Trend Micro Security 10
Product Guide

Trend Micro™ Antivirus+ Security 10
Trend Micro™ Internet Security 10
Trend Micro™ Maximum Security 10
Trend Micro™ Premium Security 10

V1.1

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*Trend Micro™ Security 10 (2016) Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro™ Antivirus+ Security 10; Trend Micro™ Internet Security 10; Trend Micro™ Maximum Security 10; or Trend Micro™ Premium Security 10. The products are understood to be the most recent editions (2016), even when “10” or “2016” is not designated. Trend Micro Antivirus for Mac is also considered part of the current 2016 Trend Micro Security Family release, even though it is not referred to with a “10” (which highlights compatibility with Windows 10).

This Product Guide can be read in conjunction with the following companion Product Guides, which can be accessed from the [Home and Home Office Resources Page](#):

- Trend Micro™ Antivirus for Mac Product Guide
- Trend Micro™ Mobile Security for Android Product Guide
- Trend Micro™ Mobile Security for iOS Product Guide
- Trend Micro™ Password Manager for PC and Android Product Guide
- Trend Micro™ Password Manager for Mac and iOS Product Guide

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Chapter 1: Introduction to Trend Micro™ Security 10

With enhanced social networking security, Trend Micro™ Security 10 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 10 products includes the following:

- Trend Micro™ Antivirus+ Security 10. 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 10. Our mid-range product provides advanced protection with maximum performance for up to 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 10. 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™.

- Trend Micro™ Premium Security 10 has all of the same features as Trend Micro Maximum Security, for up to 5 users or devices.

- 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.

Based on 25+ years of security software industry leadership and expertise, all Trend Micro Security Products deliver:

- Protection against 250+ million threats per day.
- The best consumer protection, as attested by AV-TEST’s Best Protection Award for 2014 - Trend Micro Internet Security*
- The fastest web protection against new Internet threats**
- Top-rated defense, blocking sites trying to trick you into downloading malware**

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 Features

- **Support for Windows 10.** Users who will update their operating system automatically when Windows 10 is released can be assured their computers will be fully protected by updating to Trend Micro Security 10.

- **Cloud Storage Scanner.** Trend Micro Maximum Security 10 now provides antivirus protection for your cloud-based Microsoft OneDrive storage. Simply log into your Microsoft Account to access Microsoft OneDrive, then conduct an Cloud Storage Scan to check your OneDrive storage for viruses.

- **Malware Banking Tool.** Trend Micro Password Manager’s Secure Browser protects against banking malware and man-in-the-browser attacks. (See below.)

- **Ransomware Protection.** Protect your documents against unauthorized encryption or modification. Back up files encrypted or modified by suspicious programs.

- **Facebook Application Privacy Scanner.** Scans applications used and warns if the app is posting to your wall with too wide of an audience (Public).

- **Trend Micro Toolbar SSL Checker.** The SSL Checker in Trend Micro Toolbar protects users by verifying if the certificate being used when visiting a financial or shopping website is authentic and warning users if it’s not.

Clean User Interface

- Trend Micro Security 10 provides a clean interface design. Both easy-to-use and powerful, the 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 10 continues its leadership role in social networking security (SNS):

- **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. Facebook applications are also scanned and the user warned if the app is posting with too wide of an audience.

- **Privacy Protection for Browsers.** Privacy Protection is 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; while the Secure Browser on the Mac protects against man-in-the-middle/browser attacks. 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.

**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**

- **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 a 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 made and help you to make them.

- **Smart Scheduled Scan** – Trend Micro Security 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 8/8.1/10 compatibility** – Trend Micro Security is fully compatible with Microsoft’s Windows 8/8.1/10 operating systems.

• **“Yosemite” OS compatibility** – Trend Micro Antivirus for Mac is fully compatible with Apple’s MacOS® X version 10.10 “Yosemite” (10.10 or higher).
# Key Features of Trend Micro Security 10 (2016)

## Table 1. Trend Micro Security 10 (2016) - Key Features

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing (Multi-license subscriptions can be activated on PC, Mac, and Android devices.)</td>
<td>1 user Mac only</td>
<td>1 user PC only</td>
<td>3 users PC &amp; Mac</td>
<td>3 users PC, Mac &amp; Mobile</td>
<td>5 users PC, Mac &amp; Mobile</td>
</tr>
<tr>
<td>Pricing</td>
<td>$39.95 yr</td>
<td>$39.95 yr</td>
<td>$79.95 yr</td>
<td>$89.95 yr</td>
<td>$99.95 yr</td>
</tr>
</tbody>
</table>

### Essential Protection

- Virus and Spyware Protection ✓ ✓ ✓ ✓ ✓ ✓
- Rootkit Detection and Removal ✓ ✓ ✓ ✓ ✓ ✓
- Web Threat Protection ✓ ✓ ✓ ✓ ✓ ✓
- Anti-Spam ✓ ✓ ✓ ✓ ✓ ✓
- Anti-Phishing ✓ ✓ ✓ ✓ ✓ ✓
- Cloud Storage Scanner ✓ ✓ ✓
- Ransomware Protection ✓ ✓ ✓ ✓ ✓ ✓
- 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:
  - Facebook, Twitter, Google+, LinkedIn; Facebook Applications ✓ ✓ ✓ ✓
  - Internet Explorer, Chrome, Firefox ✓ ✓ ✓ ✓
- Data Theft Prevention ✓ ✓ ✓
- Secure Erase ✓ ✓ ✓

*Also known as Trend Micro™ Internet Security for Mac  **Email=Yes, IM=No
Table 2. Trend Micro Security 2015 – Key Features (Continued)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Protection &amp; Privacy (Continued)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC Health Checkup</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vault with Remote File Lock</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Password Manager with Integrated Installer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Protection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parental Controls</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Additional Platform Protection</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Android**</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iOS**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MacOS**</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Bundled with Trend Micro Maximum and Premium Security

System Requirements

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

<table>
<thead>
<tr>
<th>Operating System</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows® 10</td>
<td>1 GHz</td>
<td>1 GB (32-bit)</td>
<td>1.3 GB</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 GB (64-bit)</td>
<td>1.5 GB recommended</td>
</tr>
<tr>
<td>Windows® 8, 8.1 (32 or 64-bit)</td>
<td>1 GHz</td>
<td>1 GB (32-bit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 GB (64-bit)</td>
<td></td>
</tr>
<tr>
<td>Windows® 7 Service Pack 1 (32 or 64-bit)</td>
<td>800MHz (1GHz recommended)</td>
<td>1 GB (32-bit)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 GB (64-bit)</td>
<td></td>
</tr>
<tr>
<td>Windows® Vista Service Pack 2 (32 or 64-bit)</td>
<td>800MHz (1GHz recommended)</td>
<td>512 MB (1 GB recommended)</td>
<td></td>
</tr>
<tr>
<td>Windows® XP Service Pack 3 (32-bit only)</td>
<td>350MHz (800 MHz recommended)</td>
<td>256 MB (512 MB recommended)</td>
<td></td>
</tr>
</tbody>
</table>
### Table 4. Trend Micro Antivirus+, Internet, Maximum, and Premium Security

<table>
<thead>
<tr>
<th>Other Requirements</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web browser</td>
<td>Microsoft® Internet Explorer® 7.0, 8.0, 9.0, 10.0, or 11.0</td>
</tr>
<tr>
<td></td>
<td>Mozilla Firefox® latest version</td>
</tr>
<tr>
<td></td>
<td>Google Chrome™ latest version</td>
</tr>
<tr>
<td>Display</td>
<td>High-color display with a resolution of 800x480 pixels or above (Desktop), 1024x768 or above (Windows Store), 1366x768 or above (Snap View)</td>
</tr>
</tbody>
</table>

### Table 5. Trend Micro Antivirus 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 10.10 (Yosemite)</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 10.9 (Mavericks)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Requirements</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Browser</td>
<td>Apple® Safari® 7.0 or higher</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mozilla® Firefox® latest and most recent previous version</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Google Chrome™ latest and most recent previous version</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table 6. Password Manager

<table>
<thead>
<tr>
<th>Operating System (Windows)</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10 (32bit and 64bit)</td>
<td>1 GHz or faster processor</td>
<td>3 GB</td>
<td>300 MB +</td>
</tr>
<tr>
<td>Windows 8/8.1 (32bit and 64bit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows 7 Service Pack 1 or above (32bit and 64bit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Browser</td>
<td>Microsoft Internet Explorer 9.0/10.0/11.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mozilla Firefox – the latest 2 versions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Google Chrome – the latest 2 versions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 7. Password Manager (Continued)

<table>
<thead>
<tr>
<th>Operating System (Mac OS)</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OS X 10.10 (Yosemite)</td>
<td>Intel Core 2 Duo or faster processor</td>
<td>2 GB or more</td>
<td>300 MB +</td>
</tr>
<tr>
<td>Mac OS X 10.9 (Mavericks)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X 10.8 (Mountain Lion)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web Browser</td>
<td>Safari 7.1/8.0</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mozilla Firefox – the latest 2 versions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Google Chrome – the latest 2 versions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 8. Trend Micro Mobile Security

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Android Devices</th>
<th>Storage Space</th>
<th>Memory Usage</th>
<th>Other</th>
</tr>
</thead>
</table>
| Android OS 2.3 and above | Android Smartphones and Tablets  
Kindle Fire (2nd Gen)  
Kindle Fire HD 7 (2nd Gen)  
Kindle Fire HD 8.9 (2nd Gen)  
Kindle Fire HD 7 (3rd Gen)  
Kindle Fire HDX 7 (3rd Gen)  
Kindle Fire HDX 8.9 (3rd Gen)  
Fire HDX 8.9 (4th Gen)  
Fire HD 7 (4th Gen)  
Fire HD 6 (4th Gen) | 40 MB | 25 MB – 90 MB (varies by device) | Internet Connection |
| Supported Browsers | Android Default Browser  
Android Chrome | | | |
Table 9. Trend Micro Mobile Security (Continued)

<table>
<thead>
<tr>
<th>Compatible iOS</th>
<th>iOS Devices</th>
<th>Storage Space</th>
<th>Memory usage</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS 8.0 and above</td>
<td>iPhone 4S / 5 / 5C / 5S / 6 / 6 Plus</td>
<td>85 MB +</td>
<td>85 MB + (varies by device)</td>
<td>3G/4G (LTE) or Wi-Fi Internet connection required for downloading</td>
</tr>
<tr>
<td></td>
<td>iPad 2 / 3 (New iPad) / 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPad Air 1 / 2</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>iPad mini 1 / 2 / 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>iPod Touch 5</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Supported Browsers
Safari
Browser with supported extensions

Global Availability
July 29, 2015

Contacting Trend Micro
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Free Phone, Email and Chat support
Trend Micro offers free phone, email, and chat support. For more info, contact eSupport at:
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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
Chapter 2: Installing and Activating Trend Micro Security 10

Trend Micro™ Security 10 has separate installs for each version of the product:

- Trend Micro™ Antivirus+ Security 10
- Trend Micro™ Internet Security 10
- Trend Micro™ Maximum Security 10
- Trend Micro™ Premium Security 10 extends Maximum Security by increasing your number of seats.
- Trend Micro™ Antivirus for Mac™ (Internet Security for Mac)

(See our separate Product Guide for instructions on installing and using Trend Micro™ Antivirus for Mac.) Note that hereafter, products in this guide are understood to be version 10, regardless if the number “10” always appears after the product name.

In the examples below we install Trend Micro Maximum Security 10 on Windows 8, but each version of Trend Micro Security has a nearly identical installation and activation process on the various versions of Windows (including Windows 10).

Installing Trend Micro Security

To install Trend Micro Security 10 on Windows 8/8.1/10 using a Download or a CD:

Note: For users of Windows 8/8.1/10 on touch screen devices, “click” instructions below should be read as “tap.”

Figure 1. Windows Modern UI

By Download:

1. In the Windows Modern UI, click the Desktop icon. Windows 8/8.1/10 toggles to the Desktop.

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

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

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.
13. If you’re installing a Trial version, click the Trial version button, then click Next.

14. The License Agreement appears.

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

![Installation Completed](image1)

**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.

![Activate Your Protection](image2)

**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](image)

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](image)

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.
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.

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.)
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**.

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

Subscriptions to Trend Micro™ Internet Security, Maximum Security, and Premium Security 10 variously let you protect other PCs and Macs, as well as Android and iOS mobile devices.

- Trend Micro Security Internet Security: up to 3 PCs and Macs
- Trend Micro Security Maximum Security: up to 3 devices, including PC, Mac, Android and iOS Mobile devices
- Trend Micro Security Premium Security: up to 5 devices, including PC, Mac, Android and iOS Mobile devices
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 24. Internet Security > Protect Another Device Picklist](image)

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 25. Maximum (and Premium) Security > Protect Another Device Picklist](image)
Figure 26. Protect Another PC

Figure 27. Protect Your Mac
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 10 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, you should still read the prior chapters devoted to the lower-end editions. Each more advanced edition includes the features of the prior edition, but adds additional ones.

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.)

![Trend Micro Antivirus+ Security Console](image)

**Figure 29. 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 30. Quick | Full | Custom Scan Menu](image)

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.

![Quick Scan in Progress](image1)

Figure 31. 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.

![Scan Results](image2)

Figure 32. 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 33. 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 34. 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.

2. When the scan detects a large volume of malware, the Quick Scan stops and an Intensive Scan starts.
Figure 36. Intensive Scan in Progress

3. 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 a scan.
To View a Threat 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.)

![Security Report](image)

**Figure 37. Security Report**

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.

![Security Report > Web Threats](image)

**Figure 38. Security Report > Web Threats**
5. Double-click an item in the table to view details on the specific threat.

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.

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

![Figure 42. Generating the Root Cause Analysis Report](image)

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 10

This chapter provides detailed instructions for configuring and using Trend Micro Antivirus+ Security 10.

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.

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. Antivirus+ includes the ability to switch your protection level automatically, to aggressively eliminate programs that pose even a small risk of bad behavior. And increased protection against ransomware helps protect your computer and files from encryption or blocked access and the extortion that comes with ransomware.

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 46. Console > Settings Tool

Figure 47. 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**.

![Scan Preferences](image)

**Figure 48. 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.
    - Immediately close programs that have been exploited by hackers. This is enabled by default.
    - Protect documents against unauthorized encryption or modification. This protects against ransomware and is enabled by default.
  - Back up files encrypted or modified by suspicious programs. This ransomware protection is enabled by default.

- **Scan for suspicious files as the computer starts.** Key security components begin working even before Microsoft Windows (8/8.1/10.0) 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 applications.** 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 49. Virus & Spyware Controls > Scheduled Scans](image)

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 50. Internet & Email Controls > Web Threats](image)

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.
   - **Block Websites with unoriginal certificate.** 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.

![Image of Internet & Email Controls > Spam & Emailed Files panel]

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 4. TMAS OS Platform and Mail Client Support

<table>
<thead>
<tr>
<th>OS Platform</th>
<th>Mail Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP</td>
<td>Outlook Express</td>
</tr>
<tr>
<td>Windows Vista (32 and 64 bit)</td>
<td>Windows Mail, Windows Live Mail 2011</td>
</tr>
<tr>
<td>Windows 7 (32 and 64 bit)</td>
<td>Windows Live Mail 2011</td>
</tr>
<tr>
<td>Windows 8 (32 and 64 bit)</td>
<td>Windows Live Mail 2011</td>
</tr>
<tr>
<td>Windows 10 (32 and 64 bit)</td>
<td>Windows Live Mail 2011</td>
</tr>
</tbody>
</table>
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.

3. Activate the Firewall Booster is checked by default. This enhances the protection given by the Windows Firewall and detects botnet 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.
2. Click +Add to add a program or folder to the exception list. A dialog appears, letting you Add an Item.

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

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

5. Click OK in the Add an Item dialog. The item is added to the exception list.
Figure 57. 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 58. 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 59. Add or Edit an Item

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

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Figure 60. 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 61. 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.
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.

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 > Network Settings:

1. Click **Other Settings > Network Settings** in the Command Menu. **Network Settings** appears, with **Use a proxy server to connect to the Internet** and **Use the proxy settings saved on your computer** chosen by default.

![Network Settings](image)

Figure 64. Other Settings > Proxy Settings

2. **Reduce data usage in metered network** is also 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).

![Enter Settings](image)

Figure 65. Other Settings > Proxy Settings > Enter Settings
4. Or select **Use an automatic configuration script** and enter the script in the **Address** field provided.

![Figure 66. Other Settings > Automatic Configuration Script](image)

5. 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:**

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

![Figure 67. Other Settings > Smart Protection Network](image)

2. 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.)
3. 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.

4. 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 68. Other Settings > Password](image)

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 Settings** 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.

![Background Picture Editor](image)

**Figure 69. 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.

![Select a Picture](image)

**Figure 70. Select a Picture**

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

![Browse to Picture](image)

**Figure 71. Browse to Picture**

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

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

![Social Networking Protection On](image)

**Figure 77. 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, Firefox, and Chrome 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.
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 78. Rate Links on Web Pages](image)

Figure 78. Rate Links on Web Pages

![Figure 79. Safe Trend Micro Page Rating](image)

Figure 79. Safe 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.

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

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 84. Dangerous URL Warning Posted on Facebook
Data: Upgrade Now

Add security features for maximum protection by upgrading to Trend Micro Maximum Security.

To upgrade for maximum protection:


   ![Figure 85. Console > Data](image)

   Figure 85. Console > Data

2. Click the Data icon. The Data screen appears.

   ![Figure 86. Data](image)

   Figure 86. Data

3. By upgrading to Maximum Security, you can

   - Optimize the overall performance of your computer.
   - Safeguard sensitive files on your computer, or delete them securely.
   - Scan your Microsoft OneDrive files to keep them safe.

4. Click Upgrade Now and follow the online instructions to upgrade to Trend Micro Maximum Security.
Family: Upgrade Now

Keep your family safe online by upgrading to Trend Micro Maximum Security for Parental Controls.

To get Parental Controls:


![Console > Family](image)

**Figure 87. Console > Family**

2. Click the Family icon. The Family screen appears.

![Family](image)

**Figure 88. Family**

3. By upgrading to Maximum Security, you can
   - Restrict or filter kids’ access to websites and programs
   - Help manage online reputation of your children
   - Block inappropriate images in web search results.

4. Click Upgrade Now and follow the online instructions to upgrade to Trend Micro Maximum Security to enable Parental Controls.
Chapter 5: Trend Micro Internet Security 10

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.

![Trend Micro Internet Security Welcome Screen](image)

Figure 89. Trend Micro Internet Security Welcome Screen

![Trend Micro Internet Security Console](image)

Figure 90. Trend Micro Internet Security Console
Figure 91. Device > PC Health Checkup | Protect Another Device

Figure 92. Privacy > Privacy Scanner | Data Theft Prevention

Figure 93. Data > Secure Erase | Password Manager
Figure 94. 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 Trial 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 95. Security & TuneUp Controls > Scan Preferences

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

Figure 96. 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.

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

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.

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**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.

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**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 100. Device > PC Health Checkup > Start](image)

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 101. PC Health Checkup Results](image)
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 102. PC Health Checkup Details](image)

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 103. Optimization Level: Excellent](image)

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

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

Include PC Health Checkup with Quick Scan and Full Scan. Uncheck this to disable PC Health Checkup with Quick and Full scans.

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:


![Figure 106. Security Report Tool](image)

Figure 107. PC Health Checkup Report

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

Figure 108. 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:


![Figure 109. Trend Micro Security Console > Privacy](image)

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

![Figure 110. Privacy > Facebook Privacy Scanner](image)

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

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

![Facebook Login Webpage](image1.png)

*Figure 114. 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**.

![Facebook Check My Privacy](image2.png)

*Figure 115. Facebook > Check My Privacy*

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

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...”
6. 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, allowing you to share the post in various ways, using the two popups:

**Figure 119. 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.

![Image of Trend Micro Content Security Software - Shared Link](image)

**Figure 120. Trend Micro Content Security Software - Shared Link**

**Facebook App Privacy Settings**

Note that the Privacy Scanner also scans Facebook Apps for their privacy settings. When you use a social networking app on your Facebook page, such as a game, your privacy settings determine who can see your posts.

To check the privacy settings of your app or game:

1. Use **Privacy Scanner** to perform a Privacy Scan of Facebook, as explained in the previous section. Trend Micro Security provides the result.
2. Select **Fix All**, then **Fix** in the popup, to fix all your app privacy settings at once, or select “Who can see each app and its posts?”, then fix each app setting in turn. Facebook tells you “Nice work! You don’t have any privacy concerns, but your friends might need some help.”

Figure 121. Apps (Games) With Privacy Concerns

Figure 122. Nice Work! You don’t have any privacy concerns.
Twitter Privacy Settings
To check your Twitter Privacy Settings:

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.
3. Sign in to your Twitter account. Your Twitter page appears, with the initial results of the privacy scan.
4. If you have privacy concerns, click **See Scan Results**. 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.

![Fix All | Settings](image)

**Figure 127. Fix All | Settings**

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

![Twitter Password Request](image)

**Figure 128. Twitter Password Request**

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

9. 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...”
10. 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.

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

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

6. 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:

1. **Trend Micro Security 2015 Privacy Scanner** adds LinkedIn to the roster of social networks it supports.

2. Click **LinkedIn** in the **Privacy Scanner** list to begin a privacy scan of LinkedIn. The **LinkedIn Sign In** page appears.
3. Click **Sign in** to sign in to LinkedIn.

4. Enter your LinkedIn email address and password and click **Sign In**. LinkedIn opens and a **Privacy Scanner** panel appears in your LinkedIn page.
Figure 138. 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 139. 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.
7. Click Fix to fix all the 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, 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.
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 142. Internet Explorer > Check your online privacy](image)

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

![Figure 143. Trend Micro Privacy Scanner Portal](image)

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

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.

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...”
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:

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

2. Click **Configure** in the **Data Theft Prevention** panel. Trend Micro Internet Security provides you with an introduction to Data Theft Prevention.
3. Click OK to close the introduction. The Password screen appears.

![Select a Password](image)

**Figure 151. 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.

![Data Theft Prevention](image)

**Figure 152. 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:

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

Figure 153. Secure Erase
2. Click OK to close the Introduction window. The Type of Erase window appears, with Quick Erase selected by default.

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 156. Right-click File for Secure Erase](image)

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 the 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: **Data: Password Manager - Full Version**

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.
- **Web Console Management** – Password Manager lets you use a 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 on the PC and Mac to ensure 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 Download and Install Password Manager:**

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

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

![Run Dialog](image)

**Figure 159. Run Dialog**

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

![User Account Control](image)

**Figure 160. Internet Explorer - Run**

8. Click **Yes** to continue. Password Manager decompresses and the installer presents you with the License Agreement.
9. The installer picks the default location for installation. You can click the link to change the location, but Trend Micro doesn’t recommend this.

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.

12. When the installation is complete, a screen appears for you to 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 **Select Your Version** screen appears.

14. **Use the free version** is selected by default. Click **Next**. The **Protect Your Passwords** screen appears.
15. Click Next. The Create Your Master Password screen appears.

16. Use between 6 and 20 characters and at least two kinds of characters among letters, numbers, and symbols.

17. Confirm your Master Password and provide yourself a Password Hint to help you remember it and click Create. A Use Password Manager in Your Browser screen appears, instructing you to Get Browser Extension.
18. Click **Get Browser Extension**. The **Password Manager** installer launches your default browser (in this case, Internet Explorer), downloads the extension, and prompts you to enable it.

![Enable Extension](image)

**Figure 169. Enable Extension.**

19. Click **Enable**. The Password Manager extension is enabled in your browser.

![Password Manager Icon](image)

**Figure 170. Click the Password Manager Icon**

20. Click the **Password Manager** icon to start saving your passwords now. The **Password Manager** popup prompts you for your **Master Password**.
21. Enter your **Master Password** and click the **Lock** icon. **Password Manager** unlocks. If it finds passwords in your browser, it prompts you to import them; you also have the option to delete them from your browser after importing them.

22. Click **Import Passwords** to import the passwords stored in your browser. **Password Manager** imports them, deletes them from your browser, and presents you with your first captured password.
Figure 173. Imported Password

23. Simply click the password in Password Manager to automatically log you into your account. Password Manager logs you into your account and presents the webpage for that account.

Figure 174. Yahoo!

24. To begin capturing other passwords into Password Manager, simply enter the website for that account into your browser and hit Enter. For example, www.hotmail.com.
Figure 175. Outlook (Hotmail)

25. Enter your ID and password and click **Sign In** to sign into your account. **Password Manager** captures your ID and Password and prompts you to save it.

Figure 176. Save Password?

26. Click **Save Now** to save the password. **Password Manager** indicates **Password Saved**.

Figure 177. Password Saved

27. In the future, simply search for the password in **Password Manager**, then click it to sign into that account; or simply go to the account page itself and **Password Manager** will prompt you to sign in.
For full instructions on using Trend Micro Password Manager, the Trend Micro™ Password Manager Product Guide is available for download from the Trend Micro Support site at Trend Micro Password Manager Support.

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 and 10 users. The process for creating a new user account in Windows Vista or 7 is similar, but not identical. Windows 8 and 10 flip you to the Modern UI – PC Settings when you create a new user.

To enable Parental Controls:

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

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

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


7. Click Manage another account. The Manage Accounts screen appears.
8. Click Add a new user in PC settings. In Windows 8, the Modern UI PC Settings > Users screen appears.

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

10. 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 188. Add a User #2

11. Click Local Account. The third Add a user screen appears.

Figure 189. 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 190. 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 191. Local Account - Mary](image)

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

![Figure 192. Modern UI - Windows 8](image)

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 193. Mary Account](image)

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 194. New Windows Account Listed](image)

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 195. Set Up Rules Popup](image)

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

![Figure 196. Website Filter Rules](image)

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 197. 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 198. 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.
26. Click **Next**. A screen appears, letting you set the child’s program controls.

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

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

30. Check the program checkbox and click OK.

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.
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**.

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

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.

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.

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.
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.

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:

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

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

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

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 10

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 a higher level of support.
Figure 219. Data > Vault, Password Manager (auto-installed) > Cloud Storage Scanner

Note: Trend Micro Security Maximum Security Additional Features: Vault, Password Manager (auto-installed), and Cloud Storage Scanner. 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.

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.

Trend Micro Cloud Storage Scanner

Trend Micro Cloud Storage Scanner lets you scan your Microsoft OneDrive files to keep them safe.
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:

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

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

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

![Vault Desktop Icon](Figure 225. Vault Desktop Icon)

6. 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.

7. To open the Vault, double-click the desktop icon. The password window appears.

![Password Protection](Figure 226. Vault > Password Protection)

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

![Trend Micro Vault](Figure 227. Trend Micro Vault)

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

![Lock Vault Menu Item](Figure 228. Lock Vault Menu Item)

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


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.


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

![Image of Report Found]

**Figure 233. 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 - Full Version

**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.

**To Start Using Password Manager:**

1. Open the **Trend Micro Security Console** and click the **Data** icon. The **Data** screen appears.
2. Click Open in the Password Manager panel. The Password Manager Introduction screen appears.

3. Click OK to close the introduction. A window appears for you to Sign into your Trend Micro Account.
At this point, you follow the same sequence for getting started with Password Manager as in the previous chapter, except that you can capture an unlimited number of passwords. Go here for details on how to get started: Data: Password Manager.

5. For full instructions on using Trend Micro Password Manager, the Trend Micro™ Password Manager Product Guide is also available for download from the Trend Micro Support site at Trend Micro Password Manager Support.

Data: Cloud Storage Scanner

Trend Micro Maximum Security includes a new Cloud Storage Scanner for your Microsoft OneDrive cloud storage. It’s easy to conduct a cloud scan of OneDrive for viruses.

To conduct a OneDrive Scan:


```
Figure 237. Trend Micro Maximum Security Console
```

2. Click the Data icon. The Data screen appears.
3. Click **Open** in the **Cloud Storage Scanner** panel. The **Introduction** screen appears.

4. Click **OK** to close the **Introduction**. The **Cloud Storage Scanner** portal appears.
5. Click **Sign Into OneDrive** to access your OneDrive. A popup appears for you to **Sign In** to your Microsoft account.

6. Enter your **ID** (e.g., Hotmail email address) and **Password** and click **Sign In**. A permissions screen appears.
Scroll down to review the permissions required. If you agree to them, click Yes. (You can change these application permissions at any time in your account settings.) The Start Scan screen appears.

Click Start Scan to scan your OneDrive documents. A popup appears, asking if you’d like to get your results by Email.
9. Click Yes. The Cloud Storage Scanner scans your online files for viruses.

Figure 245. Cloud Storage Scanner During Scan

10. When the scan is complete, the page shows the number of files scanned and the threats resolved. Click Details for more details on the results.

Figure 246. Scan Complete - Details Showing

11. Click Done. This returns you to the main page of the Cloud Storage Scanner.
12. At any time, you can click **View the last scan results** by clicking the link. This returns you to the results, as shown in the previous screen.

13. Back in the main **Cloud Storage Scanner** page, click **Switch Accounts** to log into another Microsoft account, to conduct another OneDrive scan.

14. When you’re done, simply close your browser page to exit the **Cloud Storage Scanner**.
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:


![Feedback](image1)

Figure 249. Feedback

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

![Feedback Dialog](image2)

Figure 250. Your Feedback Matters

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:

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

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 253. Account**

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

**Figure 254. 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

Figure 255. Identity > 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

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.

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