



Trend Micro Security 2015 Product Guide



Trend Micro™ Antivirus+ Security

Trend Micro™ Internet Security

Trend Micro™ Maximum Security

Trend Micro™ Premium Security

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Trend Micro™ Security Product Guide provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro™ Antivirus+ Security; Trend Micro™ Internet Security; Trend Micro™ Maximum Security; or Trend Micro™ Premium Security.

This Product Guide can be read in conjunction with the following documents, available from the specific product support pages, which can be accessed from <http://www.trendmicro.com/ti8help>

Product Guides

- Trend Micro™ Antivirus for Mac Product Guide
- Trend Micro™ Password Manager Product Guide
- Trend Micro™ Mobile Security for Android Product Guide
- Trend Micro™ Mobile Security for iOS Product Guide
- Trend Micro™ SafeSync™ for Consumer Product Guide

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DOCUMENT PROFILE:

Product: Trend Micro™ Security 2015 (v8.0)

Document Title: Trend Micro™ Security Product Guide

Document Filename: PG - TM PC Security 2015 - Product Guide GL v1.0

Document Release Date: September 16, 2014

Team: Consumer Technical Product Marketing

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Chapter 1: Introduction to Trend Micro™ Security

With enhanced social networking security, Trend Micro™ Security makes it easy for you to protect yourself and your family. It features:

- A friendly interface - quick to install and use
- Simple screens and reports – easy to read and understand
- Set-and-forget security – won't annoy you with excessive alerts and pop-ups.

The Trend Micro™ Security Family

The family of **Trend Micro™ Security** products includes the following:

- **Trend Micro™ Antivirus+ Security.** Our entry-level product provides all the essential PC protection you need while surfing the web or opening, saving, or downloading files. It provides coverage for netbooks, laptops, and entry level computers, unlike free options, which leave you exposed in key areas.
- **Trend Micro™ Internet Security.** Our mid-range product provides advanced protection with maximum performance for 3 PCs or Macs, adding our unique privacy scanner and the broadest web threat protections available for social networking. It also provides basic parental controls to restrict or filter online access for kids.
- **Trend Micro™ Maximum Security.** Our high-end product provides the complete security solution for protecting your PC, Mac, or mobile devices and up to 3 users or devices. It includes a complimentary copy of Trend Micro Password Manager™; Mobile Security for Android or iOS; and 5GB of secure online Trend Micro SafeSync™ storage.
- **Trend Micro™ Premium Security** has all of the same features as Trend Micro Maximum Security, for up to 5 users or devices, but SafeSync storage is expanded to 25GB.
- **Trend Micro™ Antivirus for Mac.** Also known as Trend Micro Internet Security for Mac, this is our Trend Micro™ Security offering specifically designed for the Mac. It's bundled with Trend Micro Maximum Security and Premium Security editions, or can be purchased separately.

Trend Micro Security leverages the expertise Trend Micro has gained over more than 25 years of security experience, delivering:

- The fastest protection against new web threats*
- The best phishing detection rates, guarding against identity theft*
- Unique cloud-based protection protects our customers from 250+ million threats per day.

*NSS Labs 2013

Trend Micro Security: Comprehensive Protection

Trend Micro Security is equipped with special protection features and is bundled with companion products to address specific needs:

New User Interface

- **New Look-and-feel!** Trend Micro Security 2015 provides a completely renovated interface design. Both easy-to-use and powerful, the new Trend Micro Security Console provides all the tools you need at the touch of mouse or a tap of a finger to easily configure your solution to meet your security needs. Conduct scans and obtain reports that let you know just how Trend Micro Security is protecting you.

Privacy Protection and Social Networking Security

Trend Micro Security 2015 continues its leadership role in social networking security (SNS):

- **Enhanced! Privacy Protection for Facebook, Twitter, Google +, and LinkedIn.** Trend Micro Security features an easy-to-use Privacy Scanner for social media, which identifies privacy settings that may leave your personal information publicly available and vulnerable to identity theft. Privacy protection now includes **LinkedIn**.
- **New! Privacy Protection for Browsers.** Privacy Protection is now provided for leading PC browsers. A simple scan of Google Chrome, Internet Explorer, or Mozilla Firefox helps increase your privacy when browsing the web.
- **Social Networking Security (SNS) Protection.** Trend Micro Security provides protection from threats you may encounter from malicious links in Facebook, Twitter, Google+, MySpace, LinkedIn, Pinterest, Mixi, and Sina Weibo—the broadest and most effective SNS protection available on the market for consumers today.
- **Clear Warning.** Our SNS proactively warns you when a link is bad by highlighting it in red. When it's a safe link, it's highlighted in green. You can also mouse over a link to get real-time details about its safety from our Web Threat Protection servers.
- **Warn a Friend.** Trend Micro Security even allows you to easily and quickly inform your Facebook friends when it identifies a malicious link, so they can delete it from their Facebook page.

Data Theft Prevention

- **Data Theft Prevention (DTP).** DTP lets you stop specific data, such as email accounts or credit card numbers, from being shared in outward bound email or online forms.
- **Secure Erase** lets you overwrite and delete data from your disk, so it can't be recovered.
- **Vault** lets you encrypt data on your hard drive and remotely lock it up if your laptop is lost or stolen; when the device is found you can then unlock that data.
- **Trend Micro™ Password Manager** is a standalone product automatically installed with Trend Micro Maximum and Premium Security. It lets you protect and manage all your logins and passwords safely. It uses a single master password and works across Windows and Mac desktops and laptops, as well as Android and iOS devices Trend Micro Password Manager on the PC also provides a **Secure Browser**, for use with online

banking and financial websites, which encrypts the passwords, so they can't be stolen by keyloggers. The Free edition lets you save up to 5 passwords; the Paid edition provides support for unlimited passwords and the duration of your subscription is the same as your Trend Micro Maximum or Premium Security subscription.

- **Trend Micro™ SafeSync™** is a standalone product bundled with Trend Micro Maximum and Premium Security that lets you back up and sync all your data to a secure cloud, to ensure you have it should your hard drive crash. It also provides the ability to access it across Windows and Mac desktops and laptops, as well as Android and iOS tablets. Maximum Security users start with 5GBs; Premium Security users start with 25GBs. The duration of your SafeSync subscription is the same as your Trend Micro Maximum or Premium Security subscription.

Family Protection

- **Parental Controls** let you restrict your kids' usage of the Internet and prevent them from visiting inappropriate websites. Functions include program restrictions, which can be set by schedule; safe search filtering, which helps prevent adult content from appearing in search results; and blocking of untested websites, to increase security when browsing.

Other Highlights

- **New! PC Health Checkup** – Trend Micro Security now provides enhanced performance optimization for your PC. Powered by Trend Micro's Platinum technology, scan for optimization during security scan or perform a separate health checkup scan. Check for security vulnerabilities and clean up unneeded files to boost your performance. Results recommend the changes to be made and help you to make them.
- **New! Smart Scheduled Scan** – Trend Micro Security now provides a Smart Scheduled Scan. Based on recent computer usage, the most suitable scan will start automatically at an appropriate time.
- **Screen Reader** – Screen Reader support is now available for visually-impaired users.
- **Intensive Scan Switch** – Automatically increases the protection level only when you need it – for intensive scans when your computer is infected.
- **Search Results Rating** – When you conduct a search on the internet the search results give you a list of URLs, proactively highlighted.
- **Manual URL/Link Scanner** – As with SNS, when you hover your mouse over a link in search results, the manual link scanner rates the safety and reputation of any links on the web page.
- **Mobile Security for Android and iOS** – Trend Micro Maximum and Premium Security include Trend Micro Mobile Security for Android and iOS, for protection of your mobile devices.
- **Windows 8/8.1 compatibility** – Trend Micro Security is fully compatible with Microsoft's Windows 8/8.1 RT and Pro operating systems. And Trend Micro SafeSurfing and Security

Center are apps specifically designed for Windows 8/8.1 desktop and tablet users, available for free on the Windows app store. (See below.)

- **“Yosemite” OS compatibility** – Trend Micro Antivirus for Mac will be fully compatible with Apple’s MacOS® X version 10.10 “Yosemite” (10.10 or higher) when the new OS version is released.

Available from the Windows App Store

- **Trend Micro™ SafeSurfing** is a secure browser for Windows 8 that has security technology built right in. It provides you with a safer browsing experience by including safe search results ratings, social networking security, and more. Browse the web without worry with Trend Micro SafeSurfing.
- **Trend Micro™ Security Center** delivers current information about malware outbreaks in your area, offering insights into dangerous websites and malicious file downloads to avoid near you. For Trend Micro™ Security customers, it also provides up-to date information about your protection status. Surf the web knowing your protection is current and what sites to avoid with Trend Micro Security Center.

Key Features of Trend Micro Security 2015

Table 1. Trend Micro Security 2015 - Key Features

TREND MICRO SECURITY 2015 – Key Features	Trend Micro Antivirus for Mac*	Trend Micro Antivirus+ Security	Trend Micro Internet Security	Trend Micro Maximum Security	Trend Micro Premium Security
Licensing (Multi-license subscriptions can be activated on PC, Mac, and Android devices.)	1 user Mac only	1 user PC only	3 users PC & Mac	3 users PC, Mac & Mobile	5 users PC, Mac & Mobile
Pricing	\$39.95 yr	\$39.95 yr	\$79.95 yr	\$89.95 yr	\$99.95 yr
Essential Protection					
Virus and Spyware Protection	✓	✓	✓	✓	✓
Rootkit Detection and Removal		✓	✓	✓	✓
Web Threat Protection	✓	✓	✓	✓	✓
Anti-Spam	✓	✓	✓	✓	✓
Anti-Phishing	✓	✓	✓	✓	✓
Auto Intensive-level Protection Scan Switch		✓	✓	✓	✓
Authenticate Wi-Fi Networks and Hotspots		✓	✓	✓	✓
Windows Firewall Booster		✓	✓	✓	✓
Block Malicious Links in Email and IM	✓	✓**	✓	✓	✓
Search Results Ratings	✓	✓	✓	✓	✓
Social Networking Security	✓	✓	✓	✓	✓
Smart Schedule Scan			✓	✓	✓
Data Protection & Privacy					
Privacy Scanner for Facebook, Twitter, Google+, LinkedIn	✓		✓	✓	✓
Data Theft Prevention			✓	✓	✓
Secure Erase			✓	✓	✓
PC Health Checkup			✓	✓	✓
Vault with Remote File Lock				✓	✓
Password Manager with Integrated Installer				✓	✓
SafeSync				5GB	25GB
*Also known as Trend Micro™ Internet Security for Mac **Email=Yes, IM=No					

Table 2. Trend Micro Security 2015 – Key Features (Continued)

TREND MICRO SECURITY 2015 – Key Features	Trend Micro Antivirus for Mac	Trend Micro Antivirus+ Security	Trend Micro Internet Security	Trend Micro Maximum Security	Trend Micro Premium Security
Family Protection					
Parental Controls	✓		✓	✓	✓
Platform Protection					
Trend Micro SafeSurfing for Windows 8*		✓	✓	✓	✓
Trend Micro Security Center for Windows 8*		✓	✓	✓	✓
Android**				✓	✓
iOS**				✓	✓
MacOS**	✓				
*Available for free from the Windows App Store **Bundled with Trend Micro Maximum and Premium Security					

System Requirements

Table 3. Trend Micro Antivirus+, Internet, Maximum, and Premium Security

Operating System	CPU	Memory	Disk Space
Windows 8, 8.1 (32 or 64-bit)	1 GHz	1 GB (32-bit) 2 GB (64-bit)	1.3 GB (1.5 GB recommended)
Windows® 7 Service Pack 1 (32 or 64-bit)	800MHz (1GHz recommended)	1 GB (32-bit) 2 GB (64-bit)	
Windows® Vista Service Pack 2 (32 or 64-bit)	800MHz (1GHz recommended)	512 MB (1 GB recommended)	
Windows® XP Service Pack 3 (32-bit only)	350MHz (800 MHz recommended)	256 MB (512 MB recommended)	
Other Requirements			
Web browser	Microsoft® Internet Explorer® 7.0, 8.0, 9.0, 10.0, or 11.0 Mozilla Firefox® latest version Google Chrome™ latest version		
Display	High-color display with a resolution of 800x480 pixels or above (Desktop), 1024x768 or above (Windows Store), 1366x768 or above (Snap View)		

Table 4. Trend Micro Antivirus for Mac

Operating System	CPU	Memory	Disk Space
Mac OS® X version 10.10 "Yosemite" (Pending)	Apple Macintosh computer with an Intel® Core™ Processor	2GB	1.5GB
Mac OS® X version 10.9 "Mavericks"			
Mac OS® X version 10.8 "Mountain Lion"			
Mac OS® X version 10.7 "Lion"			
Other Requirements			
Web Browser	Apple® Safari® 5.1 or higher Mozilla® Firefox® latest version Google Chrome™ latest version		

Table 5. Trend Micro Mobile Security

Operating System	Storage Space		Memory Usage	Other
Android OS 2.2 and above	7.5MB minimum		9MB for phone 15MB for tablet	Internet Connection
Compatible iOS	Devices	Device Space	Memory usage	Other
iOS 7.0	iPhone 4 and above iPad 2 and above iPad mini 1 and 2 iPod Touch 5 th Gen	24MB	30-50MB (varies by device)	3G/4G (LTE) or Wi-Fi Internet connection required for downloading

Global Availability

September 16, 2014

Contacting Trend Micro

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Consumer Support Line

(800) 864-6027
Monday - Friday, 5:00AM - 8:00PM Pacific

Free Phone, Email and Chat support

Trend Micro offers free phone, email, and chat support. For more info, contact eSupport at:
http://esupport.trendmicro.com/support/consumer/consumerhome.do?locale=en_US

You can also contact the Trend Community at: <http://community.trendmicro.com/>

Premium Services

Trend Micro provides users with Premium Services for a wide variety of technical issues including installation, virus and spyware removal, PC Tune-ups, etc. These services are offered as a bundle with a purchase of Trend Micro Security or as stand-alone and ad-hoc services. For more information, select **Premium Services** in the **Trend Micro Security Console > Identity** drop-down menu, or go to <http://www.trendmicro.com/us/home/products/support-services/index.html>

Chapter 2: Installing and Activating Trend Micro Security

Trend Micro™ Security has separate installs for each version of the product:

- Trend Micro™ Antivirus+ Security
- Trend Micro™ Internet Security
- Trend Micro™ Maximum Security
- Trend Micro™ Premium Security extends Maximum Security by increasing your sync and backup storage capacity.
- Trend Micro™ Antivirus for Mac™ (Internet Security)

(See our separate Product Guide for instructions on installing and using Trend Micro™ Antivirus for Mac.)

In the examples below we install Trend Micro Maximum Security on Windows 8, but each version of Trend Micro Security has a nearly identical installation and activation process on the various versions of Windows and Mac.

Installing Trend Micro Security

To install Trend Micro Security on Windows 8 (and 8.1) using a Download or a CD:

Note: For users of Windows 8 on touch screen devices, “click” instructions below should be read as “tap.”

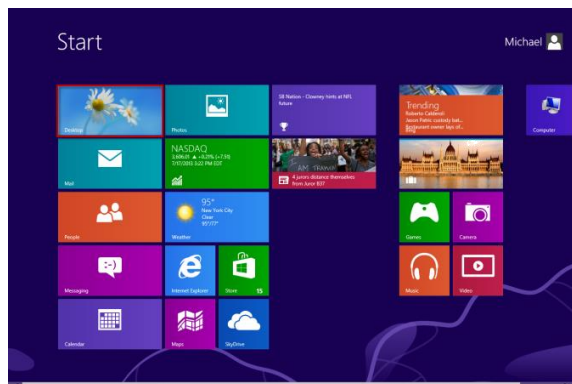


Figure 1. Windows 8 Modern UI

By Download:

1. In the Windows 8 Modern UI, click the **Desktop** icon. Windows 8 toggles to the Desktop.



Figure 2. Windows 8 Desktop

Note: Once you're in the Windows 8 Desktop, the installation process for the core Trend Micro Security program is nearly identical for Windows 7. The main exceptions appear when you install the Windows 8 Modern UI options after the main program installation.

2. Go to [http://www.trendmicro.com/us/home/products/Trend Micro Security/index.html](http://www.trendmicro.com/us/home/products/Trend%20Micro%20Security/index.html) to download Trend Micro Security 2015.
3. Click **Buy Now** or **Free Trial** for the version you wish to download, then follow the instructions for the paid or free download.
4. When the **Download** page appears, click the relevant **Download** button. The download process begins and presents a **TrendMicro Downloader** dialog.
5. Select **Save As** and navigate to the folder where you'll put the **Downloader**, then click **Save**.
6. When the download completes, open the folder where you've downloaded the installer and double-click the **Downloader**.

By CD:

7. Insert your Trend Micro Security CD. The autorun process launches the installer. If for any reason the installer doesn't launch, open the CD and locate the installer and double-click it to begin.

Note: From this point on, the CD install process is the same as the download process.

8. The Windows **User Account Control** pop-up dialog appears, asking if you want to allow the installation program to make changes to your computer.

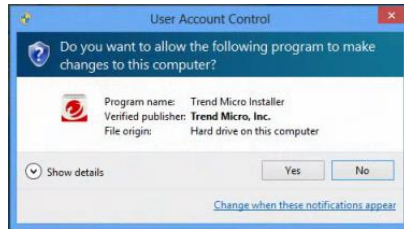


Figure 3. User Account Control

9. Click **Yes**. The installation will begin, unpacking the files and giving you a progress screen.



Figure 4. Unpacking Files

10. Trend Micro Security will then check if your computer meets the minimum system requirements and will conduct a quick malware scan.

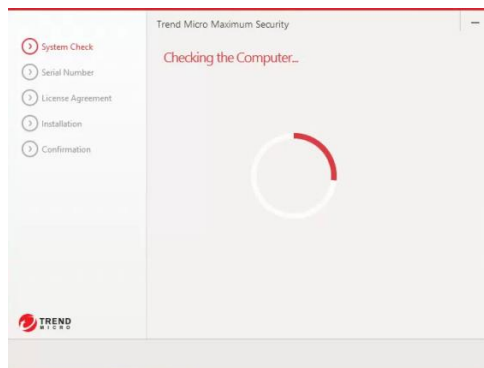


Figure 5. Checking the Computer

11. When the process completes, a screen appears asking you to **Choose Your Version**.

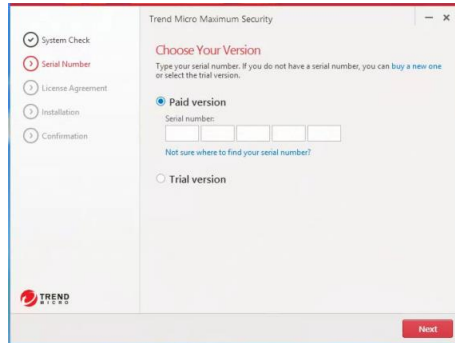


Figure 6. Choose Your Version > Paid

12. If you're installing a **Paid** version, enter the **serial number** provided by Trend Micro on your retail box or in your confirmation email, then click **Next**.

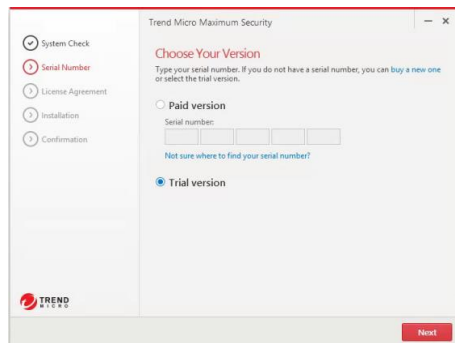


Figure 7. Choose Your Version > Trial

13. If you're installing a **Trial** version, click the **Trial** version button, then click **Next**.
14. The License Agreement appears.

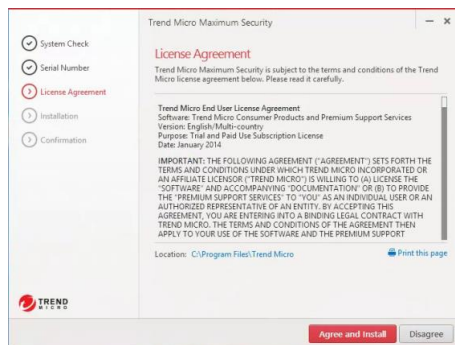


Figure 8. License Agreement

15. Trend Micro Security chooses a default location for the installation. You can change this by clicking the link and browsing to another location. (Trend Micro recommends you use the default.)

16. Read the **License Agreement**. (Click **Print this page** to print it out.) If you agree with the **License Agreement**, click **Agree and Install**.
17. Trend Micro Security will begin the installation. This will take a few minutes. A progress indicator will indicate the stages and progress of the install.

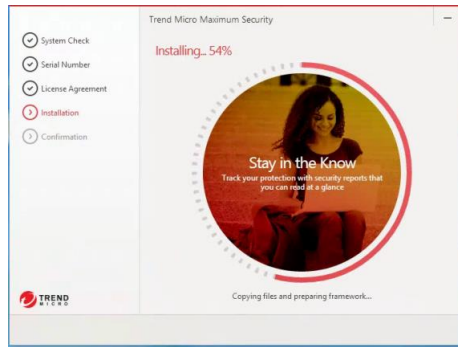


Figure 9. Progress Indicator

18. If you have installed a **Trial** version, when the installation is completed, the wizard will indicate **Installation Completed**.

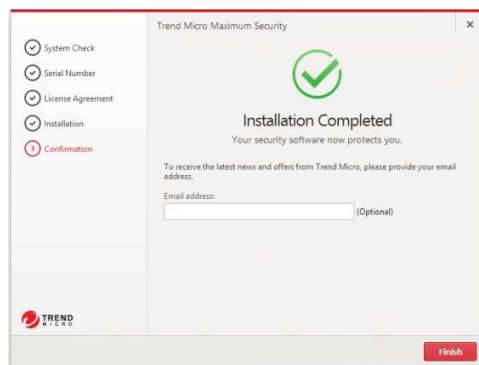


Figure 10. Installation Completed

19. To receive the latest news and offers from Trend Micro, enter your email address and click **Finish**.
20. If you have installed a **Paid** version, a window appears, asking you to enter your email address to activate your protection.

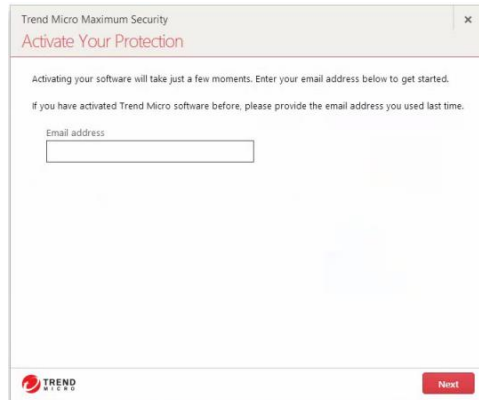


Figure 11. Activate Your Protection

21. You now have two options for the email address:

- **Use an existing Trend Micro Account.** Provide the email address for this account.
- **Create a new Trend Micro Account.** Provide a preferred email address.

Using an existing Trend Micro account:

22. If you have activated Trend Micro software before, simply enter the email address you used to create the Trend Micro account and click **Next**. The **Sign In** screen appears.

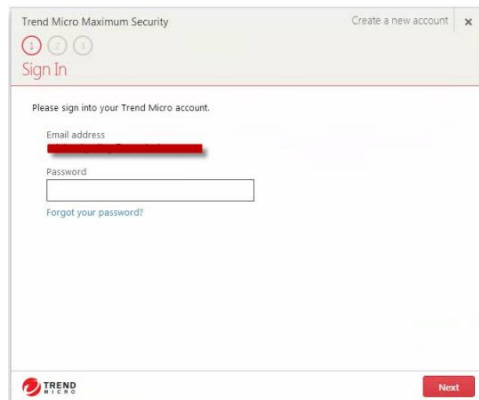


Figure 12. Sign In

23. Enter the **Password** for your Trend Micro account and click **Next**. A screen appears for you to name the computer.

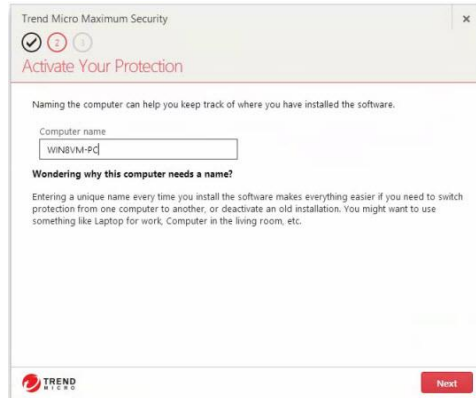


Figure 13. Computer Name

24. To help track your subscription, use the name of your computer as is automatically entered, or enter a new name to identify it and click **Next**.

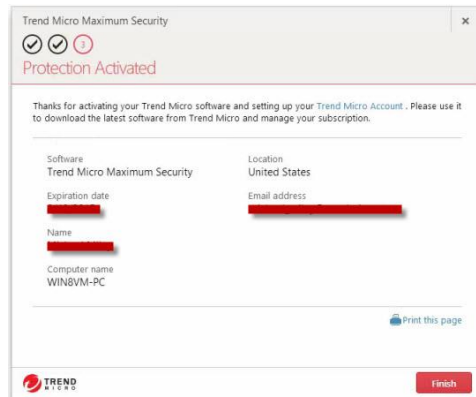


Figure 14. Protection is Activated

25. Your **Protection is Activated** and the installation is complete. Click **Finish** to close the dialog.

Creating a new Trend Micro account:

26. If you have **not** activated Trend Micro software before, enter your preferred email address and click **Next**. A screen appears, asking you to **Enter Account Information**.

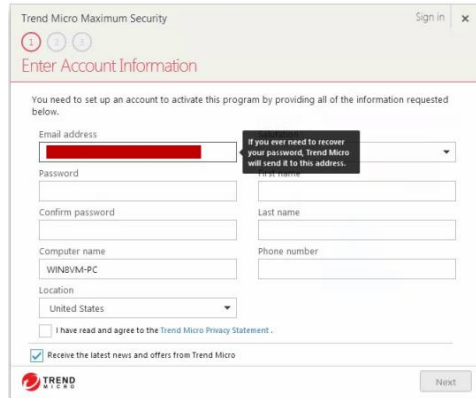


Figure 15. Enter Account Information

- 27. Enter your account information. For the password, use only simple letters and numbers, but not less than 8 characters. For the computer name, use the name of your computer that's automatically entered, or enter a new name to identify it.
- 28. Read the **Trend Micro Privacy Statement**. If you agree, check **I have read and agree to the Trend Micro Privacy Statement**.
- 29. You may retain or remove the check to **Receive the latest news and offers from Trend Micro**, and click **Next**. A screen appears for you to **Check What You Entered**.

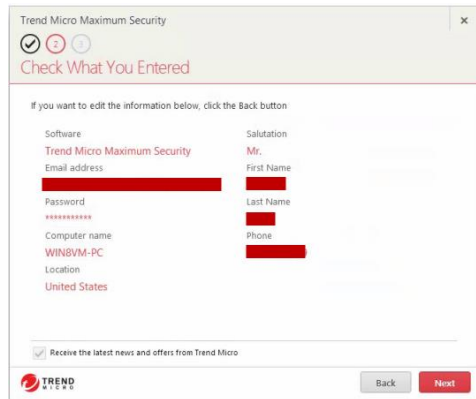


Figure 16. Check What You Entered

- 30. If your entries are accurate, click **Next**. A dialog indicates **Protection Activated**. You may print this page.

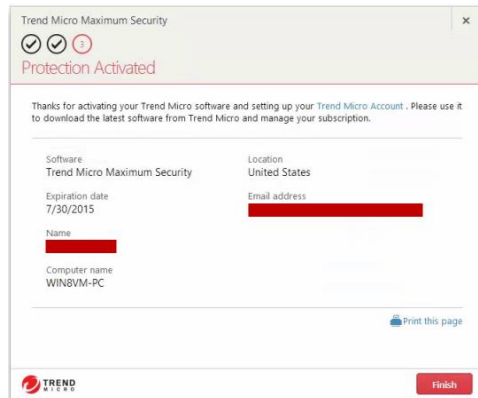


Figure 17. Protection Activated

31. Click **Finish**. The **Trend Micro Security Console** appears, with the **Welcome** screen in front of it.

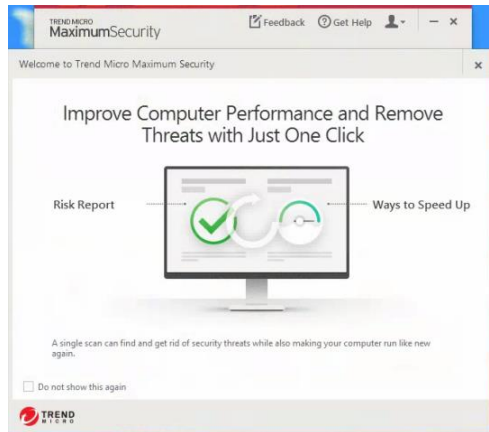


Figure 18. Trend Micro Security Welcome Screen

32. Check the checkbox **Don't show this page again** if you wish, then click the **Close (X)** box in the upper right corner to close the **Welcome** screen. The **Trend Micro Security Console** becomes visible.

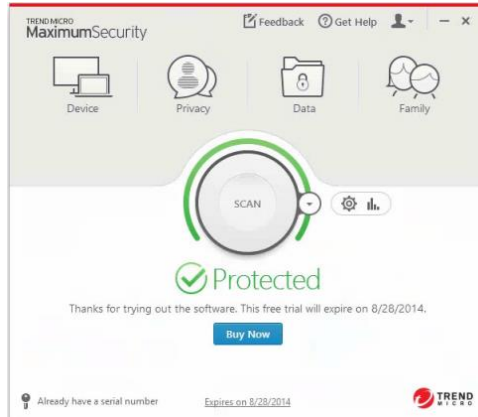


Figure 19. Trend Micro Maximum Security Console (Trial Version)



Figure 20. Trend Micro Maximum Security Console (Paid Version)

33. You can access the Trend Micro Security Console in the Windows 8 Desktop by double-clicking its icon on the desktop, or by selecting **Open the Main Console** from the Trend Micro icon/menu in the System Tray.



Figure 21. System Tray > Open the Mail Console

34. Toggle back to the Windows 8 Modern UI by tapping the Microsoft Menu key on your keyboard, then scrolling to the right to locate the Trend Micro Security apps. (Your screen will differ depending upon how many apps you have loaded.)



Figure 22. Windows 8

35. You can click the **Trend Micro Security** icon to access the **Trend Micro Security Console** right from the Modern UI. The action will toggle back to Windows 8 Desktop and launch the **Console**.
36. Once you've finished your installation, Trend Micro Security also provides a popup that says **Get More Protection** for Windows 8.



Figure 23. Get More Protection

37. Click **Don't ask again** if you don't wish to see this popup in the future.
38. Click **Learn More**. This launches your browser and takes you to the **Free Tools Center**, which provides links (among others) to **SafeSurfing** and **Security Center** in the Windows App Store.
39. Click **Download Now** to try an additional tool, including Windows 8 Modern UI tools such as **Trend Micro™ Security Center** and **Trend Micro™ SafeSurfing**.
 - **Security Center** provides top-level status on the security of your machine, and provides information on global and regional security.
 - **SafeSurfing** browser provides greater security when browsing in Windows 8, providing the cutting-edge protection Trend Micro Security users have come to enjoy in their browser.

Protect Another Device: PCs, Macs, Android and iOS Mobile Devices

Subscriptions to Trend Micro™ Internet Security, Maximum Security, and Premium Security variously let you protect other PCs and Macs, as well as Android and iOS mobile devices.

- Trend Micro Security Internet Security: 3 PCs and Macs
- Trend Micro Security Maximum Security: 3 devices, including PC, Mac, Android and iOS Mobile devices
- Trend Micro Security Premium Security: 5 devices, including PC, Mac, Android and iOS Mobile devices



Figure 24. Protect Another Device

1. To get started with your protection for another device, click **Protect Another device**. The **Protect Another Device** screen appears, the range of options dependent on the edition of Trend Micro Security you have purchased.



Figure 25. Internet Security > Protect Another Device Picklist



Figure 26. Maximum (and Premium) Security > Protect Another Device Picklist

2. Click the icon for the type of device you wish to protect. A screen appears, providing email and download options for getting the software.

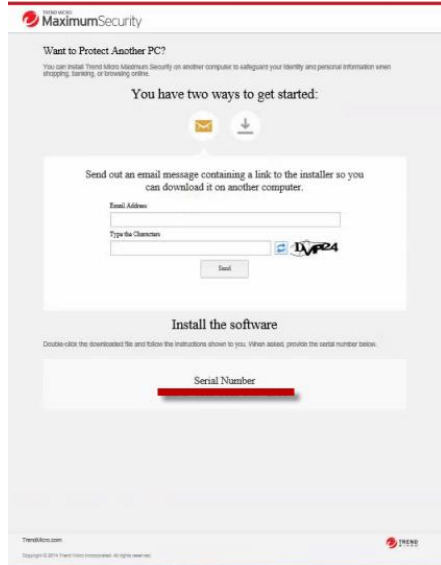


Figure 27. Protect Another PC

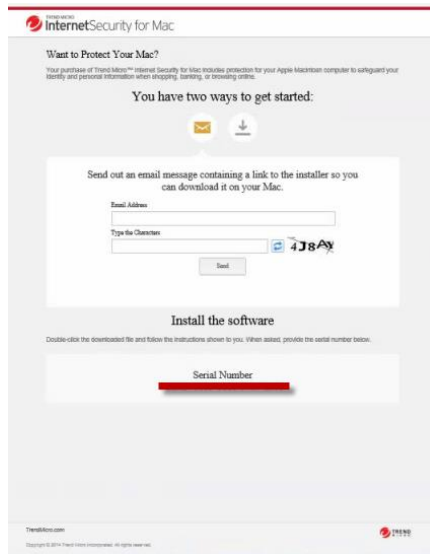


Figure 28. Protect Your Mac

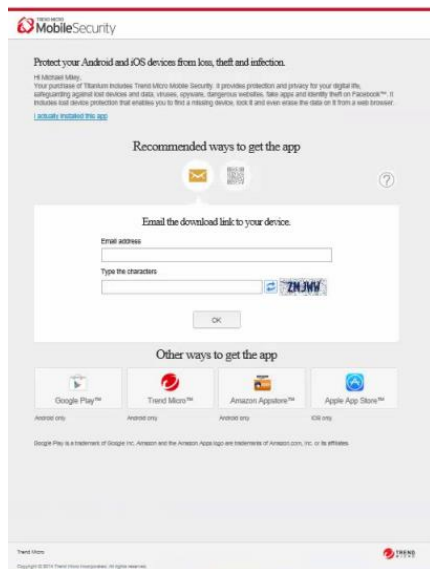


Figure 29. Protect Your Android or iOS Device

3. For PC or Mac protection, pick how you want to get the application: Email or Download. If you download the installer to your active computer, you may use a USB thumb drive to physically take the file to the other computer.
4. For Android or iOS protection, pick how you want to get the app: Email, QR Code, Google Play™, Trend Micro™, Amazon Appstore™, or Apple App Store™.
5. To install, follow the instructions on the page, store, or email.

Chapter 3: Trend Micro Security Overview

In the following chapters, we'll walk through each edition of Trend Micro Security, explaining the key features provided in each. In this chapter, we'll give you a quick overview of some easy-to-use functions.

Note: If you have a higher-end edition of Trend Micro Security, it's recommended that you still read the prior chapters devoted to the lower-end editions. Each more advanced edition includes the features of the more basic editions, but adds additional features.

Quick Start: The Trend Micro Security Console

All editions of Trend Micro Security provide essentially the same **Console**, with functional additions as you step up from **Trend Micro Antivirus+ Security** to **Internet Security** and **Maximum Security**. (**Premium Security** simply adds seats and more cloud storage space.)

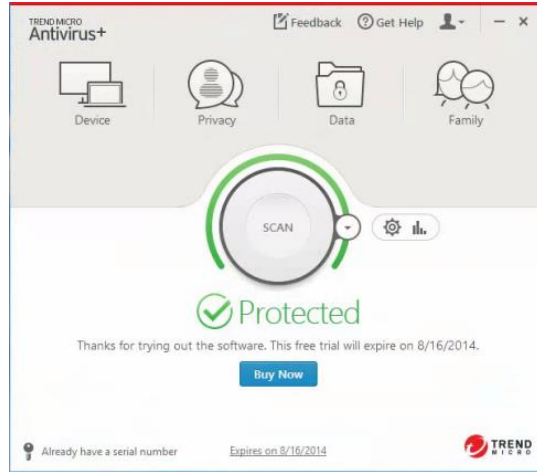


Figure 30. Trend Micro Antivirus+ Security Console

All editions of Trend Micro Security allow you to scan on-demand using Quick or Full scans or by schedule, and each let you view security reports. We'll quickly review these features in the following sections.

Quick Start: Conducting On-Demand Scans

By default, Trend Micro Security activates a **real-time scan** when it is installed. This is always present in memory, to proactively protect you from real-time threats. Threats are caught as they try to enter memory or touch the hard drive, preventing infections.

Trend Micro Security also provides a **disk scan**—which you can execute on-demand or by schedule—that utilizes Trend Micro revolutionary Smart Scan technology on the client when it scans your hard drive. This references Trend Micro's file reputation services in the cloud—part of the Smart Protection Network—for a shorter “time-to-protect”

Unlike other local-protection-based products that require you to frequently update a large local signature database on your computer, Trend Micro Security updates the signature database primarily on Trend Micro Servers in the cloud, so all consumers of the Smart Protection Network are instantly protected whenever the online database is updated. Other cloud-based Trend Micro technologies correlate threat data of different kinds, since modern threats can simultaneously use multiple techniques to infect your computer.

Smart Scan reduces the need to deploy most antimalware signatures on your computer, reducing network bandwidth usage (for updating/downloading signatures), while saving disk space and memory.

Scanning Your Computer's Disk

Scanning is a simple process to execute, though users are recommended to initiate a manual scan when they are not doing other tasks.

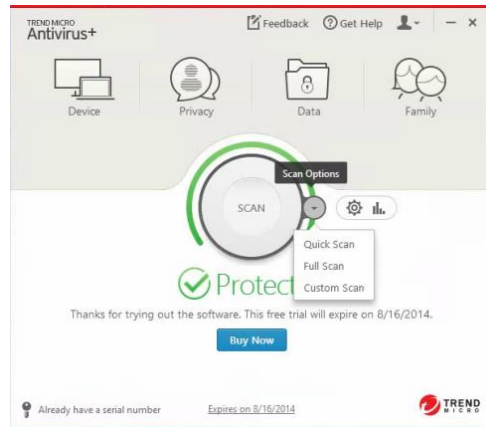


Figure 31. Quick | Full | Custom Scan Menu

To scan your computer disk:

Trend Micro Security provides a **Scan Tool** on the console (shown above) which can be used in two ways:

1. Click the center of the circular **Scan** tool to execute a **Quick Scan**.
2. Use the **Scan Options** popup menu on the right side of the **Scan** tool to select among the various options:
 - A **Quick Scan** conducts a scan of those directories on your system that are most likely to be infected.
 - A **Full Scan** conducts a full scan of your system.
 - A **Custom Scan** lets you designate which parts of your system you wish to scan.

Quick Scan and Full Scan

To conduct a **Quick Scan** or a **Full Scan**:

1. To conduct a **Quick Scan**, click the **Scan** button on the main console, or optionally select **Quick Scan** or **Full Scan** from the **Scan Options** popup menu. A window appears, showing the **Quick** or **Full Scan in Progress** and the percentage completed. Scans can kick off messages when malware is quarantined or deleted.

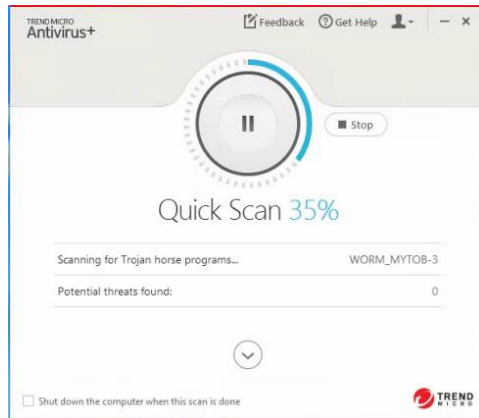


Figure 32. Quick Scan in Progress

2. You may stop the scan by clicking the **Stop** button. You may also select **Shut down the computer when this scan is done**.
3. When the scan has completed, a **Scan Results** screen appears, showing **Potential threats found**, as well as **Browser cookies deleted**.

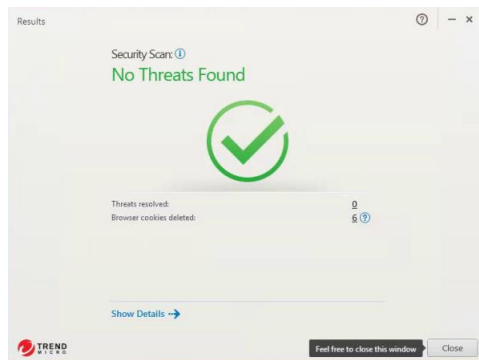


Figure 33. Scan Results

4. Click **?** near the number of **Browser cookies deleted** to obtain a definition of a cookie. The **Definition** screen appears.
5. Click **Show Details** for more details on the threats found and actions taken. The **Details** screen appears.

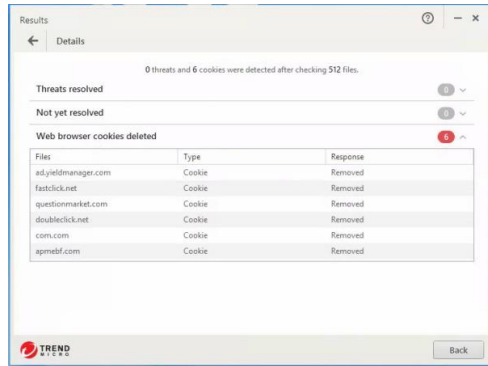


Figure 34. Details

6. Click each of the collapsible panels in turn to show the **Details** tables, which include file names, types, and responses to the threats.
7. Click **Back** to close the **Details** window, then **Close** to close the **Scan Results** window.

Custom Scan

To conduct a Custom Scan:

1. Choose **Custom Scan** from the **Scan Options** popup menu. A dialog appears, letting you **Select Targets** you wish to scan.

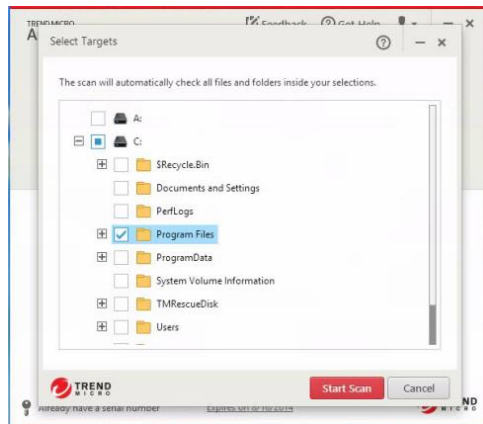


Figure 35. Select Targets

2. Expand any tree by clicking the **+** (**Plus**) signs, then check the checkbox for the chosen target(s).
3. Click **Start Scan** to start the scan.
4. When the scan has completed, the **Scan Results** and **Details** screens appear in the same format as Quick and Full Scans.

Intensive Scan

Trend Micro Security automatically performs an **Intensive Scan** whenever a Quick, Full, Custom, Scheduled Scan, or “Smart Schedule” scan detects a high amount of malware on your computer.

Note: In the *real world*, Trend Micro Security does not allow a large virus data set to even get onto a user’s computer. To obtain this condition artificially, you have to dump a large collection of malware files onto an unprotected system *before you install Trend Micro Security*, or you would have to turn off all the proactive features, such as the real-time scan, that would prevent such a large infection from occurring in the first place.

To activate an Intensive Scan on a previously badly infected computer:

1. Click the **Scan > Quick Scan** tool to begin a **Quick Scan**. The **Quick Scan** process begins.

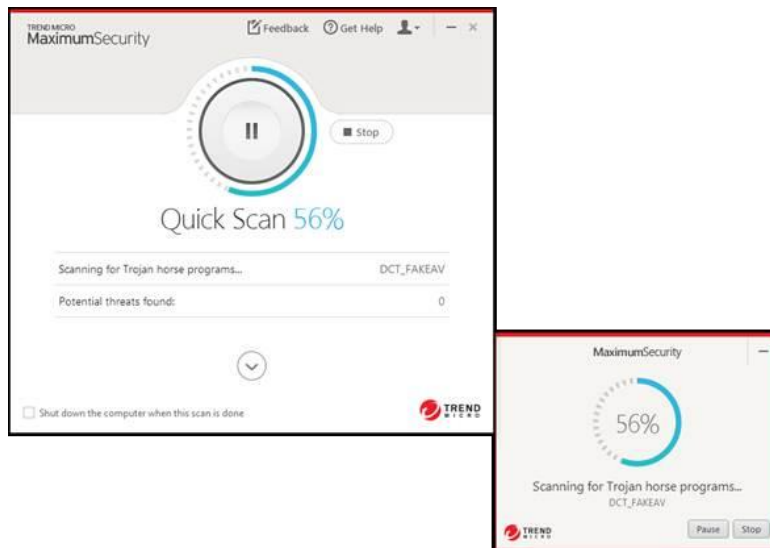


Figure 36. Quick Scan in Progress

2. When the scan detects a large volume of malware, the **Quick Scan** stops and an **Intensive Scan** starts.

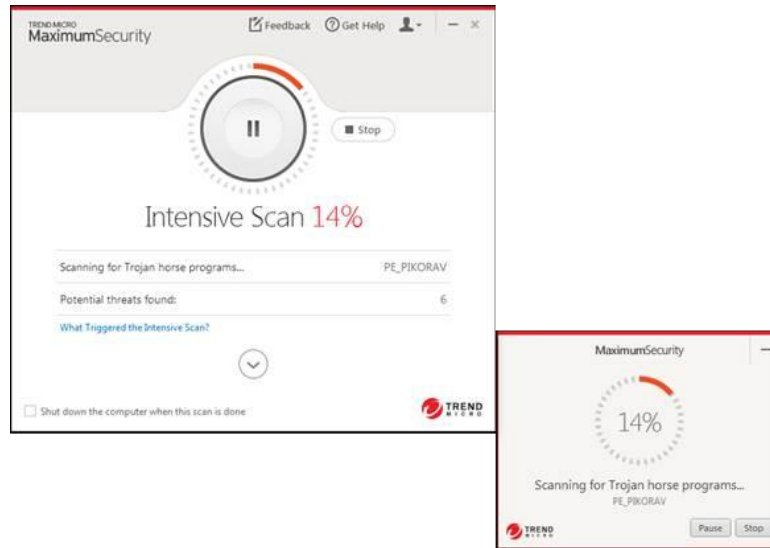


Figure 37. Intensive Scan in Progress

- Note that the scan wheel color changes to indicate that an **Intensive Scan** is in progress. You can get more information about what triggered the scan by clicking **What triggered the Intensive Scan?**

Quick Start: Viewing Threat Security Reports

Trend Micro Security allows you to view **Threat Security Reports** at the click of a button. The reports provide a wealth of detail on the dates and types of threats blocked. You can also generate a **Root Cause Analysis Report** to investigate the source of an infection and the effects upon your system.

Note: All versions of Trend Micro Security produce a security report that tells you how many and what kinds of viruses, spyware, and web threats it detected during its scans.

To View a Threat Security Report:



Figure 38. Security Report

1. Click the **Security Report** button on the Trend Micro Security Console. The **Security Report** screen appears. (Note that if you've created a password to secure your settings, you'll be asked to enter this password before the Security Report is displayed.)

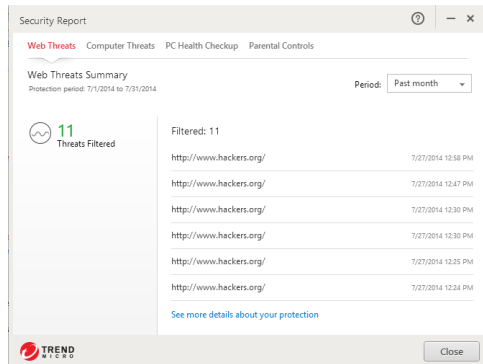


Figure 39. Security Report > Web Threats

2. The **Security Report** provides the following data:
 - **Web Threats**– The number of web threats found and filtered
 - **Computer Threats** – The number of viruses, spyware, and suspicious software found
 - **PC Health Checkup** – Shows the space and startup time saved and the privacy data safety confirmed.
 - **Parental Controls** – Shows a summary of the top websites blocked.
3. Use the **Period** popup menu in the upper right-hand corner to designate the period the report will cover.
4. Select **See more details about your protection** from any of the four main screens to obtain logs pertaining to that type of protection.

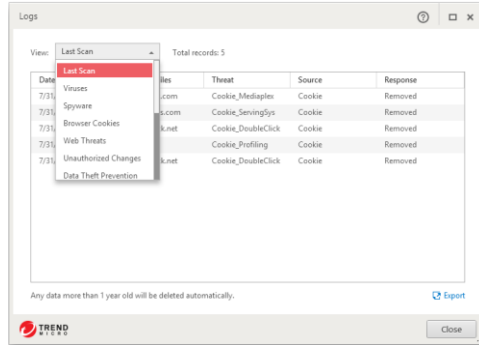


Figure 40. Logs

5. Double-click an item in the table to view details on the specific threat.

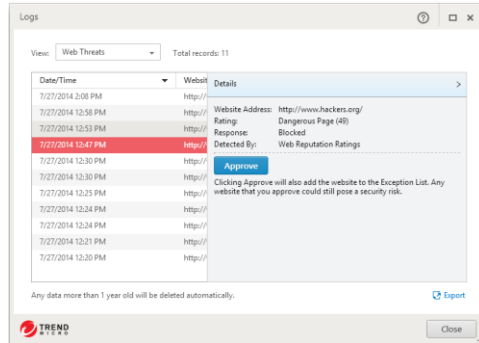


Figure 41. Logs > Item Details

6. Click **Approve** to add items to the **Exception List**.
7. Click **Export** in the lower right-hand corner to export the logs in .CSV or .TXT format.
8. When an item in a log warrants a deeper look, Trend Micro Security will provide a link to show more details on the source of the infection.

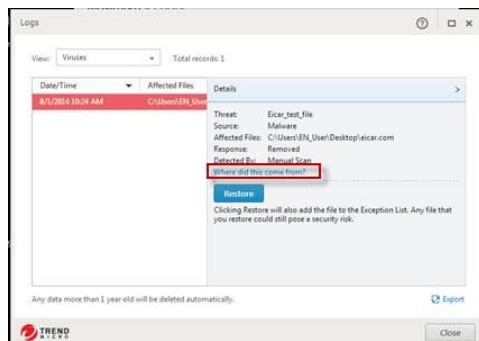


Figure 42. Where did this come from?

9. Click **Where did this come from?** to generate a **Root Cause Analysis Report**. A dialog appears, showing you the progress while generating the report.

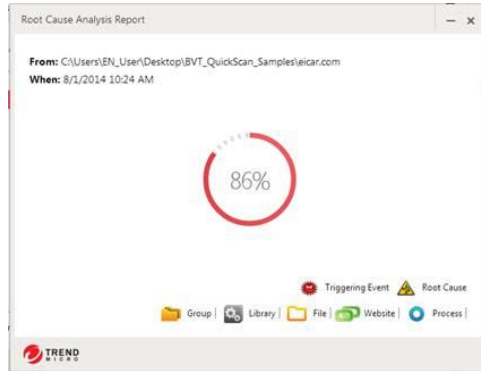


Figure 43. Generating the Root Cause Analysis Report

10. When the report generates, it displays in graphic format.

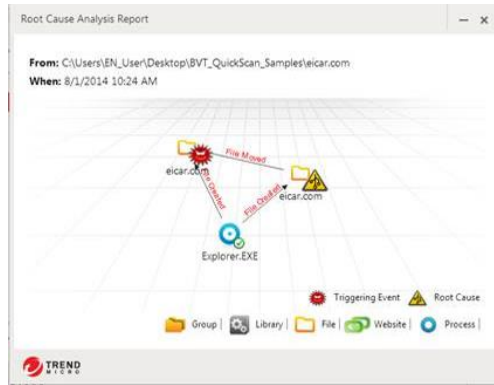


Figure 44. Root Cause Analysis Report

11. The **Root Cause Analysis Report** maps the root cause and triggering event(s) graphically, using **Process**, **Website**, **File**, **Library**, and **Group** icons to show you items involved in the infection chain. Use the **Root Cause Analysis Report** to analyze the source of infections, so you can help prevent them in the future.

Chapter 4: Trend Micro Antivirus+ Security

This chapter provides detailed instructions for configuring and using Trend Micro Antivirus+ Security.

Protection Overview

Trend Micro™ Antivirus+ Security provides essential protection for customers against viruses, spyware, web threats, and other malware threats, including bad links on social networking sites.



Figure 45. Trend Micro Antivirus+ Security Welcome Page

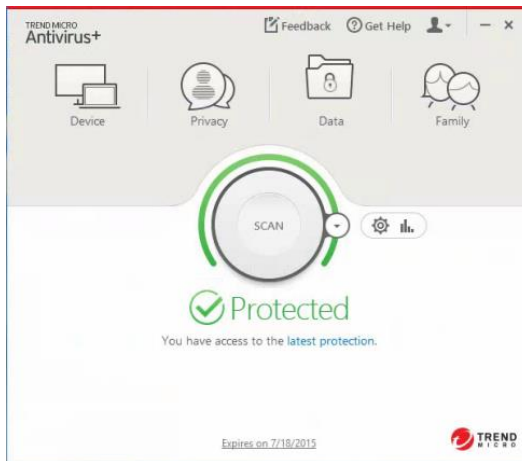


Figure 46. Trend Micro Antivirus+ Security Console

Note: Trend Micro Antivirus+ Security Console Main Features: Device > Security Settings, Privacy > Social Networking Protection. Note that the Performance Optimization function requires an upgrade to Trend Micro Internet Security or higher.

KEY MALWARE PROTECTIONS FOR TREND MICRO ANTIVIRUS+ SECURITY

Antivirus and Antispyware

Trend Micro Antivirus+ Security provides essential protection against viruses; that is, any malicious program that can replicate itself and infect your computer. Antivirus+ also protects you from a broad range of other malware, including worms, Trojans, bots, and rootkits. It also provides protection from spyware; that is, any program that installs itself in the background and gathers information about you or your computer without your knowledge. Since browser cookies can act like spyware, Antivirus+ will delete cookies as well.

Windows Firewall Booster and Wi-Fi Protection

The Windows Firewall Booster provides additional network-level protections, including a Network Virus Scan and Anti-Botnet feature. The Firewall Booster is automatically activated for increased network security. Antivirus+ also provides authentication for Wi-Fi networks, displaying a warning when connected to potentially unsafe wireless networks or hotspots.

Anti-Spam

Antivirus+ includes anti-spam in its list of features. Users of POP3 e-mail can be protected from spammers, stopping unsolicited advertisements and other unwanted bulk email. Trend Micro Security's anti-spam function taps into the email reputation services of the Smart Protection Network. Trend Micro Security Antivirus+ also protects you from threats in files attached to email messages.

Unauthorized Change Prevention

Trend Micro Security includes behavior monitoring in its list of security protections. Unauthorized changes to system settings and other suspicious behavior can be blocked, as well as autorun programs on portable drives. Finally, Antivirus+ includes the ability to switch your protection level automatically, to aggressively eliminate programs that pose even a small risk of bad behavior.

Web Threat Protection

The majority of threats nowadays come from the web, when you're simply browsing the Internet or visiting a site. However, attacks may also begin with a phishing email that uses social engineering techniques to coax you to click a URL link in the email. You then may be taken to a website that secretly harbors malicious threats, which either steals your personal data or infects you with malware.

Antivirus+ proactively protects you from a variety of these web threats, so that they never touch your computer. To provide thorough protection from and rapid response times to emerging threats, Antivirus+ uses the Trend Micro Smart Protection Network cloud-client security infrastructure along with a combination of cloud-based web, file, and email reputation services. It also employs real-time scans of what's in memory and on disks. Antivirus+ also blocks malicious links and image spam in emails.

Social Networking Protection

Web Threat Protection in Trend Micro Antivirus+ Security is extended to social networking sites. See risk ratings for Facebook, Twitter, Google+, MySpace, LinkedIn, Pinterest, Mixi, and

Sina Weibo. Mouse over URLs to get further details on the website. In Facebook, warn your friends of bad URLs on their pages, so they can delete them.

Device: Security Settings: Security & Tuneup Controls: Scan Preferences

Upon install, Trend Micro Antivirus+ Security chooses a group of default settings to immediately protect the user. However, users can modify settings as they wish. Antivirus+ keeps its controls simple and suitable for the everyday user.

To modify Security & Tuneup Controls settings:

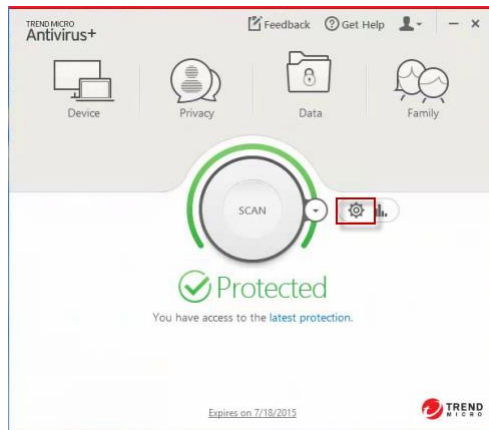


Figure 47. Console > Settings Tool

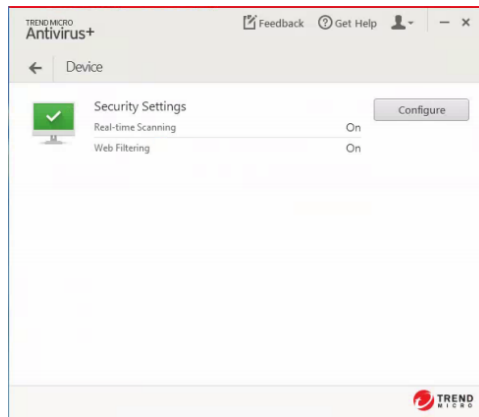


Figure 48. Device > Configure

1. Click the **Settings** tool in the **Console**; or click the **Device** button, then **Configure** in the **Security Settings** panel. The **Protection Settings** screen appears, with **Security & Tuneup Controls > Scan Preferences** selected by default in the **Command Menu**.

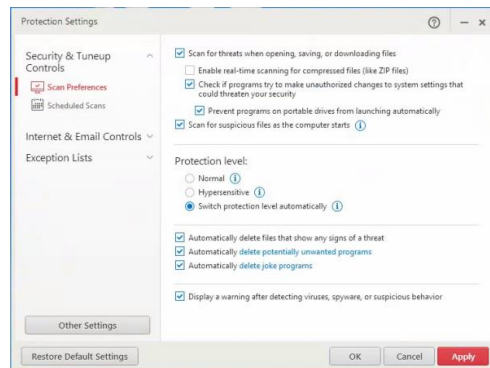


Figure 49. Scan Preferences

2. The following **Scan Preferences** are displayed. Check or uncheck to change a setting.
 - **Scan for threats when opening, saving, or downloading files.** This is the real-time scan that protects you at all times when you're using your computer. This is enabled by default.
 - **Enable real-time scanning check compressed files (like ZIP files).** This is disabled by default. Checking the checkbox enables the item, but the deeper scan uses more CPU cycles.
 - Check if programs try to make unauthorized changes to system settings that could threaten your security. This is enabled by default.
 - Prevent programs on portable drives from launching automatically. This is enabled by default.
 - **Windows 8 Only: Scan for suspicious files as the computer starts.** Key security components begin working even before Microsoft Windows 8 has finished loading, before threats have a chance to attack.
 - **Protection Level.** This behavior monitoring function is enabled by default to switch from Normal to Hypersensitive only when needed, but you can change this setting.
 - **Normal** - Detects and stops security threats based on clearly risky behavior.
 - **Hypersensitive** - Aggressively eliminates programs even if they only pose a small risk of bad behavior.
 - **Switch protection level automatically** - Increases the protection level only when you need it. This is the default setting.
 - **Automatically delete files that show any signs of a threat.** This is enabled by default, to automatically delete threatening files.
 - Automatically delete potentially unwanted programs. This is enabled by default.
 - Automatically delete joke programs. This is enabled by default.

- **Display a warning after detecting viruses, spyware, or suspicious behavior.** This is enabled by default. Trend Micro Security is selective when using pop-ups; it's never overly intrusive.
3. If you wish, click **Restore Default Settings** at any time (in this and any subsequent screens) to restore default settings to their factory condition.
 4. Click **Apply** to apply your changes, then **OK** to close the **Protection Settings** window.

Device: Security Settings: Security & Tuneup Controls: Scheduled Scans

To modify Scheduled Scan preferences:

1. Click **Security & Tuneup Controls > Scheduled Scans**. The schedule options panel displays.

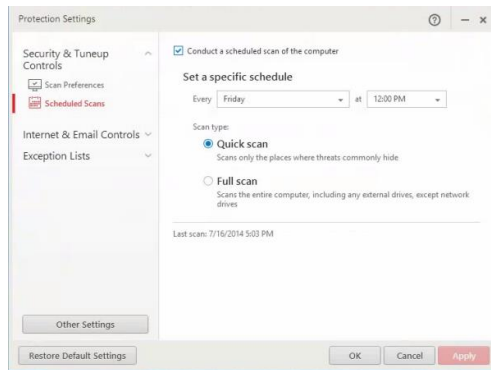


Figure 50. Virus & Spyware Controls > Scheduled Scans

2. Choose among the following options:
 - **Conduct a scheduled scan of the computer.** This is enabled by default. “Friday at 12:00 PM” is chosen by default as the day and time to conduct the scheduled scan. Use the popup menus to change the day and time the scheduled scan will be conducted.

TIP: Scheduled scans are best conducted when the computer is on but not in use, as they take up a portion of Memory, CPU, and Disk processes.

- **Scan Type. Quick Scan** is selected by default.
 - Select **Quick Scan** to scan only the places where threats commonly hide.
 - Select **Full Scan** to scan the entire computer, including any external drives, except network drives.
3. Click **Apply** to apply any changes, then **OK** to close the **Protection Settings** window.

Device: Security Settings: Internet & Email Controls: Web Threats

To modify the Internet & Email Controls > Web Threats settings:

1. Click **Internet & Email Controls**. The **Web Threats** panel appears by default.

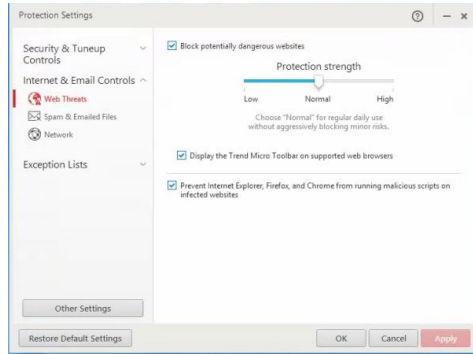


Figure 51. Internet & Email Controls > Web Threats

2. Block potentially dangerous websites is checked by default.
3. For **Protection strength**, use the slider to select the strength. More aggressive blocking blocks more websites, some of which you may not wish to be blocked.
 - **High** - Choose “High” to block threats in sites that show *any* signs of fraud or malicious software.
 - **Normal** - Choose “Normal for regular daily use without aggressively blocking minor risks. This is the default setting.
 - **Low** - Choose “Low” to block only websites confirmed as fraudulent or dangerous.
4. **Display the Trend Micro Toolbar on supported web browsers**. This enables Antivirus+ to rate links on webpages or mouseovers for malicious URLs and their accompanying payload. This is enabled by default.
5. Prevent Microsoft Internet Explorer, Firefox, and Chrome from running malicious scripts on infected websites. This is enabled by default.
6. Click **Apply** to apply your changes, then **OK** to close the **Protection Settings** window.

Device: Security Settings: Internet & Email Controls: Spam & Emailed Files

To modify the Internet & Email Controls > Spam & Emailed Files setting:

1. Click **Internet & Email Controls > Spam & Emailed Files** to open the panel. The panel opens with the settings unchecked by default.

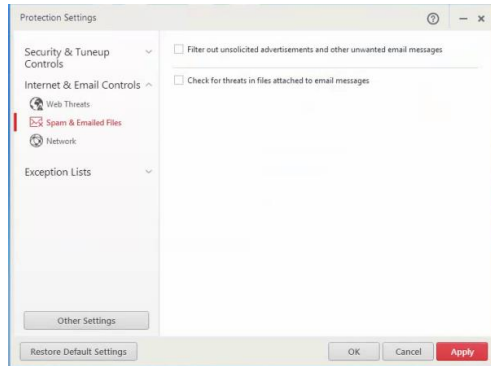


Figure 52. Internet & Email Controls > Spam & Emailed Files

2. Filter out unsolicited advertisements and other unwanted email messages. Check this if you wish to stop spam and other unsought messages.
3. **Check for threats in files attached to email messages.** Check this to scan all POP3 email messages for malicious attachments and remove them.
4. Click **Apply** to apply any changes, then **OK** to close the **Protection Settings** window.
5. Trend Micro Anti-Spam (TMAS) support per OS Platform and Mail Client is given in the table below.

Table 6. TMAS OS Platform and Mail Client Support

OS Platform	Mail Client
Windows XP	Outlook Express
Windows Vista (32 and 64 bit)	Windows Mail, Windows Live Mail 2011
Windows 7 (32 and 64 bit)	Windows Live Mail 2011
Windows 8 (32 and 64 bit)	Windows Live Mail 2011
All	Outlook 2003 (32bit), 2007 (32bit), 2010 (32bit), Windows Live Mail 2009

Device: Security Settings: Internet & Email Controls: Network | Firewall Booster and Wi-Fi Protection

To modify the Wi-Fi Protection Settings:

1. Click the **Settings** tool in the Console. The **Protection Settings** screen appears, with **Security & Tuneup Controls > Scan Preferences** selected by default.
2. Click **Internet & Email Controls > Network** in the Command menu. The **Network** screen appears.

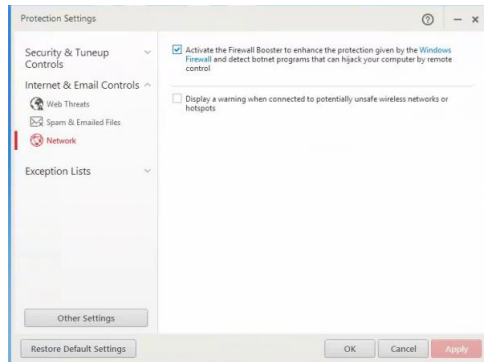


Figure 53. Internet & Email Controls > Network

3. **Activate the Firewall Booster** is checked by default. This enhances the protection given by the Windows Firewall and detect botnets programs that can hijack your computer by remote control.
4. Display a warning when connected to potentially unsafe wireless networks or hotspots. This is disabled by default. Check this to enable the feature.
5. Click **OK** to save your changes.

Note: The Exception List for Wi-Fi Protection allows users to add unprotected home networks to an exception list, so that users are not subject to frequent warnings for networks they know to be safe. See the Exception Lists section below for more details.

Exception Lists: Programs/Folders

To add items to Exception Lists Programs/Folders:

Trend Micro Security lets you add programs, folders, or websites to exception lists so that scans will ignore them. Adding programs or folders to exception lists can increase performance during scans, while adding frequently-accessed websites can prevent unwanted blockage. Users are advised to use exception lists wisely, as it may open computers up to more threats.

1. To add items to exception lists, click **Exception Lists. Programs/folders** appears by default.

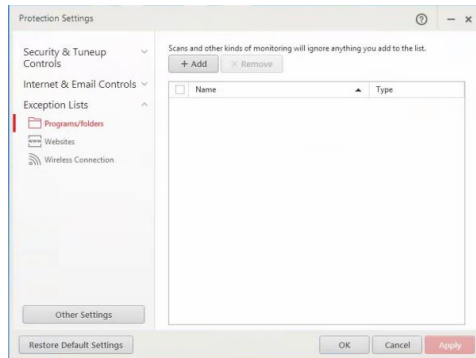


Figure 54. Exception Lists > Programs/folders

- Click **+Add** to add a program or folder to the exception list. A dialog appears, letting you **Add an Item**.

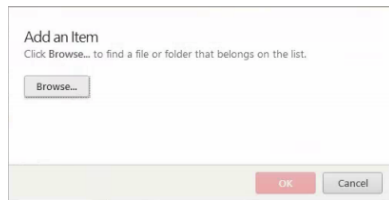


Figure 55. Add an Item

- Click **Browse** to browse to the file or folder you wish to add. An **Open** dialog appears.

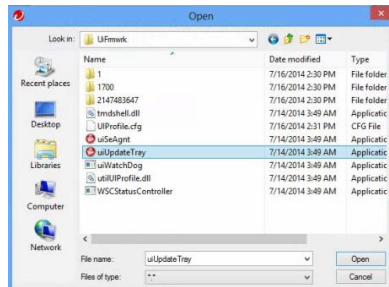


Figure 56. Open Dialog

- Select the item you wish to add, then click **Open**. This adds the item to the **Add an Item** dialog.

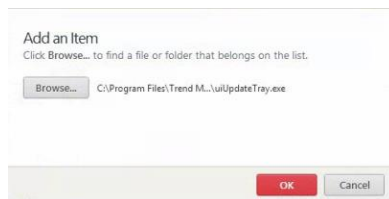


Figure 57. Add an Item (item added)

- Click **OK** in the **Add an Item** dialog. The item is added to the exception list.

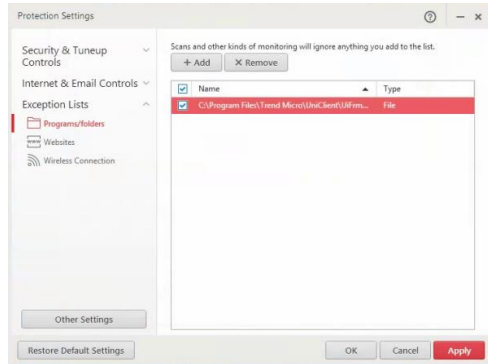


Figure 58. Item Added to Exception List

6. To remove an item, check it, and then click the **X Remove** button.
7. Click **Apply** to save any changes, then **OK** to close the Trend Micro Security Console.

Exception Lists: Websites

To add websites to an exception list:

1. In a similar way, to add or remove a website from its exception list, click **Exception Lists > Websites** in the **Command Menu**. The **Websites** exception list appears.

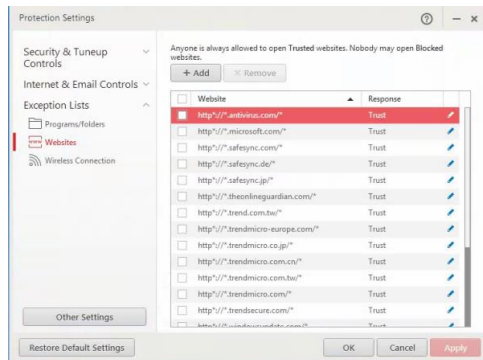


Figure 59. Exception Lists > Websites

2. Click **Add** to add a website. A dialog appears, letting you **Add** or **Edit an Item**.
3. Choose among the following options:
 - a. Type in the URL you wish to add in the edit field.

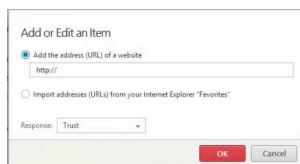


Figure 60. Add or Edit an Item

- b. Or select **Import addresses (URLs) from your Internet Explorer “Favorites”**.

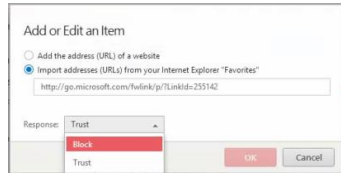


Figure 61. Import URLs from IE

- c. Choose **Block** or **Trust** from the **Response** pop-up (for either option).
 - d. Click **OK** to save the option.
4. Click **Apply** to save your changes, then **OK** again to close the Trend Micro Security Console.

Exception Lists: Wireless Connection

Trend Micro Security allows you to add access points to the **Wireless Connections Exception List** that Trend Micro Security may consider risky or dangerous. Wi-Fi hotspots added to the list are considered trusted access points.

To add and remove a Wireless connection to the Exception List:

1. When you attempt to log onto an access point, Trend Micro Security may give you a pop-up warning that the network connection is risky or dangerous.

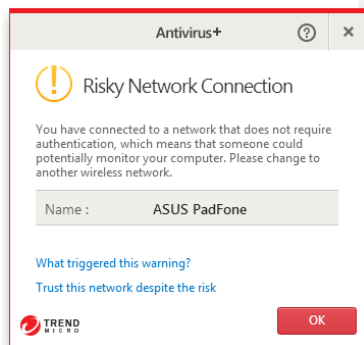


Figure 62. Risky Network Connection

2. If you know this access point probably isn't risky, you may wish to add this network to the Wireless Connections Exception List. To do so, simply click **Trust this network despite the risk** and the site will be added to the list.
3. Later, you may wish to delete this from the Exception List. To do so, click the **Settings** tool to open the **Protection Settings** screen. The **Virus & Spyware Controls** screen opens by default.
4. Click **Exception Lists > Wireless connection** in the Command menu. The Exception List for **Wireless connections** appears.

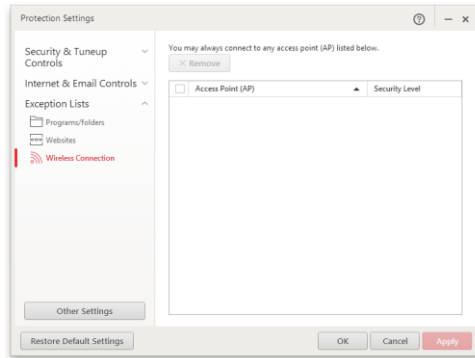


Figure 63. Exception Lists > Wireless connection

5. Select the access point in the list and click **Remove**. Trend Micro Security deletes it from the list.
6. Click **Apply** to save your changes.

Other Settings: System Startup

By default, Trend Micro Security chooses the optimal settings when starting your computer. You can change these settings.

To modify Other Settings > System Startup:

1. Click **Other Settings** in the Command Menu. The **System Startup** screen appears by default, with **Balanced Protection** chosen by default.

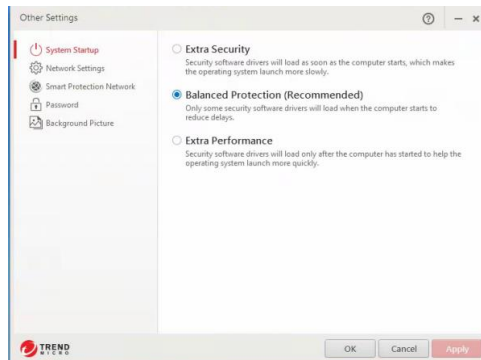


Figure 64. Other Settings > System Startup

2. Select among the following options:
 - **Extra Security** - Security software drivers will load as soon as the computer starts, which makes the operating system launch more slowly.
 - **Balanced Protection** - This is the default setting. Only some security software drivers will load when the computer starts to reduce delays. Others will be loaded later.

- **Extra Performance** - Security software drivers will load only after the computer has started to help the operating system launch more quickly.
3. Click **Apply** to save your changes, then **OK** to close the **Protection Settings** window.
 4. Restart the computer to apply the changes to your system.

Other Settings: Network Settings

To modify **Other Settings > Proxy Settings**:

1. Click **Other Settings > Proxy Settings** in the Command Menu. **Proxy Settings** appears, with **Use a proxy server** and **Use Internet Explorer Proxy Settings** chosen by default.

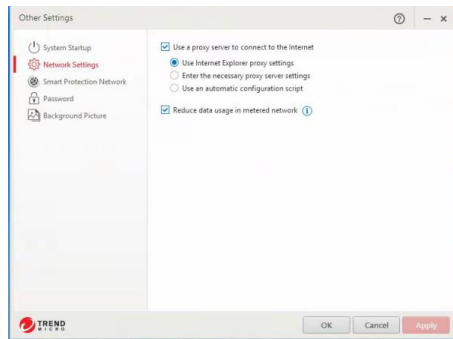


Figure 65. Other Settings > Proxy Settings

2. **Reduce data usage in metered network** is selected by default. The frequency of maintenance software updates will be less than on a non-metered network.
3. Select **Enter the necessary proxy server settings** to manually enter a proxy server's name, port, and credentials (if required).

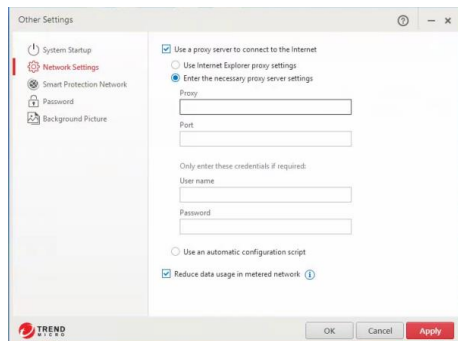


Figure 66. Other Settings > Proxy Settings > Enter Settings

4. Or select **Use an automatic configuration script** and enter the script in the **Address** field provided.

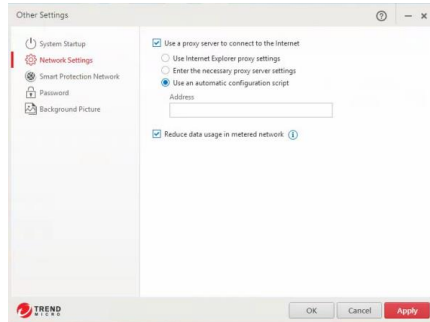


Figure 67. Other Settings > Automatic Configuration Script

- Click **Apply** to save your changes, then **OK** to close the **Protection Settings** window.

Other Settings: Smart Protection Network

Trend Micro Security can provide feedback to the Smart Protection Network (SPN), to automatically correlate and analyze information about threats found on your computer (and millions of others), for better protection. By opting into the SPN feedback process, you improve yours and others' threat protection, since threats sent from your computer are immediately added to the threat analysis/detection/prevention process, but the choice is yours to opt in or out. You can also opt into sharing computer performance information with Trend Micro, to help yours and others' computers work better.

To share/not share feedback with the Smart Protection Network:

- Select **Other Settings > Smart Protection Network** from the Command Menu. The threat information feedback panel appears.

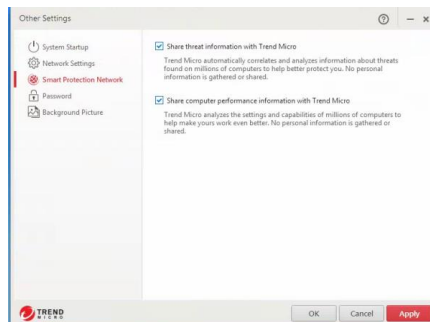


Figure 68. Other Settings > Smart Protection Network

- Check/Uncheck **Share threat information with Trend Micro** to opt in or out of the feedback process. (This will be checked or unchecked depending upon the choice you made to participate or not participate when you installed Trend Micro Security.)
- Check/Uncheck **Share computer performance information with Trend Micro**. Trend Micro analyzes the settings and capabilities of millions of computers to help yours work even better. No personal information is gathered or shared.
- Click **Apply** to save your changes, then **OK** to close the **Protection Settings** window.

Other Settings: Password

To add or change your password:

Trend Micro Security allows you to add a password to protect your overall program settings, so only those who know the password can make changes. For Trend Micro Security Internet Security (TIS) and Maximum Security (MS), the password enables other functions, such as **Parental Controls** in IS and MS and **Trend Micro Vault** in MS. See the two following chapters for details.

1. Select **Other Settings > Password** from the Command Menu. The **Password** screen appears.

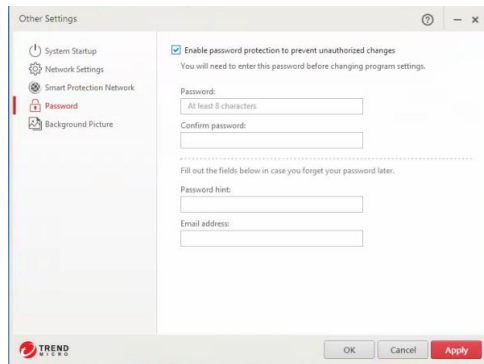


Figure 69. Other Settings > Password

2. Check **Enable password protection** to prevent unauthorized changes.
3. Enter your email address, a password, and the password again to confirm it. Trend Micro Security gives you feedback on your password strength.
4. Fill out the **Password Hint** and **Email Address** fields in case you forget your password later.
5. Click **Apply** to save the password changes, then **OK** to close the **Protection Setting** window.

Other Settings: Background Picture

Trend Micro Security allows you to change the background picture of the **Trend Micro Security Console**. You can use backgrounds provided by Trend Micro, or customize the background using your own pictures.

To change your Trend Micro Security interface:

1. In **Other Settings**, select the **Background Picture** menu item. The Background Picture editor appears.

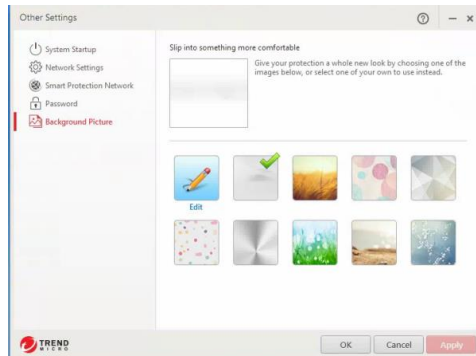


Figure 70. Background Picture Editor

2. Select any background picture provided and click **Apply** to save the new background, or add a picture from your computer.
3. For the second option, click the **Edit** button to edit your user interface. The **Select a Picture** dialog displays.

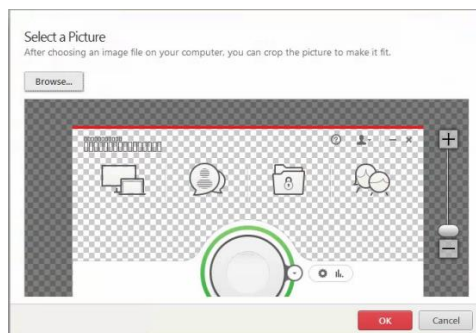


Figure 71. Select a Picture

4. Click **Browse** to select a picture, then navigate to a folder containing your pictures.

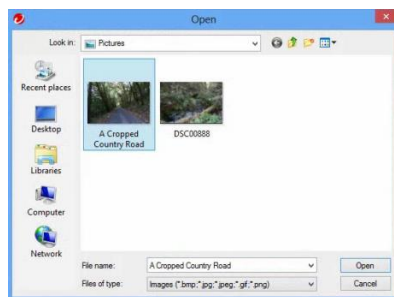


Figure 72. Browse to Picture

5. Select your picture and click **Open**. The picture is loaded into the editor.

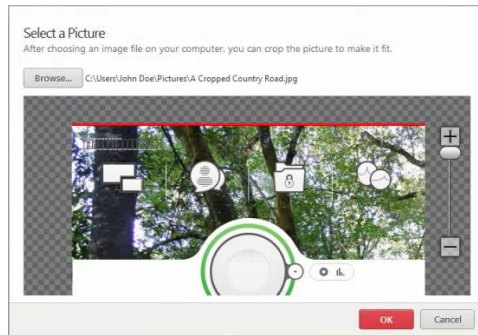


Figure 73. Sizing

6. Use the **Sizing** tool to make your image larger or smaller. Click the (+) or (-), or drag the slider.
7. When you're done, click **OK** to close the editor.
8. Click **Apply** to save your UI change, the **OK** to close the **Background Picture** tab.
9. Navigate to the main Console screen. Your new picture appears in the background.

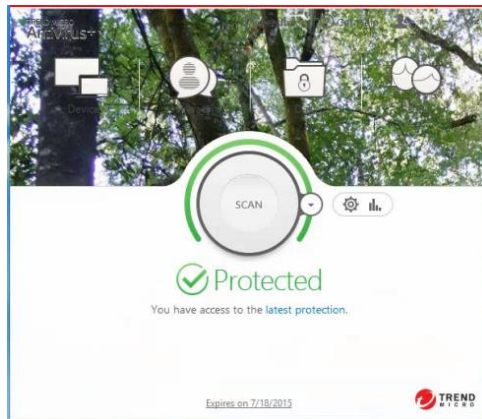


Figure 74. Trend Micro Security Console with New Skin

10. You can return to the classic Trend Micro Security background at any time by clicking its icon in the editor and clicking **Apply**, then **OK**; then return to the main Console screen.

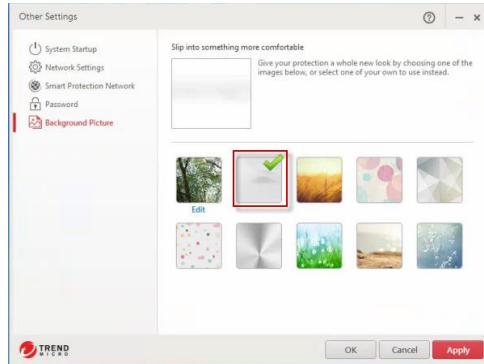


Figure 75. Classic Trend Micro Security Background

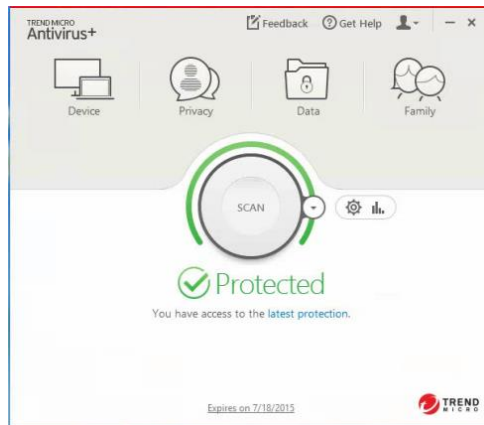


Figure 76. Trend Micro Security Console

Privacy: Social Networking Protection

Trend Micro Antivirus+ Security, and all higher-level editions, includes Social Networking Protection that keeps you safe from security risks when visiting the most popular social networking sites including Facebook, Twitter, Google+, LinkedIn, Mixi, MySpace, Pinterest, and Weibo. In Facebook, you can also warn a friend when a link is dangerous. The function is turned on by default in Trend Micro Antivirus+, Internet Security, and Maximum Security, automatically activating the Trend Micro Toolbar.

To use Social Networking Protection:

1. To configure Social Networking Protection, click **Privacy** in the Console. The **Social Networking Protection** screen appears.



Figure 77. Social Networking Protection

2. Click **Configure**. The **Social Networking Protection** toggle screen appears.



Figure 78. Social Networking Protection On

3. **Social Networking Protection** is turned **On** by default and the browser(s) installed on your system is shown. Trend Micro Security protects Internet Explorer, Chrome, and Firefox on the PC. If you wish, click the slider from **On** to **Off** to disable the function. Trend Micro does not recommend that you turn off the setting.
4. Open your browser, select the **Trend Micro Toolbar**, and note that **Rate links on web pages** is selected by default.

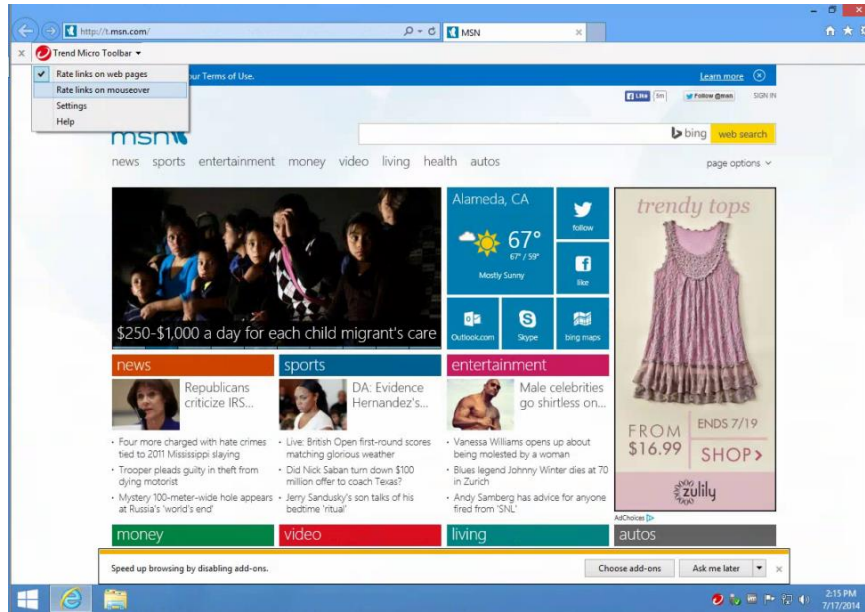


Figure 79. Rate Links on Web Pages

5. Select **Rate links on mouseover** to enable the feature. Now, when you mouse-over a link in search results, Trend Micro Security will scan it in real-time and provide you with a rating and details about it.

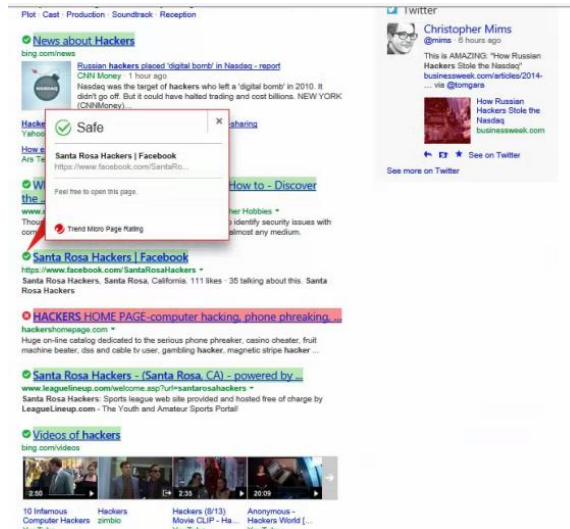


Figure 80. Safe Trend Micro Page Rating

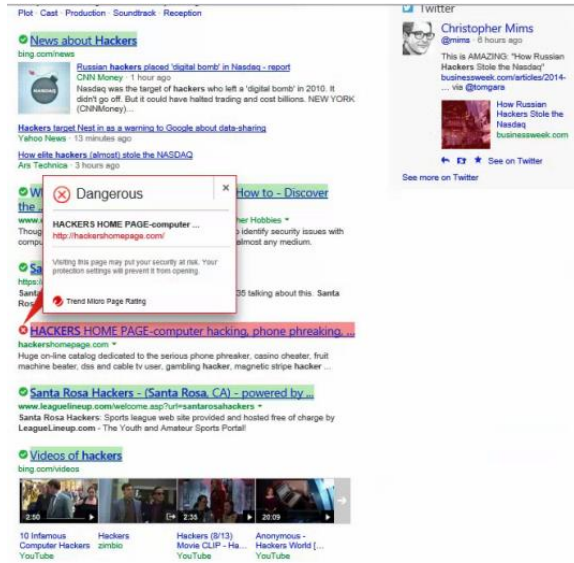


Figure 81. Dangerous Trend Micro Page Rating

6. Simply position your mouse over the checkmark to view details about the rating.
7. If you click on a bad link, you'll be blocked.

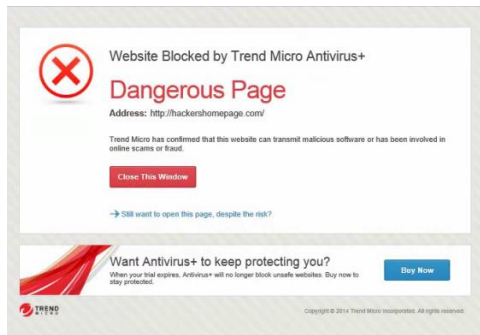


Figure 82. Dangerous Page

8. You can still open the page by clicking **Still want to open this page, despite the risk?** Trend Micro doesn't recommend this.
9. The same link ratings and mouse-over functions are available from within supported social networking sites. Note too, that when a URL posted on Facebook is rated as dangerous by Trend Micro Security, you can warn your friend about it.

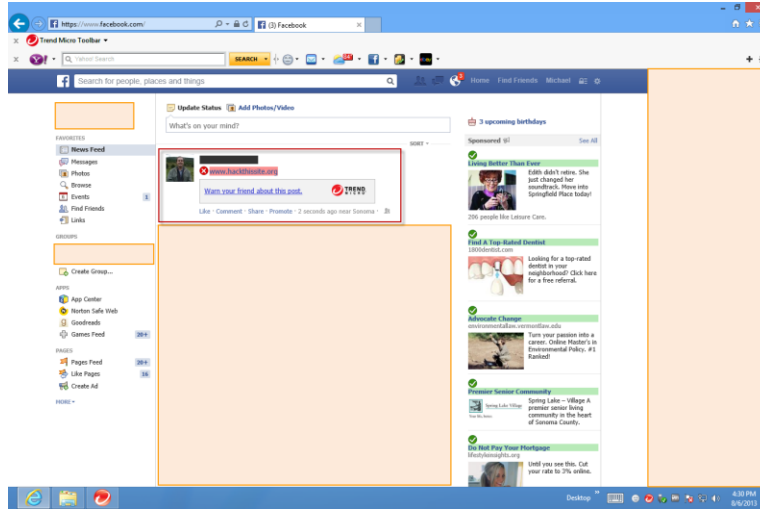


Figure 83. Dangerous URL on Facebook Detected by Trend Micro Security

10. Below the dangerous URL, click the link **Warn your friend about this post**. Trend Micro Security adds the warning to the comment field.

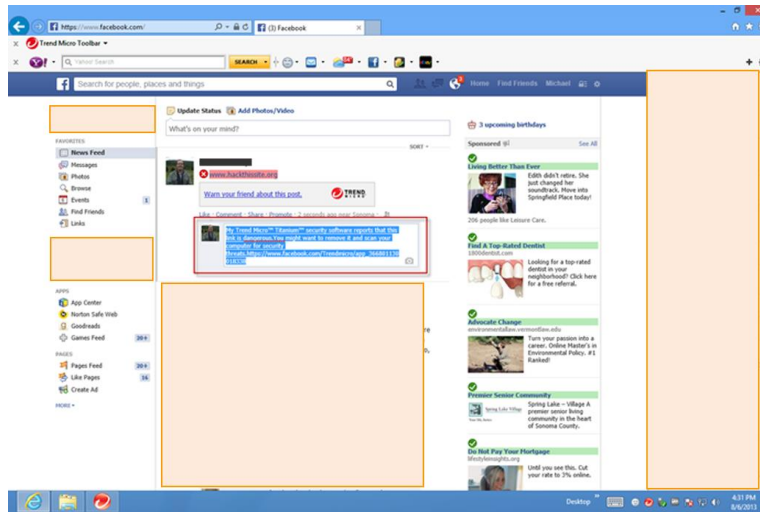


Figure 84. Warn a Friend About the Dangerous URL

11. Click **Enter** to post the warning. Trend Micro Security posts the warning along with a **Welcome** link from Trend Micro. The user is advised to remove the dangerous link and to scan their computer for security threats.

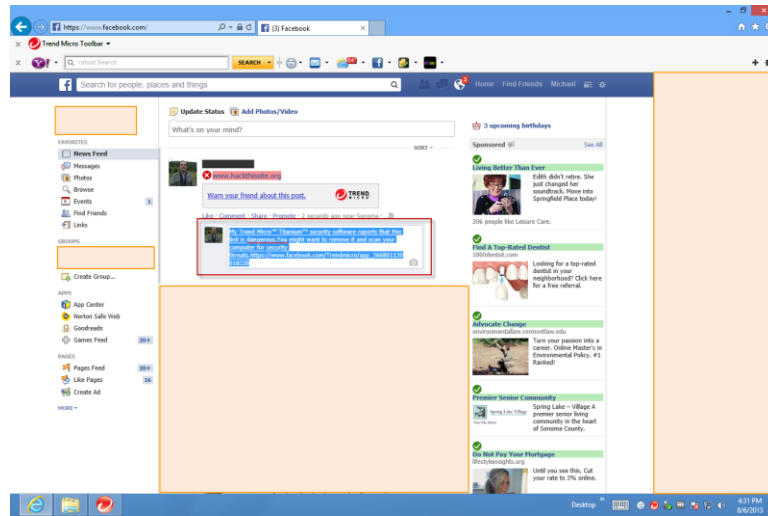


Figure 85. Dangerous URL Warning Posted on Facebook

Chapter 5: Trend Micro Internet Security

This chapter provides detailed instructions for configuring and using Trend Micro Internet Security.

Protection Overview

Trend Micro Internet Security provides everything included in Trend Antivirus+ Security, but adds some significant protections and tools, outlined below. To enable all functions, you need a paid version of Internet Security.



Figure 86. Trend Micro Internet Security Welcome Screen



Figure 87. Trend Micro Internet Security Console



Figure 88. Device > PC Health Checkup | Protect Another Device



Figure 89. Privacy > Privacy Scanner | Data Theft Prevention



Figure 90. Data > Secure Erase | Password Manager

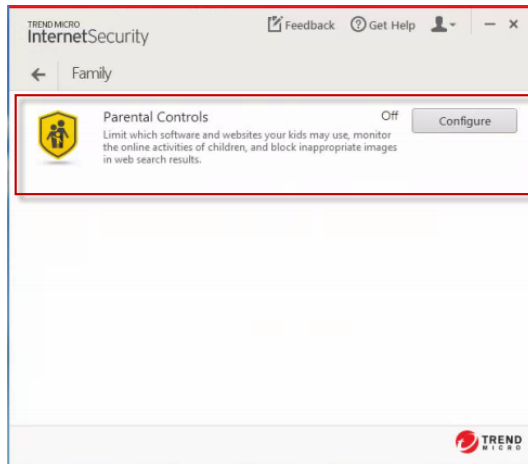


Figure 91. Family > Parental Controls

Note: Trend Micro Internet Security has additional features beyond Trend Micro Security Antivirus +, including: Smart Schedule Scans, Instant Messaging Protection, PC Health Checkup, Protect Another Device, Privacy Scanner, Data Theft Prevention, Secure Erase, Parental Controls. Additional Offerings: Free Trial of Password Manager; 3-device Option – PCs and Macs

ADDITIONAL TOOLS FOR TREND MICRO SECURITY INTERNET SECURITY PAID VERSION

Smart Schedule Scans

Trend Micro internet Security provides a new way to conduct scheduled scans with its Smart Schedule. Based upon recent computer usage, the most suitable scan will start automatically at an appropriate time.

Instant Messaging

Trend Micro Internet Security adds an additional layer of protection for instant messaging, checking for security risks in links to websites received via IM programs.

PC Health Checkup

Trend Micro Internet Security adds the **PC Health Checkup**, which can improve PC performance by cleaning up temporary files, registries, and the Start-up Manager. Reports provide information on how your computer has been optimized.

Privacy Scanner

Trend Micro Internet Security adds the Privacy Scanner for Facebook, Twitter, Google+, LinkedIn, and your PC browsers (Internet Explorer, Chrome, and Firefox), the latter two new additions for 2015. The Privacy Scanner scans your privacy settings, alerts you to settings that expose you to potential identity theft, and lets you automatically change them.

Data Theft Prevention

With its **Data Theft Prevention** feature, Trend Micro Internet Security allows you to prevent data leakage (from email and instant messaging tools) or data theft (from tools such as keyloggers).

Secure Erase

Trend Micro Internet Security also adds **Secure Erase**, which shreds computer files that have sensitive information, making it impossible for an unauthorized person to recover them.

Parental Controls

Trend Micro Internet Security allows parents to restrict access to websites by users, rule sets, and categories. **Parental Controls** also gives parents the ability to limit the amount of time their child is allowed to use the Internet. Trend Micro Security's Parental Controls tap into Windows User Accounts, assigning each rule set to a specific user.

Password Manager

Trend Micro Internet Security provides easy download access to a free 5-account version of Trend Micro Password Manager, which helps you to manage all your online credentials. Trend Micro Security users can buy the full version for unlimited password management.

Trend Micro Internet Security (Antivirus) for Mac

Trend Micro Internet Security's standard license allows you to protect up to three PCs. However, you may purchase a three-device option, which provides you with the ability to also protect a Mac with Trend Micro Internet Security (Antivirus) for Mac.

Device: Security Settings: Security & TuneUp Controls: Smart Scheduled Scan

Trend Micro Internet Security provides a new way to conduct scheduled scans with its Smart Schedule. Based upon recent computer usage, the most suitable scan will start automatically at an appropriate time.

To view Smart Schedule scan:

1. In the Trend Micro Security Console, click **Device > Security Settings > Configure**. The **Security & Tuneup Controls** appears, with **Scan Preferences** selected by default.

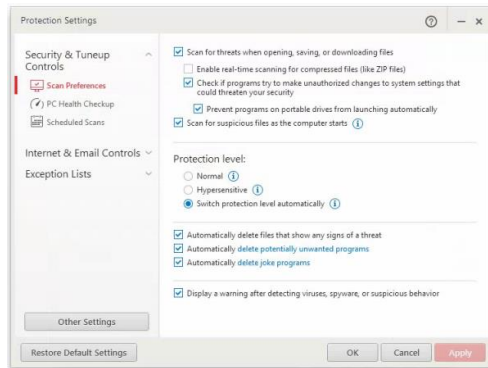


Figure 92. Security & TuneUp Controls > Scan Preferences

2. Click **Scheduled Scans**. The **Scheduled Scans** screen appears.

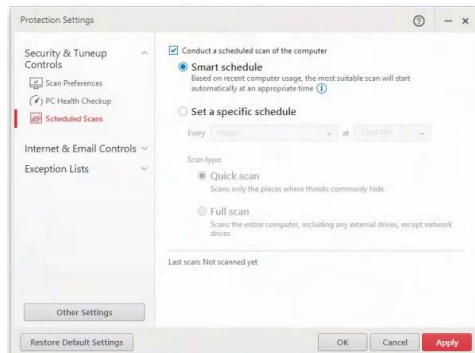


Figure 93. Scheduled Scans > Smart Schedule

3. Observe that **Smart Schedule** is chosen by default. If you leave this setting as is, **Trend Micro Internet Security** will itself decide, based on your recent computer usage, when the most suitable scan (Quick or Full) should be conducted.

Device: Security Settings: Internet & Email Controls: Instant Messaging

Trend Micro Internet Security adds an additional layer of protection for instant messaging, checking for security risks in links to websites received via IM programs. With IM protection, if you click a link to a bad website, you're instantly and proactively blocked at the exposure layer by the SPN in-the-cloud URL reputation service and given a warning. You never get the chance to be infected.

To install the IM protection, you first need to install the IM program(s) you'll be using. The installation button for the installed IM program(s) will then become active in the Trend Micro Security user interface.

Trend Micro Security supports the following instant messaging programs/versions:

- Yahoo!® Messenger 8.0, 8.1, 9.0, 10.0, and 11.5
- AOL® Instant Messenger™ (AIM®) 6.8, and 6.9

Note: In the example below, Yahoo! Messenger has been previously installed.

To install Instant Messaging protection:

1. In the **Protection Settings** screen, click **Internet & Email Controls > Instant Messaging**. The **Instant Messaging** protection screen appears.

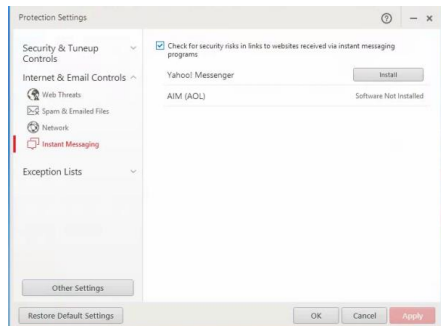


Figure 94. Internet & Email Controls > Instant Messaging

2. In the **Yahoo! Messenger** section, click **Install**. A pop-up appears, indicating **Installation Completed**.

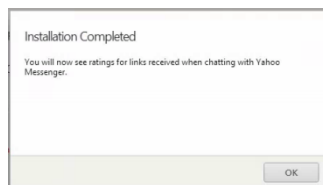


Figure 95. Instant Messaging Protection Installation Completed

3. **Instant Messaging** protection is enabled by default. You will now see ratings for links received when chatting with Yahoo Messenger. Click **OK** to close the pop-up.

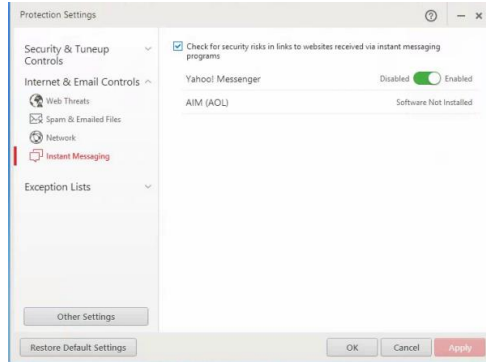


Figure 96. Enable / Disable IM Protection

4. Click **OK** again to close the Trend Micro Security **Protection Settings** window.
5. Return to this window to disable the protection at any time. Simply move the slider to **Disabled**, then click **Apply** to save your changes.

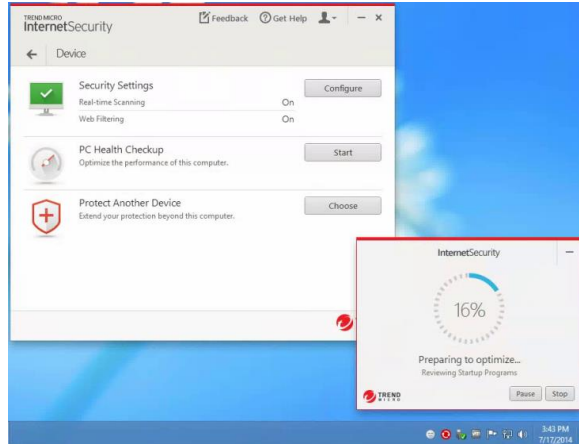
Device: PC Health Checkup | Security Settings

Trend Micro Internet, Maximum, and Premium Security provide a **PC Health Checkup** that can help you recover disk space, make Microsoft Windows start faster, clean up your instant messaging history, and optimize your computer's performance. You can also plan scheduled tune-ups that can automatically keep everything running smoothly.

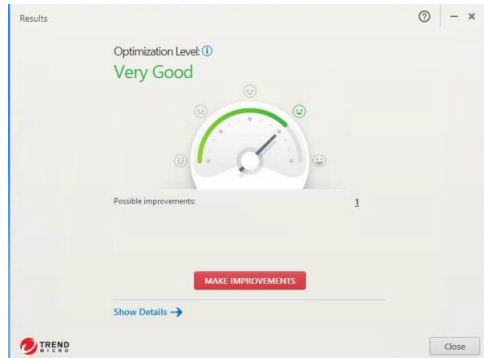
Note: **PC Health Checkups are automatically performed whenever you do a Quick or Full Scan, but you can also conduct a PC Health Checkup on its own.**

To perform a PC Health Checkup:

1. Click **Device > PC Health Checkup > Start** in the Console. A **PC Health Checkup** scan begins immediately, showing the progress of the optimization.

**Figure 97. Device > PC Health Checkup > Start**

2. When the scan completes, a **Results** screen appears, providing an indicator of your Optimization Level—in this case, **Very Good**, suggesting possible improvements.

**Figure 98. PC Health Checkup Results**

3. Click **Make Improvements** to make the improvements. **PC Health Checkup** makes the improvements to your system.
4. You can also click **Show Details** to obtain more details about the suggested improvements. The **Details** screen appears.

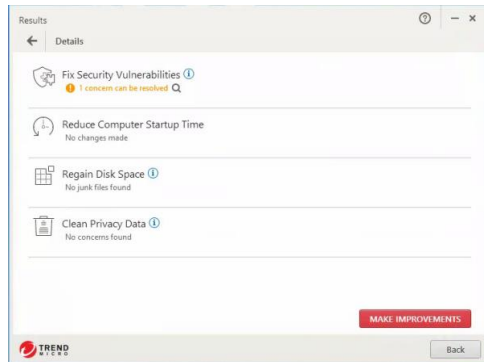


Figure 99. PC Health Checkup Details

5. Details include the following:
 - Fix Security Vulnerabilities
 - Reduce Computer Startup Time
 - Regain Disk Space
 - Clean Privacy Data
6. Again, click **Make Improvements** to make the improvements; the results will be displayed.
7. Click **Back** to return to the **Optimization Level** window. The level will be adjusted to show your improvements.

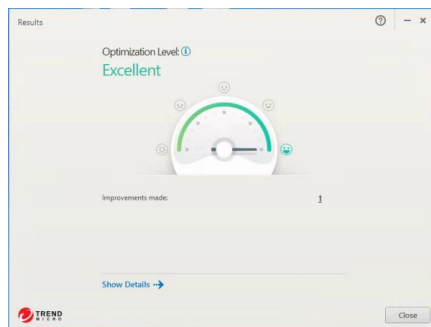


Figure 100. Optimization Level: Excellent

8. Click **Close** to close the **Optimization Level** window. This returns you to the **Device Settings** window.

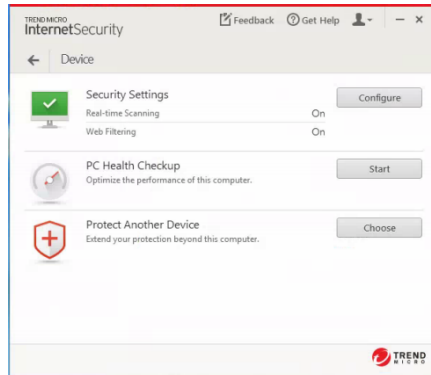


Figure 101. Device > PC Health Checkup

To configure PC Health Checkup:

1. Click **Security Settings > Configure**. The **Protection Settings** screen appears, with **Security & Tuneup Controls > Scan Preferences** shown by default.
2. Click **PC Health Checkup** to configure its settings.

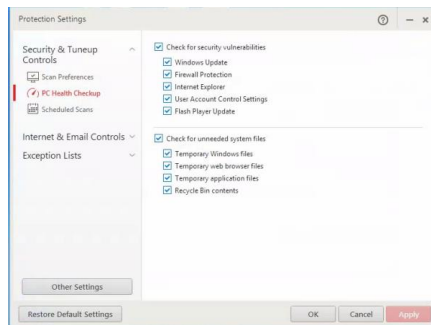


Figure 102. PC Health Checkup Settings

3. You can define how **PC Health Checkup** works by checking/unchecking a **Security Vulnerability** or **Unneeded System Files** item. All items are checked by default.

Check for security vulnerabilities

- Windows Update
- Firewall Protection
- Internet Explorer
- User Account Control Settings
- Flash Player Update

Check for unneeded system files

- Temporary Windows Files
 - Temporary web browser files
 - Temporary application files
 - Recycle Bin contents
4. Click **Apply** to apply any changes.

Security Report: PC Health Checkup

Once you have conducted one or more PC Health Checkups, you can view a **PC Health Checkup Security Report**.

To view a PC Health Checkup Security Report:

1. Open the Trend Micro Security Console.



Figure 103. Security Report Tool

2. Click the **Security Report** tool. The **Security Report** appears, with **Web Threats** selected by default. Click the **PC Health Checkup** menu item to display a Report.

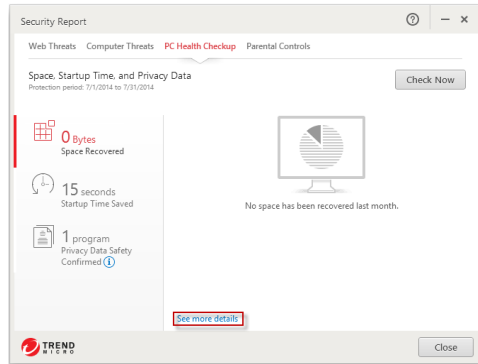


Figure 104. PC Health Checkup Report

3. Click **See more details** to obtain tabular data on Security and PC Health Checkup results.

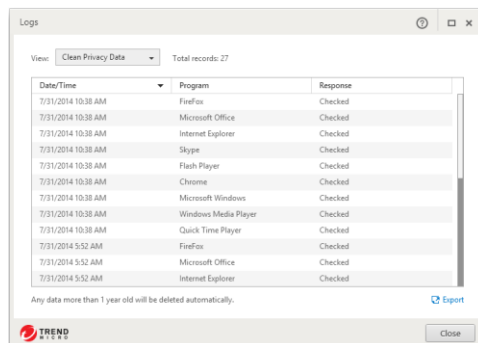


Figure 105. PC Health Checkup Logs

4. Click **Export** to export the log in .CSV or .TXT format.
5. Monthly **Security Reports** are automatically generated by Trend Micro Security and emailed to you at the email address you used to create your account. Your monthly report includes
 - A list of Computers Protected in your account
 - A Threat Summary, including the various types of threats detected
 - A PC Health Checkup, including amount of space recovered and seconds saved at startup
 - Parental Controls, including violations of web and usage rules
 - An invitation and button to protect other devices, the number of which depends upon your active Trend Micro licenses.

Privacy: Privacy Scanner: Social Network Privacy & Web Browser Privacy

The Trend Micro Security **Privacy Scanner** works with Facebook, Twitter, Google+, LinkedIn and supported PC browsers (Internet Explorer, Chrome, and Firefox). It's turned on by default in Trend Micro Internet, Maximum, and Premium Security. The default setting also turns on the Trend Micro Toolbar, which can be used to launch the Privacy Scanner.

To use the Privacy Scanner:

1. Double-click the Trend Micro Security shortcut on the desktop to open the **Trend Micro Security Console**. The **Trend Micro Security Console** appears.



Figure 106. Trend Micro Security Console > Privacy

2. **Do one of two things:** In the main **Console** window, click the **Privacy** icon. The **Privacy** window appears.



Figure 107. Privacy > Facebook Privacy Scanner

3. Click **Configure** in the **Privacy Scanner** panel. The **Privacy Scanner** window appears.



Figure 108. Privacy Scanner window

4. Ensure the slider is **On** and click **Check Now** in the **Social Network Privacy** panel.
5. OR: Open your browser and select the Trend Micro Toolbar > Check your online privacy.

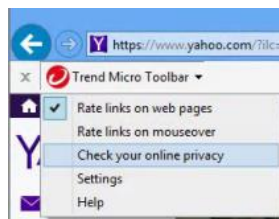


Figure 109. Check your online privacy

6. Both actions take you via your browser to the **Trend Micro Privacy Scanner** webpage, with the **Facebook** sign-in panel shown by default.

Facebook Privacy Settings

To check your Facebook Privacy Settings:

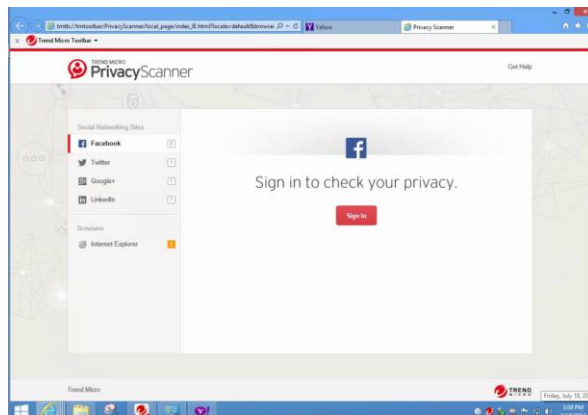


Figure 110. Trend Micro Privacy Scanner | Facebook

1. In the **Privacy Scanner** page, click **Sign In**. Trend Micro Security automatically takes you to the Facebook login website.

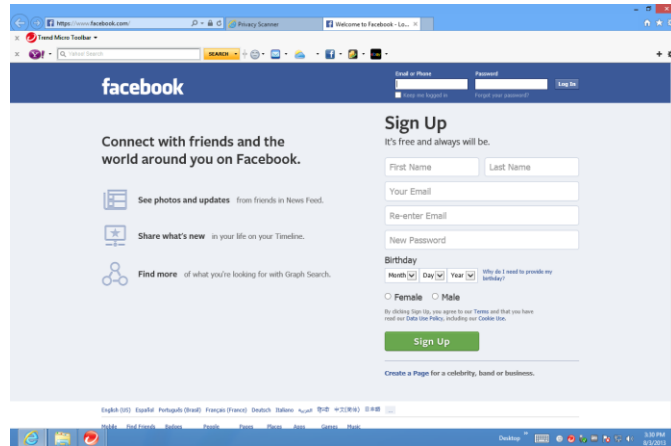


Figure 111. Facebook Login Webpage

2. Sign in to your Facebook account. The **Facebook News Feed** page displays, showing Trend Micro Security's **Privacy Scanner for Facebook**.

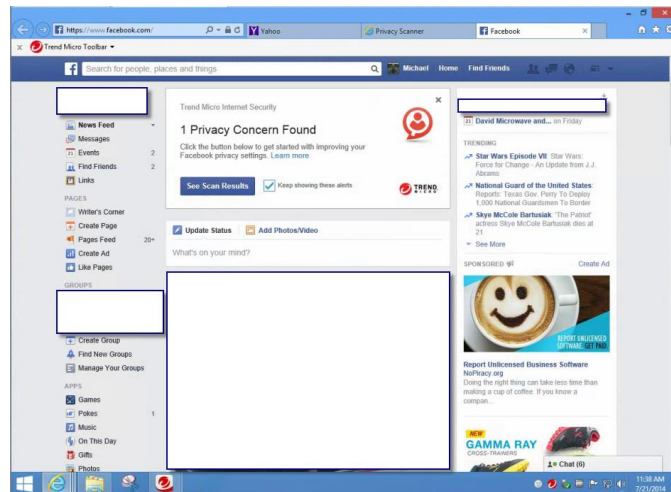


Figure 112. Facebook > Check My Privacy

3. Click **See Scan Results**. Facebook returns the results, indicating when you have privacy concerns.

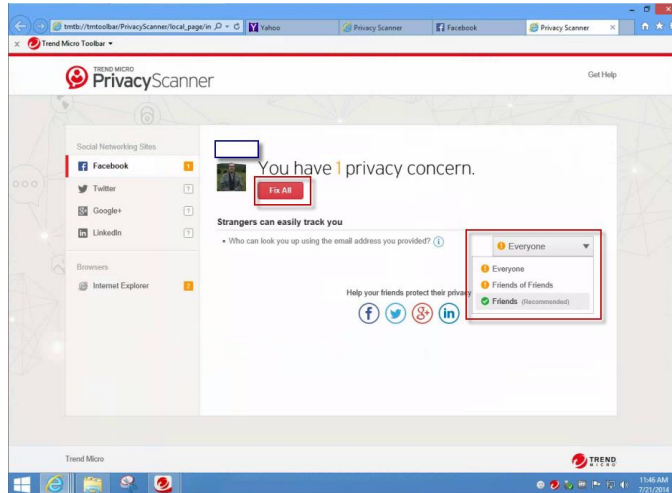


Figure 113. Facebook Privacy Concerns

4. If you have concerns, click **Fix All** to fix all the concerns at once using the Trend Micro Security recommended privacy settings, or select the drop-down settings menu to fix them manually. In this example, we'll choose **Fix All**. The **Fix** popup appears.

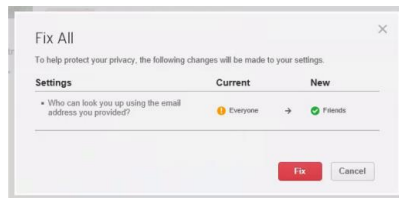


Figure 114. Fix All | Editor

5. Click **Fix** for the settings with Privacy Concerns. Trend Micro Security changes your settings and returns the result. In this case, since you accepted the default recommendations, it returns "Nice work! You don't have any privacy concerns, but your friends might need some help..."

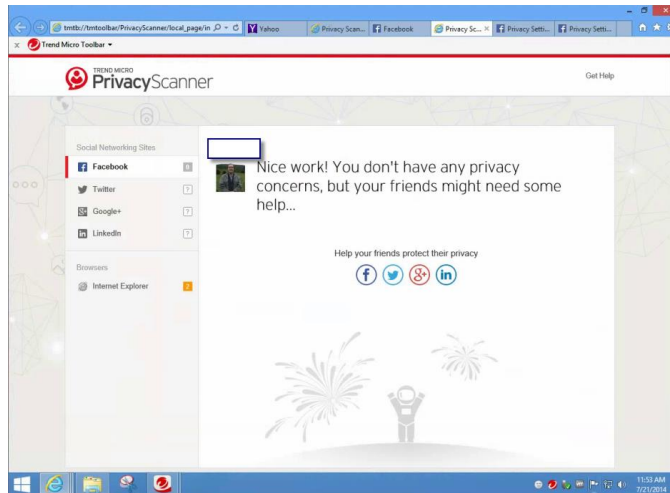


Figure 115. Nice work!

- Click the **Facebook** icon to share a link Trend Micro Security and the Privacy Scanner to your friends on **Facebook**. The **Share Link** screen appears, allow you to share the post in various ways, using the two popups:

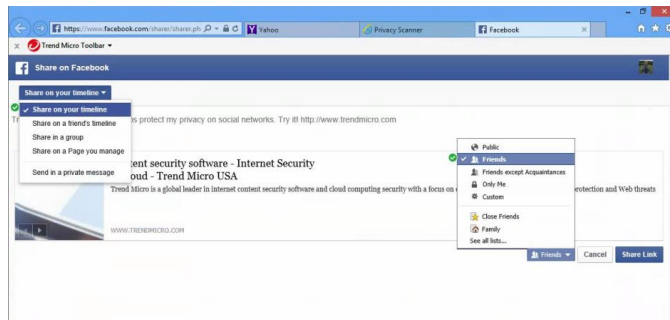


Figure 116. Share Link

Upper-left popup:

- Share on your timeline
- Share on a friend’s timeline
- Share in a group
- Share on a Page you manage
- Send in a private message

Lower-right popup:

- Public
- Friends
- Friends except Acquaintances

- Only Me
 - Custom
 - Close Friends
 - Family
 - See all lists...
7. Choose an option, or simply click **Share Link**. The link is posted according to your choice.

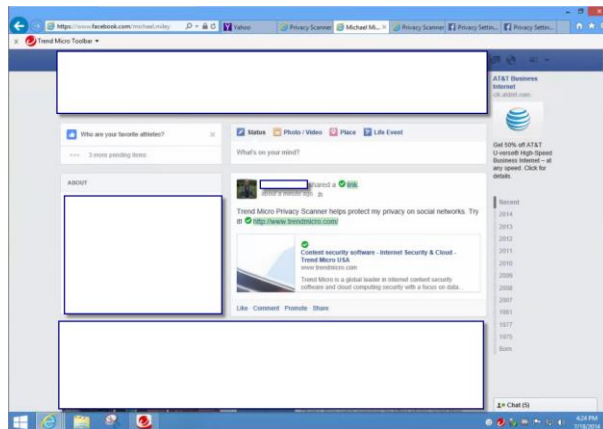


Figure 117. Trend Micro Content Security Software - Shared Link

Twitter Privacy Settings

To check your Twitter Privacy Settings:

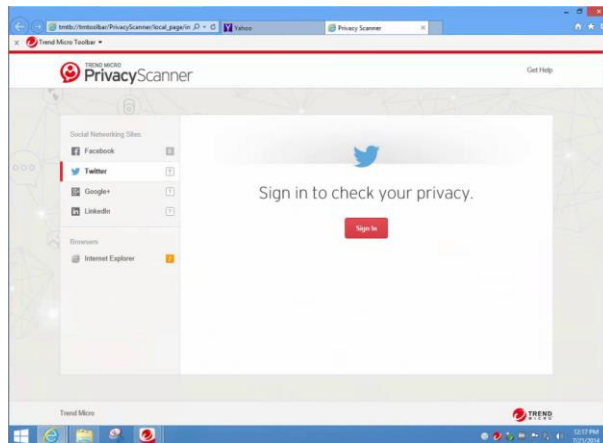


Figure 118. Privacy Scanner | Twitter

1. Click the **Twitter** tab in **Trend Micro Privacy Scanner**. The **Twitter** sign in panel appears.
2. Click **Sign In**. The Twitter Welcome page appears.

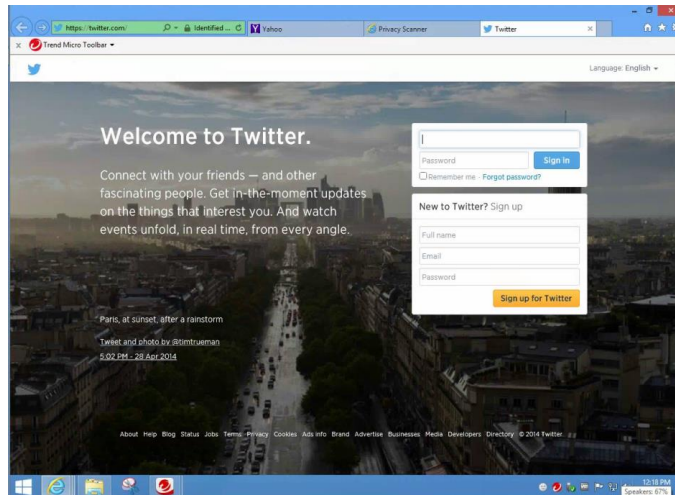


Figure 119. Welcome to Twitter

3. Sign in to your Twitter account. Your Twitter page appears, with the initial results of the privacy scan.

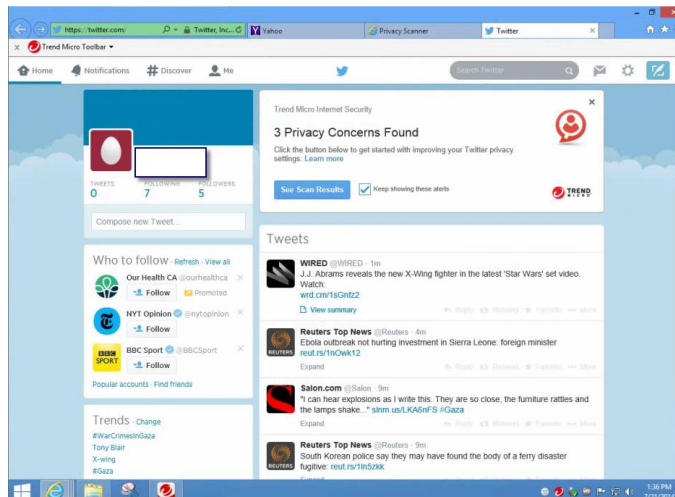


Figure 120. Twitter > See Scan Results

4. If you have privacy concerns, click **See Scan Results**. The Trend Micro Privacy Scanner returns the result.

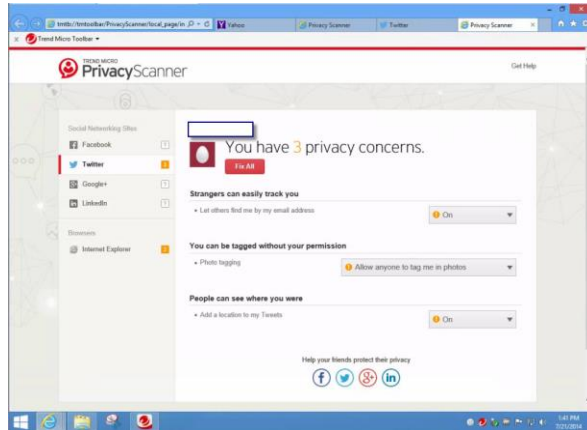


Figure 121. Twitter Privacy Concerns

- As you did for Facebook, click **Fix All** or use the editor to edit specific settings. The editor appears.

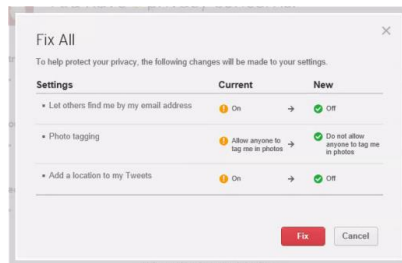


Figure 122. Fix All | Settings

- Click **Fix** to fix your settings. Twitter requires that you enter your password to make changes to your account.

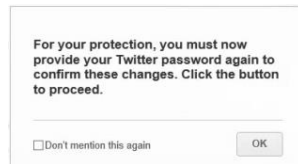


Figure 123. Twitter Password Request

- Click **OK** to proceed. The **Save account changes** dialog appears.

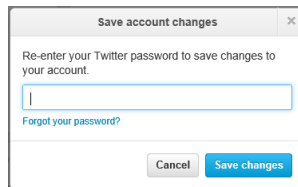


Figure 124. Save Account Settings

- Re-enter your Twitter password and click **Save Changes**. Twitter saves the changes.

- When the **OK** dialog reappears, click **OK** again to ensure you have no remaining privacy concerns. The **Privacy Scanner** returns the result: “Nice work! You don’t have any privacy concerns, but your friends might need some help...”

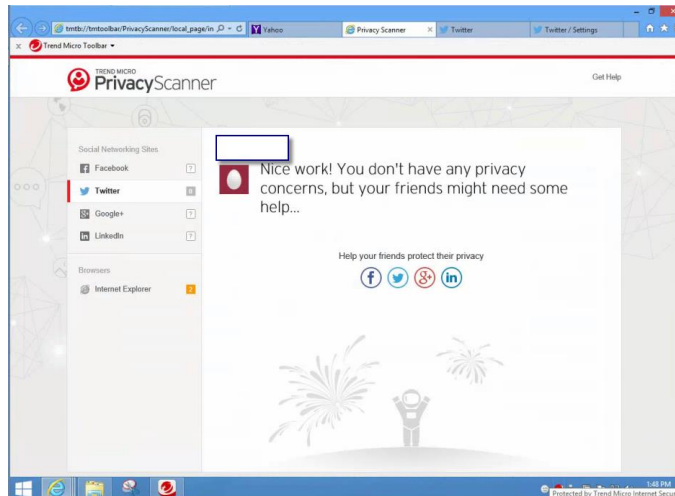


Figure 125. Privacy Scanner: No Privacy Concerns

- As you did for Facebook, you can click the Twitter icon to post a link to help your friends protect their privacy.

Google+ Privacy Settings

To check your Google+ Privacy Settings:

1. In the **Trend Micro Privacy Scanner** portal, click the **Google+** tab if you have **Google+** privacy concerns. The **Google+** sign in panel appears.

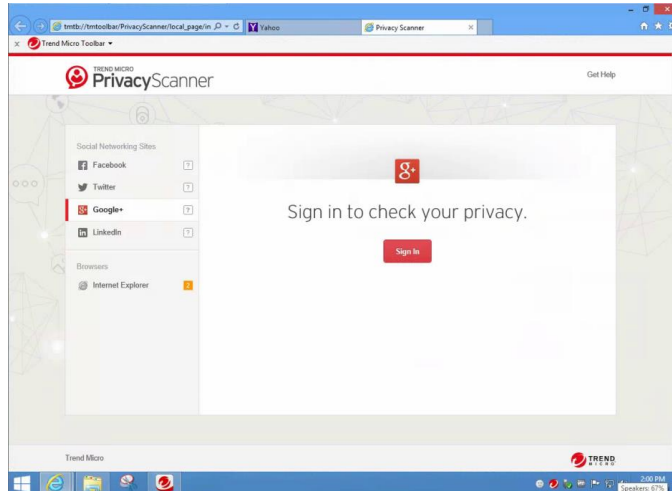


Figure 126. Google+ Sign In

2. Click **Sign in** to sign into your **Google+** account. The Google Sign In page appears.

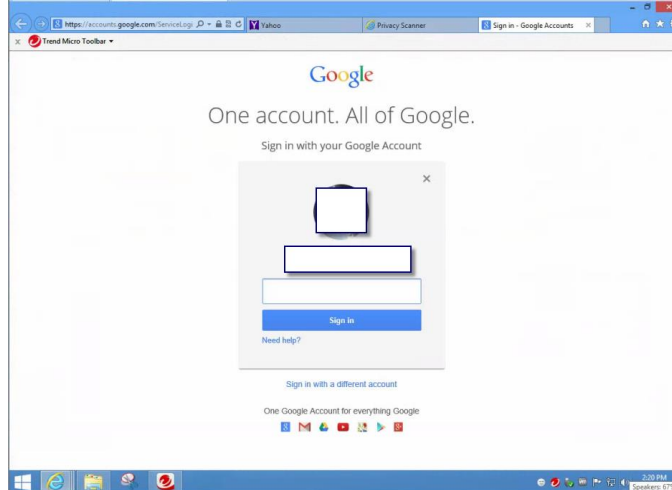


Figure 127. Google Sign In

3. Sign in to your Google account. Trend Micro Security scans your privacy settings and returns the results.

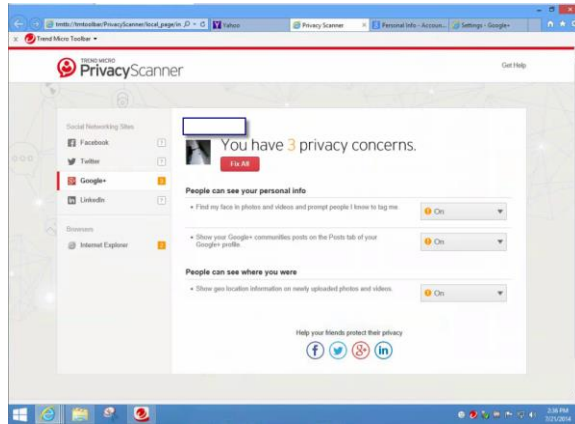


Figure 128. Google+ Privacy Settings

4. Click **Fix All** to fix any privacy concerns. The **Fix All** dialog appears.



Figure 129. Fix All

5. As you did for Facebook and Twitter, click **Fix** to fix the privacy concerns, or use the editor to manually make the fixes. Privacy Scanner makes the fixes and returns the result, saying “Nice work! You don’t have any privacy concerns, but your friends might need some help...”.

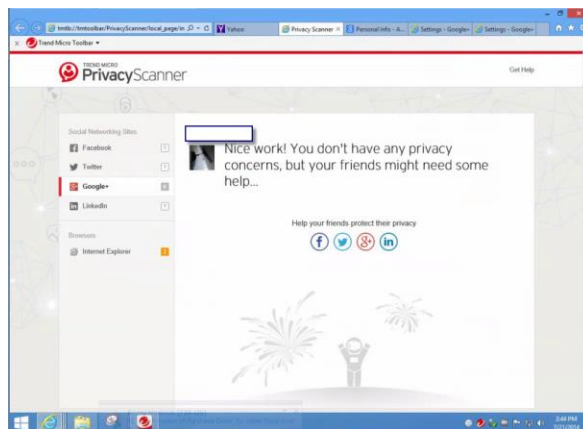


Figure 130. Nice Work!

- As before, click the **Google+** icon if you wish to share a link to Trend Micro Security on Google+, to help your friends protect their privacy.

LinkedIn Privacy Settings

To check your LinkedIn Privacy Settings:

- Trend Micro Security 2015 Privacy Scanner** adds **LinkedIn** to the roster of social networks it supports.
- Click **LinkedIn** in the **Privacy Scanner** list to begin a privacy scan of LinkedIn. The **LinkedIn Sign In** page appears.

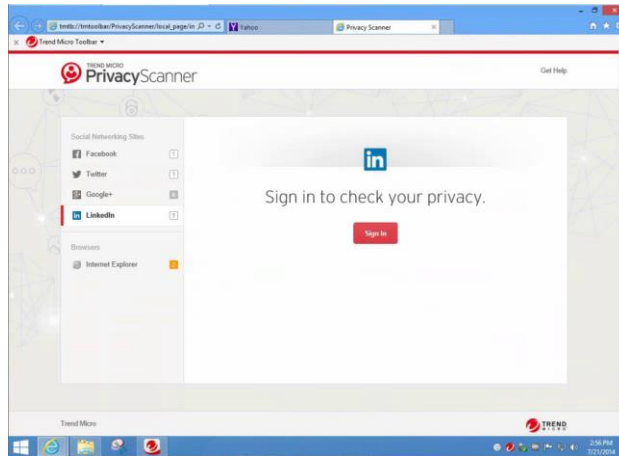


Figure 131. LinkedIn Sign In

- Click **Sign in** to sign in to LinkedIn.

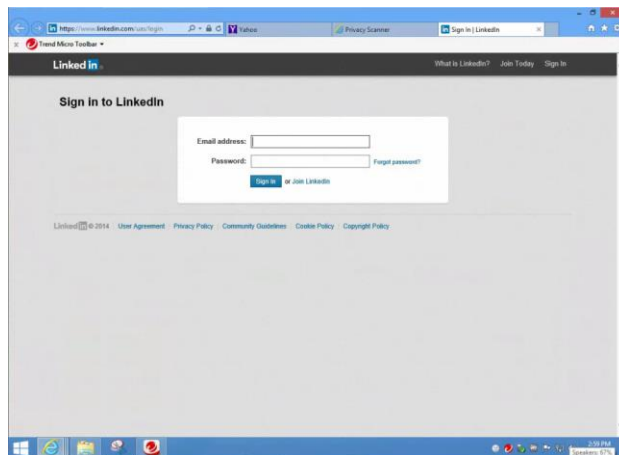


Figure 132. Sign In to LinkedIn

- Enter your LinkedIn email address and password and click **Sign In**. LinkedIn opens and a **Privacy Scanner** panel appears in your LinkedIn page.

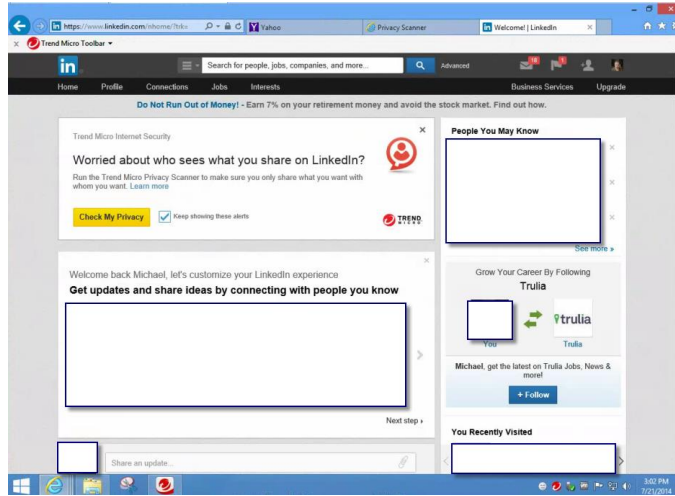


Figure 133. LinkedIn > Check My Privacy

5. Click **Check My Privacy** to begin a privacy scan of LinkedIn. Privacy Scanner scans your privacy settings and returns the result.

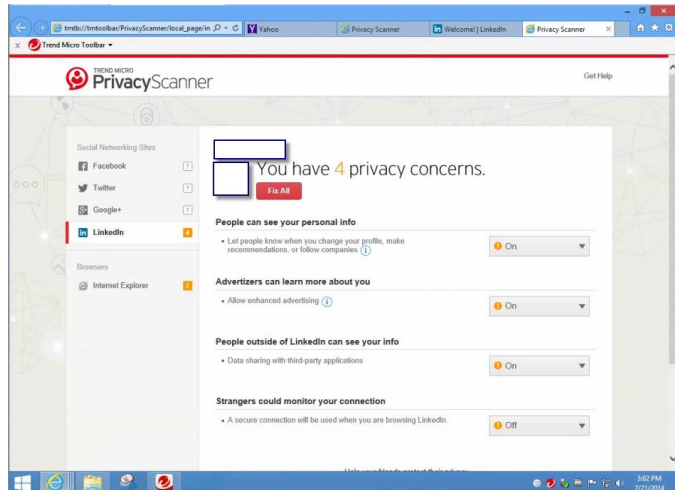


Figure 134. LinkedIn > 4 Privacy Concerns

6. As before click **Fix All**, or use the editor to edit each manually. For the **Fix All** option, the **Fix All** dialog appears.

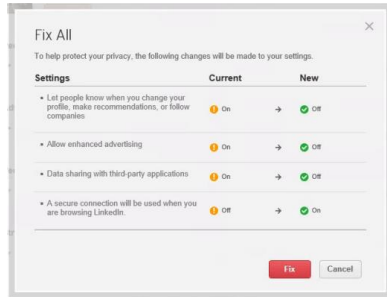


Figure 135. Fix All

7. Click **Fix** to fix all the privacy concerns.

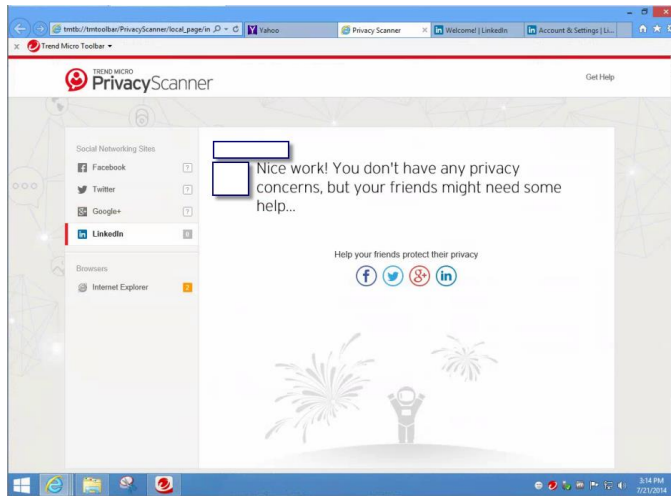


Figure 136. Nice Work! No Privacy Concerns

8. Privacy Scanner returns the result and the familiar “Nice Work!” page appears, where you can again help your friends protect their privacy by clicking the **LinkedIn** icon to post a link.
9. Trend Micro Security provides ongoing protection for Facebook, Twitter, and Google+. At any time, particularly when the social networking site changes any privacy policies, you can run another **Privacy Scan** on your social networking pages to check your privacy settings.

PC Browser Privacy Settings

Trend Micro Security 2015 Privacy Scanner adds privacy scanning for your PC browsers, including **Internet Explorer**, **Chrome**, and **Firefox** in its set of protections.

1. To initiate a browser scan, simply open your preferred PC browser; for example, Internet Explorer.

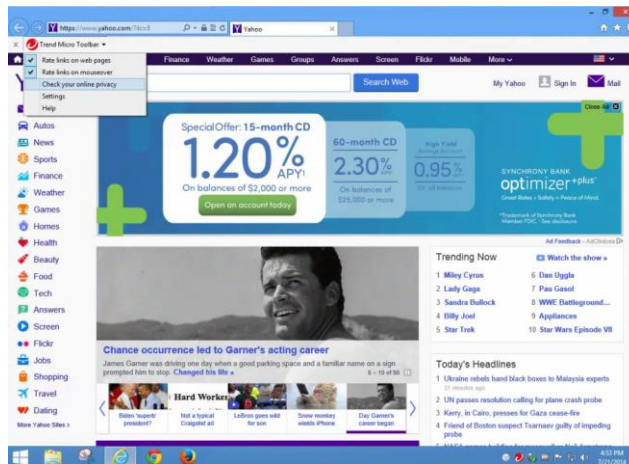


Figure 137. Internet Explorer > Check your online privacy

2. In the **Trend Micro Toolbar**, select **Check your online privacy**. The **Trend Micro Privacy Scanner** portal appears, with **Facebook** selected by default.

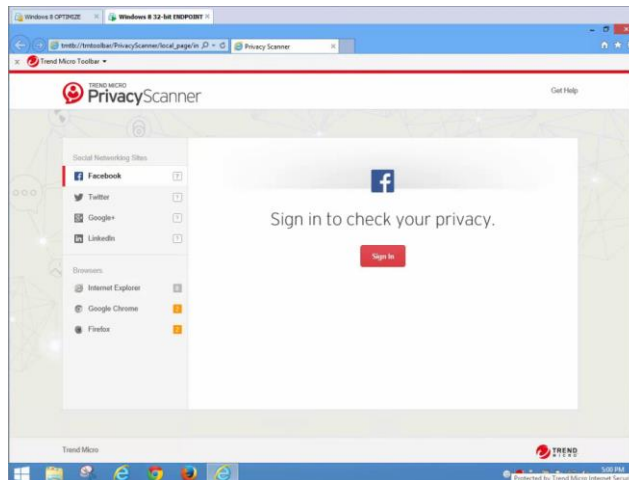


Figure 138. Trend Micro Privacy Scanner Portal

3. Click the installed PC browser you wish to check in the **Browsers** section; for example, **Internet Explorer**. The Privacy Scanner shows when you have privacy concerns.

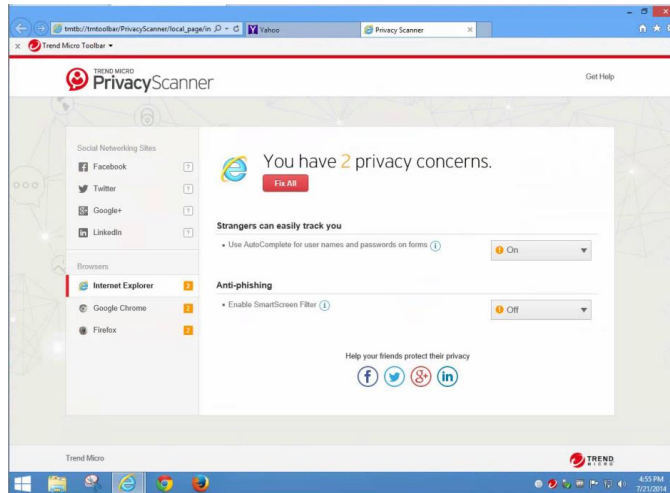


Figure 139. Privacy Scanner > Internet Explorer

4. Click **Fix All** to fix all the privacy concerns, or manually edit them. When you click **Fix All**, the **Fix All** dialog appears.

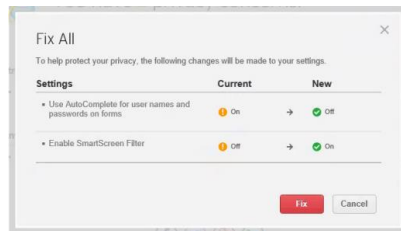


Figure 140. Fix All

5. Click **Fix** to fix the privacy concerns. Privacy Scanner resets the privacy settings in your browser and provides a Restart dialog to complete the process.

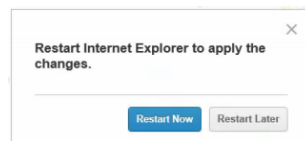


Figure 141. Restart Now

6. Click **Restart Now** to apply the changes. The browser restarts with the changed privacy settings, saying “Nice Work! You don’t have any privacy concerns, but your friends might need some help...”

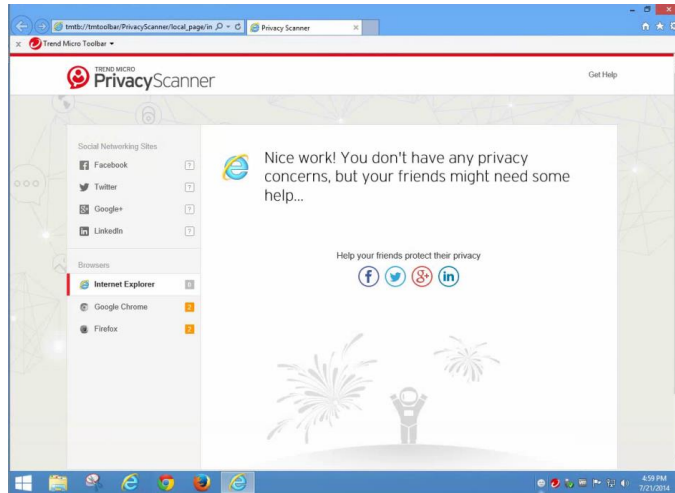


Figure 142. Nice Work!

7. Repeat this process for each of your installed browsers.
8. Note that you can reset your privacy settings for any supported browser (**Internet Explorer, Chrome, or Firefox**) from *within that browser* for any of the *other* supported browsers installed on your computer.

Privacy: Data Theft Prevention

Data Theft Prevention prevents hackers and spyware from stealing sensitive data like credit card numbers, passwords, and email addresses. It can also stop children from accidentally sending out personal information through email, via instant messaging, or to untrustworthy websites.

To activate **Data Theft Prevention** in Trend Micro Security Internet Security (or Maximum and Premium Security) you first have to enter an email address and password. See the previous section for **Trend Micro Security Antivirus+** to obtain instructions on doing this.

To activate Data Theft Prevention:



Figure 143. Trend Micro Internet Security Console

1. Click **Privacy** icon in the Console. The **Privacy** screen appears, showing the tools available.



Figure 144. Privacy Options

2. Click **Configure** in the **Data Theft Prevention** panel. Trend Micro Internet Security provides you with an introduction to Data Theft Prevention.

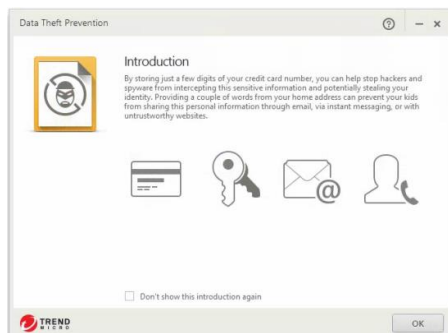


Figure 145. Data Theft Prevention Introduction

3. Click **OK** to close the introduction. The **Password** screen appears.

Figure 146. Select a Password

4. Enter a password and confirm it. Fill out the **Password hint** and **Email address**, in case you forget your password later. This will enable Trend Micro to send you a new password. Then click **Create**. The **Data Theft Prevention** settings screen appears, with the toggle set to **Off** by default.

Figure 147. Data Theft Prevention

5. Click the slider to **On** to enable **Data Theft Protection**.
6. Trend Micro Security Internet Security provides you with some suggested categories such as **Phone number** and **Credit card**. You can edit any existing category name by typing over it.
7. In the **What to Protect** column, type the actual data you wish to protect; for example, in the phone number field you might type 899-999-9899.
8. After you save it, Trend Micro Security hides it from view by using asterisks. Simply click in the field to make it visible.
9. Click **+New Category** to add a new category.
10. Click the trashcan in the right-hand column of **What to Protect** to delete any category.
11. Click **Ok** to save your changes.

DTP Limitations

- Data Theft Prevention won't protect the receiving data via POP3 traffic.
- Data Theft Prevention monitors HTTP traffic (ports 80, 81, 8080, and any proxy server port you configure in your Microsoft® Internet Explorer® settings), but not HTTPS traffic (i.e., encrypted information cannot be filtered, such as webmail).
- Data Theft Prevention uses SMTP on TCP port 25/587 and is blocked as spec. TLS and SSL encryption authentication don't block as spec. Most free webmail programs provide TLS and SSL encryption authentication such as Hotmail, Gmail, and Yahoo! Mail.
- Data Theft Prevention doesn't monitor "IMAP" traffic as spec. An IMAP server is generally used with programs such as Microsoft Exchange Server, Hotmail, Gmail, AOL Mail.
- Data Theft Prevention can protect a maximum of 20 entries that have different data and categories.

Data: Secure Erase

Deleting a file just removes the directory information used to find it, not the actual data. The **Secure Erase** function provided in Trend Micro Internet Security (and also in Maximum and Premium Security) overwrites the unwanted file with data, so no one can retrieve the contents; while **Permanent Erase** overwrites the unwanted files making seven passes (overwriting the files 21 times, meeting US Government Security Standards).

To enable Secure Erase / Permanent Erase:



Figure 148. Secure Erase

1. In the main **Console**, click **Data**, then **Configure** for **Secure Erase**. The **Secure Erase** Introduction window appears.



Figure 149. Secure Erase Introduction

2. Click **OK** to close the **Introduction** window. The **Type of Erase** window appears, with **Quick Erase** selected by default.

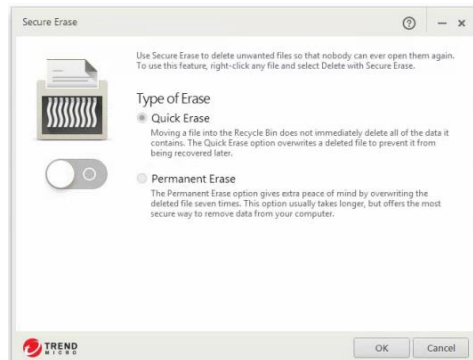
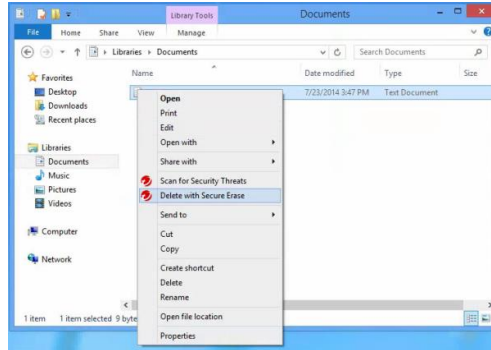


Figure 150. Type of Erase

3. Move the slider to **On** to enable the function.
4. Keep **Quick Erase** or select the **Permanent Erase** button.
5. Click **OK** to save your changes.

To Secure/Permanent Erase a file:

1. Right-click a folder or file to perform a Quick/Permanent Erase. A file processing popup appears.

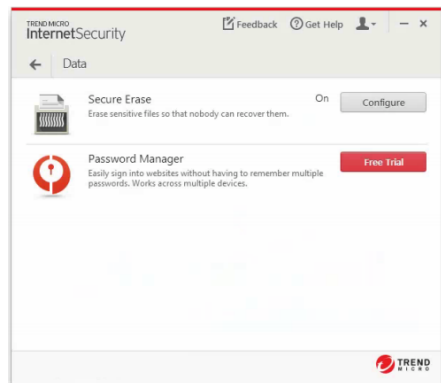
**Figure 151. Right-click File for Secure Erase**

2. Select Delete with Secure Erase / Permanent Erase.
3. The folder or file is securely deleted.

Data: Password Manager Free Trial

Trend Micro™ Password Manager lets you easily sign into websites without having to remember multiple passwords. A **Free Trial for Password Manager**—which allows you to save up to 5 passwords—is available for download from Trend Micro Internet Security Console.

Note: A full, unlimited version of Trend Micro Password Manager is automatically installed with Trend Micro Maximum and Premium Security. See the following chapter for details.

To Download and Install Password Manager:**Figure 152. Data > Password Manager Free Trial**

4. In the main Console, click **Data**, then **Free Trial** for **Password Manager**. The **Password Manager** webpage appears.

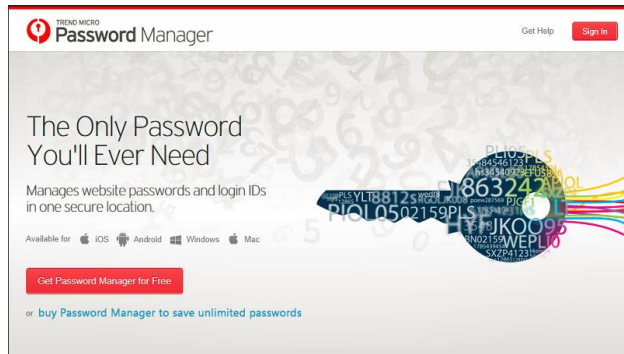


Figure 153. Download Free Trial

5. Click **Get Password Manager for Free** to download a Free Trial of Password Manager (up to 5 passwords, no expiration). The **Password Manager Download** page appears.

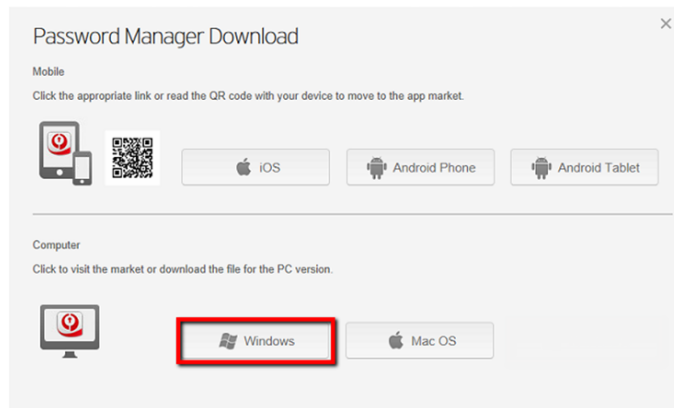


Figure 154. Run Dialog

6. In this example, click **Windows**. The **Run** dialog appears (in Internet Explorer, at the bottom of your window.)



Figure 155. Internet Explorer - Run

7. Click **Run** to begin the installation. The **Password Manager Installer** downloads, begins the install process, and the **User Account Control** dialog appears.

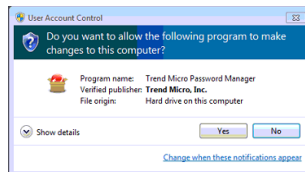


Figure 156. User Account Control

8. Click **Yes** to continue. Password Manager decompresses and the installer presents you with the License Agreement.

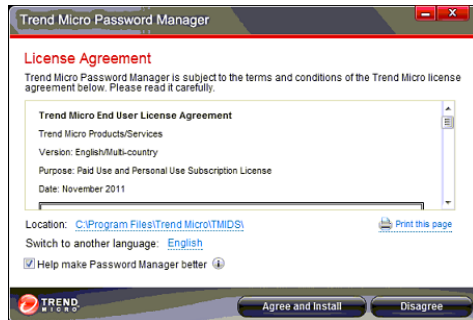


Figure 157. License Agreement

9. The default language is English. Click the link to switch to another language.
10. Note the checkbox **Help make Password manager better** is checked by default. This provides technical data to Trend Micro to help improve the product; no personal data is shared. If you wish to opt out of this feedback, uncheck the checkbox.
11. Read the **License Agreement**. If you agree, click **Agree and install**. The installation proceeds and a progress dialog appears, showing you the progress of the installation.



Figure 158. Password Manager Installation Progress

12. When the installation is complete, a screen appears for you to sign into your **Trend Micro Account**.

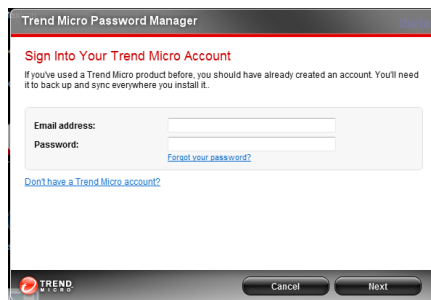


Figure 159. Sign Into Your Trend Micro Account

13. Enter the same email address and password you used to register Trend Micro Internet Security (and to create an account) and click **Next**. (This will facilitate your easy upgrade to a **Paid** edition of Password Manager, should you decide to purchase a subscription.) The **Ready to Get Started** screen appears.

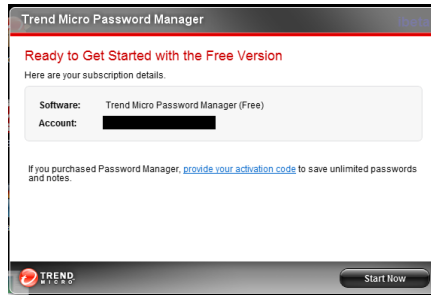


Figure 160. Ready to Get Started with Free Version

14. Click **Start Now** to get started. A screen appears, asking you to create a new **Master Password**.



Figure 161. Create a New Master Password

15. Use between 6 and 20 characters and at least two kinds of characters among letters, numbers, and symbols.
16. Confirm your **Master Password** and provide yourself a **Password Hint** to help you remember it and click **Next**. A screen appears, cautioning you to **Remember Your Master Password**. It's the key to all your online accounts.



Figure 162. Remember Your Master Password

17. Mouse over the asterisks to view your **Master Password** once more (or click the change link to change it), then click **Ok**. The **Setup Complete** screen appears.

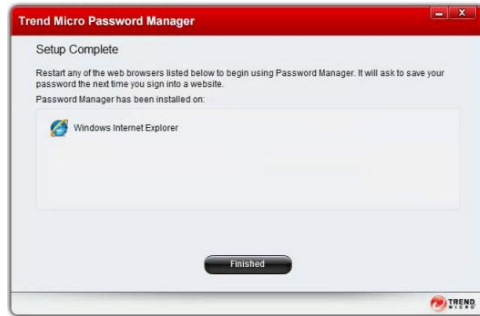


Figure 163. Setup Complete

- 18. Click **Finished**. Your browser launches and you're prompted to enable **Trend Micro Password Manager Toolbar**.



Figure 164. Enable the Password Manager Toolbar

- 19. In this example (Internet Explorer), click **Enable** to enable the toolbar.

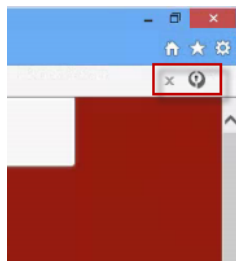


Figure 165. Password Manager Toolbar Icon

- 20. The **Password Manager Toolbar** icon appears in your browser menu. Click the toolbar icon to begin using it.

21. For instructions on using **Trend Micro Password Manager**, see the section [Data: Password Manager](#) in **Chapter 6: Trend Micro Maximum and Premium Security**.
22. Note also that a full *Trend Micro™ Password Manager Product Guide* is available for download from the Trend Micro Support site.

Family: Parental Controls

The **Parental Controls** tool in Trend Micro Internet, Maximum, and Premium Security lets you protect your children from inappropriate websites, limit their time on the internet, and see detailed reports about what they do online.

To enable **Parental Controls** in Trend Micro Security Internet Security, you first have to enter an email address and password. See the previous section on **Data Theft Prevention** to obtain instructions on doing this.

Note: The instructions below are tailored to Windows 8 users. The process for creating a new user account in Windows Vista or 7 is similar, but not identical. Windows 8 flips you to the Modern UI – PC Settings when you create a new user.

To enable Parental Controls:

1. Click the **Family** icon in the Trend Micro Security Console. The **Family > Parental Controls** screen appears.

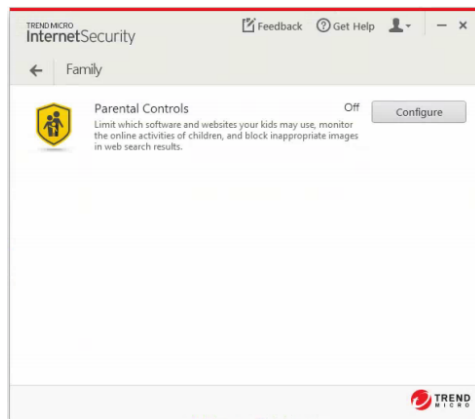


Figure 166. Family > Parental Controls

2. Click **Configure**. The **Parental Controls** Introduction screen appears.



Figure 167. Parental Controls Introduction

3. Read the instructions and click **OK** to continue. A screen appears for you to enter your Password.

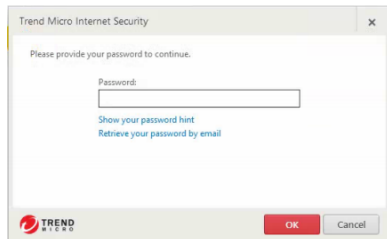


Figure 168. Enter Password

4. Enter your Password and click **OK**. The **Parental Controls Get Started** screen appears.

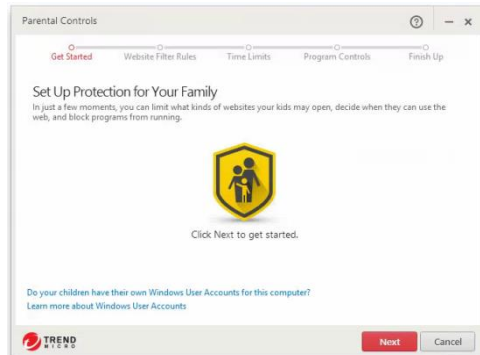


Figure 169. Parental Controls Get Started

5. **Important note:** at the bottom of the screen you're asked **Do your children have their own Windows User Accounts for this computer?** If they don't, click the link on the question to create them, so your various settings can be assigned to the proper child. The **Parental Controls > Add Windows Account** screen appears.

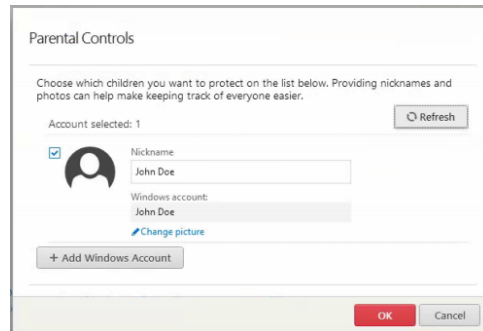


Figure 170. Parental Controls

6. In the lower left-hand corner, click **Add Windows Account**. The **Windows User Accounts** Control Panel appears.

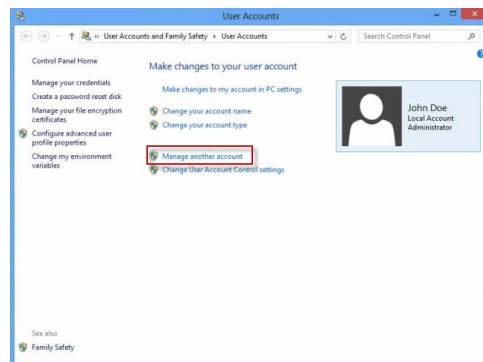


Figure 171. Windows User Accounts

7. Click **Manage another account**. The **Manage Accounts** screen appears.

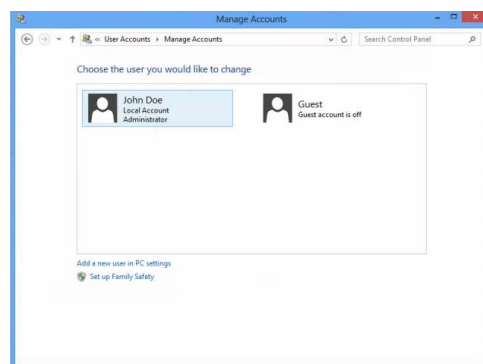


Figure 172. Windows Manage Accounts

8. Click **Add a new user in PC settings**. In Windows 8, the Modern UI **PC Settings > Users** screen appears.

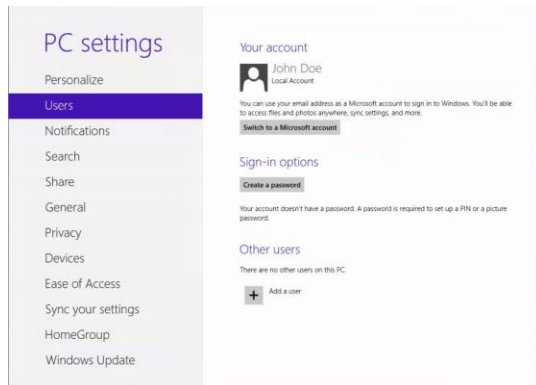


Figure 173. PC Settings > Users

- Click **Add a user**. The screen to **Add a user** appears, with the option to sign in to Windows using a Microsoft Account.

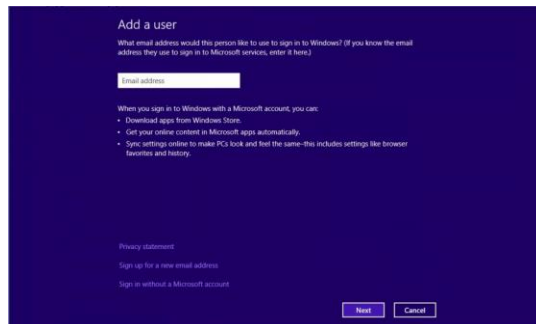


Figure 174. Add a user #1

- Since you're monitoring your child's use of the internet on this computer specifically, we'll start your child without a Microsoft Account, so click **Sign in without a Microsoft Account**. The second **Add a user** screen appears, emphasizing the difference between a **Microsoft Account** and a **Local Account**.



Figure 175. Add a User #2

- Click **Local Account**. The third **Add a user** screen appears.

Figure 176. Add a User #3

12. Type a name for the account (e.g., Mary), enter a password and confirm it, then provide a password hint and click **Next**. A screen appears, confirming the creation of the account for Mary.

Figure 177. PC Settings > Add a User

13. Since you're using Trend Micro Security's Parental Controls to protect your kid, *do not check the checkbox for Family Safety*, and click **Finish**. This creates the local account named **Mary**.

Figure 178. Local Account - Mary

14. Tap the Microsoft Menu key on your keyboard to return to the Modern UI.



Figure 179. Modern UI - Windows 8

15. Click the **Desktop** icon to return to the Desktop, then click the **Refresh** button if the new account is not showing. The Local Account named **Mary** should appear.

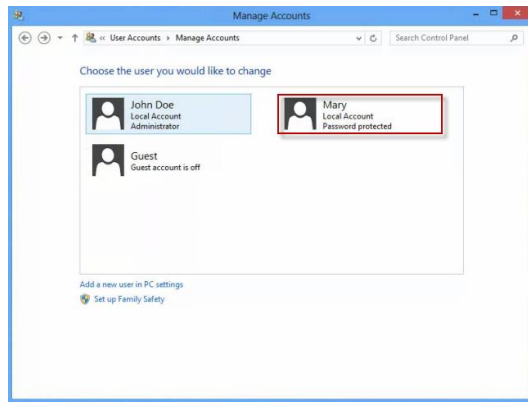


Figure 180. Mary Account

16. Click the **Close Box (X)** to close the window.
17. Back in the **Parental Controls > Add Windows Account** window, click the **Refresh** link if the new account is not showing. The **Mary** account now appears in the list.

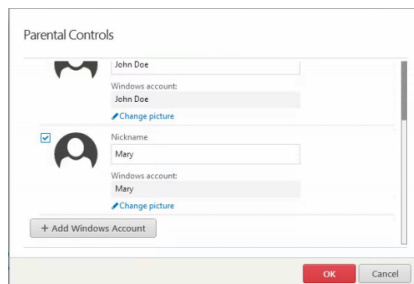


Figure 181. New Windows Account Listed

18. Uncheck the account you're logged on to, check the **Mary** account, and click **OK**. A popup appears, telling you "You have not set the rules for one or more users. Let's set it up now."



Figure 182. Set Up Rules Popup

19. Click **Ok**. The **Website Filter Rules** page appears.

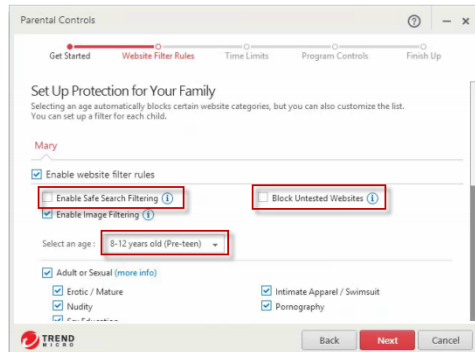


Figure 183. Website Filter Rules

20. In the **Select An Age** popup, choose the age the filter will apply to from the **Select an age** pop-up. For example, choose **Ages 8-12 (Pre-teen)**. (You can also define a **Custom** age bracket.)
21. A subset of the general categories is selected by default; for example, all of **Adult or Sexual**. Other subcategories in **Communications** or **Media, Controversial**, and **Shopping and Entertainment** are checked. Scroll down to see the full category/subcategory listings.
- You can check or uncheck a category or subcategory to redefine the filter. You can also obtain more information on a category by clicking the **more info** link; a definition list will pop up.
22. Check **Enable Safe Search Filtering** and **Block Untested Websites**. These options will increase your child's security when searching or browsing the Internet.
23. Click **Next** to define the **Time Limits**. The **Time Limits** page appears.



Figure 184. Time Limits

- 24. Using your mouse pointer, select the weekday and weekend hours you kids **should not** access the web by holding your mouse down and stroking across the hours, then scroll down and indicate the number of hours your children may use this computer.

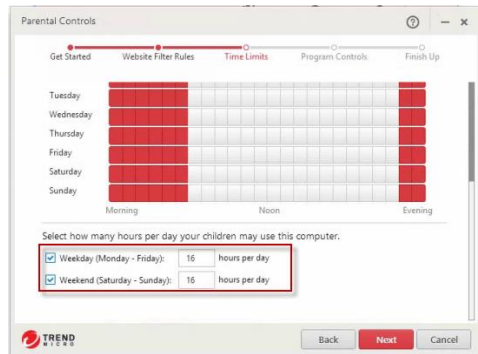


Figure 185. Allowed Hours on Computer

- 25. Back up the screen, you may also **Set a simple schedule for weekdays and weekends**, applying the same schedule across all days at once.



Figure 186. Detailed Daily Schedule

- 26. Click **Next**. A screen appears, letting you set the child's program controls.

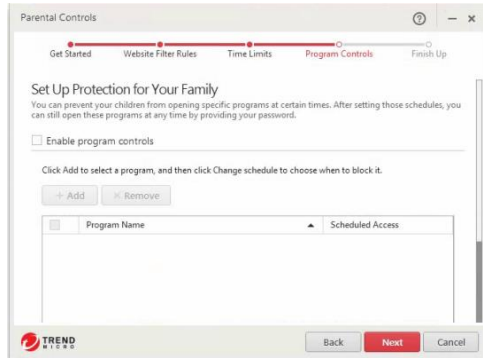


Figure 187. Program Controls

27. Click **Enable program controls**, then click **Add** to add the program you want to control the usage of.

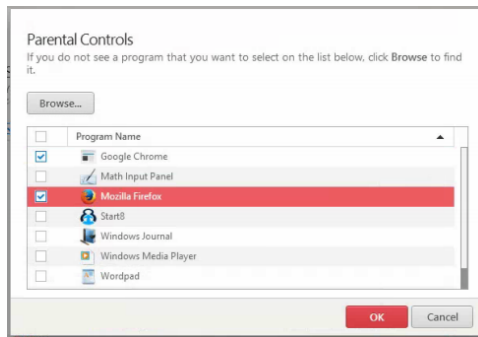


Figure 188. Program List

28. Select the program you want to control from the list, or click **Browse** to find it.

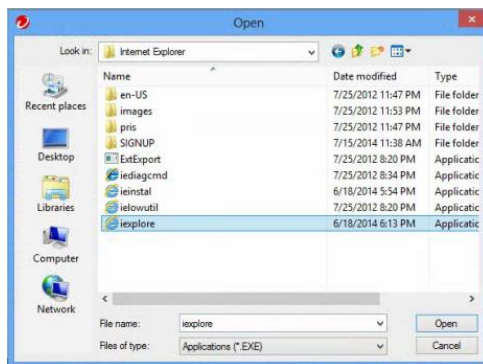


Figure 189. Browsing for Programs to Add to Program Controls

29. Navigate to the program in the **Programs Folder**, select it from its own folder (e.g., Internet Explorer), and click **Open**. Trend Micro Security adds it to the list of controlled programs.

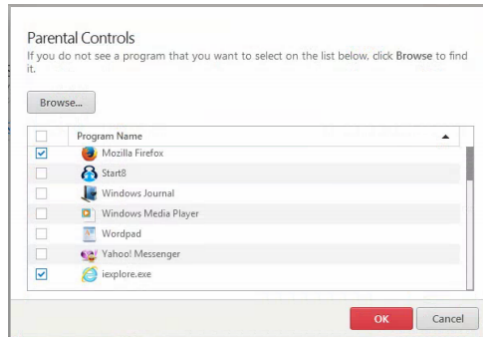


Figure 190. Programs in List | IE Added

30. Check the program checkbox and click **OK**.

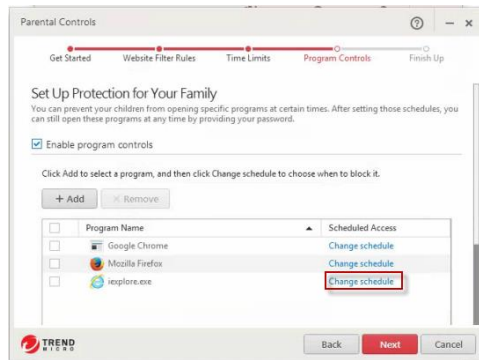


Figure 191. Change Schedule

31. The program is added to the **Parental Controls** window. You can now set the times the program may be used. Click **Change Schedule** in the **Scheduled Access** field. The schedule appears.

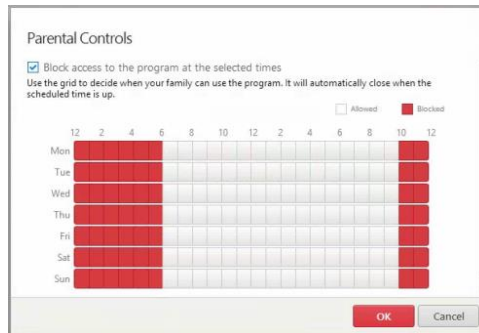


Figure 192. Access Schedule

32. **Block access to the program at the selected times and all hours** are selected by default. *Deselect* the hours in the week the child will be permitted use of the program, then click **OK**. When the wizard window appears, click **Next**.

33. A screen appears, indicating that protection has been activated for **Mary**, applying the **Pre-teen Website Filter**, giving the **Time Limits** and **Program Controls**.



Figure 193. “John” Protection Criteria

34. Click **Done** to finish adding the parental control for this child. The main **Parental Controls** window reappears.



Figure 194. Slider is “On”

35. In **Parental Controls**, the slider button should be **On**. If not, slide it to **On**, then click **OK**. The rule set is now applied to the **Mary** account.
36. Note that the link **Trust or Block Websites** allows you to set exceptions to your rules. This function was covered in the previous **Trend Micro Antivirus+ Security** section. Go to [Exception Lists: Websites](#) for details.
37. Note also that you can turn the **Website Filter**, **Time Limits**, and **Program Controls** functions on or off by using the appropriate slider. You can also edit the functions by clicking the hotlinks and making your changes in the respective editor.
38. Click **OK** to close the **Parental Controls** window, note that **Parental Control** status is now **ON** in the **Tools** popup, then click the respective **Close** boxes to close the **Tools** pop-up and the **Trend Micro Security Console**.
39. In the Modern UI, sign out of the **Administrator’s** account (or simply switch users) and sign on using the **Mary** account.

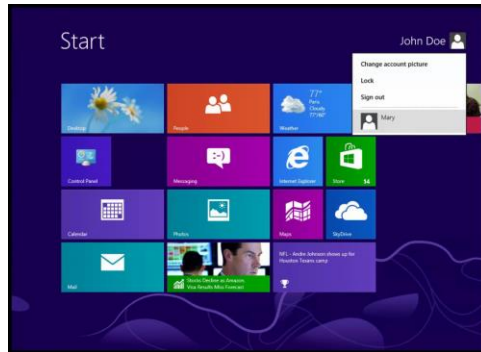


Figure 195. Switching to "Mary" Account

40. Using your browser, attempt to go to a website at a time prohibited by the account rules. Trend Micro Security will block access to the web and provide a **No Web Surfing Allowed** notification, indicating the user cannot use the web at this time.



Figure 196. No Web Surfing Allowed

41. During the hours allowed for surfing, if the user attempts to browse to a site not permitted by the rules, Trend Micro Security will block access to the site and provide an **Off Limits** notification for the user in the browser.

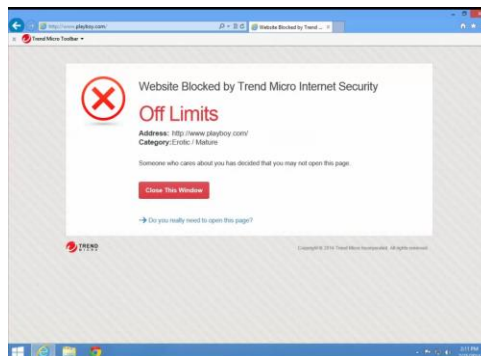


Figure 197. Trend Micro Security Off Limits Notification in Browser

42. Finally, if the user tries to use a blocked program during the hours you've chosen to block it, a popup appears saying **Program Accessed Blocked**.



Figure 198. Program Access Blocked

43. If the user knows the Trend Micro Security password on the computer, they can override the block. Naturally, for their own safety, kids being monitored should not be given access to this password.

Security Report: Parental Controls

Once you've enabled Parental Controls, Trend Micro Security Internet Security provides a security report that can give you basic information about how many times your kids have attempted to access prohibited sites and the kinds of website violations they are.

To view the Parental Controls Security Report:

1. Open the Trend Micro Security Console.



Figure 199. Console > Reports

2. Click the **Reports** icon. The **Password** screen appears.



Figure 200. Password Screen

3. Enter your password and click **OK**. The **Security Report** window appears, with **Web Threats** selected by default.

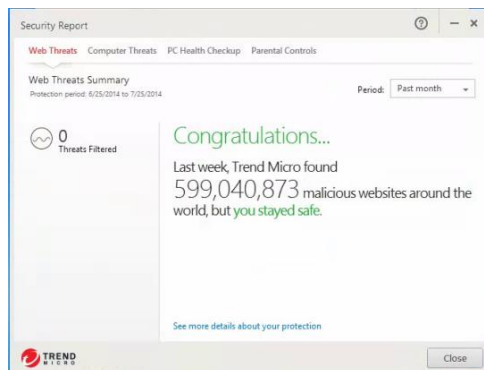


Figure 201. Security Reports > Web Threats

4. Click the **Parental Controls** tab to show the Parental Controls Security Report. The Parental Controls Security Report appears.

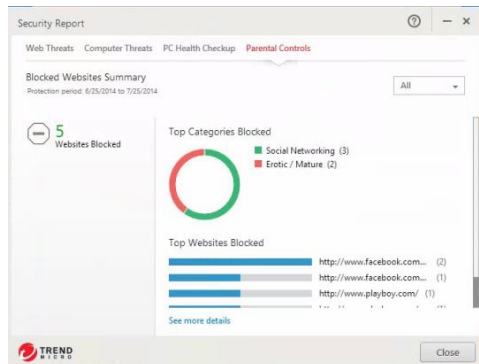
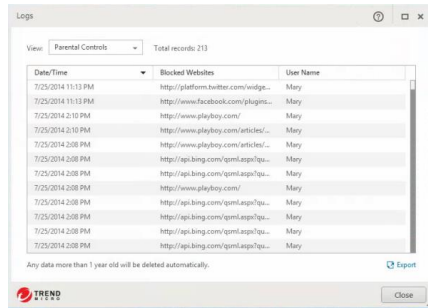


Figure 202. Parental Controls Security Report

5. The report will show the **Top Categories** and **Websites Blocked**. Use the Account pop-up to show the report for **All users**, or for a specific user account; e.g., “Mary.”

Note: The administrator will receive a monthly Security Report via email, which includes Parental Controls data.

6. Click See More Details, to display the Parental Controls log.



Date/Time	Blocked Websites	User Name
7/25/2014 11:13 PM	http://platform.twitter.com/widget...	Mary
7/25/2014 11:13 PM	http://www.facebook.com/plugins...	Mary
7/25/2014 2:10 PM	http://www.playboy.com/	Mary
7/25/2014 2:10 PM	http://www.playboy.com/articles/...	Mary
7/25/2014 2:08 PM	http://www.playboy.com/articles/...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://www.playboy.com/	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary
7/25/2014 2:08 PM	http://api.bing.com/gm/aspn/qa...	Mary

Figure 203. Parental Controls Logs

7. Note that any data more than 1 year old will be deleted automatically.
8. Click **Export** to export the Parental Controls log in .CSV or .TXT format.

Chapter 6: Trend Micro Maximum and Premium Security

This chapter provides detailed instructions for configuring and using Trend Micro Maximum and Premium Security.

Protection Overview

Trend Micro Maximum Security is functionally the most robust version of Trend Micro Security, providing everything previously described in the Trend Micro Security Antivirus+ and Internet Security chapters, but adding additional protections and tools. To enable all functions, you need a paid version of Trend Micro Maximum Security.

Trend Micro Premium Security is simply an enhanced package for Trend Micro Maximum Security, providing more seats and increased sync/backup space (25GB) in the cloud.



Figure 204. Trend Micro Security Maximum Security Welcome Screen



Figure 205. Trend Micro Security Maximum Security Console Overview



Figure 206. Data > Vault, Password Manager (auto-installed), SafeSync

Note: Trend Micro Security Maximum Security Additional Features: Vault, Password Manager (auto-installed), and 5GBs of SafeSync cloud storage. Trend Micro Security Maximum users can protect up to three devices, choosing among PC, Mac, and Mobile Android and iOS solutions. Premium Security users can protect up to five devices and obtain 25GBs of SafeSync cloud storage.

ADDITIONAL TOOLS FOR TREND MICRO SECURITY MAXIMUM SECURITY PAID VERSION

Vault

Users can enable a password-protected folder that can secure sensitive files. If the computer is lost or stolen, the vault can be sealed shut by remote control until the computer is returned to its rightful owner.

Password Manager – Auto-installed

Your installation of Trend Micro Maximum or Premium Security also auto-installs a copy of Trend Micro Password Manager onto your computer. Using Password Manager, you can easily sign into websites without having to remember multiple passwords. Generate strong passwords that are harder to crack and replace weak ones that you're using because they're easy to remember. Use the Secure Browser to access banking and other financial sites, to protect yourself against keyloggers.

SafeSync

Use SafeSync to synchronize your data across PCs, Macs, and mobile devices. Back up your data to the cloud and make it available to you no matter where you are or what device you're using. Share photos, videos, and music directly with others or via email or Social Networking sites. Trend Micro Maximum Security users get 5GBs of cloud storage; Premium Security users get 25GBs of cloud storage; purchase more space as you see fit, up to 100GBs.

Data: Vault

Vault is a password-protected folder that can protect your sensitive files. Using a password, files inside the Vault are kept invisible until you enter the password. If your computer is stolen, Vault can also seal itself shut by remote control, so that even using the password you cannot open the Vault—that is, until the computer is returned to its rightful owner, who then must report that the computer has been found.

To set up Vault:



Figure 207. Data > Vault > Configure

1. In the Trend Micro Security Console, click the **Data** icon, then **Configure** in the **Vault** panel. The Introduction to **Vault** appears.

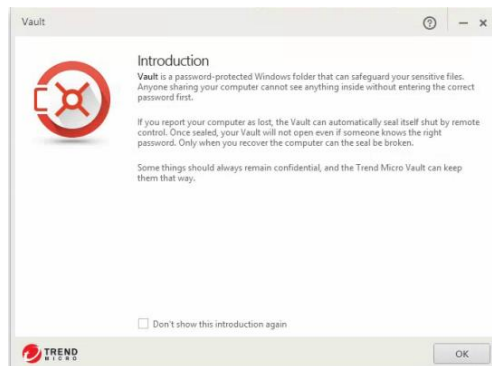


Figure 208. Data > Introduction to Vault

2. Click **OK** to close the introduction. The **Select a Password** screen appears.

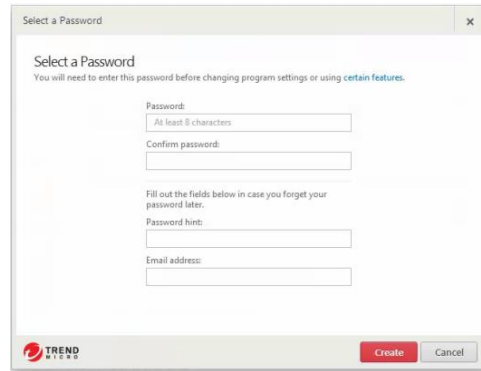


Figure 209. Select a Password

3. Enter a password and confirm it, then provide a hint and your email address and click **Create**. A setup dialog appears, telling you that you have successfully set up the Vault and to double-clicking its desktop icon to start using it.

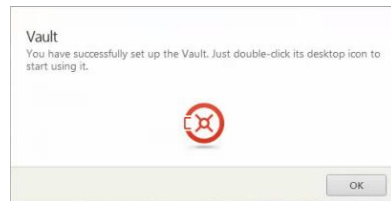


Figure 210. Vault Set Up

4. Click **OK** to close the dialog. The **Vault** window appears, with the slider turned to **On**, and instructions on reporting a loss and regaining access to the **Vault**.

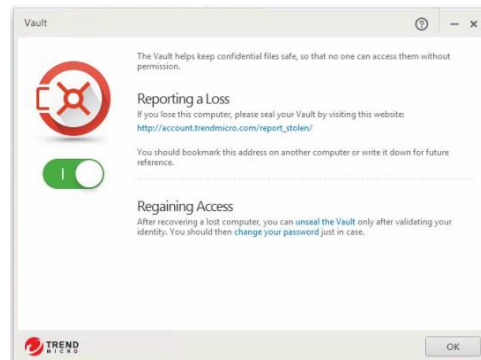


Figure 211. Vault

- The **Vault** desktop icon also appears on your desktop.



Figure 212. Vault Desktop Icon

- You can now use the Vault to protect your sensitive files, to seal the vault if your computer is stolen or misplaced, and to regain access to the vault if you've turned it off.
- To open the Vault, double-click the desktop icon. The password window appears.

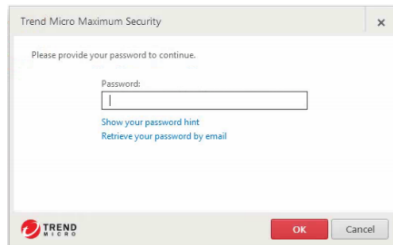


Figure 213. Vault > Password Protection

- Enter your password and click **OK**. This opens the **Vault**.

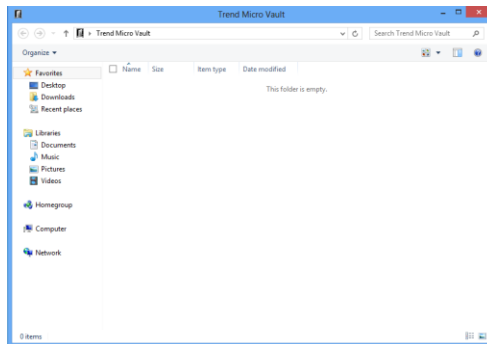


Figure 214. Trend Micro Vault

- Drag files and folders you wish to protect into the **Vault**, then close it.



Figure 215. Lock Vault Menu Item

- Right-click the Vault and select **Lock Vault** to lock it. A dialog appears, warning you that locking the vault does not automatically block access to files currently open. Make sure you close all files that need protection before you lock the Vault.

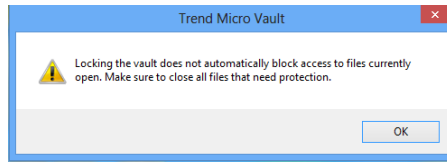


Figure 216. Trend Micro Vault Warning

11. Click **OK** to close the dialog.
12. In the Trend Micro Vault window, note the link http://account.trendmicro.com/report_stolen/ for reporting a loss.

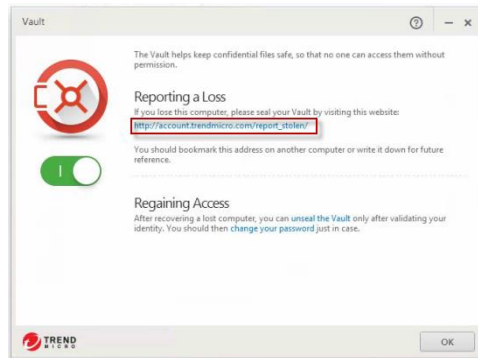


Figure 217. Reporting a Loss

13. You should bookmark this link on another computer or write it down for future reference. Clicking it takes you to the Trend Micro Vault **Report Stolen** webpage, where you can report the loss.

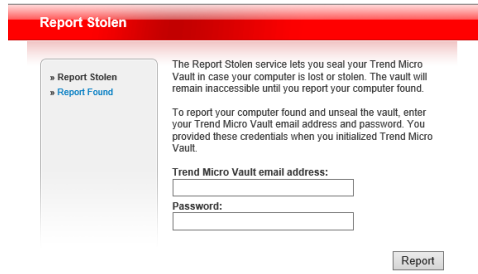


Figure 218. Report Stolen Service

14. In the **Report Stolen** webpage, enter your Trend Micro Vault email address and password and click **Report** to seal the vault. Once you do, your Vault-protected folders and files cannot be opened.
15. Once you recover the computer, open the Trend Micro Security console, click **Data > Trend Micro Vault**, re-enter your password, then click the link **Unseal the Trend Micro Vault** in the **Regaining Access** paragraph.

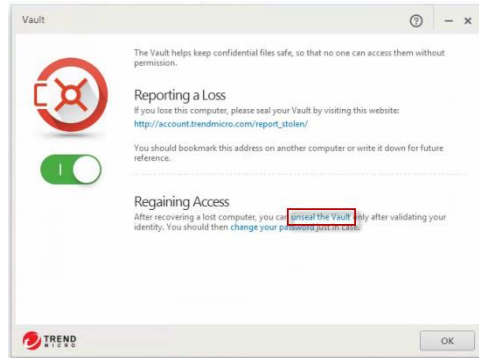


Figure 219. Regaining Access

16. This takes you to the Trend Micro Vault Report **Report Found** webpage, where you can unseal the Vault.

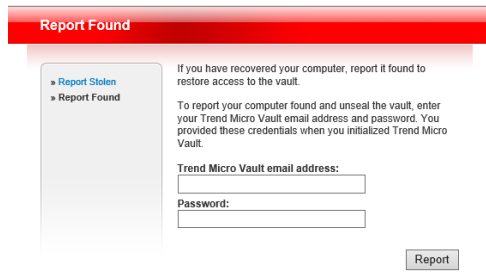


Figure 220. Report Found

17. Enter the **Trend Micro Vault email address** and **Password** and click **Report**. This unseals the Vault and you're notified by Trend Micro Security.
18. For your safety, you should now change your Trend Micro Security password.

Data: Password Manager

Trend Micro™ Password Manager helps you manage and secure all your online credentials, ensuring an easy and safe online experience, while offering a faster, more secure, and convenient way to access web sites. Using a single Master Password, users have instant access to all their login credentials, no matter where they're located or what device they're using.

A full 1-year subscription of Password Manager is auto-installed with Trend Micro Maximum and Premium Security. Features include:

- **URL and Password Management** - Automatically capture your websites and password login credentials in a complete secure environment
- **Multi-user Access** – Multiple users can use Password Manager on the same computer.
- **Local and Web Console Management** – Password Manager lets you use a Local or Web Management Console to manage your passwords, notes, and other credentials. The

Web Management Console also provides a password strength indicator, to increase the security of your accounts.

- **Cloud Storage and Synchronization** - Credentials are available across all devices where Password Management is installed
- **Password Generator** - Automatically generate strong passwords with custom criteria for increased login security
- **Secure Notes Management** - Store and manage Secure Notes regarding your accounts, logins, and procedures.
- **Password and Data Encryption** – All passwords entered in supported browsers are encrypted. AES 256-bit Encryption ensures the highest security for your data.
- **Secure Browser** - Use the Secure Browser to ensure complete security and privacy for online financial transactions.
- **Profile for Auto-Form Filling** - Create a Profile to enable auto-form filling when filling out online forms.
- **Mobile Support** - iOS and Android smartphones and tablet devices are fully supported.

To Start Using Password Manager:

1. Open the **Trend Micro Security Console** and click the **Data** icon. The **Data** screen appears.

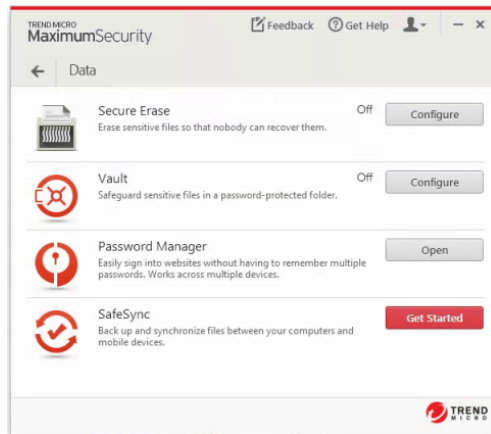


Figure 221. Data > Password Manager > Open

2. Click **Open** in the **Password Manager** panel. A **Password Manager** window appears for you to **Sign into your Trend Micro Account**.



Figure 222. Sign Into Your Trend Micro Account

- Using the same email address and password you used to register Trend Micro Security, sign into your Trend Micro Account and click **Next**. The **Ready to Get Started** screen appears.

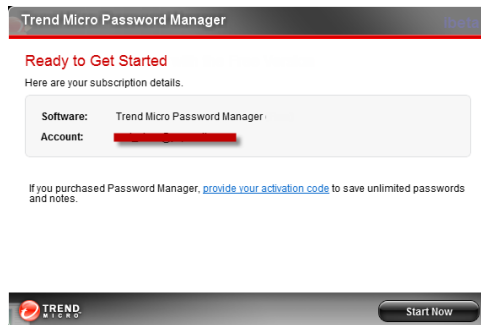


Figure 223. Ready to Get Started

- Click **Start Now**. Setup completes and a window appears, saying **Setup Complete**.



Figure 224. Setup Complete

- Click **Finished**. Your browser launches and you're prompted to enable **Trend Micro Password Manager Toolbar**. (The example uses Internet Explorer; you'll also enable the toolbar in Firefox or Chrome.)

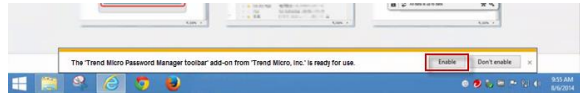


Figure 225. Enable Trend Micro Password Manager Toolbar

- Click **Enable** to enable the toolbar. The **Password Manager Toolbar** icon appears in your menu bar.



Figure 226. Password Manager Instruction Page

The **Password Manager** browser page provides simple instructions on how to **Sign Into** your online account, **Save** the password, and click the **Password Manager** icon in the future to see your saved websites.

- Click the **Password Manager** icon to open the login popup. The popup appears, saying "Provide Your Master Password to continue."

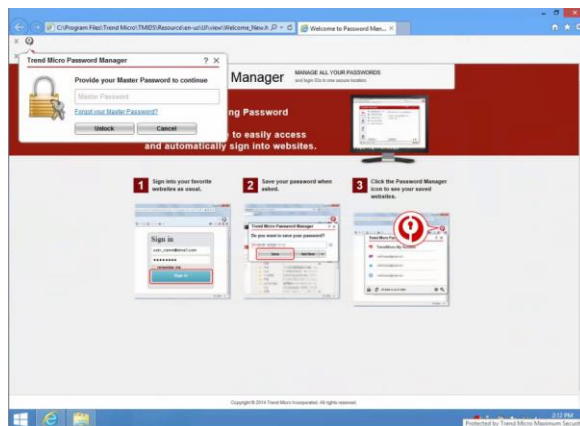


Figure 227. Provide Your Master Password to continue

- Enter your **Master Password** and click **Unlock**. **Password Manager** instructs you to start signing into your online accounts automatically.

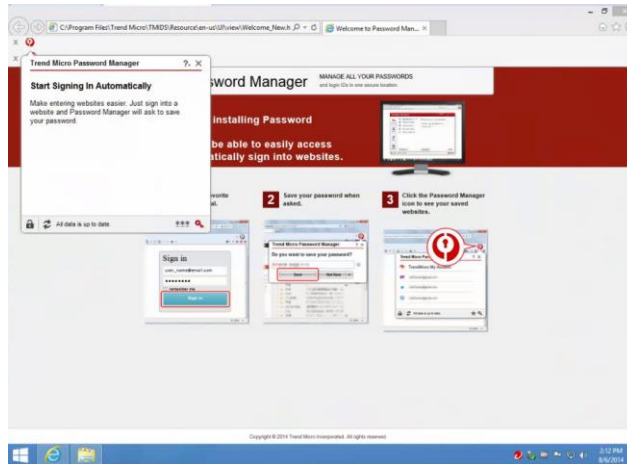


Figure 228. Start Signing In Automatically

9. Navigate to a login page for one of your online accounts. For example, www.yahoo.com and click **Mail** in the upper right-hand corner. The **Yahoo!** webmail **Sign In** page appears.

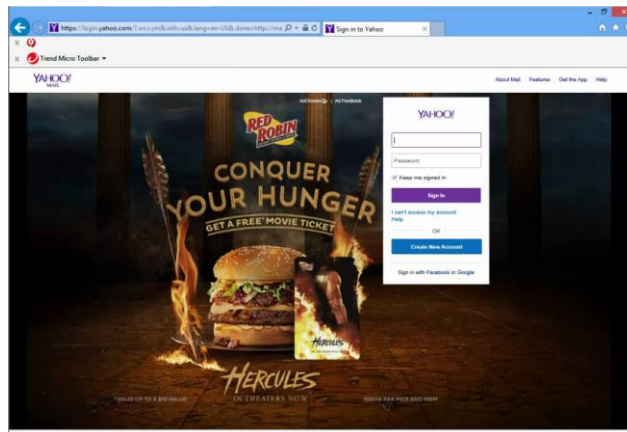


Figure 229. Yahoo! Webmail Sign In Page

10. Enter your **Yahoo!** email address and password and click **Sign In**. **Yahoo! Webmail** opens and the **Trend Micro Password Manager** popup appears in your browser asking “Do you want to save your password?”

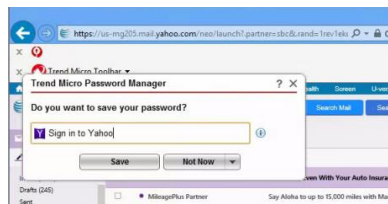


Figure 230. Do you want to save your password?

11. Click **Save** and **Password Manager** lets you know your password is saved.

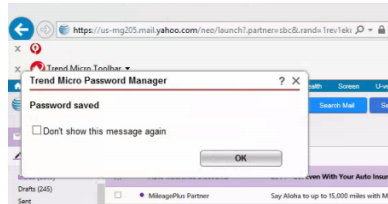


Figure 231. Password Saved

- Click **OK** to close the popup. Now sign out of your Yahoo! Webmail account and make sure you go back to the same webpage you used to sign in. When you do, **Trend Micro Password Manager** pops up and asks “Do you want to sign in again?”

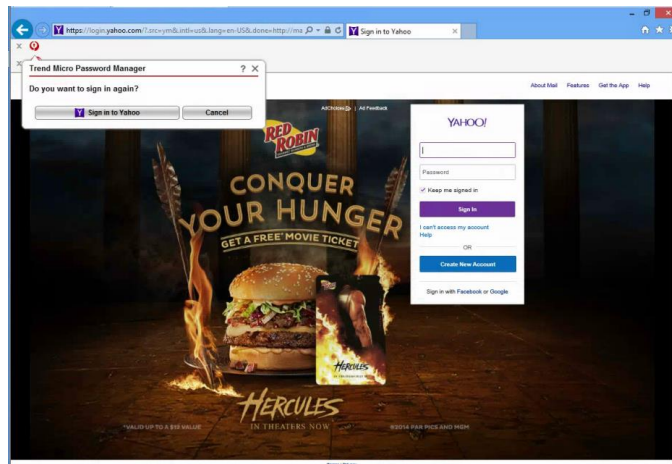


Figure 232. Sign In to Yahoo

- Click **Sign In to Yahoo**. **Password Manager** signs in for you (automatically or with a click on the webpage **Sign In** button, depending on your preference).

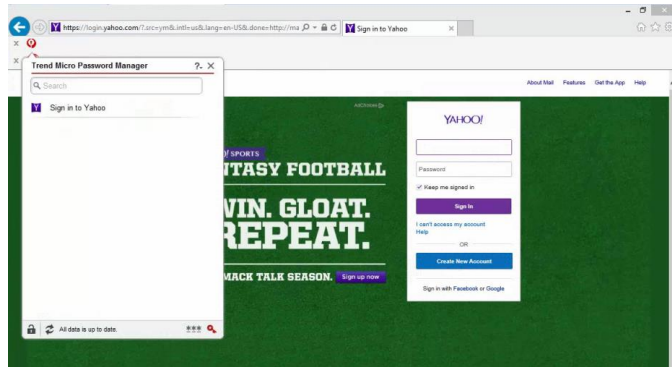


Figure 233. Password Manager Account List

- When you've signed in to Password Manager with your Master Password, just click its icon in your browser's menu bar to load the popup and do a **Search** to find a particular account. Once you find it, **Click** the saved password to automatically load the account's login page and sign you in.

15. To manage your passwords moving forward, you may access the **Password Manager Console** by returning to **Data > Password Manager** and clicking **Open** in your **Trend Micro Maximum Security Console**. The Master Password **Unlock** page appears.



Figure 234. Provide Your Master Password to Continue

16. Provide your Master Password to unlock **Password Manager**. The local **Password Manager Console** appears.



Figure 235. Trend Micro Password Manager Console

17. Use the Console to edit your **Passwords**, provide a personal **Profile** for easy form-filling, take safe **Notes**, or adjust your **Settings**.
18. Click the **Lock** in the lower left-hand corner to lock **Password Manager**.
19. For more information on using Password Manager, read the *Trend Micro™ Password Manager Product Guide*, available from Trend Micro Support at the following URL: <http://esupport.trendmicro.com/en-us/home/pages/technical-support/password-manager.aspx>

Data: SafeSync

Trend Micro™ SafeSync™ works where you want it to, backing up and syncing files between your computers and mobile devices. You can stream music and video to your PC, Mac, Android or iOS smartphone, share photos with friends on your tablet, or just play it safe and keep secure backups of your most important memories on all your devices.

SafeSync is featured with the Trend Micro Security Maximum (5GB) and Premium (25GB) editions. SafeSync is provided in two versions: SafeSync for Consumer and SafeSync for Business. SafeSync for Consumer (part of your Maximum or Premium Security package) includes:

Synchronized Backup and Sharing

- SafeSync works quietly in the background, securely backing up your digital content to the cloud
- SafeSync keeps your files synchronized. When you make a change it filters down to your other SafeSync-enabled computers
- Your files are at your fingertips, so you can access them anytime and anywhere from any computer or mobile device
- You can invite your Facebook, Twitter, or LinkedIn contacts to view your shared albums, or send links directly to family and friends via your default email client, Gmail, Windows Live Mail, or Yahoo! Mail
- SafeSync synchronizes your PC and Mac, as well as your Android or iOS smartphone or tablet.

SafeSync Security

- Trend Micro cannot see your files without your authorization
- Data is transferred using the same 256-bit AES encryption used by financial institutions for security
- You have the ability to share or revoke access to your shared files at any time
- Trend Micro firewalls defend equipment from cyber attack
- Trend Micro's network and server security systems use an industry best-practice secure-permission structure to provide SafeSurfing file access
- Load balancers ensure constant availability of online backup and file restoration, even in the event of an equipment failure
- Each file is secured on multiple independent storage clusters with continuous backup; network partitioning ensures backup storage clusters cannot be accessed from the Internet
- Redundant servers ensure you can always access your data

To get started with SafeSync:

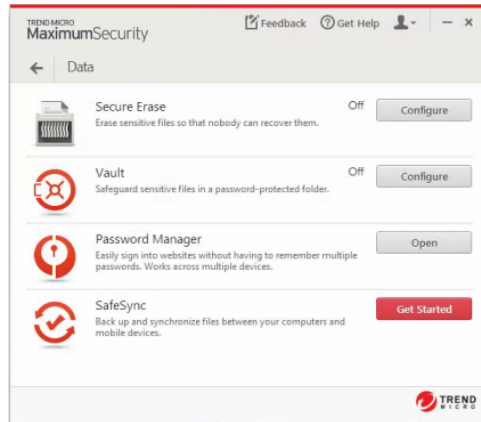


Figure 236. Data > SafeSync > Get Started

1. Open the **Trend Micro Security Console** and click **Data > SafeSync > Get Started**. The **SafeSync** webpage appears.



Figure 237. SafeSync > Start Now

2. Click **Start Now** to begin downloading SafeSync. The **Set up SafeSync** screen appears.

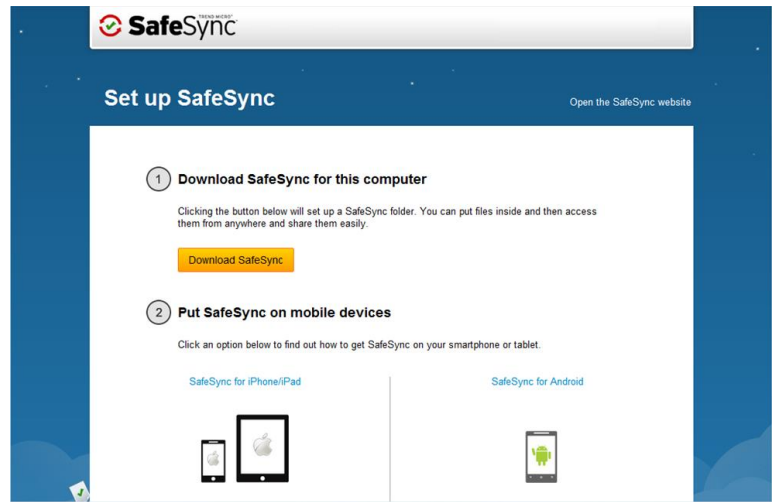


Figure 238. Set up SafeSync

3. Click **Download SafeSync**. A popup appears in your browser; in Internet Explorer it's at the bottom of your browser.



Figure 239. Run or Save SafeSync

4. Click **Run**. The **User Account Control** dialog appears, asking “Do you want to allow the following program to make changes to this computer?”



Figure 240. User Account Control

5. Click **Yes**. The Trend Micro SafeSync **License Agreement** appears.

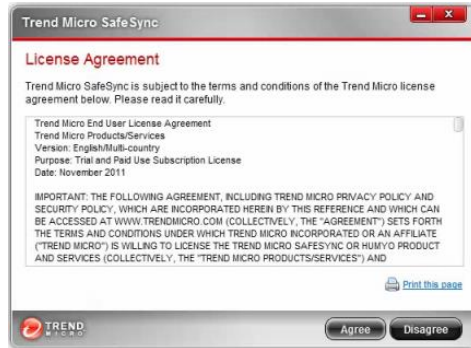


Figure 241. License Agreement

6. Read the **License Agreement**. If you agree, click **Agree**. A screen appears, where SafeSync asks you where you'd like to put the SafeSync Folder.



Figure 242. Where Do You Want the SafeSync Folder?

7. Choose another location, or keep the default location and click **Install**. A **Setting Up SafeSync** screen appears, providing details on what to expect. Note that Windows Explorer will briefly close and reopen during this process and the Windows taskbar will briefly disappear and then reappear. Before proceeding, please save any files that you have open.



Figure 243. Setting Up SafeSync

8. Click **Continue**. SafeSync Installs and presents you with a **Sign In** screen.



Figure 244. Sign in with your Trend Micro SafeSync Account

9. Enter the same **Email Address** and **Password** you used to register Trend Micro Maximum Security (and to create your account) and click **Sign In**. **SafeSync** signs in to your Trend Micro Account and is activated. A series of demo screens appear, giving you basic instructions on using SafeSync. Click **Next** to proceed through each window.



Figure 245. Drag and drop files into your SafeSync folder

10. Drag and drop files into your **SafeSync Folder**.

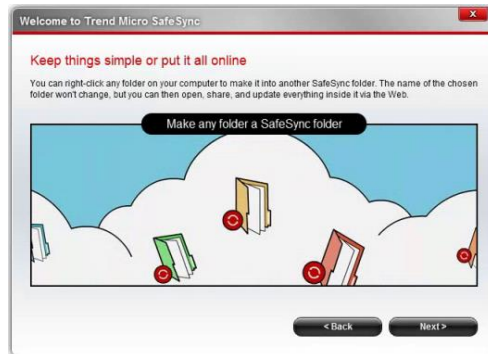


Figure 246. Keep things simple or put it all online

11. Make any folder a SafeSync Folder by simply right-clicking it and selecting **SafeSync > Make this a SafeSync Folder** in the popup menu.

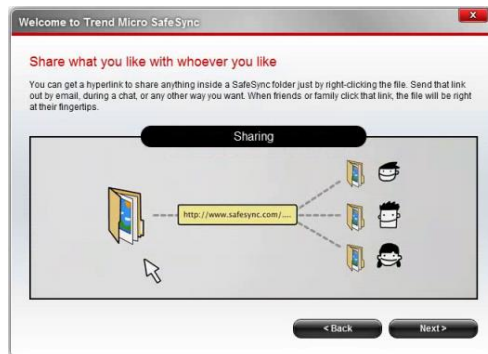


Figure 247. Share What You Like

12. Share what you like with whoever you like by right-clicking a SafeSync folder and selecting **SafeSync > Share This....**

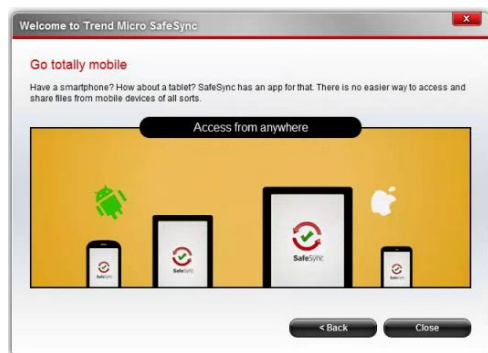


Figure 248. Go Total Mobile

13. Download and install SafeSync on your Mac, Android or iOS devices, to access your files anywhere, on any device.

14. Click **Close** to close the demo screen. Your **SafeSync Folder** opens for you to begin syncing your files to the cloud.

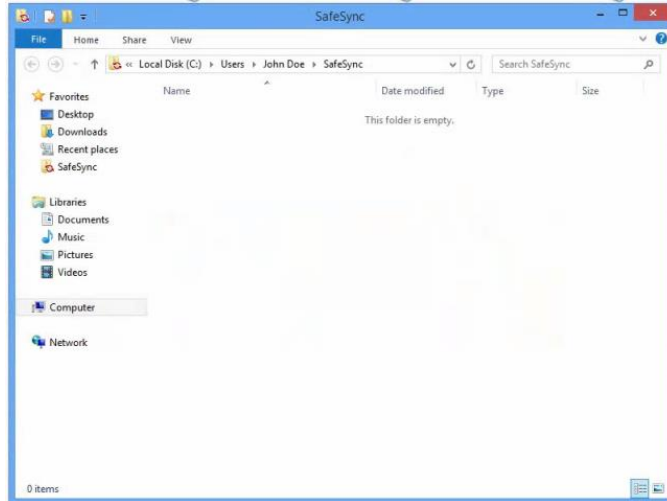


Figure 249. SafeSync Folder

15. Simply drag folders and files into your **SafeSync Folder** to begin syncing them. When you include them here on other devices, they appear also in this folder on this and all your other devices.

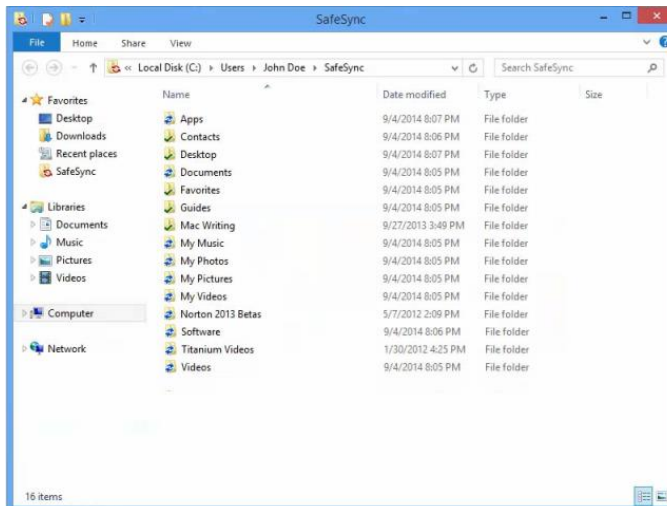


Figure 250. SafeSync Folder Updating

16. For more information on using SafeSync, read the *Trend Micro™ SafeSync for Consumer Product Guide*, available from Trend Micro Support at the following URL:
<http://esupport.trendmicro.com/en-us/home/pages/technical-support/safesync.aspx>

Chapter 7: Trend Micro Security Feedback, Get Help, and Identity Menus

All Trend Micro Security editions provide **Feedback, Get Help, and Identity** menus in the Console.

Feedback

To Provide Feedback:

1. Open the Trend Micro Security Console.

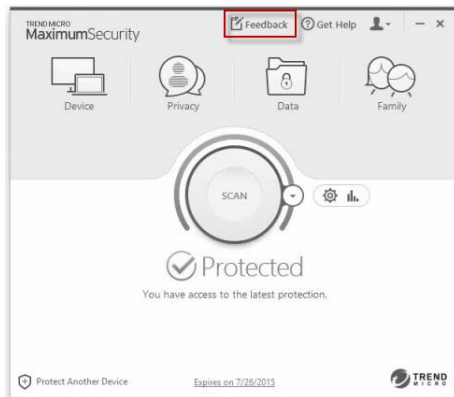


Figure 251. Feedback

2. Click the **Feedback** link in the console. The **Feedback** dialog appears.

3. Enter your **First Name, Last Name, and Email Address**, choose a feature or service you wish to provide feedback for from the dropdown list (e.g., PC Health Checkup and Security Scans), then share your thoughts (in under 300 words please!) and click **OK**.
4. Your feedback is sent to Trend Micro.

Get Help

To Get Help:



Figure 252. Get Help

1. Click the **Get Help** link in the console. The **Trend Micro Maximum Security Support** page appears.

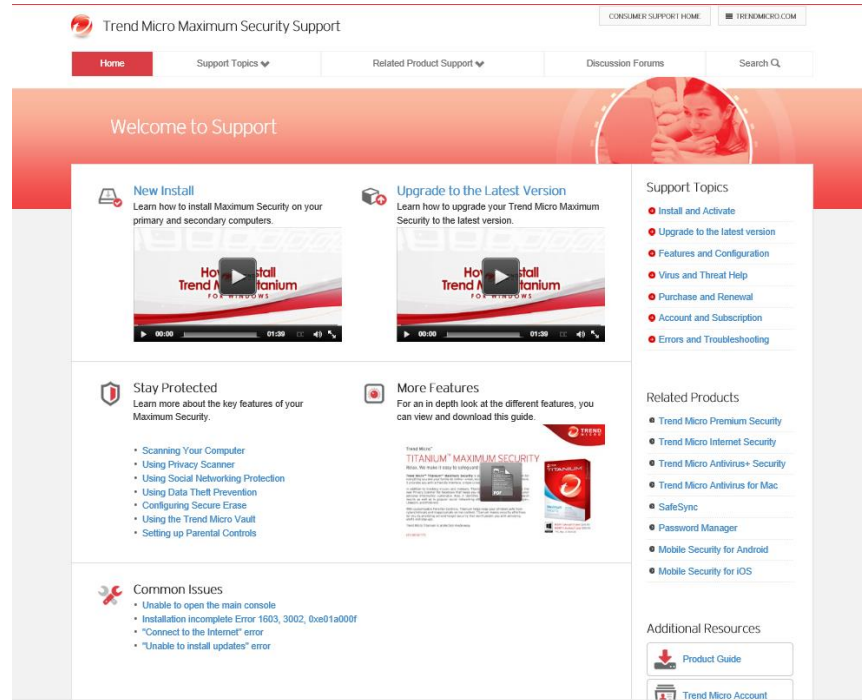


Figure 253. Trend Micro Maximum Security Support

2. Here you can get access to training videos, this product guide, and a wide range of support topics to help you get the most out of your security software. Use the drop-down menus for **Support Topics** and **Related Product Support** to obtain relevant information, or click the **Discussion Forums** link for the latest discussion and support.

Account

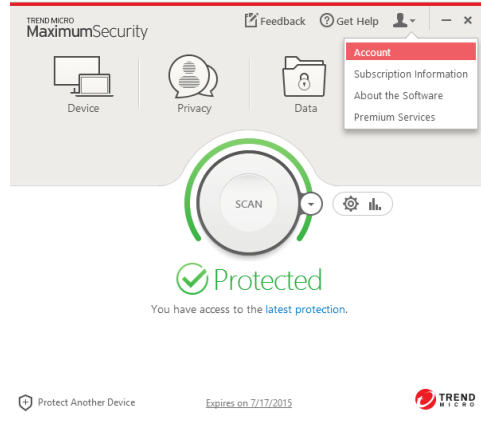


Figure 254. Account

1. Select the **Identity > Account** menu item in the Console. The **Trend Micro Account** webpage appears.

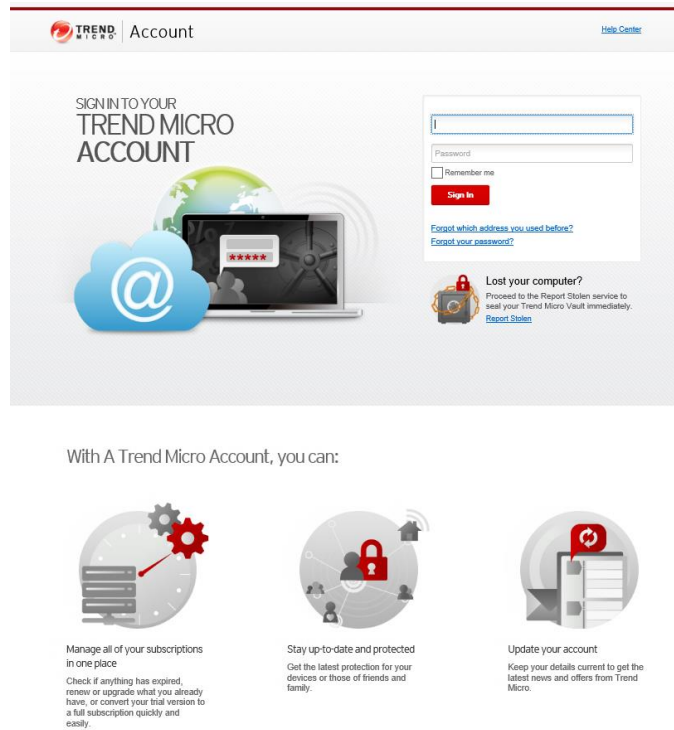


Figure 255. Trend Micro Account Webpage

2. In the **Trend Micro Account** page you can sign in to your account if you've already purchased Trend Micro products or services, manage all of your subscriptions in one

place, stay up-to-date and protected by getting the latest protection for your devices or those of friends and family, and you can update your account.

Subscription Information



1. Select the **Identity > Subscription Information** menu item in the Console. The **Subscription Information** screen appears.

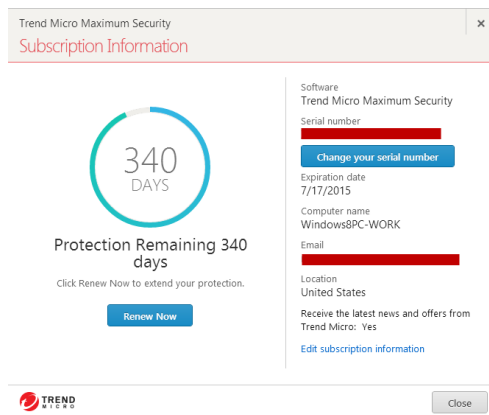


Figure 256. Subscription Information

2. In the **Subscription information** screen, you can view the days of protection remaining in your subscription, renew it, view the edition of Trend Micro Security installed on your computer, change your serial number, view your Expiration Date, your Computer Name, the email address the software is registered to, your location, and whether you've chosen to receive the latest news and offers from Trend Micro. Click **Edit subscription information** to edit it.

About the Software



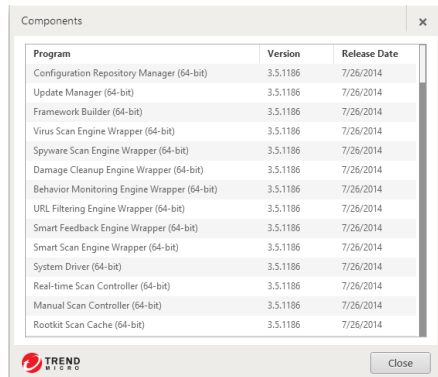
Figure 257. About the Software

1. Select the **Identity > About the Software** menu item in the Console. The **About the Software** screen appears and automatically queries the Trend Micro servers to provide any available updates of your software.



Figure 258. About Your Software

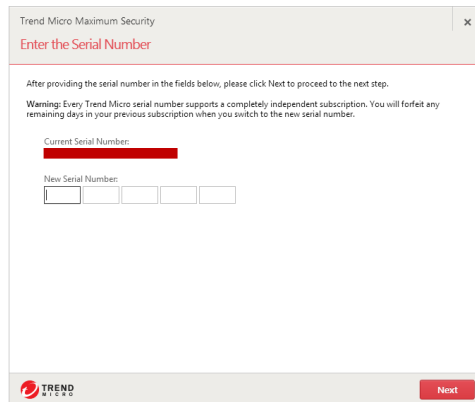
2. In the **About Your Software** screen you can view the version of your software and even the version of the components by clicking **Component Versions**.



Program	Version	Release Date
Configuration Repository Manager (64-bit)	3.5.1186	7/26/2014
Update Manager (64-bit)	3.5.1186	7/26/2014
Framework Builder (64-bit)	3.5.1186	7/26/2014
Virus Scan Engine Wrapper (64-bit)	3.5.1186	7/26/2014
Spyware Scan Engine Wrapper (64-bit)	3.5.1186	7/26/2014
Damage Cleanup Engine Wrapper (64-bit)	3.5.1186	7/26/2014
Behavior Monitoring Engine Wrapper (64-bit)	3.5.1186	7/26/2014
URL Filtering Engine Wrapper (64-bit)	3.5.1186	7/26/2014
Smart Feedback Engine Wrapper (64-bit)	3.5.1186	7/26/2014
Smart Scan Engine Wrapper (64-bit)	3.5.1186	7/26/2014
System Driver (64-bit)	3.5.1186	7/26/2014
Real-time Scan Controller (64-bit)	3.5.1186	7/26/2014
Manual Scan Controller (64-bit)	3.5.1186	7/26/2014
Rootkit Scan Cache (64-bit)	3.5.1186	7/26/2014

Figure 259. Component Versions

3. Click the **Serial Number** link to change it. A screen appears for you to Enter the Serial Number.



Trend Micro Maximum Security

Enter the Serial Number

After providing the serial number in the fields below, please click Next to proceed to the next step.

Warning: Every Trend Micro serial number supports a completely independent subscription. You will forfeit any remaining days in your previous subscription when you switch to the new serial number.

Current Serial Number:
[REDACTED]

New Serial Number:
[] [] [] [] []

Next

Figure 260. Enter the Serial Number

4. Click **Next** to update your software with the new serial number. Your new serial number and its subscription is applied to your software.

Premium Services

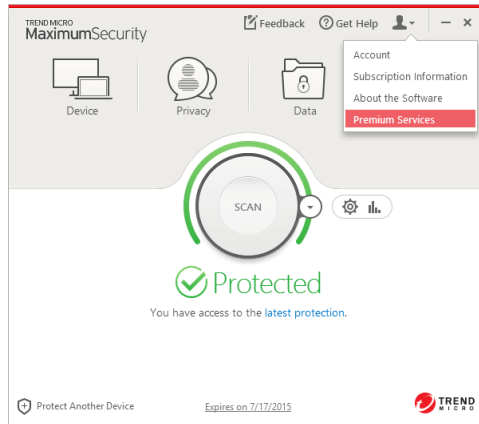


Figure 261. Premium Services

1. Select **Premium Services** to access a webpage to learn everything you need to know about **Premium Services for Home Users**.

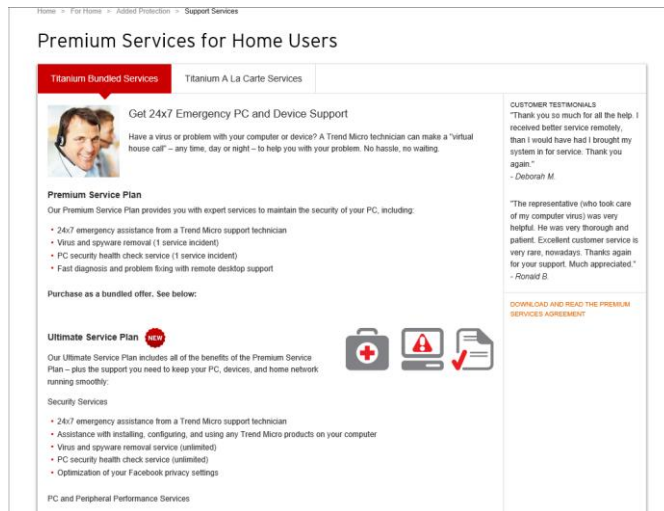


Figure 262. Premium Services for Home Users

Chapter 8: Windows 8 Modern UI Applications

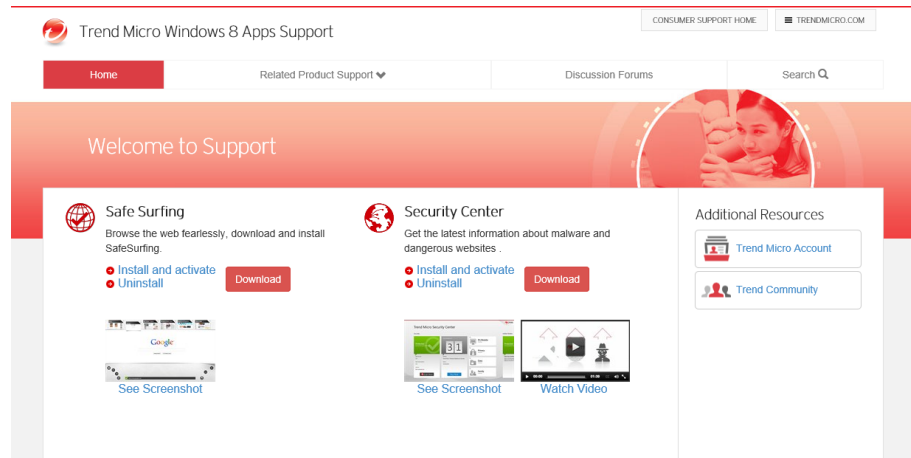
Trend Micro Security provides two Windows 8/8.1 Modern UI security applications available through the Windows Apps Store. You launch a Windows 8 Modern UI application by clicking the icon on a PC or by tapping it on a mobile device.

Trend Micro™ SafeSurfing is a secure browser for Windows 8/8.1 that has security technology built right in. It provides you with a safer browsing experience by including safe search results ratings, social networking security, and more. Browse the web when using Windows 8 Modern UI without worry with Trend Micro SafeSurfing.

Trend Micro™ Security Center for Windows 8/8.1 delivers current information about malware outbreaks in your area, offering insights into dangerous websites and malicious file downloads to avoid near you. For Trend Micro Security™ customers, it also provides up-to date information about your protection status. Surf the web knowing your protection is current and what sites to avoid with Trend Micro Security Center.

Go here for more information on the Trend Micro Windows 8 Apps:

<http://esupport.trendmicro.com/en-us/home/pages/technical-support/windows-8-apps.aspx>



SafeSurfing Browser

To use the SafeSurfing browser:



Figure 263. SafeSurfing

1. Click the **SafeSurfing** icon. The **SafeSurfing** license agreement appears.



Figure 264. SafeSurfing License Agreement

2. Read the license agreement. If you agree to the terms of the agreement, click **Agree**. The **SafeSurfing** splash screen appears.

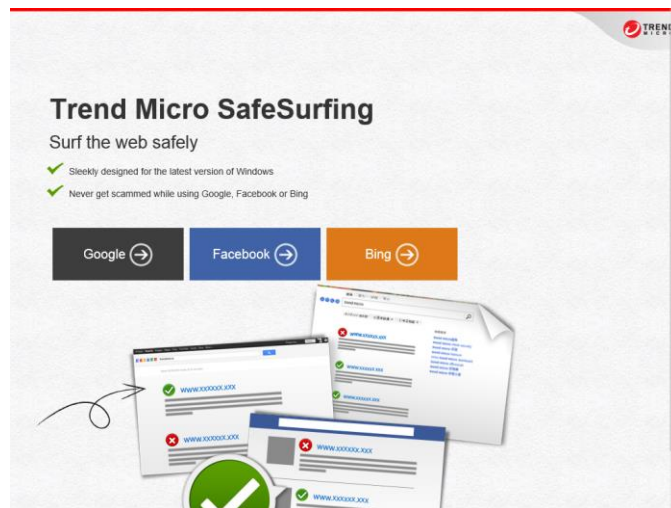


Figure 265. SafeSurfing Splash Screen

3. Activate the **SafeSurfing** menus by positioning your mouse near the top of the screen. When a hand appears, **right-click**; or use the **Windows-Z** hotkey. The **SafeSurfing** menus appear.

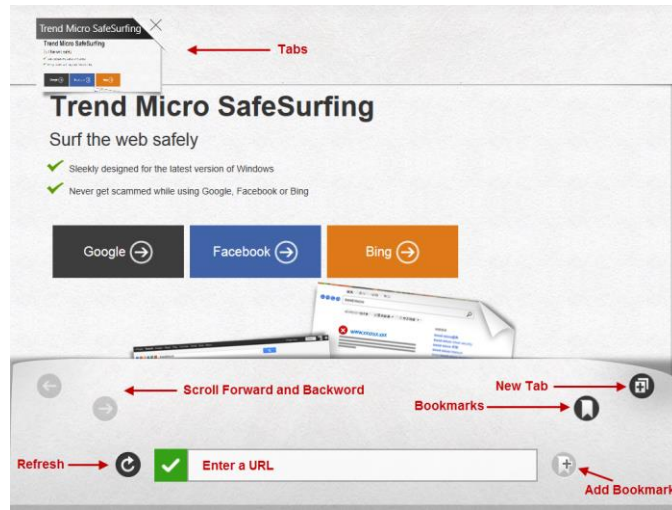


Figure 266. SafeSurfing Menus

4. SafeSurfing's simple functions include the following:
 - **Tabs**, which accumulate across the top menu as you browse. Click the **New Tab** icon to create a new tab.
 - Splash buttons for Google, Facebook, and Bing
 - **Forward** and **Backward** scroll buttons when browsing
 - A **Refresh** button to refresh the browser display
 - A **Bookmarks** icon, to navigate to the bookmarks page
 - An **Add Bookmarks** icon, to add bookmarks for key webpages you'd like to have easy access to.
5. Click on Google to do a search; for example, using the term "hacker." View the safe search results.

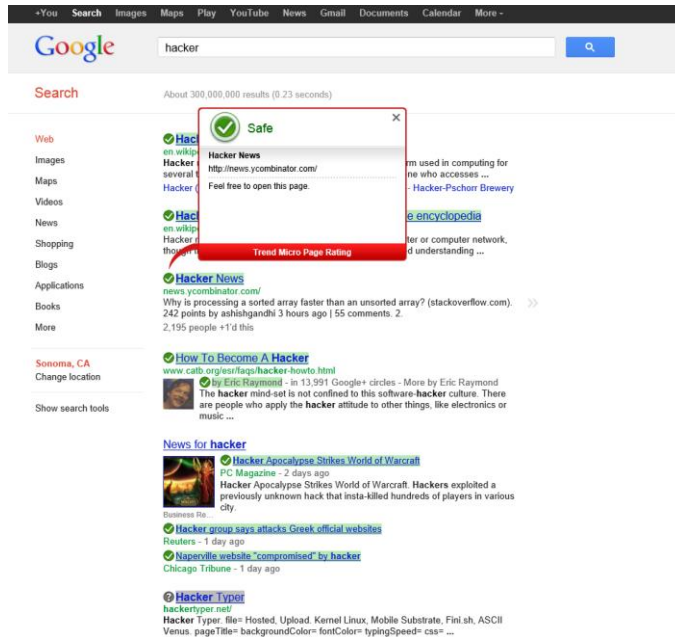


Figure 267. SafeSurfing Safe Search / Link Ratings Results

- Similarly, click on Facebook link in the main page, then log into Facebook to view SafeSurfing’s safe link functions for social networking.



Figure 268. Link Ratings in Facebook

To add / delete a bookmark:

- Show the **SafeSurfing** search field by typing **Windows-Z** on your keyboard. The search field displays in the lower menu.
- Type the URL of a site you wish to bookmark and hit **Enter** on your keyboard. The webpage displays.

3. Open the SafeSurfing menus again by retyping **Windows-Z** on your keyboard.
4. Click the **Add Bookmark** icon. The **Bookmark Added!** popup appears.

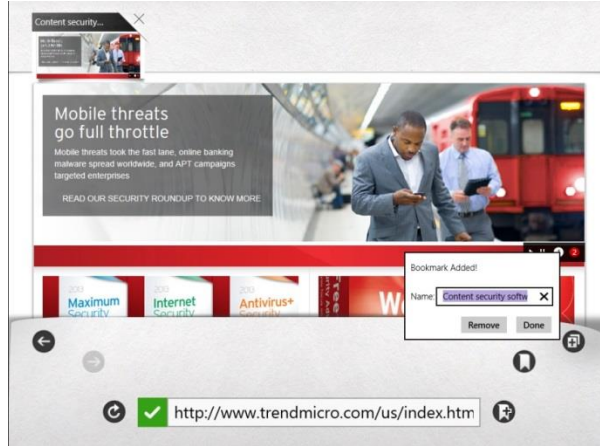


Figure 269. Adding a Bookmark

5. Use the default name, or type an alternate name you wish to give the bookmark and click **Done**. The bookmark is added to the **Bookmarks** page.
6. Click the **Bookmarks** icon to show the **Bookmarks** page and the bookmark you've added will be shown in the list.

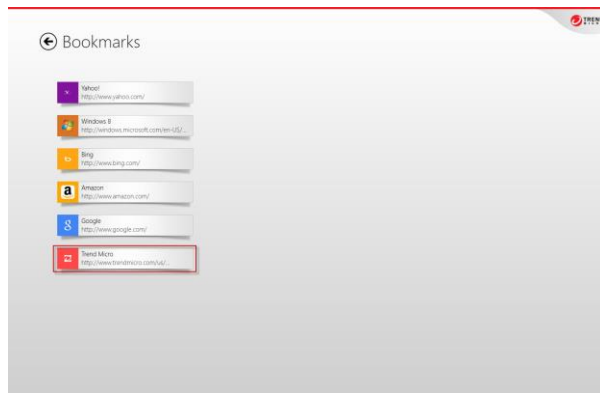


Figure 270. Bookmark Added

7. Right-click a bookmark to delete it; or click several bookmarks to delete them as a group. The **Trashcan** appears in the lower left-hand corner of the window.

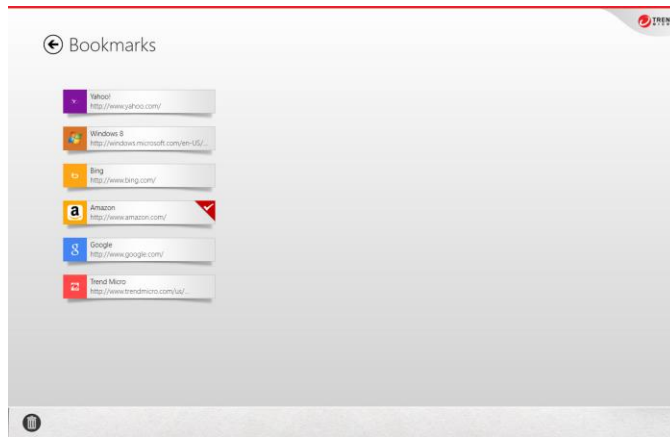


Figure 271. Deleting a Bookmark

8. Click the **Trashcan** to delete the bookmark(s).
9. Click the **Bookmarks** back-arrow to return to the main browser window.

To browse using Tabs:

1. After browsing successive websites, type **Windows-Z** on your keyboard to display the menus. Your **Tabs** display in the upper menu.
2. Click a **Tab** to display a website.

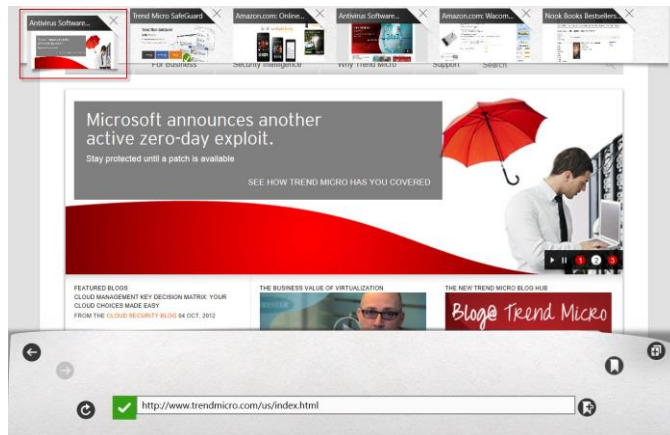


Figure 272. Using Tabs to Browse

3. Click the **Closebox (X)** in a **Tab** to delete it from the **Tabs** menu.

Security Center

To use the Security Center:



Figure 273. Security Center

7. Click/Tap the **Security Center** icon. The **Security Center** license agreement appears.



Figure 274. Security Center License Agreement

8. Read the license agreement. If you agree to the terms of the agreement, click **Agree**. The Trend Micro Security Center screen appears, with a popup asking Do you want to turn on location services and allow Trend Micro Security Center to use your location?

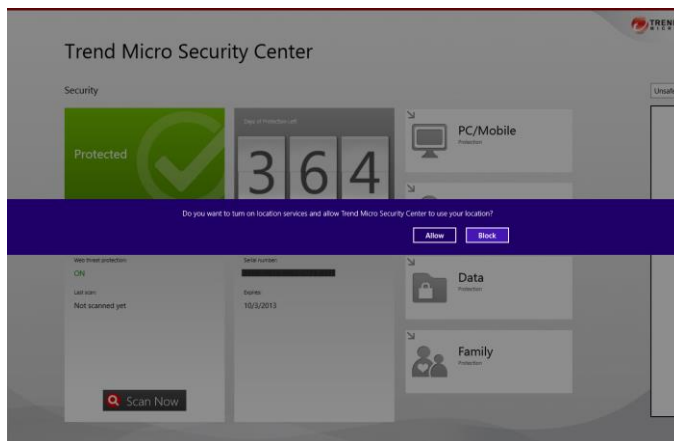


Figure 275. Security Center with Location Popup

9. If you do, click **Allow**. The **Trend Micro Security Center** main screen appears.

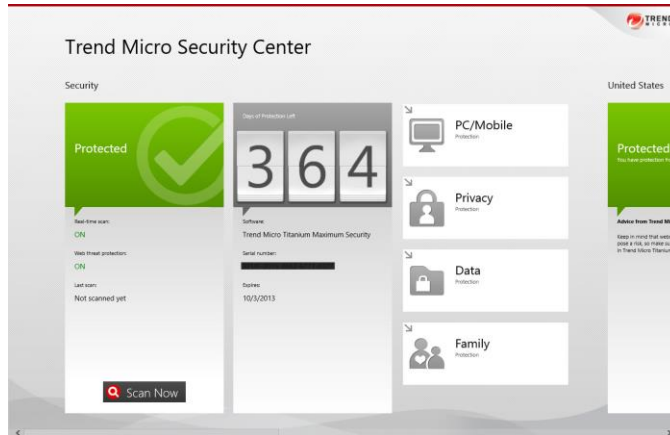


Figure 276. Protection, License, Trend Micro Security Settings

10. The first three panels of the **Security Center** provide essential data and tools:
 - **Protection Panel.** This panel shows the status of your protection and includes information on the **Real-time Scan**, your **Web Threat Protection**, the date of your **Last Scan**, and a **Scan Now** button, which launches Trend Micro Security and executes a **Quick Scan**.
 - **License Information.** The counter shows you how many days left you have on your subscription, the Serial Number for your License, and the Expiration Date.
 - **Trend Micro Security Console Tabs/Settings.** The **PC/Mobile**, **Privacy**, **Data**, and **Family** launch panels provide easy access into the **Trend Micro Security Console** settings. Clicking/tapping a panel launches the Trend Micro Security Console and takes you to the category you've clicked, so you can edit the relevant settings.
11. For example, click **Scan Now** in the **Security Center**. A popup appears, asking **Did you mean to switch apps?**

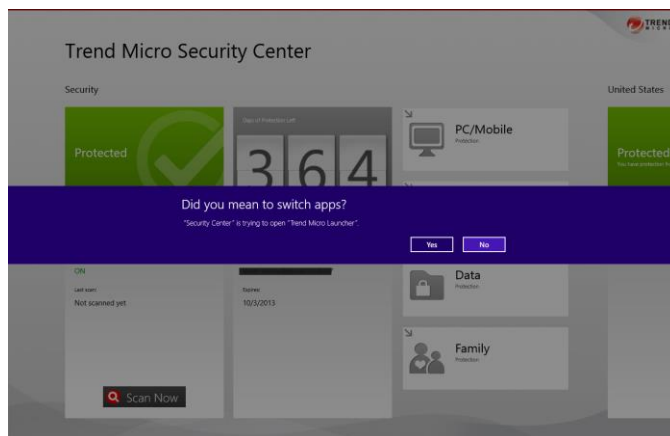


Figure 277. Did You Mean to Switch Apps?

12. Click **Yes**. Trend Micro Security launches and conducts a **Quick Scan**.

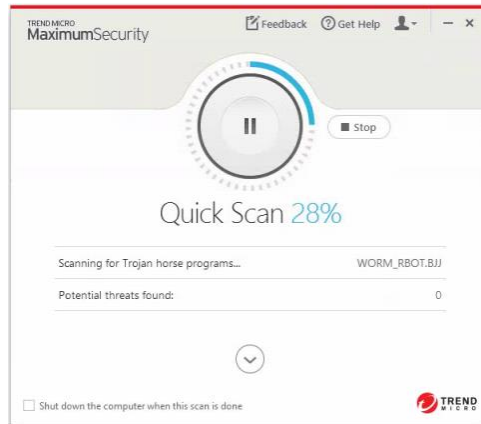


Figure 278. Quick Scan

13. Using another example, click **PC/Mobile** in the third panel of the **Security Center** to launch the Trend Micro Security Console.
14. Click **Yes** again when the popup asks you **Did you mean to switch apps?** The **Trend Micro Security Console** appears



Figure 279. Trend Micro Security Console (Maximum Security)

15. Click the relevant settings icon to configure those settings.
16. Back in the **Security Center**, scroll the right to view the central panels. These provide data on the 10 most unsafe websites and 10 most active malicious files.



Figure 280. Unsafe Websites, Malicious Files

17. Click a right-arrow of a malicious file in the list to load your browser and find out more details about the malware in the **Trend Micro Threat Encyclopedia**.

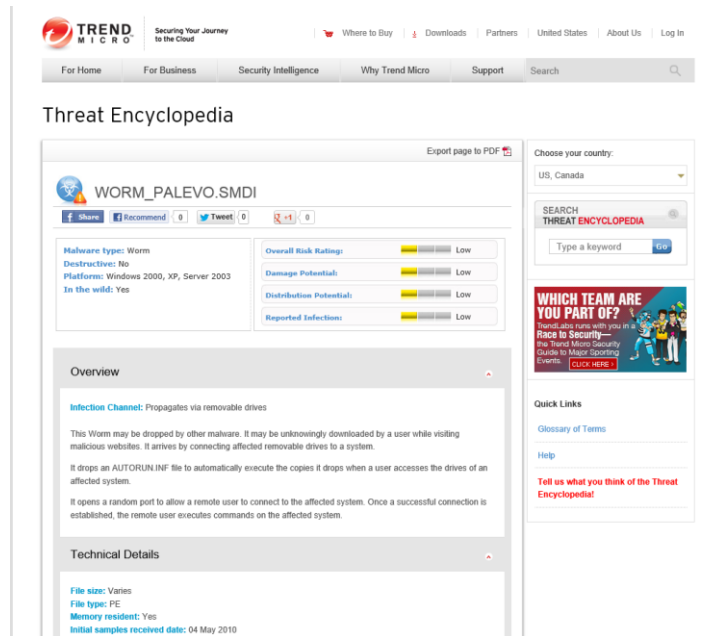


Figure 281. Trend Micro Threat Encyclopedia

18. Back in the **Security Center**, scroll to the right to see the right-hand panel of the Security, which provides a Regional Map of **Safe**, **Risky**, and **Not Checked** websites and files.

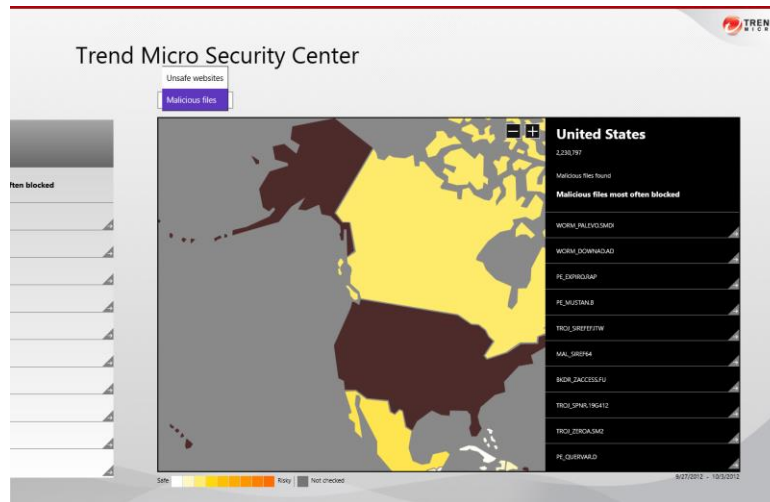


Figure 282. Unsafe Websites, Malicious Files, Regional Map

19. Select a subregion or country in the map to view the frequency of the unsafe website or malicious file in that location.
20. Use the popup menu to toggle the Regional Map between **Unsafe Websites** and **Malicious Files** in the **Security Center**.

About Trend Micro

Trend Micro, a global leader in security software and solutions, strives to make the world safe for exchanging digital information. For the past 25+ years, its employees have been inspired to protect individuals, families, businesses and governments as they look to harness the potential of emerging technologies and new ways of sharing information.

In today's organizations, information has become the most strategic asset; embodying competitive advantage and powering operational excellence. With the explosion of mobile, social and cloud technologies, protecting this information has become more challenging than ever. Organizations need smart protection of information, with technology that is simple to deploy and manage, and security that fits an evolving ecosystem. Trend Micro solutions enable a smart protection strategy for organizations. Smart. Simple. Security that fits.

Trend Micro provides layered content security for mobile devices, endpoints, gateways, servers and the cloud. Leveraging these solutions, organizations can protect their end users, their evolving data center and cloud resources, and their information threatened by sophisticated targeted attacks.

All of our solutions are powered by cloud-based global threat intelligence, the Trend Micro™ Smart Protection Network™, and are supported by over 1,200 threat experts around the globe. For additional information, visit www.trendmicro.com.

