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*Trend Micro™ Antivirus for Mac® 9 Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro Antivirus for Mac.

For Antivirus for Mac support, go to:


**DOCUMENT PROFILE:**

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Chapter 1: Introducing Trend Micro™ Antivirus for Mac

This chapter introduces you to Trend Micro™ Antivirus 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™ Antivirus for Mac®

As Macs are no longer immune to viruses and other Internet threats, Mac users need privacy protection when shopping, banking, and socializing online. Trend Micro Antivirus for Mac safeguards your digital life and protects it against online threats, dangerous websites, and identity thieves. Its unique security is designed to safeguard your privacy on social networks like Facebook, Google+, Twitter, and LinkedIn. With Trend Micro, you can relax and enjoy your digital life safely.

Antivirus 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 Antivirus 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.

Antivirus for Mac is powered by Trend Micro’s innovative cloud-based web reputation technologies, the Trend Micro Smart Protection Network. Antivirus 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 nearly 30 years of security industry expertise.
Trend Micro Antivirus for Mac

- Features advanced anti-ransomware technology so your files won’t be held hostage
- Is recognised by industry experts as delivering 100% protection (1)
- Is powered by XGen™ Security to protect you from all the latest and evolving threats
- Blocks more than 250 million threats per day (2)

2. Using the Trend Micro Smart Protection technology.

Key Features

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

**Folder Shield.** Protects your chosen files and folders from dangerous malware and ransomware.

**Artificial Intelligence/Machine Learning.** Making the unknown known. With its evolutionary blend of threat protection techniques and high-fidelity machine learning, Trend Micro™ XGen Endpoint Security™, now active in scans conducted by Trend Micro Antivirus for Mac, is always adapting to identify and defeat new ransomware and other unknown threats.

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

**Privacy Scanner.** Includes a Privacy Scanner for Facebook, Google+, Twitter, and LinkedIn. The Privacy Scanner within Trend Micro Toolbar identifies privacy settings in Facebook, Google+, Twitter and LinkedIn that may leave your personal information publically available and vulnerable to identity theft.

**Detect Web Threats.** Automatically configured to protect against viruses and spyware by identifying and blocking dangerous links in websites, social networks, emails and instant messaging. It guards against identity theft by detecting spam emails containing phishing scams that can trick you into revealing confidential information. And it prevents websites from installing dangerous software on your Mac.

**Blocks Dangerous Websites.** Protects against viruses and spyware by identifying and blocking dangerous links in websites, social networks, emails, and instant messaging.

**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, including popular social media sites. 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.** Scans your Mac’s memory in real time, so that you’re always protected from any malicious files downloaded onto your computer.

**Automatic Updates.** Preconfigured to automatically receive updates to signatures and program files whenever they’re available.
Protect Kids Online. Restrict or filter website access when your kids go online. 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. 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 Antivirus for Mac, make sure that your Mac meets all of the minimum system requirements.

Table 1. Trend Micro Antivirus for Mac 9.0 (2019)

<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 10.13 (High Sierra)</td>
<td>Apple Macintosh computer with an Intel® Core™ Processor</td>
<td>2 GB</td>
<td>1.5 GB</td>
</tr>
<tr>
<td>Mac OS® X version 10.12 (Sierra)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Other Requirements

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Apple® Safari® 10.0 or higher</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mozilla® Firefox® latest and most recent previous version</td>
</tr>
<tr>
<td></td>
<td>Google Chrome™ latest and most recent previous version</td>
</tr>
</tbody>
</table>

Incompatible Software

To ensure successful installation of Trend Micro Antivirus for Mac you should uninstall other antivirus software first. If you have a previous version of Trend Micro Antivirus for Mac, the installation process will help you uninstall it first.

Internet Connection

Antivirus 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 12, 2018
Contacting Trend Micro

Trend Micro Incorporated
225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
Phone: +1 (817) 569-8900
Toll-free: (888) 762-8763
www.trendmicro.com

Consumer Support Line

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

Free phone, email and chat support

A current subscription of Trend Micro Antivirus for Mac includes free phone, email, and chat support. For more information, contact eSupport at: www.trendmicro.com/support/home.

Premium Services

Trend Micro offers Premium Services for a wide variety of technical issues including installation, virus and spyware removal, PC Tune-ups, and more. For more information, visit www.trendmicro.com/support/home.
Chapter 2: Getting Started with Trend Micro™ Antivirus for Mac®

This chapter shows you how to install Trend Micro™ Antivirus for Mac®. Topics discussed in this chapter include:

- Installing a Free Trial
- Installing a Paid edition using an existing Trend Micro Account
- Installing a Paid edition when creating a new Trend Micro Account.

Installing Trend Micro Antivirus

**Note:** The sequence and screens shown below may vary slightly during installation, depending upon the type of installation you’re conducting and the configuration of your Mac.

To install Trend Micro Antivirus:


2. When Trend Micro Antivirus 9.0.dmg appears on your Mac desktop, double-click the icon. The installer appears.

   ![Figure 1. Trend Micro Antivirus Installer](image)

3. In the installer window, double-click Install Trend Micro Antivirus. A popup appears, saying “Install Trend Micro Antivirus’ is an application downloaded from the Internet. Are you sure you want to open it?
Figure 2. Install Trend Micro Antivirus Check

4. Click Open. A popup appears, indicating the installer will run a program to determine if Trend Micro Antivirus can be installed.

Figure 3. Pre-install Check

5. Click Continue. The System Check screen appears to verify available installation files. If a new one is found, the package will be downloaded automatically and will restart the installation.

Figure 4. System Check

6. The Trend Micro Antivirus Installer Welcome screen appears.
7. Click Continue. The Data Collection Notice appears.

8. Click the links to read the Data Collection Notice and Privacy Policy. If you agree, click Continue. The Software License Agreement appears.

9. 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 agree or disagree to the agreement.
10. Click Agree. A screen appears for you to Enter a Serial Number or Start a Free Trial.

11. Choose the type of installation you prefer. For a Paid version, enter the Serial Number into the field provided. For a Free Trial, simply click the button Start a Free trial of Trend Micro Antivirus.

12. Click Continue. An Installation Type window appears, indicating that a Standard Install will begin on your computer, calculating the amount of space it will take.

13. Click Install. A popup appears for you to enter your administrator credentials to allow the install.
14. Enter the **Username** and **Password** for the administrative account on your Mac and click **Install Software**. The installation proceeds, writing files to your hard disk.

15. If you installed the **Free Trial**, a window appears, recommending you provide your email address to receive the latest news and offers from Trend Micro.

16. Enter your preferred email address if you wish, or simply click **Continue**. A window appears, saying **Installation Successful**.
17. Click Close. A popup appears, indicating “Trend Micro Antivirus for Mac wants to make changes.”

18. Enter your Admin User Name and Password and click OK.

19. If your browser is still open during the install, a popup appears for you to Quit Your Browsers, so that the Trend Micro Toolbar extension can be installed and enabled.

20. Click Quit Browser. The Safari Extensions window appears with a popup asking “Are you sure you want to install the extension “Trend Micro Toolbar for Mac”?

21. Click Trust. The Trend Micro Toolbar is installed and enabled.
Figure 17. Trend Micro Toolbar Enabled

22. Click the red close button in the upper left-hand corner to close the Extensions window.

23. If you installed a Paid version, a screen appears, asking you to enter your email address to Activate Your Protection.

Figure 18. Activate Your Protection

You now have two options:

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

*Use an Existing Trend Micro Account:*

1. If you have activated Trend Micro software before, simply enter the email address you used to create the account and click Next. A screen appears for you to Sign In to your account.

Figure 19. Sign In
2. Enter the **Password** for your Trend Micro account and click **Next**. A screen appears for you to name the computer.

![Figure 20. Computer Name](image)

Figure 20. Computer Name

3. Enter a computer name to help identify it in your Trend Micro Account and click **Next**. A screen appears, saying **Protection Activated**.

![Figure 21. Protection Activated](image)

Figure 21. Protection Activated

4. Your protection is activated and the installation is complete. Click the **Finish** to close the **Protection Activated** screen.

**Create a new Trend Micro Account:**

1. If you have **not** activated Trend Micro Software before, enter your preferred email address in the **Activate Your Protection** screen and click **Next**. A screen appears, asking you to **Enter Account Information**.

![Figure 22. Enter Account Information](image)

Figure 22. Enter Account Information

2. Enter your account information, then read the **Trend Micro Privacy Statement**. If you agree to the terms, check “I have read and agree to the Trend Micro Privacy Statement.”
3. Keep or remove the check from the box to “Receive the latest news and offers from Trend Micro,” and click **Next**. A screen appears to **Check What You Entered**.

![Check What You Entered](image)

**Figure 23. Check What You Entered**

4. Make sure your entries are correct and click **Next**. A screen appears saying **Protection Activated**.

![Protection Activated](image)

**Figure 24. Protection Activated**

5. Click **Finish** to close the activation screen. The **Trend Micro Antivirus Console** appears, with the message **Not Yet Updated** showing on the Console.

![Console – Not Yet Updated](image)

**Figure 25. Console – Not Yet Updated**

6. **Trend Micro Antivirus** will automatically update in 10 minutes — and moving forward, will automatically update itself whenever necessary.

7. If you wish to begin the update now, click **Update Now**. A popup appears, indicating that **Trend Micro Antivirus** is downloading an update.
8. When the update is complete, a popup appears, saying **Update Completed**.

![Figure 26. Downloading an Update](image)

**Figure 26. Downloading an Update**

9. Click **Close** to close the popup. You now have access to the latest protection.

![Figure 27. Update Completed](image)

**Figure 27. Update Completed**

10. Click the **Close** box in the upper left-hand corner to close the **Console**.

![Figure 28. Console after Update](image)

**Figure 28. Console after Update**

11. Click the **Close** box in the upper left-hand corner to close the **Installer**.

![Figure 29. Installer](image)

**Figure 29. Installer**
12. Right-click (Cmd-click) the mounted installer disk icon and choose Eject “TRENDMICRO” to eject the mounted installer. The icon is removed from your desktop.

13. When you’re finished with the installation a popup window appears, asking if you wish to Turn On Camera & Microphone Protection.

14. Tap Next to turn on the protection. Another popup appears, asking you to Set Up Folder Shield. See the section below for details.

**Protect Yourself from Ransomware**

**To Configure Folder Shield:**

1. Click Set Up Folder Shield to begin setting up your ransomware protection. A window appears for you to Choose Folders You Want to Protect.
Figure 33. Choose Folders You Want to Protect

2. Click **Protect More** to add more folders. A Finder window opens for you to choose the folder you wish to add; for example, your **OneDrive** cloud sync/backup folder.

Figure 34. Add OneDrive to Folder Shield

3. Select **OneDrive** and click **Add**. **OneDrive** is added to your list of folders protected from ransomware.

Figure 35. One Drive Added to Folder Shield

4. Click **OK** to complete the change.
5. Click OK to complete the setup. The Trend Micro Antivirus Console displays.

6. Trend Micro Antivirus now protects your Mac and all your important files.
Chapter 3: Using Trend Micro™ Antivirus for Mac

This chapter provides an overview of Trend Micro™ Antivirus for Mac. Topics discussed in this chapter include:

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

The Console Overview

To open the Console:

1. In the Antivirus Menu of the Finder’s Menu Bar, select Open Trend Micro Antivirus. The Trend Micro Antivirus Console appears.

Note: You can perform a number of options directly from the Trend Micro Antivirus Menu. These include: Scan Now, Update Now, disable the detection of Web Threats, Open the Trend Micro Antivirus Console, Open Preferences, Open Help, and Shut Down Trend Micro Antivirus.
2. The default settings are set to On. These include:

**Detect Web Threats.** Antivirus is automatically configured to protect you from Web threats.
- It blocks those 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.** Antivirus 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 Scan scans 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 Mac’s admin account name into the **Name** field. If not, type the **User Name** in the field provided.

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

Once you’ve installed Trend Micro Antivirus, it’s a good practice to execute a scan to search for possible malware already lurking on your computer.

To Scan Now for viruses:

1. Perform one of two options:

   ![Figure 41. Antivirus Menu > Scan Now...](image)

   **Figure 41. Antivirus Menu > Scan Now...**

   2. Select Scan Now in the Antivirus Menu.

   ![Figure 42. Open Trend Micro Antivirus](image)

   **Figure 42. Open Trend Micro Antivirus**

   3. Select Open Trend Micro Antivirus in the Antivirus Menu, and when the Trend Micro Antivirus Console appears, click Scan Now.

   ![Figure 43. Antivirus Console > Scan Now](image)

   **Figure 43. Antivirus Console > Scan Now**

   4. A progress dialog appears, as Trend Micro Antivirus conducts a Smart Scan. You can click Continue in the Background to hide the dialog.
5. When the scan is complete, **Trend Micro Antivirus** returns a dialog saying **Scan Completed**.

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

7. 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.

8. Click the red close button in the upper left-hand corner to close the **Console**.
Web: Privacy Scanner for Social Networks

Trend Micro Antivirus for Mac lets you scan your privacy settings in Facebook, Google+, Twitter, and LinkedIn and reset them, to help protect you against identity theft—always a present threat when you may be sharing too much information on your social networks. The Privacy Scanner is available in the Trend Micro Toolbar for Safari, Chrome, and Firefox. The examples below use Safari.

To check your Privacy Settings in Facebook:

1. Click the Trend Micro Toolbar icon in your browser 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.
Figure 49. Privacy Scanner > Facebook

2. Click Sign In to go to the Facebook Sign In page. The Facebook Sign Up page appears.

Figure 50. Facebook Log In

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

Figure 51. See Scan Results

4. Click the See Scan Results button. Trend Micro Antivirus 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 Antivirus recommended privacy settings, or select the drop-down settings menu to fix them manually. In this example, we’ll choose Fix All. The Fix All popup appears.

6. Click Fix for the settings with Privacy Concerns. Antivirus 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, but your friends might need some help…” Use the links to recommend Privacy Scanner on the supported social networks.
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 55. Privacy Scanner | Twitter](image)

2. Click Sign In. The Twitter Welcome page appears.

![Figure 56. Welcome to Twitter](image)

3. Check Remember me, then sign in to your Twitter account. Your Twitter page appears.

![Figure 57. See Scan Results](image)

4. Click See Scan Results. The 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 the **Privacy Scanner** page, where a dialog appears, saying “Now that you have confirmed your password, click the button to see the results.”

10. Click **OK**. **Privacy Scanner** returns the result, with the **Nice Work!** message.
To check your Privacy Settings in Google+:

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

![Privacy Scanner > Google+](image)

*Figure 65. Privacy Scanner > Google+

2. Click Sign in. The Google Sign In page appears.

![Google+ Sign In](image)

*Figure 66. Google+ Sign In

3. Sign in to your Google account. Privacy Scanner will scan your settings and return the results. To see them, click back to the Privacy Scanner portal page in your browser.
4. Click Fix All. The Fix All popup appears.

5. Click Fix to fix the privacy concerns. Privacy Scanner fixes your privacy concerns and returns the results, with the Nice Work! message.
To check your Privacy Settings in LinkedIn:

1. Select the LinkedIn tab if you have a LinkedIn account. The LinkedIn sign in panel appears.

![Privacy Scanner](image)

Figure 70. Privacy Scanner > LinkedIn

2. Click Sign In to sign into your LinkedIn account. The LinkedIn Sign In page appears.

![LinkedIn Sign In](image)

Figure 71. LinkedIn Sign In

3. Enter your email address and password and click Sign In. Your LinkedIn page appears.
4. Click Check My Privacy. Privacy Scanner returns the result.

5. Click Fix All to fix the privacy concern(s). The Fix All dialog appears.

6. Click Fix to fix the privacy concerns. Privacy Scanner results the results, with the familiar “Nice Work!” message.
7. Antivirus provides ongoing protection for Facebook, Twitter, Google+, and LinkedIn. 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.

3. Click the lock to enable changes, then enter your Admin password. The lock opens.

4. Uncheck Detect Web Threats if you wish to disable Web Threat Protection (not recommended).

5. 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.

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

![Figure 77. Toolbar Advanced Settings](image)

7. 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 Toolbar settings. Click the close button to close the dialog.

8. Back in the main window, click **Trusted Websites** to edit the list of approved websites. The editor appears.

![Figure 78. Trusted Websites](image)

9. To add a Trusted Website, click the **Plus sign (+)**. A URL field appears for you to add the website.
Figure 79. Add a Trusted Website

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

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

12. 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.

13. Click Done to save your changes.

14. Click Blocked Websites to edit the list of Blocked Websites.

15. Follow the same procedures to add, delete, or edit a Blocked Website as you used above, then click Done to save your 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 80. Website Filter

2. Click the lock to make changes. A User Name and Password dialog appears.
3. Enter your user name and password and click OK. You can now edit the Website Filter settings.

4. Check Filter websites based on your selections below to enable the Website Filter.

5. 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.

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

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

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

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

10. 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 Trend Micro Antivirus Console Command Menu. The Scan Options screen appears, with Smart Scan selected by default.

![Scan Options](image)

Figure 83. Scan Options

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.

![Select File or Folder](image)

Figure 84. Select File or Folder

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

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

![Custom Scan Completed](image)

Figure 85. Custom Scan Completed

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

To change Scan Preferences:

1. Back in the main screen, click **Change Settings**. The **Scans Settings** screen appears.

   ![Figure 86. Scan Preferences](image)

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.

   - **Scan Compressed files.** Disabled by default. Check this checkbox to scan files that are compressed.

   - **Enable machine-learning to protect from new or unknown threats.**

   - **Enable Scheduled Scans.** Enabled by default.

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

   **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 87. Customize What Scans Should Do

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

5. **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.
6. Click **Advanced** in the main screen. The **Feedback** panel appears.

7. **Share threat information with Trend Micro** is checked by default. Trend Micro automatically correlates and analyzes information about threats found on millions of computers to help better protect you. No personal information is gathered or shared.

8. **Share computer performance information with Trend Micro** is checked by default. Trend Micro analyzes the settings and capabilities of millions of computers to help make yours work even better. No personal information is gathered or shared.

9. Uncheck these if you wish to disable the functions; this is not recommended.

10. Click **OK** to close the dialog.

11. Back in the main **Scans** window, click **Restore Defaults** to restore Trend Micro Antivirus to its installed scan settings.

12. Click **OK** to save your changes, then click the **Lock** to prevent further changes.
Folder Shield

To configure Folder Shield:

1. Select **Folder Shield** from the Antivirus Console Command Menu. The Folder Shield screen appears, with the Protect Folders showing in the window.

![Folder Shield Screen](image1)

**Figure 92. Folder Shield**

2. Click the lock to make changes. The Change dialog appears.

![Change Dialog](image2)

**Figure 93. Change Dialog**

3. Enter your **User Name** and **Password** and click **OK**. The Folder Shield Editor opens to make changes to **Folder Shield**.

![Folder Shield Editor](image3)

**Figure 94. Folder Shield Editor**

4. Select a folder to remove it from **Folder Shield**, then click the **Minus (-)** sign.

5. Click the **Plus (+)** sign to add a folder to **Folder Shield**.
Figure 95. Add Folder to Folder Shield

6. You can add programs to the **Trusted Program List** from the **Logs** page to allow them to access protected folders.

7. **Check/Uncheck** the box to **Protect all connected USB drives** from malware or ransomware.

8. Click the lock to prevent further changes.

### Logs

**To view Logs:**

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

Figure 96. Logs > Updates Received

2. Choose among the following options to view Logs:

   - **Log Type**: Scan Results, Unsafe Websites Found, Websites Filtered, Updates Received, Folder Shield.
   - **Period**: Today, Last 24 hours, Last 7 days, Last 30 days, Customize.

Figure 97. Customize the Log Period

3. To delete a log, select the log in the list and click **Delete**.
More Tools

Dr. Cleaner is a disk and memory cleaner for your Mac that helps you regain disk space by removing unnecessary files and applications, while helping you to free up memory right in the middle of your workday, to optimize the performance of your Mac.

To launch Dr. Cleaner, follow the steps below:


   ![Figure 98. More Tools Available for Mac](image)

2. Click Open to launch the Dr. Cleaner.

   ![Figure 99. Dr. Cleaner Tool Console](image)

3. Access the available options for Dr. Cleaner by clicking the menu icon on the lower-left corner of the console.

   About Dr. Cleaner, information about the tool.

   Preferences, General Settings, Notification and Memory settings.

   Shortcut to tools, options include Optimize Memory, Quick Disk Clean, System Optimizer, Show Menu Bar Logo.

   Miscellaneous menu, includes Rate in Mac App Store, Share with Friends, Contact Support.

   Quit

How to use Dr. Cleaner

1. On the Dr. Cleaner console, click the System Optimizer button to access the menus.
2. On the left-hand panel menu, click on **Junk Files**, then click **Scan** to find and delete junk files on your Mac to free disk space. Click the **Scan**.

![Figure 100. Junk Files](image)

3. Click on **Big Files**, then click on **Scan** to find and delete big files on your Mac to free disk space.

![Figure 101. Big Files](image)

4. Click on **Disk Map**, then click the **Select Folder** to manage all the files on your disk using a visual map.

![Figure 102. Disk Map](image)

5. Click on **Duplicate Files** on the left-hand panel and click **Scan** to retrieve and delete duplicate files.
6. Click on **App Manager**, then click **Scan** to remove applications and associated files.

7. Click on **File Shredder**, then click the + sign next to Drag files or folders to be shredded option, then click proceed.

You can **Upgrade to Pro** for **Dr. Cleaner** to get additional features such as **Deep Scan** to release more disk space, **System Status** monitor for detailed information about your Mac, **Premium Support** and **Ad-free** environment while using **Dr. Cleaner**.
Antivirus for Mac Support

To get support:

1. Click the Question Mark (?) in the Antivirus Console. The Antivirus for Mac Support page appears.

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

Trend Micro Incorporated, a global leader in cyber security solutions, helps to make the world safe for exchanging digital information. Our innovative solutions for consumers, businesses, and governments provide layered security for data centers, cloud environments, networks, and endpoints. All our products work together to seamlessly share threat intelligence and provide a connected threat defense with centralized visibility and control, enabling better, faster protection. With more than 6,000 employees in over 50 countries and the world’s most advanced global threat intelligence, Trend Micro enables users to enjoy their digital lives safely. For more information, visit www.trendmicro.com.