Trend Micro™ Antivirus for Mac® 8 (2018)
Product Guide

V1.0

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*Trend Micro™ Antivirus for Mac® 8 Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro Antivirus for Mac.

For Antivirus for Mac support, go to:


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Chapter 1: Introducing Trend Micro™ Antivirus for Mac

This chapter introduces you to Trend Micro™ Antivirus for Mac®. The topics discussed in this chapter include:

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

Product Overview

Platform-Independent Threats

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

Trend Micro™ Antivirus for Mac®

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

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

Antivirus for Mac is powered by Trend Micro’s innovative cloud-based web reputation technologies, the Trend Micro Smart Protection Network. Antivirus for Mac also guards against infection by malicious software (viruses and spyware), with automatic, real-time scanning and automatic pattern file updates. The security technology behind these features results from Trend Micro’s nearly 30 years of security industry expertise.
Trend Micro™ Antivirus for Mac

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

2 Using the Trend Micro Smart Protection technology.

Key Features

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

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

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

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

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

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

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

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

**Real-Time Scanning.** Scans your Mac’s memory in real time, so that you’re always protected from any malicious files downloaded onto your computer.
Automatic Updates. Preconfigured to automatically receive updates to signatures and program files whenever they’re available.

Protect Kids Online. Restrict or filter website access when your kids go online. Allows you to filter your family’s access to the web by age groups and content categories. You can make exceptions to these general rules by adding URLs to Approved or Blocked Website lists. Ensure your family only views the content you approve.

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

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

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

**Table 1. Trend Micro Antivirus for Mac 8.0 (2017)**

<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 10.12 or higher (Sierra)</td>
<td>Apple Macintosh computer with an Intel® Core™ Processor</td>
<td>2 GB</td>
<td>1.5 GB</td>
</tr>
<tr>
<td>Mac OS® X version 10.11 or higher (El Capitan)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other Requirements**

<table>
<thead>
<tr>
<th>Web Browser</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple® Safari® 8.0 or higher</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mozilla® Firefox® latest and most recent previous version</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Google Chrome™ latest and most recent previous version</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Incompatible Software

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

Internet Connection

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

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

Global Availability

September 12, 2017
Contacting Trend Micro

Trend Micro Incorporated
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Consumer Support Line
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Monday - Friday, 5:00AM - 8:00PM Pacific

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

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

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

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

Installing Trend Micro Antivirus

To install Trend Micro Antivirus:


2. When Trend Micro Antivirus 8.0.dmg appears on your Mac desktop, double-click the icon. The installer appears.

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

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

![Figure 2. Install Trend Micro Antivirus Check](image)

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

6. Click Continue. The Software License Agreement appears.

7. Scroll down the window to read the Trend Micro End User License Agreement. If you agree to the terms, click Continue. A popup appears for you to agree or disagree to the agreement.
8. Click **Agree**. A screen appears for you to **Enter a Serial Number** or **Start a Free Trial**.

9. Choose the type of installation you prefer. For a **Paid** version, enter the **Serial Number** into the field provided. For a **Free Trial**, simply click the button for it.

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

11. Click **Install**. A popup appears for you to enter your administrator credentials to allow the install.
Figure 9. Admin Credentials

12. Enter the Username and Password for the administrative account on your Mac and click Install Software. The installation proceeds, writing files to your hard disk.

Figure 10. Installing Trend Micro Antivirus

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

Figure 11. Quit Your Browsers

14. Click Quit Browser. The Safari Extensions window appears with a popup asking “Are you sure you want to install the extension “Trend Micro Toolbar for Mac”?
15. Click Trust. The Trend Micro Toolbar is installed and enabled.

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

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

18. Enter your preferred email address if you wish, or simply click Continue. A window appears, saying Installation Successful.
19. Click **Close**.

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

21. You now have two options:
   
   - **Use an existing Trend Micro Account**. Provide the email address for this account.
   
   - **Create a new Trend Micro Account**. Provide a preferred email address.
Use an Existing Trend Micro Account:

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

![Figure 17. Sign In](image)

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

![Figure 18. Computer Name](image)

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

![Figure 19. Protection Activated](image)

4. Your protection is activated and the installation is complete. Click the **Finish** to close the **Protection Activated** screen.
Create a new Trend Micro Account:

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

![Figure 20. Enter Account Information](image)

2. Enter your account information, then read the Trend Micro Privacy Statement. If you agree to the terms, check “I have read and agree to the Trend Micro Privacy Statement.”

3. Keep or remove the check from the box to “Receive the latest news and offers from Trend Micro,” and click Next. A screen appears to Check What You Entered.

![Figure 21. Check What You Entered](image)

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

![Figure 22. Protection Activated](image)

5. Click Finish to close the activation screen. The Trend Micro Antivirus Console appears, with the message Not Yet Updated showing on the Console.
6. **Trend Micro Antivirus** will automatically update in 10 minutes—and moving forward, will automatically update itself whenever necessary.

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

8. When the update is complete, a popup appears, saying **Update Completed**.

9. Click **Close** to close the popup. You now have access to the latest protection.
Figure 26. Console after Update

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

Figure 27. Installer

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

Figure 28. Eject "TRENDMICRO"

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

13. Congratulations! This completes your installation of Trend Micro Antivirus for Mac.

14. To keep your Mac safe from ransomware, you should set up Folder Shield right away. See the following section for instructions.
Protect Yourself from Ransomware

To Configure Folder Shield:

1. When you've finished installing Trend Micro Antivirus for Mac, a popup window appears, offering to protect you from ransomware.

![Figure 29. Set Up Folder Shield](image)

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

![Figure 30. Choose Folders You Want to Protect](image)

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

![Figure 31. Add OneDrive to Folder Shield](image)

4. Select OneDrive and click Add. OneDrive is added to your list of folders protected from ransomware.
Figure 32. One Drive Added to Folder Shield
5. Click OK to complete the change.

Figure 33. Your Folder Shield Protection is ON
6. Click OK to complete the setup. The Trend Micro Antivirus Console displays.

Figure 34. Trend Micro Antivirus Console
7. Trend Micro Antivirus now protects your Mac and all your important files.
Chapter 3: Using Trend Micro™ Antivirus for Mac

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

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

The Console Overview

To open the Console:

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

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

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

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

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

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

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

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

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

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

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

To Scan Now for viruses:

1. Perform one of two options:

   ![Figure 38. Antivirus Menu > Scan Now...](image)

   Figure 38. Antivirus Menu > Scan Now...

2. Select Scan Now in the Antivirus Menu.

   ![Figure 39. Open Trend Micro Antivirus](image)

   Figure 39. Open Trend Micro Antivirus

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

   ![Figure 40. Antivirus Console > Scan Now](image)

   Figure 40. Antivirus Console > Scan Now

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

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

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

8. Click the red close button in the upper left-hand corner to close the Antivirus Console.

**Web: Privacy Scanner for Social Networks**

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

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

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

Figure 48. See Scan Results

4. Click the See Scan Results button. Trend Micro Antivirus returns the results, indicating when you have privacy concerns.

Figure 49. Privacy Concern(s)

5. If you have concerns, click Fix All to fix all the concerns at once using the Antivirus recommended privacy settings, or select the drop-down settings menu to fix them manually. In this example, we’ll choose Fix All. The Fix All popup appears.
6. Click Fix for the settings with Privacy Concerns. Antivirus changes your settings and returns the result. In this case, since you accepted the default recommendations, it returned “Nice work! You don’t have any privacy concerns, but your friends might need some help...” Use the links to recommend Privacy Scanner on the supported social networks.

Figure 51. Facebook: Nice Work!
To check your Privacy Settings in Twitter:

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

![Privacy Scanner | Twitter](image)

**Figure 52. Privacy Scanner | Twitter**

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

![Welcome to Twitter](image)

**Figure 53. Welcome to Twitter**

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

![See Scan Results](image)

**Figure 54. See Scan Results**

4. Click See Scan Results. The Privacy Scanner returns the result.
5. As you did for Facebook, click Fix All or use the editor to edit specific settings. The editor appears.

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

7. Click OK to proceed. The Save account changes dialog appears.
8. Re-enter your Twitter password and click Save Changes. Twitter saves the changes.

9. Return to the Privacy Scanner page, where a dialog appears, saying “Now that you have confirmed your password, click the button to see the results.”

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

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

   ![Privacy Scanner > Google+](image1)

   **Figure 62. Privacy Scanner > Google+**

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

   ![Google+ Sign In](image2)

   **Figure 63. Google+ Sign In**

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

Figure 65. Fix All

5. Click Fix to fix the privacy concerns. Privacy Scanner fixes your privacy concerns and returns the results, with the Nice Work! message.

Figure 66. Google+ Nice Work!
To check your Privacy Settings in LinkedIn:

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

![Privacy Scanner > LinkedIn](image)

Figure 67. Privacy Scanner > LinkedIn

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

![LinkedIn Sign In](image)

Figure 68. LinkedIn Sign In

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

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

6. Click **Fix** to fix the privacy concerns. **Privacy Scanner** results the results, with the familiar “Nice Work!” message.
7. Antivirus provides ongoing protection for Facebook, Twitter, Google+, and LinkedIn. At any time, particularly when the social networking site changes any privacy policies, you can run another Privacy Scan on your social networking pages to check your privacy settings.

**Web: Web Threat Protection**

To set Web Threat Protection:

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

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

   ![Figure 74. Toolbar Advanced Settings]

6. Three options are available:

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

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

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

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

   ![Figure 75. Trusted Websites]

8. To add a trusted website, click the Plus sign (+). A URL field appears for you to add the website.
Figure 76. Add a Trusted Website

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

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

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

12. Click Done to save your changes.

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

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

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

To edit the Website Filter settings:

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

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

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

5. Choose the preset you prefer from the popup menu: High (Child), Medium (Teenager), Low (Mature Teenager), Minimal (Adult), or pick Custom to customize the settings.

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

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

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

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

10. Click the lock closed to prevent further changes.

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

To change your Scan Options:

1. Select Scans in the Antivirus Console Command Menu. The Scan Options screen appears, with Smart Scan selected by default.
2. Select the type of scan you wish to do:

   **Smart Scan.** Quickly checks for malicious software in the places where it tends to hide.

   **Custom Scan.** Checks for malicious software in a specific place, like a drive or folder.

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

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

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

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

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

To change Scan Preferences:

1. Ensure the Lock is unlocked before you make any changes.
2. Click Change Settings.

![Scan Preferences](image)

Figure 83. Scan Preferences

3. Click the lock to make changes, then enter your admin credentials to open the lock.
4. Choose among the following options:

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

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

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

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

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

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

   - **What Scans Should Do.** Automatically Stop the Threat or Customize for First Action (Clean, Delete, Quarantine, or Ignore) and Second Action (Delete, Quarantine, or Ignore).
Figure 84. Customize What Scans Should Do

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

- **What Scans Should Do:** Customize
- **First Action:** Clean
- **Second Action:** Quarantine

![Quarantined Files List](image)

**Figure 85. Quarantine List**

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

![Files Not Scanned List](image)

**Figure 86. Files | Folders Not Scanned List**
5. Click **Advanced** in the main screen. The **Feedback** panel appears.

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

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

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

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

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

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

To configure Folder Shield:

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

![Figure 89. Folder Shield](image)

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

![Figure 90. Change Dialog](image)

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

![Figure 91. Folder Shield Editor](image)

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

5. Click the Plus (+) sign to add a folder to Folder Shield.
6. You can add programs to the **Trusted Program List** from the **Logs** page to allow them to access protected folders. (See section following.)

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

8. Click the lock to prevent further changes.

**Logs**

*To view Logs:*

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

2. Choose among the following options to view Logs:

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

3. To delete a log, select the log in the list and click **Delete**.
Antivirus for Mac Support

To get support:

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

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

Trend Micro, 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.