Trend Micro™

Titanium™ Internet Security for Mac 2014

Product Guide

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Chapter 1: Introducing Trend Micro™ Titanium™ Internet Security for Mac

This chapter introduces you to Trend Micro™ Titanium™ Internet Security for Mac. The topics discussed in this chapter include:

- Product Overview
- Key Features
- System Requirements
- Incompatible Software
- Internet Connection

Product Overview

Platform-Independent Threats

Motivated by the lure of profits from the sale of stolen confidential information, cyber criminals of today have shifted to the Web and to social networking sites as their chosen attack vectors, which provide ideal environments for cybercrime. Mac users expose more information than they should on social networks—and don’t understand how they can set their privacy settings to protect against identity theft; while Web Threats, which include “phishing” scams, take advantage of human weakness more than just operating system vulnerabilities, making these attacks truly “platform-independent.” Web Threats, particularly within social networks, are the fastest growing type of attack, and Mac users are just as susceptible as PC users.

Trend Micro™ Titanium™ Internet Security for Mac

Trend Micro™ Titanium™ Internet Security for Mac is designed to meet the security needs of Mac users. Rather than just porting a Windows-based product to the Mac, Trend Micro built Titanium for Mac from the ground up. Taking this approach has allowed Trend Micro to focus on easy-to-use features that Mac users have come to expect, and to make the software work smoothly and seamlessly within the Mac operating system.

Titanium Internet Security for Mac 2014 helps you secure your privacy on Facebook, Google+, and Twitter. And protection against platform-independent Web Threats, which include “phishing” scams and unsafe websites, is powered by Trend Micro’s innovative cloud-based Web Reputation technologies, the Trend Micro Smart Protection Network.

Trend Micro Titanium Internet Security for Mac also guards against infection by malicious software (viruses and spyware), with automatic, real-time scanning and automatic pattern file updates. The security technology behind these features results from Trend Micro’s 25 years of security industry expertise.
Key Features

**Trend Micro™ Titanium™ Internet Security for Mac 2014** provides full-featured security in an easy-to-use program that won’t get in your way during your daily activities.

**Essential Protection.** Titanium protects you from a wide range of malware, including viruses, spyware, image spam, and rootkits.

**New! Privacy Scanner.** Titanium Internet Security for Mac 2014 adds a Privacy Scanner for Facebook, Google+, and Twitter. The Privacy Scanner lets you check your privacy settings on these leading social networking sites and automatically change them, to better protect your privacy.

**Detect Web Threats.** Titanium is automatically configured to protect you from Web threats. It blocks Instant Messaging and email links that lead to dangerous websites. It protects against phishing scams that can trick you into revealing confidential information. And it prevents websites from installing dangerous software on your Mac.

**Trend Micro Toolbar.** Enabled for Safari, Google Chrome, or Mozilla Firefox, the Trend Micro Toolbar proactively warns you about any security risks associated with links on websites you visit. A page rating icon appears next to links on social networking sites, web mail, and search results. You can also mouse over a URL to obtain details about its trustworthiness.

**Real-Time Scanning.** Titanium scans your Mac’s memory in real time, so that you’re always protected from any files downloaded onto your computer.

**Automatic Updates.** Titanium is preconfigured to automatically receive updates to signatures and program files whenever they’re available.

**Family Protection.** Titanium allows you to filter your family’s access to the web by age groups and content categories. You can make exceptions to these general rules by adding URLs to Approved or Blocked Website lists. Ensure your family only views the content you approve.

**Custom and Scheduled Scanning.** Scan options allow “smart scans” to target typical areas on your system where malware lurks, as well as full scans and targeted scans—to pinpoint where the scan should occur. You can also designate the actions taken. And you can schedule scans to fit your own schedule.

**Logs.** Titanium produces logs of its activity, so you always have a history of every action it takes and the results. This greatly assists malware troubleshooting.
System Requirements

Before you attempt to install Trend Micro Titanium Internet Security for Mac, make sure that your Mac meets all of the minimum system requirements.

Table 1. Titanium Internet Security for Mac

<table>
<thead>
<tr>
<th>Operating System</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OS® X version 10.8 &quot;Mountain Lion&quot;</td>
<td>Apple Macintosh computer with an Intel® Core™ Processor</td>
<td>2GB</td>
<td>1.5GB</td>
</tr>
<tr>
<td>Mac OS® X version 10.7 &quot;Lion&quot;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(10.7 or higher)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Requirements

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Apple® Safari® 5.1 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mozilla® Firefox® 22.0 or previous versions still supported by Mozilla</td>
</tr>
<tr>
<td></td>
<td>Google Chrome™ 28 or previous versions still supported by Google</td>
</tr>
</tbody>
</table>

Incompatible Software

To ensure successful installation of Trend Micro Titanium Internet Security 2014 for Mac you should uninstall other antivirus software first.

Internet Connection

Trend Micro Titanium for Mac needs an Internet connection for activating online, checking the expiration date, downloading updates, sending Trend Micro URL/web queries and logs to the portal, and browsing knowledge base pages on the Trend Micro Web site.

If you have a dial-up or other connection to the Internet that charges fees per connection, by the amount of time connected or for the amount of data downloaded, make sure your router or connection software does not automatically start a connection to support the features listed above to avoid extra connection fees. Follow your router's instructions to edit your router settings as required.

Global Availability

September 3, 2013
Contacting Trend Micro

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www.trendmicro.com
Further information is available at http://us.trendmicro.com/us/about/index.html

Consumer Support Line

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

Free phone, email and chat support

Trend Micro also offers free phone, email, and chat support. For more information, contact eSupport at:


You can also contact the Trend Community at:

http://community.trendmicro.com/

Premium Services

Trend Micro provides Titanium 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 Titanium or as stand-alone and ad-hoc services. For more information, go to http://www.trendmicro.com/us/home/products/support-services/index.html
Chapter 2: Getting Started With Trend Micro™
Titanium™ Internet Security for Mac

This chapter gets you started with Trend Micro™ Titanium™ Internet Security for Mac. Topics discussed in this chapter include

- Installing Trend Micro Titanium Internet Security for Mac.

Installing Trend Micro™ Titanium™ Internet Security for Mac

To install Titanium for Mac:


2. When **Trend Micro Titanium.dmg** appears on your desktop, double-click the icon. The installer appears.

![Figure 1. Trend Micro Titanium for Mac Installer](image)

3. In the installer window, double-click **Install Trend Micro Titanium**. A popup appears, indicating the installer will run a program to determine if Titanium can be installed.

![Figure 2. Pre-install Check](image)

4. Click **Continue**. The Trend Micro Titanium Installer **Welcome** screen appears.
5. Click Continue. The Software License Agreement appears.

6. Help improve Titanium by providing anonymous user stats is checked by default. No personal information is shared with Trend Micro, so you should leave this checkbox checked.

7. Scroll down the window to read the Trend Micro End User License Agreement. If you agree to the terms, click Continue. A popup appears for you to accept or reject the agreement.

8. Click Agree. A screen appears for you to Enter Serial Number.
9. Enter the **Serial Number** into the field provided and click **Continue**. A window appears, indicating that a **Standard Install** will begin on your hard drive and calculating the space it will take.

10. Click **Install**. A popup for you to enter your administrator credentials to give permission for the install.

11. Enter your **Name** and **Password** and click **Install Software**. The installation proceeds, writing files to your hard disk.
12. When the installation is complete, a window appears, letting you know that the installation was successful.

13. If your browser was open during the install, a popup will appear, asking you to close your browser to enable the Trend Micro Toolbar.

14. Click Quit Browser to close your open browser, then Close to close the installer.

15. Titanium presents a window to Activate Your Protection.
16. Enter your email address and click Next. The Sign In window appears.

17. If you already have a Trend Micro account, enter your password and click Next to Sign In.

18. If you don’t already have an account, in the upper right-hand corner of the window click the hotlink Create a new account. A window appears to Enter your Account Information.

19. Type your account information in the fields provided, select your Location from the popup, check I have read and agree to the Trend Micro Privacy Statement after you’ve read it, and click Next. A window appears for you to Activate Your Protection.
20. Enter a computer name that uniquely identifies this Mac on your network and click Next. The Protection Activated window appears.

21. Click Close to close the Activation window. The Trend Micro Titanium Console now shows that your protection is activated.

22. Click Update Now to update your protection; otherwise, within 10 minutes Titanium will automatically update your protection with the latest signatures and files.

23. Click the Close button to close the Titanium Console.
Figure 18. Close the Installer

24. In the installer window, click the Close button to close the installer.

Figure 19. Eject Trend Micro Titanium drive

25. In the Finder, right-click the Trend Micro Titanium drive icon to eject it. This removes it from the Finder.

26. This completes your installation of Trend Micro Titanium. To keep your Mac safe, read the following chapter to learn how to use Titanium.
Chapter 3: Using Trend Micro™ Titanium™ Internet Security for Mac

This chapter provides an overview of Trend Micro Titanium Internet Security for Mac. Topics discussed in this chapter include:

- The Titanium Console Overview
- Scan Now
- Privacy Scanner for Social Networks
- Web Threat Protection
- Website Filter: Managing Your Children’s Online Activity
- Scan Options
- Scan Preferences
- Logs
- Help

The Titanium Console Overview

To open the Titanium Console:

![Titanium Finder Menu]

Figure 20. The Titanium Finder Menu

Note: You can perform a number of options directly from the Titanium Finder Menu. These include: Scan Now, Update Now, disabling the detection of Web Threats, Opening the Trend Micro Titanium Console, Opening Preferences, Opening Help, and Shutting Down Trend Micro Titanium.

1. In the Titanium Menu in the Finder’s Menu Bar, select Open Trend Micro Titanium. The Titanium Console appears.
2. The default settings are set to On. These include:

**Detect Web Threats.** Titanium is automatically configured to protect you from Web threats.
- It blocks Instant Messaging and email links that lead to dangerous websites.
- It protects against phishing scams that can trick you into revealing confidential information.
- It prevents websites from installing dangerous software on your Mac.

**Real-Time Scanning.** Titanium scans your Mac’s memory in real time, so that you’re always protected from any files downloaded onto your computer. Unwanted files are blocked before they touch your hard drive.

3. Click **Update Now** to manually begin an update process. You might wish to do a manual update before you execute a manual scan.

4. Click **Scan Now** to execute a Smart Scan on your computer. Smart Scans scan those parts of your computer where malware typically lurks.

5. **Click the lock to make changes.** A popup appears, asking permission to allow the changes.

6. The Mac OS should automatically load your admin name into the Name field. If not, enter it.

7. Enter your admin **Password** and click **OK**. The Lock opens and you can now make changes to the settings in Titanium.
Scan Now

Once you’ve installed Titanium Internet Security for Mac, it’s good practice to execute a quick Smart Scan to search for possible malware already lurking on your computer.

To Scan Now for viruses:

1. Perform one of two options:

   a) Select **Scan Now** in the Titanium Menu.

   ![Figure 23. Titanium Menu > Scan Now...](image)

   b) Select **Open Trend Micro Titanium** in the Titanium Menu, and when the Titanium Console appears, click **Scan Now**.

   ![Figure 24. Open Trend Micro Titanium](image)

2. A progress dialog appears, as Titanium conducts a quick **Smart Scan**. You can click **Continue in the Background** to hide the dialog.

   ![Figure 25. Titanium Console > Scan Now](image)
3. When the scan is complete, Titanium returns a dialog saying **Scan Completed**.

4. Click **View Results** to view the results of the scan.

5. When a threat is found, it will be listed, showing details about the threat, the type of scan conducted, the response, where the threat was found, and when it was found.

6. Click the red close button in the upper left-hand corner to close the Titanium Console.

**Web: Privacy Scanner for Social Networks**

Titanium Internet Security for Mac 2014 lets you scan your privacy settings on Facebook, Google+, and Twitter and reset them, to help protect you against identity theft and the resultant phishing—always present threats when you may be sharing too much information on your social networks.
To check your Privacy Settings in Facebook:

1. Click the Trend Micro Toolbar and select Check social network privacy from the dropdown menu. The Trend Micro Privacy Scanner webpage appears in your browser, with the Facebook tab selected by default.

2. Click Sign In to go to the Facebook Log In page.

**Note:** In Safari, as you sign in, you must remember to mark the “Keep me logged in” checkbox for the Privacy Scanner to work properly.

The Facebook Log In page appears.
3. Check the checkbox “Keep me logged in,” then type in your login credentials and click Log In. The Facebook Home page appears, with the Trend Micro Privacy Scanner showing at the top.

4. Click Check My Privacy. Facebook returns the results, indicating when you have privacy concerns.
5. If you have concerns, click **Fix All** to fix all the concerns at once using the Titanium 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 32. Privacy Concern](image)

6. Click **Fix** for the settings with Privacy Concerns. Titanium changes your settings and returns the result. In this case, since you accepted the default recommendations, it returned **Nice work! You don’t have any privacy concerns.**

![Figure 33. Fix All | Editor](image)

To check your Privacy Settings in Twitter:

1. If you want to check your privacy settings in Twitter, click the **Twitter** tab. The **Twitter** sign in panel appears.

![Figure 34. Facebook: Nice Work!](image)
2. Click **Sign In**. The Twitter Welcome page appears.

3. If you’re using Safari, check **Remember me**, then sign in to your Twitter account. Your Twitter page appears.

4. Click **Check My Privacy**. The Trend Micro Privacy Scanner returns the result.
5. As you did for Facebook, click **Fix All** or use the editor to edit specific settings. The editor appears.

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

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

8. Re-enter your Twitter password and click **Save Changes**. Twitter saves the changes.
9. Return to your Twitter Home page and click **Check My Privacy** again to ensure you have no remaining privacy concerns. The **Privacy Scanner** returns the result.

![Figure 42. Twitter Changes Saved](image)

To check your **Privacy Settings** in Google+:

1. Select the **Google+** tab if you have a **Google+** account. The **Google+** sign in panel appears.

![Figure 44. Privacy Scanner > Google+](image)

2. Click **Sign in**. The Google Sign in page appears.
Figure 45. Google+ Sign In

3. If you’re using Safari, check Stay signed in, then sign in to your Google account and navigate to your Google+ home page.

Figure 46. Check My Privacy

4. Titanium scans your privacy settings and returns the result.
Figure 47. Google+ Nice Work!

5. Titanium 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.

**Web: Web Threat Protection**

To set Web Threat Protection:

1. Select Web from the Command Menu. The Privacy Scanner tab appears by default.
2. Click Web Threat Protection. The Web Threats Protection panel appears, with Detect Web Threats pre-checked by default. Uncheck it to disable Web Threat Protection (not recommended). (Requires clicking the lock and entering your password to enable changes.)
3. Adjust the level of Web Threat Protection by moving the slider:
   
   **Low.** This setting only blocks websites definitely confirmed as fraudulent or capable of transmitting malicious software. Select this setting only if you do not need much help with avoiding suspicious websites.
   
   **Normal.** Trend Micro recommends this setting for regular daily use. It provides protection against malicious software, online fraud, and other threats without aggressively blocking minor security risks.
High. This setting will prevent you from opening any websites that show any signs of transmitting malicious software. To be on the safe side, even suspicious sites that might not actually cause problems are blocked. You might want to choose this level of protection when children use the web.

4. **Enable Toolbar on Web Browser** is pre-checked by default. Click **Advanced Settings** to edit the settings. The toolbar advanced settings dialog appears.

![Figure 49. Toolbar Advanced Settings](image)

5. Three options are available:

   - **Rate Links on web pages.** Automatically warn about any security risks associated with links on websites you visit. A page rating icon appears next to links on social networking sites, web mail, and search results. This feature is checked by default; uncheck to disable.

   - **Rate links on mouseover.** Display the page rating icon for links on other websites by pausing your mouse cursor over the link. This feature is unchecked by default; check to enable.

   - **Restore Default.** Click this button to restore the default Advanced Toolbar Settings. Click the close button to close the dialog.

6. Click **Trusted Websites** to edit the list of approved websites. The editor appears.

![Figure 50. Trusted Websites](image)

7. To add a trusted website, click the Plus sign (+). A URL field appears for you to add the website.
Figure 51. Add a Trusted Website

8. Type in the name of the website. Use asterisks as shown to expand the coverage of the URL.

9. To delete a trusted website, select the website in the list and click the Minus sign (-). The website is deleted.

10. To edit a trusted website, select the website in the list and click Edit. The URL field becomes active, so you can edit the website.

11. Click Done to save your changes.

12. Click Blocked Websites to edit the list of blocked websites.

13. Follow the same procedures to add, delete, or edit a blocked website as you used above, then click Done to save your changes.

14. Click the lock closed to prevent further changes.

Web: Website Filter | Managing Your Children’s Online Activity

To edit the Website Filter settings:

1. Click the Website Filter tab to open the settings for the website filter. The Website Filter screen appears, with the settings disabled by default.

Figure 52. Website Filter

2. Check Filter websites based on your selections below to enable the Website Filter.
3. Choose the preset you prefer from the popup menu: **High (Child), Medium (Teenager), Low (Mature Teenager), Minimal (Adult),** or pick **Custom** to customize the settings.

4. Check/uncheck a category in the list to enable/disable protection for that category.

5. Scroll down the list using the scrollbar to see more categories.

6. Select a category name to see a description of that category.

7. Click **Trusted/Blocked Websites** as you did in the previous section to edit your list of approved or blocked websites for this Website Filter.

8. Click the lock closed to prevent further changes.

**Scans: Scan Options | Smart, Custom, and Full Scans**

To change your Scan Options:

1. Select **Scans** in the Titanium Console Command Menu. The **Scan Options** screen appears, with **Smart Scan** selected by default.

2. Select the type of scan you wish to do:

   **Smart Scan.** Quickly checks for malicious software in the places where it tends to hide.
**Custom Scan.** Checks for malicious software in a specific place, like a drive or folder.

**Full Scan.** Thoroughly checks every file on your Mac for malicious software.

3. For the **Custom Scan**, click **Choose Files or Folders** to pick the areas you wish to scan. A selection dialog appears.

![Figure 55. Select File or Folder](image)

4. Navigate to the file or folder you wish to scan and click Choose.

5. Click **Start Selected Scan**. Titanium scans your target file or folder, shows a progress dialog, then tells you when the scan has completed, presenting the results.

![Figure 56. Scan Completed](image)

6. Click **OK** to close the **Scan Completed** dialog.
Scans: Scan Preferences | Change Settings | Schedule Scans

To change Scan Preferences:

1. Click Change Settings.

![Scan Preferences](image)

Figure 57. Scan Preferences

2. Click the lock to make changes, then enter your admin credentials to open the lock.

3. Choose among the following options:

   **Enable Real-Time Scanning.** Enabled by default. Check this checkbox to enable the Real-time scan, which is always present in memory to scan for malicious files downloading to your computer.

   **Targets.** Select Recommended Files, All files on your Mac, or Only the files that you select from the popup menu.

   **Enable Scheduled Scan.** Enabled by default.

   **Schedule.** Pick the interval (Monthly, Weekly, or Daily) to conduct the scan. If the user selects “Monthly” or “Weekly” another drop-down menu appears to select the day of the month or week.

   **Start Time.** Pick the time to start the scan.

   **What Scans Should Do.** Automatically Stop the Threat or Customize for First Action (Clean, Delete, Quarantine, or Ignore) and Second Action (Delete, Quarantine, or Ignore).
Figure 58. Customize What Scans Should Do

Scan Compressed Files. Check this checkbox to scan compressed files.

Quarantined Files. Edit the list after the scan by clicking Restore, Delete, or Clean.

Figure 59. Quarantine List

Files Not Scanned. Click the Files, Folders, or File Types tab to choose the list. Edit the list before the scan by clicking the Plus sign (+) to add files or file types to the list(s), the Minus sign (-) to remove them, Edit to edit the list(s), then Done to save the list.

Figure 60. Files | Folders Not Scanned List
4. Click Advanced in the main screen. The Feedback panel appears.

5. **Share anonymous user stats with Trend Micro** is checked by default. Help improve Titanium by providing anonymous user stats. The information collected is not used to identify or contact you. Uncheck if you wish to disable the function; this is not recommended. Click OK to close the dialog.

6. **Restore Defaults.** Click this button to restore Titanium to its installed scan settings.

7. Click **OK** to save your changes, then click the **Lock** to prevent further changes.
Logs

To view Logs:

1. Select Logs from the Titanium Console Command Menu. The Logs screen appears.

   ![Logs Screen](image)

   Figure 62. Logs > Updates Received

2. Choose among the follow options to view Logs:

   **Log Type.** Scan Results, Unsafe Websites Found, Websites Filtered, Updates Received.

   **Period:** Today, Last 24 hours, Last 7 days, Last 30 days, Customize.

   ![Customize Log Period](image)

   Figure 63. Customize the Log Period

3. To delete a log, select the log in the list and click Delete.
Help

To get Help:

1. Click the Question Mark (?) in the Titanium Console. The Help Center appears.

2. Scroll down to review the main topics, or enter keywords in the Search Help field.
About Trend Micro

Trend Micro Incorporated, a global leader in Internet content security, focuses on securing the exchange of digital information for businesses and consumers. A pioneer and industry vanguard, Trend Micro is advancing integrated threat management technology to protect operational continuity, personal information, and property from malware, spam, data leaks and the newest web threats.

Visit TrendWatch at http://www.trendmicro.com/go/trendwatch to learn more about the threats and Trend Micro Smart Protection Network™. Trend Micro’s flexible solutions, available in multiple form factors, are supported 24/7 by threat intelligence experts around the globe. A transnational company, with headquarters in Tokyo, Trend Micro’s trusted security solutions are sold through its business partners worldwide. Please visit http://www.trendmicro.com.

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