(file.getName());

//add some content to the component
ComponentContentType attachmentContent =
 new ComponentContentType();
attachment.setComponentContent(attachmentContent);
attachmentContent.setType(ENCODING);

ByteArrayOutputStream bytes =
 new ByteArrayOutputStream();
FileInputStream in = new FileInputStream(file);
byte[] buf = new byte[1024];

for(;;)
{
 int len = in.read(buf);
 if(len == -1)
 {
 break;
 }
 bytes.write(buf,0,len);
}

attachmentContent.setContent(
 Base64.encode(bytes.toByteArray()));

//make the SOAP call
client.processDocuments(processDocumentsType);
}

} catch(Exception e)
{
}
}
}

```



# Discovering and preventing data loss on endpoint computers

- [Chapter 73. Using Endpoint Discover and Endpoint Prevent](#)
- [Chapter 74. Implementing Endpoint Discover](#)
- [Chapter 75. Implementing Endpoint Prevent](#)
- [Chapter 76. Working with agent configurations](#)
- [Chapter 77. Working with Endpoint FlexResponse](#)
- [Chapter 78. Implementing Symantec DLP Agents](#)
- [Chapter 79. Managing Symantec DLP Agents](#)
- [Chapter 80. About application monitoring](#)
- [Chapter 81. Using Endpoint Server tools](#)







# Using Endpoint Discover and Endpoint Prevent

This chapter includes the following topics:

- [About Endpoint Discover and Endpoint Prevent](#)
- [About Endpoint Prevent monitoring](#)
- [About Endpoint Discover monitoring](#)
- [About policies for endpoints](#)
- [About policy creation for Endpoint Prevent](#)
- [About rules results caching \(RRC\)](#)
- [About Endpoint reports](#)

## About Endpoint Discover and Endpoint Prevent

Endpoint Discover and Endpoint Prevent are related products that operate directly on an endpoint computer. Endpoint Prevent can also be used to protect sensitive data on supported virtual desktops. Endpoint Discover and Endpoint Prevent both apply Data Loss Prevention policies to protect your sensitive or at-risk data. Sensitive or at-risk data can include credit card numbers or names, addresses, identification numbers. The type of data that can be considered sensitive is unlimited. You must define the type of sensitive information through a series of policies.

See [“Workflow for implementing policies”](#) on page 337.

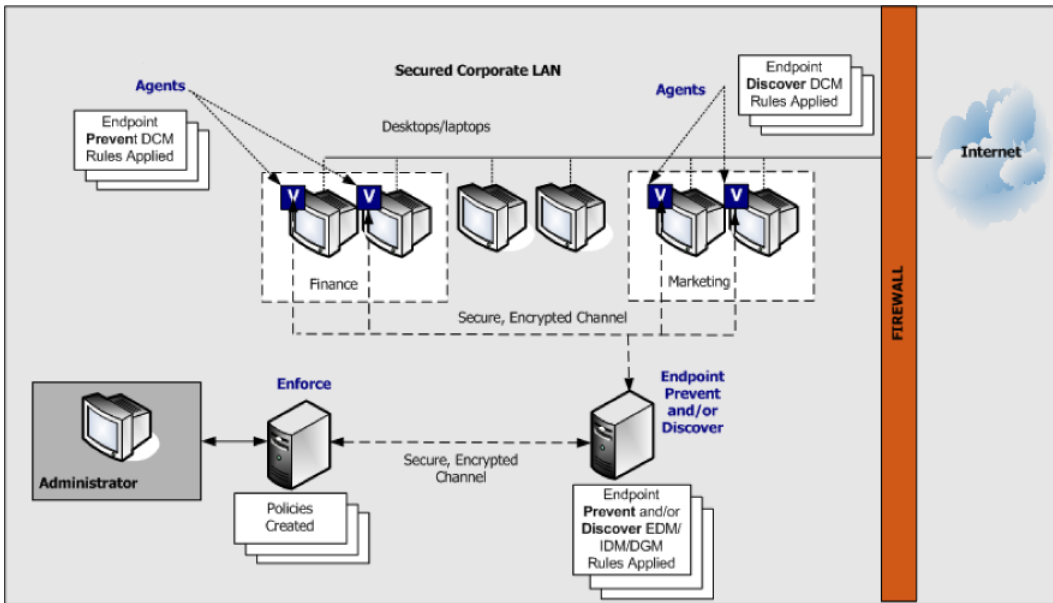
Endpoint Discover scans endpoint computers to find the information that you have defined as at risk or sensitive. Endpoint Prevent stops sensitive data from



moving off endpoint computers and supported virtual desktops. For example, Endpoint Prevent stops a file that contains credit card numbers from being transferred to eSATA, USB, or FireWire connected media. Endpoint Prevent also stops sensitive files from being transferred to network shares using Windows Explorer. Endpoint Discover, however, examines the local fixed drives of an endpoint computer and locates every file that contains those credit card numbers that match a policy. Both of these products are configured to recognize files which contain sensitive data and protect that data.

Endpoint Discover and Prevent are deployed using Symantec Data Loss Prevention agents and Endpoint Servers.

**Figure 73-1** Secured Corporate LAN



## How Endpoint Discover works

Endpoint Discover lets you examine a local drive in your organization for any data that is a potential risk. Endpoint Discover notifies you when it finds a file that violates your policies and it identifies where the file is located on the endpoint system. Endpoint Discover can scan any local drive that is connected to the endpoint computer. It cannot scan CD/DVD drives or removable media devices such as eSATA drives, USB flash drives, or SD cards.

See [“About Endpoint Discover monitoring”](#) on page 1317.



## How Endpoint Prevent works

Endpoint Prevent policies are associated with policy groups that examine different routes out of your endpoint computer or supported virtual desktop. The Endpoint Server either pushes policies to Symantec DLP Agents or applies policies directly to files that are sent from the Symantec DLP Agents. Depending on the type of policy that you create, the policy is applied either by the Symantec DLP Agents directly or by the Endpoint Server. When Symantec DLP Agents or Endpoint Servers detect an activity that violates a policy rule, an incident is generated. The incident appears in the endpoint incident list which lets you view the incident details as well as remediate the incident.

---

**Note:** Policy groups that are assigned to an Endpoint Server apply equally to all connected agents.

---

Endpoint Prevent can detect violations at the endpoint in a variety of ways including:

- Application Monitoring
- CD/DVD events
- Clipboard events
- eSATA events (writing to eSATA removable drives)
- Network events (HTTP/HTTPS, instant messaging , Email, FTP)
- Network share events (copying or saving sensitive files to a network share using Windows Explorer)
- Print/Fax events
- USB events (flash cards, SD cards)

See [“About Endpoint Prevent monitoring”](#) on page 1311.

See [“About the Symantec DLP Agent”](#) on page 1311.

See [“Workflow for implementing policies”](#) on page 337.

## About virtual desktop support with Endpoint Prevent

Endpoint Prevent can be used to monitor virtual desktops and prevent remote users from copying sensitive data that is accessible through a virtual desktop. A Symantec DLP Agent can be installed in each virtual desktop. By running a DLP Agent in the virtual host, you can prevent a user from copying confidential data that is accessible from the hosted virtual desktop to a remote computer or device that may not be secure. The Symantec DLP Agent can be configured to monitor



storage volumes, print and fax requests, clipboards, and network activity on the virtual desktop.

Endpoint Prevent can monitor virtual desktops hosted by any of the following virtualization software:

- Microsoft Hyper-V virtualization server
- Microsoft Remote Desktop Services
- VMware View virtualization server

Endpoint Prevent can also be used to monitor virtual Windows desktops and Windows applications that are hosted through Citrix XenDesktop and Citrix XenApp/Application servers. Symantec supports deploying the Symantec DLP Agent software directly on Citrix XenApp/Application servers or Citrix XenDesktop virtual machines to prevent clients from extracting confidential data from Citrix published applications or desktops to the client computer. Symantec Data Loss Prevention provides this functionality by monitoring volumes, print/fax requests, clipboards, and network activity on the Citrix server to detect when confidential data would be sent to a client computer. A Symantec DLP Agent does not need to be installed on each individual Citrix client to support this functionality. A single Symantec DLP Agent monitors all of the Citrix clients. All Citrix clients that are protected by the agent monitor need to have a valid Endpoint Prevent license. The license is required whether a Symantec DLP Agent is installed on the client or not.

---

**Note:** All incidents that are generated on Citrix drives by the Symantec DLP Agent software appear as Removable Storage Device incidents. In the Enforce Server administration console, you cannot deselect the Removable Storage event for Citrix drives because this event is always monitored by agents that are deployed to Citrix servers.

---

See [“How Endpoint Prevent works”](#) on page 1309.

## About the Endpoint Server

The Endpoint Server connects all of the Symantec DLP Agents that are deployed on your endpoint computers to the Enforce Server. The Endpoint Server also contains the detection policies for Endpoint Discover.

The Endpoint Server connects both Endpoint Discover and Endpoint Prevent.

Depending on your license, not every topic that is discussed in this guide may be applicable to your needs. For example, if you have licensed Endpoint Prevent, then you must configure the Endpoint Server to allow for monitoring and prevent



capabilities. However, if you have only licensed Endpoint Discover, you do not need to configure network capabilities.

See [“About Endpoint Discover and Endpoint Prevent”](#) on page 1307.

## About the Symantec DLP Agent

You deploy the Symantec DLP Agent on each endpoint computer or supported virtual desktop that you want to scan. An Enforce Server controls the Symantec DLP Agent and applies the policies and rules of that Endpoint Server. You cannot make individual changes to the Symantec DLP Agents.

The Symantec DLP Agent contains an encrypted data store, called the Agent Store. It acts as a buffer or holding space for the incidents and files that the Symantec DLP Agent sends to the Endpoint Server. If the Symantec DLP Agent is disconnected from the Endpoint Server, the Agent Store holds the incidents and files until connection is re-established. The Agent Store is limited in size (the default is 5% of disk space). If the maximum size is reached, the Symantec DLP Agent evicts files and incidents from the Agent Store. Eviction policies target the oldest files first, and then the oldest incidents. Files are targeted first because the file may or may not contain the sensitive data that the Endpoint Server must analyze. However, an incident is a direct violation of policies and a record of that violation must be retained if at all possible.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information about the endpoint computer operating systems on which you can install the Symantec DLP Agent.

See [“About preinstallation steps for Symantec DLP Agents”](#) on page 1369.

## About Endpoint Prevent monitoring

You can perform many different types of monitoring with Endpoint Prevent. Taken together, the different types of monitoring create the Endpoint Prevent product. The following table provides references to the types of monitoring you can perform.

**Table 73-1** Endpoint Prevent Monitoring

| Type of Monitoring                                 |
|----------------------------------------------------|
| <a href="#">About removable storage monitoring</a> |
| <a href="#">About Endpoint network monitoring</a>  |
| <a href="#">About CD/DVD monitoring</a>            |



**Table 73-1** Endpoint Prevent Monitoring *(continued)*

| Type of Monitoring                             |
|------------------------------------------------|
| <a href="#">About print/fax monitoring</a>     |
| <a href="#">About network share monitoring</a> |
| <a href="#">About clipboard monitoring</a>     |
| <a href="#">About application monitoring</a>   |

Endpoint Prevent monitors the activity on an endpoint computer regardless if it is connected to an Endpoint Server. If an endpoint computer is disconnected from the network and cannot connect to an Endpoint Server, Endpoint Prevent continues to monitor the endpoint computer. All incidents are stored in the Agent Store until the computer is re-connected to the Endpoint Server. If the Agent Store exceeds the specified size limit, older files are ejected until the size limits are reached. Endpoint Prevent does not stop monitoring the endpoint computer.

See [“About the Symantec DLP Agent”](#) on page 1311.

## About removable storage monitoring

Endpoint Prevent lets you block data transferring from your hard drive to a removable media device. Removable media includes the following devices:

- Compact flash card
- eSATA removable drives
- FireWire connected device
- SD card
- USB flash drive

When the Symantec DLP Agent detects that a violation has occurred, the data is not transferred. An incident is created and sent to the Endpoint Server. When a violation occurs, the Symantec DLP Agent displays a pop-up notification to the user that informs the user that the violation has occurred. The notification also requires a justification for the file transfer. This justification appears in the incident snapshot.

See [“Setting report preferences”](#) on page 937.

For example, User 1 copies a Microsoft Word file that contains medical records from an endpoint computer to a USB flash drive. The Symantec DLP Agent blocks this file from being transferred to the flash drive. When the file is blocked, a pop-up notification appears on the user’s screen, stating that the file transfer is



in violation of a specific policy. The pop-up notification also contains a justification component that allows the users to justify moving the file to the flash drive. The justification that the user enters into the pop-up window is visible on the incident snapshot for this incident.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

## About CD/DVD monitoring

CD/DVD monitoring is compatible with all major CD/DVD burning applications that run on Windows Server 2003, XP, Vista, and Windows 7 32- and 64-bit operating systems.

Endpoint CD/DVD monitoring is designed to monitor specific file types. Performance filters are available in the agent configuration section. Use them to specify the file types that Endpoint Prevent monitors. You can also control the effect of the monitoring on the CD/DVD burning application.

To enable CD/DVD protection, you must select the CD/DVD toggle in the **Agent Monitoring** tab of the Endpoint Server configuration page. You can also create a policy for the files that are copied to a CD/DVD burner. Create a Protocol or Endpoint Destination rule with the CD/DVD as the destination. You must specify the content criteria for the policy. Policies can be created using AND/OR Boolean conditions. Specify the content criteria only using the AND condition in the policy builder.

For example, you want to create a policy that prevents files with the keyword Farallon from being burned to a DVD. Your DVD burning application is Roxio 9. Create a blank policy with a protocol or a device type rule. Select the CD/DVD device type and also match a Content Matches Keyword rule. Enter Farallon as the keyword. Finish creating the rule with an Endpoint Block response rule. After you save the policy, the Symantec DLP Agent blocks any file that contains the keyword Farallon from being burned to a DVD.

By selecting the CD/DVD device type, you have specified that the policy affects only files burned to a CD/DVD. Endpoint hard drives and USB connected media are not affected. By combining the device type and keyword match rules, you guarantee that Symantec DLP Agents block only files with the specified keyword. The agents do not block all of the files that are sent to the CD/DVD application. If you create the CD/DVD block rule without the conjoined keyword rule, the policy blocks every file that is sent to the burning application. Or, it would block the files that contain the keyword at the endpoint hard drive and USB connected media as well.



---

**Note:** Depending on the CD/DVD burning application you use, a file that contains confidential information is blocked or redacted. The redacted file contains no sensitive data. If the redacted file is written to the disk, that specific CD or DVD cannot be reused.

---

---

**Note:** Small files of less than 64 bytes are not detected when read by CD/DVD monitoring. Files over 64 bytes in size are detected normally.

---

See [“About policies for endpoints”](#) on page 1319.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

## About print/fax monitoring

Endpoint Prevent lets you monitor and prevent sensitive information from being either printed or faxed to a recipient. In Microsoft Windows, the mechanism for printing and faxing information is identical; therefore, the Endpoint Prevent mechanism is also identical.

Files are sent to the printer or the fax machine in pages and each page is then printed or faxed. Endpoint Prevent analyzes each page as it is sent to the printer or the fax machine. This means that some initial pages of the file may be printed or faxed if a violation is found in the middle of the file. For example, a user sends a 10-page document to a printer. The file is sent, page by page, to the printer. Endpoint Prevent finds a violation on page three and stops the file from being printed at that point. Pages one and two have already printed. Pages three through ten are not printed. Endpoint Prevent sends an incident to the Endpoint Server containing file information and the matching text.

---

**Note:** Endpoint Prevent does not monitor the text in the cover page of a fax.

---

The incident snapshot contains information regarding which endpoint computer sent the violating file, the violating file, and the printer name and the printer type. The printer type is a locally connected printer, a shared printer, or a network printer, or the **Print to file** option has been selected.

See [“Setting report preferences”](#) on page 937.

See [“About Endpoint Prevent monitoring”](#) on page 1311.



## About clipboard monitoring

Endpoint Prevent stops users from copying and pasting sensitive data from one application to another by the Windows Clipboard. Endpoint Prevent only works on the Windows Clipboard and cannot prevent the Clipboard from transferring sensitive data between the same application.

For example, if a user copies sensitive information from a Word document and paste it in an IM message, Endpoint Prevent blocks the transfer. The blocking occurs because copy and paste functions use the Windows Clipboard. The user receives a pop-up notification that states the reason why the transfer was blocked. In the Endpoint Report, the incident snapshot contains an incident and the text of the information pasted into the email message. Incidents are created at the time of the cut or copy action, not at the paste action.

See [“Setting report preferences”](#) on page 937.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

## About application monitoring

Application monitoring lets you monitor third-party applications for IM, email, or HTTP/S clients. By default, Symantec Data Loss Prevention only monitors first-party applications such as AIM, Microsoft Outlook, or Mozilla Firefox. Examples of third-party applications include Skype, Mozilla Thunderbird, or Google Chrome. Any application that is not specifically monitored by Symantec Data Loss Prevention must be added to the Application Monitoring page before Symantec Data Loss Prevention can begin monitoring. For example, if your company uses Mozilla Thunderbird, you must add Thunderbird to the Application Monitoring page. You need to add the application because Mozilla Thunderbird is not monitored by default. After Mozilla Thunderbird is added, Symantec Data Loss Prevention monitors the application as it sends email messages through the network.

Additionally, you can configure global changes to default applications. You can associate blacklist or whitelist metadata to network monitoring, CD/DVD applications, and the applications that use print/fax or Clipboard functions. You can also specify if you do not want Symantec Data Loss Prevention to monitor applications for network, print/fax, Clipboard, or file system activities. For example, you may want to exclude Clipboard activities on Microsoft Outlook. You would edit the settings for Microsoft Outlook to exclude Clipboard activity on the application fingerprinting page. The applications on this page are only the applications that you want to modify for network, print/fax, Clipboard, or file system monitoring.

See [“About application monitoring”](#) on page 1401.



## About network share monitoring

Network share monitoring lets you prevent sensitive files from transferring between a network share and an endpoint.

For example, you have a local drive labeled c: drive. You also have a remote network share labeled g: drive. You can create a policy that blocks sensitive data from being copied from the c: drive to the g: drive. You can also prevent sensitive data transferring from the g: drive to the c: drive. Any Endpoint response rule is applicable to network share monitoring. For network share monitoring, Endpoint Protect only prevents sensitive data that transfers directly through Windows Explorer. Other types of network share access are not monitored. Other types of network share access include: FTP transfers, third-party applications, or copy/paste applications. These other types of network file share access are monitored by other detection features of Symantec Data Loss Prevention.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

## About Endpoint network monitoring

Endpoint Prevent lets you monitor or block various types of network events. These events include the following:

- HTTP/HTTPS
- Email/SMTP
- FTP
- IM

Endpoint Prevent lets you block network violations regardless of whether the endpoint is connected to the corporate network or not. For example, a user takes a laptop out of the office and accesses a wireless Internet connection in a coffee shop. The Symantec DLP Agent can still detect, remove, or block any file, text, or email from transferring over the unsecured network. Incidents that are generated when the endpoint is not connected to the Endpoint Server are stored in a temporary database. The incidents remain in the database until the connection is re-established. After the connection to the Endpoint Server is re-established, the incidents are sent to the Endpoint Server.

Symantec DLP Agents can monitor HTTP or HTTPS Web pages and applications. For example, it can monitor and prevent sensitive information from transferring through Microsoft Internet Explorer, Mozilla Firefox, or any other HTTP application. HTTPS monitoring lets you monitor or prevent any files from being transferred through an encrypted HTTPS site accessible through Internet Explorer or Firefox Web browsers. HTTP and HTTPS prevention also allow blocking of



email messages and attachments from being transferred through Web email applications. Incidents include destination IP, URL, and message information.

Endpoint Prevent monitors the most common email applications, Microsoft Outlook, and Lotus Notes. It can monitor and prevent any information transferring from these applications regardless of the email protocol. Attachments as well as content in the subject, body, and footer of the message are analyzed. Incidents include information about the sender, recipient, and the email message.

FTP monitoring prevents files from transferring to an outside file repository over the FTP protocol. For example, a user attempts to send a file that violates a policy to a remote file repository using the FTP application Mozilla Filezilla. Endpoint Prevent prevents the file from transferring to the FTP location. An incident is created for the violation and appears in the Endpoint reporting section of the Enforce Server. The incident snapshot contains information about which users attempted to send the file through FTP. It displays the violating file as well as the IP address of the destination FTP server.

Instant messaging applications such as AIM, MSN, and Yahoo Messenger are monitored. IM monitoring analyzes outgoing messages both on an individual message basis as well as on a session basis. For example, if a user opens a chat session with another person through IM. Endpoint Prevent analyzes each message that the user sends for sensitive information. Each of these messages is analyzed individually. At the same time, Endpoint Prevent analyzes the entire conversation for the sensitive information that may not be apparent from the individual messages. IM messages and files can also be blocked. An IM incident contains information regarding sender, recipient, and the content of the session.

---

**Note:** Some network types do not match on the file name monitoring condition. These network events do not contain file names and so cannot match on this condition. The network monitoring types that cannot match the file name condition include HTTP/HTTPS, IM message body and text, and Outlook message body and text.

---

All incidents are reported under the Endpoint Prevent in the Reports section.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

## About Endpoint Discover monitoring

Endpoint Discover scans the local drive of endpoint computers to find any currently existing files that violate your policies. Endpoint Discover scans all local drives on your endpoint computers. For example, if your computer has two physical local drives installed, Endpoint Discover scans both local drives for any files that



violate your policies. Endpoint Discover does not scan those drives that are mounted through a network or removable media such as eSATA drives, flash drives, or SD cards.

The Symantec DLP Agent can only perform DCM scans locally for Endpoint Discover. For all other types of scans, the Symantec DLP Agent sends the text of the files to the Endpoint Server for analysis. This design means that EDM and IDM detection must be done on the Endpoint Server.

For example, you set up an Endpoint Discover scan to examine all of the local drives of all of your endpoint computers. The policy that is associated with the scan contains DCM content (keywords) as well as IDM components (credit card numbers). As the Endpoint Discover examines the local drive, it automatically analyzes each file for the keywords. If it detects a file that potentially matches the indexed list of credit card numbers, it sends the file to the Endpoint Server for analysis.

To start or stop a scan that is configured for a single Endpoint Server, the Symantec DLP Agent must be connected to the Endpoint Server. If the Symantec DLP Agent is not connected to the Endpoint Server, the scan starts when it reconnects to the Endpoint Server. A scan is only complete when all of the endpoint computers have completed the scan. If one endpoint computer is disconnected from the Endpoint Server, the scan cannot complete until that endpoint computer reconnects. If an endpoint computer is disconnected after a scan has started, the endpoint computer continues the scan after it reconnects to the Endpoint Server. If the endpoint computer remains disconnected and exceeds a configured timeout period, the scan reports a timeout status.

An Endpoint Discover scan can be configured to include multiple Endpoint Servers. This feature lets you create one Endpoint Discover scan that includes a primary Endpoint Server and any backup Endpoint Servers that might be configured. Scans that include backup Endpoint Servers allow DLP Agents to be scanned if they connect to a backup Endpoint Server during an active scan. The ability to scan a Symantec DLP Agent when it connects to a backup Endpoint Server improves the ability of a scan to successfully complete. It also improves the performance of Endpoint Discover in a load-balanced environment.

All incidents are stored in the Agent Store until the computer is reconnected to the Endpoint Server. If the Agent Store exceeds the specified size limit, the scan waits until the Agent Store size is reduced. The scan waits until the endpoint computer reconnects to the Endpoint Server and the Agent Store is cleared.

See [“About the Symantec DLP Agent”](#) on page 1311.

By default, the Symantec DLP Agent scans most of the files on the endpoint computer while the computer is active. Any file that requires a large amount of bandwidth to scan is not scanned until the endpoint computer is idle. By waiting



until the endpoint computer is idle, the Symantec DLP Agent uses less CPU bandwidth while users are active on the computer. You can configure how the Symantec DLP Agent defines the endpoint computer as idle. You can configure the Symantec DLP Agent so that it does not scan the endpoint computer at all while the computer is active.

See [“Advanced agent settings”](#) on page 247.

Incidents that are created for Endpoint Discover violations appear under the Discover tab of the Incidents section. Incidents are marked with an Endpoint-specific icon. You cannot automatically remediate Endpoint Discover incidents. You must manually remediate the incidents.

See [“About Endpoint reports”](#) on page 1325.

## About targeted Endpoint Discover scans

You can target all of the endpoint computers that are connected to the Endpoint Servers that are defined in an Endpoint Discover scan. You can also target individual endpoint computers. You can also configure a set of filters for an Endpoint Discover scan to specify which individual Symantec DLP Agents should be scanned. When the Endpoint Server begins the scan, the scan information is distributed to all of the associated Symantec DLP Agents. The Symantec DLP Agents analyze the scan with the scan filters.

If a Symantec DLP Agent is excluded from the scan it sends a “Not participating” status to the Endpoint Server.

There can be only one Endpoint Discover scan running on an Endpoint Server at a time. If you exclude Symantec DLP Agents based on the scan filters, those Symantec DLP Agents cannot be scanned until the first scan is complete.

See [“Setting up scanning of an Endpoint Discover target”](#) on page 1330.

## About policies for endpoints

Symantec Data Loss Prevention uses a two-tiered detection architecture to analyze activity on endpoints. It performs detection directly on Symantec DLP Agents or detection occurs on the Endpoint Servers as required. Endpoint Servers can perform all types of detection, such as Exact Data Matching (EDM), Indexed Document Matching (IDM), and Directory Group Matching (DGM). Agents can perform Described Content Matching (DCM) only. Symantec Data Loss Prevention can detect locally on keywords, regular expressions, and data identifiers. It must send input content to the Endpoint Server to detect on exact data fingerprints or indexed document fingerprints.



Two-tiered detection has implications for the kinds of detection rules and response rules you can combine in a policy and use on endpoints. It also has implications for the optimization of system usage and performance of Symantec Data Loss Prevention on endpoints. As you create the policies that apply to endpoints, the following guidelines are recommended.

Do not create a policy that combines a server-side detection rule with an Endpoint Prevent response rule. For example, do not combine an EDM, IDM, or DGM rule with an Endpoint Block or Endpoint Notify response rule. If a server-side detection rule triggers an Endpoint Prevent response rule, Symantec Data Loss Prevention cannot execute the Endpoint Prevent response rule.

When creating an endpoint policy that includes a server-side detection rule, combine that detection rule with an agent-side detection rule in one compound rule. This practice helps Symantec Data Loss Prevention perform detection on the endpoint without sending the content to the Endpoint Server. Symantec Data Loss Prevention saves network bandwidth and improves performance by performing detection on the endpoint.

For example, you can couple an EDM detection rule with a Sender detection rule in one compound rule. In a compound rule, all conditions must be met before Symantec Data Loss Prevention registers a match. Conversely, if one condition is not met, Symantec Data Loss Prevention determines there is no match without having to check the second condition. For example, to register a match the content must meet the first condition AND all other conditions. When you set up the compound rule in this way, the Symantec DLP Agent checks the input content against the agent-side rule first. If there is no match, Symantec Data Loss Prevention does not need to send the content to the Endpoint Server. However, if you create a compound rule that involves a DCM or an EDM policy, the content is still sent to the Endpoint Server.

Before you combine a server-side detection rule (for example, an EDM, IDM, or DGM rule) with an All: Limit Incident Data Retention response rule that retains original files for endpoint incidents, consider the bandwidth implications of retaining original files. When it sends content to an Endpoint Server for analysis, the Symantec DLP Agent sends either text data or binary data according to detection requirements. Whenever possible, Symantec DLP Agents send text to cut down on bandwidth use. By default, Symantec Data Loss Prevention discards original files for endpoint incidents. If a response rule retains original files for endpoint incidents, Symantec DLP Agents must send binary data to the Endpoint Server. In this case, make sure that your network can handle the increased traffic between Symantec DLP Agents and Endpoint Servers without degrading performance.

Combine agent-side detection rules (for example, DCM) with an Endpoint Prevent response rule in the same policy. Symantec Data Loss Prevention can execute an



Endpoint Prevent response rule only when a Symantec DLP Agent detection rule triggers the response.

See [Table 73-2](#) on page 1321.

**Table 73-2** Incompatible detection rules and response rules

| Do not combine these server-based detection rules...                                                                                                                                                                                 | ...with these Endpoint Prevent response rules.                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ Content Matches Exact Data (EDM)</li> <li>■ Content Matches Document Signature (IDM)</li> <li>■ Sender/User Matches Directory (DGM)</li> <li>■ Recipient Matches Directory (DGM)</li> </ul> | <ul style="list-style-type: none"> <li>■ Endpoint: Block</li> <li>■ Endpoint: Notify</li> <li>■ Endpoint: User Cancel</li> </ul> |

## About policy creation for Endpoint Prevent

Policies for Endpoint Prevent differ from Network Prevent policies.

An Endpoint Prevent policy contains a response rule that creates a real-time user interaction. The user interaction either blocks a file transfer or notifies the user of a policy violation. These notifications are then attached to the incident.

Endpoint policies also differ as to where the detection occurs. Detection for IDM, EDM, and DGM policies is performed on the Endpoint Server. Detection for DCM policies is performed directly by the Symantec DLP Agent.

The response rules Block, Notify, and User Cancel are performed only on the Symantec DLP Agent.

Because detection for IDM, EDM, and DGM policies is performed on the Endpoint Server, the detection takes more time and uses more bandwidth. Extra time and bandwidth are required because files are sent to the Endpoint Server for detection. When an agent performs Detection for a DCM policy, it sends only incidents to the Endpoint Server.

See [“About policies for endpoints”](#) on page 1319.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About monitoring policies with response rules for Endpoint Servers

Endpoint-specific response rules include Endpoint Block, Endpoint Notify, Endpoint Quarantine, and User Cancel. Endpoint Block stops the movement of data that violate policies. Endpoint Notify educates the user about the violation that has occurred, but does not block or stop movement of the data. Endpoint



Quarantine moves a file with sensitive information from the local drive to a secure location. Endpoint Quarantine is only applicable for Endpoint Discover. User Cancel lets the endpoint user decide whether or not to allow the data to transfer. All rules create a pop-up display window that contains information about the violated policy. Each rule requests that the user provide a justification for the action. Endpoint Block and Endpoint Notify, and User Cancel are applicable to all Endpoint Prevent detection policies that are performed on the endpoint computer. For example, HTTP/HTTPS, Email/STMP, FTP, CD/DVD, eSATA, Print/Fax, and USB monitoring all use Endpoint Block or Endpoint Notify rules.

The Endpoint Notify and Block and User Cancel response rules are not applicable to:

- Violations that are found through Endpoint Discover
- Violations on local drive monitoring

See [“Workflow for implementing policies”](#) on page 337.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About Endpoint Block

You can create a policy to restrict any data from transferring from the endpoint. For example, you want to stop any text, email, or file that contains the keyword Farallon from transferring from the computer. You can create a keyword match policy with the word Farallon as the violation keyword.

See [“Workflow for implementing policies”](#) on page 337.

You want to ensure that this policy is used across all endpoints. In the response rules section, select **Endpoint Block** as the response rule. This response rule is only applicable to the endpoint. If a file is transferred from the hard drive to a CD/DVD drive, a pop-up notification appears on that specific endpoint. The notification states that the action is in violation of the Farallon keyword policy.

The Endpoint Block response rule prevents the file from being moved. However, you also want to have a record of why the violation occurred. In the response rule, you can create a series of justifications. These justifications allow the endpoint user who committed the violation to explain why the violation occurred. These justifications can include user education, a manager-approved file move, or others.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About Endpoint Notify

You can create a policy and a response rule that educates endpoint users by using the Endpoint Notify response rule. The Endpoint Notify response rule displays a



pop-up message describing the violation and educates the endpoint user on the appropriate policy.

For example, an endpoint user sends an email that contains the word Farallon in the body of the email. Endpoint Notify generates an incident that is sent to the Endpoint Server and displays a pop-up notification on the endpoint. The notification states the policy that was violated and that the endpoint action is now monitored. The endpoint user enters a reason for the violation, accepts the notification, and the email proceeds normally. Endpoint Notify does not prevent data movement, it only notifies users of policy violations. The endpoint user's justification for the violation becomes part of the incident report that is sent to the Enforce Server.

Not all policy groups and policies are applicable with Endpoint response rules. If you try to create a policy with incompatible rules and responses, you will receive an error message. The error states that the policy is incompatible with the Endpoint response rules.

Response rules can distinguish between those incidents that are created on the corporate network and those created off of the corporate network. This condition lets you specify whether the rule operates at all times or only when the endpoint is connected or disconnected from the corporate network.

See [“About policies for endpoints”](#) on page 1319.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About Endpoint User Cancel

You can create a response rule that lets endpoint users decide whether or not to allow sensitive data to transfer from their computers. You can use the User Cancel response rule to educate your endpoint users on proper business policies. For example, if an endpoint user sends sensitive information through email and receives the User Cancel popup notification, they can cancel the data transfer. They are now educated on your company's policies. Additionally, if there is a legitimate need for the endpoint user to transfer sensitive data, they can allow the action. If they allow the action, the data is transferred normally.

In both cases, the Symantec DLP Agent generates an incident that is sent to the Enforce Server.

Endpoint users are only allowed a specific amount of time to decide whether or not to override the policy. If the specified amount of time is exceeded, the policy automatically blocks the data transfer and generates an incident. By default, the time is limited to 60 seconds. That option is applied to all violations of that policy that occur in the following 10 seconds.



If multiple violations of the same policy are blocked, the endpoint user must only enter the justification once. The justification appears in the incident snapshot of the incident. The incident snapshot also contains the action that was taken. The incident snapshot contains one of the following actions:

- User Notified, Action: Allowed
- User notified, Action: Canceled
- User Notified, Action: Timeout Canceled
- User Notified, Action: Timeout Allowed

---

**Note:** You can specify whether or not to allow the default action of a timeout to block the data transfer or allow it.

---

See [“Configuring the Endpoint Prevent: User Cancel action”](#) on page 851.

See [“About policies for endpoints”](#) on page 1319.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About rules results caching (RRC)

Rules results caching (RRC) is a form of pre-detection on the DLP Agent. By caching information about any content that does not match a rule, the DLP Agent can ignore that content. RRC speeds detection because it allows the DLP Agent to only perform detection on new or recently changed content.

Only Described Content Matching (DMC) rule results can be cached in the DLP Agent. Other types of detection, Exact Data Matching (EDM), File Properties Type (FPT), and Indexed Data Matching (IDM) are not applicable to RRC. Additionally, RRC is not applicable to protocol or to group detection rules.

See [“Detecting data loss”](#) on page 339.

Any time that the policies that are associated to the DLP Agent change, the RRC cache is deleted. Previous RRC results are cleared and you must scan all of your content again. However, after the initial scan is complete, subsequent scans are much quicker to complete.

By default, RRC is active. If you do not want RRC, go to the advanced agent settings and set it to Off.



# About Endpoint reports

Use incident reports to track and remediate incidents on your endpoints. Symantec Data Loss Prevention reports an incident when it detects data that matches the detection parameters of a policy rule. Such data may include specific file content, an email sender or recipient, attachment file properties, or many other types of information. Each piece of data that matches detection parameters is called a match, and a single incident may include any number of individual matches.

Reporting for Endpoint Discover is found under the Discover Reporting section. Endpoint Discover incidents are marked to distinguish them from other types of Discover incidents.

Reporting for Endpoint Prevent is found in the **Reports** tab of the Enforce Server.

You can view the following reports:

- Exec. Summary - Endpoint
- Incidents - All
- Incidents - New
- Policy Summary
- Status Summary
- Highest Offenders

If an incident is created that includes user justifications, those justifications are included in the report in the Incident snapshot section. For example, if a violation occurs that requires the user to enter the response `User error`, the incident report includes the text `SPECIAL: User typed response: "User error"`.

If the user selects a pre-generated justification, the justification appears in the report. Justifications appear in the detailed report under the header Justifications.

Justifications and notifications are not compatible with Endpoint Discover, therefore no justifications appear in Endpoint Discover reports.

You can also create customized reports for Endpoint Discover and Prevent. However, if the user is not on the network at the time the justification is entered, the justification section of the incident snapshot remains empty.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

See [“How to implement Endpoint Prevent”](#) on page 1335.

See [“How to implement Endpoint Discover”](#) on page 1327.







# Implementing Endpoint Discover

This chapter includes the following topics:

- [How to implement Endpoint Discover](#)

## How to implement Endpoint Discover

To implement Endpoint Discover, you must follow a specific set of tasks. These tasks are similar to Network Discover, but not identical. Complete the following configuration tasks:

**Table 74-1** Implementing Endpoint Discover

| Phase         | Action                                              | Description                                                                            |
|---------------|-----------------------------------------------------|----------------------------------------------------------------------------------------|
| <b>Step 1</b> | Install the Symantec Management Console (Optional). | See <a href="#">“About the Symantec Management Console”</a> on page 1361.              |
| <b>Step 2</b> | Set the Endpoint Location.                          | See <a href="#">“Setting the endpoint location”</a> on page 1336.                      |
| <b>Step 3</b> | Modify the Endpoint Server configuration.           | See <a href="#">“Server configuration—basic”</a> on page 193.                          |
| <b>Step 4</b> | Create a policy group.                              | See <a href="#">“Creating a policy group for Endpoint Discover”</a> on page 1328.      |
| <b>Step 5</b> | Create a policy.                                    | See <a href="#">“Creating a policy for Endpoint Discover”</a> on page 1328.            |
| <b>Step 6</b> | Create an Endpoint Discover target.                 | See <a href="#">“Setting up scanning of an Endpoint Discover target”</a> on page 1330. |



Table 74-1 Implementing Endpoint Discover (continued)

| Phase  | Action                          | Description                                                                    |
|--------|---------------------------------|--------------------------------------------------------------------------------|
| Step 7 | Install the Symantec DLP Agent. | See <a href="#">“About Symantec DLP Agent Installation”</a> on page 1367.      |
| Step 8 | Configure reports.              | See <a href="#">“About Symantec Data Loss Prevention reports”</a> on page 935. |

For more information on any subject of implementing Endpoint Discover, see the online Help.

## Creating a policy group for Endpoint Discover

Creating a policy group for Endpoint Discover is exactly like creating a policy group for Network Discover. Instead of deploying these policy groups on different nodes in your system, the policy groups are deployed through the Symantec DLP Agents. After you have created the policy group, you can assign specific policies to the policy group.

To create a policy group

- 1 Go to **Administration > Settings > Policy Groups**.
- 2 On the Policy Group List screen that appears, click **Add Policy Group**.
- 3 Enter a policy-group name (of up to 256 characters) and a description. Choose an informative name because other users must access it when choosing which policy group(s) to associate with roles, policies, and Endpoint Discover targets.
- 4 Choose the detection server to assign to this policy group. You can assign the policy group to all detection server or to individual servers. Note that Symantec Data Loss Prevention automatically assigns all policy groups to all Endpoint Discover servers.
- 5 Click **Save**.

See [“How to implement Endpoint Discover”](#) on page 1327.

## Creating a policy for Endpoint Discover

Symantec Data Loss Prevention uses two-tiered detection methods for Endpoint detection. Detection for Endpoint Discover occurs on the Endpoint Server. The Symantec DLP Agent sends files to the Endpoint Server for analysis. IDM, EDM, and DGM policies are all performed on the Endpoint Server. The Symantec DLP Agent sends the opened files from the endpoint computer to the Endpoint Server for analysis.



See [“About policies for endpoints”](#) on page 1319.

You can set the status of the policy as either Active or Suspend. By default, policies are set to Active status. If you select Suspend, the policy is not applied to the Symantec DLP Agents.

The following instructions apply to creating a blank policy. You can also create policies based on pre-existing templates. The following instructions use sample data and specific instructions to illustrate how to create a policy.

For example, assume that you want to create an Endpoint Discover policy to find files with any identification numbers that begin with 1357. You have a list of all of the numbers that can start with 1357. The list was uploaded to the Symantec Data Loss Prevention system under the name EDM\_m1. Symantec Data Loss Prevention creates a policy that discovers any files on the endpoint that contain any of this sensitive data.

#### To create a policy for Endpoint Discover

- 1 Go to **Policy > Policy List** on the Enforce Server.
- 2 Click **New Policy**.
- 3 Select **Add a blank policy**.
- 4 Enter **1357 identifier** in the Name field.
- 5 Add **Discover any identifiers starting with 1357** in the Description field of the new policy.
- 6 Select the policy group you want associated with this policy from the drop-down menu.

For this example, use **EP eDAR**.

After you create the policy, you must add rules to the policy.

See [“Adding a rule for Endpoint Discover”](#) on page 1329.

See [“How to implement Endpoint Discover”](#) on page 1327.

## Adding a rule for Endpoint Discover

After you have created a policy for Endpoint Discover, you must add rules to the policy. You can add one or more rules to the policy. You must add at least one rule to the policy.

See [“Creating a policy for Endpoint Discover”](#) on page 1328.

#### To add a rule to a policy

- 1 Under the Detection tab, click **Add Rule** to add a rule for the policy.
- 2 Select the **Content Matches Exact Data from** radio option.



- 3 Select **EDM m1** from the drop-down menu.

This procedure links the previously created list to the rule.

- 4 Click **Next**.

See [“How to implement Endpoint Discover”](#) on page 1327.

## About Endpoint Quarantine

You can create an automated response rule that allows Endpoint Discover to remove files from a local drive and place them in a secure location. If an Endpoint Discover scan finds a file containing sensitive data, the file is quarantined and removed from the non-secure location. The secure location can be either on the local drive or it can be a secure location on the corporate network. You can create marker files that replace the confidential data. The marker files alert endpoint computer users that the file contained confidential information and was quarantined. You can include variables in the marker text that describe aspects of the incident such as the file name, the violated policy, and the location of the secure folder.

Endpoint quarantine response rules are only applicable to Endpoint Discover.

The quarantine location can be either a secured folder on the local drive or a folder on a remote file share that is accessible by the endpoint computer through the corporate network. You can choose if you want to enable credentials on the secure location or allow any anonymous user to access the location.

---

**Note:** Encrypting File Service (EFS) folders cannot support anonymous access.

---

Not all policy groups and policies are applicable with Endpoint response rules. If you try to create a policy with incompatible rules and responses, you will receive an error message. The error states that the policy is incompatible with the Endpoint response rules.

See [“About policies for endpoints”](#) on page 1319.

See [“How to implement Endpoint Prevent”](#) on page 1335.

See [“Configuring the Endpoint Discover: Quarantine File action”](#) on page 844.

## Setting up scanning of an Endpoint Discover target

Endpoint Discover targets are used to configure the location where the Symantec Data Loss Prevention Agent scans. They correspond to the target local drives, folders, or endpoint computers that Endpoint Discover examines to find violations of your policies. For example, the fixed drive or the My Documents folder in



Windows can be configured as a target. Endpoint Discover can scan any fixed drive that is associated with the endpoint computer. Endpoint Discover cannot scan removable drives. You can also specify filters to determine which endpoint computers you monitor. This filtering is called targeted Endpoint Discover scanning. Use the following steps to create an Endpoint Discover target.

**Table 74-2**      Setting up an Endpoint Discover target

| Step   | Description                                                                                                   | Action                                                                                  |
|--------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Step 1 | Click <b>Manage &gt; Discover Scanning &gt; Discover Targets</b> to configure a new Endpoint Discover target. | See <a href="#">“Adding a new Network Discover target”</a> on page 1117.                |
| Step 2 | Perform any additional filter configurations for targeted Endpoint Discover scanning.                         | See <a href="#">“Configuration options for Endpoint Discover targets”</a> on page 1332. |
| Step 3 | Click the <b>Advanced</b> tab to configure the Scan Idle Timeout and Max Scan Duration settings.              | See <a href="#">“Configuring Endpoint Discover scan timeout settings”</a> on page 1333. |

**Note:** You cannot schedule Endpoint Discover targeted scans. Each scan must be started manually. You must also manually stop the scan, allow it to complete, or allow it to timeout. You cannot pause an Endpoint Discover scan.

See [“How to implement Endpoint Discover”](#) on page 1327.

## About Endpoint Discover target filters

Endpoint Discover target filters affect how Endpoint Discover interacts with your endpoint computers. Endpoint Discover target filters let you specify the following:

- Thy type of files you scan.
- The areas within the target you want to scan.
- The subset of endpoint computers you want to scan.
- The size of the files you want to scan.

Endpoint Discover targets are dedicated to a specific local system. Unlike Network Discover, endpoint targets do not need defined root systems or network shares.

See [“Setting up scanning of an Endpoint Discover target”](#) on page 1330.

See [“Configuration options for Endpoint Discover targets”](#) on page 1332.



See [“How to implement Endpoint Discover”](#) on page 1327.

## Configuration options for Endpoint Discover targets

Endpoint Discover targets are associated with Symantec Data Loss Prevention Agents where each agent is dedicated to a specific Endpoint Server. Endpoint Discover scans all of the Symantec Data Loss Prevention Agents that are configured to the Endpoint Servers that are configured in the scan. An Endpoint Server can only run one Endpoint Discover scan at a time.

You can specify filters to include or exclude endpoint computers you want to monitor. This filtering is called Targeted Endpoint Discover scanning. Any endpoint computers that the Targeted Endpoint Discover scan excludes are displayed as **Not Participating**.

The following table provides a summary of the settings that are available for configuring an Endpoint Discover target.

|                       |                                                                                                           |
|-----------------------|-----------------------------------------------------------------------------------------------------------|
| Name                  | See <a href="#">“Configuring the required fields for Network Discover targets”</a> on page 1123.          |
| Policy Groups         |                                                                                                           |
| Servers               |                                                                                                           |
| Include Filters       | See <a href="#">“Setting up Discover filters to include or exclude items from the scan”</a> on page 1128. |
| Exclude Filters       | See <a href="#">“Setting up Discover filters to include or exclude items from the scan”</a> on page 1128. |
| Size Filters          | See <a href="#">“Filtering Discover targets by item size”</a> on page 1130.                               |
| Date Filters          | See <a href="#">“Filtering Discover targets by date last accessed or modified”</a> on page 1131.          |
| Scan Timeout Settings | See <a href="#">“Configuring Endpoint Discover scan timeout settings”</a> on page 1333.                   |

The include and exclude filters are designed so that you can filter the following:

- Files
- File folders
- IP addresses
- Computer names
- WINS names



For example, you can include the following filters under the Include filters sections:

```
.doc, $Documents$, >.symantec.com, >192.168.32.0/8, >EDT*
```

The targeted Endpoint Discover scan monitors:

- All .doc documents on all fixed drives that are associated with the scan
- All files in the \My Documents\ file path
- All endpoint computers in the .symantec.com domain
- All computers on the 192.168.32.0/8 network
- Any endpoint computers with the WINS name EDT

Separate multiple filters with commas.

Endpoint Discover uses a common syntax to describe IP address ranges. This format is similar to the standard Classless Inter-Domain Routing (CIDR) format. The Endpoint Discover IP address range filter format includes a main network address, a following “/” character, and the number of mask bits. For example, the IP address range description 192.64.110.0/24 has a mask bit count of 24. This means that all IP addresses from 192.64.110.0 – 192.64.110.255 match the filter. Likewise, 128.0.0.0/8 represents the IP address range 128.0.0.0 – 128.255.255.255.

Structurally, the filters are Boolean in that similar filters are applied using the OR expression and then combined with other filters using the AND expression. Using the example, the Symantec Data Loss Prevention Agent scans

```
.doc OR $Documents$ AND >*.symantec.com OR >192.168.32.0/8.
```

The \*.doc and \$Documents\$ filters use the OR expression because they are file or file path filters. The >.symantec.com and > 192.168.32.0/8 filters use the OR expression because they are IP filters and are similar to each other. The two sets of similar filters combine using the AND expression.

## Configuring Endpoint Discover scan timeout settings

An Endpoint Discover scan might not complete due to one or more Endpoint computers remaining disconnected from the Endpoint Server. The **Scan Idle Timeout** setting can be configured to stop the Endpoint Discover scan if an Endpoint computer remains offline for a specified amount of time.

You can also configure the **Max Scan Duration** to define the maximum time duration for an Endpoint Discover scan to run. When an Endpoint Discover scan exceeds the **Max Scan Duration**, the Endpoint Discover scan stops.

The Endpoint Discover scan history will report the **Timeout** scan status. To access the scan history, select **Manage > Scan History** from the Enforce Server administration console.



### Configuring the Scan Idle Timeout setting

- 1 Locate **Scan Idle Timeout** from the **Advanced** settings tab.
- 2 Enter the amount of time and select **Minutes** or **Hours**.

---

**Note:** To disable **Scan Idle Timeout**, select **Indefinite** for the duration of time.

---

- 3 Click **Save** to save the settings.

### Configuring the Max Scan Duration setting

- 1 Locate **Max Scan Duration** from the **Advanced** settings tab.
- 2 Enter the amount of time and select **Minutes**, **Hours**, or **Days**.

---

**Note:** To disable **Max Scan Duration**, select **Indefinite** for the duration of time.

---

- 3 Click **Save** to save the settings.



# Implementing Endpoint Prevent

This chapter includes the following topics:

- [How to implement Endpoint Prevent](#)

## How to implement Endpoint Prevent

Endpoint Prevent monitors each endpoint for data that is moved from one place to another. If Endpoint Prevent detects a violation, it blocks the data from being transferred. Or, it notifies the user of the violation and can require a justification from the user. Implementing Endpoint Prevent requires that you complete the following processes in order.

**Table 75-1** Implementation steps

| Step   | Action                                             | Action                                                                    |
|--------|----------------------------------------------------|---------------------------------------------------------------------------|
| Step 1 | Install the Symantec Management Console (Optional) | See <a href="#">“About the Symantec Management Console”</a> on page 1361. |
| Step 2 | Install the Symantec DLP Agent                     | See <a href="#">“About Symantec DLP Agent Installation”</a> on page 1367. |
| Step 3 | Set the Endpoint Location                          | See <a href="#">“Setting the endpoint location”</a> on page 1336.         |



Table 75-1                      Implementation steps *(continued)*

| Step   | Action                               | Action                                                                         |
|--------|--------------------------------------|--------------------------------------------------------------------------------|
| Step 4 | Create endpoint agent configurations | See <a href="#">“About agent configurations”</a> on page 1341.                 |
| Step 5 | Add an Endpoint Server               | See <a href="#">“Adding a detection server”</a> on page 207.                   |
| Step 6 | Create an Endpoint policy            | See <a href="#">“Workflow for implementing policies”</a> on page 337.          |
| Step 7 | Create Endpoint response rules       | See <a href="#">“About policy creation for Endpoint Prevent”</a> on page 1321. |
| Step 8 | Configure reports                    | See <a href="#">“About Symantec Data Loss Prevention reports”</a> on page 935. |

Each of these steps are necessary to correctly implement Endpoint Prevent. For more information on any subject of implementing Endpoint Prevent, please see the online Help.

See [“About synchronized Directory Group Matching \(DGM\)”](#) on page 599.

## Setting the endpoint location

The endpoint location is used to define how Symantec Data Loss Prevention determines whether or not the endpoint computer is connected to the corporate network. You can specify if you want the Endpoint Server to automatically detect if the endpoint computer is on the corporate network. Or, you can specify a list of domain names or IP addresses to use to determine if the endpoint computer is connected to the network.

With automatic endpoint location determination, a computer is considered connected to the network if the Symantec DLP Agent can connect to the Endpoint Server. If the Symantec DLP Agent cannot connect to the Endpoint Server, the endpoint computer is judged to be disconnected from the corporate network. With manual endpoint location determination, you must first input a range of domain names or IP addresses. The Symantec DLP Agent then uses this information to determine if the endpoint computer is connected to the corporate network. If a range of domain names is configured, the Symantec DLP Agent performs a reverse DNS lookup on the host IP address. It then matches the retrieved DNS host names



with the configured domain names in the list. If a range of IP addresses is configured, the Symantec DLP Agent matches the host IP address against the list of configured IP addresses. Each individual host IP address must be on the corporate network for the endpoint computer to be considered connected to the corporate network.

Domain names must not contain wildcard characters and should be simple suffixes; for example, symantec.com.

IP addresses may contain wildcard characters in place of a single block. For example, 192.168.\*.\*.

See [“About Endpoint Prevent monitoring”](#) on page 1311.

#### To set the Endpoint Location setting

- 1 Go to **System > Agent > Endpoint Location**. The current endpoint location settings are displayed. By default, the endpoint location determination is set to **Automatic**.
- 2 Click **Configure**.
- 3 Select **Automatically** or **Manually** to specify the determination method.
- 4 If you select **Manually**, enter a list of domain names or IP addresses in the correct field. Enter only one domain name or IP address per line.
- 5 Click **Save**.

The changes take effect immediately.

See [“How to implement Endpoint Prevent”](#) on page 1335.

See [“Endpoint Server–basic configuration”](#) on page 204.

## About Endpoint Prevent response rules in different locales

You can create different endpoint response rule notifications that are specific to the locale of an endpoint. A locale refers to the system locale setting in the operating system of the endpoint.

For example, you create response rule notifications in English, French, or Japanese. If a user's locale is specified as Japanese, the Japanese-language version of the notification appears on the user's screen. If a different user with a French locale violates the same policy, the French-language version of the notification appears.

The Enforce Server lets you specify multiple user notifications. However, the first language that is specified is the default language. You cannot delete the default language response notification. You can add or delete any notification or language that is not specified as the default language. At installation, the default language is set to whichever language is set as the Enforce Server language. If the language



you want is unsupported, the Enforce Server tries to display the English-language notification.

For example, you have a Japanese-locale endpoint and a Vietnamese-locale endpoint. The Vietnamese locale is not a supported locale. If a violation occurs on the Japanese-locale computer, the Enforce Server displays the Japanese notification. If no Japanese notification is available, the Enforce Server displays the default-language notification. If the Vietnamese-locale computer violates a policy, the Enforce Server displays the English notification because no Vietnamese notification is possible. If the English notification is unavailable, the Enforce Server displays the default-language notification.

If the first language you add is not supported on the endpoint, that language cannot be considered the default language. The endpoint must contain the specific language details to consider a language as the default language. Although the text of the notification appears in the unsupported language, the notification window buttons and title bar appear in the default locale of the Enforce Server.

If you want to define an unsupported language as the default language, you must select **Other** as the first language. This **Other** label removes all other languages in the list. Use the Endpoint configuration options to modify the text of the pop-up window labels. You cannot specify other language responses if you select the **Other** option. The **Other** setting displays that language notification on every endpoint, regardless of the system locale of the endpoints.

See [“Advanced agent settings”](#) on page 247.

---

**Note:** All English locales default to the English (United States) setting. All French locales default to the French setting. For example, the French (France) setting supports all types of French such as French (Canada) and French (France).

---

See [“Setting Endpoint Prevent response rules for different locales”](#) on page 1338.

## Setting Endpoint Prevent response rules for different locales

You can set different response rules for different locales. The first locale that you designate becomes your default locale. You cannot delete this locale, although you can delete additional locals.

See [“About Endpoint Prevent response rules in different locales”](#) on page 1337.

### Setting a localized response rule

- 1 Create the response rule normally.

See [“Configuring response rules”](#) on page 819.

- 2 Click the **Add Language** link.



- 3** Select the language that you want to use.  
If you want to specify an unsupported language as the default language, select **Other**.
- 4** Enter text in the display fields and the justification fields using the designated language.
- 5** Click **Save**.







# Working with agent configurations

This chapter includes the following topics:

- [About agent configurations](#)
- [Adding agent configurations](#)
- [Applying agent configurations to an Endpoint Server](#)

## About agent configurations

The Agent Configuration page on the Enforce Server administration console lets you create configurations that you can apply to Endpoint Servers.

You can apply these configurations to individual Symantec DLP Agents through the Symantec Management Console (SMC).

Each configuration contains configuration options for your Endpoint Servers or agents. These configuration options determine the types of detection that occurs on the endpoint. You can also specify filters and resource consumption limits using agent configurations. You can create as many different agent configurations as you want. However, you cannot delete the default agent configuration. Symantec Data Loss Prevention endpoint protection must contain at least one agent configuration. You can modify the default configuration as many times as you want.

See [“Adding agent configurations”](#) on page 1342.

Endpoint Servers can only use one configuration at a time. You cannot associate more than one configuration to an Endpoint Server at a time.

You can assign agent configurations either through the Symantec Management Console (SMC) or through the Enforce Server administration console. You cannot



use the SMC to create new agent configurations. You can only create configurations in the Enforce Server administration console. If you assign the agent configurations through the SMC, you can assign the configurations directly to the agents. If you assign the agents through the Enforce Server, you can only assign the agent configurations to Endpoint Servers.

You can also clone agent configurations.

See [“About cloning agent configurations”](#) on page 1342.

See [“Applying agent configurations to an Endpoint Server”](#) on page 1347.

## About cloning agent configurations

You can clone agent configurations. Cloned configurations are identical to the configurations from which they were cloned. Clone agent configurations when you want to keep most of the entity details the same, but need to make small changes. Click the clone icon next to the edit icon to clone a configuration. When you clone a configuration, you see an editable version of that cloned configuration. You must rename the cloned configuration so that you can distinguish between the original and the clone.

The agent configuration page contains information about all of the available agent configurations.

Click **Add Configuration** to create new agent configurations.

## Adding agent configurations

You can add or edit agent configurations by going to **System > Agents > Agent Configuration** and clicking the **Add Configuration** button.

Create or edit an agent configuration by modifying the following tabs:

- Agent Monitoring
- Agent Configuration
- Advanced Agent Settings

**Agent Monitoring** tab.

Use this tab to select which aspects of the endpoint items you want to monitor. The **Agent Monitoring** tab is divided into three sections.

- **Enable Monitoring** section. Select the Endpoint applications and destinations to monitor.



| Field                    | Description                                                                                                                                                   |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Destinations</b>      | Select the destinations to be monitored. Destinations are physical aspects of the endpoint such as CD/DVD drives, USB-connected devices, printers, and so on. |
| <b>Email</b>             | Select email applications to be monitored.                                                                                                                    |
| <b>Web</b>               | Select Web applications to be monitored. HTTPS monitoring is only supported for Firefox and Internet Explorer browsers.                                       |
| <b>Instant Messaging</b> | Select instant messaging applications to be monitored.                                                                                                        |
| <b>Applications</b>      | Select to add application file access monitoring.<br>See <a href="#">“About application monitoring”</a> on page 1401.                                         |
| <b>Network Shares</b>    | Select to monitor network shares. You can monitor files that are transferred to or from your local drive and a network share.                                 |

- **Filter by File Properties** section. Create and edit monitoring filters. Based on the filters you set, the Symantec DLP Agent monitors or ignores data based on protocol, destination, file size, file type, or file path. Existing filters are listed in this section. The filters run in the order they appear in the list as determined by the **Order** column.

---

**Note:** When filtering by file path, the drive letter is ignored and the specified path for every local drive on the agent is filtered. For example, entering `c:\temp` will cause `c:\temp` and `d:\temp` to be filtered on an agent with two local drives.

---

- To create a new filter, click **Add Monitoring Filter**.
- To modify an existing filter, click on the filter in the list.
- To delete an existing filter, click on that filter's red "X."
- To change the order in which a filter is applied, click the filter number in the **Order** column. Then select the execution order for that filter in the drop-down list. Changes are only applied after you click **Save** at the top of the screen.

See [“Configuring Endpoint Server file filters”](#) on page 901.

- **Default File Filter Action** section. Choose either **Monitor** or **Ignore** to specify what to do with the files that do not match any of the filters.



- **Filter by Network Properties** section. Create network-related filters that make the agent monitor or ignore network traffic based on IP address or domain. Enter the IP addresses, HTTP domains, and HTTPS domains that you want to filter on in the appropriate box.

For filtering IP addresses, use the following rules:

Enter any IP-based filters that you want to use. If you leave this field blank, Symantec Data Loss Prevention inspects all packets. The format of the IP protocol filters (found in the protocol definitions and protocol filter definitions) is:

```
ip_protocol_filter := protocol_filter_multiple_entries [; *]
protocol_filter_multiple_entries := protocol_filter_entry
 [; protocol_filter_multiple_entries]
protocol_filter_entry := +|- , destination_subnet_description,
 source_subnet_description
destination_subnet_description := subnet_description
source_subnet_description := subnet_description
subnet_description := network_ip_address / bitmask
 | *
```

Each stream is evaluated in order against the filter entries until an entry matches the IP parameters of the stream.

A minus sign (-) at the start of the entry indicates that the stream is dropped. A plus sign (+) at the start of the entry indicates that the stream is kept.

A subnet network description of \* means that any packet matches this entry.

A subnet bitmask size of 32 means that the entry must match the exact network address. For example, a filter of +,10.67.0.0/16,\*;-,\* matches all streams going to network 10.67.x.x but does not match any other traffic.

**Note:** The more specific you are when you define the recognition characteristics, the more specific your results. For example, if you define only one specific IP address, only incidents involved that IP address are captured. If you do not define any IP addresses, or if you define a wide range of IP addresses, you achieve broader results. Include at least one plus sign (+) clause and one minus sign (-) clause to be explicit about what is included and what is excluded.

---

**Note:** The Domain filters need to be applied separately for HTTP and HTTPS. To add filters for any Web site that supports HTTP and HTTPS, add individual filters for HTTP and HTTPS in the respective text boxes. The IP address filter works with all other network protocols.

---

For filtering HTTP/HTTPS domain names, use the following rules:



You can use filters to include (inspect) or exclude (ignore) messages from specific senders. You can also use filters to include or exclude specific recipients. The specific filter syntax depends on the protocol.

The following is an example of domain filters

```
Domain Filter := <Domain Filter Entry> [, <Domain Filter Entry>]
Domain Filter Entry := {*|{-|+}<metadata value>}
```

You can use the following symbols:

- You can use the wildcard symbol (\*) in the domain entry.  
For example, \*symantec.com would match www.symantec.com, www.dlp.symantec.com, and all domains that end with symantec.com.
- A minus sign (-) at the start of the entry indicates that the URL is ignored.
- A plus sign (+) at the start of the entry indicates that the URL is inspected.
- If you add an asterisk (\*) to the end of the filter expression, any URL domain not explicitly matching any of the filter masks is ignored.

These filters are executed from left to right until the first match occurs or the agent reaches the end of the filter entries.

For example, if the filter is:

```
-sales.symantec.com, +*symantec.com, *
```

HTTP requests to sales.symantec.com are ignored, and all of the requests that are sent to any other symantec.com domain are inspected. The last asterisk in the filter filters out all other domains like www.xyz.com.

**Note:** If you leave the HTTP/HTTPS filter empty, all the URLs are inspected.

The filters that you specify with this screen only apply to the individual Endpoint Server where these filters are configured. If you have more than one Endpoint Server, you must individually configure the file filters for each server.

### Agent Configuration tab.

The **Agent Configuration** tab is divided into the following sections:

- **Server Communication** section. Set the maximum amount of bandwidth (in megabits or kilobits per second) that a Symantec DLP Agent can use to send data to the Endpoint Server. The default setting of the consumption throttle is 5 Mbps. To change the bandwidth throttle, select either Mbps or Kbps and then enter a number in the box for the maximum per second.
- **Resource Consumption on the Endpoint Host** section. Use this section to set the maximum disk space that is used by the Agent Store on each Endpoint system for storing incidents. You can specify a percentage of the hard drive, or a particular size in the specified unit of measure (Bytes, KB, MB, or GB).



Click the appropriate radio button to choose either a percentage of disk space or an absolute storage limit. Then enter the amount in the corresponding box. For absolute size, choose the unit of measurement from the drop-down list. See [“About the Symantec DLP Agent”](#) on page 1311.

- **Resource Consumption for Endpoint Discover Scans** section. Use this section to limit the effect of Discover scans on Endpoint systems:

| Field                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Long-Term Average CPU Usage    | <p>Specify the maximum average percent of CPU resources that can be used for Discover scans over a length of time. If the Symantec DLP Agent exceeds this maximum CPU limit, Endpoint Discover detection terminates, but Endpoint Protect detection continues as normal.</p> <p><b>Note:</b> Any changes you make to the CPU resources threshold should take effect immediately. If you make a change during a scan, the change takes effect after the agent resumes scanning.</p> |
| Minimum Battery Life Remaining | <p>Specify a minimum amount of the battery that is needed to run your agents. If battery power falls under this minimum, Endpoint Discover detection stops, but Endpoint Protect detection functions normally.</p>                                                                                                                                                                                                                                                                 |

- **File Recovery Area Location** section. Specify file recovery parameters. File recovery location is where copies of the sensitive data that the Symantec DLP Agent blocked from transfer are stored. These copies are kept until recovered by the user, or automatically deleted after a period of time.



| Field                       | Description                                                                                      |
|-----------------------------|--------------------------------------------------------------------------------------------------|
| File Recovery Area Location | Specify the path to the file recovery directory. The default is %TMP\RecoveredFiles.             |
| Time To Expiration          | Specify the amount of time before files are automatically deleted from the file recovery folder. |

See [“About Symantec Data Loss Prevention administration”](#) on page 55.

See [“Server configuration—basic”](#) on page 193.

See [“Server controls”](#) on page 192.

**Advanced Agent Settings** tab.

You can also specify advanced settings for the agents. These settings affect how the Symantec DLP Agent process information, detect violations, and performs on your endpoints.

Use caution when modifying advanced agent settings. Contact Symantec Support before changing any of the advanced settings.

See [“Advanced agent settings”](#) on page 247.

Consult Symantec Data Loss Prevention online Help for information about advanced agent settings.

---

**Note:** If you modify an existing agent configuration, clicking the **Save and Apply** button applies the changes to all of the Endpoint Servers associated with the configuration. If you create a new configuration, the configuration is saved and you can apply it on the **Edit agent configuration** page.

---

See [“About agent configurations”](#) on page 1341.

See [“Applying agent configurations to an Endpoint Server”](#) on page 1347.

# Applying agent configurations to an Endpoint Server

You can apply any agent configuration to any Endpoint Server connected to the Enforce Server administration console. You can assign only one agent configuration to an Endpoint Server at a time. However, you can assign different configurations to multiple Endpoint Servers at one time. Use the Apply



Configuration page to assign agent configuration entities to all of your Endpoint Servers at one time.

If you use the Symantec Management Console to apply agent configuration, you can apply your configurations directly to your agents. After the agents receive the configurations, they are associated with specific Endpoint Servers.

See the *Symantec Management Console* online help for more information.

See [“About agent configurations”](#) on page 1341.

### **Applying an agent configuration to an Endpoint Server**

- 1 Click the **Apply Configuration** button from the main Agent configuration page.
- 2 Select the Endpoint Servers that you want.
- 3 Select the agent configuration you want from the drop-down menu.
- 4 Click **Apply and Update**.

If you want to make edits to your agent configuration entities and apply those changes immediately to your associated Endpoint Servers, you can. Click the **Save and Apply** button from the Editing Configuration page.

---

**Note:** The **Save and Apply** button does not activate if you use the Symantec Management Console to configure agents.

---

See [“Adding agent configurations”](#) on page 1342.



# Working with Endpoint FlexResponse

This chapter includes the following topics:

- [About Endpoint FlexResponse](#)
- [Deploying Endpoint FlexResponse](#)
- [About deploying Endpoint FlexResponse plug-ins on endpoint computers](#)
- [Deploying Endpoint FlexResponse plug-ins using a silent installation process](#)
- [About the Endpoint FlexResponse utility](#)
- [Deploying an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility](#)
- [Enabling Endpoint FlexResponse on the Enforce Server](#)
- [Uninstalling an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility](#)
- [Retrieving an Endpoint FlexResponse plug-in from a specific endpoint computer](#)
- [Retrieving a list of Endpoint FlexResponse plug-ins from an endpoint computer](#)

## About Endpoint FlexResponse

Symantec Data Loss Prevention provides a set of response rule actions that you can specify to remediate an incident. These provided actions include logging, sending an email, blocking an end-user action, notifying a user, and other responses.



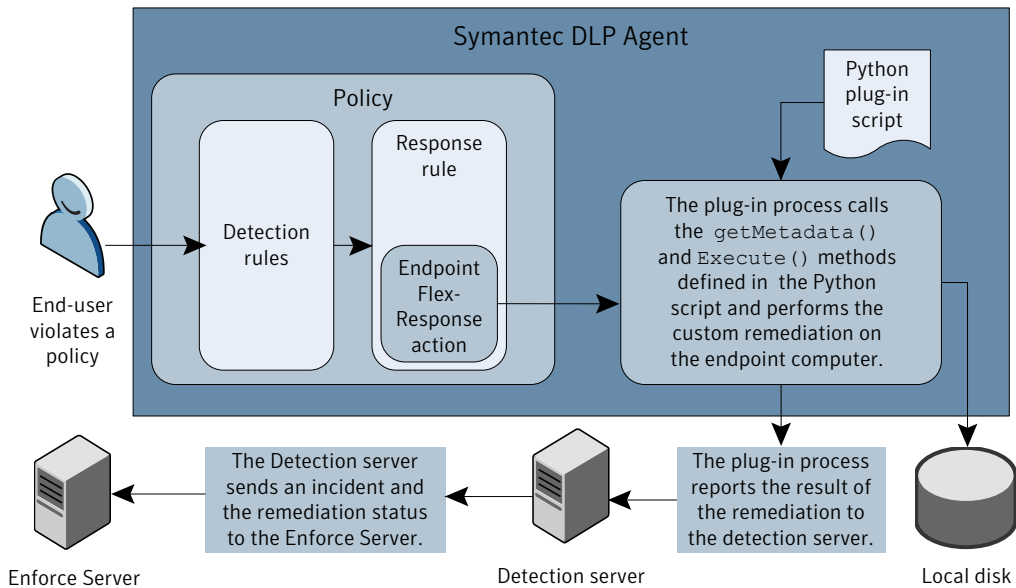
You can also use Endpoint FlexResponse plug-ins to provide additional response actions. These plug-ins contain custom instructions for remediation actions that are executed on endpoint computers. Endpoint FlexResponse rules are only applicable to Automated Response rules. You cannot create Endpoint FlexResponse rule actions for Smart Response rules.

Symantec Data Loss Prevention customers can contact Symantec or Symantec partners to obtain Endpoint FlexResponse plug-ins. In addition, developers with a knowledge of the Python programming language can create custom Endpoint FlexResponse plug-in scripts using a Symantec-provided API. These custom remediation actions can include encryption, applying Digital Rights Management (DRM), or redacting confidential information.

You use the Endpoint FlexResponse utility to deploy Endpoint FlexResponse plug-ins on endpoint computers in your Symantec Data Loss Prevention deployment where you require Endpoint FlexResponse actions. You can deploy the plug-ins manually using the Endpoint FlexResponse utility, or you can use system management software (SMS) to distribute the utility and deploy the plug-ins. After you deploy an Endpoint FlexResponse plug-in on an endpoint computer, you use the Enforce Server administration console to add an **Endpoint: FlexResponse** action to a response rule, and then you add the response rule to an active policy.

[Figure 77-1](#) shows the sequence of activities that result in an Endpoint FlexResponse action.



**Figure 77-1** Endpoint FlexResponse plug-in process

You can use Endpoint FlexResponse rules on the following types of endpoint destinations and protocols:

- Endpoint Discover
- Local drive monitoring
- Removable storage devices
- SMTP
- HTTP(S)

## Deploying Endpoint FlexResponse

Follow the steps provided here to deploy Endpoint FlexResponse plug-ins.



Table 77-1 Deploying Endpoint FlexResponse

| Step   | Action                                                                                                                                   | Description                                                                                                                                                                       |
|--------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Obtain (or create) an Endpoint FlexResponse plug-in zip file.                                                                            | Contact a Symantec partner or Symantec sales representative.<br><br>Endpoint FlexResponse plug-ins are not available with the default Symantec Data Loss Prevention installation. |
| Step 2 | Configure any Endpoint credentials on the Enforce Server.                                                                                | See <a href="#">“Configuring endpoint credentials”</a> on page 138.<br><br>This step is optional.                                                                                 |
| Step 3 | Deploy the plug-in to your endpoint computers using the Endpoint FlexResponse utility and third-party systems management software (SMS). | See <a href="#">“About deploying Endpoint FlexResponse plug-ins on endpoint computers”</a> on page 1352.                                                                          |
| Step 4 | Enable Endpoint FlexResponse actions on your Enforce Server.                                                                             | See <a href="#">“Enabling Endpoint FlexResponse on the Enforce Server”</a> on page 1357.                                                                                          |
| Step 5 | Add Endpoint FlexResponse actions to your response rules.                                                                                | See <a href="#">“Adding a new response rule”</a> on page 818.                                                                                                                     |

## About deploying Endpoint FlexResponse plug-ins on endpoint computers

You must install Symantec DLP Agents on the endpoint computers before deploying Endpoint FlexResponse plug-ins. The Agents must be connected to an active Endpoint Server.

See the *Symantec Data Loss Prevention Installation Guide* for information on how to install the agents.

You must deploy Endpoint FlexResponse plug-ins on each endpoint computer where you require Endpoint FlexResponse actions. You can use a manual installation or a silent installation method to deploy the plug-in. Silent installation methods involve using systems management software (SMS), to distribute and install software on all of your endpoint computers. You may need to create SMS scripts to access the installation folder.

This section assumes that you have created or otherwise obtained an Endpoint FlexResponse plug-in that is packaged as a ZIP file.



Deploying an Endpoint FlexResponse plug-in on endpoint computers requires the following steps:

- |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Copy the Endpoint FlexResponse utility to your endpoint computers. See <a href="#">“About the Endpoint FlexResponse utility”</a> on page 1354.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Step 2 | Copy any third-party Python modules that your plug-in requires to your endpoint computers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Step 3 | Enable Endpoint FlexResponse on the Enforce Server. See <a href="#">“Enabling Endpoint FlexResponse on the Enforce Server”</a> on page 1357.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Step 4 | <p>Deploy the Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility. (<code>flrinst.exe</code>). Use one of the following options:</p> <ul style="list-style-type: none"> <li>■ Deploy your plug-in manually on a single endpoint computer. This option is most useful when you are developing or testing an Endpoint FlexResponse plug-in. See <a href="#">“Deploying an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility”</a> on page 1356.</li> <li>■ Deploy your plug-in using a silent installation process and SMS software. This option is most useful when you are deploying a production-ready Endpoint FlexResponse plug-in. See <a href="#">“Deploying Endpoint FlexResponse plug-ins using a silent installation process ”</a> on page 1353.</li> </ul> |
| Step 5 | <p>Create response rules that use <b>Endpoint: FlexResponse</b> actions that reference the plug-in, and add these rules to an active policy.</p> <p>See "Implementing policy detection" in the <i>Symantec Data Loss Prevention System Administration Guide</i>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

## Deploying Endpoint FlexResponse plug-ins using a silent installation process

You can use system management software (SMS) to deploy Endpoint FlexResponse plug-ins on multiple endpoint computers. Although the details of creating installation scripts for SMS software are beyond the scope of this document, note the following requirements:

- You must install Symantec DLP Agents on the endpoint computers before deploying Endpoint FlexResponse plug-ins. The Agents must be connected to an active Endpoint Server.



- You must install the Endpoint FlexResponse utility (`flrinst.exe`) on each endpoint computer where you will deploy Endpoint FlexResponse plug-ins.
- You must make the Endpoint FlexResponse package ( a `.zip` file) available to each endpoint computer. You can copy the package to each endpoint computer, or you can make the package available on a network drive that is accessible by all endpoint computers.
- To deploy your plug-in, use the command-line options of the Endpoint FlexResponse utility when creating your installation scripts. See [Table 77-3](#) on page 1355.
- Remove the Endpoint FlexResponse utility after deploying your plug-in. If you leave the utility installed on the endpoint computers, a malicious user could use the utility to uninstall or alter your Endpoint FlexResponse plug-in.

See “[About the Endpoint FlexResponse utility](#)” on page 1354.

See your individual SMS application documentation for more information on how to deploy using SMS.

The Endpoint FlexResponse utility is only available through Symantec and Symantec partners. It is not included with the Symantec Data Loss Prevention distribution.

## About the Endpoint FlexResponse utility

You use the Endpoint FlexResponse utility to manage Endpoint FlexResponse plug-ins. The Endpoint FlexResponse utility is not part of the default Symantec Data Loss Prevention download and is only available through Symantec or Symantec partners.

Before you run the utility, package your Python scripts into a single ZIP file.

**Table 77-2**            Endpoint FlexResponse utility actions

| Action                     | Description                                                                                                                 |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Deploy (Install) plug-ins  | Use the <code>install</code> option to deploy plug-ins on an endpoint computer.                                             |
| Uninstall plug-ins         | Use the <code>uninstall</code> option to uninstall plug-ins from an endpoint computer.                                      |
| Retrieve deployed plug-ins | Use the <code>retrieve</code> option to retrieve a specific plug-in that has already been deployed on an endpoint computer. |



**Table 77-2** Endpoint FlexResponse utility actions (*continued*)

| Action                          | Description                                                                                                                                                                  |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| See a list of deployed plug-ins | Use the <code>list</code> option to retrieve a list of all plug-ins that are deployed on a specific endpoint computer. The list contains the names of the deployed plug-ins. |

The Endpoint FlexResponse utility must be run from the folder where the Symantec DLP Agent is deployed. The location of this folder is configurable. By default, the directory is located at:

```
c:\Program Files\Manufacturer\Endpoint Agent\
```

The name of the utility is `flrinst.exe`. The utility uses the following syntax:

```
flrinst.exe -op=install|uninstall|retrieve|list
-package=<package_name> -p=<Tools_password>
```

**Table 77-3** Endpoint FlexResponse Utility options

| Option                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>-op=install uninstall retrieve list</code> | Use one of the following arguments: <ul style="list-style-type: none"><li>■ <code>install</code>—deploys a plug-in</li><li>■ <code>uninstall</code>—removes a plug-in</li><li>■ <code>list</code>—displays a list of deployed plug-ins</li><li>■ <code>retrieve</code>—retrieves a plug-in and saves it as an editable text file. The text file is contained in a ZIP file that is saved in the directory where the utility was run.</li></ul> |
| <code>-package=&lt;package_name&gt;</code>       | When you specify the <code>-op=install</code> option, specifies the path to the package (a ZIP file) that contains the Endpoint FlexResponse plug-in. The package name is case sensitive.<br><br>When you specify either the <code>-op=retrieve</code> or <code>-op=uninstall</code> option, specifies the name of the package.                                                                                                                |



Table 77-3 Endpoint FlexResponse Utility options (continued)

| Option                                 | Description                                                                                                                                                                                                                                                                                                          |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>-p=&lt;tools_password&gt;</code> | <p>Specify the Tools password that has been configured for your Symantec Data Loss Prevention deployment.</p> <p>If a Tools password has not been configured, use the default password, "VontuStop".</p> <p><b>Note:</b> As of Symantec Data Loss Prevention version 11.1.1, the password is no longer optional.</p> |

If you have created a Tools password for your Symantec Data Loss Prevention deployment, pass this password to the Endpoint FlexResponse utility with the `-p` option. This password is required to install and uninstall a plug-in. You configure a Tools password during Symantec Data Loss Prevention installation, or you can use the `endpointkeytool` utility to configure a Tools password. See “[About endpointkeytool utility](#)” on page 1406. For more information, see the *Symantec Data Loss Prevention Administration Guide*.

If you have not configured a Tools password, an end user can retrieve and modify previously-installed plug-ins using the default password, `VontuStop`. Symantec recommends that you configure a Tools password to prevent such tampering. Alternately, you can set your SMS application to remove the Endpoint FlexResponse Utility after you have used it. Removing the utility prevents any unauthorized modification or uninstallation of your plug-ins.

## Deploying an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility

You use the Endpoint FlexResponse utility to deploy Endpoint FlexResponse plug-ins. The plug-ins must be in a `.zip` package format.

### To deploy an Endpoint FlexResponse plug-in

- 1 On an endpoint computer, open a command window and navigate to the Symantec DLP Agent installation tools directory. The default location of this directory is `c:\Program Files\Manufacturer\Endpoint Agent\`
- 2 Enter the following command:



```
flrininst.exe -op=install
-package=<path_to_plug-in>
-p=<myToolsPassword>
```

Where:

- *<myToolsPassword>* is the Tools password for your Symantec Data Loss Prevention deployment. If you have not specified a Tools password, use the default password: VontuStop.
- *<path\_to\_plug-in name>* is the full path to the plug-in .zip file.

For example:

```
flrininst -op=install -package=c:\installs\myFlexResponse_plugin.zip
-p=myToolsPassword
```

See [“Deploying Endpoint FlexResponse”](#) on page 1351.

See [“About the Endpoint FlexResponse utility”](#) on page 1354.

## Enabling Endpoint FlexResponse on the Enforce Server

Before you can use Endpoint FlexResponse plug-ins in your response rules, you must enable Endpoint FlexResponse functionality through the Enforce Server. By default, Endpoint FlexResponse functionality is not enabled. You enable Endpoint FlexResponse functionality through the **Advanced Agent Settings**.

To enable Endpoint FlexResponse functionality

- 1 Open the Enforce Server administration console and navigate to: **System > Agents > Agent Configuration** and open the Agent configuration that is currently applied to the Endpoint Server that is connected to the Agents where you are deploying the Endpoint FlexResponse plug-in.
- 2 Click the **Advanced Agents Settings** tab.
- 3 Find the `PostProcessor.ENABLE_FLEXRESPONSE.int` setting.
- 4 Change the setting to **1**.
- 5 Click **Save and Apply**.

See [“Adding a new response rule”](#) on page 818.

See [“Deploying Endpoint FlexResponse”](#) on page 1351.

See [“About deploying Endpoint FlexResponse plug-ins on endpoint computers”](#) on page 1352.



## Uninstalling an Endpoint FlexResponse plug-in using the Endpoint FlexResponse utility

To uninstall an Endpoint FlexResponse plug-in from an endpoint computer

- 1 On an endpoint computer, open a command window and navigate to the Symantec DLP Agent installation directory. The default location of this directory is: `c:\Program Files\Manufacturer\Endpoint Agent`.
- 2 Enter the following command:

```
flrinst.exe -op=uninstall
 -package=<Plug-in name>
 -p=<myToolsPassword>
```

Where:

- `<Plug-in name>` is the name of the plug-in package .zip file.
- `<myToolsPassword>` is the Tools password for your Symantec Data Loss Prevention deployment. If you have not specified a Tools password, use the default password: `VontuStop`.

For example:

```
flrinst -op=uninstall -package=myFlexResponse_plugin.zip
-p=myToolsPassword
```

## Retrieving an Endpoint FlexResponse plug-in from a specific endpoint computer

Use the following procedure to retrieve a specific plug-in from an endpoint computer. You can only use the retrieve function on a single endpoint computer at a time. The plug-in appears in the Symantec DLP Agent installation directory as a .zip file. The plug-in script is a plain-text file that has a .py extension and is located inside a .zip file.

You can edit the plug-in by editing the .py file. If you make edits, you must re-package the ZIP file and re-deploy the plug-in to the endpoint computer before the edits take effect. Modified plug-ins only affect the individual endpoint computers where they were modified.



**To retrieve an Endpoint FlexResponse plug-in from a specific endpoint computer**

- 1 On the endpoint computer, open a command prompt window and navigate to the Symantec DLP Agent installation directory:

The default location of this directory is `c:\Program Files\Manufacturer\Endpoint Agent\`

- 2 Enter the following command:

```
flrinst -op=retrieve -package=<Plug-in name> -p=<myToolsPassword>
```

Where:

- `<myToolsPassword>` is the tools password for your Symantec Data Loss Prevention deployment. If you have not specified a Tools password, use the default password: `VontuStop`.
- `<plug-in name>` is the name of the plug-in .zip file.

For example:

```
flrinst -op=retrieve -package=myFlexResponse_plugin.zip
-p=myToolsPassword
```

## Retrieving a list of Endpoint FlexResponse plug-ins from an endpoint computer

Use the following procedure to retrieve a list of plug-ins that have been deployed on a specific endpoint computer. You can only use the list function on individual endpoint computers. You cannot use the list function on a set of endpoint computers.

The list of plug-ins contains only the name of the plug-in package. The list does not contain any type of description about the plug-ins. Symantec recommends that you use descriptive names for your plug-ins so that you can recognize them within the list.



**To retrieve the list of Endpoint FlexResponse plug-ins from an endpoint computer**

- 1 On an endpoint computer, open a command window and navigate to the Symantec DLP Agent installation tools directory. The default location of this directory is `c:\Program Files\Manufacturer\Endpoint Agent\`.
- 2 Enter the following command:

```
flrinst.exe -op=list -p=<myToolsPassword>
```

Where: *<myToolsPassword>* is the Tools password for your Symantec Data Loss Prevention deployment. If you have not specified a Tools password, use the default password: `VontuStop`.

For example:

```
flrinst -op=list -p=myToolsPassword
```

The list of deployed Endpoint FlexResponse plug-ins displays in the command window.



# Implementing Symantec DLP Agents

This chapter includes the following topics:

- [About the Symantec Management Console](#)
- [About Symantec DLP Agent Installation](#)

## About the Symantec Management Console

A Symantec Data Loss Prevention installation that includes Endpoint Discover or Endpoint Prevent can optionally use the Symantec Management Console for endpoint management. The Symantec Management Console (SMC) is part of the Symantec Management Platform, and it provides a centralized way for you to manage your Symantec DLP Agent installations, upgrades, and uninstallations. Using SMC, you can find all of the endpoint computers in your organization and add them to the SMC for management. You can also create your own organizational structure or use a predefined structure such as Active Directory (AD). The Symantec Management Console contains troubleshooting tools that let you investigate your Symantec DLP Agents in case there is a problem.

---

**Note:** The SMC will not be available for use with a future release of Symantec Data Loss Prevention. You can use new features in the Enforce Server administration console to replace many of those found in the SMC.

---

Symantec Management Console uses single sign-on (SSO) technology. You do not have to maintain separate credentials for Symantec Data Loss Prevention and Symantec Management Console.

For additional information about the SMC, refer to the following documentation:



- “Installing the Symantec Management Platform Products,” available on SymWISE at <http://www.symantec.com/docs/HOWTO9795>. This article provides an overview and steps for installing the Symantec Installation Manager (SIM) and the Symantec Management Platform (SMP).
- The *Symantec Management Platform Installation Guide* is available at [http://go.symantec.com/sim\\_doc](http://go.symantec.com/sim_doc). It contains information about installing the infrastructure that enables the installation of the Data Loss Prevention Integration Component.
- The *Symantec Management Platform User’s Guide* contains information about configuring the infrastructure components, for example, setting roles and privileges. After installation, you can refer to the help within the Symantec Management Platform.
  - See “[How to implement Endpoint Prevent](#)” on page 1335.
  - See “[How to implement Endpoint Discover](#)” on page 1327.
  - See “[About Symantec Management Console agent tasks](#)” on page 1365.

## Cloning advertisements and programs

If you have more than one Endpoint Server, clone your advertisements and programs. This procedure lets you install, upgrade, or uninstall the Symantec DLP Agent and the Symantec Management Agent across each of your Endpoint Servers. Cloning advertisements and programs let you copy your specific installation parameters for each Endpoint Server. Name the cloned advertisements in a similar fashion as your programs.

For example, you create a program and advertisement to install the Symantec DLP Agent on an Endpoint Server named EndpointServer1. You also have an Endpoint Server named EndpointServer2. You should clone the program and advertisement that you used for EndpointServer1 and rename the clones as EndpointServer2. All of the installation parameters you specified for EndpointServer1 are maintained for EndpointServer2. You must change the destination directory for your second Endpoint Server.

### Cloning advertisements and programs

- 1 In the Symantec Management Console, find the advertisement or program that you want to clone.
- 2 Right-click the advertisement and then select **Clone**.
- 3 Enter the name for the cloned advertisement or Program.
- 4 Click **OK**.
- 5 Adjust the destination settings and any other parameters that you want.



For more information about the Symantec Management Console and what you can do with it, see the *Symantec Management Platform Administration Guide*.

See [“About the Symantec Management Console”](#) on page 1361.

## Using computer discovery

Computer discovery lets you find and register all of your endpoint computers with Symantec Management Console. This feature lets you see how many endpoint computers you have on your network and how many Symantec DLP Agents you need to install. You can use either Active Directory to add endpoint computers, or you can browse through different domains to specify the network that you want. Any endpoint computers in the network that you specify are eligible for installation. You can also manually add computers to your network.

### Using computer discovery

- 1 Under the **System** section of the DLP Portal page, click the **Discover Computers** link.
- 2 Select either the **Active Directory Import** option or the **Domain Browse** option.
- 3 For **Domain Browse**, add the domain you want either by entering the domain name or browsing for it in the **Domain Picker**. Select the schedule that you want the discover computer tool to update the list of endpoint computers and click **Save Changes**.
- 4 For Active Directory Import, select the resource import rules that you want to use to discover your endpoint computers and select a directory synchronization schedule. Click **Save Changes**.

See [“About the Symantec Management Console”](#) on page 1361.

## Installing the Symantec Management Agent

You must install the Symantec Management Agent before you install the Symantec DLP Agent. The Symantec Management Agent and the Symantec DLP Agent run concurrently on your endpoint computers. The Symantec Management Agent lets you deploy the Symantec DLP Agent. It also lets you use a number of troubleshooting agent tasks.

---

**Note:** In Symantec Data Loss Prevention v11.x, SMP v7.0 and SMP v7.1 are supported.

---



### Installing the Symantec Management Agent

- 1 From the DLP Portal page click the **Install Symantec Management Agent** link.
- 2 Click the **Select Computers** option and select the specific endpoint computers where you want the Symantec Management Agent installed.
- 3 Click the **Install Symantec Management Agent** option.
- 4 Click **Proceed with Install**. The installation starts immediately.

---

**Note:** If you want to set the installation on a schedule, click **Installation Settings** and modify the settings in the pop-up window.

---

After you have installed the Symantec Management Agent, you can install the Symantec DLP Agent.

## About Symantec Management Console reporting

You can view reports and "Gets" status about the installation updates and deployment updates for both agents. The reports are contained on the portal page of the Symantec Management Console application. View the reports by going to: **Reports > DLP IC** in the left-hand navigation pane.

The reports display:

- The number of endpoint computers in your network that are installed with the Symantec DLP Agent.
- Status updates for how many endpoint computers remain without the Symantec DLP Agent.
- The number of endpoint computer that have the Symantec DLP Agent installed, but not registered with the Symantec Management Console.
- The percentage of the endpoint computers that are in each state.
- The status of the DLP print screen states on the endpoint computers.  
This status indicates whether or not the print screen functionality is disabled.
- The details of Symantec DLP Agent configuration statuses.  
This report indicates details about the agents and current configurations that are assigned to those agents.

Depending on the type of report you want, you can add filters to the report to see specific information.



System administrators can create their own reports through the Symantec Management Console.

For more information on reporting in the Symantec Management Console, see the *Symantec Management Platform User's Guide*.

You can also see different jobs and the status of those jobs that the Symantec Management Agent performs. The jobs and their status are divided into the following sections:

- Description
- Start Time
- Status

You can group these Symantec Management Agent jobs by status and you can search for specific jobs.

For more information, see the *Symantec Management Platform User's Guide*.

See [“About the Symantec Management Console”](#) on page 1361.

## About Symantec Management Console agent tasks

The Symantec Management Console comes with a number of tasks that let you troubleshoot the Symantec DLP Agent if there is a problem. The agent tasks consist of the following:

- Start Agents  
Selecting the Start agents task manually starts specific Symantec DLP Agents in your network.
- Stop Agents  
Selecting the Stop agents task stops specific Symantec DLP Agents in your network.
- Restart Agents  
Selecting the Restart Agents task restarts specific stopped Symantec DLP Agents in your network.
- Kill Agents  
Lets you kill the Symantec DLP Agent.
- Change Endpoint Server  
Lets you set specify the hostname and IP address of the current Endpoint Server. Also, you can specify secondary Endpoint Servers in case the primary one fails..
- Set DLP Agent Configuration  
Assigns Endpoint configurations to Symantec DLP Agents.



See [“About agent configurations”](#) on page 1341.

- **Get Agent Configuration**  
Selecting the Get configuration task collects the configuration for the Symantec Management Agent. This information is stored in the path that is specified in the DLP IC Configuration page.
- **Toggle Print Screen**  
Turns print screen functionality on or off.
- **Pull agent logs**  
Selecting the Pull agent logs task collects the activity logs for a specific Symantec DLP Agent in your network.
- **Set log level to info**  
Selecting the Set log level task lets you set the log level of certain logs to Info only. You can also set individual target agent components.
- **Set log level to finest**  
Selecting the Set log level to finest lets you set the log level of certain logs to the finest detail possible. You can also set individual target agent components.

For more information, see the *Symantec Management Platform User's Guide*.

## Creating user tasks

You can create tasks in addition to the predefined tasks on the portal page of the Symantec Management Console. For example, you can create a new task that lets you modify the log level on a non-default logger. The task automatically appears in the task list on the Symantec Management Console portal page. You can delete any tasks that you create from the task list. You cannot delete any predefined tasks.

See [“About Symantec Management Console agent tasks”](#) on page 1365.

### Creating your own tasks

- 1 At the top menu, go to **Manage > Jobs and Tasks**.
- 2 Click the **Create a Task** link.
- 3 Select the task type from the available tree.
- 4 Enter the name of your task.
- 5 Edit the information to create the specifics of the task.
- 6 Set the task server details for which servers you want to associate with this task.
- 7 Click **OK**.



For more on creating your own tasks, see the *Symantec Management Platform User's Guide*.

See [“About the Symantec Management Console”](#) on page 1361.

## About Symantec DLP Agent Installation

You can install the agent software using either automated methods or you can install the agent software manually.

Before you begin, make sure that you have installed and configured an Endpoint Server.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

### What gets installed for Symantec DLP Agents

When the DLP Agent is installed onto an endpoint computer, a number of components are also installed. Do not disable or modify any of these components or the DLP Agent may not function correctly.

**Table 78-1**      Installed components

| Component            | Description                                                                                                                                                                                                                                                                                                                  |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Driver (v fsmfd.sys) | <p>Detects any activity in the endpoint file system and relays the information to the DLP Agent service.</p> <p>This driver is installed at <code>Windows_dir\System32\drivers</code>. For example, <code>c:\windows\System32\drivers</code>. All other agent files are installed into the agent installation directory.</p> |



**Table 78-1** Installed components (*continued*)

| Component                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Driver (tdifd12.sys)       | <p>Intercepts network traffic (HTTP, FTP, and IM protocols) on the endpoint computer. After the Symantec Data Loss Prevention Agent analyzes the content, the <code>tdifd12.sys</code> driver allows or blocks the data transfer over the network.</p> <p>This driver is installed at <code>Windows_dir\System32\drivers</code>. For example, <code>c:\windows\System32\drivers</code>. All other agent files are installed into the agent installation directory.</p> |
| Driver (vrtam.sys)         | <p>Monitors the process creation and destruction and send notifications to the DLP Agent. The driver monitors the applications that are configured as part of the Endpoint Application Control; for example, CD/DVD applications.</p> <p>This driver is installed at <code>Windows_dir\System32\drivers</code>. For example, <code>c:\windows\System32\drivers</code>. All other agent files are installed into the agent installation directory.</p>                  |
| Driver (SFsCtrxl2.sys)     | <p>Monitors activity on Citrix XenApp and XenDesktop.</p> <p>This driver is installed at <code>Windows_dir\System32\drivers</code>. For example, <code>c:\windows\System32\drivers</code>. All other agent files are installed into the agent installation directory.</p>                                                                                                                                                                                              |
| Symantec DLP Agent service | <p>Receives all information from the driver and relays it to the Endpoint Server. During installation, the DLP Agent is listed under the task manager as <code>edpa.exe</code>.</p> <p>Users are prevented from stopping or deleting this service on their workstation.</p>                                                                                                                                                                                            |



**Table 78-1** Installed components (*continued*)

| Component        | Description                                                                                                                                                                                                                                                       |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Watchdog service | Automatically checks to see if the DLP Agent is running. If the DLP Agent has been stopped, the watchdog service restarts the DLP Agent. This relationship is reciprocal.<br><br>Users are prevented from stopping or deleting this service on their workstation. |

The DLP Agent service creates the following files:

- Two log files (`edpa.log` and `edpa_ext0.log`), created in the installation directory.
- Each DLP Agent maintains an encrypted database at the endpoint. The database stores incident information and the original file that triggered the incident, if needed. Depending on the detection methods used, the DLP Agent either analyzes the content locally or sends it to the Endpoint Server for analysis.
- A database named `rrc.ead` is installed to maintain and contain non-matching entries for rules results caching (RRC). See [“About rules results caching \(RRC\)”](#) on page 1324.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About preinstallation steps for Symantec DLP Agents

Before you install the Symantec DLP Agent, identify all security applications that run on your endpoint computers. Then configure those applications to allow the Symantec DLP Agents to function fully. Some applications generate alerts when they detect the installation or initial launch of a Symantec DLP Agent. Such alerts reveal the presence of Symantec DLP Agents and they sometimes let users block the Symantec DLP Agent entirely.

Check the following applications:

- Antivirus software
- Firewall software

Make sure that your antivirus software and firewall software recognize the Symantec DLP Agents as legitimate programs.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.



## Using the Elevated Command Prompt with Windows Vista and Windows 7

If you install agents on an endpoint computer that runs Windows Vista or Windows 7, you must run the command prompt in **Elevated Command Prompt** mode. This step is required because of the nature of the Windows Vista operating system. You cannot install the agent using the `install_agent.bat` script without first using the Elevated Command Prompt mode.

### To initiate the Elevated Command Prompt mode on Windows Vista

- 1 Right-click the command prompt icon in the **Windows Start** menu.
- 2 Select **Run as Administrator**.

The command prompt starts in Elevated Command Prompt mode. You can now install the Symantec DLP Agents on the endpoint computer.

If you install on Windows 7, the procedure for using the Elevated Command Prompt mode follows.

### To initiate the Elevated Command Prompt mode on Windows 7

- 1 Click the **Start** menu.
- 2 In the **Search programs and files** field, type **command prompt**.  
The **Command Prompt** program appears in the results list.
- 3 Hold the Shift key and right-click the **Command Prompt** entry in the results list. Select either **Run as Administrator** or **Run as different user**.
- 4 If you selected **Run as different user**, enter the credentials for a user that has administrator privileges.
- 5 The command prompt starts in Elevated Command Prompt mode. Install the Symantec DLP Agents on the endpoint computer using this command prompt.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About Symantec DLP Agent security

Symantec Data Loss Prevention uses Advanced Encryption Standard (AES) technology to secure communications between the Endpoint Server and the Symantec DLP Agent. Symantec Data Loss Prevention also uses AES to secure the Symantec DLP Agent database file.

AES is a symmetric-key encryption technology that supports key sizes of 128, 192, and 256 bits.

Symantec Data Loss Prevention uses the following sets of AES keys:



- One to secure the agent database file
- One to authenticate the Endpoint Server to the Symantec DLP Agent
- One to encrypt traffic between the Endpoint Server and Symantec DLP Agent

The database file key is only used at the Symantec DLP Agent. However, the authentication key and the traffic encryption keys must be shared between the Endpoint Server and Symantec DLP Agent. By default, Symantec Data Loss Prevention uses the predefined 128-bit database and authentication keys. The traffic encryption key is a randomly generated session key that is negotiated every time the Symantec DLP Agent connects to the Endpoint Server.

Although the information in Symantec Data Loss Prevention is secure, you should change the default keys. You can change the database key, the authentication key, and the AES key size (128, 192, 256). You should change these default settings (either change them to use unique keys or change the key size) before you deploy the Symantec DLP Agents. Symantec Data Loss Prevention includes the `endpointkeytool` utility to generate the authentication key. The `endpointkeytool` utility also lets you create a tools-password that you need to access the other endpoint tools.

See [“About Endpoint tools”](#) on page 1405.

See [“About endpointkeytool utility”](#) on page 1406.

See [“Running the endpointkeytool utility”](#) on page 1407.

A new traffic encryption key is randomly generated each time a Symantec DLP Agent connects to the Endpoint Server. The key is discarded as soon as the connection session between server and agent ends. The traffic encryption key is always unique for each Symantec DLP Agent connection session. The authentication key is shared in common by the Endpoint Server with all Symantec DLP Agents.

By default, Symantec Data Loss Prevention is configured to use the 128-bit key size to protect communication between the Endpoint Server and Symantec DLP Agents. However, the bit size of the authentication key can be increased to enhance encryption. If the bit size for the authentication key is increased, the bit size of the traffic encryption key is automatically increased. In this way, the two encryption keys always have matching bit-sizes. The bit size of the authentication key can only be changed before you install Symantec DLP Agents.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.



## About the authentication key

All Symantec Data Loss Prevention customers are provided with a default 128-bit authentication key that is hard-coded into the product. This authentication key works well for many customers, but you have the option to generate a new authentication key. Several factors need to be considered before you replace an authentication key.

The benefits of generating a new authentication key are as follows:

- A new AES key isolates you from other Symantec customers that use the default key. The default configuration is to use the authentication key that is hard-coded into Symantec Data Loss Prevention. All Symantec Data Loss Prevention customers use the same authentication key unless the key is changed.
- The encryption security for data traffic can be enhanced by increasing the size of the authentication key to 192- or 256-bit. The greater bit size makes compromising data security even more difficult.

The drawbacks to generating a new authentication key are as follows:

- Advance planning is required before the Symantec DLP Agents are installed. You cannot change the authentication key after the Agents are installed.
- The United States government regulates the use of 192-bit and 256-bit AES keys. Export laws highly restrict the use of these keys outside of the United States. System performance may also suffer by using larger key sizes.

You can change the authentication key with the `endpointkeytool` utility.

See [“About endpointkeytool utility”](#) on page 1406.

See [“Running the endpointkeytool utility”](#) on page 1407.

See [“About Endpoint tools”](#) on page 1405.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About the watchdog service

The watchdog service is deployed with the DLP Agent. The watchdog is a service that ensures that the DLP Agent is running and active. This relationship is reciprocal. If the DLP Agent does not receive regular requests from the watchdog service, it automatically restarts the watchdog service. This reciprocal relationship ensures that the DLP Agent is always running and active.



Users cannot stop the watchdog service on their workstations. Preventing users from stopping the watchdog service allows the DLP agent to remain active on their workstation.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About Endpoint Server redundancy

You can configure the Symantec DLP Agent to connect to multiple Endpoint Servers. Multiple Endpoint Servers enable incidents and events to be sent to the Enforce Server in a timely way if an Endpoint Server becomes unavailable. For example, assume that an Endpoint Server becomes unavailable because of a network partition. The Symantec DLP Agent, after a specified amount of time, connects to another Endpoint Server to transmit the incidents and events that it has stored. The Symantec DLP Agent makes a best effort to fail over to a different Endpoint Server only when the current Endpoint Server is unavailable. If the original Endpoint Server is unavailable, the Agent attempts to connect to another Endpoint Server in the configured list. By default, the Symantec DLP Agent tries to reconnect to the original Endpoint Server for 60 minutes before it connects to another Endpoint Server.

When a Symantec DLP Agent connects to a new Endpoint Server, it downloads the policies from that Endpoint Server. It then immediately begins to apply the new policies. To ensure consistent incident detection after a failover, maintain the same policies on all Endpoint Servers to which the Symantec DLP Agent may connect.

For Endpoint Discover monitoring, if a failover occurs during a scan, the old Endpoint Discover scan is aborted. The Symantec DLP Agent downloads the new Endpoint Discover scan configuration and policies from the new Endpoint Server and immediately runs a new scan. The new scan runs only if there is an active Endpoint Discover scan configured on the new Endpoint Server.

You must specify the list of Endpoint Servers when you install the Symantec DLP Agents. The procedure for adding a list of Endpoint Servers appears under each method of installation. You can specify either IP addresses or host names with the associated port numbers. If you specify a host name, the Symantec DLP Agent performs a DNS lookup to get a set of IP addresses. It then connects to each IP address. Using host names and DNS lookup lets you make dynamic configuration changes instead of relying on a static install-time list of stated IP addresses.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.



## About the AgentInstall.msi package

You install configure, or upgrade Symantec DLP Agents using the `AgentInstall.msi` or the `AgentInstall64.msi` (for 64-bit platform) package. You can use systems management software (SMS) to execute the package in Silent Mode using the Windows `msiexec` installer. You can also run the package installer interactively on an endpoint computer by executing the `AgentInstall.msi` package itself.

The `AgentInstall.msi` package accepts various configuration properties regardless of which method you choose to install the Symantec DLP Agents. [Table 78-2](#) describes the required properties and optional properties for `AgentInstall.msi` and `AgentInstall64.msi`.

**Table 78-2** AgentInstall.msi and AgentInstall64.msi Properties

| Property Name  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Required or Optional | Default Value                        |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|--------------------------------------|
| ENDPOINTSERVER | <p>Specifies the host name or IP address of one or more Endpoint Servers. Multiple Endpoint Servers can be entered by separating each server with a semicolon. An optional port number can follow each host name or IP address. If no port number is specified, the default port number 8000 is used.</p> <p>For example:</p> <pre>ENDPOINTSERVER="epserver.company.com;10.67.20.36:8002"</pre>                                                                                                                                                                         | Required             | None                                 |
| KEY            | <p>The authentication key that the Symantec DLP Agent and Endpoint Server use to establish a secure connection. Agents include a default authentication key, but you can create your own key using the <code>endpointkeytool</code> utility. To use your own key, specify it with the <code>KEY</code> parameter during deployment and installation. If you decide to specify the key after installing Symantec DLP Agents, you must reinstall the Symantec DLP Agents to specify the key.</p> <p>See <a href="#">“About endpointkeytool utility”</a> on page 1406.</p> | Optional             | None (A common default key is used.) |
| SERVICENAME    | <p>Specifies the Symantec DLP Agent service name that appears in the service list of the endpoint computer. The Symantec DLP Agent appears as <code>edpa.exe</code> on the computer’s task list.</p>                                                                                                                                                                                                                                                                                                                                                                    | Optional             | EDPA                                 |



**Table 78-2** AgentInstall.msi and AgentInstall64.msi Properties (*continued*)

| Property Name | Description                                                                                                                                                                                          | Required or Optional | Default Value |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------|
| STARTSERVICE  | Determines whether the Symantec DLP Agent and watchdog service are started on the endpoint computer after installation. Set this property to No to disable starting the services after installation. | Optional             | Yes           |
| WATCHDOGNAME  | Specifies the watchdog service name that appears in the service list on the endpoint computer. The watchdog appears as wdp.exe in the Task Manager.                                                  | Optional             | WDP           |

The `msiexec` installer also has several public properties that are commonly used when you install the AgentInstall.msi package. These properties include:

■ **ARPSYSTEMCOMPONENT**

This property can prevent the Symantec DLP Agent from appearing in the endpoint computer's Add or Remove Programs (ARP) list. If you set this property to 1, the Symantec DLP Agent does not appear in the list. By default, the property is set to 0, which allows the Symantec DLP Agents to appear in the ARP list.

■ **INSTALLDIR**

This property specifies the installation directory. The default installation directory is `install_dir\Manufacturer\Endpoint Agent`. For example, `c:\Program Files\Manufacturer\Endpoint Agent`.

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## About uninstallation passwords

The uninstallation password prevents unauthorized users from removing the Symantec DLP Agent from an endpoint computer. If an unauthorized user tries to remove the agent without the password, the agent cannot be removed.

When you create or assign the password during agent installation, it cannot be changed unless the agent is removed and then reinstalled. When you want to remove an agent from an endpoint computer, the uninstallation password parameter pop-up window requests the uninstallation password. If you remove agents from a large number of endpoint computers using an agent management system, the password must be included in the uninstallation command line.



By default, there is a limit to how many times an administrator can enter the wrong password. If the limit is exceeded, the uninstallation process quits and the process must be restarted.

You generate a secure uninstallation password by using the UninstallPwdKeyGenerator.exe tool.

You can generate more than one password if you want to assign different passwords to different groups of endpoint computers.

See [“Creating passwords with the password generation tool”](#) on page 1413.

See [“Adding uninstallation passwords to agents”](#) on page 1376.

See [“Upgrading agents and uninstallation passwords”](#) on page 1377.

See [“Using uninstallation passwords”](#) on page 1377.

## Adding uninstallation passwords to agents

Uninstallation passwords prevent unauthorized users from removing the Symantec DLP Agent from an endpoint computer.

Passwords can only be added to Symantec DLP Agents during agent installation or upgrade. If you have existing agents you want to protect, you must remove the agent and then reinstall the agent with the password.

Passwords are generated using the UninstallPwdKeyGenerator.exe tool.

See [“Creating passwords with the password generation tool”](#) on page 1413.

You can add the uninstallation password by including the password parameter in the agent installation command line. You can use either Symantec Management Platform (SMP) or a software management system (SMS) program to install the agents with the uninstallation password.

See [“About Symantec DLP Agent Installation”](#) on page 1367.

You cannot add the uninstallation password to agents through the installation wizard.

### To add the uninstallation password to an agent installation

- ◆ Add the uninstallation password parameter in the agent installation command line

```
UNINSTALLPASSWORDKEY="<password key>"
```

where *<password key>* is the password that you created with the password generation tool.

A sample agent installation command line might look like the following example:



```
msiexec /i AgentInstall.msi /q
INSTALLDIR="%ProgramFiles%\Manufacturer\Endpoint Agent\
ENDPOINTSERVER="hostname" PORT="8000" KEY="" UNINSTALLPASSWORDKEY=
"<password key>" SMC="hostname" SERVICENAME="EDPA" WATCHDOGNAME="WDP"
```

See [“Using uninstallation passwords”](#) on page 1377.

## Using uninstallation passwords

When you want to uninstall a Symantec DLP Agent that is password protected, you must enter the correct password before the uninstallation continues. If you uninstall your agents manually, a pop-up window appears on the endpoint computer that requests the password. You must enter the password in this window. If you are using a software management system, include the password parameter in the command string.

If you want to uninstall a group of agents, specify the uninstallation password in the agent uninstallation command line.

### To enter the uninstallation password using a command line

- ◆ Enter the following parameter in the uninstallation command line;

```
UNINSTALLPASSWORD="<password>"
```

where *<password>* is the password that you specified in the password generator.

An agent command line looks like the following example:

```
msiexec /uninstall <product code> /q UNINSTALLPASSWORD="<password>"
```

See [“Creating passwords with the password generation tool”](#) on page 1413.

See [“About uninstallation passwords”](#) on page 1375.

## Upgrading agents and uninstallation passwords

You can upgrade any agents which are protected by uninstallation passwords without affecting the password. If you do not want to change the password, do not include the password parameter to the upgrade command line. The pre-existing uninstallation password is included in the upgraded agent automatically. Only include the password parameter if you want to change the password or if you want to add a new password to an agent.



### To add or change a password while upgrading an agent

- ◆ Add the following password parameter to the upgrade command line:

```
UNINSTALLPASSWORDKEY=<password key>
```

where *<password key>* is the password key that you created using the password generation tool.

See [“Creating passwords with the password generation tool”](#) on page 1413.

See [“About uninstallation passwords”](#) on page 1375.

## Installing Symantec DLP Agents with the Symantec Management Console

You can use Symantec Management Console (SMC) to install Symantec DLP Agents. The SMC installs Symantec DLP Agent components semi-automatically onto your endpoint computers.

---

**Note:** The SMC will not be available for use with a future release of Symantec Data Loss Prevention. You can use new features in the Enforce Server administration console to replace many of those found in the SMC.

---

---

**Note:** To install the Symantec DLP Agents with the Symantec Management Console, you must have previously used the Computer Discovery feature of the Symantec Management Console. You must first install the Symantec Management Agent.

See [“About Symantec Management Console reporting”](#) on page 1364.

---

The SMC uses a system of packages, programs, and advertisements to install the Symantec DLP Agent. Packages contain the reference information to the installation directory. Programs are the installation files themselves and contain the installation parameters. You must specify the Endpoint Server(s) that you associated with the Symantec DLP Agent in the command line in the installation program. Advertisements let you specify on which endpoint computers you want to install the Symantec DLP Agent and when you want that installation to occur.

You must always install the `AgentInstall.msi` or `AgentINStall64.msi` package from a local directory. If you do not install from a local directory, some functions of the Symantec DLP Agent are disabled.



---

**Note:** Symantec Data Loss Prevention supports installing the DLP Agent on 32-bit and 64-bit operating systems. Symantec DLP Agent links that are marked with **(x86)** install or modify Symantec DLP Agents for 32-bit systems. Symantec DLP Agent links that are marked with **(x64)** install or modify Symantec DLP Agents for 64-bit systems.

---

#### To install the Symantec DLP Agent with the Symantec Management Console

- 1 On the DLP Portal page, click the **Install Symantec DLP agent (*bit information*)** link where (*bit information*) is the operating system you want.
- 2 In the right-hand pane, click the drop-down menu next to the red **Off** icon and select the green **On** icon.
- 3 Make sure that the Program name field is set to **Install DLP Agent**.
- 4 Under the **Applied to** section, select the **Apply to > Computers** menu option. Add filter rules as necessary to select a subset of endpoint computers.  
The Symantec DLP Agent is installed only on the computers listed.
- 5 Click **OK**.
- 6 If you want to schedule the installation for a later time, specify those settings in the **Schedule** section.
- 7 Click **Save changes**.

After you have saved the changes for the installation, view the status of the installation on the DLP Portal page.

## Installing Symantec DLP Agents silently

You can use a silent installation process by using systems management software (SMS) to install Symantec DLP Agents to endpoint computers. You must always install the AgentInstall.msi package from a local directory. If you do not install from a local directory, some functions of the Symantec DLP Agent are disabled.

#### To perform an unattended installation

- 1 In your systems management software package, specify the AgentInstall.msi or AgentInstall64.msi package.
- 2 Specify the AgentInstall.msi installation properties.  
See [“About the AgentInstall.msi package”](#) on page 1374.



- 3 Specify the `msiexec` properties.
- Optional properties for the `msiexec` utility.
- See “[About the AgentInstall.msi package](#)” on page 1374.
- 4 Specify any optional properties for the `msiexec` utility.
- See “[About the AgentInstall.msi package](#)” on page 1374.

For details on entering this information into your particular systems management software, see the software product documentation.

When you install the Symantec DLP Agent, your systems management software issues a command to the specified endpoints. The following is an example of what the command might look like:

```
msiexec /i AgentInstall.msi /q INSTALLDIR="C:\Program
Files\Manufacturer\Symantec DLP Agent\" ARPSYSTEMCOMPONENT="1"

ENDPOINTSERVER="epserver:8001"

SERVICENAME="ENDPOINT" WATCHDOGNAME="WATCHDOG"
```

The following table outlines each command and what it does.

Table 78-3

| Command                                                                                                                                      | Description                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <code>msiexec</code>                                                                                                                         | The Windows command for executing MSI packages.           |
| <code>/i</code>                                                                                                                              | Specifies the name of the package.                        |
| <code>/q</code>                                                                                                                              | Specifies a silent install.                               |
| <code>ARPSYSTEMCOMPONENT</code>                                                                                                              | Optional properties to <code>msiexec</code> .             |
| <code>ENDPOINTSERVER</code> , <code>SMC</code> ,<br><code>SERVICENAME</code> ,<br><code>INSTALLDIR</code> , and<br><code>WATCHDOGNAME</code> | Properties for the <code>AgentInstall.msi</code> package. |

You can find additional installation command examples in `DLPDownloadHome\DLP\12.0\Endpoint\x64\install_agent.bat` or `DLPDownloadHome\DLP\12.0\Endpoint\x86\install_agent.bat`.

After you install the agents, the Symantec DLP Agent service automatically starts on each endpoint computer. Log on to the Enforce Server and go to **System > Agents > Overview**. Verify that the newly installed or upgraded agents are registered (that the services appear in the list).



---

**Note:** Do not rename the Agentinstall.msi file for any reason. If you rename this file, your systems management software cannot recognize the file and the installation fails.

---

---

**Note:** Some aspects of the Symantec DLP Agent installation may require you to restart the endpoint computer.

---

See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.

## Installing Symantec DLP Agents manually

You can install Symantec DLP Agents manually on your endpoints by using the AgentInstall.msi or AgentInstall64.msi (for Windows 7 64-bit platforms) package.

### To install Symantec DLP Agent manually

- 1 Log on to the endpoint computer as an administrator.
- 2 Copy the AgentInstall.msi or AgentInstall64.msi file to the endpoint computer and double-click the file.

The Symantec DLP Agent installation wizard starts up, displaying the Symantec DLP Agent setup panel.

- 3 Click **Next** to accept the copyright agreement.
- 4 Click **Next** to accept the license agreement.

---

**Note:** If your computer is not already running Windows Installer 3.1, the Symantec DLP Agent installer initiates the installation of that program. In this case, you are prompted to restart the computer after the Windows Installer installation. Upon restart, the Symantec DLP Agent installer resumes.

---

- 5 Type the appropriate values in the following fields:
  - **Endpoint Servers (required)**  
Enter the host name or IP address of at least one Endpoint Server. For example, server.company.com. This value must be consistent with the **Agent Listener > Bind Address (Host/IP)** value you set for the Endpoint Server on the **Symantec Data Loss Prevention Enforce Server > Configure Server page**. If you use a non-default port number, specify it after the server name. For example, server.company.com:8001.



---

**Note:** You can specify more than four Endpoint Servers. To do so, use any of the four available text fields to enter a list of host names or IP addresses separated by semicolons. For example, “epserver1.company.com; epserver2.company.com; epserver3.company.com; epserver4.company.com; 10.67.20.36:8002.”

---

- **Encryption Key (optional)**  
You may enter a custom authentication key that the Symantec DLP Agents and Endpoint Server use to establish a secure connection. Agents include a default authentication key, but you can also create your own key using the `endpointkeytool` utility. To use your own key, specify it with the `KEY` parameter during deployment and installation. If you decide to use a custom key after installing Symantec DLP Agents, you must reinstall the Symantec DLP Agents to specify the key.
  - **DLP Agent Service Name (optional)**  
You may edit the Symantec DLP Agent service name that appears in the service list of the endpoint computer.
  - **DLP Watchdog Service Name (optional)**  
You may edit the watchdog service name that appears in the service list of the endpoint computer.
- 6 Click **Next**.
  - 7 Accept the default installation directory or enter a new one, and then click **Next**.  
The default is `c:\Program Files\Manufacturer\Endpoint Agent`.
  - 8 On the Confirm Installation screen that appears, click **Install**.  
The installation takes a few moments. When it finishes, the Installation Complete screen appears.
  - 9 Click **Finish**.
  - 10 Go to **Start > Control Panel > Administrative Tools**, and then double-click **Services**. Find the Symantec DLP Agent service (listed under the name you typed in the Service Name field during installation). Make sure that it is running.  
The Symantec DLP Agent now monitors the endpoint.
  - 11 Log on to the Enforce Server and go to **System > Agents > Overview**, and click **OK**.
  - 12 Verify that the Symantec DLP Agent is registered (appears in the list).



See [“How to implement Endpoint Discover”](#) on page 1327.

See [“How to implement Endpoint Prevent”](#) on page 1335.







# Managing Symantec DLP Agents

This chapter includes the following topics:

- [About Symantec DLP Agent administration](#)
- [About Endpoint Agent logs](#)

## About Symantec DLP Agent administration

After you have installed Symantec DLP Agents, you can administer them from the Enforce Server. The Enforce Server provides an interface which can be used to:

- View the status of your deployed Symantec DLP Agents.
- Generate reports for your deployed Symantec DLP Agents.
- Administer your deployed Symantec DLP Agents.
- Troubleshoot your deployed Symantec DLP Agents.

To view and manage your Symantec DLP Agents, log on to your Symantec Data Loss Prevention Enforce Server; then, click **System > Agents**.

See [“Using the agents summary screen”](#) on page 1385.

See [“Agent management events screen”](#) on page 1392.

## Using the agents summary screen

You can see the status of each Symantec DLP Agent on the agent overview screen. The statuses are described by individual icons displayed next to each agent. You



can also perform agent tasks on any selected agents. Use the checkboxes to select the agents that you want to modify.

Use the Action button to perform on of the following actions:

- Change Endpoint Server
- Delete
- Disable
- Enable
- Pull Logs
- Remove Under Investigation
- Reset Log Level
- Restart
- Set Log Level
- Set Under Investigation
- Shut Down

See [“Agent overview actions”](#) on page 1390.

Agent information is divided into several columns. Click any column header to sort entries alpha-numerically in that column. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention lists agents by the endpoint computer name.



**Table 79-1**      Agent overview screen

| Section | Description |
|---------|-------------|
| Status  |             |



Table 79-1      Agent overview screen (continued)

| Section | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>Current status of the agent.</p> <p>The possible values are:</p> <ul style="list-style-type: none"><li>■ <b>Healthy</b><br/>Indicates the agent service and file-system driver are running, that the cache is created and available, and that the connection functions as expected.</li><li>■ <b>Warning</b><br/>Indicates the agent may need attention. For example, Symantec Data Loss Prevention assigns this status when the endpoint data share nears its storage limit.</li><li>■ <b>Down</b><br/>Indicates the agent is down and needs immediate attention. For example, Symantec Data Loss Prevention assigns this status when the data share is full or unavailable, or when the connection is lost.</li><li>■ <b>Log State Change</b><br/>Indicates that the log level for the agent has been changed or reset. See <a href="#">“About Endpoint Agent logs”</a> on page 1398.</li><li>■ <b>Shut Down</b><br/>Indicates that the agent has been shut down either through the Shut Down agent task or when the endpoint computer was shut down.</li><li>■ <b>Disabled</b><br/>Indicates that the agent has been disabled through the Disable agent task.</li><li>■ <b>Under Investigation</b><br/>Indicates that the agent in question is under investigation. Agents may be under investigation for a number of reasons. These reasons include sending too many false positive incidents, and being unable to connect to the Endpoint Server. You can set the Under Investigation status with any other agent status.</li></ul> |



**Table 79-1** Agent overview screen (*continued*)

| Section               | Description                                                                                                                                                                                                                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>■ Troubleshooting<br/>Indicates that a troubleshooting task is either running on the agent or that a troubleshooting task has just expired on an agent.<br/>You can set the Troubleshooting status with any other agent status.</li> </ul>                                                                          |
| Machine Name          | The endpoint computer name.                                                                                                                                                                                                                                                                                                                                |
| Recent error messages | Symantec Data Loss Prevention displays one or more messages that are related to any events that change agent status to Down status. Each message shows the time and summary of the event that triggered the status change. To see a list of events for a particular agent, click on the relevant agent entry in the <b>Agent Management Overview</b> list. |
| Endpoint Server       | The Endpoint Server to which the agent is registered.                                                                                                                                                                                                                                                                                                      |
| IP                    | The endpoint computer IP address.                                                                                                                                                                                                                                                                                                                          |
| Version               | Agent version number.                                                                                                                                                                                                                                                                                                                                      |
| Connection            | Current agent connection status.                                                                                                                                                                                                                                                                                                                           |
| Last Connection Time  | The date and time that the specific Symantec DLP Agent last connected to the Endpoint Server.                                                                                                                                                                                                                                                              |

You can summarize the agent overview page by a number of criteria including agent configuration, server name, and agent IP address. Additionally, you can filter the agent events by specific sets of criteria relating to the Symantec DLP Agent. Summarizing and filtering the agents lets you view the agent data in the order that you want. For example, you can summarize the agents by the associated agent configuration and then filter those configurations by the most recently updated agents.

See [“About filters and summary options for reports”](#) on page 972.

See [“Agent management events screen”](#) on page 1392.



## Agent overview actions

The following table describes the available agent overview actions that you can take on any Symantec DLP Agent.

See [“Using the agents summary screen”](#) on page 1385.

**Table 79-2** Agent overview actions

| Action                 | Description                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Change Endpoint Server | <p>Lets you change the Endpoint Server to which the agent connects.</p> <p>You can specify the primary Endpoint Server as well as secondary Endpoint Servers in case the primary server fails and the agent must switch connections.</p>                                                                                                                                                         |
| Delete                 | <p>Deletes the agent</p> <p>When you delete an agent, you remove that agent and all associated events from the Endpoint Server. It is no longer visible in the Enforce Server administration console. Deleting an agent from the Endpoint Server does not mean that it has been uninstalled from the endpoint computer.</p>                                                                      |
| Disable                | <p>Disables the agent</p> <p>Disabling the agent does not delete the agent from the Endpoint Server. Disabling an agent disables all monitoring on that endpoint computer. The associated events are still visible on the Endpoint Server. Unlike deleted agents, disabled agents can be re-enabled.</p>                                                                                         |
| Enable                 | <p>Enables disabled agents</p> <p>Enabled agents automatically reconnect with the Endpoint Server and obtain the most current policies. Enabling an agent enables monitoring on that endpoint computer. Enabled agents can log events on the Endpoint Server.</p> <p><b>Note:</b> Any updates to the associated policies are not sent to the agent until the agent is enabled and restarted.</p> |



**Table 79-2** Agent overview actions (*continued*)

| Action                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pull Logs                  | <p>Allows you to pull service logs and operational logs for the agent. You can pull either the service logs, or the operational logs, or both sets of logs.</p> <p>Pulling agent logs is a two-step process:</p> <ul style="list-style-type: none"> <li>■ Pull the agent logs from the endpoint computer to the Endpoint Server</li> <li>■ Collect the agent logs from the Endpoint Server through the Enforce Server</li> </ul> <p>When the logs are pulled from the endpoint computer, they are stored on the Endpoint Server in an unencrypted format. After you collect the logs from the Endpoint Server, the logs are deleted from the Endpoint Server and are stored only on the Enforce Server. You can only collect logs from one endpoint computer at a time.</p> <p>Access the logs from the Enforce Server Logs page. Go to: <b>System &gt; Servers &gt; Logs &gt; Collection</b>.</p> <p>See <a href="#">“Collecting server logs and configuration files”</a> on page 281.</p> |
| Remove Under Investigation | Removes the Under Investigation designation from the selected agents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Reset Log Level            | <p>Resets the logging level for the specified agent to the default <b>INFO</b> level. Symantec Technical Support uses agent logs for troubleshooting purposes.</p> <p>See <a href="#">“About Endpoint Agent logs”</a> on page 1398.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Restart                    | Restarts the specified agent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



Table 79-2            Agent overview actions (continued)

| Action                  | Description                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Set Log Level           | <p>Sets the logging level for the specified agent. Symantec Technical Support uses agent logs for troubleshooting purposes.</p> <p><b>Note:</b> It is recommended to contact Symantec Technical Support before you change the log level for an agent.</p> <p>See “<a href="#">About Endpoint Agent logs</a>” on page 1398.</p>                                          |
| Set Under Investigation | <p>Sets an Under Investigation status on the specified agent.</p> <p>Specify agents as Under Investigation if you believe there is some sort of issue with the agent. You can set the Under Investigation status regardless of whether the agent is running, disabled, or shut down. An additional icon, a flag, appears next to the main status icon of the agent.</p> |
| Shut Down               | <p>Shuts down the specified agent.</p>                                                                                                                                                                                                                                                                                                                                  |

You can view the most current information regarding the agent actions in a knowledge base article. Log on to the DLP Knowledgebase at: <https://kb-vontu.altiris.com> and search for the article "About Symantec DLP Agent troubleshooting tasks." Or search for the article number: 54083.

## Agent management events screen

The Agent Management Events screen lists the events that have occurred on agents. Such events include changes in the database file, connection, file-system driver, and service. You can filter and summarize the event list, and click on individual event entries to see more details.

Event information is divided into several columns. Click any column header to sort entries alpha-numerically in that column. To sort in reverse order, click the column header a second time. By default, Symantec Data Loss Prevention lists events in order of the time they occurred.



**Table 79-3** Agent Management Event screen

| Entry        | Description                                                                                            |
|--------------|--------------------------------------------------------------------------------------------------------|
| Type         | The event type, which includes the following possible values:<br><br>Severe<br>Agent Information<br>OK |
| Time         | Event date and time.                                                                                   |
| Machine Name | Endpoint computer IP address or host name.                                                             |
| Category     | Event category, such as Agent Service Status, Connection Status, File-System Driver, or data store.    |
| Sub-Category | The event sub-category, such as Connection Active or Connection Closed.                                |

You can click any event to display the agent event detail screen for that event.

You can summarize the agent overview page by a number of criteria including agent configuration, server name, and agent IP address. Additionally, you can filter the agent events by specific sets of criteria relating to the Symantec DLP Agent. Summarizing and filtering the events lets you view the agent data in the order that you want. For example, you can summarize the agents by the associated agent configuration and then filter those configurations by the most recently updated agents.

See [“About filters and summary options for reports”](#) on page 972.

## About agent events filter options

In addition to the default Date filter, you can filter on event type (severe, warning, informational, or under investigation), the Endpoint Server that is associated with the agent, the event summary information, and the endpoint computer name.

You can also filter on the categories and sub-categories of information that Symantec Data Loss Prevention uses to assess general agent status.



**Table 79-4** Agent event filter options

| Filter       | Description                                                                                                                                                                                                                                                                    |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Category     | The category to which the event belongs. The type or category of event assists to designate the severity of the event. For example, a software upgrade event is of a lower severity than a software compatibility event. Searches can include or exclude categories of events. |
| Machine Name | The endpoint machine on which the agent is running. Searches can include, exclude, or search based on exact matches. If only one machine used, then excluding that machine results in no matches.                                                                              |
| Server       | The server to which the agent events belong. You can include or exclude all events for a single server.                                                                                                                                                                        |
| Sub Category | The subcategory for event categories. Each category is separated by different subcategories. For example, the Configuration Update category contains the subcategories Config Error and Config Success.                                                                        |
| Summary      | The essential information about each event. You can filter on keywords or sentence strings. Filters can include, exclude, or search on exact matches for summary descriptions.                                                                                                 |
| Type         | The type of event listed. You can list events as Severe, Warning, or Info.                                                                                                                                                                                                     |

After you select a filter option, you must select the sub-category for the filter. For example, if you choose to filter on Category, you must then choose a specific category, such as Connection Status.

See [“Agent management events screen”](#) on page 1392.

## About Symantec DLP Agent removal

You may need to uninstall the Symantec DLP Agent from your endpoint computers. You can uninstall Symantec DLP Agents in the following ways:



Table 79-5 Removing the Symantec DLP Agent

[Removing Symantec DLP Agents with Symantec Management Console](#)

[Removing Symantec DLP Agents manually](#)

[Removing Symantec DLP Agents with system management software](#)

## Removing Symantec DLP Agents with Symantec Management Console

You can remove the Symantec DLP Agent and the Symantec Management Agent from your endpoint computers using the Symantec Management Console.

---

**Note:** Symantec Data Loss Prevention supports both 32-bit and 64-bit operating systems. Symantec DLP Agent links that are marked with **(x86)** install or modify Symantec DLP Agents for 32-bit systems. Symantec DLP Agent links that are marked with **(x64)** install or modify Symantec DLP Agents for 64-bit systems.

---

### To uninstall the Symantec DLP Agent with Symantec Management Console

- 1 From the left-hand navigation window, go to: **Data Loss Prevention Portal > Configuration > V11.0 Agent Deployment (*bit information*) > Uninstall DLP Agent (*bit information*)** where (*bit information*) is either the 32-bit or 64-bit system folder.
- 2 On the top-right portion of the page, click the red **Off** icon and select the green **On** icon from the drop-down menu.
- 3 Make sure that the **Program name** field is set to **Uninstall Symantec DLP Agent**.
- 4 Under the **Applied to** section, click the **Apply to** option and select **Computers**. Add filter rules as necessary to select a subset of endpoint computers.  
  
The Symantec DLP Agent is uninstalled only from the computers listed.
- 5 Click **Save changes**.

---

**Note:** You can also schedule the uninstallation for a later time. Use the Task Scheduler to schedule the time you want to uninstall the agents.

---

For more information on uninstallation options using the Symantec Management Console, see the *Symantec Management Platform User's Guide*.

See “[About Symantec DLP Agent removal](#)” on page 1394.



See [“About the Symantec Management Console”](#) on page 1361.

## Removing Symantec DLP Agents with system management software

Follow this procedure if you elected to hide the Symantec Data Loss Prevention service from the Add or Remove Programs list (ARP) during installation. Because the Symantec DLP Agent does not appear in the ARP, you cannot use the ARP list for the uninstallation process. You must use the MSI command to remove the Symantec DLP Agent. Only use the MSI command uninstallation if you have hidden the Symantec DLP Agent from the ARP during installation.

### To remove the agent with the MSI command

- 1 Open the command prompt window.
- 2 Enter the string:

```
msiexec /x AgentInstall.msi
```

You can add several different options to this command prompt.

- 3 Click **OK**.

The Symantec DLP Agent uninstalls.

### To remove the agent manually if the agent does not appear in the ARP

- 1 Open the command prompt window.
- 2 Enter the following command where `{guid}` is the product code. You can add several other options to this command prompt:

```
msiexec /x {guid}
```



### 3 Enter any optional commands to the end of the command:

```
msiexec /x AgentInstall.msi
```

### 4 Click **OK**.

You can add options to the uninstall command such as `SilentMode` or `Logname`. `SilentMode` allows the Symantec DLP Agent to uninstall without displaying a user interface on the desktop. The installation takes place in the background of the workstation and is not visible to the user. `Logname` Lets you set any log file you want. However, this option is only available if you have the original installer present. If you do not have the original installer, you must use the product code.

The code for a silent install is:

```
/QN:silentmode
```

The code for `Logname` is:

```
/L*V _logname
```

`msi.exe` has several other options. For further options, see your MSI guide.

See [“About Symantec DLP Agent removal”](#) on page 1394.

## Removing agents with Windows 7 or Vista

If you uninstall the agents from an endpoint computer that runs Windows Vista or Windows 7, you must run the command prompt in **Elevated Command Prompt** mode. This step is required because of the nature of the Windows Vista operating system. You cannot install the agent using the `install_agent.bat` script without first using the Elevated Command Prompt mode.

### To initiate the Elevated Command Prompt mode on Windows Vista

- 1 Right-click the command prompt icon in the **Windows Start** menu.
- 2 Select **Run as Administrator**.

The command prompt starts in Elevated Command Prompt mode. You can now install the Symantec DLP Agents on the endpoint computer.

If you are installing on Windows 7, the procedure for using the Elevated Command Prompt mode follows.



### To initiate the Elevated Command Prompt mode on Windows 7

- 1 Click the **Start** menu.
- 2 In the **Search programs and files** field, type **command prompt**.  
The **Command Prompt** program appears in the results list.
- 3 Hold the Shift key and right-click the **Command Prompt** entry in the results list. Select either **Run as Administrator** or **Run as different user**.
- 4 If you selected **Run as different user**, enter the credentials for a user that has administrator privileges.
- 5 The command prompt starts in Elevated Command Prompt mode. Install the Symantec DLP Agents on the endpoint computer using this command prompt.

See [“About Symantec DLP Agent removal”](#) on page 1394.

## Removing Symantec DLP Agents manually

You can uninstall Symantec DLP Agents manually. Manual uninstallation is only possible if you configured the Symantec DLP Agent to appear in the endpoint computer **Add or Remove Programs** list during deployment.

See [“About Symantec DLP Agent Installation”](#) on page 1367.

### To uninstall the agent manually

- 1 Go to **Start > Control Panel** and double-click **Add or Remove Programs**.
- 2 Select **Agent Install**.
- 3 Click **Remove**.

If you use Windows Vista, you are prompted to use the Elevated Command Prompt mode.

See [“About Symantec DLP Agent removal”](#) on page 1394.

# About Endpoint Agent logs

Endpoint Agent logs contain service and operational data for every Endpoint Agent. Each Endpoint agent has multiple components that are logged. The amount of information that is logged can be configured by setting the log level for each Endpoint Agent component. After the log level for an Endpoint Agent component has been configured, the log can be collected and sent to Symantec Technical Support. Symantec Technical Support can use the log to troubleshoot a problem or to improve performance for a Symantec Data Loss Prevention Endpoint installation.



See [“Setting the log levels for an Endpoint Agent”](#) on page 1399.

See [“Collecting server logs and configuration files”](#) on page 281.

## Setting the log levels for an Endpoint Agent

You can configure the amount of data that is logged for an Endpoint Agent by specifying the log level for each agent component. Symantec Technical Support can use this data to troubleshoot or improve performance for a Symantec Data Loss Prevention Endpoint installation.

See [“About Endpoint Agent logs”](#) on page 1398.

---

**Note:** Symantec recommends that you contact Support before changing a log level for an Agent.

---

### To set the log levels for an Endpoint Agent

- 1 From the Enforce Server administration console, navigate to **System > Agents > Overview**.
- 2 Select an Agent.
- 3 Select **Actions > Set Log Level**.
- 4 Select a log level from the **Log level** pull-down list.
- 5 If you want to change the log level for all of the components for this agent, select **All Agent Logger Components**.
- 6 If you change the log level for specific components of this Agent, enter each component name into the provided field. When entering multiple component names, use a comma to separate each component name. The maximum length that is allowed for entering component names is 255 characters.
- 7 Click **OK** to save your changes.

The **Agents Overview** screen displays an icon next to the Agent to show that the log level has been changed for the Agent.

After troubleshooting an Endpoint Agent, it is recommended to reset the log levels for the Agent to the default settings. Only general information about the Agent is logged after the log levels are reset for an Endpoint Agent.



**To reset the log levels for all the components of an Endpoint Agent to the default logging level**

- 1** From the Enforce Server administration console, navigate to **System > Agents > Overview**.
- 2** Select an Agent from the list.
- 3** Select **Actions > Reset Log Level**.

The **Agents Overview** screen displays an icon next to the Agent to show that the log level has been changed for the Agent.



# About application monitoring

This chapter includes the following topics:

- [About application monitoring](#)
- [Adding an application](#)

## About application monitoring

Application monitoring lets you monitor third-party applications for IM, email, or HTTP/S clients. By default, Symantec Data Loss Prevention only monitors first-party applications such as AIM, Microsoft Outlook, or Mozilla Firefox. Examples of third-party applications include Skype, Mozilla Thunderbird, or Google Chrome. Any application that is not specifically monitored by Symantec Data Loss Prevention must be added to the Application Monitoring page before Symantec Data Loss Prevention can begin monitoring. For example, if your company uses Mozilla Thunderbird, you must add Mozilla Thunderbird to the Application Monitoring page. You need to add the application because Mozilla Thunderbird is not monitored by default. After Mozilla Thunderbird is added, Symantec Data Loss Prevention monitors the file attachments that are sent by the email client through the network.

Additionally, you can configure global changes to default applications. You can associate blacklist or whitelist metadata to network monitoring, CD/DVD applications, and the applications that use print/fax or Clipboard functions. You can also specify if you do not want Symantec Data Loss Prevention to monitor applications for network, print/fax, Clipboard, or file system activities. For example, you may want to exclude Clipboard activities on Microsoft Outlook. You would edit the settings for Microsoft Outlook to exclude Clipboard activity on the application fingerprinting page. The applications on this page are only the



applications that you want to modify for network, print/fax, Clipboard, or file system monitoring.

The Application Monitoring page displays the list of currently monitored CD/DVD applications. If you do not see the specific CD/DVD application you need, you must add that application to the list.

---

**Note:** You can remove any application that you add, but you cannot remove a pre-populated application.

---

Additionally, you can add details about the publisher name for the application. The publisher name details the maker of the software. Adding the publisher name lets Symantec Data Loss Prevention verify the application even if the binary name has been changed. Primarily, the publisher name is used for identifying Symantec processes. However, you can add the publisher name for any of your applications. Adding the publisher name is optional.

See [“Adding an application”](#) on page 1402.

---

**Note:** Small files of less than 64 bytes are not detected when read by a third-party application. Files over 64 bytes in size are detected normally.

---

## Adding an application

The Add Application Monitoring page can be used to add third-party applications to monitoring policies. Third-party applications can include the following types of applications:

- CD/DVD applications (for example, Roxio)
- Internet browsers (for example, Google Chrome)
- IM applications (for example, Skype)
- SMTP applications (for example, Mozilla Thunderbird)

### Adding an application

- 1 Under the Application Information section, You must enter at least one of the following fields:
  - Name
  - Binary Name
  - Internal Name
  - Original Filename



- Publisher Name

If you enter the Publisher Name, you can choose to select the **Verify publisher name** option. This option ensures that the publisher name of the application is correct. Using the **Verify publisher name** option may affect performance as it increases system resources.

2 Under the Application Monitoring Configuration section, select one or more of the following monitoring options:

- Network Access
- Print/Fax
- Send to Clipboard
- Filesystem Activity

3 If you have selected Filesystem Activity, you can select one of the following options:

- Monitor Application File Access
- Monitor writing to CD/DVD

Selecting the Application File Access or CD/DVD options lets you choose to monitor the files that the application opens or the files that the application reads.

See “[About application monitoring](#)” on page 1401.







# Using Endpoint Server tools

This chapter includes the following topics:

- [About Endpoint tools](#)

## About Endpoint tools

Symantec Data Loss Prevention provides a number of tools to help you work with Symantec DLP Agents. These tools are contained within the `VontuAgentInstaller.zip` file. Install these tools into a secure directory. These Endpoint tools work with the keystore file that is found in the Agent Install directory. The tools and the keystore file must be in the same folder to work properly. Each tool requires a password to operate. A generic tools password is generated during your installation.

You can change the password using the `endpointkeytool` and create a tools-specific password. Symantec recommends that you install the tools into the Symantec DLP Agent installation directory that contains the keystore files. The `endpointkeytool` utility, however, is installed on the Enforce Server and can be found at `SymantecDLP\Enforce\Protect\bin`.

See “[About endpointkeytool utility](#)” on page 1406.

The following list contains some of the tasks that you can complete using endpoint tools:

**Table 81-1** Endpoint tools task list

| Task                                          | Tool name                         | Link                                                              |
|-----------------------------------------------|-----------------------------------|-------------------------------------------------------------------|
| Create unique, 128-bit keys for your agents   | <code>endpointkeytool.exe</code>  | <a href="#">About endpointkeytool utility</a>                     |
| Shut down the agent and the watchdog services | <code>Service_Shutdown.exe</code> | <a href="#">Shutting down the agent and the watchdog services</a> |



Table 81-1 Endpoint tools task list (continued)

| Task                                              | Tool name                    | Link                                                                                       |
|---------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------|
| Inspect database files accessed by the agent      | vontu_sqlite3.exe            | <a href="#">Inspecting the database files accessed by the agent</a>                        |
| View extended log files                           | logdump.exe                  | <a href="#">Viewing extended log files</a>                                                 |
| Generate uninstallation passwords for your agents | UninstallPwdKeyGenerator.exe | See “ <a href="#">Creating passwords with the password generation tool</a> ” on page 1413. |

You can also perform some of these tasks with the Symantec Management Console. See “[About Symantec Management Console agent tasks](#)” on page 1365.

## Using Endpoint tools with Windows 7 or Vista

If you use Endpoint tools on a computer that runs Windows 7 or Vista, run the command prompt in the Elevated Command Prompt mode. This procedure is required because of the nature of the Windows 7 and the Vista operating system. You cannot run the Endpoint tools without using the Elevated Command Prompt mode.

### To initiate the Elevated Command Prompt mode in Windows 7

- 1 From the Windows Start menu, click the **Search programs and files** field. Enter `command`.
- 2 Right-click the command prompt window while simultaneously pressing the **Shift** key.
- 3 Select the **Run as administrator** option.

### To initiate the Elevated Command Prompt mode in Windows Vista

- 1 From the Windows Start menu, right-click the **Command Prompt** icon.
- 2 Select **Run as Administrator**.

The command prompt starts in the Elevated Command Prompt mode. You can now use the Endpoint tools.

See “[About Endpoint tools](#)” on page 1405.

## About endpointkeytool utility

Use the endpointkeytool command-line utility to generate an authentication key and define a tools password. Symantec Data Loss Prevention uses default keys.



You must generate your own unique keys to ensure that you do not use the same key as another customer. Back up and secure the files that the endpointkeytool generates. Before you start, make sure that the Endpoint Server is installed but that no Symantec DLP Agents are installed.

---

**Note:** Check your operating system licensing limitations as some key sizes are not recognized outside of the United States.

---

- See [“About Endpoint tools”](#) on page 1405.
- See [“Running the endpointkeytool utility”](#) on page 1407.
- See [“About Symantec DLP Agent security”](#) on page 1370.

## Running the endpointkeytool utility

The endpointkeytool utility must run under the Symantec Data Loss Prevention operating system user account. By default the account is “protect.” The command options for the endpointkeytool utility are:

| Option                                    | Description                                                                                                                      |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <code>-keysize=&lt;128/192/256&gt;</code> | Specifies the bit-size of the generated key file.                                                                                |
| <code>-pwd=tools_password</code>          | Specifies the password to access the endpoint tools. By default, the password is <i>VontuStop</i> . You must specify a password. |
| <code>[-dir=directory]</code>             | The optional <code>-dir</code> argument specifies the directory where the keystore files are placed.                             |

Unless you specified a different directory with the `-dir` argument, the keystore file `*.endpointRecoveryStore` is created in the `\bin` directory where the endpointkeytool utility resides. By default, the `\bin` directory is `...Enforce\Protect\bin`. This keystore file must be moved to the keystore directory to function.

---

**Note:** If more than one keystore file is in the keystore directory, the Endpoint Server does not start.

---



### To generate an endpointkeytool file

- 1 Under the Symantec Data Loss Prevention user account, run the `endpointkeytool` utility with the needed parameters, for example:

```
endpointkeytool generate -keysize=128 -pwd=VontuStop
```

- 2 Enter a tools password using the parameters `-pwd=tools_password` and `-keysize=128/192/256`. In the command, `tools_password` is the password you want to use and `128/192/256` is the size of the key you want to use.
- 3 Unless you used the `-dir` option to specify where the keystore file is generated, place the keystore file in a safe, memorable directory. Verify that the keystore directory contains only one keystore file.
- 4 Store a copy of the keystore file in a safe location. If anything happens to the keystore file on a Symantec DLP Agent, a copy of the keystore file is available to replace the damaged file.

The Endpoint Server must use the key that is generated at the same `endpointkeytool` session. Any Symantec DLP Agent that uses a different key cannot be authenticated and cannot communicate with the server. An Authentication Failure Endpoint system event is generated if a problem with the keystore file occurs. The Symantec DLP Agent status is shown in the Agent Overview screen of the management console.

- 5 Copy the authentication key into the `KEY` parameter for the MSI installation script for installing Symantec DLP Agents. This procedure ensures that the installation script installs all Symantec DLP Agents with the same authentication key. If the `KEY` parameter is left empty, then the Symantec DLP Agents use the default key.

The Endpoint Server has a keystore directory that is located at `SymantecDLP\Protect\keystore` or `SymantecDLP/Protect/keystore`. An empty keystore directory indicates that Symantec Data Loss Prevention uses the default keystore file. After the generated keystore file is copied into the keystore directory, it overrides the default keystore file.

If you forget your tools password, you can recover it using the `endpointkeytool recover` option:

```
endpointkeytool recover [-dir=output_dir]
```

- 6 Restart the Endpoint Server through the Enforce console.

See [“About Endpoint tools”](#) on page 1405.



See [“About Symantec DLP Agent security”](#) on page 1370.

See [“About endpointkeytool utility”](#) on page 1406.

See [“About the authentication key”](#) on page 1372.

## Shutting down the agent and the watchdog services

The Service\_Shutdown.exe tool shuts down the Symantec DLP Agent and watchdog services. As a tamper-proofing measure, it is not possible for a user to individually stop either the Symantec DLP Agent or watchdog service. This tool enables an administrator to stop both Symantec Data Loss Prevention services at the same time.

### To run the Service\_Shutdown.exe tool

- ◆ From the installation directory, run the following command:

```
service_shutdown [-p=password]
```

where the installation directory is the directory where you installed Symantec Data Loss Prevention and [-p=password] is the password you previously specified. If you do not enter a password, you are prompted to input a password. The default password is *VontuStop*.

You must run the Service\_Shutdown.exe tool from the same directory as the Symantec DLP Agent keystore file.

See [“About Endpoint tools”](#) on page 1405.

## Inspecting the database files accessed by the agent

The vontu\_sqlite3.exe tool enables you to inspect the database files that the Symantec DLP Agent uses. It provides an SQL interface to query database files and update database files. Without this tool, you cannot view the contents of a database file because it is encrypted. Use this tool when you want to investigate or make changes to the Symantec Data Loss Prevention files.



### To run the `vontu_sqlite3.exe` tool

- 1 From the Symantec DLP Agent installation directory, run:

```
vontu_sqlite3 -db=database_file [-p=password]
```

where *database\_file* is your database file and *password* is your specified tools password.

All Symantec Data Loss Prevention database files are present in the Symantec DLP Agent installation directory and end in the `*.ead` extension. After you run the command, you are prompted for your password.

- 2 Enter the default password `VontuStop` unless you have already created a unique password.

You are provided with a shell to enter SQL statements to view or update the database.

Refer to <http://www.sqlite.org/sqlite.html> for complete documentation about what commands are available in this shell.

See [“About Endpoint tools”](#) on page 1405.

## Viewing extended log files

The `logdump.exe` tool lets you view the extended log files for Symantec DLP Agents. Extended log files are hidden for security reasons. Generally, you only need to view log files with Symantec Data Loss Prevention support personnel. Without this tool, you cannot view any Symantec DLP Agent log files.

### To run the log dump tool

- ◆ From the Symantec DLP Agent installation directory, run:

```
logdump -log=log_file [-p=password]
```

where *log\_file* is the log file you want to view and *password* is the specified tools password. All Symantec Data Loss Prevention extended log files are present in the Symantec DLP Agent installation directory. The files have names of the form *edpa\_extfile\_number.log*. After you run this command, you can see the de-obfuscated log.

---

**Note:** When using Windows Powershell to run `logdump.exe`, quotes are required around the log file. For example, run:

```
logdump "-log=log_file" [-p=password]
```

---

From this view, you can print the contents of another log.



To print the contents of another log

1 From the command window, run:

```
logdump -log=log_file -p=password > deobfuscated_log_file_name
```

2 Enter the password again to print the log.

See “About Endpoint tools” on page 1405.

About the Device ID utility

Symantec Data Loss Prevention provides the DeviceID.exe utility to assist you with configuring endpoint devices for detection.

See “About endpoint device detection” on page 581.

The DeviceID utility scans the computer for all connected devices and reports the Device Instance ID string for each device that is detectable.

See “Using the Device ID utility” on page 1411.

Table 81-2 Device ID utility example output

| Result | Description                                                                                                                                       |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Volume | The volume or mount point that the DeviceID.exe tool found.<br>For example:<br>Volume: E:\                                                        |
| Dev ID | The Device Instance ID for each device.<br>For example:<br>USBSTOR\DISK&VEN_UFD&PROD_USB_FLASH_DRIVE&REV_1100\5F73HF00Y9DBOG0DXJ                  |
| Regex  | The regular expression to detect that device instance.<br>For example:<br>USBSTOR\\DISK&VEN_UFD&PROD_USB_FLASH_DRIVE&REV_1100\\5F73HF00Y9DBOG0DXJ |

Using the Device ID utility

Use the Device ID utility to extract Device Instance ID strings and to determine what devices the system can recognize for detection.

See “About the Device ID utility” on page 1411.

See “About endpoint device detection” on page 581.



To use the Device ID utility

- 1
- Obtain the DeviceID.exe utility.
- This utility is available with the Endpoint Sever utilities package.
- See “About Endpoint tools” on page 1405.
- 2
- Copy the DeviceID.exe utility to a computer where you want to determine Device IDs.
- 3
- Install the devices you want to examine onto the computer where you copied the DeviceID.exe utility.
- For example, plug in one or more USB devices, connect a hard drive, etc.
- 4
- Run the DeviceID.exe utility from the command line.
- For example, if you copied the DeviceID.exe utility to the C:\temp directory, issue the follow command:
- C:\temp>DeviceID
- To output the results to a file, issue the following command:
- C:\TEMP>DeviceID > deviceids.txt
- The file appears in the C:\temp directory and contains the output from the DeviceID process.
- 5
- View the results of the DeviceID process.
- The command prompt displays the results for each volume or mount point.
- See Table 81-2 on page 1411.
- 6
- Use the DeviceID utility to evaluate the proposed regex string against a device that's currently connected.
- See Table 81-3 on page 1412.
- 7
- Use the regular expression patterns to configure endpoint devices for detection.
- See “Creating and modifying endpoint device configurations” on page 587.

Table 81-3 Device ID regex evaluation

| Command parameters                    | Example                                                                                                                                                 |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| DeviceID.exe [-m]<br>[Volume] [Regex] | DeviceID.exe -m E:\<br>"USBSTOR\\DISK&VEN_UFD&PROD_USB_FLASH_DRIVE&REV_1100\\.*)" <div>Note: The regex string needs to be inside quotation marks.</div> |



**Table 81-3** Device ID regex evaluation (*continued*)

| Command parameters | Example                     |
|--------------------|-----------------------------|
| Returns            | <b>Match! or Not match!</b> |

## Creating passwords with the password generation tool

Use the uninstallation password generator tool to create a unique password key.

The name of the uninstallation password generator tool is

`UninstallPwdKeyGenerator.exe`.

The uninstallation password prevents unauthorized users from removing the Symantec DLP Agent. The `UninstallPwdKeyGenerator.exe` tool works with the `PGPSdk.dll` file to create unique passwords. The tool and the file must be located in the same Administrator's tools directory to function. The `UninstallPwdKeyGenerator.exe` tool and the `PGPSdk.dll` file should be located in the Administrator tool directory by default.

---

**Note:** The `UninstallPwdKeyGenerator.exe` tool only works in Microsoft Windows environments. You cannot use this tool with any other operating system.

---

### To create an uninstallation password

- 1 From a command window, navigate to the Symantec Data Loss Prevention keystore directory.
- 2 Enter the following command:

```
UninstallPwdKeyGenerator.exe -xp=<uninstall password>
```

where `<uninstall password>` is the password that you want to use. Choose a unique password key.

A password key is generated. Enter this key in the command line when you install the agent.

See [“Adding uninstallation passwords to agents”](#) on page 1376.







# Monitoring and preventing data loss on mobile devices

- [Chapter 82. Introducing Symantec Data Loss Prevention Mobile Prevent](#)
- [Chapter 83. Implementing Mobile Prevent for Web](#)







# Introducing Symantec Data Loss Prevention Mobile Prevent

This chapter includes the following topics:

- [How Mobile Prevent works](#)
- [Deployment options for Mobile Prevent](#)
- [About deploying Mobile Prevent as a standalone solution](#)
- [About digital certificates for Mobile Prevent](#)
- [About the VPN server and VPN On Demand](#)
- [About Microsoft Exchange ActiveSync and Mobile Prevent](#)
- [About mobile device management](#)

## How Mobile Prevent works

Mobile Prevent connects to your corporate network through Wi-Fi access or through cellular 3G connectivity. Network traffic for Webmail, third-party applications such as Yahoo and Facebook, and corporate email applications including Microsoft Exchange ActiveSync, is sent through the HTTP/S protocol. Corporate email can be sent through Microsoft ActiveSync as either HTTP or HTTPS protocol information. Microsoft ActiveSync receives the information from the corporate proxy server after it has gone through detection; then, sends the message to the corporate Exchange Server. Messages that are sent through



applications such as Facebook or Dropbox can be blocked from the message, depending on your policies.

See [“About deploying Mobile Prevent as a standalone solution”](#) on page 1420.

Mobile devices must connect to the corporate network through a virtual private network (VPN) to send corporate messages or access the corporate network. The Mobile Prevent solution requires that mobile devices use the VPN On Demand feature to create a constant, protected VPN connection. If you are not connected to the corporate network, Mobile Prevent cannot detect any policy violations.

See [“About the VPN server and VPN On Demand”](#) on page 1425.

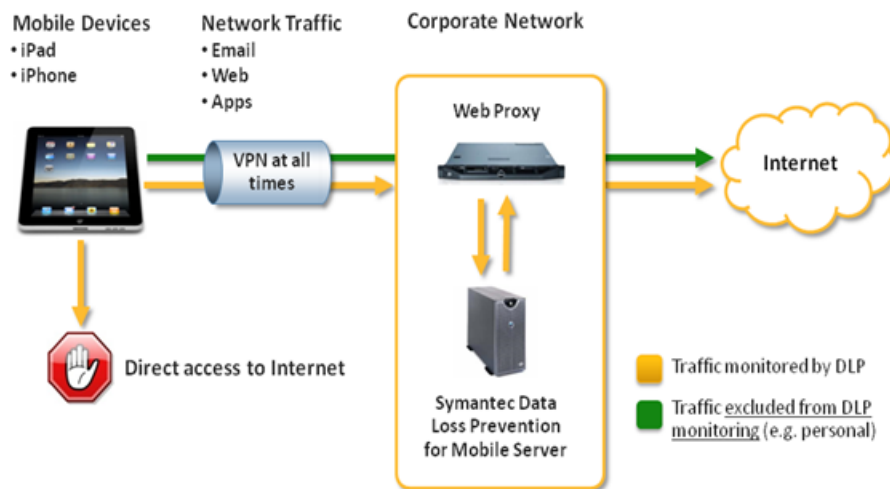
VPN configuration can be specified in a configuration profile by your mobile device management (MDM) solution. The MDM solution applies a configuration profile to each mobile device that you want to connect to your corporate network.

See [“About mobile device management”](#) on page 1428.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for details about requirements for Mobile Prevent.

The following graphic illustrates the connections necessary to enable Mobile Prevent:





See [“Implementing Mobile Prevent”](#) on page 1429.

## Deployment options for Mobile Prevent

You can deploy Mobile Prevent as a standalone product, or you can deploy it with Network Prevent for Web. You must purchase a separate license for each product you want to deploy.

Depending on the license that you purchase, the user interface of Symantec Data Loss Prevention changes. What you see on your screen may differ slightly from what is described in this product documentation.

---

**Note:** The ability to install the Network Prevent for Web and Mobile Prevent for Web servers as a single detection server is deprecated in Symantec Data Loss Prevention, version 12.0. This combined solution will be removed in a future release of Symantec Data Loss Prevention.

---



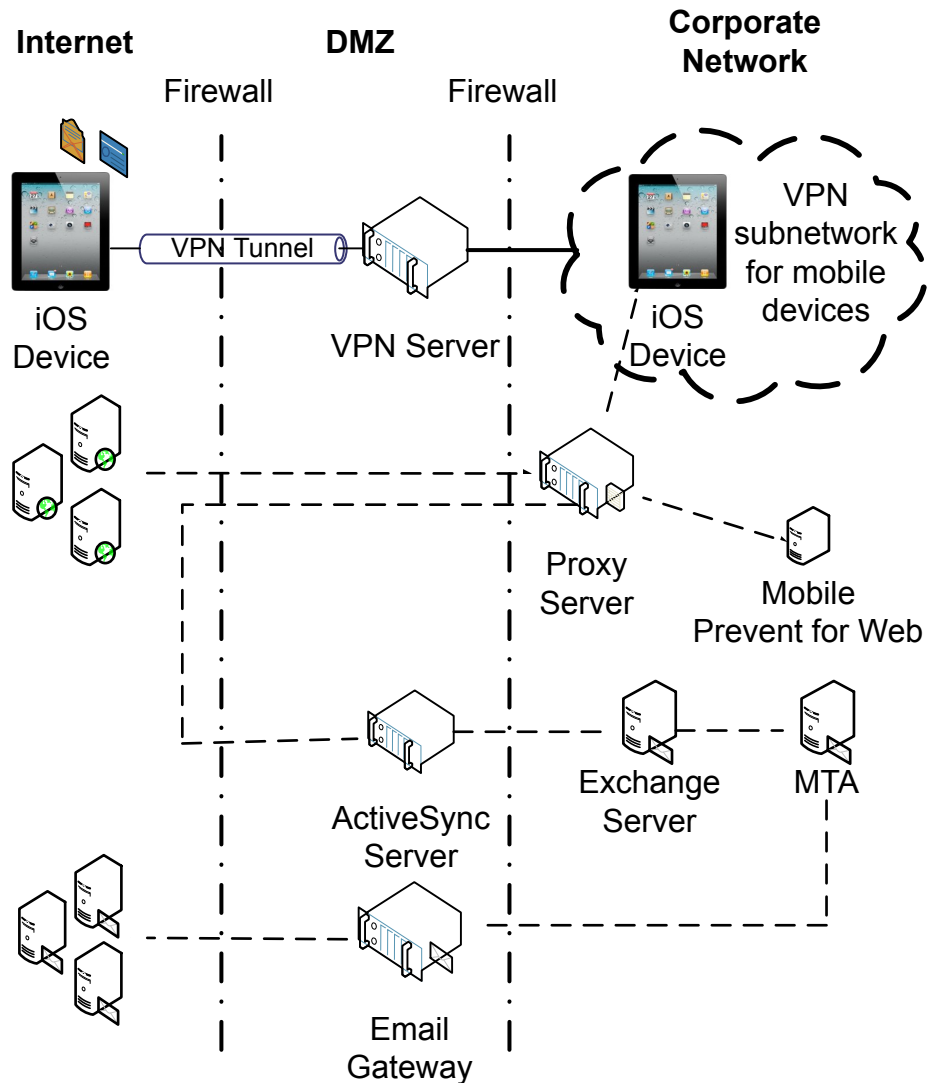
See [“About deploying Mobile Prevent as a standalone solution”](#) on page 1420.

## About deploying Mobile Prevent as a standalone solution

When you deploy Mobile Prevent as a standalone solution, no other detection server is deployed with the Mobile Prevent for Web Server. The Mobile Prevent for Web Server interacts with the Enforce Server and the corporate proxy server to monitor and prevent incidents on mobile devices.

The following diagram describes how the Mobile Prevent solution fits into your corporate infrastructure:





In this deployment, mobile devices connect to the corporate network through your VPN server. The VPN server assigns each mobile device an IP address. This address lets the device access the internal corporate network. After the device is assigned a unique IP address, all HTTP, HTTPS, and FTP traffic is monitored by the Mobile Prevent for Web Server. Each device must be connected to the corporate network through the VPN. If the VPN connection to the corporate network is lost, Mobile Prevent cannot detect any violations.



iPads and iPhones use a native feature called VPN On Demand to create a secure VPN connection automatically without user intervention. VPN On Demand requires certificate-based authentication to create the connection to the VPN Server.

After the VPN connection is established, traffic is sent through the proxy server and analyzed by Mobile Prevent for Web Server. Traffic between the proxy server and the Mobile Prevent for Web Server is done over the ICAP protocol. If no violations are discovered, the traffic is sent to its destination either internally or externally. If violations are discovered, an incident is created and response actions are implemented. Incidents are recorded on the Enforce Server.

When a mobile device sends an email through Microsoft Exchange ActiveSync, the HTTP/HTTPS packets are sent to the ActiveSync server. The packets are then sent to the Exchange Server. Any corporate email should go through Microsoft Exchange ActiveSync. Mobile Prevent does not support the SMTP protocol.

---

**Note:** Mobile Prevent does not support response mode (RESPMOD).

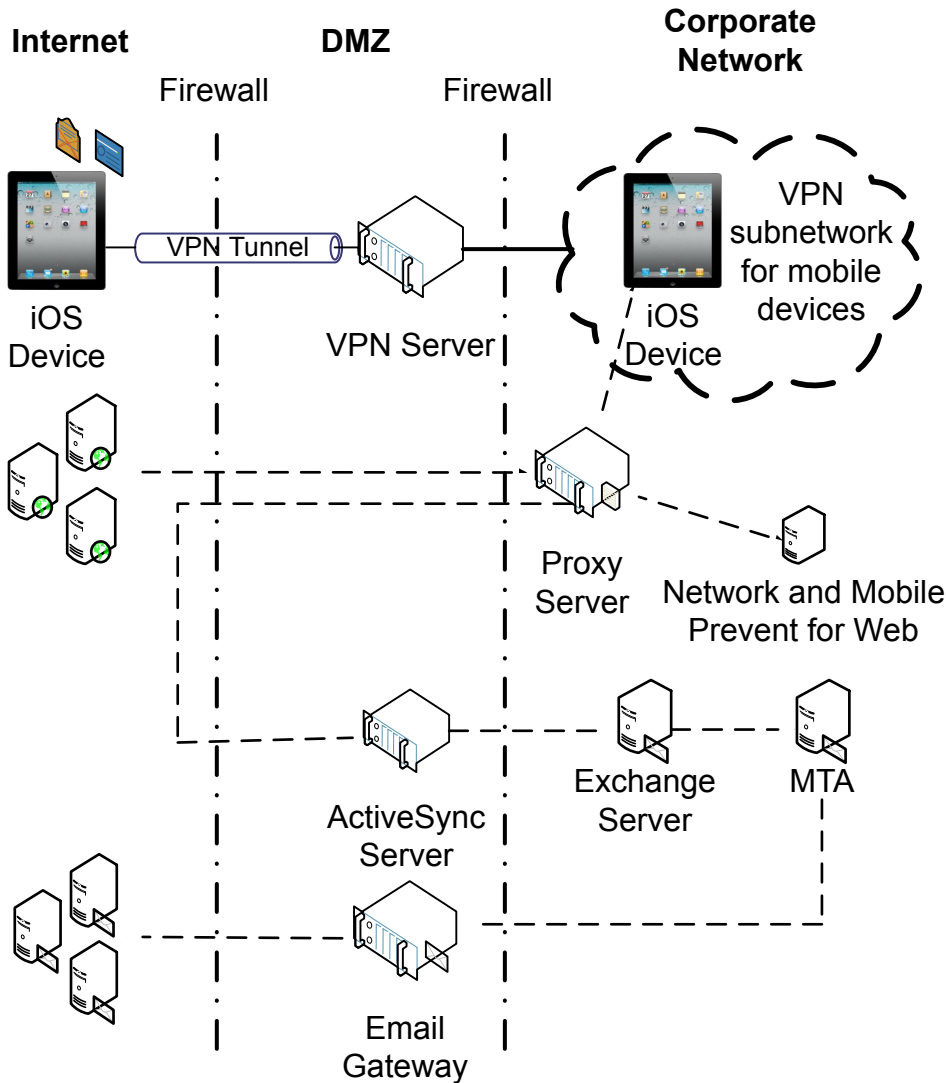
---

## About deploying Mobile Prevent and Network Prevent for Web together

You can also deploy Mobile Prevent with Network Prevent for Web.

The following diagram describes how the two products will fit into your corporate infrastructure.





See [“Deployment options for Mobile Prevent”](#) on page 1419.

In this scenario, the Mobile Prevent for Web Server and the Network Prevent Server are deployed as a single detection server. The combined detection server is called Network and Mobile Prevent for Web Server.

In this combination deployment, mobile devices still connect to the corporate network through your VPN server. The VPN server assigns each mobile device an IP address. In this combination deployment, you must specify a range of IP



addresses that the VPN server uses for the Mobile Prevent subnetwork. By using a specific range of IP addresses, Symantec Data Loss Prevention can identify Mobile Prevent incidents. After the device is assigned a unique IP address, all HTTP, HTTPS, Microsoft Exchange ActiveSync email, and FTP traffic is monitored by the Network and Mobile Prevent for Web Server. Each device must be connected to the corporate network through the VPN. If the VPN connection to the corporate network is lost, Mobile Prevent cannot detect any violations.

After the VPN connection is established, traffic is sent through the proxy server and analyzed by Network and Mobile Prevent for Web Server. If no violations are discovered, the traffic is sent to its destination. If incidents are generated through mobile devices, the incidents are labeled as Mobile incidents and appear in the Mobile incident page. If incidents are generated through data flowing through your corporate network, incidents are labeled as Network Prevent for Web incidents.

---

**Note:** Deploying Mobile Prevent and Network Prevent for Web together may negatively affect the performance of the Network Prevent for Web Server. Performance may be affected if the mobile device traffic is from low-speed 3G networks and has a higher latency than Network Prevent for Web traffic.

---

## About digital certificates for Mobile Prevent

Mobile Prevent requires digital certificates to ensure the validity of the user, enable certificate-based authentication to the VPN server, and allow SSL interception by the proxy server.

See [“About authenticating users”](#) on page 88.

You can use an MDM solution to deploy the certificates to multiple mobile devices as part of the mobile device profile.

See [“About mobile device management”](#) on page 1428.

See [“Configuring the VPN profile”](#) on page 1435.

The following table describes the four certificates that you must create for Mobile Prevent:



**Table 82-1** Digital certificates for Mobile Prevent

| Certificate                                 | Where installed                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certificate Authority (CA) root certificate | mobile devices, VPN Server, proxy server | The base CA. All other certificates are signed by the root CA or its subordinate CA. If a device trusts the root CA, then it trusts all valid certificates that are signed by the root CA or the subordinate CA.                                                                                                                                                                                                                                                                                                                                 |
| User certificate                            | mobile devices                           | Identifies individual users. Users must have this certificate to gain access to the corporate subnetwork. The certificate is sent to the VPN server for authentication. This certificate is required to establish the VPN tunnel to the corporate network.                                                                                                                                                                                                                                                                                       |
| Subordinate certificate authority           | Proxy server                             | <p>The subordinate CA certificate grants the proxy server the permission to issue server identity certificates for HTTPS servers. This certificate is needed for SSL interception. After the mobile device has connected to the corporate subnetwork, the proxy server intercepts the traffic. The proxy server then acts as a go-between for the HTTPS server and the mobile device.</p> <p>The proxy server acts as a subordinate CA and verifies the certificate from the HTTPS server and issues a new certificate for the HTTPS server.</p> |
| Device certificate                          | VPN Server                               | Establishes that the identity of the VPN server host name is valid before the mobile device can connect to it. The certificate ensures that the mobile device does not connect to an unauthorized VPN server.                                                                                                                                                                                                                                                                                                                                    |

## About the VPN server and VPN On Demand

Your mobile device connects to the VPN server to gain access to your corporate network.

The VPN server assigns an IP address to each mobile device that connects to it. These IP addresses form a VPN subnetwork. The VPN subnetwork lets your mobile devices access the corporate network and the corporate proxy server. You can specify a range of IP addresses that your VPN server can assign to other devices. All of the IP addresses that the VPN server assigns to your mobile devices are within this range. If a range of addresses were not specified for your VPN server,



the network could randomly assign IP addresses to your mobile devices. A specific range of IP addresses lets Symantec Data Loss Prevention identify which IP addresses are assigned to mobile devices and which addresses are not connected. Using a range of IP addresses assists in identifying which mobile device generated an incident.

If you deploy Mobile Prevent and Network Prevent for Web together, the IP address identifies Network and Mobile incident types.

On the Mobile Prevent side, VPN On Demand ensures that the VPN connection is not interrupted. Apple mobile devices use VPN On Demand to dynamically create a VPN session. VPN on Demand starts the VPN session when connecting to a specific list of configured domains (for example .com, .net, or .org). Certificate-based authentication is required to configure the VPN On Demand feature. By configuring how VPN On Demand automatically enables VPN on an iOS mobile device, you can ensure that all traffic goes through your corporate network. You need a Web proxy that is deployed in transparent mode to route traffic from the mobile devices in your corporate network to Symantec Data Loss Prevention. The network traffic is routed uses the ICAP service.

You can use a mobile device management (MDM) solution to apply the network and VPN configuration.

## About Microsoft Exchange ActiveSync and Mobile Prevent

Microsoft Exchange ActiveSync is a way that you can send corporate emails from a mobile device. ActiveSync can send email either to recipients internal to the corporate network or outside of the corporate network. ActiveSync sends corporate email through an HTTP or HTTPS protocol. Any sensitive information transferring internally or externally that violates your policies is blocked.

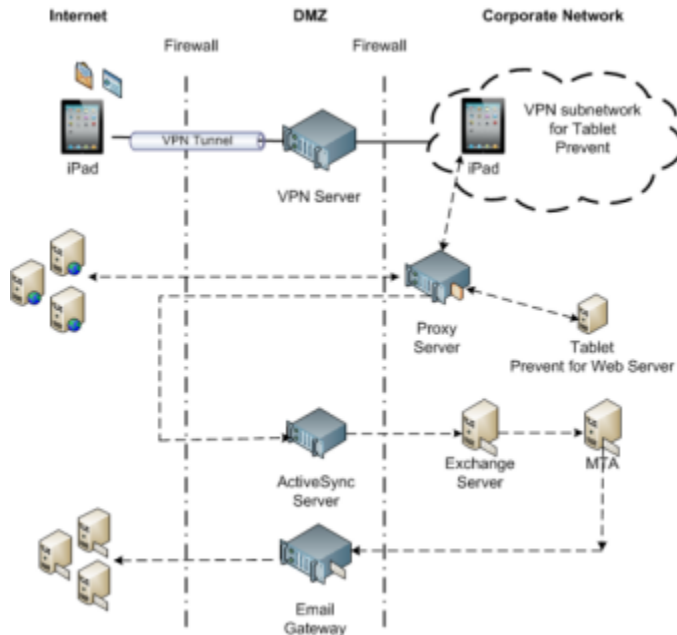
The following diagram illustrates how corporate messages are sent through ActiveSync:

---

**Note:** The following diagram also applies to iPhones.

---





In this example, messages are sent from the iPad email client, which is configured with ActiveSync, through the VPN-connected corporate network. The message is sent as an HTTP/S request. The message is received in the ActiveSync Server and sent on to the Microsoft Exchange Server. The Exchange Server sends the message to the MTA server as an SMTP message. The MTA server sends the corporate message on to the recipient.

You can disable ActiveSync monitoring by filtering.

See [“Ignoring Microsoft Exchange ActiveSync monitoring”](#) on page 1427.

## Ignoring Microsoft Exchange ActiveSync monitoring

If you do not want to monitor corporate email messages going through ActiveSync, use the following procedure:

### Ignoring Microsoft Exchange ActiveSync monitoring

- 1 On the Enforce Server administration console, go to the Server Settings for the Mobile Prevent for Web Server.
- 2 In the **Request Filtering** section, add the host name of the ActiveSync Server to the **Ignore Requests to Hosts or Domains** field.
- 3 Click **Save**.



See [“About Microsoft Exchange ActiveSync and Mobile Prevent”](#) on page 1426.

## About mobile device management

Use a mobile device management (MDM) solution to manage and apply a wide variety of configuration settings to multiple mobile devices. You can load user profiles where corporate mail settings, VPN settings, security certificates, and proxy server settings are preconfigured onto the mobile devices. To access the Mobile Prevent for Web Server, you must use an MDM solution to apply the VPN server configuration profile. The VPN server configuration profile sets the conditions for VPN On Demand to route all network traffic through the VPN and into your corporate network. Only network traffic flowing in your corporate network can be monitored for violations.

See [“Configuring the VPN profile”](#) on page 1435.



# Implementing Mobile Prevent for Web

This chapter includes the following topics:

- [Implementing Mobile Prevent](#)

## Implementing Mobile Prevent

The Mobile Prevent for Web Server integrates with a VPN server, an MDM solution, and a Web proxy server using ICAP. If it detects confidential data in Web content, the proxy will reject requests or remove HTML content as specified in your Mobile Prevent policies.

First, you need to know the high-level steps that are required for implementing Mobile Prevent. You can check the cross-referenced sections for more details. There are two deployment scenarios for Mobile Prevent: the Mobile Prevent as a standalone product, and Mobile Prevent installed in combination with Network Prevent. The following procedure assumes that you are implementing Mobile Prevent as a standalone product. If you want to implement Mobile Prevent and Network Prevent, you must also follow the implementation instructions for Network Prevent.

See [“About deploying Mobile Prevent as a standalone solution”](#) on page 1420.

See [“Implementing Network Prevent for Web”](#) on page 1093.

---

**Note:** These procedures assume that you already have your VPN and proxy servers running in your environment.

---



Table 83-1                      Implementing Mobile Prevent

| Step   | Procedure                                                                                                                                      | For more information                                                                               |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Step 1 | Add a new Mobile Prevent Server.                                                                                                               | See <a href="#">“Adding a detection server”</a> on page 207.                                       |
| Step 2 | Configure your Mobile Prevent Server.                                                                                                          | See <a href="#">“Configuring the Mobile Prevent for Web Server”</a> on page 1430.                  |
| Step 3 | Configure your VPN Server with the IP address range that you want to assign to the corporate mobile devices for the Mobile Prevent sub-network | See the documentation for your VPN Server.                                                         |
| Step 4 | Configure your VPN profile with the MDM application.                                                                                           | See <a href="#">“Configuring the VPN profile”</a> on page 1435.                                    |
| Step 5 | Define ICAP services on proxy to route traffic to Mobile Prevent Web Server.                                                                   | See <a href="#">“About proxy server configuration”</a> on page 1098.                               |
| Step 6 | Create and deploy a policy for Mobile Prevent.                                                                                                 | See <a href="#">“Creating policies for Mobile Prevent”</a> on page 1439.                           |
| Step 7 | Test the system by generating an incident against your test policy.                                                                            | See <a href="#">“Testing Mobile Prevent”</a> on page 1442.                                         |
| Step 8 | If required, troubleshoot the implementation.                                                                                                  | See <a href="#">“Troubleshooting information for Network Prevent for Web Server”</a> on page 1105. |

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for more details on configuring Mobile Prevent to work within your organization.

## Configuring the Mobile Prevent for Web Server

You can use a number of configuration options for Mobile Prevent for Web Server. For example, you can configure the server to:

- Ignore small HTTP/S requests or responses.



- Ignore requests to or responses from a particular host or domain (such as the domain of a business subsidiary).
- Ignore user search engine queries.

See [“Adding a detection server”](#) on page 207.

#### To modify your Mobile Prevent for Web Server configuration

- 1 Go to **System > Servers > Overview** and click the Mobile Prevent for Web Server.
- 2 On the **Server Detail** screen that appears, click **Configure**.  
You can verify or modify settings on the **ICAP** tab as described in subsequent steps. The tab is divided into several sections: **Request Filtering**, **Response Filtering**, and **Connection**.
- 3 Verify or change the **Trial Mode** setting.



- 4 Verify or modify the filter options for requests from HTTP clients (user agents). The options in the **Request Filtering** section are as follows:

|                                            |                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ignore Requests Smaller Than</b>        | Specifies the minimum body size of HTTP requests to inspect. (The default is 4096 bytes.) For example, search-strings typed in to search engines such as Yahoo or Google are usually short. By adjusting this value, you can exclude those searches from inspection.                                               |
| <b>Ignore Requests without Attachments</b> | Causes the server to inspect only the requests that contain attachments. This option can be useful if you are mainly concerned with requests intended to post sensitive files.                                                                                                                                     |
| <b>Ignore Requests to Hosts or Domains</b> | Causes the server to ignore requests to the hosts or domains you specify. This option can be useful if you expect a lot of HTTP traffic between the domains of your corporate headquarters and branch offices. You can type one or more host or domain names (for example, www.company.com), each on its own line. |
| <b>Ignore Requests from User Agents</b>    | Causes the server to ignore requests from user agents (HTTP clients) you specify. This option can be useful if your organization uses a program or language (such as Java) that makes frequent HTTP requests. You can type one or more user agent values (for example, java/6.0.29), each on its own line.         |



5

Note: The **Response Filtering** options are not supported for Mobile Prevent.

Verify or modify the filter options for responses from Web servers. The options in the **Response Filtering** section are as follows:

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ignore Responses Smaller Than</b>          | Specifies the minimum size of the body of HTTP responses that are inspected by this server. (Default is 4096 bytes.)                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Inspect Content Type</b>                   | <p>Specifies the MIME content types that Symantec Data Loss Prevention should monitor in responses. By default, this field contains content-type values for Microsoft Office, PDF, and plain text formats. To add others, type one MIME content type per line. For example, type <code>application/wordperfect5.1</code> to have Symantec Data Loss Prevention analyze WordPerfect 5.1 files.</p> <p>Note that it is generally more efficient to specify MIME content types at the Web proxy level.</p> |
| <b>Ignore Responses from Hosts or Domains</b> | Causes the server to ignore responses from the hosts or domains you specify. You can type one or more host or domain names (for example, <code>www.company.com</code> ), each on its own line.                                                                                                                                                                                                                                                                                                          |
| <b>Ignore Responses to User Agents</b>        | Causes the server to ignore responses to user agents (HTTP clients) you specify. You can type one or more user agent values (for example, <code>java/1.4.2_xx</code> ), each on its own line.                                                                                                                                                                                                                                                                                                           |



- 6
- Verify or modify settings for the ICAP connection between the HTTP proxy server and the Mobile Prevent for Web Server. The **Connection** options are as follows:

|                                    |                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TCP Port</b>                    | Specifies the TCP port number over which this server listens for ICAP requests. This number must match the value that is configured on the HTTP proxy that sends ICAP requests to this server. The recommended value is 1344.                                                                                                                                                     |
| <b>Maximum Number of Requests</b>  | Specifies the maximum number of simultaneous ICAP request connections from the HTTP proxy or proxies. The default is 25.                                                                                                                                                                                                                                                          |
| <b>Maximum Number of Responses</b> | Specifies the maximum number of simultaneous ICAP response connections from the HTTP proxy or proxies. The default is 25.                                                                                                                                                                                                                                                         |
| <b>Connection Backlog</b>          | Specifies the number of waiting connections allowed. A waiting connection is a user waiting for an HTTP response from the browser. The minimum value is 1. If the HTTP proxy gets too many requests (or responses), the proxy handles them according to your proxy configuration. You can configure the HTTP proxy to block any requests (or responses) greater than this number. |

- 7
- In the **Mobile IP Ranges** fields, enter the range of IP addresses that your VPN server is configured to assign to mobile devices. The IP addresses are used to identify the incidents that were triggered from mobile devices as Mobile incidents.

The IP addresses you enter into this range do not dynamically affect the VPN Server. This range is only to identify your mobile devices in the administration console. You must enter the exact same range of IP addresses when you configure the VPN Server to assign the addresses.

- 8
- Click **Save** to exit the **Configure Server** screen and then click **Done** to exit the **Server Detail** screen.



## Configuring the VPN profile

You must configure the VPN profile before mobile devices can connect to the corporate network. The VPN profile combines security certificates, the VPN server configuration settings, VPN On Demand settings, and any network configuration settings. Normally, the VPN profile is set and applied through your MDM solution. Along with the VPN profile, you can configure other aspects of your mobile device such as Microsoft Exchange ActiveSync, firewall properties, or LDAP settings.

See [“About mobile device management”](#) on page 1428.

The following table describes the minimum VPN profile settings that you must make to enable Mobile Prevent. Depending on your MDM solution, the name of the setting may differ.

**Table 83-2** Basic VPN profile settings

| Type of setting            | Setting                | Description                                                                                                                                                                    |
|----------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| VPN Configuration settings |                        |                                                                                                                                                                                |
|                            | Connection Name        | The name of the connection type. Usually, this is a unique name so that you can identify it later.                                                                             |
|                            | Connection Type        | Select the connection type for your VPN server.<br>For example, IPSec (Cisco).                                                                                                 |
|                            | Server Name            | Enter the host name or IP address for your VPN server.                                                                                                                         |
|                            | User Name              | The user name for the mobile device that connects to the VPN server.<br><br>For example, <firstname_lastname> where the first name and the last name of the user is specified. |
|                            | Machine Authentication | Select the certificate option. To enable Mobile Prevent, you must use certificates for your company and your Certificate Authority.                                            |
|                            | Identity Certificate   | Select the certificate of the user you want to add.                                                                                                                            |



Table 83-2 Basic VPN profile settings (continued)

| Type of setting     | Setting              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | Enable VPN On Demand | <p>You must enable VPN On Demand.</p> <p>After you have enabled VPN On Demand, you can add the specific domain suffixes that you want. All domain suffixes should be enabled with the On Demand Action <b>Always Establish</b>.</p> <p>For example, the domain suffixes .com, .net, .org, and .gov are added as <b>Always Establish</b>. Any time a domain name with one of those suffixes is called, the VPN tunnel must be established before the connection can complete.</p> |
| Credential Settings |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                     | My Company           | The certificate for your company. This is the root certificate for the Certificate Authority (CA).                                                                                                                                                                                                                                                                                                                                                                               |
|                     | Our Company          | This is the certificate for the proxy server.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                     | User Credential      | This is the individual user certificate to access the proxy server.                                                                                                                                                                                                                                                                                                                                                                                                              |
| Wi-Fi Settings      |                      | Use Wi-Fi settings if you want to mandate specific Wi-Fi networks wherein your mobile device will only work with specific networks. If you specify unique Wi-Fi settings, your mobile device cannot connect to any other Wi-Fi network.                                                                                                                                                                                                                                          |

## About proxy server configuration for Mobile Prevent

You must configure at least one HTTP/S proxy server to forward Web requests to Mobile Prevent. The HTTP proxy acts as an ICAP client to the Mobile Prevent for Web Server. Mobile Prevent supports only the request modification (REQMOD) mode of ICAP. Do not configure your HTTP proxy for the response modification (RESPMOD) mode.

**Note:** The proxy server must be deployed in transparent mode. Consult the proxy server documentation for details.

See [“Specifying one or more proxy servers”](#) on page 1101.

See [“Proxy server compatibility with Mobile Prevent”](#) on page 1437.



See [“Configuring the request mode service”](#) on page 1437.

## Proxy server compatibility with Mobile Prevent

Mobile Prevent for Web Servers can operate with the following Web proxies:

**Table 83-3** Mobile Prevent supported proxy servers

| Proxy             | Supported protocols                      | Configuration information       |
|-------------------|------------------------------------------|---------------------------------|
| Blue Coat ProxySG | HTTP, HTTPS, FTP over HTTP, or FTP proxy | Blue Coat product documentation |

See [“Specifying one or more proxy servers”](#) on page 1101.

See [“About proxy server configuration”](#) on page 1098.

## Configuring the request mode service

For details on configuring the proxy server, refer to your proxy server product documentation, or contact your proxy server administrator.

### To configure a proxy server:

- ◆ **REQMOD.** On your proxy server, create an ICAP REQMOD service that forwards requests to Mobile Prevent. If your proxy server supports different protocols, configure it to handle the desired protocols.

For REQMOD mode, an ICAP service on the proxy server should look like:

```
icap://ip_address|FQDN[:port]/reqmod
```

Where:

- *ip\_address|FQDN* identifies the Mobile Prevent for Web Server using either an IP address or fully qualified domain name.
- *Port* is the port number to which the Mobile Prevent for Web Server listens. Specifying the port number is optional when the default ICAP port (1344) is used.
- */reqmod* is required for correct functionality in REQMOD mode.

Examples:

```
icap://10.66.194.45/reqmod
icap://10.66.194.45:1344/reqmod
icap://netmonitor1.company.com/reqmod
```



---

**Note:** The port that is specified in the ICAP service definition on the proxy must match the port where Mobile Prevent for Web Server listens.

---

See [“Proxy server compatibility with Network Prevent for Web”](#) on page 1099.

See [“About proxy server configuration”](#) on page 1098.

## Specifying one or more proxy servers

By default, Mobile Prevent for Web Server can accept connections to the ICAP service port from any system on the network. For security reasons, you can limit ICAP connections to only those systems that you designate (or “whitelist”). Once you whitelist one or more systems, systems not on the whitelist cannot connect to the Mobile Prevent for Web Server ICAP service port.

---

**Note:** A proxy server whitelist can be affected by the **Icap.BindAddress** setting. By default, the **Icap.BindAddress** setting is 0.0.0.0, and the listener binds to all available addresses. If the **Icap.BindAddress** instructs the listener to bind to a specific IP, a whitelisted proxy must also be able to reach the listener address.

---

**To create a whitelist of systems allowed to make a connection to the Mobile Prevent for Web Server ICAP service port:**

- 1 In the Enforce Server administration console, go to **System > Servers > Overview** and click on the desired Mobile Prevent for Web Server.
- 2 On the **Server Detail** screen that appears, click **Server Settings**.
- 3 Scroll down to the **Icap.AllowHosts** setting.

By default, **Icap.AllowHosts** is set to *any*, meaning that all other systems on the network can communicate with this Mobile Prevent for Web Server.
- 4 You can limit the systems that are allowed to connect with this Mobile Prevent for Web Server. Delete *any* and enter the IP addresses or Fully-Qualified Domain Name (FQDN) of the systems you want to authorize.

Separate multiple addresses with commas. For example:  
**123.14.251.31,webcache.corp.mycompany.com,123.14.223.111**. Use only commas to separate multiple entries; do not include spaces.
- 5 Click **Save**.

Changes to this setting do not take effect until you restart the Mobile Prevent for Web Server.

See [“Proxy server compatibility with Mobile Prevent”](#) on page 1437.



See [“About proxy server configuration for Mobile Prevent ”](#) on page 1436.

## Enabling GET processing for Mobile Prevent

By default, Mobile Prevent does not process HTTP GET commands because of the high traffic volume. Follow this procedure to enable the server to process GET commands:

### To enable GET processing with Mobile Prevent

- 1 Configure the Web proxy server to forward GET requests to the Mobile Prevent for Web Server as described in your proxy server documentation.
- 2 Ensure that the **L7.processGets** Advanced Server setting on the Mobile Prevent for Web Server must be “true” (which is the default).
- 3 Reduce the size of the **L7.minSizeofGetURL** Advanced setting on the Mobile Prevent for Web Server. Reduce from the default of 100 to a number of bytes smaller than the length of the shortest Web site URL from which you want to process GET commands. A minimum URL size to 10 should cover all cases. Note, however, that reducing the minimum size of GETs increases the number of requests that have to be processed, which increases the server traffic load.
- 4 Adjust the **Ignore Requests Smaller Than** setting in the ICAP section of the Mobile Prevent **Server Detail** page. Reduce it from the default of 4096 bytes to a lower value that would enable the request to undergo DLP inspection. Note, however, that lowering the value increases the server traffic load.

## Creating policies for Mobile Prevent

You can create the policies that include most standard response rules. The response rules include Add Note, Limit Incident Data Retention, Log to a Syslog Server, Set Attribute, and Set Status.

See [“About Symantec Data Loss Prevention reports”](#) on page 935.

You can also incorporate the response rules that are specific to Mobile Prevent Server as follows:

- **Network Prevent and Mobile Prevent: Block HTTP/HTTPS**  
Blocks the posts that contain confidential data (as defined in your policies). This includes Web postings, Web-based email messages, and files that are uploaded to Web sites or attached to Web-based email messages.



---

**Note:** Certain applications may not provide an adequate response to the **Network Prevent and Mobile Prevent: Block HTTP/HTTPS** response action. This behavior has been observed with the Yahoo! Mail application when a detection server blocks a file upload. If a user tries to upload an email attachment and the attachment triggers a **Network Prevent: Block HTTP/HTTPS** response action, Yahoo! Mail does not respond or display an error message to indicate that the file is blocked. Instead, Yahoo! Mail appears to continue uploading the selected file, but the upload never completes. The user must manually cancel the upload at some point by pressing **Cancel**.

Other applications may also exhibit this behavior, depending on how they handle the block request. In these cases a detection server incident is created and the file upload is blocked even though the application provides no such indication.

---

■ **Network Prevent and Mobile Prevent: Remove HTTP/HTTPS Content**

Removes confidential data from posts that contain confidential data (as defined in your policies). This includes Web-based email messages and files that are uploaded to Web sites. Note that the Remove HTTP/HTTPS Content action works only on requests.

■ **Network Prevent and Mobile Prevent: Block FTP Request**

Blocks FTP transfers that contain confidential data (as defined in your policies).

For details on setting up any response rule action, open the online Help.

Go to **Manage > Policies > Response Rules** and click **Add Response Rule**.

Even if you do not incorporate response rules into your policy, Mobile Prevent captures incidents as long as your policies contain detection rules. You can set up such policies to monitor Web and FTP activity on your mobile device before implementing the policies that block or remove content.

If you have configured your proxy to forward both HTTP/HTTPS requests and responses, your policies work on both. For example, policies are applied to both an upload to a Web site and a download from a Web site.

**To create a test policy for Mobile Prevent**

- 1 In the Enforce Server administration console, create a response rule that includes one of the actions specific to Mobile Prevent. For example, create a response rule that includes the **Network Prevent and Mobile Prevent: Block HTTP/HTTPS** action.

See [“Configuring response rules”](#) on page 819.

- 2 Create a policy that incorporates the response rule you configured in the previous step.



For example, create a policy called Test Policy as follows:

- Include a **Content Matches Keyword** detection rule that matches on the keyword "secret."
- Include a **Network Prevent and Mobile Prevent: Block HTTP/HTTPS** response rule.
- Associate it with the Default policy group.

See [“Configuring policies”](#) on page 370.

## Configuring Mobile Prevent for secure banking

To enable mobile device users to send their own banking information, you can configure the proxy server to allow such traffic to bypass detection servers. Bypassing the detection servers allows mobile device users to access and use their own personal credit card and online banking information for legitimate purposes. If the proxy server is not configured to allow personal banking information to bypass detection, users might create incidents by submitting personal banking information. Symantec Data Loss Prevention users with relevant role-based privileges can potentially view the incident snapshots that contain confidential banking information of users within your organization.

Configure the proxy server to redirect network traffic directly to banking Web sites. This solution can also be used to allow network traffic to other secure Web sites. By redirecting the traffic to these specific Web sites, mobile device users can access these sites without generating false policy violations. The information that they send to these sites is not viewable by others in your organization.

---

**Note:** The following procedure is an example of how to configure a Blue Coat proxy server to redirect network traffic. For more information on configuring a proxy server, see the documentation that comes with the proxy server.

---

### Configuring the proxy server to redirect network traffic

- 1 Log in to the proxy server using an administrator account.
- 2 Open **Visual Policy Manager (VPM)**.
- 3 Select **SSL Intercept Layer policy**.
- 4 Add a rule for the destination host. For this example, enter the host name of the banking Web site that users are allowed to access.
- 5 Under **Action**, select **Disable SSL interception**.
- 6 Click **Apply** to save the changes.



## Testing Mobile Prevent

You can test Mobile Prevent by sending an email that violates your test policy.

### To test your system

- 1 Connect your mobile device to the Internet and connect to your corporate VPN.
- 2 Open your corporate email client and send an email with an attachment containing confidential data. For example, access your Microsoft Outlook client and send an email with an attachment containing the word *secret* and paragraphs of other text.
- 3 In the Enforce Server administration console, go to **Incidents > Mobile** and click **Incidents - All**. Look for the resulting incident. For example, search for an incident entry that includes the appropriate timestamp and policy name.
- 4 Click on the relevant incident entry to see the complete incident snapshot.

See [“About strategies for using reports”](#) on page 936.



# Monitoring data loss from corporate emails downloaded to mobile devices

- [Chapter 84. Introducing Symantec Data Loss Prevention Mobile Email Monitor](#)
- [Chapter 85. Implementing Symantec Data Loss Prevention Mobile Email Monitor](#)







# Introducing Symantec Data Loss Prevention Mobile Email Monitor

This chapter includes the following topics:

- [About Mobile Email Monitor](#)
- [How Mobile Email Monitor works](#)
- [Using Mobile Email Monitor with Mobile Prevent for Web](#)

## About Mobile Email Monitor

More and more employees bring their own devices to work. With these personal devices, employees also bring the ability to download confidential corporate information. Mobile Email Monitor provides you with the ability to monitor your company's confidential information when it is sent from your corporate network to these personal devices; for example, to the native email client on iPads, iPhones, and other supported mobile devices.

While Mobile Email Monitor doesn't block this data, it does give you insight into what confidential data is downloaded. Mobile Email Monitor provides the data to the Enforce Server. With the Enforce Server administration console, you can create reports that continuously create a record of sensitive information that is downloaded to mobile devices. If the devices are lost or stolen, you can identify what downloaded emails left your corporation with these devices.

You can use the information that Mobile Email Monitor provides you about downloaded content to define mobile security policies for your corporation. Mobile Email Monitor can support your company's Bring Your Own Device (BYOD) policy



because it does not require installation of any applications or components on personal mobile devices. In addition, Mobile Email Monitor does not inspect information generated by personal applications installed on mobile devices. See [“How Mobile Email Monitor works”](#) on page 1446.

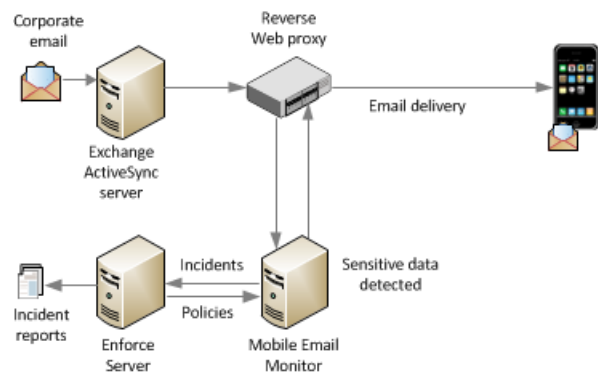
## How Mobile Email Monitor works

Mobile Email Monitor inspects corporate emails that are sent to mobile devices through Microsoft Exchange Active Sync, using a reverse proxy. Unlike Symantec Data Loss Prevention Mobile Prevent for Web, Mobile Email Monitor does not require a VPN.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for more details about requirements for Mobile Email Monitor.

[Figure 84-1](#) gives a graphical overview of how an email travels to a mobile device when you are using Mobile Email Monitor.

**Figure 84-1** Symantec Data Loss Prevention Mobile Email Monitor Overview



[Table 84-1](#) provides more detail about how an email destined for download to a mobile device is monitored.

**Table 84-1** Monitoring an email destined for a mobile device

| Step   | Action                                                                                                                                                 |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | An email is downloaded from the Exchange ActiveSync Server, using either the HTTP or HTTPS protocol, through a corporate reverse Web proxy using ICAP. |
| Step 2 | A reverse Web proxy server intercepts the email and diverts it to Mobile Email Monitor for detection using ICAP.                                       |



**Table 84-1**      Monitoring an email destined for a mobile device *(continued)*

| Step   | Action                                                                                                                      |
|--------|-----------------------------------------------------------------------------------------------------------------------------|
| Step 3 | Mobile Email Monitor scans the email according to policies you have set up using the Enforce Server administration console. |
| Step 4 | If the email violates a policy, an incident is logged in the Enforce Server.                                                |
| Step 5 | After inspection by Symantec Data Loss Prevention the email (ICAP response) is sent back to the Web proxy.                  |
| Step 6 | The Proxy server then sends the email to the recipient mobile email client.                                                 |

See [“Using Mobile Email Monitor with Mobile Prevent for Web”](#) on page 1447.

# Using Mobile Email Monitor with Mobile Prevent for Web

You can deploy Mobile Email Monitor as a standalone product or as an additional server in your existing Symantec Data Loss Prevention environment. License keys for both the Mobile Email Monitor Server and the Mobile Prevent for Web Server are included in the Symantec Data Loss Prevention for Mobile product.

See [“Symantec Data Loss Prevention Mobile Email Monitor set up overview”](#) on page 1449.







# Implementing Symantec Data Loss Prevention Mobile Email Monitor

This chapter includes the following topics:

- [Symantec Data Loss Prevention Mobile Email Monitor set up overview](#)
- [Adding and configuring the Mobile Email Monitor Server](#)
- [About proxy server configuration](#)
- [Specifying one or more proxy servers](#)
- [Configuring the response mode service](#)
- [About digital certificates for Mobile Email Monitor](#)
- [Setting up native email clients for monitoring](#)
- [Creating policies for Mobile Email Monitor](#)
- [Testing Symantec Data Loss Prevention Mobile Email Monitor](#)
- [Troubleshooting Mobile Email Monitor Server](#)

## Symantec Data Loss Prevention Mobile Email Monitor set up overview

[Table 85-1](#) outlines the steps that are required for implementing Symantec Data Loss Prevention Mobile Email Monitor. The table contains cross-references to topics in this chapter, as well as to topics in the *Symantec Data Loss Prevention*



*Administration Guide.* You must have a deployed Symantec Data Loss Prevention Enforce Server and have a working Microsoft Exchange ActiveSync Server up and running in your datacenter before implementing Mobile Email Monitor according to the steps in the table.

Table 85-1            Implementing Mobile Email Monitor

| Step   | Procedure                                                                                                                    | For more information                                                                                                                                                           |
|--------|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Add and configure a new Mobile Email Monitor Server.                                                                         | See <a href="#">“Adding and configuring the Mobile Email Monitor Server ”</a> on page 1450.<br><br>See <a href="#">“Adding a detection server”</a> on page 207.                |
| Step 2 | Configure a proxy server.                                                                                                    | See <a href="#">“About proxy server configuration”</a> on page 1452.<br><br>See the proxy server product documentation for more details.                                       |
| Step 3 | Specify one or more proxy servers and define ICAP services on the proxy to route traffic to the Mobile Email Monitor Server. | See <a href="#">“Specifying one or more proxy servers”</a> on page 1452.<br><br>See the <i>Symantec Data Loss Prevention Administration Guide</i> for more information.        |
| Step 4 | Configure the response mode service.                                                                                         | See <a href="#">“Configuring the response mode service”</a> on page 1453.                                                                                                      |
| Step 5 | Set up a digital certificate for communication with the proxy server.                                                        | See <a href="#">“About digital certificates for Mobile Email Monitor”</a> on page 1454.                                                                                        |
| Step 6 | Configure native mobile email accounts to point to the proxy server.                                                         | See <a href="#">“Setting up native email clients for monitoring”</a> on page 1454.<br><br>See the documentation for your native mobile email clients.                          |
| Step 7 | Create and deploy a policy for Mobile Email Monitor.                                                                         | See <a href="#">“Creating policies for Mobile Email Monitor ”</a> on page 1454.<br><br>See the <i>Symantec Data Loss Prevention Administration Guide</i> for more information. |
| Step 8 | Test the system by generating an incident against your test policy.                                                          | See <a href="#">“Testing Symantec Data Loss Prevention Mobile Email Monitor”</a> on page 1455.                                                                                 |

See [“Adding and configuring the Mobile Email Monitor Server ”](#) on page 1450.

# Adding and configuring the Mobile Email Monitor Server

Here are some configuration options for the Mobile Email Monitor Server.



- Ignore small HTTP/S responses.
- Ignore responses from a particular host or domain (such as the domain of a business subsidiary).

To modify your Mobile Email Monitor Server configuration

- 1 Go to **System > Servers > Overview** and click the name of a Mobile Email Monitor Server.
- 2 On the **Server Detail** screen that appears, click **Configure**.  
  
You can verify or modify settings on the **ICAP** tab as described in subsequent steps. The tab is divided into sections: **Response Filtering** and **Connection**.
- 3 Verify or modify the filter options for responses from email servers. The options in the **Response Filtering** section are as follows:

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ignore Responses Smaller Than</b>          | Specifies the minimum size of the body of HTTP responses inspected by this server. (The default is 4096 bytes.)                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Inspect Content Type</b>                   | <p>Specifies the MIME content types that Symantec Data Loss Prevention should monitor in responses. By default, this field contains content-type values for Microsoft Office, PDF, and plain-text formats. To add others, type one MIME content type per line. For example, type <code>application/wordperfect5.1</code> to have Symantec Data Loss Prevention analyze WordPerfect 5.1 files.</p> <p>Note that it is generally more efficient to specify MIME content types at the Web proxy level.</p> |
| <b>Ignore Responses from Hosts or Domains</b> | Causes the server to ignore responses from the hosts or domains you specify. You can type one or more host or domain names (for example, <code>www.company.com</code> ), each on its own line.                                                                                                                                                                                                                                                                                                          |
| <b>Ignore Responses to User Agents</b>        | Causes the server to ignore responses to user agents (HTTP clients) you specify. You can type one or more user agent values (for example, <code>java/1.4.2_xx</code> ), each on its own line.                                                                                                                                                                                                                                                                                                           |



- 4
- Verify or modify settings for the ICAP connection between the HTTP proxy server and the Mobile Email Monitor Server. The **Connection** options are as follows:

|                                    |                                                                                                                                                                    |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TCP Port</b>                    | The default is 1344.                                                                                                                                               |
| <b>Maximum Number of Responses</b> | Specifies the maximum number of simultaneous ICAP response connections from the HTTP proxy or proxies. The default is 16.                                          |
| <b>Connection Backlog</b>          | Specifies the number of waiting connections allowed. A waiting connection is a user waiting for an HTTP response. The default value is 16; the minimum value is 1. |

- 5
- Click **Save** to exit the **Configure Server** screen and then click **Done** to exit the **Server Detail** screen.

See [“About proxy server configuration”](#) on page 1452.

## About proxy server configuration

See *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for information on proxy servers tested to operate with Mobile Email Monitor. See the proxy product documentation for more details on setting up the proxy.

You must configure at least one HTTP/S proxy server to relay email responses to Mobile Email Monitor. The HTTP proxy acts as an ICAP client to the Mobile Email Monitor Server. The proxy should be configured in response modification (RESPMOD) mode to relay email messages for inspection. Mobile Email Monitor supports only the response modification (RESPMOD) mode of ICAP. Do not configure your HTTP proxy for the request modification (REQMOD) mode.

See [“Specifying one or more proxy servers”](#) on page 1452.

## Specifying one or more proxy servers

By default, Mobile Email Monitor Server can accept connections to the ICAP service port from any system on the network. For security reasons, you can limit ICAP connections to only those systems that you designate (or “white list”). Once you white list one or more systems, systems not on the whitelist cannot connect to the Mobile Email Monitor ICAP service port.



---

**Note:** The **Icap.BindAddress** setting can affect a proxy server whitelist. By default, the **Icap.BindAddress** setting is 0.0.0.0, and the listener binds to all available addresses. If the **Icap.BindAddress** instructs the listener to bind to a specific IP, a whitelisted proxy must also be able to reach the listener address.

---

**To create a whitelist of systems allowed to make a connection to the Mobile Email Monitor Server ICAP service port:**

- 1 In the Enforce Server administration console, go to **System > Servers > Overview** and click the desired Mobile Email Monitor Server.
- 2 On the **Server Detail** screen that appears, click **Server Settings**.
- 3 Scroll down to the **Icap.AllowHosts** setting.

By default, **Icap.AllowHosts** is set to *any*, meaning that all other systems on the network can communicate with this Mobile Email Monitor Server.
- 4 You can limit the systems that are allowed to connect with Mobile Email Monitor. Delete *any* and enter the IP addresses or Fully-Qualified Domain Name (FQDN) of the systems you want to authorize.

Separate multiple addresses with commas. For example:  
**123.14.251.31,webcache.corp.mycompany.com,123.14.223.111**. Use only commas to separate multiple entries; do not include spaces.
- 5 Click **Save**.

Changes to this setting do not take effect until you restart the Mobile Email Monitor Server.

See the *Symantec Data Loss Prevention System Requirements and Compatibility Guide* for more details about supported proxy servers for Mobile Email Monitor.

See [“Configuring the response mode service”](#) on page 1453.

## Configuring the response mode service

For details on configuring the proxy server, refer to your proxy server product documentation, or contact your proxy server administrator.

**To configure a proxy server:**

- ◆ On your proxy server, create an ICAP RESPMOD service that forwards responses to Mobile Email Monitor. If your proxy server supports different protocols, configure it to handle the desired protocols.

For RESPMOD mode, an ICAP service on the proxy server should look like:

```
icap://ip_address[:port]/respmod
```



Where:

- *ip\_address*|*FQDN* identifies the Mobile Email Monitor Server using either an IP address or fully-qualified domain name.
- *Port* is the port number where Mobile Email Monitor listens. *FQDN* Specifying the port number is optional when the default ICAP port (1344) is used.
- */respmode* is required for correct functionality in RESPMOD mode.

Examples:

```
icap://10.66.194.45/respmode
icap://10.66.194.45:1344/respmode
icap://netmonitor1.company.com/respmode
```

---

**Note:** The port that is specified in the ICAP service definition on the proxy must match the port where Mobile Email Monitor Server listens.

---

See [“About digital certificates for Mobile Email Monitor”](#) on page 1454.

## About digital certificates for Mobile Email Monitor

The proxy server requires a digital certificate to communicate with mobile devices and the Exchange Server. See your proxy product documentation for more information.

See [“Setting up native email clients for monitoring”](#) on page 1454.

## Setting up native email clients for monitoring

Native email accounts from your user's devices should point to the reverse proxy that routes email to Mobile Email Monitor for Symantec Data Loss Prevention inspection. See the documentation for your native email clients for more information on setting up the email clients so that they point to the proxy.

See [“Creating policies for Mobile Email Monitor ”](#) on page 1454.

See [“How Mobile Email Monitor works”](#) on page 1446.

## Creating policies for Mobile Email Monitor

Mobile Email Monitor only monitors email traffic to mobile devices, so no Prevent response rules will function with Mobile Email Monitor. You can create policies that include some standard rules. Mobile Email Monitor only monitors incidents,



so you don't need response rules, as long as your policies contain detection rules. You can set up detection policies to monitor the emails downloaded to mobile devices.

#### To create a test policy for Mobile Email Monitor

- ◆ Create a policy that incorporates a standard test detection rule.

For example, create a policy called Test Policy as follows:

- Include a **Content Matches Keyword** detection rule that matches on the keyword "secret."
- Associate it with the Default policy group.

See [“Testing Symantec Data Loss Prevention Mobile Email Monitor”](#) on page 1455.

## Testing Symantec Data Loss Prevention Mobile Email Monitor

You can test Mobile Email Monitor by sending an email that violates your test policy.

#### To test your system

- 1 Send an email with an attachment containing the word *secret* and paragraphs of other text to your Microsoft Outlook email account.
- 2 Download the email using your mobile device.
- 3 In the Enforce Server administration console, go to **Incidents > Mobile Email Monitor** and click **Incidents - All**. Look for the resulting incident. For example, search for an incident entry that includes the appropriate timestamp and policy name.
- 4 Click the relevant incident entry to see the complete incident snapshot.

---

**Note:** Incident representation is OS dependent and thus will vary depending on the OS and device you are using.

---

See [“Troubleshooting Mobile Email Monitor Server”](#) on page 1456.



# Troubleshooting Mobile Email Monitor Server

[Troubleshooting Mobile Email Monitor Server](#) describes common problems you may encounter when you are using Mobile Email Monitor and suggests possible solutions.

**Table 85-2** Troubleshooting Mobile Email Monitor Server

| Problem                                                                                                   | Explanation or Possible Solution                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incidents do not appear in Symantec Data Loss Prevention Mobile reports.                                  | The <b>Ignore Responses Smaller Than</b> parameter can cause emails smaller than the set parameter size to be ignored. To enable monitoring of smaller emails, set the parameter to a lower value.           |
| An email preview feature can cause a single policy violation in an email to generate duplicate incidents. | If the email preview contains data that triggers a policy, Mobile Email Monitor will count the preview data as one incident and the same data in the body as another incident, for a total of two incidents. |



# Index

## Symbols

994

## A

about

- incident details 906

- reports 905

- VPN server 1425

access control lists (ACL)

- incident snapshots 971

AddDefaultHeader field 1085

AddDefaultPassHeader field 1086

administration

- introduction to 55

administration console

- about 56

- logging on and off 57

Administrator account

- about 58

- email account 59

- password, changing 59

- password, resetting 107

AdminPasswordReset utility 107

Advanced Process Control 190

advanced server settings 1075

AES keys 301

Agent 1353

Agent configuration

- about 1341

- adding 1342

- applying 1347

agent events

- about 1392

- filter options 1393

agent overview

- actions 1390

- agent overview screen 1385

AgentInstall.msi package 1374

alerts. *See* system alerts

AllowHosts field 1088, 1101, 1438, 1453

application monitoring 1315

- about 1401

- adding an application 1402

archive

- incidents 993

archived incidents

- deleting 996

- restoring 994

archiving

- incidents 993–994

attributes 880, 885, 906, 914, 1006

authentication credentials 137

authentication key 1372

Authority Information Access field 123

## B

banking

- Mobile Prevent 1441

best practice

- evaluate per-fold accuracy rates 505

- reject training if accuracy rate above 5% 505

best practices

- allocate low memory for endpoint policies 505

- collect as many example documents as

  - possible 503

- create documents staging area 504

- do not use VML to detect graphics or PII 501

- narrowly define the category 502

- perform negative testing 496

- policies 399–402, 404–406

- profiled DGM 612

- seed the negative training set with generic

  - content 503

- tune profile before deploying into

  - production 507

- undeploy unused profiles 507

- use documents archives 504

- use to detect unstructured, text-based

  - content 500

BindAddress field 1088, 1101, 1438, 1453

blocking requests 1103, 1439



Blue Coat ProxySG 1099, 1437  
 BoxMonitor process 269

## C

CA certificates  
   importing 209  
 CD/DVD  
   about 1313  
 Certificate authentication  
   adding CA certificates for 119  
   configuring 114  
   configuring revocation checks for 123, 125  
   enabling or disabling 117  
   mapping CN values for 122  
   troubleshooting 129  
 Certificate Revocation Lists Distribution Point. *See*  
   CRLDP revocation checks  
 certificates  
   server, generating 308  
   sslkeytool 306, 308  
 character encoding 312  
 checksum offloading 1071  
 classification  
   incident list 929  
   incident snapshot 930  
 classification events 628  
 Classification Server  
   configuring 205  
 Classification test mode 929–930  
 Classifying Enterprise Vault content  
   Enabling test mode when 628  
 clipboard 1315  
 code numbers  
   system events 157  
 comma-separated values 314  
 Common name (CN) values 122  
 console. *See* administration console  
 correlations 884, 913, 932  
 create\_error\_file property 314  
 credential store  
   adding authentication 138  
   deleting credentials 139  
   editing credentials 139  
   endpoint credentials 138  
   managing 139  
 credentials 137  
 CRLDP revocation checks  
   configuring aproxy for 126  
   support for 123

custom attributes 885, 914, 1004, 1006  
   creating 1007  
   editing 1007  
   incident snapshots 969  
   Lookup option (incident snapshot) 1006  
   populating 1006  
   setting values manually 1008  
   uses of 1006  
   using 1004

## D

dashboard reports  
   configuring 943  
   creating 941  
   scheduling 956  
 dashboards 940  
   deleting 964  
   editing 958  
   viewing 941  
 data classification  
   introduction 627  
 Data classification services  
   incident list 929  
   incident snapshot 930  
 Data Identifiers  
   about 509  
   adding 527  
   breadths, about 513  
   breadths, list of 530  
   cloning, manually 536  
   configuration, about 523  
   Content Matches Data Identifier condition 528  
   creating 535  
   cross-component matching 517  
   custom script validators, about 519  
   custom, about 522  
   data normalizers, about 522  
   editing validator input 536  
   implementing custom script validators 540  
   implementing, custom 537  
   implementing, patterns 538  
   managing 527  
   modifying 535  
   modifying, about 517  
   normalizers, list of 530  
   optional validators, about 514  
   optional validators, configuration 533  
   optional validators, acceptable characters 515  
   pattern language limitations, about 519



## Data Identifiers (*continued*)

- patterns 518
- selecting validators 539
- system-defined 510
- validators, about 519
- validators, available 519

data loss prevention. *See* Symantec Data Loss Prevention

## databases

- indexing 312–314

## DBPasswordChanger utility

- example of using 305
- introducing 300, 304
- locating 305
- prerequisites for using 304
- running 305

debug log files 267–268, 282

## delete

- archived incidents 996

## deploying

- SMS 1353
- using silent installation 1353
- using the Endpoint FlexResponse utility 1356

## detection

- best practice 571
- crackable CAD formats 639
- crackable database file formats 640
- crackable email formats 639
- crackable encapsulation formats 637
- crackable graphics formats 640
- crackable other formats 640
- crackable presentation formats 635
- crackable spreadsheet formats 636
- crackable text and markup formats 638
- crackable word processing file formats 634
- Custom File Type Signature 570
- file name 565, 569
- file name examples 565
- file name syntax 565
- file properties 563
- file size 564, 568
- file type 563, 567
- file type, custom 564, 570
- Message Attachment or File Name Match 569
- Message Attachment or File Size Match 568
- Message Attachment or File Type Match 567
- mobile 574, 576
- network 573, 575
- Protocol Monitoring, mobile 576

## detection (*continued*)

- Protocol Monitoring, network 575
- word processing formats 633

## detection servers 303

- about 190
- adding 207
- configuration 193
- controls 192
- errors and warning list 213
- kinds of 46
- logging 275
- removing 208
- Server Detail screen 213
- server settings 215
- settings, advanced 206
- status of 211
- System Overview screen 210

## directoty servers (LDAP)

- about connecting to 131
- connecting to 132

## Directory Group Matching (DGM)

- implementing synchronized 600
- Recipient based on a Profiled Directory condition 611
- Sender/User based on a Profiled Directory condition 610
- synchronized 599

## Directory Group Matching (DGM), profiled

- profiled 607
- profiled conditions 607
- profiled create exact data source file 609
- two-tier detection 608
- workflow 608

## Directory Group Matching (DGM), synchronized

- Recipient matches User Group based on a Directory Server Group 604
- scheduling inexecing 134
- Sender/User matches User Group based on a Directory Server Group 603

## document upload

- max size per 504

## documents

- supported types 504

Documentum targets 1281

## E

ECU. *See* Environment Check Utility

eculogs.zip file

- contents of 304



- ECUoutput.txt file 304
- EDM indexes
  - using 321
- EDMIndexDirectory folder 312
- email
  - blocking 1088
  - quarantining 1090
- Endace cards 1072
  - configuring Network Monitor to use 1075
  - drivers for 1072
  - installing drivers for 1073
- Endpoint
  - Quarantine response rule 1330
  - user cancel response rule 1323
- endpoint
  - agent advanced settings 247
  - Agent log levels 1399
  - Agent logs 1398
  - incidnet summary screen 900
  - incompatible detection and response rules 1321
  - policies for 1319
  - response rules in different locales 1337
  - setting response rules in different locales 1338
  - setting the endpoint location 1336
  - summary reports 900
- Endpoint Discover
  - about 1307
  - adding a rule 1329
  - configuring targets 1332
  - creating a policy 1328
  - creating a policy group 1328
  - how it works 1308
  - implementing 1327
  - introducing 52
  - Max Scan Duration 1333
  - monitoring 1317
  - reports 1325
  - Scan Idle Timeout 1333
  - scan timeout settings 1333
  - scanning a target 1330
  - target filters 1331
  - targeted scans 1319
- Endpoint FlexResponse
  - about 1349
  - deploying 1351
  - deploying plug-ins 1352
  - deploying plug-ins using the Endpoint FlexResponse utility 1356
  - enabling on Enforce Servers 1357
- Endpoint FlexResponse (*continued*)
  - uninstalling using the FlexResponse utility 1358
- Endpoint FlexResponse utility 1354
  - options 1355
  - password 1356
- endpoint incident
  - destination or protocol specific information 899
  - lists 889
  - snapshot 892
- endpoint location
  - setting 1336
- Endpoint Prevent
  - about 1307
  - application monitoring 1315
  - block response rule 1321–1322
  - CD/DVD monitors 1313
  - Citrix XenApp 1309
  - Citrix XenDesktop 1309
  - clipboard monitor 1315
  - creating policies 1321
  - how it works 1309
  - implementing 1335
  - introducing 52
  - Microsoft Hyper-V 1309
  - monitoring 1311
  - network monitors 1316
  - network share monitoring 1316
  - notify response rule 1321–1322
  - print/fax monitor 1314
  - Remote Desktop Services 1309
  - removable media 1312
  - reporting response rules 897
  - reports 1325
  - virtual hosts 1309
  - virtual machines 1309
  - VMWare View 1309
- Endpoint Server
  - about 1310
  - configuration, basic 204
  - configuring file filters 901
  - redundancy 1373
- endpoint targets
  - configuring 1332
- endpoint tools 1405
  - endpointkeytool utility 1406–1407
  - logdump.exe tool 1410
  - Service\_Shutdown.exe tool 1409
  - using on Windows Vista 1406
  - vontu\_sqlite3.exe tool 1409



- endpoint utilities 301
  - endpointkeytool utility 301, 1406
  - Enforce
    - introducing 48
    - logging 275
  - Enforce console. *See* administration console
  - Enforce Server
    - about 56
    - alerts, configuring to send 153
    - choosing a non-English language for 71
    - enabling Endpoint FlexResponse 1357
    - introducing 48
    - response rules in different locales 1337
    - setting response rules in different locales 1338
  - Enforce server 303
  - Enforce Server administration console
    - Profile screen 60
  - Environment Check Utility
    - introducing 300, 302
    - locating 303–304
    - output of 304
    - running 303
  - EnvironmentCheckUtility command 303–304
  - ErrorLog.txt file 304
  - ethtool 1071
  - Exact Data Matching (EDM)
    - add profiles 416
    - creating the data source file 418
    - data source cleansing 411
    - data source size limits 411
    - Directory EDM 414
    - EDM condition 429
    - example 409
    - exceptions 413
    - field mapping 412
    - functionality 410
    - index file 411
    - index updates 413
    - manage profiles 416
    - match counting 434
    - policy condition 413
    - preparing for indexing 419
    - Remote EDM Indexer utility 413
    - SQL Preindexer utility 413
    - two-tier detection 415
    - workflow 415
  - Exact Data Matching (EDM), configure
    - Exact Data Profile 422
    - Remote EDM Indexer 420
  - Exact Data Matching (EDM), configure *(continued)*
    - uploading the exact data source to Enforce 420
  - Exact Data Matching (EDM), file encoding
    - East Asian languages, UTF-16 318
    - East Asian languages, UTF-8 encoding 318
  - Exact Data Matching (EDM), file encoding
    - Latin characters, iso-8859-1 318
  - Exact Data Matching (EDM), profile
    - mapping fields 426
    - schedule profile indexing 428
  - Exchange targets 1226
  - ExportEDMProfile.edm file 312
- ## F
- files
    - indexing 314
  - filtering requests 1096, 1432
  - Firefox browser 923
  - flrinst.exe utility
    - about 1354
    - deploying plug-ins 1356
    - retrieving plug-in list 1359
    - retrieving plug-ins 1358
    - uninstalling plug-ins 1358
  - Forms-based log on
    - disabling 130
  - forwarding mode 1081–1082
- ## G
- GET commands 1076, 1102, 1439
  - group exceptions, type
    - Recipient Matches Pattern 595
  - group rules, type
    - Recipient Matches Pattern 595
- ## H
- HostFileLog.txt file 304
  - HTTP proxies. *See* proxy servers
  - HTTP requests 200
    - blocking 1103, 1439
    - ignoring 1095–1096, 1430, 1432
  - HTTP responses
    - ignoring 1451
- ## I
- ICAP 49, 1096, 1100–1101, 1431, 1437–1438, 1451–1453
    - configuring 1098, 1434, 1452



- incident details 906
- incident list
  - classification 929
- incident lists
  - Mobile 906
  - Network Discover 924
  - Network Monitor and Prevent 875
- incident remediation 865
  - commands 870
  - email response variables 871
- Incident Reporting and Update API
  - privileges 99
- Incident Reporting and Update Web Service 271
- Incident Reporting privilege 99
- incident reports 935
  - creating summary reports 946
  - customizing 948
  - dashboards 940, 948
  - dashboards, configuring 943
  - dashboards, creating 941
  - deleting custom reports 964
  - editing custom reports 958
  - exporting to CSV 958
  - exporting to XML 958
  - filter options 966
  - filtering 950, 972
  - implementing a strategy 936
  - introducing 938
  - navigating pages 966
  - Network Discover 919
  - printing 968
  - remediating incidents 868
  - saving 951
  - scheduling 952, 954
  - sending by email 967
  - setting advanced filters 983
  - setting general filters 974
  - setting preferences 937
  - summaries 940, 945, 972
  - summary options 966, 977
  - viewing incidents 947
  - viewing summary reports 945
- incident snapshot
  - classification 930
- incident snapshots
  - ACL information 971
  - correlations tab 969
  - custom attributes section 969
  - history tab 969
- incident snapshots (*continued*)
  - matches section 970
  - Network Discover 920
  - policy section 970
- incident summaries
  - Network Discover 928
- Incident Update privilege 99
- incidents 875, 879–881, 884–885, 906, 909–911, 913–914
  - archiving 993–994
  - attributes, status 997
  - custom attributes 1004
  - custom attributes, and 1007
  - deleting 963
  - preventing archiving 995
  - remediating 878, 908
  - restoring archived 994
- incremental scanning 1152–1154
- Indexed Document Matching
  - scheduling indexing 468
- Indexed Document Matching (IDM)
  - adding document profiles 456
  - configuring document profiles 456
  - configuring the match condition 468
  - excluding content using whitelisting 453
  - filtering by file name 465
  - filtering by file size 467
  - implementing 451
  - managing document profiles 455
  - preparing the document source for indexing 452
- Indexed Document Matching
  - DocSource.rdx hashes 446
- Indexed Document Matching (IDM)
  - about 443
  - best practice 471–474
  - document data source 445
  - exact file contents matching 447
  - exact file matching 449
  - exception conditions 450
  - IDM data profile 444
  - IDM match condition 447
  - MD5 fingerprinting 444
  - partial file contents matching 447
  - two-tier 451
  - whitelisting 451
- Indexer.properties file 313
  - editing 322
- indexes 312
  - using 321



- installation log files 267
- installing
  - plug-ins 1354
- internationalization. *See* languages and character sets
- Internet Content Adaptation Protocol. *See* ICAP
- iptables command 1086–1087
- iso-8859-1 encoding 312, 320

## J

- JDBC drivers 312

## L

- Language Pack Utility 72
- language packs
  - about 69
  - Language Pack Utility 72
- languages and character sets
  - character sets, using 68
  - choosing a non-English language 71
  - language packs, about 69
  - language packs, working with 72
- licenses 173
- Linux systems 1086
- listing plugins 1354
- Livelihood targets 1291
- localization. *See* languages and character sets
- Lock Manager service 303
- log files 267
- logdump.exe tool 1410
- logdump.exe utility 302
- logging
  - distance and confidence 499
  - number of features modeled 499
  - per-fold evaluation rates 499
- logging on and off 57
- logs
  - review 157
- lookup parameters
  - parameter groups 1023
- lookup plug-ins. *See* about
  - automatic lookup 1038
  - automatic reload 1038
  - chaining 1035
  - chaining multiple plug-ins 1024
  - CSV attribute mapping 1043
  - CSV data file requirements 1041
  - CSV file delimiter 1043

- lookup plug-ins (*continued*)
  - CSV file location 1042
  - CSV key mapping 1043
  - CSV, character set 1043
  - CSV, how it works 1021
  - custom 1065
  - custom (legacy) 1022
  - data owner email output 1038
  - data owner output 1038
  - deployment 1024
  - enabling 1034
  - implementing, workflow for 1026
  - LDAP attribute mapping 1051
  - LDAP configuration 1049
  - LDAP server connection 1050
  - LDAP, how it works 1021
  - lookup parameters 1030
  - reloading 1035
  - script chaining 1061
  - timeout 1038
  - types 1020
- lookup plug-ins, script
  - enabling credentials 1059
  - encrypting credentials 1059
- lookup plugin
  - LDAP testing 1052
  - script protocol filtering 1058
- lookup plugins
  - script configuring 1054
  - script writing 1055
  - script, how it works 1022
  - scripting languages 1022
- Lotus Notes targets 1199

## M

- mail transfer agents. *See* MTAs
- manager process 270
- manager-certauth.security 128
- manager-certauth.security file 126
- matches 884, 913
- Microsoft Exchange targets 1245
- Microsoft TMG 1099
- MIME types 201, 1097, 1433, 1451
- minSizeofGetURL field 1102, 1439
- Mobile Email Monitor 1452
  - configuring proxy servers 1453
  - configuring the response mode service 1453
  - creating policies for 1454
  - introducing 51



Mobile Email Monitor *(continued)*

- testing 1455
- troubleshooting 1456

## Mobile Email Monitor Server

- adding 1450
- configuring 1450

## Mobile Prevent

- banking 1441
- creating policies for 1439
- Deployment scenarios 1420
- implementing 1429
- introducing 51
- testing 1442

## Mobile Prevent for Web

- configuring 1101, 1438
- troubleshooting 1105

## Mobile Prevent for Web Server

- configuring 1430

## monitorSettings directory 302–303

## monitorSettings folder 304

## MTAResubmitPort field 1085

## MTAs 49, 199, 1079, 1081, 1084

- configuring 1087

## MX records 198, 1083

**N**

## Napatech 1072

## Napatech cards

- configuring Network Monitor to use 1075

## network connections

- checking 303

## Network Discover

- adding new targets 1117
- configuring 1113
- configuring targets 1121, 1123
- editing targets 1118
- how Discover works 1111
- how scanners work 1246
- incident lists 924
- incident reports 917–919, 1159–1160
- incident snapshots 920
- incident summaries 928
- introducing 49, 1109
- logging 272
- quarantine files 1195
- reports 917, 1159
- setting up 1113

## Network Discover scans

- auditing targets 1135

Network Discover scans *(continued)*

- authentication 1126
- deleting 1145
- differential scans 1155
- encrypting passwords 1127
- excluding items or repositories 1128
- filtering by item size 1130
- filtering by last-accessed date 1131
- filtering by modified date 1131
- including items or repositories 1128
- inventory scans 1135
- list of targets 1140
- managing 1139
- monitoring 1139
- optimizing 1134, 1150
- parallel 1156
- removing targets 1142
- reporting 1139
- reporting scan details 1145
- reporting scan history 1143
- scheduling 1124
- status 1149
- throttling 1134

## Network Discover Server

- configuration, basic 203
- configuring 1114
- configuring parallel scans 1156
- Linux 1116

## Network Discover targets 1256

- custom 1299
- DB2 databases 1205
- Documentum 1281
- Domino servers 1199
- Exchange 1226, 1245
- file shares 1177
- Livelink 1291
- Lotus Notes 1199
- Oracle databases 1205
- removing 1142
- SharePoint 1213
- SQL databases 1205
- SQL server 2005 1205
- UNIX file systems 1256
- Web servers 1269
- Web services 1299
- Web sites 1269
- Windows remote server file systems 1256

network interface card. *See* NIC



- Network Monitor
  - configuring 1075
  - creating policies for 1077
  - implementing 1069, 1071
  - introducing 49
  - logging 274
  - requirements for 1069
  - testing 1077–1078
  - using Endace cards with 1075
- Network Monitor Server
  - configuring 195
- Network Prevent (Email)
  - bouncing messages 856
- Network Prevent for Email
  - blocking email 1088
  - configuring 1082
  - creating policies for 1088
  - enabling policy violation headers 1090
  - implementing 1079, 1081
  - integrating MTAs with 1081
  - introducing 49
  - logging 274
  - routing restricted ports to 1086
  - testing 1091
- Network Prevent for Email Server
  - configuring 197
- Network Prevent for Web
  - configuring 1095
  - creating policies for 1103
  - implementing 1093, 1095
  - introducing 49
  - testing 1104
- Network Prevent for Web Server
  - configuring 200
- Network Protect
  - introducing 50
  - quarantine files 1195
- Network Protect server
  - configuration, basic 203
- network share monitoring 1316
- network taps 1069, 1071
- new\_oracle\_password parameter 305
- Next MTA field 1084
- NIC 1070, 1072
- Notification service 303

## O

- OCSP revocation checks
  - configuring 128
- OCSP revocation checks *(continued)*
  - configuring a proxy for 126
  - disabling 128
  - support for 123
- Online Certificate Status Protocol. *See* OCSP
- revocation checks
- operational log files 267
- Oracle database 303
  - NLS\_LANGUAGE setting 71
  - NLS\_TERRITORY setting 71

## P

- packet capture software 1070–1071
  - installing 1072
- PACKET\_MMAP software 1072
- Password authentication
  - disabling 130
  - enabling or disabling 117
- Password Renewal window 63
- password\_file parameter 305
- passwords 305
  - See also* DBPasswordChanger utility
  - Administrator 59, 107
  - changing 60, 63, 305
  - encrypting for Network Discover scans 1127
  - resetting 107
- pcapstart.reg file 1073
- pdx extension 321
- plug-ins
  - deploying on the endpoint 1352
- Plugins.properties file 1167
- policies
  - about 327
  - add 369
  - adding response rules 394
  - components 329
  - configuration 370
  - create 389
  - Data Profiles 335
  - deployment 332
  - manage 389
  - privileges, administration 334
  - privileges, authoring 334
  - privileges, response rules 334
  - removing 395
  - solution pack 331
- policies, about
  - implementation 337
  - User Groups 336



- policy conditions
  - Content Matches Data Identifier 528
- policy detection
  - endpoint 579
  - endpoint application 581
  - endpoint events 341
  - endpoint protocol 579
  - file contents 340
  - file formats, custom 656
  - file properties 340
  - identities 341
  - international languages 613
  - introduction 339
  - languages 341
  - mobile 340
  - network 340
  - recognizable file types 641
  - rule severity 333
  - similarity score 496
  - technologies 341
  - using VML as an exception 500
  - Vector Machine Learning (VML) 477
- policy detection template, configuration
  - Yahoo Message Board 794
- policy detection templates, configuration
  - Caldicott Report 725
  - CAN-SPAM Act 727
  - Canadian Social Insurance Numbers 727
  - Common Spyware Upload Sites 729
  - Competitor Communications 729
  - Credit Card Numbers 731
  - Customer Data Protection 731
  - Defense Message System (DMS) GENSER
    - Classification 735
  - Design Documents 737
  - Employee Data Protection 738
  - Encrypted Data 739
  - EU Data Protection Directives 734
  - Export Administration Regulations (EAR) 740
  - FACTA 2003 (Red Flag Rules) 741
  - Financial Information 745
  - Forbidden Websites 746
  - Gambling 746
  - Gramm-Leach-Bliley 747
  - HIPAA and HITECH (including PHI) 749
  - Human Rights Act 1998 753
  - Illegal Drugs 754
  - Individual Taxpayer Identification Numbers (ITIN) 755
  - policy detection templates, configuration *(continued)*
    - International Traffic in Arms Regulations (ITAR) 755
    - Media Files 756
    - Merger and Acquisition Agreements 757
    - NASD Rule 2711 and NYSE Rules 351 and 472 759
    - NASD Rule 3010 and NYSE Rule 342 760
    - NERC Security Guidelines for Electric Utilities 762
    - Network Diagrams 764
    - Network Security 765
    - Offensive Language 765
    - Office of Foreign Assets Control (OFAC) 766
    - OMB Memo 06-16 and FIPS 199 Regulations 768
    - Password Files 769
    - Payment Card Industry (PCI) Data Security Standards 770
    - PIPEDA 771
    - Price Information 773
    - Project Data 774
    - Proprietary Media Files 774
    - Publishing Documents 775
    - Racist Language 776
    - Restricted Files 776
    - Restricted Recipients 776
    - Resumes 777
    - Sarbanes-Oxley 778
    - SEC Fair Disclosure Regulation 780
    - Sexually Explicit Language 782
    - Source Code 783
    - State Data Privacy 784
    - SWIFT Codes 788
    - Symantec DLP Awareness and Avoidance 788
    - UK Data Protection Act 1998 733
    - UK Drivers License Numbers 789
    - UK Electoral Roll Numbers 789
    - UK National Health Service (NHS) Number 790
    - UK National Insurance Numbers 790
    - UK Passport Numbers 791
    - UK Tax ID Numbers 791
    - US Intelligence Control Markings (CAPCO) and DCID 1/7 791
    - US Social Security Numbers 793
    - Violence and Weapons 793
    - Webmail 793
  - policy detection,
    - endpoint destination 580



- policy detection, about
  - keyword matching 549
- policy detection, classification
  - Enabling test mode when 628
- policy detection, conditions
  - Content Matches Keyword 552
  - Content Matches Regular Expression 559
  - Endpoint Device Class or ID 585
  - Endpoint Location 584
  - Protocol or Endpoint Monitoring 582
  - Recipient matches User Group based on a
    - Directory Server Group 604
  - Sender/User Matches Pattern 593
  - Sender/User matches User Group based on a
    - Directory Server Group 603
- policy detection, configuration
  - select message components to match on 380
- policy detection, described identities
  - about 591
  - Sender/User Matches Pattern 593
- policy detection, endpoint
  - devices, about 581
  - devices, add 586
  - devices, adding 587
  - devices, configuring 587
  - devices, manage 586
  - Endpoint Device Class or ID 585
  - Endpoint Location 584
  - locations, about 581
  - Protocol or Endpoint Monitoring 582
- policy detection, international
  - data identifiers 615
  - find keywords 615
- policy detection, keyword matching
  - exmaples 550
  - implementing 549
  - wildcards, about support for 549
- policy detection, keyword matching, configuration
  - Content Matches Keyword 552
- policy detection, keyword proximity
  - about 549
- policy detection, regular expressions
  - Content Matches Regular Expression 559
  - implementing 557
  - writing 557
- policy exceptions
  - add 381
  - compound 386
  - configure 384
- policy exceptions, configure
  - match counting 378
- policy groups
  - about 331
  - create 392
  - default policy group 331
  - deployment 332
  - managing 391
  - modify 392
  - removing 395
- policy match condition
  - Message/Email Properties and Attributes 630
- policy match conditions
  - compound 351
  - content 344
  - content based on index 344
  - cross-component matching 349
  - endpoint 347
  - exceptions 350
  - file properties 345
  - identities and groups 348
  - message components 349
  - network and mobile 346
  - server execution logic 352
  - simple 351
  - subject matching 628
  - two-tier detection 353
  - types 343
- policy rules
  - compound 386
- policy rules, conditions
  - configure 374
- policy rules, configuration
  - rule severity 377
- policy rules, configure
  - match counting 378
- policy rules, detection
  - add 372
- policy rules, group
  - add 372
- policy templates
  - add 369
  - Confidential Documents 730
  - create policy from 355
  - Customer and Employee Data Protection 360
  - export 336, 394
  - import 336, 393
  - system-defined 330



- policy templates *(continued)*
  - UK and International Regulatory Enforcement 360
  - US Regulatory Enforcement 357
- policy templates, configure
  - Exact Data Profile, select 365
  - Indexed Document Profile, select 366
- policy templates, international
  - about 614
- policy templates, type
  - Confidential or Classified Data Protection 362
  - Network Security Enforcement 363
  - Yahoo and MSN Messengers on Port 80 796
- policy templates, types
  - Acceptable Use Enforcement 363
- policy testing
  - attachment 496
  - test corpus 496
- policy violation headers 1090
  - enabling 1090
- print/fax 1314
- processGets field 1102, 1439
- product suite. *See* Symantec Data Loss Prevention
- profile tuning
  - how to 496
  - similarity threshold 496
- profiles 312, 320
- properties
  - default similarity threshold 497
- properties
  - minimum number of documents per training set 497
  - minimum number of features to keep 497
  - significance of features threshold 497
- ProtectInstaller\_10.5.exe file 316
- proxy servers 1093, 1429
  - compatibility with 1099, 1437
  - configuring 1098, 1100–1101, 1436–1438, 1452

## Q

- quarantine files 1195
- queries 313

## R

- rdx extension 321
- reflecting mode 1081–1082
- remediation 865
  - commands 870

- remediation *(continued)*
  - email response variables 871
- Remote EDM Indexer utility
  - command-line options for 320
  - creating EDM profile with 317
  - example use of 321
  - installing 316–317
  - introducing 301, 314
  - requirements for using 314
  - running 315–317, 320–322
  - running SQL Preindexer with 311
  - troubleshooting 322
  - uninstalling 323
- Reporting API 959
- Reporting API privileges 99
- reports 885, 905, 914, 935
  - dashboards 940
  - incidents 938
  - list of options 965
  - summaries 945
  - system events 142
- REQMOD 1098, 1100, 1436–1437
- RequestProcdeessor settings 1090
- RequestProcessor fields 1085, 1088, 1091
- RESPMOD 1098, 1100, 1436, 1452–1453
- response filtering 1097, 1433, 1451
- response rules 878
  - about 802
  - add 817
  - best practices 814
  - composing email responses 869
  - configure 819
  - manage 817
  - modify ordering 823
- response rules, about
  - actions 802
  - authoring privileges 812
  - automated 808
  - conditions 809
  - execution 807
  - execution priority for actions 810
  - implementation 813
  - removing 824
  - Smart 808
  - Smart, configure 820
- response rules, actions
  - Add Note 834
  - configure 821
  - discarding network incident data 836



- response rules, actions *(continued)*
  - Endpoint Discover: Quarantine File 844
  - Endpoint Prevent Block 845
  - Endpoint Prevent Notify, configuration 848
  - Endpoint Prevent User Cancel, configurations 851
  - Endpoint: FlexResponse 843
  - Limit Incident Data Retention 834
  - Log to a Syslog Server 837
  - Mobile Prevent Block FTP Request 854
  - Mobile Prevent Block HTTP/S 854
  - Network Prevent Block FTP Request 854
  - Network Prevent Block HTTP/S 854
  - Network Prevent: Block SMTP Message 856
  - Network Prevent: Modify SMTP Message 857
  - Network Prevent: Remove HTTP/HTTPS Content 858
  - Network Protect Copy File 860
  - Network Protect Quarantine File, configuration 860
  - retaining endpoint incident data 835
  - Send Email Notification 838
  - Set Attribute 841
  - Set Status 842
- response rules, adding
  - Automated 818
  - Smart 818
- response rules, conditions
  - configure 820
  - endpoint device 826
  - endpoint location 825
  - incident match count 828
  - incident type 827
  - protocol or endpoint monitoring 829
  - severity 831
- response rules, type
  - Endpoint Prevent Block 1322
  - Endpoint Prevent Notify 1322
  - Endpoint Prevent User Cancel 1323
  - Endpoint Quarantine 1330
- response rules, types
  - all detection servers 803
  - classification 807
  - endpoint 804
  - network 805
  - network protect 806
- restore
  - archived incidents 994
- restricted ports 1085–1086

- Revocation checks
  - configuring 125
  - support for 123
- roles
  - add 108
  - adding 95
  - configuring 95
  - manage 108
- roles, about
  - configuring 92
  - recommended 92
  - role-based access control 87
  - solution pack, included with 94
- RRC. *See* rules results caching
- rules results caching 1324

## S

- scans
  - differential scans 1152
  - incremental scans 1152–1154
- Secure Computing Secure Web 1099
- separator characters 313
- Server Detail screen 213
  - server configuration 193
- Server FlexResponse
  - configuring 840, 1167–1168
  - configuring a response rule action with 840
  - configuring custom properties for 1168
  - deploying a plug-in for 1166–1168
  - overview of 1163
  - remediating with 1165, 1172–1173
  - troubleshooting 1174
  - Using a smart response action with 1172
- servers (DLP). *See* detection servers and Enforce Server
- ServerSocketPort field 1085
- Service\_Shutdown.exe tool 1409
- Service\_Shutdown.exe utility 301
- services 302
- SharePoint targets 1213
- sizing, profiles
  - memory allocation 505
  - significance threshold 505
- sizing, training sets
  - minimum 50 503
  - recommended 250 503
- SMTP 1088
- snapshots 885, 914
- SOAP messages 271



- SPAN 1069, 1071
- SQL 302, 313
- SQL Preindexer utility
  - command-line options for 312–313
  - introducing 300, 311
  - locating 311
  - running Remote EDM Indexer with 311
  - troubleshooting 313
- Squid Web Proxy 1099
- SSL certificates
  - importing 209
- sslkeytool 306
  - generating server certificates 308
  - options 307
- sslkeytool utility
  - introducing 300
- status attributes 997
- status groups
  - adding 1000
  - configuring 1000
  - deleting 1000
- status values
  - adding 999
  - configuring 999
  - deleting 999
- summary reports 885, 914
- Switch Port Analyzer. *See* SPAN
- Symantec Data Loss Prevention
  - administration of 55
  - initial system setup 58
  - product suite 45
- Symantec Data Loss Prevention servers. *See* detection servers and Enforce Server
- Symantec DLP Agent
  - about 1311
  - administration 1385
  - advanced settings 247
  - AgentInstall.msi package 1374
  - authentication key 1372
  - installation 1367
  - installed aspects 1367
  - installing manually 1381
  - installing on Windows Vista 1370
  - installing with Symantec Management Console 1378
  - installing with system management software 1379
  - preinstallation steps 1369
  - removing 1394
- Symantec DLP Agent *(continued)*
  - removing manually 1398
  - removing on Windows Vista 1397
  - removing with Symantec Management Console 1395
  - removing with system management software (SMS) 1396
  - security 1370
  - watchdog service 1372
- Symantec DLP services
  - starting 83–85
  - stopping 83–85
- Symantec Management Agent
  - installing 1363
- Symantec Management Console 1361
  - agent tasks 1365
  - cloning advertisements and programs 1362
  - creating user tasks 1366
  - reporting 1364
  - Symantec Management Agent 1363
  - using computer discovery 1363
- Symantec Web Gateway 1099
- syslog servers 151
- system accounts 303
- system alerts
  - about 153
  - adding 155
  - configuring server 153
  - modifying 155
- System Center Configuration Manager 1379
- system events 141
  - code numbers 157
  - event details 146
  - notification methods 142
  - reports 142
  - reports, filtering 143
  - reports, saved 145
  - responses 149
  - syslog servers 151
  - thresholds, configuring 147
  - types (severities) of 146
- System Overview screen 210
  - detection server, adding 207
  - errors and warning list 213
  - server status 211
- system reports
  - scheduling 954
- system setup, initial 58
- system upgrades 174



Systems Management Server (SMS) 1379

## T

- tab-delimited files 314
- TagHighestSeverity field 1091
- TagPolicyCount field 1091
- TagScore field 1091
- telnet command 1087
- Test mode 628
- TLS proxies 197, 1086
- Tomcat
  - adding certificates to 119
  - changing trust store password for 120
- tools password 1356
- training
  - cross-fold 505
  - k-fold evaluation process 505
- training set
  - negative 502
  - positive 502
- trial mode 197, 1082, 1096, 1431, 1451
- troubleshooting
  - debug log files 499
  - property configuration 497
  - training set quality 505

## U

- uninstallation passwords
  - using 1377
- uninstalling 1358
- upgrades, system 174
- upgrading agents
  - uninstallation passwords 1377
- user agents 1096, 1432
- User Groups
  - creation 601
- user risk 1009
  - user data sources 1011
    - adding 1013
    - adding from a file 1014
    - adding from Active Directory 1015
    - defining custom attributes 1012
  - user details 1017
  - user list 1017
  - user risk summary 1018
- users
  - add 108
  - manage 108

- users, about
  - configuring 92
- users, accounts
  - adding 103
  - configuring 103
- users, authentication
  - Active Directory 109
  - configuring Enforce for Active Directory authentication 113
  - integrating Enforce with Active Directory 110
  - verifying the Active Directory connection 112
- users, passwords
  - configuring strong or rotating 106
- UTF-16 encoding 312, 320
- UTF-8 encoding 312, 320
- utilities
  - introducing 299, 301

## V

- Vector Machine Learning (VML)
  - about 477
  - accepting training 479
  - adjust similarity threshold 495
  - adjusting memory allocation 488
  - configuring VML exceptions 494
  - configuring VML rules 493
  - creating new VML profiles 483
  - Currenrt Profile tab 483
  - editing profile name, description 492
  - implementation process 481
  - manage training sets 489
  - manage VML profiles 490
  - rejecting training 479
  - similarity score 480
  - similarity threshold 480
  - Temporary Workspace tab 483
  - training content 478
  - training the profile 486
  - uploading contents for training 484
- violated policies 1090
- Vontu services
  - starting 80–85
  - stopping 80–85
- vontu\_sqlite3.exe tool 1409
- vontu\_sqlite3.exe utility 302
- VPN
  - about 1425



**W**

- watchdog service 1372
- Web archives 1001
- Web Services 99
- Websense V-Series 1100
- Webwasher 1099
- WinPcap software 1071–1072
  - installing 1073

**X**

- X-CFilter-Loop: Reflected header 1086
- X-DLP-Max-Severity header 1091
- X-DLP-Policy-Count header 1091
- X-DLP-Score header 1091
- XML schemas 959